



Agenda
Capital Metropolitan
Transportation Authority
Operations, Planning and Safety
Committee

2910 East 5th Street
Austin, TX 78702

Wednesday, November 10, 2021	11:00 AM	2910 East 5th Street, Austin, TX
		78702

I. Call to Order

II. Public Comment

III. Action Items

1. Approval of minutes from the October 13, 2021 Operations, Planning and Safety Committee meeting.
2. Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a contract with SHI Government Solutions to renew Capital Metro licensing of the Microsoft licensed software suite of products for a three (3) year period for an amount not to exceed \$1,431,390. This includes an additional 20% to the contract cost to account for future growth. The contract amount is \$1,192,825. The contingency amount is \$238,565.
3. Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a contract with Spare Labs Inc. for a Demand Response Transit System solution and implementation for a base period of twenty-two (22) months with ten (10) one-year option periods in an amount not to exceed \$4,201,206.
4. Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a contract with MTM, Inc., in an amount not to exceed \$2,090,874 in order to provide functional assessment services for the MetroAccess Eligibility Department. This amount is for a base term of three (3) years with two (3) one-year options for a total of up to five (5) years.
5. Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a contract with CFJ Manufacturing for uniform services for a period of one year with an option for two additional years, in an amount not to exceed \$1,835,118.

IV. Presentations

1. Operations Update

V. Items for Future Discussion

VI. Adjournment

ADA Compliance

Reasonable modifications and equal access to communications are provided upon request. Please call (512) 369-6040 or email ed.easton@capmetro.org if you need more information.

Committee Members: Ann Kitchen, Chair; Jeffrey Travillion, Pio Renteria and Eric Stratton..

The Board of Directors may go into closed session under the Texas Open Meetings Act. In accordance with Texas Government Code, Section 551.071, consultation with attorney for any legal issues, under Section 551.072 for real property issues; under Section 551.074 for personnel matters, or under Section 551.076, for deliberation regarding the deployment or implementation of security personnel or devices; arising regarding any item listed on this agenda.



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Operations, Planning and Safety Committee **Item #:** AI-2021-249

Agenda Date: 11/10/2021

Approval of minutes from the October 13, 2021 Operations, Planning and Safety Committee meeting.



Minutes

Capital Metropolitan Transportation Authority

Operations, Planning and Safety Committee

2910 East 5th Street
Austin, TX 78702

Wednesday, October 13, 2021

12:30 PM

2910 East 5th Street, Austin, TX 78702

12:42 p.m. Meeting Called to Order

Present	Jeffrey Travillion, Sabino Renteria, and Eric Stratton
Absent	Ann Kitchen

I. Public Comment

Delaney Garcia provided public comment.

II. Action Items

1. Approval of minutes from the September 15, 2021 Operations, Planning and Safety Committee meeting.

A motion was made by Stratton, seconded by Renteria, that the Minutes be adopted. The motion carried by the following vote:

Aye: Travillion, Renteria, and Stratton

2. Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a contract with Convergent Technologies for the purchase and installation of cameras and supporting equipment at 31 Rail Signal Houses not to exceed \$422,290.

A motion was made by Renteria, seconded by Stratton, that this item be recommended for the consent item agenda at the Board of Directors meeting on 10/25/2021. The motion carried by the following vote:

Aye: Travillion, Renteria, and Stratton

3. Approval of the Capital Metro Board of Directors Public Safety Advisory Committee Charter.

A motion was made by Renteria, seconded by Stratton, that this item be recommended for the action item agenda at the Board of Directors meeting on 10/25/2021. The motion carried by the following vote:

Aye: Travillion, Renteria, and Stratton

III. Presentations

1. Operations Update

IV. Items for Future Discussion

V. Adjournment

1:21 p.m. Meeting Adjourned

ADA Compliance

Reasonable modifications and equal access to communications are provided upon request. Please call (512) 369-6040 or email ed.easton@capmetro.org if you need more information.

Committee Members: Ann Kitchen, Chair; Jeffrey Travillion, Pio Renteria and Eric Stratton..

The Board of Directors may go into closed session under the Texas Open Meetings Act. In accordance with Texas Government Code, Section 551.071, consultation with attorney for any legal issues, under Section 551.072 for real property issues; under Section 551.074 for personnel matters, or under Section 551.076, for deliberation regarding the deployment or implementation of security personnel or devices; arising regarding any item listed on this agenda.



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Operations, Planning and Safety Committee **Item #:** AI-2021-142

Agenda Date: 11/10/2021

SUBJECT:

Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a contract with SHI Government Solutions to renew Capital Metro licensing of the Microsoft licensed software suite of products for a three (3) year period for an amount not to exceed \$1,431,390. This includes an additional 20% to the contract cost to account for future growth. The contract amount is \$1,192,825. The contingency amount is \$238,565.

FISCAL IMPACT:

Funding for this action is available in the FY2022 Operating Budget.

STRATEGIC PLAN:

Strategic Goal Alignment:

- | | | |
|--|--|---|
| <input checked="" type="checkbox"/> 1. Internal/External Customer Service Excellence | <input type="checkbox"/> 2. Stakeholder Engagement | |
| <input checked="" type="checkbox"/> 3. Financial and Environmental Sustainability | <input type="checkbox"/> 4. Staff Development | <input checked="" type="checkbox"/> 5. Agency Growth Management |

Strategic Objectives:

- | | | |
|---|---|---|
| <input type="checkbox"/> 1.1 Safety & Risk | <input type="checkbox"/> 1.2 Continuous improvement | <input type="checkbox"/> 1.3 Dynamic Change |
| <input checked="" type="checkbox"/> 1.4 Culture of Innovation | <input type="checkbox"/> 2.1 Be an Employer of Choice | <input type="checkbox"/> 2.2 Organization Development |
| <input type="checkbox"/> 2.3 Organization Culture | <input checked="" type="checkbox"/> 3.1 Resource optimization | <input type="checkbox"/> 3.2 Safety Culture |
| <input type="checkbox"/> 3.3 Environmental Leadership | <input type="checkbox"/> 4.1 Educate & Call to Action | <input type="checkbox"/> 4.2 Build Partnerships |
| <input type="checkbox"/> 4.3 Value of Transit | <input type="checkbox"/> 4.4 Project Connect | |

EXPLANATION OF STRATEGIC ALIGNMENT: The office productivity software suite provides opportunities for communication and collaboration via integration with various systems and access to Capital Metro's resources via any web enabled device. The Microsoft Dynamics AX product is the agency's financial system and the Microsoft CRM product is the agency's customer comment tracking system. The systems will also provide a platform for incorporating new, improved and innovative business practices, as well as providing a great customer experience. Maintaining Capital Metro's systems in a state of good repair ensures stable and reliable systems.

BUSINESS CASE: The current three-year agreement is expiring for our Microsoft suite of products which are used agency wide. A new agreement must be put in place to maintain the continuity of operations critical to running each business unit. Maintaining the most current versions of software help maintain secure systems and provide feature rich tools to increase effectiveness and efficiency. In addition, the Microsoft hosted solution limits the hardware investment

and greatly reduces the need for local support of the system, simplifying future upgrades. It is necessary to maintain the advantages of the current Microsoft productivity software solutions to prevent the business units from experiencing decreased efficiency due to document version incompatibility issues with document exchange between partners, vendors, and other entities. Failure to take action will see a resurgence of these issues resulting in decreased performance, loss of collaboration opportunity, and limited mobile access to Capital Metro's resources.

COMMITTEE RECOMMENDATION: This item was presented and recommended for approval by the Operations, Planning and Safety Committee on November 10, 2021.

EXECUTIVE SUMMARY: The Microsoft suite of products has provided office productivity software that has increased the agency's ability to collaborate, augment productivity and access resources remotely, including leveraging usage via mobile devices. This agreement provides licensing and support for Microsoft Office 365, Microsoft Exchange Online, Microsoft SharePoint Online, Skype, Dynamics AX, Dynamics Customer Relationship Management system, other ancillary services (e.g. training) and software products (e.g. MS Visio, MS Project. In addition to maintaining the most current versions of the software, the Microsoft hosted solution limits the hardware investment and greatly reduces the need for local support of the system, simplifying future upgrades. The solutions provide the foundation for integration with the communications systems (e.g. telecom, instant messaging, etc.), increase user productivity, and enabling better collaboration and mobility opportunities.

DBE/SBE PARTICIPATION: No SBE goal is assigned to this project due to limited subcontracting opportunity. However, the selected vendor is a certified SBE.

PROCUREMENT: The contract will utilize the Department of Information Resources (DIR) contract, DIR-TSO-4092 held by SHI Government Solutions, Inc. to re-sell Microsoft Licensing and Software products. DIR awarded contracts are made available for use by Capital Metro via Title 7, Intergovernmental Relations Chapter 791, Interlocal Cooperation Contracts and The Texas Interlocal Cooperation Act. Purchases made using DIR contracts satisfy otherwise applicable competitive bidding requirements. Pricing for the Microsoft licensed software suite of products was determined to be fair & reasonable by DIR's organization during its solicitation and award process.

The following is SHI Government Solutions pricing for three (3) years of Microsoft's Licensing, per year:

Microsoft Licensing Year One (1): \$397,608.32	Microsoft Licensing
Year Two (2): \$397,608.32	Microsoft Licensing Year Three (3):
\$397,608.32	Total for Three (3) Years: \$1,192,824.96.

The contract is a firm fixed price type contract.

RESPONSIBLE DEPARTMENT: Information Technology

**RESOLUTION
OF THE
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS**

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2021-142

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management endeavor to maintain its Microsoft productivity software in good working order to support current operations; and WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to provide the necessary office productivity and communications software required by new business initiatives.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, or his designee, is authorized to finalize and execute a contract with SHI Government Solutions to renew our licensing for our Microsoft licensed software suite of products for a three (3) year period for an amount not to exceed \$1,431,390. This includes an additional 20% to the contract cost to account for future growth. The contract amount is \$1,192,825. The contingency amount is \$238,565.

Date: _____

**Secretary of the Board
Eric Stratton**



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Operations, Planning and Safety Committee **Item #:** AI-2021-179

Agenda Date: 11/10/2021

SUBJECT:

Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a contract with Spare Labs Inc. for a Demand Response Transit System solution and implementation for a base period of twenty-two (22) months with ten (10) one-year option periods in an amount not to exceed \$4,201,206.

FISCAL IMPACT:

Funding for this action is available in the FY2022 Capital Budget

STRATEGIC PLAN:

Strategic Goal Alignment:

- | | | |
|--|--|--|
| <input checked="" type="checkbox"/> 1. Internal/External Customer Service Excellence | <input type="checkbox"/> 2. Stakeholder Engagement | |
| <input checked="" type="checkbox"/> 3. Financial and Environmental Sustainability | <input type="checkbox"/> 4. Staff Development | <input type="checkbox"/> 5. Agency Growth Management |

Strategic Objectives:

- | | | |
|---|--|---|
| <input type="checkbox"/> 1.1 Safety & Risk | <input checked="" type="checkbox"/> 1.2 Continuous improvement | <input type="checkbox"/> 1.3 Dynamic Change |
| <input type="checkbox"/> 1.4 Culture of Innovation | <input type="checkbox"/> 2.1 Be an Employer of Choice | <input type="checkbox"/> 2.2 Organization Development |
| <input type="checkbox"/> 2.3 Organization Culture | <input checked="" type="checkbox"/> 3.1 Resource optimization | <input type="checkbox"/> 3.2 Safety Culture |
| <input type="checkbox"/> 3.3 Environmental Leadership | <input type="checkbox"/> 4.1 Educate & Call to Action | <input type="checkbox"/> 4.2 Build Partnerships |
| <input type="checkbox"/> 4.3 Value of Transit | <input type="checkbox"/> 4.4 Project Connect | |

EXPLANATION OF STRATEGIC ALIGNMENT: Capital Metro's MetroAccess demand response transit systems are beyond their useful lifecycle for operating and maintaining service. As part of the State of Good Repair program, it is imperative to replace these mission-critical systems that are at the end of their useful life. These existing systems also do not have the feature rich and up-to-date technology available in more modern demand response transit systems to provide internal and external customer service excellence. The implementation of the replacement demand response transit systems will provide continuous improvement for MetroAccess operations staff and customers.

BUSINESS CASE: Capital Metro currently uses Trapeze demand response systems for the operations of the MetroAccess service for the Authority. The functionality of the existing systems are beyond the end of their

useful life and do not satisfy current business needs for MetroAccess operations staff or customers. Maintaining the Trapeze demand response systems requires extensive testing for upgrades and disruption when implemented, and product feature deficiencies result in inefficiencies of staff across the Authority as well as vehicle service hours. The new demand response transit systems offer an intuitive customer interface with more functionality; dynamic scheduling algorithms for better customer experience; and improvements to operations through scheduling and efficient use of service hours to operate the MetroAccess service.

COMMITTEE RECOMMENDATION: This item was presented and recommended for approval by the Operations, Planning and Safety Committee on November 10, 2021.

EXECUTIVE SUMMARY: Capital Metro will be implementing new demand response transit systems to replace the out-of-lifecycle Trapeze demand response systems. Spare Labs Inc. provides a solution, ongoing support and implementation of the product during the life of the contract. The implementation services provided by Spare Labs Inc. will examine our business needs and deliver a fully functional system to include migration of data, training, organizational and customer adoption, as well as ongoing managed services for maintenance and support.

DBE/SBE PARTICIPATION: No SBE goal is assigned to this procurement due to limited subcontracting opportunity. However, we will work with the selected vendor for a commitment towards small business participation.

PROCUREMENT: On May 26, 2021, a Request for Proposals was issued and formally advertised. By the closing date of June 28, 2021, six (6) proposals were received. The evaluation team used the following factors in the evaluation of proposals:

- (1) The offeror's demonstrated understanding of the methodology and ability to satisfy core functionality needs, including trip management, dispatch & scheduling, in-vehicle software, customer records, fare system, reporting, accessibility, and infrastructure requirements as described in the Exhibit F Scope & Compliance Matrix.
- (2) The offeror's demonstrated understanding of the project undertaking, the proposed plan for the performance of the work and the technical approach proposed by the offeror.
- (3) The offeror's demonstrated, relevant work experience and capabilities of the firm as a whole and of the proposed project personnel on projects of a similar size, scope, complexity and nature.

The proposal from Spare Labs, Inc. was determined to be the best value to the Authority, price and other factors considered. The contract is a fixed price contract. The term of the Contract is a base period of twenty-two (22) months and ten (10) one-year option periods, for pricing offered as follows.

TOTAL BASE PERIOD - Twenty-two (22) months	\$447,210.00
TOTAL OPTION PERIOD 1 - FY24	\$283,962.00

TOTAL OPTION PERIOD 2 - FY25	\$320,756.80
TOTAL OPTION PERIOD 3 - FY26	\$335,405.90
TOTAL OPTION PERIOD 4 - FY27	\$349,927.63
TOTAL OPTION PERIOD 5 - FY28	\$365,975.36
TOTAL OPTION PERIOD 6 - FY29	\$382,406.45
TOTAL OPTION PERIOD 7 - FY30	\$400,859.28
TOTAL OPTION PERIOD 8 - FY31	\$418,848.15
TOTAL OPTION PERIOD 9 - FY32	\$437,631.55
TOTAL OPTION PERIOD 10 - FY33	\$458,222.79
GRAND TOTAL	\$4,201,206

RESPONSIBLE DEPARTMENT: Information Technology

**RESOLUTION
OF THE
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS**

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2021-179

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management endeavor to keep systems in the state of good repair and replace its out-of-lifecycle existing demand response transit systems; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to procure and implement a best-fit demand response transit systems solution that will provide improved functionality to meet current and future business growth.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, or his designee, is authorized to finalize and execute a contract with Spare Labs Inc. for a Demand Response Transit System solution and implementation for a base period of twenty-two (22) months with ten (10) one-year option periods in an amount not to exceed \$4,201,206.

**Secretary of the Board
Eric Stratton**

Date: _____

MetroAccess – Demand Response Transit Systems

AI-2021-179

Capital Metro OPS Committee

November 2021

MetroAccess Overview & Operations

- What is **METROACCESS**?
- Role and Impact of Operations Software
 - ✓ Customers
 - ✓ Vehicle Operators
 - ✓ Dispatchers + Schedulers
 - ✓ Call Center
 - ✓ Eligibility
 - ✓ Planners
 - ✓ Administrative Team



MetroAccess KPIs

How do we know we're delivering the best customer experience?

On Time Pickups

92% or better

Answering calls promptly

5% or fewer abandoned calls

Reasonable hold times

2 minutes or less

Hundreds of Other Indicators...

(Productivity, On Board Time, Eligibility outcomes, Etc.)

No Show and Late

METROACCESS

AUGUST 2019 OPERATIONS REPORT

Executive Summary

- Ridership has grown 4% for this fiscal year over the same period a year ago carrying about 61,297 passenger trips in the month of August

August Performance

- System-wide on-time performance is 89.4% which is below the goal of 92%
- System-wide productivity goal was met operating at 1.5 passengers per vehicle hour
- North Base achieved 1.75 while South Base achieved 2.72 accidents per 100,000 miles (goal 2.0)
- Chargeable no-shows remain consistent at 3%
- Subscription trips are up to 32% of all passenger trips
- Premium service—open returns and standby make up 7% of trips or about 4,500 monthly trips
- Call Center abandonment rates increased in August as a result of the Trapezoid scheduling and dispatch system upgrade - 7.1% reservations (goal <5%) and 8.0% Where's My Ride (goal <10%)
- South Base complaint rate is 14.1 and North Base is 23.2 per 10,000 passenger trips (goal 20)
- Eligible passengers are total of 6,130 with 3,535 active (58%), 63% are categorized as unconditional

Ridership (All ADA services)	FY 2018 YTD	FY 2019 YTD	% Difference	June	July	August
South Base (Van)	319,242	331,454	3.8%			
South Base (MV1)	89,855	77,774	-12.5%	30,069	31,840	32,469
Sub-Total South Base	409,097	409,228	0.3%	6,743	7,071	7,252
North Base (MiniVan)	206,737	228,662	10.6%	36,812	38,911	39,721
Transfer	1,319	-	-	20,313	21,088	21,576
Total ADA Ridership	616,153	637,890	3.5%	57,125	59,999	61,297
Total Requested Trips	718,050	741,285	3.2%	64,934	69,212	69,962
% Difference	14.2%	13.9%		12.0%	13.3%	12.4%

On-Time Performance (OTP) Goal: Pickups >=92%	91.4%	90.7%	-0.8%	93.3%	92.9%	90.2%
South Base (SB)	92.1%	89.6%	-2.7%	90.1%	91.1%	88.0%
North Base (NB)	91.6%	90.31%	-1.3%	92.2%	92.2%	89.4%
System Total*						

*This is a weighted average as NB and SB do not provide the same amount of service

Productivity (Passengers per Service Hour)	1.53	1.52	-0.7%	1.59	1.60	1.58
South Base (Van)	1.43	1.41	-1.4%	1.39	1.38	1.38
Sub-Total South Base	1.51	1.50	-0.7%	1.55	1.55	1.55
North Base (MiniVan)	1.45	1.44	-0.7%	1.43	1.39	1.56
Total	1.49	1.48	-0.7%	1.50	1.49	1.51

Accident Rates (Vehicle Accidents per 100,000 miles) Goal: Vehicle Accident Rate <=2	1.34	1.10	-19.4%	2.94	1.68	2.72
South Base	0.83	1.04	25.3%	0.00	0.44	1.75
North Base	1.18	1.08	-8.5%	1.26	1.20	2.35
Total						

July	August
51,329	52,551
512	496
381	430
654	644
1,547	1,570
3.0%	3.0%
946	1,202

July	August
34.0%	31.9%
71	73
3	5
289	247
4,012	4,272

July	August
2.5%	7.1%
4.0%	8.0%
14.1	14.1
25.1	23.2
-	-
77	103
4	2
22	35
54	72

July	August
6,116	6,130
3,530	3,535
204	172
3	0
0	0
4	0
3	3

August	Total	%
6	47	0.8%
93	3,671	63.1%
22	1,402	22.9%
35	545	8.9%
5	171	2.8%
11	101	1.7%
Select Out	Pending	
7	12	

Page 1 of 1

System Background

- All Functions: Eligibility, Customer Accounts, Reservations, Scheduling, Dispatch, Driver Routing, and more.
- Deployed in 2001
- Last upgrade - Aug 2019 (v13 to v18)
 - ✓ (Necessary for modern security protocols and longstanding bugs fixes)
- Update Ops Committee Feb 2020 on Performance & Planned System Replacement
- Procurement Attempted in 2020
- Procurement Process Successful in 2021

Trapeze4 Workstation - MMS_31/PASS/FX V18/SYSSUSERS - [Trip Booking]

File Edit View Map Task TripBooking Tools Window Bookmarks Help

Date: [] Subscr: DEM-DEMANI Casual []

Client: [] Group []

ORIGIN

Req: [] ET: [] LT: [] Ld: 0

Other [] [] [] []

AUSTIN [] [] [] []

N/A [] [] [] []

Comment: [] Phone #: []

Detail Supplementary Data Group Booking Itinerary

Detail

Booking ID: <new> CASUAL NOT GEOCODED

Purpose: N/A Provider: N/A Cost: N/A

Funding Source

1. N/A 2. N/A 3. N/A 4. N/A 5. N/A

Elig Conditions: []

Jurisdiction: []

ParaService: N/A MaxOBT: 0 Bed: []

Group: [] Curb: []

Client Type: N/A Door: []

Mobility Aids: []

Exc.Grp: []

Comment: []

Elig. com: []

Leg Detail - ORIGIN

\$ Jurisdiction Polygon: []

	Pass	Space	PU	DO	Calc	FareType	Client	FS
*	[]	[]	[]	[]	[]	[]	[]	[]

(Existing system being replaced)

Demand Response Transit Systems

Improvements for all Stakeholders

Improved Customer Experience

- ADA-accessible iOS, Android, & Web
- Real-time customer trip booking, cancellation
- Track ride status in Real-time
- Account Management
- Auto-notifications: voice, text & email
- Ride Ratings
- Account-based Fares

Improved Internal Team Experience

- ADA-accessible staff interface via the web
- Modern algorithms use historical data and real time traffic for improved schedule efficiency and timeliness
- In-vehicle turn-by-turn navigation adjusts based on Street Congestion
- Automation of Workflow for Routine Tasks

Demand Response Transit Systems

Integrations into Capital Metro Systems

- Phone System Ride Reminders
- Enterprise Asset Management
- Enterprise Customer Relationship Manager
- CapMetro App Customer Payment Integration

Penalties for non-performance



Demand Response Transit Systems

Systems Provided by Spare Labs Inc.

- Privately-owned, founded in 2015
- Headquarters: Vancouver, BC, Canada
- Expertise: ADA Paratransit, On Demand, First Mile/Last Mile, Ride Hailing
- Customer Base: 85+ operations on 4 continents



Recommended Award November 2021 – \$4,201,206

- New software startup timeline – 12 months
- Base: Through September 30, 2023 – \$447,210
- Options: 10 one-year licensing & support – \$3,753,996



STAR TRANSIT

citibus

MRTA

Next Steps

Early 2022:

Begin Kickoff and Design Activities

- Internal and External Stakeholders

Ongoing Throughout 2022:

Software/Hardware Integration

Stakeholder Engagement

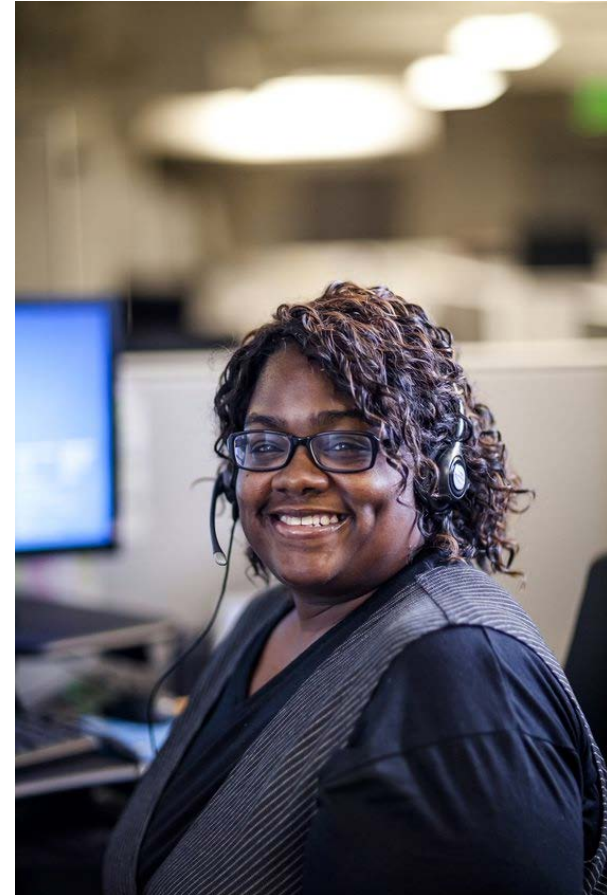
Software/Hardware Testing

Staff Training

Community Outreach & Training

Pilot Testing with Volunteer Customers

2023: Launch (Once 100% Tested & Ready)





METRO

THANK YOU!



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Operations, Planning and Safety Committee **Item #:** AI-2021-230

Agenda Date: 11/10/2021

SUBJECT:

Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a contract with MTM, Inc., in an amount not to exceed \$2,090,874 in order to provide functional assessment services for the MetroAccess Eligibility Department. This amount is for a base term of three (3) years with two (3) one-year options for a total of up to five (5) years.

FISCAL IMPACT:

Funding for this action is available in the FY2022 Operating Budget

STRATEGIC PLAN:

Strategic Goal Alignment:

- | | | |
|--|--|--|
| <input checked="" type="checkbox"/> 1. Internal/External Customer Service Excellence | <input type="checkbox"/> 2. Stakeholder Engagement | |
| <input checked="" type="checkbox"/> 3. Financial and Environmental Sustainability | <input type="checkbox"/> 4. Staff Development | <input type="checkbox"/> 5. Agency Growth Management |

Strategic Objectives:

- | | | |
|---|---|---|
| <input checked="" type="checkbox"/> 1.1 Safety & Risk | <input type="checkbox"/> 1.2 Continuous improvement | <input type="checkbox"/> 1.3 Dynamic Change |
| <input type="checkbox"/> 1.4 Culture of Innovation | <input type="checkbox"/> 2.1 Be an Employer of Choice | <input type="checkbox"/> 2.2 Organization Development |
| <input type="checkbox"/> 2.3 Organization Culture | <input checked="" type="checkbox"/> 3.1 Resource optimization | <input type="checkbox"/> 3.2 Safety Culture |
| <input type="checkbox"/> 3.3 Environmental Leadership | <input type="checkbox"/> 4.1 Educate & Call to Action | <input type="checkbox"/> 4.2 Build Partnerships |
| <input type="checkbox"/> 4.3 Value of Transit | <input type="checkbox"/> 4.4 Project Connect | |

EXPLANATION OF STRATEGIC ALIGNMENT: Engaging a third party to perform functional assessments for MetroAccess eligibility is in alignment with the goal of delivering a high-quality customer experience by providing skilled professionals trained to effectively administer these objective, yet sensitive, transit functional assessments for our customers.

BUSINESS CASE: MetroAccess has been conducting in-person functional assessments for new and returning applicants seeking ADA paratransit eligibility since 2011. This allows us to ensure MetroAccess service is provided to customers who meet the federal ADA requirements and ensure consistent application of eligibility criteria. The 5-year (3 base + 2 option years) contract for the Eligibility Third-Party Functional Assessment is a vital part of this in-person eligibility process allowing for skilled rehabilitation therapist to evaluate applicants'

functional abilities to ensure we are providing the right level and mode of service for each applicant.

COMMITTEE RECOMMENDATION: This item was presented and recommended for approval by the Operations, Planning and Safety Committee on November 10, 2021.

EXECUTIVE SUMMARY: MTM has been selected through a competitive procurement process for a second time to conduct the Agency's third-party functional assessment provider for ADA paratransit. MTM will continue to conduct specialized transit-focused functional assessments used for accurately determining what mobility skills each applicant possesses and what challenges or barriers they may face when utilizing public transportation. This helps ensure we are providing the right level and mode of service for each applicant. Since October 2015, MTM's professional and customer-friendly staff have provided thorough and objective documentation that allows MetroAccess to determine the most appropriate level of eligibility for each applicant in order to continue to ensure the sustainability of this critical service for all eligible riders.

DBE/SBE PARTICIPATION: No SBE goal is assigned to this procurement due to limited subcontracting opportunity. However, we will work with the selected vendor for a commitment towards small business participation.

PROCUREMENT: On August 27, 2021, a Request for Proposals was issued and formally advertised. By the closing date of September 23, 2021, the proposal from Medical Transportation Management, Inc. (MTM) was received. The proposal was evaluated based on the following factors:

- The offeror's demonstrated, relevant work experience/technical background and capabilities of the firm as a whole on projects of a similar size, scope, complexity, and nature.
- The offeror's demonstrated understanding of the project undertaking, the proposed plan for the performance of the work and the technical approach proposed by the offeror.
- Qualifications, experience and capabilities of the proposed personnel, and any subcontractors, on projects of a similar size, scope, complexity, and nature.

The proposal from MTM was rated Excellent, all factors considered. The price was determined to be fair and reasonable. The contract is a fixed price contract. The term of the contract is three base periods of one year each, with two option periods of one year each.

RESPONSIBLE DEPARTMENT: Demand Response & Innovative Mobility

**RESOLUTION
OF THE
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS**

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2021-230

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to ensure accurate and customer focused eligibility determinations for Capital Metro's MetroAccess paratransit program; and

WHEREAS, these services have been provided satisfactorily by MTM since 2015 and MTM was the successful proposer in a competitive procurement process.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, or his designee, is authorized to finalize and execute a contract with MTM, Inc. in an amount not to exceed \$2,090,874 in order to provide functional assessment services for the MetroAccess Eligibility Department. This amount is for a base term of three (3) years with two (2) one-year options for a total of up to five (5) years.

**Secretary of the Board
Eric Stratton**

Date: _____

MetroAccess Eligibility & Functional Assessments

Medical Transportation Management (MTM)
3rd Party Functional Assessment Contract Award

November 2021



What is ADA Paratransit?

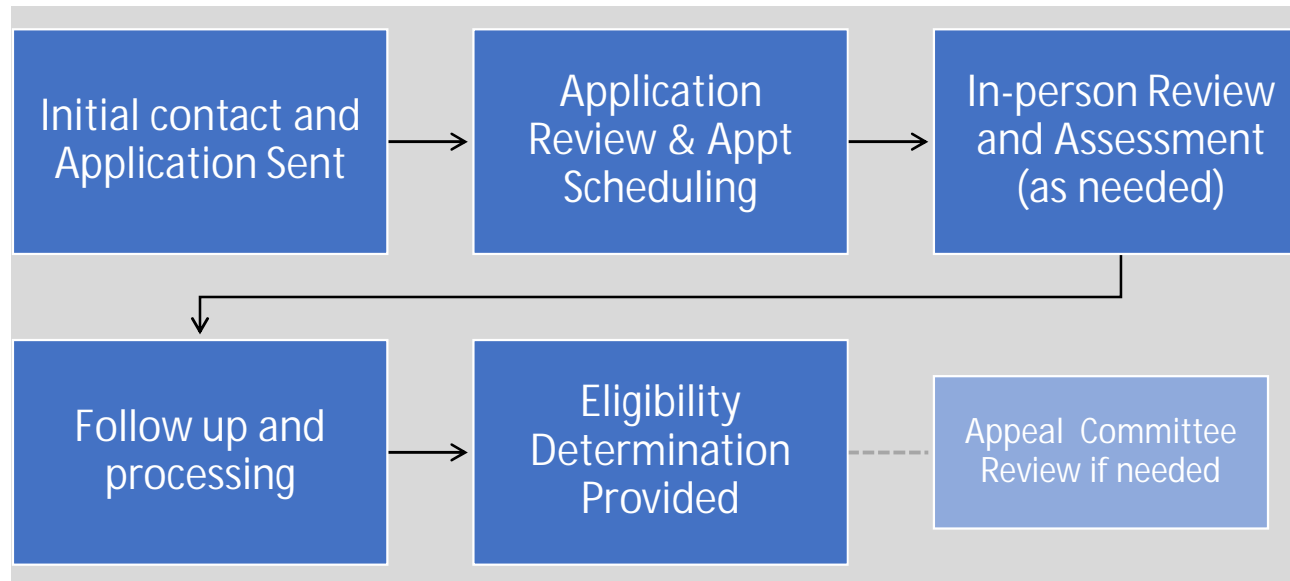
Service that acts as a “safety net” for individuals with disabilities who cannot use the regular city system either some or all of the time.

ADA Eligibility: Each public entity required to provide complementary paratransit service by § 37.121 of this part shall establish a process for determining ADA paratransit eligibility. The process shall strictly limit ADA paratransit eligibility to the individuals specified [in these regulations.]”

49 CFR Part 37 Section 37.125(a)

The Eligibility Process

Eligibility process introduced in 2011 with extensive community engagement



- Maximum 21 days = Federal Requirement
- CapMetro averages around 4 days (during normal times)
- Past 5 year Customer Satisfaction rate 8.8/10

Eligibility Team Goals

Independence * Education * Support

Strengthen Customer Connection

- Orient to all CapMetro services
- Connect with community resources
- Address customer concerns
- Identify safety risks

Ongoing Customer Support

- Evaluate changes in customer condition
- Mobility aid securement evaluations for Bus/Rail travel
- Travel Training on all modes
- Promote Independence for all!



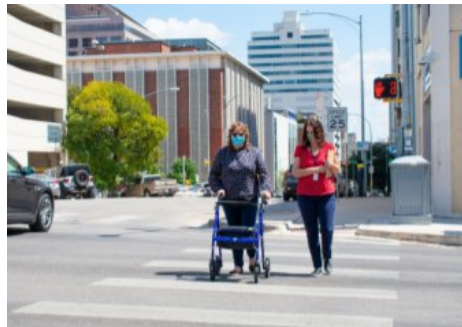


Functional Assessment Contract Award: MTM (Medical Transportation Management)

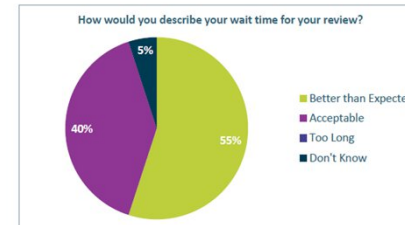
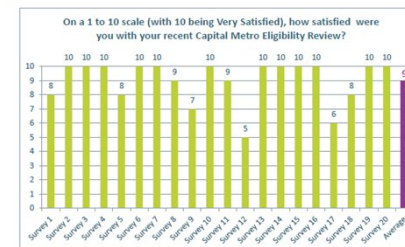
3rd Party Functional Assessment Contract

MTM (Medical Transportation Management)

- MTM with successful 5-year history
- Therapists to objectively assess functional abilities
- Independent 3rd party customer satisfaction surveys
- High customer satisfaction ratings (8.8/10)
- Continuity necessary for return to in-person operations post-COVID-19

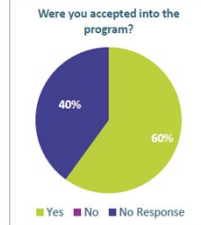


Cap Metro May 2021 Survey Results



Cap Metro Survey Dashboard - May 2021

1



Cap Metro Survey Dashboard - May 2021

2

Functional Assessments & Customer Satisfaction Surveys

5 Year Contract Total:
\$2,090,874

FY 2022 – FY2026

3 year base period:

- Year 1 Base: \$385,476.96
- Year 2 Base: \$397,338.96
- Year 3 Base : \$409,581.72

2 option years:

- Option Year 1: \$422,217.96
- Option Year 2: \$435,260.88

2% overall contingency \$40,997

- 56 years of combined therapy experience (Occupational & Physical Therapists)
- Excellent staff/therapist retention





METRO

THANK YOU!

COVID-19 Pandemic & Eligibility

Presumptive Eligibility Paper Process

- In-person suspended March 2020
 - Automatic recertifications; paper process for new
 - Varied presumptive eligibility periods to spread volume

Anticipated return to modified in-person operations Fall 2021

- Facility remodeled for improved social distancing
- Phased approach
- Streamlined process
- PPE
- Vaccinations recommended for staff/customers



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Operations, Planning and Safety Committee **Item #:** AI-2021-243

Agenda Date: 11/10/2021

SUBJECT:

Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a contract with CFJ Manufacturing for uniform services for a period of one year with an option for two additional years, in an amount not to exceed \$1,835,118.

FISCAL IMPACT:

Funding for this action is available in the FY2022 Operating Budget

STRATEGIC PLAN:

Strategic Goal Alignment:

- | | | |
|--|--|--|
| <input checked="" type="checkbox"/> 1. Internal/External Customer Service Excellence | <input type="checkbox"/> 2. Stakeholder Engagement | |
| <input type="checkbox"/> 3. Financial and Environmental Sustainability | <input checked="" type="checkbox"/> 4. Staff Development | <input type="checkbox"/> 5. Agency Growth Management |

Strategic Objectives:

- | | | |
|---|--|---|
| <input type="checkbox"/> 1.1 Safety & Risk | <input checked="" type="checkbox"/> 1.2 Continuous improvement | <input type="checkbox"/> 1.3 Dynamic Change |
| <input type="checkbox"/> 1.4 Culture of Innovation | <input checked="" type="checkbox"/> 2.1 Be an Employer of Choice | <input type="checkbox"/> 2.2 Organization Development |
| <input type="checkbox"/> 2.3 Organization Culture | <input type="checkbox"/> 3.1 Resource optimization | <input type="checkbox"/> 3.2 Safety Culture |
| <input type="checkbox"/> 3.3 Environmental Leadership | <input type="checkbox"/> 4.1 Educate & Call to Action | <input type="checkbox"/> 4.2 Build Partnerships |
| <input type="checkbox"/> 4.3 Value of Transit | <input type="checkbox"/> 4.4 Project Connect | |

EXPLANATION OF STRATEGIC ALIGNMENT: Presenting a consistent and uniform appearance across the Capital Metro service portfolio assists customers in readily identifying team members available to assist them with their transportation needs.

BUSINESS CASE: Capital Metro strives to provide an excellent customer experience and to provide our team members with a top-notch working environment. Uniforms have been provided by a disjointed series of firms, resulting in inconsistent appearance and poor quality clothing options for some team members. By consolidating this under one centralized contract, Capital Metro intends to rectify both issues.

COMMITTEE RECOMMENDATION: This item was presented and recommended for approval by the Operations, Planning and Safety Committee on November 10, 2021.

EXECUTIVE SUMMARY: Under our current model, uniform vendors are selected by our contracted service providers and the exact uniform items are determined by those providers, given alignment with the requirements under their contract with Capital Metro. This has resulted in inconsistent appearance and poor-quality uniform options for some team members. By consolidating this under one centralized contract, Capital Metro intends to rectify both issues.

This contract requires the uniform vendor to meet detailed design specifications which cover both the appearance of the item as well as its wearability. The vendor is required to provide a location within our area to facilitate the opportunity for Capital Metro team members to try on uniforms, be fitted for alterations, and purchase needed items. Additionally, the vendor is required to maintain an online catalog of approved uniforms with ordering capability.

DBE/SBE PARTICIPATION: No SBE goal is assigned to this project due to limited subcontracting opportunity. However, CFJ Manufacturing is a certified SBE.

PROCUREMENT: On July 7, 2021, a Request for Proposals was issued and formally advertised. By the closing date of August 12, 2021, three proposals were received. The proposals were evaluated based on the following factors:

- (1) The offeror's demonstrated, relevant work experience and capabilities of the firm as a whole and of the proposed project personnel on projects of a similar size, scope, complexity, and nature.
- (2) Ability to provide uniforms at the quality as stated in the Exhibit F, Scope of Services and in the quantities stated in the Exhibit A, Schedule to keep all Bus Operators, Operations Supervisors, Public Safety Ambassadors, Customer Experience Specialists, Rail Conductors and Engineers, and other Employees furnished with required uniforms on an ongoing basis.
- (3) The offeror's demonstrated ability and understanding of the project undertaking, scope of work. The proposed plan for the performance of the work and the technical approach by the offeror to meet project objectives and deliver high quality services, goods and products.
- (4) Offeror has a store in the Capital Metro service area with the store hours, experienced personnel, and skilled alterations staff to provide excellent customer service to CapMetro employees.
- (5) Offeror has the ability to accurately account for employee charges against their uniform allowance, regardless of purchase method, and also maintain updated and accurate billing that can be referenced at any time.

The proposal from CFJ Manufacturing was rated Excellent, all factors considered. The other two proposals were rated Acceptable and Unacceptable. The price from CFJ Manufacturing was determined to be fair and reasonable based on adequate competition. This is an indefinite quantity, indefinite delivery Contract for the supplies specified. The term of the contract is three years from the Notice to Proceed.

ITEM #	DESCRIPTION	PRICE
1	Total - Base Year	\$ 1,441,408.38
2	Total - Option Year 1	\$ 244,439.61
3	Total - Option Year 2	\$ 149,270.12
4	TOTAL BASE AND OPTION PERIODS	\$ 1,835,118.11

RESPONSIBLE DEPARTMENT: Operations

**RESOLUTION
OF THE
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS**

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2021-243

WHEREAS, the Capital Metro Board of Directors recognizes the customer benefit to having improved consistency of appearance amongst its various team members; and

WHEREAS, the Board and Management desire to improve the experience of purchasing and wearing uniforms for Capital Metro team members.

NOW, THEREFORE, BE IT RESOLVED that the President & CEO, or his designee, is authorized to finalize and execute a contract with CFJ Manufacturing for uniform services for a period of one year with an option for two additional years, in an amount not to exceed \$1,835,118.

**Secretary of the Board
Eric Stratton**

Date: _____



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Operations, Planning and Safety Committee **Item #:** AI-2021-240

Agenda Date: 11/10/2021

Operations Update