

CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS MEETING
2910 East Fifth Street Austin, TX 78702

~ MINUTES ~

Board Liaison Ed Easton
512-369-6040

Wednesday, March 17, 2021
10:00 AM

10:07 AM Meeting Called To Order
01:16 PM Meeting Adjourned

I. Oath of Office

Chair Cooper administered the Oath of Office to Board Member Leslie Pool, the new City of Austin appointee to the Capital Metro Board.

II. Public Comment:

Prior to Public Comment, Board Member Travillion asked the board if they would take a moment to recognize Ms. Bertha Means, a community leader and teacher who helped integrate the Austin Public Schools and was a successful entrepreneur. Ms. Means passed away recently at the age of 100.

Zenobia Joseph, citizen, spoke to the board on the issue of safety. She reminded the board of the 2009 North Lamar Pedestrian Safety Study and a gentleman who was killed in his wheelchair in 2016. The Walnut Creek Metropolitan Park was passing out water after the recent winter storm and is close to a mid-block transit stop. According to the Study, approximately 70% of pedestrian fatalities occur at mid-block stops. She is asking once again that the mid-block stop serving Chinatown (Stop ID: 5857) be moved to the CVS Pharmacy area to increase safety. She also believes that safety could be improved at the mid-block stop she mentioned at Walnut Creek Park, and by restoring the one seat ride to the Arboretum area on Route 392.

III. Advisory Committee Updates:

1. Customer Service Advisory Committee (CSAC) and 2. Access Advisory Committee

Community Involvement Specialist Yannis Banks provided the monthly update. In February CSAC and Access held a joint meeting to discuss and contribute their thoughts to the ongoing American Public Transportation Association Peer Review on Policing. Yannis mentioned that there were some technical challenges that prevented several members from participating, but that there will be further opportunities to provide feedback. Board Member Kitchen also asked Yannis for a update on the CSAC and Access appointments to the Project Connect/ATP Citizen Advisory Committee. Yannis reported that Otmar Foehner was selected as the appointee from the Access Committee, and that CSAC appointed David Shapiro.

IV. Board Committee Updates:

1. Operations, Planning and Safety Committee

Chair Travillion provided the report from the February 10th Operations, Planning and Safety Committee meeting. The committee had four agenda items: committee minutes were approved; two items were placed on today's Consent Agenda, and one item is on today's Action Agenda.

2. Finance, Audit and Administration Committee

Chair Mitchell provided report from the February 10th Finance, Audit and Administration Committee meeting. The only committee action was approval of the committee minutes. They also heard a Capital Metro financial update and several Internal Audit updates.

3. CAMPO update

Board Member Mitchell provided the CAMPO update. CAMPO met on March 8th, and authorized the Executive Director the begin negotiations with a Transportation Demand Management (TDM) consulting firm, and discussed action of federal performance measure targets. They also reviewed amendments to the Unified Planning Program that may be made this year. Board Member Stratton asked for a further explanation on the goals of TDM consulting item.

4. Austin Transit Partnership Board Update

Board Member Stratton provided the Austin Transportation Partnership update, covering their January and February activities. The ATP Board's March meeting will occur later today (March 17). He updated the board on ATP community engagement activities and metrics, new ATP staff hires, formation and makeup of the ATP advisory committees, and coordination between ATP, the City of Austin, and Cap Metro. He also briefly reviewed actions taken at the first two ATP board meetings.

V. Consent Items:

1. Approval of a resolution authorizing the President & CEO, or his designee, to exercise the third 12-month renewal option for the Smart Trips Austin Interlocal Agreement (ILA) between the City of Austin and Capital Metro for an amount not to exceed \$150,000.

2. Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a contract with Herzog Contracting Corp. for the replacement of four bridges with reinforced concrete box-culverts (RCBCs) for \$1,597,506, plus \$159,750 (10%) contingency for a total not to exceed amount of \$1,757,256.

RESULT: ADOPTED [7 TO 0]

MOVER: Jeffrey Travillion, Board Member

SECONDER: Leslie Pool, Board Member

AYES: Mitchell, Cooper, Kitchen, Renteria, Travillion, Stratton, Pool

AWAY: Troy Hill

VI. Action Items:

1. Approval of a resolution electing officers of the Capital Metro Board of Directors for 2021.

Chair Cooper led this item.

Board Member Pool nominated Board Member Travillion as Chair, praising his leadership and advocacy throughout the eastern crescent of Austin. Board Member Travillion respectfully declined the nomination. Board Member Pool hoped that he (and the board) would consider it in the future.

Board Member Renteria made a motion that Chair Cooper continue in that role. Chair Cooper says that while he does look forward to passing the torch, he would continue to serve and be enthusiastic about preparing and assisting his successor. Stratton seconded. The motion was approved 7-0 (Hill away).

Board Member Pool made a motion that Board Member Travillion serve as Vice Chair. Stratton seconded. Board Member Pool said that he would be honored to serve in the capacity. Chair Cooper expressed support and said that he would be delighted to work with Board Member Travillion. The motion was approved 7-0 (Hill away).

Chair Cooper made a motion that Board Member Stratton continue as Board Secretary. Pool seconded. Chair Cooper praised Stratton's enthusiasm and commitment. The motion was approved 7-0 (Hill away).

2. Approval of a resolution confirming the appointments to the Finance, Audit and Administration Committee and Operations, Planning and Safety Committee for 2021.

Chair Cooper relayed that Board Member Renteria has asked to be moved over to the Operations, Planning and Safety Committee, leaving a opening on the Finance, Audit and Administration Committee. Board Member Pool has expressed an interest in joining that committee so will fill that opening. Motion to make those changes by Chair Cooper. Travillion seconded. The motion was approved 6-0 (Mitchell unable to vote due to a technical issue.)

Chair Cooper made a motion that Board Member Travillion continue to serve as Chair of the Operations Committee, and Board Member Mitchell continue as Chair of the Finance Committee. Before a formal second could be offered Board Member Kitchen offered to serve as Chair of the Operations Committee to free up Board Member Travillion to serve as Vice Chair of the board. Chair Cooper then pulled his original motion and asked for discussion and another motion on that idea. Board Member Renteria expressed support for Board Member Kitchen as Chair of the Operations Committee, as did Board Member Travillion. Motion to appoint her as such and have Board Member Mitchell continue to serve as Finance Committee Chair by Board Member Travillion. Cooper seconded. The motion was approved 7-0 (Hill away).

3. Approval of a resolution authorizing the president & CEO, or his designee, to finalize and execute a contract with Simply Klean LLC for janitorial services, for a base period of two (2) years and three (3) one-year options in an amount not to exceed \$4,830,001.

Vice President of Facilities and Construction Ken Cartwright brought this item forward.

The recommended vendor is currently performing these services for Capital Metro and is a 100% SBE firm. Ken addressed questions that had come up at the February Operations Committee meeting when it was presented, confirming that the firm offers both a living wage and benefits to its employees.

RESULT: ADOPTED [7 TO 0]

MOVER: Jeffrey Travillion, Board Member

SECONDER: Sabino Renteria, Board Member

AYES: Mitchell, Cooper, Kitchen, Renteria, Travillion, Stratton, Pool

AWAY: Troy Hill

VII. Presentations:

1. Customer Technology Improvements Update

Chief Customer Officer and COO Dottie Watkins presented this item.

Dottie reviewed recent customer-facing technology improvements, including ePaper signs at stops, the new See Say Now app, real-time passenger load information, onboard digital displays, a new multi-language website platform, data warehouse and dashboards, a call center telephone replacement system, and updates to customer payment systems including a new virtual wallet option.

Board Member Stratton asked if one of the goals of the new payment systems was to eliminate the fareboxes onboard Capital Metro vehicles. Dottie said that no, that was not a goal, but that collecting cash was expensive so that reducing the amount of cash going through the system would be beneficial to the agency.

Board Member Pool asked about the security of the proposed tap cards and sharing of data. Dottie said that security was of the highest concern and that the cards would be the most secure available. For data there may be some disaggregated ridership data shared, but that we are very conscious of individual and account privacy.

Board Member Renteria asked about extending the expiration date on activated passes as new fare methods roll out. Dottie explained that it is still early in the rollout process but that is one of the many items that will be given consideration moving forward.

2. CARE Update

Chief Customer Officer and COO Dottie Watkins presented this item.

Dottie gave an overview of recent ridership trends and data. Capital Metro is still trying to facilitate social distancing by closely monitoring ridership levels and adding extra buses when possible. She also updated the board on the installation of new vinyl seat covers and vehicle air purification systems, and on new mask guidelines that will be reflected on new customer information.

Dottie also offered an update on efforts to get the Capital Metro and service provider staff vaccinated against COVID, and reminded everyone of the new dashboard on the Capital Metro website where route information, vehicle capacity and ridership data can be viewed.

3. Pickup Service Standards Framework

Executive Vice President of Planning and Development Sharmila Mukherjee presented this item along with Vice President of Innovative Mobility Chad Ballentine.

Sharmila reviewed a timeline of upcoming Pickup Service milestones, including expected approval by the board of Pickup Service Standards in April.

Chad then gave an summary of Pickup Service, including features and benefits of the service He gave a history of the service since launch in June 2017 and reviewed the zones that were launched in 2019. The Texas Transportation Institute has been assisting the agency with the development of service guidelines for what is still considered an innovative transit mode.

Sharmila then reviewed some of the purposes of the service and the policy goals and needs that this type of service helps meet. She also highlighted the different approaches to Pickup planning and evaluation depending on whether the zone was part of the Capital Metro service area, or an out-of-service zone a la carte service for another entity. She also walked through the steps and process of introducing new zones as they are implemented along with an evaluation matrix. Finally, Chad gave a preview of four Pickup zones that are expected to launch by early summer of this year and the community engagement that will take place around those launches.

Board Member Kitchen asked about if people with disabilities in an area would be considered as one of the criteria, since many people with disabilities don't qualify for MetroAccess service and might arguably have a greater need for this type of service. Sharmila explained that there are some issues with getting good sources of information for people with disabilities but that yes, that is a very valid point and we will be consulting with our Access Committee for their thoughts on ways of improving that measurement and fine-tuning the data. Board Member Kitchen also asked that staff consider a mechanism for members of the public to request a Pickup zone in an area where they saw a need for one, similar to a tool that was once found on the website of Austin B-Cycle. Board Member Stratton spoke up and said that he wholeheartedly agrees with Board Member Kitchen's comments on individuals with disabilities, but that another demographic criterion might be the individuals under the age of eighteen, who would also benefit from this type of service.

Board Member Mitchell asked about the cost-per-rider metric and how closely we were monitoring and analyzing that data. Board Member Kitchen asked that the board be better informed on the scoring methodology before being asked to approve the guidelines in April.

4. 2021 Winter Weather Response

Chief Customer Officer and COO Dottie Watkins presented this item.

Dottie updated the board on the Capital Metro response to the recent snow and energy emergencies. Key activities during that difficult week for the Austin region included communicating service levels, providing transportation to emergency shelters, dialysis transport, and Dell Medical Staff and patient transportation. The Agency also supported Meals on Wheels and Central Texas Food Bank deliveries. As power began to be restored and the roads cleared the focus of the recovery efforts shifted to providing drinking water to MetroAccess customers and transportation to three key water distribution sites. The agency also offered free fares for ten days at the end of February to help customers access essential services. Dottie also reviewed efforts to help Capital Metro staff who were affected by the emergency, offering meals, bottled water, showers, and a warm place to stay.

VIII. Reports:

1. President's Report

President Clarke presented his monthly report. This month's focus was on the new Capital Metro Diversity, Equity and Inclusion Community Advisory Group, who held their first meeting on March 10th with 14 members. President Clarke also previewed a new video put together to help reflect on the last year at Capital Metro and also celebrate Transit Employee Appreciation Day, which is March 18th.

IX. Items for Future Discussion:

X. 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.

BOARD OF DIRECTORS: Wade Cooper, Chair; Delia Garza, Vice Chair; Eric Stratton, Secretary; Terry Mitchell; Troy Hill; Ann Kitchen, Jeffrey Travillion and Pio Renteria.

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.