

**~ NOTICE OF MEETING ~**  
**CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY**  
**BOARD OF DIRECTORS OPERATIONS, PLANNING AND SAFETY**  
**COMMITTEE MEETING**

2910 East Fifth Street Austin, TX 78702

~ AGENDA ~

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Wednesday, March 11, 2015

12:30 PM

Capital Metro Board Room

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**I. Public Comment:**

**II. Consent Items**

**III. Action Items:**

1. Approval of a resolution authorizing the President/CEO, or her designee, to finalize and execute contracts with Prism Development, Muniz Concrete and Contracting and Riata Enterprises for miscellaneous concrete construction projects for a 2 year base period with 1 option year for a total amount not to exceed \$2,333,402, including a 25% contingency.
2. Approval of a resolution authorizing the President/CEO, or her designee, to increase the contract value of the current Rail Operations Consulting Services Contract with LTK Engineering Services by \$500,000 to a total of \$1,000,000.
3. Approval of a resolution authorizing the President/CEO, or her designee, to finalize and execute a contract with Stanley Convergent Security Solutions for an Installation and Maintenance service contract for building and facility Closed Circuit TV (CCTV) cameras for a 1 year base period and 4 option years for a total amount of \$635,663.
4. Approval of a resolution authorizing the President/CEO, or her designee, to negotiate and execute an interlocal agreement (ILA) with the City of Buda for a Transit Development Plan (TDP) in an amount not to exceed \$49,897 in FTA Section 5307 funds from Capital Metro and \$12,474 in local funds from the City of Buda.
5. Approval of the proposed June 2015 Service Changes described in the attached document dated March 23, 2015 and scheduled for implementation beginning June 7, 2015.

#### IV. Presentations:

1. Loyola Property Flooding Issues
2. SXSW Operations Service Update
3. IT Metrics Customer Facing Systems
4. Monthly Operations Report

#### V. Adjournment

##### ADA Compliance

*Reasonable modifications and equal access to communications are provided upon request. Please call (512)389-7458 or email [gina.estrada@capmetro.org](mailto:gina.estrada@capmetro.org) if you need more information.*

**BOARD OF DIRECTORS:** *Wade Cooper, chairperson; Beverly Silas, vice chair; Ann Stafford, board secretary; David Siebold; Chris Riley; Mike Martinez; Terry Mitchell and Juli Word. Board Liaison: Gina Estrada (512)389-7458, email [gina.estrada@capmetro.org](mailto:gina.estrada@capmetro.org) if you need more information*

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.

**Miscellaneous Concrete Construction Contract(s)**

**SUBJECT:** Approval of a resolution authorizing the President/CEO, or her designee, to finalize and execute contracts with Prism Development, Muniz Concrete and Contracting and Riata Enterprises for miscellaneous concrete construction projects for a 2 year base period with 1 option year for a total amount not to exceed \$2,333,402, including a 25% contingency.

**FISCAL IMPACT:** The funding for these contracts is included in the FY 2015 capital budget and in the approved Capital Improvement Plan.

**STRATEGIC GOAL ALIGNMENT:** 1. Deliver the best possible customer experience

**STRATEGIC OBJECTIVE(S):** 1.3 Ensure an attractive and accessible transit en

**EXPLANATION OF STRATEGIC ALIGNMENT:** This agenda item is in alignment with delivering the best possible customer experience and ensuring a safe, accessible, attractive quality transit environment by providing the means for constructing improvements at the agency's transit facilities and system infrastructure.

**BUSINESS CASE:** The FY2015 budget includes \$2,979,990 for accessibility improvements, a portion of which is for concrete construction. Funding will also be programmed for the remaining years of these contracts. The concrete work that will be completed under these contracts is included in the projects identified in the Accessibility program as well as in other bus and rail facility and system improvement projects.

**COMMITTEE RECOMMENDATION:** This agenda item was presented and is recommended for approval by the Operations, Planning and Safety Committee on March 11, 2015.

**EXECUTIVE SUMMARY:** Capital Metro's goal is to provide safe, attractive, accessible quality transit facilities, infrastructure and amenities. Capital Metro directly manages concrete construction contracts in order to maintain consistent quality in the development and reconstruction of transit facilities and system infrastructure.

Awarding these concrete construction contracts will allow Capital Metro to continue toward its' established accessibility and customer experience quality goals, while ensuring the safety of the agency's infrastructure. Task orders can be issued under these contracts for specific scopes of work up to the Board approved amount.

**DBE/SBE PARTICIPATION:** The contractor will exceed the goal utilizing the following DBE contractors. The goal is 9

Prime	SERVICE/PRODUCT	\$	%
Prism Development, INC	Prime is a DBE		100

Muniz Concrete & Contracting, Inc.	Prime is a DBE		100
Riata Enterprises (Prime) is not a DBE. They will be using the following DBE subcontractor:			
<b>DBE</b>	<b>SERVICE/PRODUCT</b>	<b>\$</b>	<b>%</b>
Alpha Ready Mix, LLC	Supply Concrete		10

**RESPONSIBLE DEPARTMENT:** Capital Construction & Engineering



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

**STATE OF TEXAS**

**COUNTY OF TRAVIS**

**RESOLUTION (ID # 3062)**

**Miscellaneous Concrete Construction Contract(s)**

**WHEREAS**, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management endeavor to provide safe, accessible, attractive quality transit facilities, amenities and system infrastructure; and

**WHEREAS**, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to award these concrete construction contracts in order to fulfill this goal.

**NOW, THEREFORE, BE IT RESOLVED** by the Capital Metropolitan Transportation Authority Board of Directors that the President/CEO, or her designee, is authorized to finalize and execute contracts with Prism Development, Muniz Concrete and Contracting and Riata Enterprises for miscellaneous concrete construction for a 2 year base period with 1 option year for a total amount not to exceed \$2,333,402, including a 25% contingency.

**Date: March 11, 2015**

\_\_\_\_\_  
**Secretary of the Board  
Ann Stafford**

***Rail Operations Consulting Services Contract***

**SUBJECT:** Approval of a resolution authorizing the President/CEO, or her designee, to increase the contract value of the current Rail Operations Consulting Services Contract with LTK Engineering Services by \$500,000 to a total of \$1,000,000.

**FISCAL IMPACT:** Funding for this action is available in the FY2015 operating budget and will be programmed in the FY16 capital budget.

**STRATEGIC GOAL ALIGNMENT:** 1. Deliver the best possible customer experience

**STRATEGIC OBJECTIVE(S):** 1.2 Improve system reliability and convenience

**EXPLANATION OF STRATEGIC ALIGNMENT:** This action will provide the engineering and program management support services that Rail Operations needs for the conceptual, preliminary and final design phases of the four (4) GTW 2/6 Stadler DMU authorized by resolution CMTA 2014-92.

**BUSINESS CASE:** On January 16, 2015, Capital Metro issued a Notice of Award to Stadler Bussnang AG for the purchase of four GTW 2/6 Diesel Multiple Unit (DMU) Commuter Rail Vehicles funded a Texas Department of Transportation grant. Rail Operations requires rail vehicle engineering expertise in order to manage this project starting with preliminary design and ending with placing the rail vehicles into revenue service.

**COMMITTEE RECOMMENDATION:** This agenda item was presented to and is recommended for approval by the Operations, Planning and Safety Committee on March 11, 2015.

**EXECUTIVE SUMMARY:** Task Order Contracts provide professional services in a timely and efficient manner on an “as needed” basis. On July 10, 2013, Capital Metro awarded Task Order Contract 131241 to LTK Engineering Services for Rail Operations Consulting in an amount not to exceed \$100,000 for a one (1) year base term, and two (2) 1-year options for \$200,000. On May 19, 2014, the Capital Metro Board of Directors authorized an increase to \$500,000 for all 3 years via Resolution #CMTA 2014-42. Under this contract, Rail Operations has issued LTK task orders to update the Freight Business Plan, assist staff in the development of the scope of services for the upcoming freight operations and maintenance contract and assist staff in the specification development and contract negotiation for the purchase of four (4) Stadler G4 GTW 2/6 DMU's. In the upcoming task order, LTK Engineering Services will provide rail vehicle engineering and program management services pertaining to the conceptual, preliminary and final design of the four (4) Stadler G4 DMUs.

In order to accomplish this additional task, which is within the scope of work of Contract 131241, Rail Operations Consulting, Rail Operations is requesting board approval to increase the LTK Engineering Services contract value by \$500,000 to a total of

\$1,000,000.

**DBE/SBE PARTICIPATION:** The contractor will meet this goal utilizing the following DBE contractors. The goal is 9%

<b>DBE</b>	<b>SERVICE/PRODUCT</b>	<b>%</b>
LTK Engineering Services	DBE Responsive	9%
Hayden Consultants, Inc.	Engineering Services	9%

**PROCUREMENT:** On July 10, 2013, Capital Metro awarded Task Order Contract 131241 to LTK Engineering Services for Rail Operations Consulting Services in an amount not to exceed \$100,000 for a one (1) year base term, and two (2) 1-year options for \$200,000. On May 19, 2014, the Capital Metro Board of Directors authorized an increase of \$200,000 to the contract with LTK via Resolution #CMTA 2014-42. The total amount approved for the LTK Engineering Services Contract is currently \$500,000. In order to accomplish this additional task, which is within the scope of work of Contract 131241, Rail Operations is requesting that an increase of LTK's contract value by \$500,000 to a total of \$1,000,000 for the remaining term of Rail Operations Consulting Services Contract.

**RESPONSIBLE DEPARTMENT:** Rail Operations



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

**STATE OF TEXAS**

**COUNTY OF TRAVIS**

**RESOLUTION (ID # 3070)**

**Rail Operations Consulting Services Contract**

**WHEREAS**, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize that LTK Engineering Services through the Rail Operations Consulting Contract assisted Rail Operations staff in the development of the specifications needed to procure the four (4) Stadler G4 GTW 2/6 DMUs funded by a TxDOT grant; and

**WHEREAS**, the Capital Metropolitan Transportation Authority board of directors and Rail Operations staff recognize the need for Rail Vehicle Engineering Support services to support the upcoming conceptual, preliminary and final design of the four (4) Stadler G4 GTW 2/6 DMUs funded by a Texas Department of Transportation grant.

**NOW, THEREFORE, BE IT RESOLVED** by the Capital Metropolitan Transportation Authority Board of Directors that the President/CEO, or her designee, is authorized to increase the contract value of the current Rail Operations Consulting Services Contract with LTK Engineering Services by \$500,000 to a total of \$1,000,000.

**Date: March 11, 2015**

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**Secretary of the Board  
Ann Stafford**



**Capital Metropolitan Transportation Authority  
Board of Directors**

**MEETING DATE: 03/11/2015  
(ID # 3054)**

**Installation and Maintenance Service Contract for Campus CCTV Cameras**

**SUBJECT:** Approval of a resolution authorizing the President/CEO, or her designee, to finalize and execute a contract with Stanley Convergent Security Solutions for an Installation and Maintenance service contract for building and facility Closed Circuit TV (CCTV) cameras for a 1 year base period and 4 option years for a total amount of \$635,663.

**FISCAL IMPACT:** Funding for this action is available in the FY2015 operating budget

**STRATEGIC GOAL ALIGNMENT:** 1. Deliver the best possible customer experience

**STRATEGIC OBJECTIVE(S):** 1.1 Promote a culture of safety

**EXPLANATION OF STRATEGIC ALIGNMENT:** Timely installation of replacement camera systems and maintenance of existing camera systems supports the objective of maintaining the safety and security of our customers, employees and the public.

**BUSINESS CASE:** Camera surveillance of Capital Metro buildings, facilities and park-and-ride facilities and rail platforms is an essential element of our security plan to deter criminal activity, protect property, employees and customers, investigate security incidents and monitor activity in and around our facilities on a real-time basis.

**COMMITTEE RECOMMENDATION:** This agenda item was presented and is recommended for approval by the Operations, Planning, and Safety Committee on March 11, 2015.

**EXECUTIVE SUMMARY:** The agency is dependent on a reliable, consistent video capturing system for our customers, employees, and the public. Stanley Convergent Security Solutions will be providing installation and maintenance service to our 339 cameras that currently exist on our properties and facilities located throughout the Capital Metro service area. Stanley Convergent Security Solutions will be replacing all cameras at the Lakeline and Leander park-and-ride facilities during the first contract year. As a part of the contract scope of service, Stanley Convergent Security Solutions will be conducting bi-annual prevented maintenance (PM) of all cameras in the CCTV system to ensure expected video capture. Per the contract scope of work, Stanley Convergent Security Solutions will also ensure a state of good repair for the camera system by installing replacement camera components as they meet the end of useful life.

**DBE/SBE PARTICIPATION:** The contractor will exceed the goal utilizing the following DBE contractors. The goal is 8%

DBE	SERVICE/PRODUCT	%
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Applied Network Security	Installation, Inspection	8.43
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**PROCUREMENT:** On November 17, 2014 a Request for Proposals was issued and formally advertised. By the closing date of December 18, 2014, 9 proposals were received from:

911 Security Cameras, Inc.  
 Allied Security Links  
 Commercial Security Integration, Inc.  
 Convergint Technologies, LLC  
 Knight Security Systems, LLC  
 Kratos Public Safety & Security Solutions, Inc.  
 Netronix Integration  
 Stanley Convergent Security Solutions  
 Walker Engineering, Inc.

Proposals were evaluated and ranked on the basis of the following factors in descending order of importance:

- (1) Capabilities and experience of the firm and staff.
- (2) Demonstrated understanding of the requirements in the Scope of Services as described in Exhibit F.
- (3) The offeror's demonstrated technical background, past performance and experience on projects of a similar size, scope, complexity and nature; and capabilities of the proposed project personnel.

The proposal from Stanley Convergent Security Solutions was rated highest, all factors, including price, considered.

The price is determined to be fair and reasonable based on adequate competition. The contract is a fixed price type contract. The base term is one (1) year. Four (4) option period(s) are included.

Base 1 Year Term	\$ 197,727
Option Year 1	\$ 108,912
Option Year 2	\$ 108,912
Option Year 3	\$ 110,056
Option Year 4	<u>\$ 110,056</u>
Total 5 Years	\$ 635,663

**RESPONSIBLE DEPARTMENT:** Security





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

**STATE OF TEXAS**

**COUNTY OF TRAVIS**

**RESOLUTION (ID # 3054)**

**Installation and Maintenance Service Contract for Campus CCTV Cameras**

**WHEREAS**, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management endeavor to protect customers, employees, visitors and the assets of the agency; and

**WHEREAS**, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to upgrade and maintain security equipment in order to provide such protection.

**NOW, THEREFORE, BE IT RESOLVED** by the Capital Metropolitan Transportation Authority Board of Directors that the President/CEO, or her designee, is authorized to finalize and execute a contract with Stanley Convergent Security Solutions for Installation and Maintenance services for building and facility Closed Circuit TV (CCTV) cameras for a 1 year base period and 4 option years for a total amount of \$635,663.

**Date: March 11, 2015**

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**Secretary of the Board  
Ann Stafford**

**Capital Metropolitan Transportation Authority**  
**Board of Directors**

**MEETING DATE: 03/11/2015**  
**(ID # 3049)**  
**ILA Buda TDP**

**SUBJECT:** Approval of a resolution authorizing the President/CEO, or her designee, to negotiate and execute an interlocal agreement (ILA) with the City of Buda for a Transit Development Plan (TDP) in an amount not to exceed \$49,897 in FTA Section 5307 funds from Capital Metro and \$12,474 in local funds from the City of Buda.

**FISCAL IMPACT:** Funding for this action is available in the FY2015 operating budget

**STRATEGIC GOAL ALIGNMENT:** 2. Demonstrate regional leadership

**STRATEGIC OBJECTIVE(S):** 2.2 Pursue service expansion opportunities

**EXPLANATION OF STRATEGIC ALIGNMENT:** This TDP will provide service recommendations and a financing plan in order to assist the City of Buda in making decisions for the implementation of transit service.

**BUSINESS CASE:** As the FTA designated recipient for transit funding for the Austin Urbanized Area, Capital Metro is responsible for allocating FTA Section 5307 funds within the urbanized area. The Capital Metro service expansion policy provides guidance for non-member jurisdictions to access Section 5307 funding, which includes the development of a TDP. Through this ILA, the City of Buda will develop a TDP in compliance with the Service Expansion Policy.

**COMMITTEE RECOMMENDATION:** This agenda item was presented to and is recommended for approval by the Operations, Planning and Safety Committee on March 11, 2015.

**EXECUTIVE SUMMARY:** On April 23, 2014, the Capital Metro Board approved a revised service expansion policy that provides non-member jurisdictions with new options and guidelines for obtaining transit service and accessing Section 5307 funding. The policy requires that non-member jurisdictions complete a Transit Development Plan (TDP) before they can begin service. The purpose of the TDP is to identify transit needs, provide specific recommendations for service alternatives, and create a financing plan to support service recommendations. TDPs are required to cover at least three years and must be updated yearly.

Since adoption of the policy, staff has engaged the non-member cities to explain the guidelines for obtaining service. The City of Buda responded by submitting a letter to President Watson expressing interest in accessing Section 5307 funding to begin work on a TDP. The city also expressed interest in working with Capital Metro's general planning consultant and working with Capital Metro staff to develop the TDP.

The cost estimate for the Buda TDP is \$ 62,371, with \$49,897 (80%) of funding from Section 5307 funds and \$12,474 (20%) of funding from local funds. The Section 5307 share of the cost is available in the current FY15 budget. The ILA will be presented for

approval to Buda City Council on March 17, 2015.

**DBE/SBE PARTICIPATION:** Does not apply.

**PROCUREMENT:** Chapter 791 of the State of Texas Government Code encourages governmental entities to increase the efficiency and effectiveness of local governments by authorizing them to contract, to the greatest possible extent, with one another. In doing so, local governments are permitted to forego the requirements of full and open competition and contract directly with one another.

**RESPONSIBLE DEPARTMENT:** Planning & Development



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

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**RESOLUTION (ID # 3049)  
ILA Buda TDP**

**WHEREAS**, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management endeavor to be a regional leader and grow the service and customer base for transit; and

**WHEREAS**, the Capital Metropolitan Transportation Authority Board of Directors adopted a revised Service Expansion Policy on April 23, 2014 which provides options for service and a process for distribution of Federal Transit Administration funds under 49 USC 5307 (“Section 5307”) to non-member jurisdictions equitably; and

**WHEREAS**, the Service Expansion Policy requires that jurisdictions prepare a three year Transit Development Plan (TDP), which will identify transit needs, analyze service options and financing, and provide recommendations for transit services, before accessing Section 5307 funds for service; and

**WHEREAS**, the City of Buda through a letter to Capital Metro, has expressed interest in initiating a TDP utilizing Section 5307 funds and local funds; and

**WHEREAS**, Capital Metro shall work with the City through the revised Service Expansion Policy to provide access to Section 5307 funds for the TDP in an equitable manner.

**NOW, THEREFORE, BE IT RESOLVED** by the Capital Metropolitan Transportation Authority Board of Directors that the President/CEO, or her designee, is authorized to negotiate and execute an interlocal agreement (ILA) with the City of Buda for a Transit Development Plan (TDP) in an amount not to exceed \$49,898 in FTA Section 5307 funds from Capital Metro and \$12,475 in local funds from the City of Buda.

Date: March 11, 2015

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Secretary of the Board  
Ann Stafford



**Capital Metropolitan Transportation Authority**  
**Board of Directors**

**MEETING DATE: 03/11/2015**  
**(ID # 3051)**  
**June Service Changes**

**SUBJECT:** Approval of the proposed June 2015 Service Changes described in the attached document dated March 23, 2015 and scheduled for implementation beginning June 7, 2015.

**FISCAL IMPACT:** Funding for this action is available in the FY2015 operating budget

**STRATEGIC GOAL ALIGNMENT:** 1. Deliver the best possible customer experience

**STRATEGIC OBJECTIVE(S):** 1.3 Ensure an attractive and accessible transit en

**EXPLANATION OF STRATEGIC ALIGNMENT:** June 2015 service changes are based on recommendations from Service Plan 2020, a 10-year plan to improve bus service and are in accordance with Capital Metro's Service Standards. These changes are designed to meet Goals 1-4 in Capital Metro's Strategic Plan: 1). Provide a great customer experience, 2). Improve business practices, 3). Demonstrate the value of public transportation in an active community, and 4). Be a regional leader.

**BUSINESS CASE:** These changes are intended to improve the overall customer experience through the offering of high frequency service on select core routes during Weekdays and Saturdays. These are designed to complement the recent introduction of MetroRapid. In addition, several minor route alignment changes will enable improved access to service.

**COMMITTEE RECOMMENDATION:** This agenda item was presented and is recommended for approval by the Operations, Planning and Safety committee on March 11, 2015.

**EXECUTIVE SUMMARY:** Staff presented the following summary for June 2015 Service Changes in advance of the public input process. Based upon input received, staff is returning to the March Board of Directors' meeting with final recommendations and request Board approval:

- Route 237 North East Flex- Route 237 will provide transit service to an under-served area of Northeast Austin and unincorporated Travis County. The route is a partnership between Capital Metro and Travis County. Service will primarily travel on Loyola Avenue and serve the Colony Park neighborhood and the Mobile Loaves and Fishes Community First! Village on Hog Eye Road. The route will be anchored by the Springdale Shopping Center, where riders can connect to other routes.
- High Frequency Network - The frequency of 5 routes (Routes 7, 20, 300, 325, and 331) would be increased to form Capital Metro's Frequent Route Network. These

routes would operate every 15 minutes on weekdays from 7:00am until 7:00pm. On Saturdays, these routes would operate every 20 minutes.

- Minor Routing Changes -
  - Route 37 would be realigned to serve the H.E.B. in Mueller (51st and Berkman). In addition, southbound, midday trips on Route 37 would no longer serve the Day Labor facility on IH-35 Frontage Road.
  - Route 243 Wells Branch would no longer serve the Merriltown loop (currently on only 6 weekday trips) due to low ridership.
  - Route 271 would be adjusted to provide an improved and more direct connection for Del Valle neighborhood residents.
- School Related Changes - Normal transition of UT Shuttle, E-Bus, and select trips on mainline routes to summer service levels.

These changes are intended to improve the overall customer experience and were recommended by ServicePlan 2020, in accordance with the FY 2015 budget. The proposed changes will have a **minor impact** on MetroAccess service.

**DBE/SBE PARTICIPATION:** Does not apply.

**RESPONSIBLE DEPARTMENT:** Planning & Development



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

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**RESOLUTION (ID # 3051)  
June Service Changes**

**WHEREAS**, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management wishes to encourage provision of cost-effective fixed-route transit services that respond to and build ridership demand while minimizing impacts on current riders; and

**WHEREAS**, an equity analysis of these Service Changes, as required under the Federal Transit Administration's (FTA) Title VI review, found no disparate impact (minority) or disproportionate burden (low-income) on affected populations; and

**WHEREAS**, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management has considered staff comments and recommendations based on comments received during several public meetings and also considered comments received at the March 11, 2015 Public Hearing.

**NOW, THEREFORE, BE IT RESOLVED** by the Capital Metropolitan Transportation Authority Board of Directors that the service changes described in the attached document dated March 23, 2015 are hereby approved for implementation beginning June 7, 2015.

**Date: March 11, 2015**

\_\_\_\_\_  
**Secretary of the Board  
Ann Stafford**

# Proposed June 2015 Service Changes

March 11, 2015

# Proposed June 2015 Service Changes

## Four Groups of Changes

- New Route 237: Northeast Feeder
- High Frequency Network
- Minor routing changes
- UT shuttle & school-related changes

# Proposed June 2015 Service Changes

## Impact on ADA MetroAccess Service

- Small change to ADA service area
- No impact on hours of service

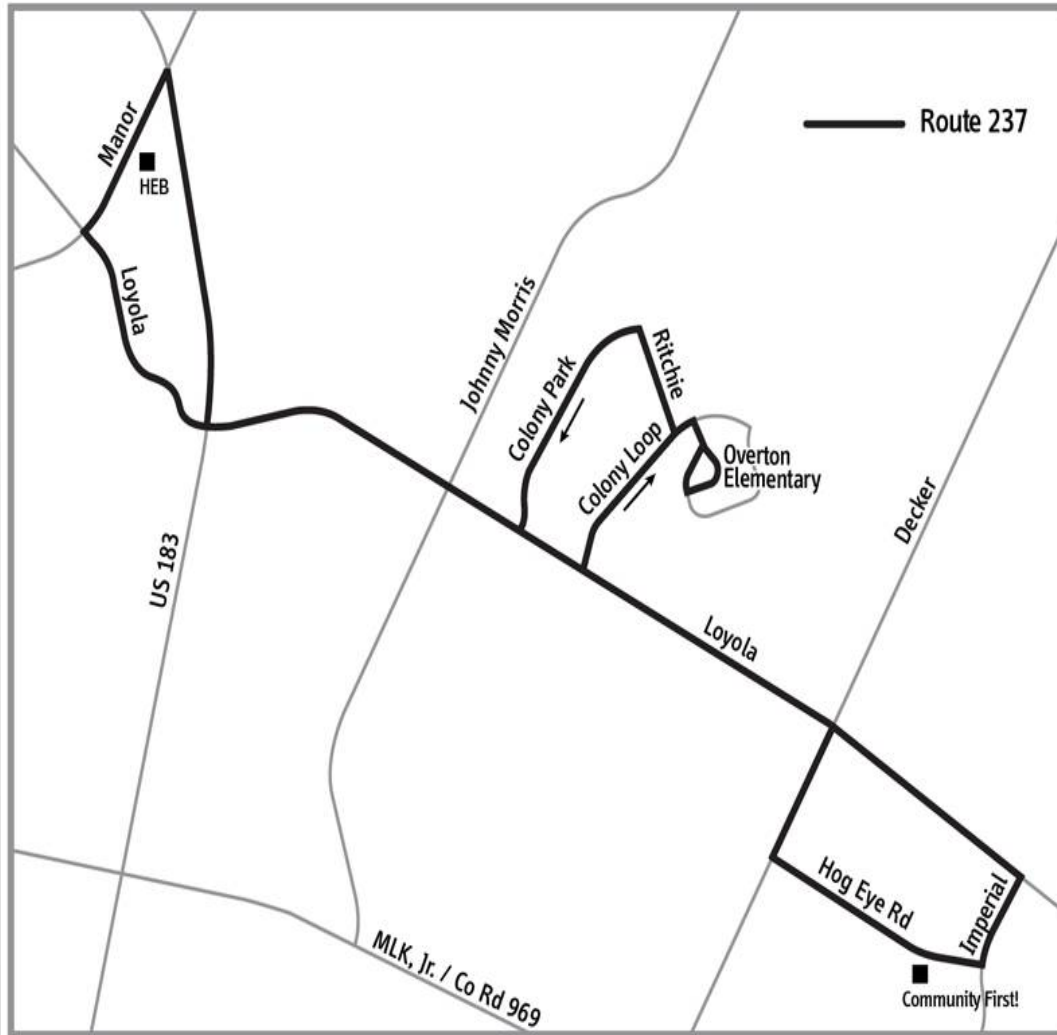
## Title VI Impact

- 3 routes meet major change threshold
- No disparate impact (minority) or disproportionate burden (low-income) on affected populations

# New Route 237: Northeast Flex

- Serve neighborhoods along Loyola Lane in northeast Austin/Travis County
- Operate between Springdale Shopping center and new Mobile Loaves & Fishes Community First! Village
- Major transfer point at Springdale H-E-B
  - Route 20: Manor/Riverside
  - Route 37: Colony Park/Windsor Park
  - Route 323: Anderson

# New Route 237: Northeast Feeder



- **Service Span:**  
6:30 AM to 6:30 PM
- **Days of Operation:**  
Monday to Sunday
- **Service Frequency:**  
Every 60 minutes



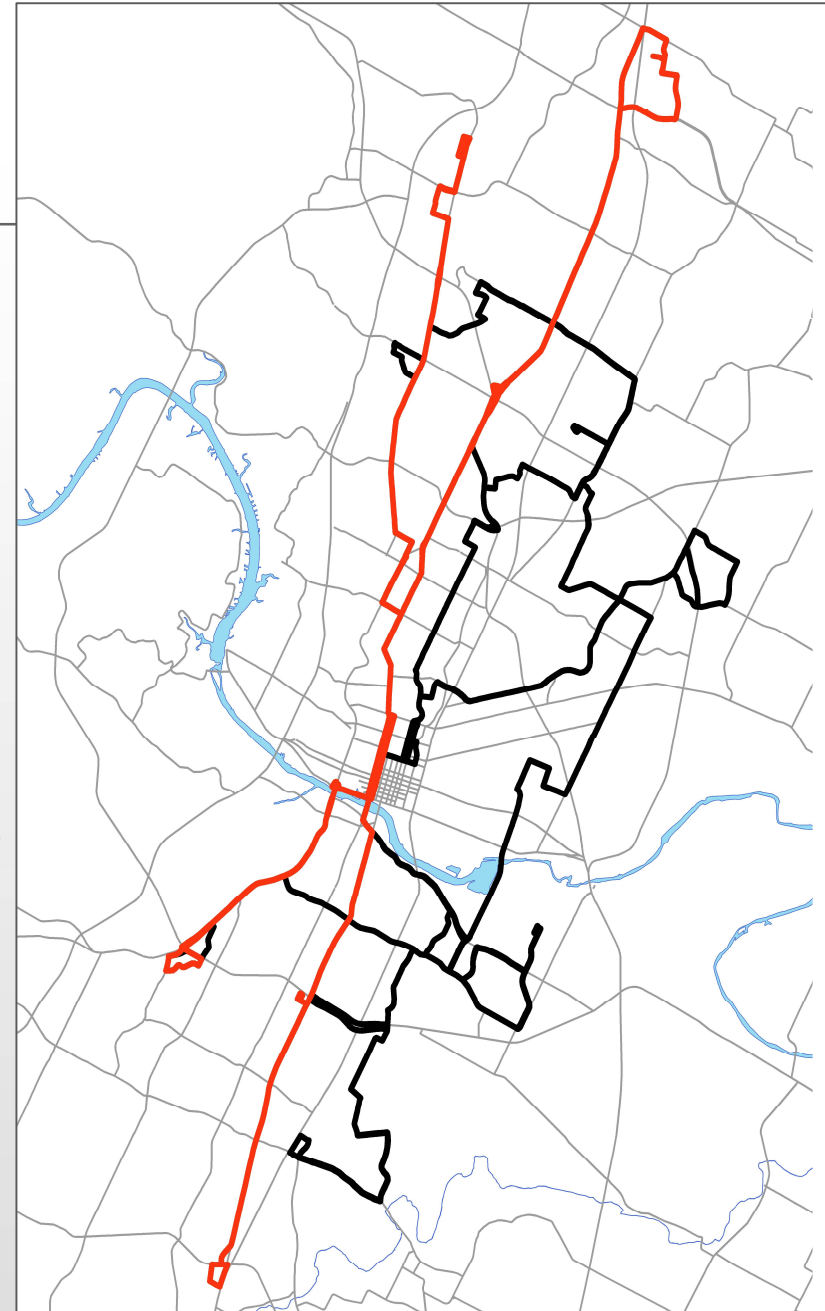
# High Frequency Network

- **Background**

- Together with MetroRapid, top-10 highest ridership routes carry approximately 60% of total system ridership
- Increased frequency a top priority expressed by Public and Capital Metro staff
  - All-day frequent service allows passengers to depend on transit for non-traditional uses
  - Commuting to work makes up only 16% of all person trips
- Based on ServicePlan 2020 recommendations

# High Frequency Network

- **Phase 1**
  - Provide all-day frequent service on Weekdays and Saturdays for five local routes
    - Route 7: Duval/Dove Springs
    - Route 20: Manor/Riverside
    - Route 300: Govalle
    - Route 325: Ohlen
    - Route 331: Oltorf



# High Frequency Network

Route	Weekday Frequency		Saturday Frequency	
	Daytime (7 AM - 7 PM)	Evenings (7 PM - 10 PM)	Daytime (10 AM - 7 PM)	Evenings (7 PM - 10 PM)
7	15 min.	20 min.	20 min.	30 min.
20	20 min.	20 min.	20 min.	30 min.
300	15 min.	20 min.	20 min.	30 min.
325	15 min.	20 min.	20 min.	30 min.
331	15 min.	20 min.	20 min.	30 min.

Attachment: PACKET - Public Hearing June SC\_03112015 (3051 : June Service Changes)

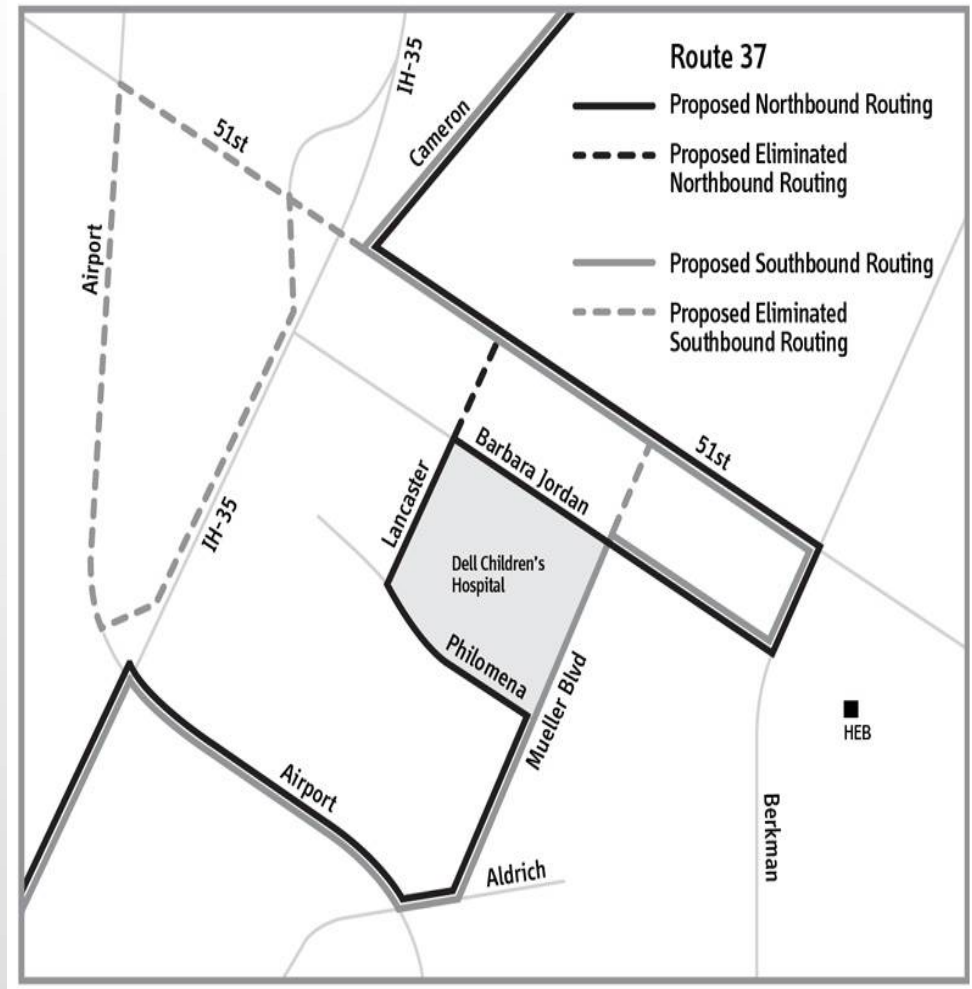
# Minor Routing Changes

- **Impacted Routes**

- Route 37: Colony Park/Windsor Park
- Route 243: Wells Branch
- Route 271: Del Valle Feeder

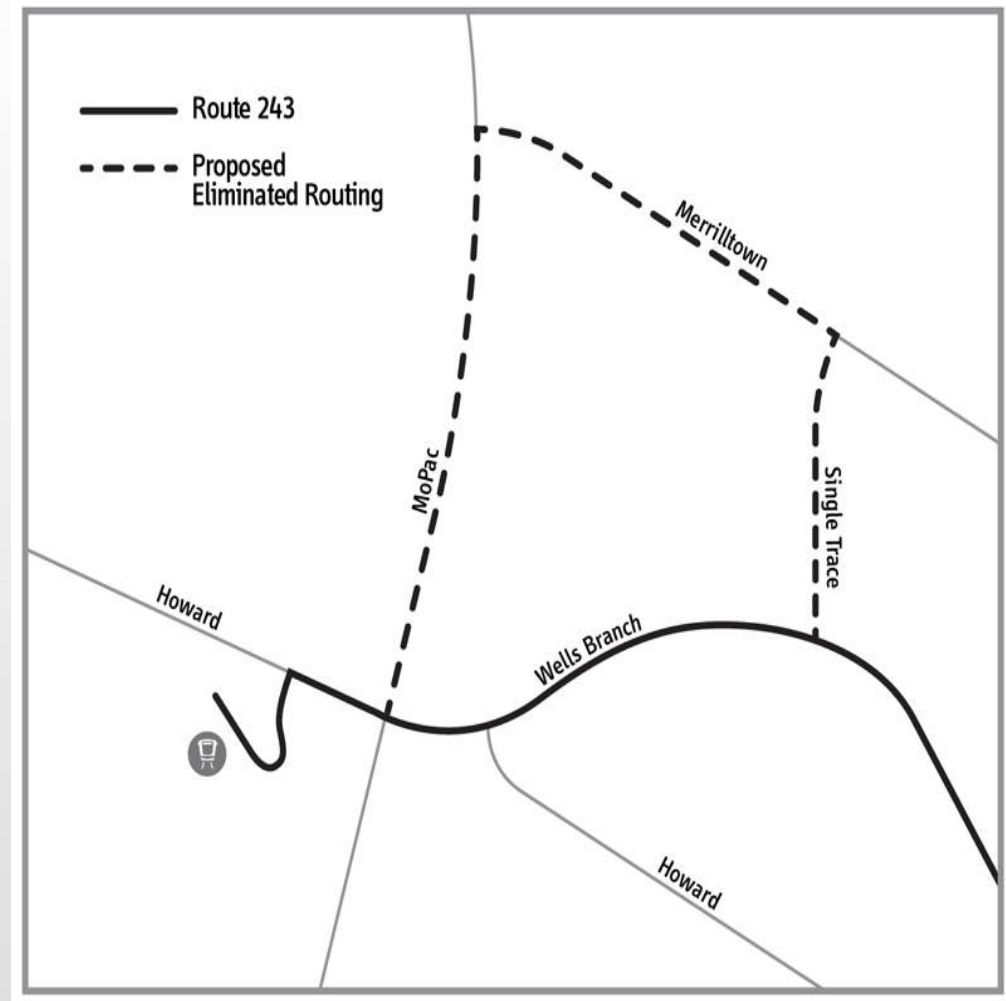
# Minor Routing Changes

- **Route 37: Colony Park**
  - Realign route to serve Mueller H-E-B at 51<sup>st</sup> and Berkman
  - Southbound midday trips will no longer serve Day Labor facility on IH-35 Frontage Road
    - Facility still served by Routes 10 & 320



# Minor Routing Changes

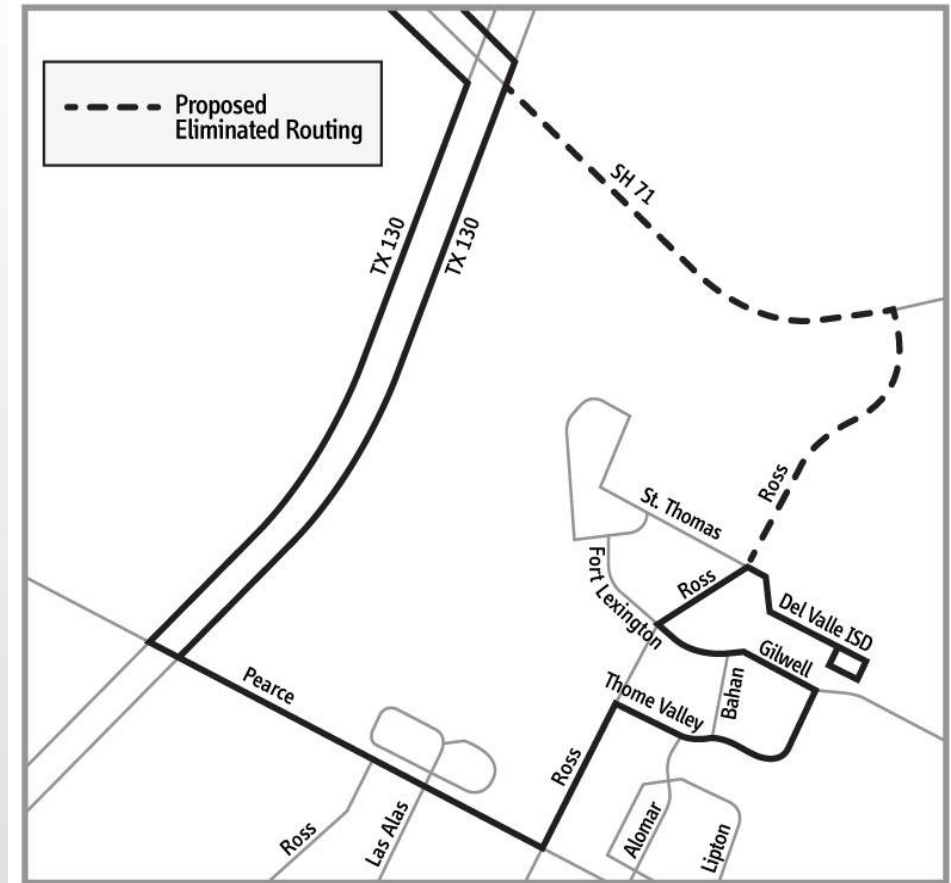
- **Route 243: Wells Branch**
  - Remove the Merriltown loop due to low ridership
    - Loop is currently made on only 6 weekday trips
    - Loop serves only one stop



# Minor Routing Changes

## • Route 271: Del Valle Feeder

- Realign route to more directly serve Del Valle residents
- Southeast portion of route to operate on Highway 130, Pearce Lane, Ross Road, and two neighborhood streets
- Route to maintain service to existing stops near Del Valle ISD



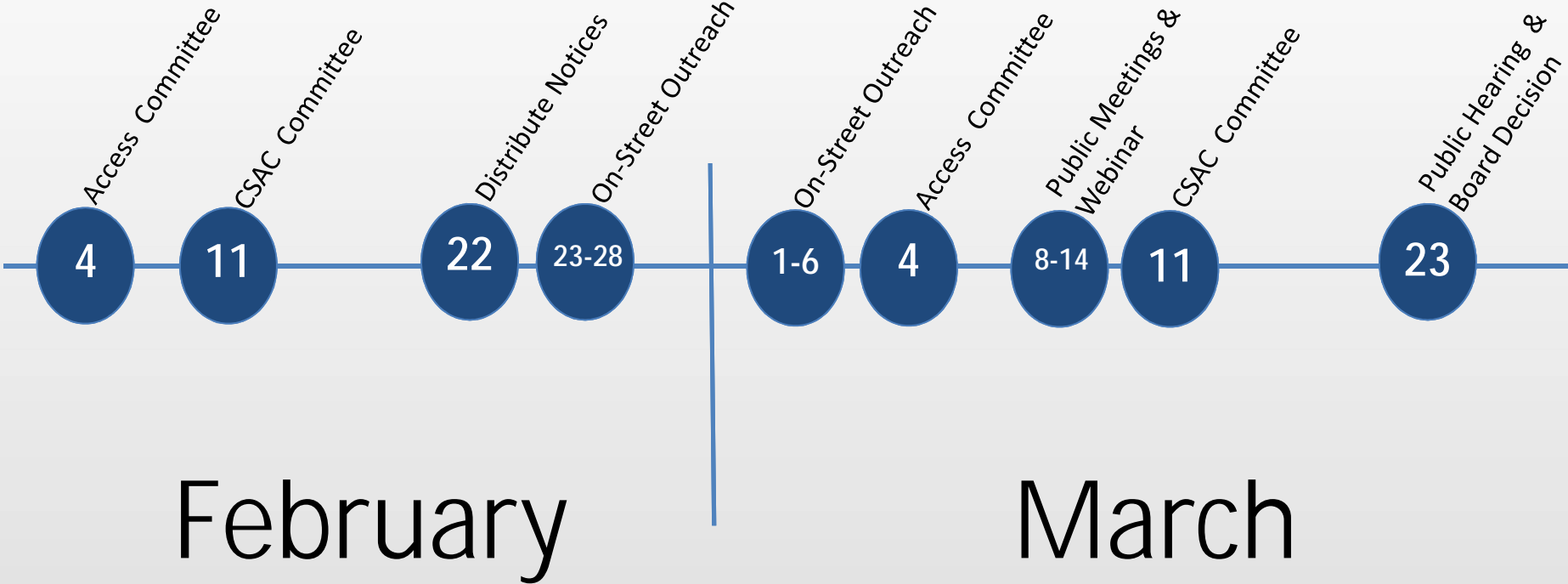
# UT Shuttle & School Related Changes

Service	Concept	Service Levels	MetroAccess
410 E-Bus/West Campus	Suspend for summer	Thursday, Friday, Saturday	No impact
411 E-Bus/Riverside	Suspend for summer	Thursday, Friday, Saturday	No impact
412 E-Bus/Main Campus	Suspend for summer	Thursday, Friday, Saturday	No impact
Mainline Routes (4, 5, 7, 20, 300, 325, 331, 333)	Select trips suspended for summer	Weekday	No impact
All UT Shuttles	Service transitions to summer service levels	Weekday, Sunday	No impact

Attachment: PACKET - Public Hearing June SC\_03112015 (3051 : June Service Changes)



# Public Outreach Timeline



Attachment: PACKET - Public Hearing June SC\_03112015 (3051 : June Service Changes)



**Capital Metropolitan Transportation Authority**  
**Board of Directors**

**MEETING DATE: 03/11/2015**

**(ID # 3048)**

**SXSW Operations Service Update**

**TITLE:** SXSW Operations Service Update

# SXSW 2015 Service Plans



March 11, 2015

1



# SXSW Rail Service Evolution

SXSW Operation	2011	2012	2013	2014	2015
<b>Weekdays</b>					
Midday Frequency	60'	60'	34'	34'	34'
Evening Frequency	60'	60'	60'	60'	34'/60'
End of Night - Monday	6:30 pm	6:30 pm	6:30 pm	6:30 pm	10:30 pm
End of Night - Tuesday	6:30 pm	6:30 pm	6:30 pm	6:30 pm	10:30 pm
End of Night - Wednesday	6:30 pm	6:30 pm	6:30 pm	12:00 am	12:30 am
End of Night - Thursday	6:30 pm	6:30 pm	6:30 pm	12:00 am	12:30 am
End of Night - Friday	6:30 pm	11:30 pm	12:30 am	1:00 am	2:30 am
<b>Saturdays (1<sup>st</sup> and 2<sup>nd</sup> Weekend)</b>					
Staggered Start	No	No	Yes	Yes	Yes
Frequency	34'	34'	34'	34'	34'
End of Night – Saturday	No	11:35 pm	12:00 am	2:00 am	2:30 am
<b>Sundays (1<sup>st</sup> Weekend Only)</b>					
Frequency	N/A	N/A	N/A	N/A	34'
End of Night – Sunday	N/A	N/A	N/A	N/A	12:00 am

# Additional Metro Rail Service

	Fri March 13	Sat March 14	Sun March 15	Mon March 16	Tues March 17	Wed March 18	Thurs March 19	Fri March 20	Sat March 21	Sun March 22
<b>AM</b>	Regular service	<b>Start 10am</b> Every 34 minutes to Lakeline	<b>Start 10am</b> Every 34 minutes to Lakeline	Regular service	Regular service	Regular service	Regular service	Regular service	<b>Start 10am</b> Every 34 minutes to Lakeline	No Service
<b>Midday</b>	Regular service	<b>Every 34 minutes to Lakeline</b>	<b>Every 34 minutes to Lakeline</b>	<b>Every 34 minutes to Lakeline</b>	<b>Every 34 minutes to Lakeline</b>	<b>Every 34 minutes to Lakeline</b>	<b>Every 34 minutes to Lakeline</b>	<b>Every 34 minutes to Lakeline</b>	<b>Every 34 minutes to Lakeline</b>	No Service
<b>PM</b>	Regular service	<b>Every 34 minutes to Lakeline</b>	<b>Every 34 minutes to Lakeline</b>	Regular service	Regular service	Regular service	Regular service	Regular service	Regular service	No Service
<b>Night</b>	Regular service	<b>Every 34 minutes to Lakeline</b> End 2:30am	<b>Every 34 minutes to Lakeline</b> End 12:00 Mid	60m 00 Leander 60m 30 Howard End 10:30p	60m 00 Leander 60m 30 Howard End 10:30p	60m 00 Leander 60m 30 Howard End 12:30a	60m 00 Leander 60m 30 Howard End 12:30a	60m 00 Leander 30m 30 Howard End 2:30am	<b>Every 34 minutes to Lakeline</b> End 2:30am	No Service

Attachment: SXSW\_2015\_Service\_Plans (3048 : SXSW Operations Service Update)

# SXSW Bus Support of Rail

- Howard/Kramer (Inbound) Overflow
  - Fridays and Saturdays (March 13, 14, 20, 21)
- Last Train From Downtown Overflow
  - Friday and Saturday (March 20, 21)
- Lakeline to Leander Connection for Last Train
  - Monday, Tuesday (March 15, 16)

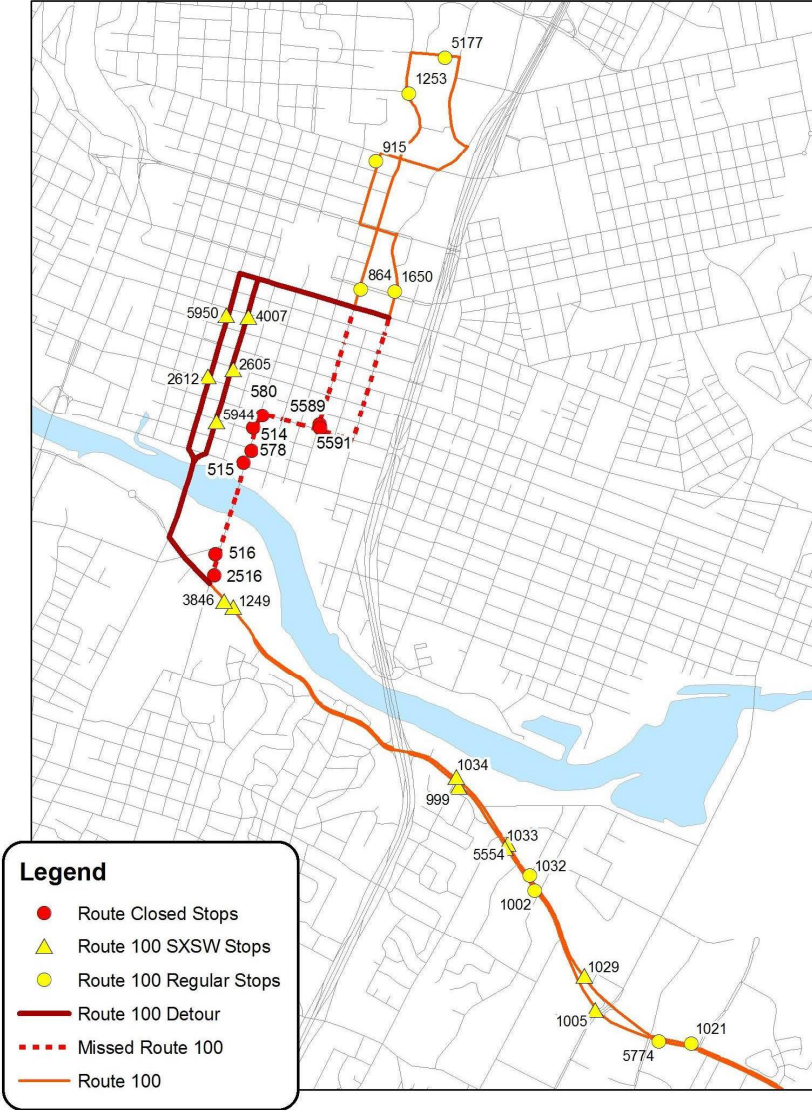
# Additional MetroAirport Service

	Fri March 13	Sat March 14	Sun March 15	Mon March 16	Tues March 17	Wed March 18	Thurs March 19	Fri March 20	Sat March 21	Sun March 22
<b>Route 100</b>	Operate every 15 minutes all day	Operate every 15 minutes all day	Operate every 15 minutes all day	Operate every 15 minutes all day	Operate every 15 minutes all day	Operate every 15 minutes all day	Operate every 15 minutes all day	Operate every 15 minutes all day	Operate every 15 minutes all day	Operate every 15 minutes all day
	Detour to Guad/Lav	Detour to Guad/Lav	Detour to Guad/Lav	Detour to Guad/Lav	Detour to Guad/Lav	Detour to Guad/Lav	Detour to Guad/Lav	Detour to Guad/Lav	Detour to Guad/Lav	Detour to Guad/Lav
	Use Flyer stops	Use Flyer stops	Use Flyer stops	Use Flyer stops	Use Flyer stops	Use Flyer stops	Use Flyer stops	Use Flyer stops	Use Flyer stops	Use Flyer stops
	Additional Stops on Riverside	Additional Stops on Riverside	Additional Stops on Riverside	Additional Stops on Riverside	Additional Stops on Riverside	Additional Stops on Riverside	Additional Stops on Riverside	Additional Stops on Riverside	Additional Stops on Riverside	Additional Stops on Riverside

Route 100 will operate along Guadalupe and Lavaca between Riverside and 11<sup>th</sup> St. in downtown. Route 100 will make additional stops along Riverside. See map on following page for additional detail.



# Route 100 Airport Flyer SXSU Detour



# Additional Late Night Service

	Fri March 13	Sat March 14	Sun March 15	Mon March 16	Tues March 17	Wed March 18	Thurs March 19	Fri March 20	Sat March 21	Sun March 22
<b>Route 801</b>			Extend service to 1230a					Operate until 230a	Operate until 230a	
<b>Route 803</b>			Extend service to 1230a					Operate until 230a	Operate until 230a	
<b>Night Owl</b>	Operate every 10 – 15 minutes	Operate every 10 – 15 minutes		Operate every 10 – 15 minutes	Operate every 10 – 15 minutes	Operate every 10 – 15 minutes	Operate every 10 – 15 minutes	Operate every 10 – 15 minutes	Operate every 10 – 15 minutes	
<b>E-Bus</b>							Operate Service	Operate Service	Operate Service	
<b>Q-Bus</b>	Available for Night Owl and E-Bus	Available for Night Owl and E-Bus		Available for Night Owl and E-Bus	Available for Night Owl and E-Bus	Available for Night Owl and E-Bus	Available for Night Owl and E-Bus	Available for Night Owl and E-Bus	Available for Night Owl and E-Bus	

Attachment: SXSW\_2015\_Service\_Plans (3048 : SXSW Operations Service Update)

# Mobile App Promotion

- Partnership with SXSW for “special offer” multi-day Interactive/Film/Music Passes in the app, good for unlimited bus and train rides:
  - Platinum Transit Pass (11 days) \$55.50
  - Interactive/Film Transit Pass (7 days) \$27.50
  - Music Transit Pass (7 days) \$27.50
  - Anytime Pass (good for 3 days) \$21.00





# Information Technology Metrics Customer Facing Systems

## Capital Metro March 2015

Joe Iannello

HB 896746

# IT Metrics

- **Background**
  - Improving the collection/monitoring/reporting of IT Metrics is part of our IT Strategic Plan and Objectives
- **IT Metric Types**
  - Network, Application System, Usage, Other
- **Collection Methods**
  - Manual/Automatic; Periodic/Real-time
- **Reporting Frequency**
  - Daily, Weekly, Monthly

Some are available/automated now – others are planned

# System Availability: “5 Nines”

Availability %	Downtime per year	Downtime per month	Downtime per week
90% ("one nine")	36.5 days	72 hours	16.8 hours
99% ("two nines")	3.65 days	7.20 hours	1.68 hours
99.50%	1.83 days	3.60 hours	50.4 minutes
99.80%	17.52 hours	86.23 minutes	20.16 minutes
99.9% ("three nines")	8.76 hours	43.8 minutes	10.1 minutes
99.99% ("four nines")	52.56 minutes	4.32 minutes	1.01 minutes
99.999% ("five nines")	5.26 minutes	25.9 seconds	6.05 seconds

Attachment: it march (3064 : IT Metrics Customer Facing Systems)

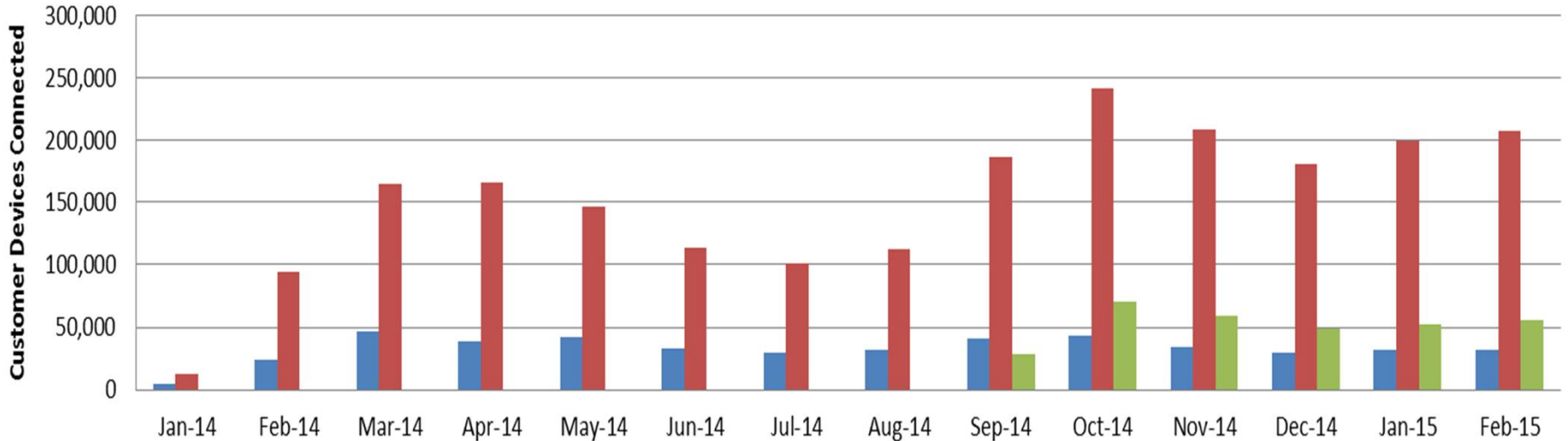
# Customer Facing Systems

- Customer Wi-Fi
- Mobile Ticketing App
- Dynamic Message Signs (DMS)
- Website
- Next Bus / Next Departure
- Trip Planner
- Ticketing Vending Machines (TVM)
- Interactive Voice Response (IVR)
- Phone System



# Customer Wi-Fi Devices Connected

## Capital Metro Customer Wi-Fi



	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
■ MetroRail	4,265	23,504	46,766	38,473	41,950	32,721	29,851	32,353	41,562	43,221	34,060	29,547	32,445	32,056
■ MetroRapid	12,899	94,594	164,149	165,290	146,009	113,743	100,918	112,434	186,670	241,576	209,188	180,125	199,627	207,336
■ Express									28,757	70,521	58,684	49,202	52,051	55,505

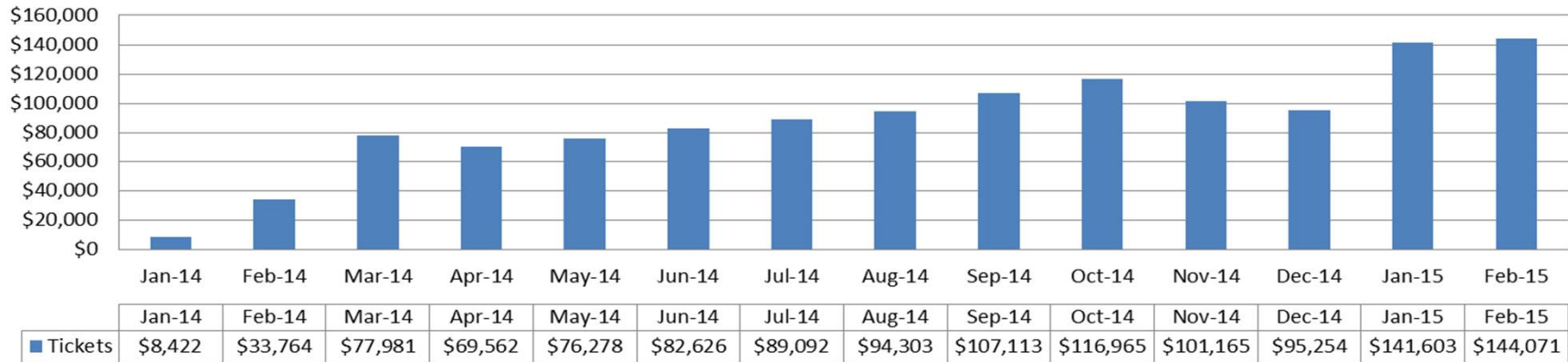
Partial SxSW

Attachment: it march (3064 : IT Metrics Customer Facing Systems)

# Mobile Ticketing App - Usage

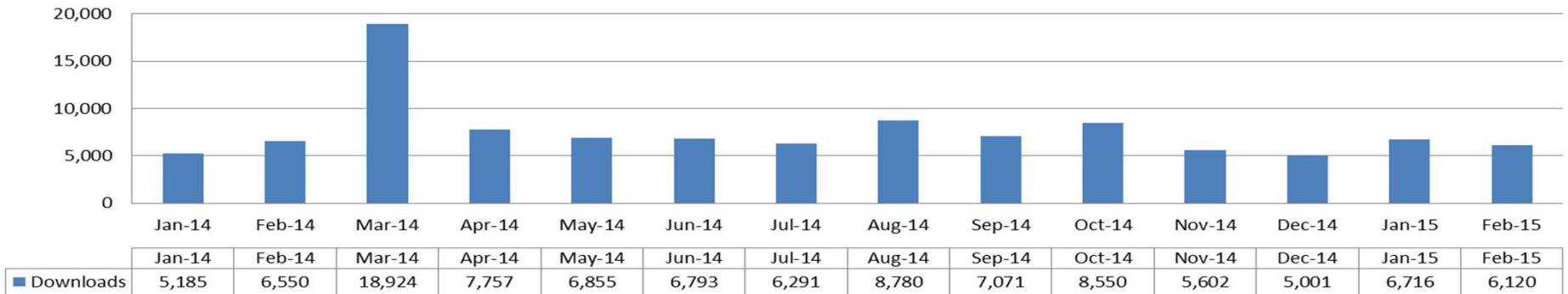


## Ticket Revenue



Partial SxSW

## Downloads

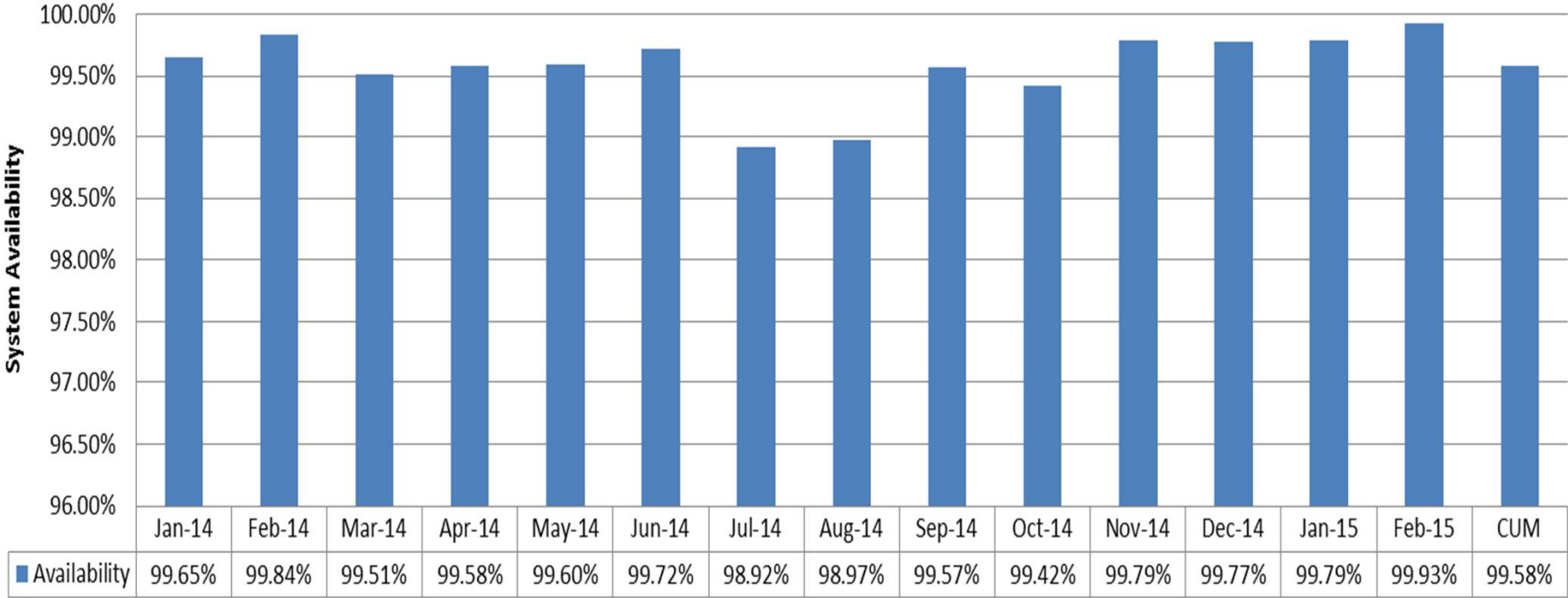


Partial SxSW

Attachment: it march (3064 : IT Metrics Customer Facing Systems)

# Website & Web Tools – System Availability

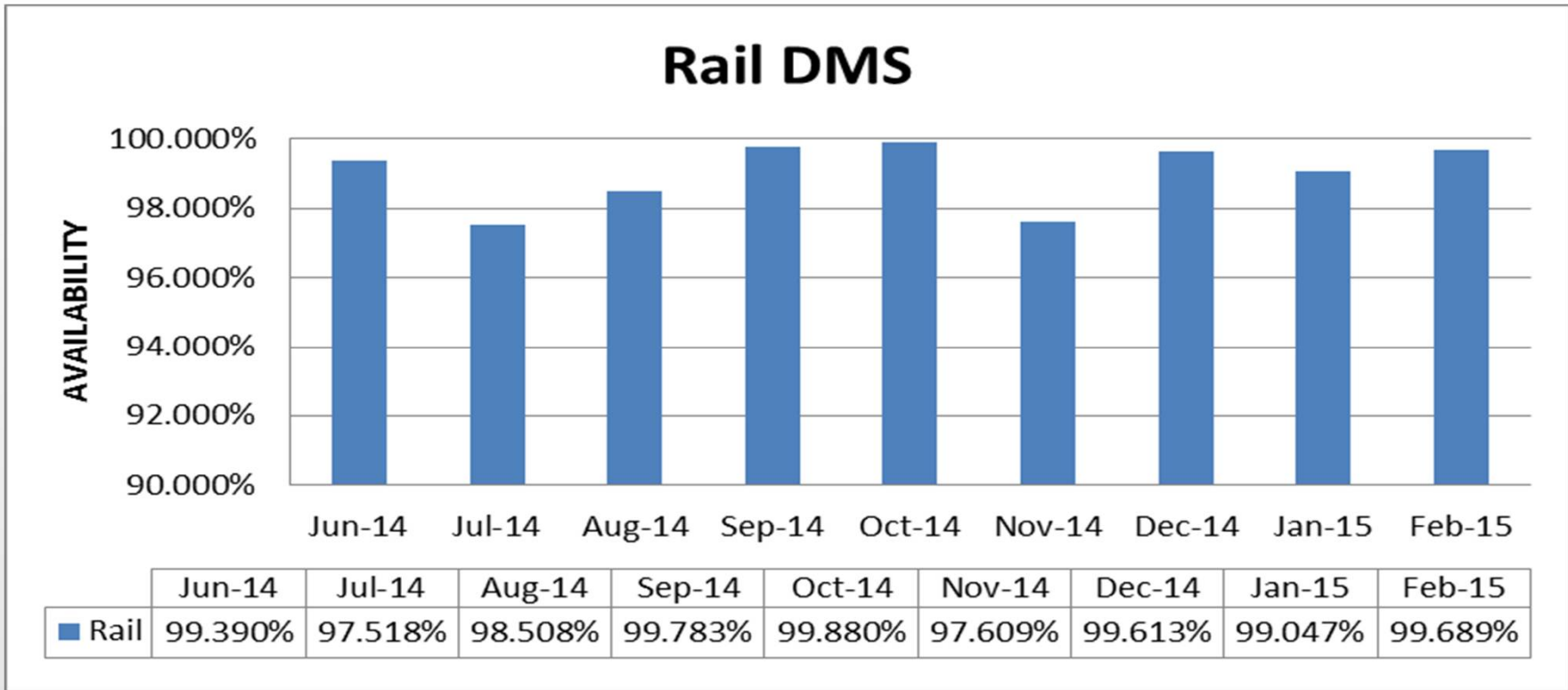
Capital Metro  
Website, Trip Planner, NextDeparture



Note: Equivalent to approximately 3 hours downtime per month

# DMS/Rail – System Availability

550: 40 DMS Signs



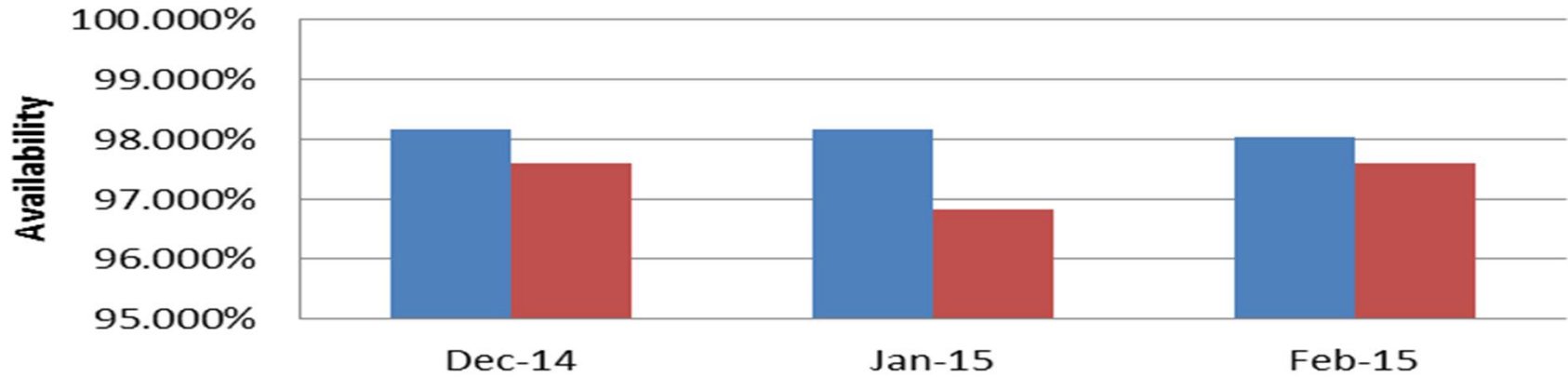
**Notes:**

1. Equivalent to approximately 7 hours downtime average overall per month
2. Excludes Crestview (Jan) and Howard (Jan-Feb) which were extended maintenance periods

# DMS/MetroRapid - System Availability

801: 40 DMS Signs  
803: 34 DMS Signs

## MetroRapid DMS



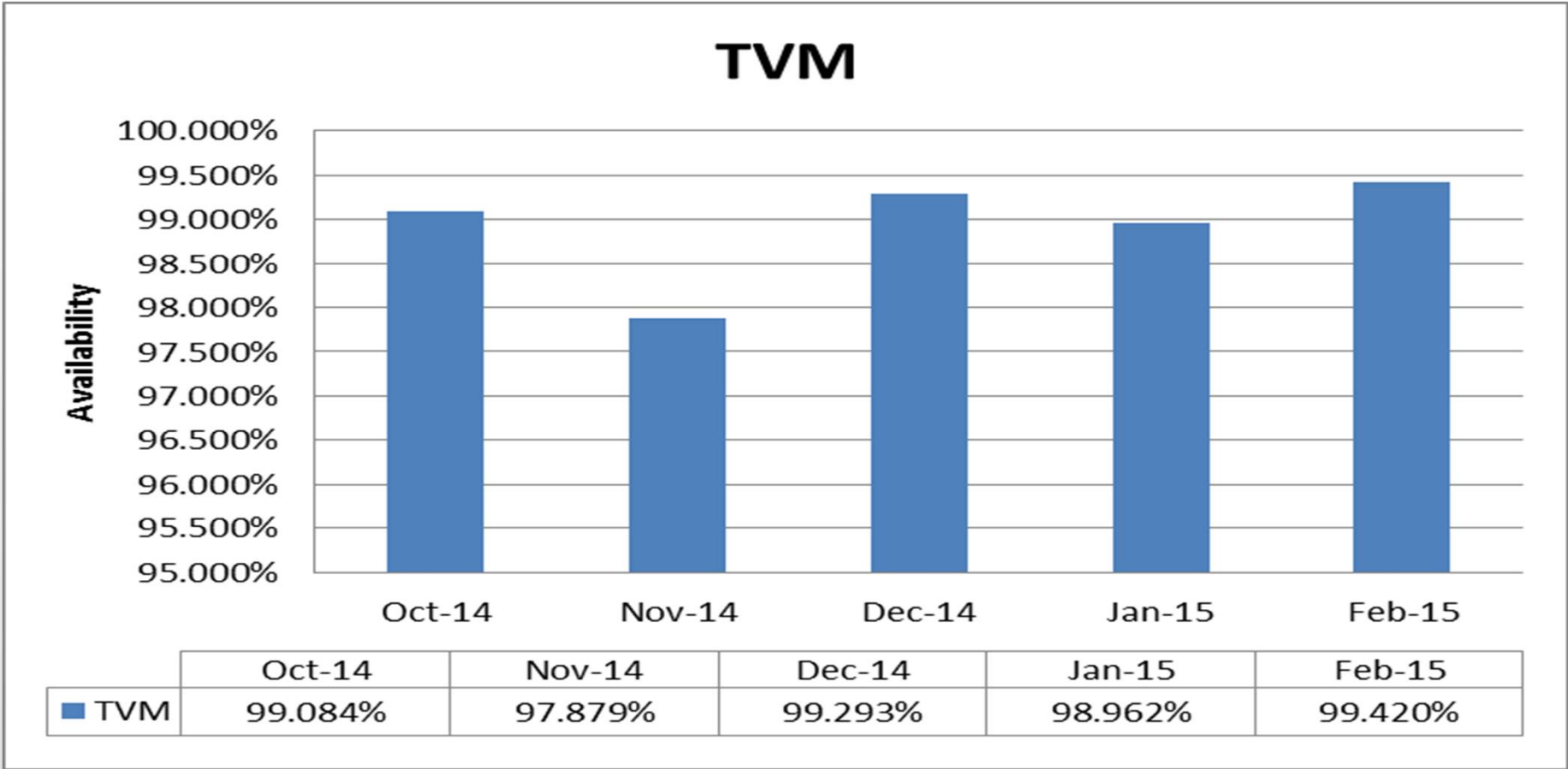
	Dec-14	Jan-15	Feb-15
801	98.165%	98.178%	98.050%
803	97.612%	96.834%	97.598%

### Notes:

1. Equivalent to approximately 13 hours downtime average overall per month for 801
2. Equivalent to approximately 19 hours downtime average overall per month for 803
3. Excludes 801 DMS (Dec – 9, Jan – 5, Feb – 3) for extended maintenance periods
4. Excludes 803 DMS (Dec – 3; Jan – 3) for extended maintenance periods

# TVM – System Availability

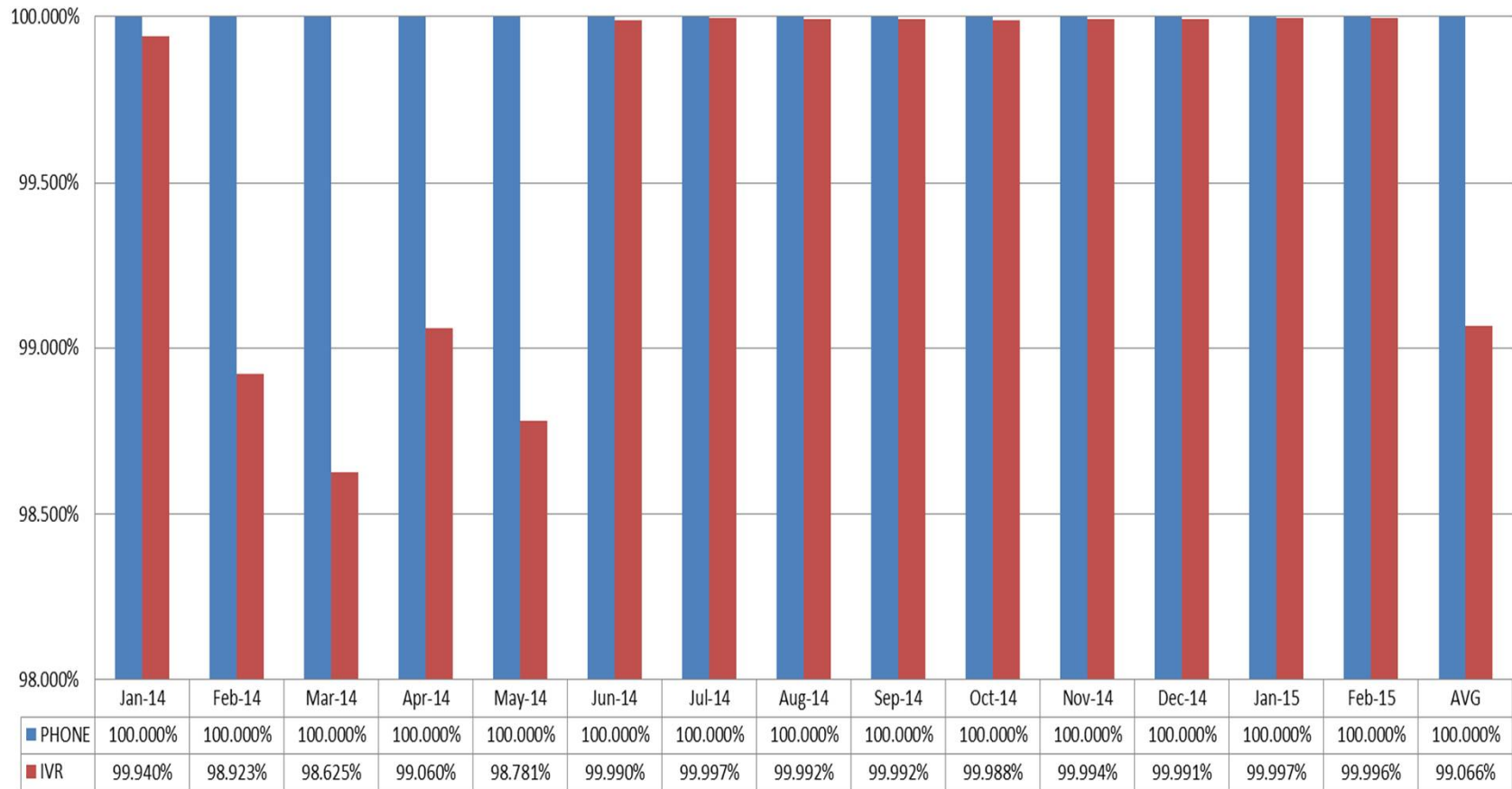
550: 18 TVM's



Note:  
Equivalent to approximately 7 hours downtime average overall per month for all TVM's

Attachment: it march (3064 : IT Metrics Customer Facing Systems)

# Phone & IVR System – System Availability



**Note:** IVR - Equivalent to approximately 7 hours downtime average per month

# IT Metrics – Customer Facing Systems

- **Summary**
  - **Significant progress has been made monitoring our systems**
  - **Work continues to improve monitoring, automating and reporting IT metrics**



Questions?

Attachment: it march (3064 : IT Metrics Customer Facing Systems)

**Capital Metropolitan Transportation Authority**  
**Board of Directors**

**MEETING DATE: 03/11/2015**

**(ID # 3047)**

**Monthly Operations Report**

**TITLE:** Monthly Operations Report

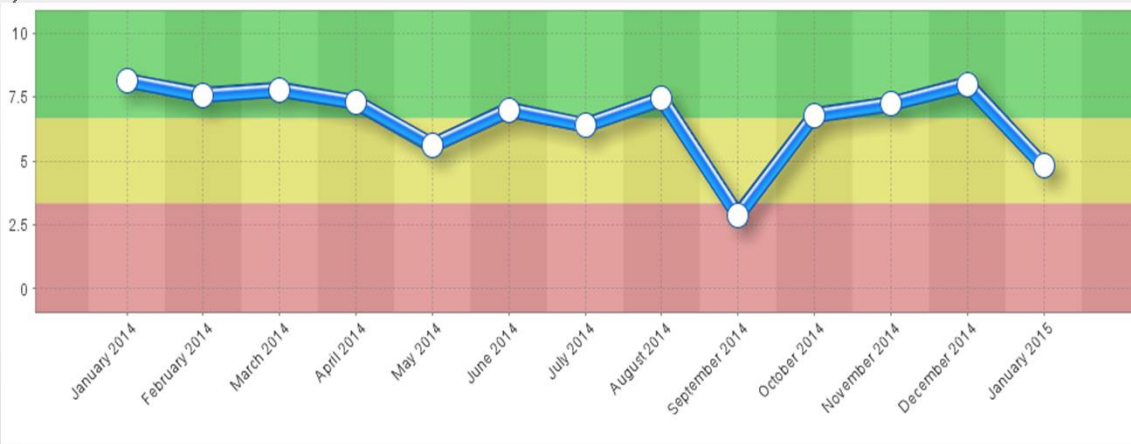


# Operations Report



# McDonald Transit – Fixed Route

		October	November	December	January
On Time Performance	Actual	85.5%	89.1%	91.8%	90.2%
	Goal	88%			
Vehicle Accidents	Actual	3.94	3.55	3.45	3.99
	Goal	2.4			
Passenger Accidents	Actual	.27	.25	.29	1.08
	Goal	.4			
Miles Between Road Calls	Actual	6,546	5,633	6,727	6,483
	Goal	5,500			
Complaints per 100000 Passengers	Actual	13.74	13.52	11.81	16.79
	Goal	16			



Jan Score  
4.89



YTD Score: 5.4

Vehicles: 238  
Avg. Fleet Age: 6.5

# First Transit – Fixed Route

		October	November	December	January
On Time Performance	Actual	88%	90%	90.5%	83%
	Goal	88%			
Vehicle Accidents	Actual	3.5	5.6	3.33	1.49
	Goal	2.4			
Passenger Accidents	Actual	0.13	0.71	0.28	0.17
	Goal	0.4			
Miles Between Road Calls	Actual	4,431	3,125	3,664	2,881
	Goal	5,500			
Complaints/100,000 Passengers	Actual	11.42	10.17	12.4	6.27
	Goal	16			

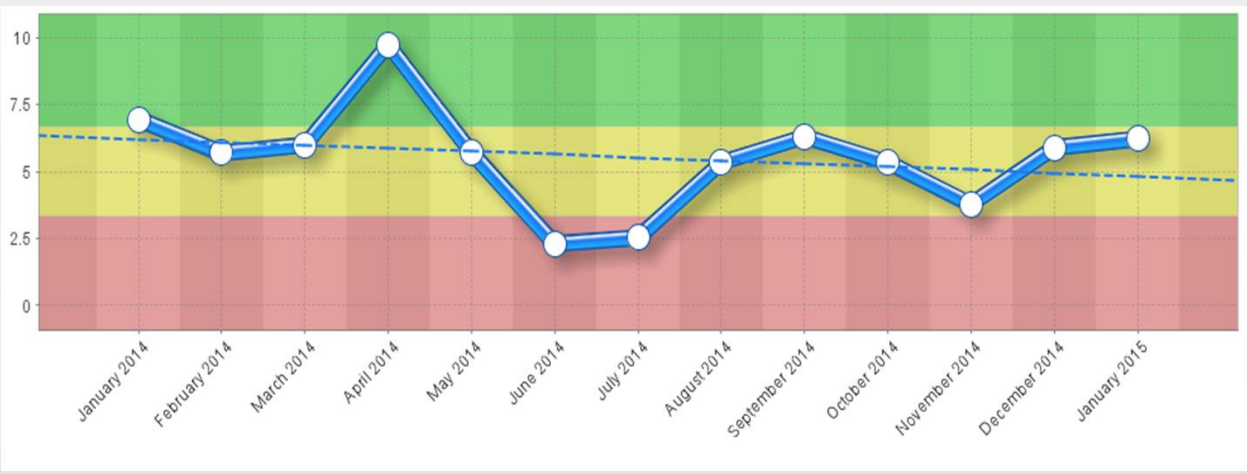


Score 6.22



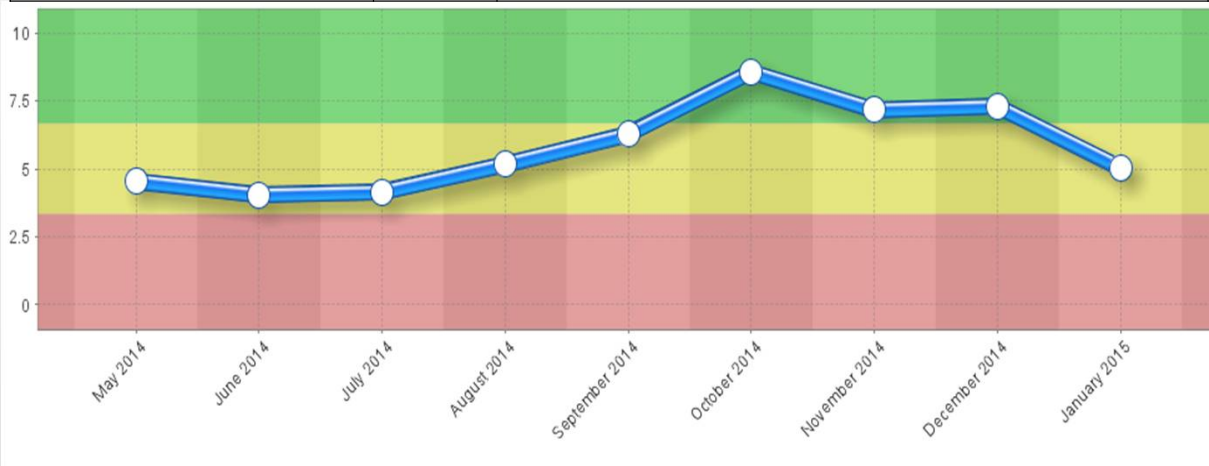
YTD Score: 5.31

**Vehicles: 110**  
**Avg. Fleet Age: 11.7**



# First Transit – MetroRapid

		October	November	December	January
On Time Performance	Actual	78.28%	77.52%	81.9%	78.92%
	Goal	80%			
Vehicle Accidents	Actual	1.65	2.95	3.4	5.04
	Goal	2.45			
Passenger Accidents	Actual	0	0	0	0.98
	Goal	0.43			
MBRC	Actual	18,146	8,482	9,286	6,614
	Goal	5,500			
Customer Complaints/100,000	Actual	15.95	11.69	13.01	13.27
	Goal	16			



Jan Score  
5.05

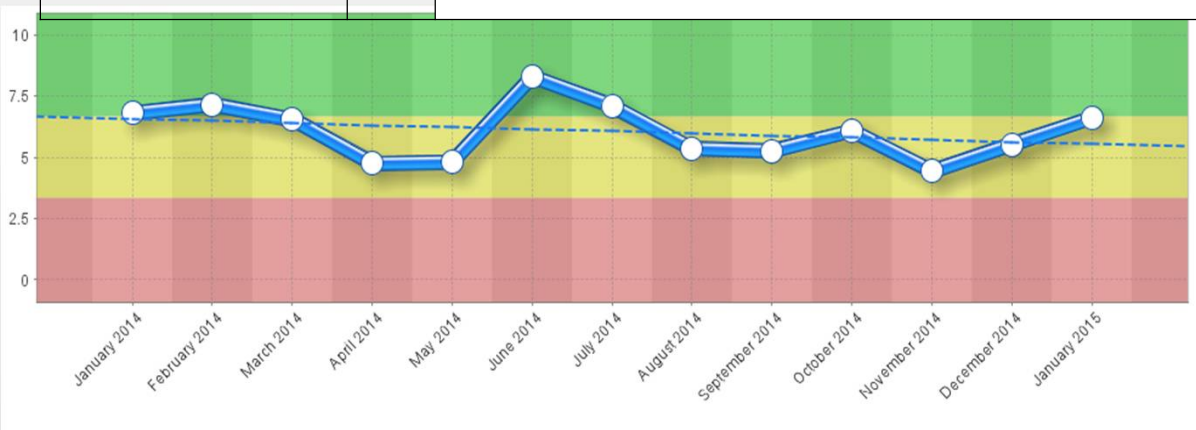


YTD Score:  
7.03



# MV Transit - MetroAccess

		October	November	December	January
On Time Performance	Actual	90.7%	86.86%	89.13%	91.56%
	Goal	93%			
Vehicle Accidents	Actual	1.63	1.95	1.76	1.48
	Goal	2			
Passenger Accidents	Actual	.49	0	0	0
	Goal	.3			
Miles Between Road Calls	Actual	22,977	17,110	31,043	24,136
	Goal	20,000			
Customer Complaints/10,000 Passengers	Actual	10.33	9.01	11.52	10.07
	Goal	8			



Jan Score  
7.16



YTD Score:  
5.89

MV Transportation  
Vehicles: 109

# Ride Right - MetroAccess

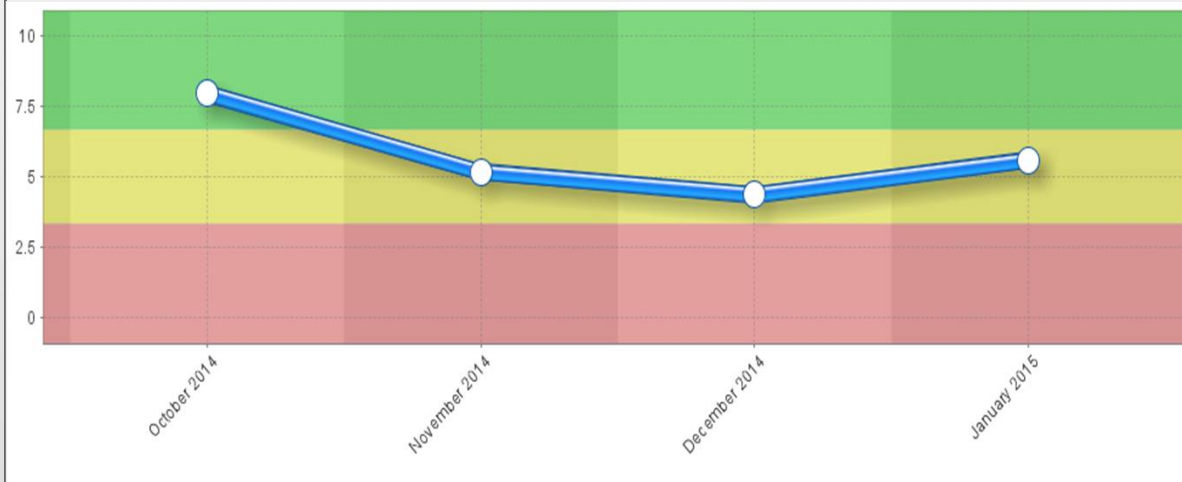
		October	November	December	January
On Time Performance	Actual	92.65%	92.09%	92.21%	93.35%
	Goal	93%			
Vehicle Accidents	Actual	.72%	2.32%	2.83%	2.07%
	Goal	2%			
Passenger Accidents	Actual	0	.74	0	0
	Goal	.3			
Complaints per 10,000 Passengers	Actual	7.42	8.17	10.27	11.53
	Goal	8			



Jan Score 5.58



YTD Score: 6.09





# Herzog - MetroRail

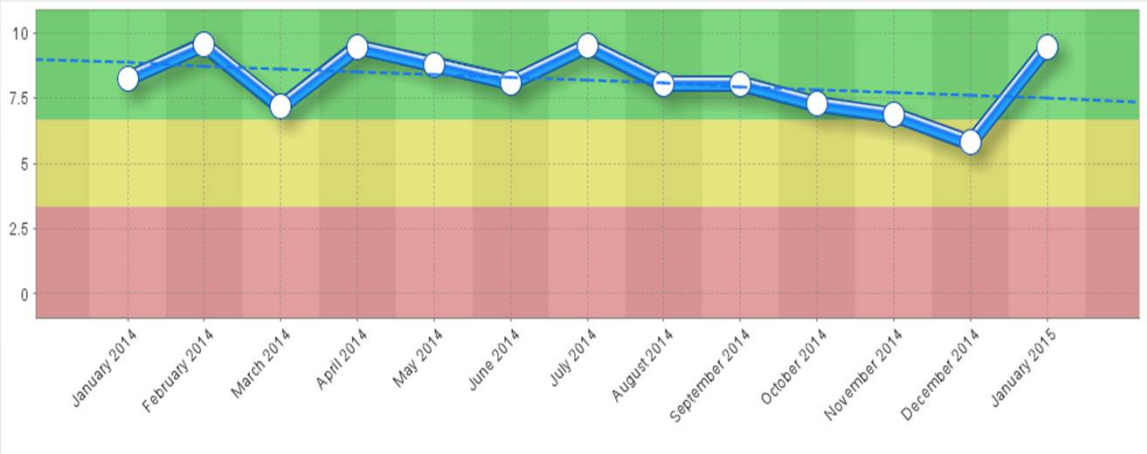
		October	November	December	January
On Time Performance	Actual	97%	96.2%	97.76%	97.09%
	Goal	96.04%			
Vehicle Accidents	Actual	0	0	2	0
	Goal	1			
Passenger Accidents	Actual	0	0	0	0
	Goal	1			
Customer Complaints/20,000 Passengers	Actual	2.04	3.8	4.39	.75
	Goal	5			
Mean Distance Between Failures	Actual	9,696	8,111	6,994	26,558
	Goal	15,000			



Jan Score 9.84



YTD Score: 7.6



# Administration

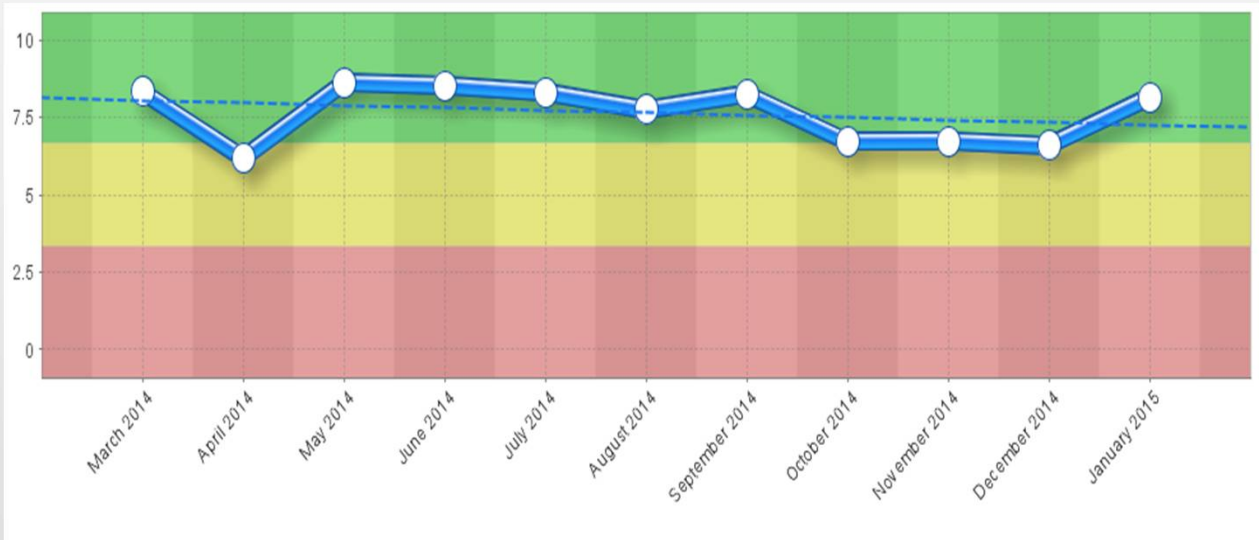
		October	November	December	January
Eligibility	Actual	3	4	4	4
	Goal	14			
Paratransit Abandoned Call Rate	Actual	7.9%	7.88%	8.14%	5.32%
	Goal	5%			



Jan Score 8.16



YTD Score : 7.85



# Overall Score Customer Satisfaction Index

Name	Weight	Score
McDonald	54.30%	4.89
First Transit	15.10%	6.22
MV	17.50%	7.16
MetroRail	1.20%	9.84
Administrative	0.50%	8.16
BRT	5%	5.05
Ride Right	6.40%	5.58



January Score  
5.61



YTD Score: 5.63

