I. Public Comment:

II. Action Items:

1. Approval of Minutes from the October 10, 2019 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 [redacted] for the Leander Quiet Zone Construction project in an amount not to exceed [redacted] plus [redacted] in contingency, for a total board authorized amount of [redacted] for this contract.

3. Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute contracts with [redacted] for General and Railroad Engineering Consulting Services for a term of one base year in an amount not to exceed [redacted] and six option years not to exceed [redacted] per year for a total not to exceed amount of [redacted].

4. Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a contract with Stertil-Koni USA, Inc. for the purchase of five (5) sets of bus lifts in an amount not to exceed $304,637.

III. Presentations:

1. Customer Satisfaction Survey Presentation

2. Bus Stop Amenities Update

3. MetroAccess Performance Review
IV.  Items for Future Discussion:

V.  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: Jeffrey Travillion, Chair; Delia Garza, Ann Kitchen 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.
Approval of Minutes from the October 10, 2019 Operations, Planning and Safety Committee meeting.
Call to Order: 1:14 p.m.

I. Public Comment:

II. Action Items:
1. Approval of Minutes from the August 12, 2019 Operations, Planning and Safety Committee meeting.

   Motion to approve by Board Member Kitchen. Travillion second. Passes 3-0 (Jonse out).

2. Approval of a resolution authorizing the President & CEO, or his designee, to implement the January 2020 Service Changes.

   Principal Planner Lawrence Deeter presented this item.

   The committee elected not to hear the presentation on this item, since it was also presented at the Public Hearing prior.

   Zenobia Joseph, citizen, spoke on safety at the intersection of Braker Lane and North Lamar. She wants the committee to recognize that many pedestrians are unsafely crossing midblock at this location and asked for the bus stop to be relocated. She also highlighted a couple of other unsafe pedestrian areas along North Lamar which don't have sidewalks. Please consider pedestrian safety statistics during the planning process.

   Motion to recommend for the Action Item agenda at the full board by Board Member Travillion. Kitchen second. Passes 3-0 (Jonse out).

3. Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a contract modification with Luminator Mass Transit LLC for ePaper Dynamic Message Signs (DMS) in an amount not-to-exceed $1,705,270 for a revised total contract award not-to-exceed of $3,487,603.

   Chief Information Officer Jane Schroter presented this item.

   This will add value to the existing contract with Luminator so that in the future we can acquire additional ePaper signage based on customer and operational need.

   Motion to recommend for the Consent Agenda at the full board by Board Member Kitchen. Travillion second. Passes 3-0 (Jonse out).
4. Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a contract with Core Office Interiors for the purchase and installation of furniture for the administrative lease space at 700 Lavaca, Suite 1400, in an amount not to exceed $500,000.

Vice President of Capital Projects Ken Cartwright presented this item.

This contract will provide furnishings for the new administrative lease space at 700 Lavaca Street. This contract is through the Texas BuyBoard purchasing cooperative.

Motion to recommend for the Consent Agenda at the full board by Board Member Travillion. Kitchen second. Passes 3-0 (Jonse out).

III. Presentations:

1. Safety Update

(This item was taken up first on the agenda, as no quorum was present when the meeting got underway.)

Vice President of Safety, Risk Management, and Accessible Services Management Gardner Tabon presented this item.

Gardner gave a brief overview of the federal - Federal Transit Administration and Federal Railroad Administration - requirements for transit agencies to have Safety Management Plans in place, and the reasons behind those requirements. He also reviewed the progress that Capital Metro has made in meeting these requirements, and some of the recognitions that the agency has received. He also reviewed Capital Metro’s recent safety audits by the American Passenger Transportation Association.

IV. Items for Future Discussion:

V. Adjournment

Adjourn: 1:25 p.m.

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: Rita Jonse, Chair; Delia Garza, Ann Kitchen and Jeffrey Travillion.

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.
Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a contract with Smith Contracting Company for the Leander Quiet Zone Construction project in an amount not to exceed [Redacted] plus [Redacted] in contingency, for a total board authorized amount of [Redacted] for this contract.
SUBJECT:
Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a contract with Smith Contracting Company for the Leander Quiet Zone Construction project in an amount not to exceed [redacted] plus [redacted] in contingency, for a total board authorized amount of [redacted] for this contract.

FISCAL IMPACT:
Funding for this action is available in the FY2020 Capital Budget.

STRATEGIC PLAN:
Strategic Goal Alignment:
1. High Quality Customer Experience
4. Valued Community Partner

Strategic Objectives:
1.3 Net Promoter Score/Customer Satisfaction, 4.4 Organizational Partner Satisfaction

EXPLANATION OF STRATEGIC ALIGNMENT:
This agenda item is in line with Capital Metro’s commitment to improve the safety and quality of life for communities around its railroad tracks.

BUSINESS CASE:
Capital Metro entered into an Interlocal Agreement (ILA) with the City of Leander to share costs on these types of grade crossing projects. Executing this contract will allow Capital Metro to comply with the terms of this agreement.

COMMITTEE RECOMMENDATION:
This agenda item was presented and recommended for approval by the Operations, Planning and Safety Committee on February 12, 2020.

EXECUTIVE SUMMARY:
In October 3, 2017, Capital Metro entered into an Interlocal Agreement (ILA) with the City of Leander to design, construct, test, and commission a quiet zone at Metro Drive and San Gabriel Parkway highway-rail grade crossings. The ILA states that the City of Leander will reimburse Capital Metro for 50% of the total project costs with the City’s share not to exceed $500,000. With this construction project, the City’s share will be approximately $247,607. In March of 2019, Capital Metro awarded a quiet zone design contract with HNTB in the amount of $100,694. The City’s share for the design is approximately $50,347. In all, the City’s share for design and construction is approximately $297,954.

In January of 2020, we received two (2) bids for the construction of the infrastructure needed to establish the quiet zone. [Redacted]
At the end of construction, the City of Leander will submit a ‘Notice of Establishment’ letter to the list of parties from the ‘Notice of Intent’ letter submitted in May of 2019. This list includes the Federal Railroad Administration; local law enforcement authorities; state agencies responsible for highway and road, and grade crossing safety; and the operating railroads. Working with Capital Metro, per 49 Code of Federal Regulations 222.43 (d)(1)(i), the letter shall include the date upon which the quiet zone will be established, but in no event shall the date be earlier than 21 days after the date of mailing.

SBE PARTICIPATION: The SBE goal is 24%. The prime contractor will meet the goal utilizing the following SBE subcontractors:

<table>
<thead>
<tr>
<th>Subcontractors</th>
<th>Race/Gender</th>
<th>Services/Products</th>
<th>SBE Responsive</th>
</tr>
</thead>
<tbody>
<tr>
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PROCUREMENT: On October 18, 2019 an Invitation for Bid was formally advertised. By the closing date of January 17, 2020, two (2) bids were received. Bids were rated based on the lowest priced responsible bidder. Capital Metro reviewed the pricing based on cost and market evaluation of the hourly rates, overhead and profits for similar services. The contract term is for 150 calendar days.

RESPONSIBLE DEPARTMENT: Rail Operations
RESOLUTION
OF THE
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS

STATE OF TEXAS
COUNTY OF TRAVIS

RESOLUTION (ID # AI-2019-1157)
Leander Quiet Zone Construction

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to comply with the terms of the Interlocal Cooperation Agreement (ILA) with the City of Leander to establish a quiet zone at Metro Drive and San Gabriel Parkway highway-rail grade crossings; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management endeavor to secure the services of a contractor to construct a quiet zone as per the terms of the ILA.

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 [contractor name] to build the infrastructure necessary required to establish a quiet zone at Metro Drive and San Gabriel Parkway highway-rail grade crossings in the amount of $[amount], plus [amount] in contingency, for a total board authorized amount of $[total amount] for this contract.

__________________________
Date: ____________________

Secretary of the Board
Eric Stratton
Leander Quiet Zone Construction

Operations, Planning, and Safety Committee Meeting
February 12, 2020
THANK YOU!
Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute contracts with [redacted] for General and Railroad Engineering Consulting Services for a term of one base year in an amount not to exceed $900,000 and six option years not to exceed $3,180,000 per year for a total not to exceed amount of $19,998,000.
SUBJECT:
Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute contracts with [redacted] for General and Railroad Engineering Consulting Services for a term of one base year in an amount not to exceed $900,000 and six option years not to exceed $3,180,000 per year for a total not to exceed amount of $19,998,000.

FISCAL IMPACT
Funding for this action available in the FY2020 Capital Budget.

STRATEGIC PLAN:
Strategic Goal Alignment:
1. High Quality Customer Experience
4. Valued Community Partner

Strategic Objectives:
1.2 Ridership
1.5 Capital Projects Performance
4.3 Project Connect Program Progress

EXPLANATION OF STRATEGIC ALIGNMENT:
General and Railroad Engineering Consulting Services are required to provide design and engineering services for Capital Metro railroad and other existing and new transportation infrastructure and facility projects. These services ensure safe and reliable transit infrastructure for our customers.

BUSINESS CASE:
Capital Metro projects include funding for general engineering services for existing or new railroad and other transportation improvement projects, transit infrastructure, and administrative facilities that are designed to meet the needs of the agency’s customers and comply with all regulatory safety requirements. The funding for these services is included in the FY 2020 budget and in the five-year capital improvement plan.

COMMITTEE RECOMMENDATION:
This agenda item was presented and is recommended for approval by the Operations Planning and Safety Committee on February 12, 2020.

EXECUTIVE SUMMARY:
Capital Metro requires professional general and railroad engineering services to design
and construct passenger transportation infrastructure, administrative facilities and other existing and new infrastructure improvements. Through these general and railroad engineering services contracts, Capital Metro will secure the services of civil engineers, railroad engineers, architects and other related design professionals to complete budgeted projects during the seven-year contract term. Funding for these services is included in the approved budget for each capital project.

DBE PARTICIPATION: The DBE goal is 8%. The prime contractors will exceed the goal utilizing the following DBE subcontractors:

<table>
<thead>
<tr>
<th>Prime Contractors</th>
<th>DBE Subcontractors</th>
<th>Race/ Gender</th>
<th>Services / Products</th>
<th>DBE Responsive</th>
</tr>
</thead>
<tbody>
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PROCUREMENT: On September 16, 2019 a request for Statements of Qualifications was issued and formally advertised. By the closing date of October 28, 2019, five (5) submittals were received. Submittals were rated
based on the following factors:

(1) The offeror’s demonstrated, relevant work experience and capabilities of the firm as a whole on projects of a similar size, scope, complexity and nature;

(2) Experience and qualifications of the railroad track engineer, experience and qualifications of the railroad signal engineer, experience and qualifications of the railroad bridge engineer; experience and qualifications of the civil engineer, and other key professionals like industrial engineers and architects;

(3) 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; and

(4) The offeror’s demonstrated knowledge of task order process, quality assurance and quality control.

The submittals from all the five offerors were rated acceptable, all factors considered. Capital Metro has negotiated pricing based on cost and market evaluation of the hourly rates, overhead and profit for similar services. The contracts are indefinite delivery, task order contracts. The term is one (1) base year from the Notice of Award with six (6) option year periods.

Total cumulative amount of award not to exceed $900,000 for the base period and $3,180,000 for each option period for a total amount not to exceed $20,000,000. Total cumulative amount of award not to exceed $900,000 for the base period and $3,183,000 for each option period for a total amount not to exceed $19,998,000.

RESPONSIBLE DEPARTMENT: Rail Operations and Capital Projects Departments
RESOLUTION
OF THE
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS

STATE OF TEXAS
COUNTY OF TRAVIS

RESOLUTION (ID # AI-2020-1192)
General and Railroad Engineering Consulting Services Contract Award

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management continue to pursue the improvement of existing and new transportation facilities; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management endeavor to secure general and railroad engineering services required to support the design and construction of bus, railroad, transportation, passenger, administrative and infrastructure improvements;

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 contracts with [redacted] for a term of one base year in an amount not to exceed $900,000 and six option years not to exceed $3,180,000 per year for a total not to exceed amount of $19,998,000.

________________________
Date: ____________________
Secretary of the Board
Eric Stratton
Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a contract with Stertil-Koni USA, Inc. for the purchase of five (5) sets of bus lifts in an amount not to exceed $304,637.
SUBJECT: Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a contract with Stertil-Koni USA, Inc. for the purchase of five (5) sets of bus lifts in an amount not to exceed $304,637.

FISCAL IMPACT: Funding for this action is available in the FY2020 Capital Budget.

STRATEGIC PLAN:
Strategic Goal Alignment:
1. High Quality Customer Experience,
2. Engaged Workforce

Strategic Objectives:
1.1 On-Time Performance, 1.4 Injury Rate, 1.5 Capital Projects Performance, 2.1 Staff Engagement, 2.2 Staff Satisfaction

EXPLANATION OF STRATEGIC ALIGNMENT: Additional lifts allow Vehicle Maintenance staff to safely work on Commuter Coaches and 60’ buses and avoid downtime as a lift set is available.

BUSINESS CASE: As the agency has acquired more Commuter Coaches and 60’ buses, additional lift sets are necessary to protect the ability to service buses in flat-bays and to be able to service the increased fleet size.

COMMITTEE RECOMMENDATION: This agenda item was presented and is recommended for approval by the Operations, Planning and Safety Committee on February 12, 2020.

EXECUTIVE SUMMARY: Capital Metro acquired additional Commuter Coaches in late 2019 and additional 60’ buses in 2018. These lifts will be installed at the North Operations facility and are required to adequately maintain the additional buses in a safe manner.

SBE PARTICIPATION: No SBE goal is assigned to this solicitation because there is no scope of subcontracting. The prime contractor has established Good Faith Efforts as required by the originating contracting entity.
PROCUREMENT:
The Capital Metro contract will utilize the Texas Multiple Award Schedule (TXMAS) cooperative, contract No. TXMAS-8-560140 held by Stertil-Koni USA, Inc., to purchase and deliver five (5) sets of mobile column bus lifts to our North Operations Maintenance Facility.

TXMAS 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 TXMAS contracts satisfy otherwise applicable competitive bidding requirements. Pricing for the purchase and delivery of the mobile column bus lifts was determined to be fair and reasonable by the TXMAS cooperative during its solicitation and award process.

The “Not to Exceed” TXMAS pricing provided by Stertil-Koni USA, Inc. is as follows:

<table>
<thead>
<tr>
<th>ITEM #</th>
<th>DESCRIPTION</th>
<th>LUMP SUM</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Purchase and Deliver Five (5) Sets of Stertil-Koni Mobile Lifts, Model No. ST-1085-3FWA</td>
<td>$304,637.00</td>
</tr>
</tbody>
</table>

The contract is a fixed price contract.

RESPONSIBLE DEPARTMENT: Property and Asset Management
RESOLUTION
OF THE
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS

STATE OF TEXAS
COUNTY OF TRAVIS

RESOLUTION (ID # AI-2019-1180)
Purchase of Bus Lifts

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to purchase new equipment to provide safe equipment for the day-to-day business needs.

NOW, THEREFORE, BE IT RESOLVED that the President & CEO, or his designee, is authorized to finalize and execute a contract with Stertil-Koni USA, Inc. for the purchase of five (5) sets of bus lifts in an amount not to exceed $304,637.

________________________  
Date: ____________________

Secretary of the Board
Eric Stratton
TITLE: Customer Satisfaction Survey Presentation
Customer Satisfaction Survey Results

February 12, 2020
Methodology and Response Rates

1,481 completed surveys
21 days in the field (September 4-23, 2019)
Statistically valid at the 90% confidence level +/- 2% at system level
Representative sampling by route/line, time of day, and day of week

<table>
<thead>
<tr>
<th>Product Group</th>
<th>Avg. Weekday Ridership</th>
<th>Avg. Saturday Ridership</th>
<th>Avg. Sunday Ridership</th>
<th># Surveys</th>
<th>Confidence Level/ Margin of Error</th>
</tr>
</thead>
<tbody>
<tr>
<td>MetroExpress</td>
<td>2,675</td>
<td>-</td>
<td>-</td>
<td>219</td>
<td>90% +/- 5%</td>
</tr>
<tr>
<td>Local/ Flyer</td>
<td>58,582</td>
<td>39,519</td>
<td>32,387</td>
<td>378</td>
<td>90% +/- 4%</td>
</tr>
<tr>
<td>MetroRail</td>
<td>2,936</td>
<td>-</td>
<td>-</td>
<td>283</td>
<td>90% +/- 5%</td>
</tr>
<tr>
<td>MetroRapid</td>
<td>14,505</td>
<td>8,737</td>
<td>6,682</td>
<td>313</td>
<td>90% +/- 5%</td>
</tr>
<tr>
<td>UT Shuttle</td>
<td>10,620</td>
<td>-</td>
<td>345</td>
<td>288</td>
<td>90% +/- 5%</td>
</tr>
</tbody>
</table>
Executive Summary

- Customer satisfaction remains high, with over 80% of customers expressing satisfaction with Capital Metro, and an overall Net Promoter Score (NPS) of 45%

- Frequency was rated as the most important element of service, regardless of mode or service type. Overall, customers rated frequency over 1.5x as important as on-time performance

- Other service-related elements also ranked highly, with travel time, hours of operation, on-time performance, and route/line coverage rounding out the top 5 most important elements

- Satisfaction with vehicle cleanliness was lower among Local/Flyer and MetroRapid customers; these customers were also more likely to rank vehicle cleanliness as being important to them
Overall Satisfaction Comparisons

Overall Satisfaction has declined slightly over time

- However, satisfaction among MetroRail and MetroExpress customers has increased after previous declines in 2015 and 2018.

Overall Satisfaction 2013-2019
Overall Likelihood to Recommend

Overall, likelihood to recommend the service dropped slightly.
- However, it actually increased among MetroExpress customers and was maintained by MetroRail customers.

Likelihood to Recommend*

*Likelihood to recommend was asked on a 1-5 scale prior to 2019 and on a 0-10 scale in the latest survey. Percentages consist of 4s and 5s for the former, and 7s, 8s, 9s, and 10s for 2019.
Importance Rankings

- Customers are most concerned with service-related elements, such as frequency, travel time, and hours of operation.
- Frequency is more than 1.5x more important to most customers than on-time performance.
NPS: 1 Question. 1 Formula. Countless Insights.

“How likely would you be to recommend riding Capital Metro to a friend or neighbor?”

Net Promoter Score (NPS) = % Promoters - % Detractors

- Promoters: 58%
- Detractors: 12%
- Passives: 30%

NPS: 45*

*NPS is 45 instead of 46 due to rounding
NPS Scores By Mode

- NPS levels are fairly similar among Local/Flyer and MetroRail customers.
- MetroExpress customers have the highest NPS at 53%.
- UT Shuttle customers had the lowest NPS score at 39%.
Key Takeaways + Current and Future actions

On Time Performance and Frequency of Service
Action: Research Project with TTI (due late summer/early fall 2020)

Courteous, Helpful, Friendly Operators/Conductors
Action: Platinum Customer Service Training (due early fall 2020)

Vehicle Cleanliness
Action: New vinyl seats on MetroBus & MetroRapid (retrofits start mid-2020)

Safety
Action: “See Something/Say Something” extends to mobile app (launching spring 2020)
Action: Installation of 85 solar lights at bus shelters with additional scheduled for FY20.
Key Takeaways + Current and Future actions

Knowledgeable, Helpful, Courteous Call Center Operators

Action: Customer service training refresher (Oct. 2019) and quality assurance reviews as basis for coaching (Mar. 2020)

Action: Weekly meetings with Operations to identify trends and develop action items (Ongoing since Aug. 2018)

Action: Identify service changes and issues ahead of time by having a customer service representative at weekly Service Impact Team meetings (Ongoing)
THANK YOU!
TITLE: Bus Stop Amenities Update
2019 Bus Stop Improvements

Bus Stop Improvement Project Installation, Enhancements & Bus Stop Accessibility Improvements
Bus Stop Improvement Program

• Goal:
  • Achieve the Capital Metro Board adopted service standards for bus stop improvements in 2019
    • Shelters at all bus stops with more than 50 boardings/day
    • Benches at all bus stops with more than 15 boardings/day
2019 Bus Stop Improvements

- **Bus Stop Improvements Project:**
  - 135 shelters installed
  - 80 solar lights installed
  - 700 new bus stop signs replaced
  - 15 ePaper (solar Dynamic Message Signs) and solar light combination - *In progress*
  - 43 locations improved for accessibility, sidewalk connection and shelter pads

- **MetroRapid Stations:**
  - 16 additional stations completed
Completed Bus Stop Shelters

N. Lamar at Walnut Creek-Southbound

Slaughter at Manchaca-Eastbound
Solar Light Installation (80)
Solar e-Paper & Solar Light Combination

13” e-Paper (solar DMS) and Solar Light Combination (15 each) - in process
16 Additional MetroRapid Stations

Broken Spoke
South Congress - Northbound

Wheatsville Coop
31st Street Station-Northbound

MetroRapid Infill Stations Completed
Project Contributors

• Capital Metro
  • Project Managers
  • Public Facilities Staff

• City of Austin
  • Public Works
  • Engineering Services Department
  • Austin Transportation Department
FY 2020 Planned Improvements

• **Bus Stop Shelters:**
  • 28 shelters using current contract delivery method & larger (7x14) proto-type

• **Solar Lights:**
  • 60 additional units

• **E-Paper Units:**
  • 15 (Feb. install. target) + 10 additional
THANK YOU!
TITLE: MetroAccess Performance Review
Metro Access Performance Overview

Board of Directors Operations, Planning & Safety Committee
February 2020
Agenda

- MetroAccess KPIs
- System Background
- Upgrade Impact
- Resolution Activities
- Next Steps
MetroAccess KPIs

How do we deliver 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
System Background

- All Operations: Eligibility, Customer Accounts, Reservations, Scheduling, Dispatch and Driver Routing
- Deployed in 2001: routine upgrades available
- Upgrade from v13 to v18 in August
- Necessary for modern security protocols and longstanding bugs fixes
Upgrade Impact

Load on servers and systems, undiscovered bugs, changes in how scheduling algorithms work have had a negative impact on service to customers.

<table>
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<tr>
<th>Measure</th>
<th>Goal</th>
<th>January to July (Pre-Upgrade)</th>
<th>August (Upgrade Month)</th>
<th>September</th>
<th>October</th>
<th>November</th>
<th>December</th>
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<tbody>
<tr>
<td>ON TIME PERFORMANCE</td>
<td>&gt;=92%</td>
<td>92%</td>
<td>89%</td>
<td>88%</td>
<td>86%</td>
<td>88%</td>
<td>89%</td>
</tr>
<tr>
<td>CALLS ABANDONED</td>
<td>&lt;5%</td>
<td>3%</td>
<td>7%</td>
<td>12%</td>
<td>14%</td>
<td>5%</td>
<td>4%</td>
</tr>
<tr>
<td>AVG CALL WAIT TIME</td>
<td>&lt;02:00 min</td>
<td>00:50</td>
<td>01:46</td>
<td>04:13</td>
<td>5:51</td>
<td>1:50</td>
<td>1:05</td>
</tr>
</tbody>
</table>
Resolution Activities

• Vendor on-site November and January with daily update meetings
• Temporary call center staffing and increased service hours on the street
• Vendor engaged multiple teams working in five areas:

<table>
<thead>
<tr>
<th>On Board Time function</th>
<th>Minimum Duration of Stay</th>
<th>Parameters to Impact OTP</th>
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</thead>
<tbody>
<tr>
<td>Employee Workstation Performance</td>
<td>Various Small fixes and System Adjustments</td>
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</tr>
</tbody>
</table>

Attachment: Metro Access Performance Overview (4557: MetroAccess Performance Review)
**Next Steps**

New Operations Software for MetroAccess

- Anticipate Board Award mid 2020
- New software startup timeline – 12-18 months
- Feature Rich Up-to-date Technology
  - Intuitive customer interface with more functionality
  - Dynamic algorithms for better customer experience
  - Improved scheduling results in efficient use of service hours
  - Intuitive interface for MetroAccess staff
- Penalties for non-performance
Next Steps
Excellent Customer Experience

Demand Response Operations Control Center
Diversity and sensitivity training for ALL MetroAccess
Customer Complaint Process 3x more responsive
THANK YOU!