

**CapMetro**

# Amendment to the Previously-Approved August Service Changes

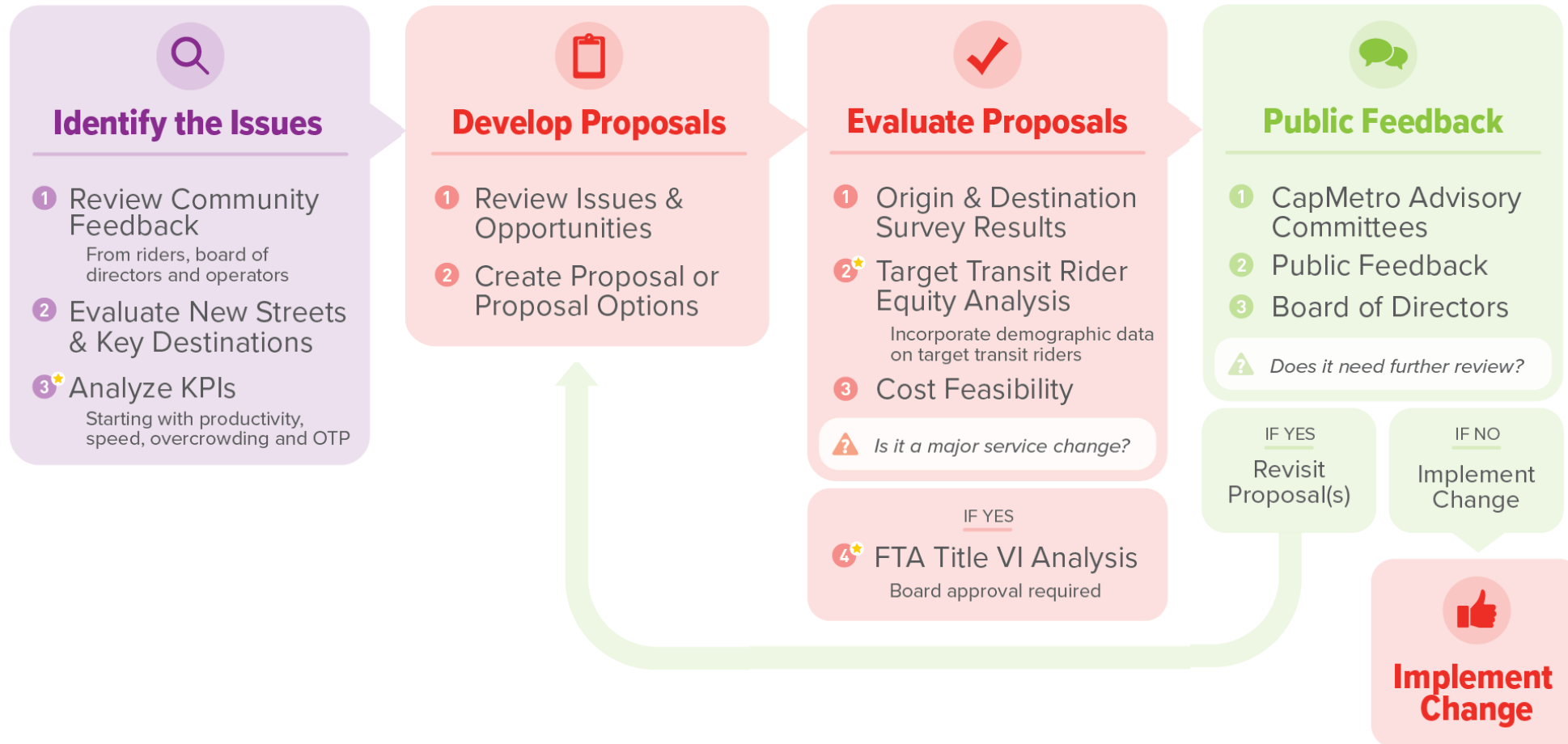
June 12, 2024

# Today's Presentation

- Proposed Amendment to August Service Changes
  - Step 1: Identify Challenges and Opportunities
  - Step 2: Develop and Evaluate Proposal
  - Step 3: Engage Community and Board Approval



# How is a service change proposal developed?

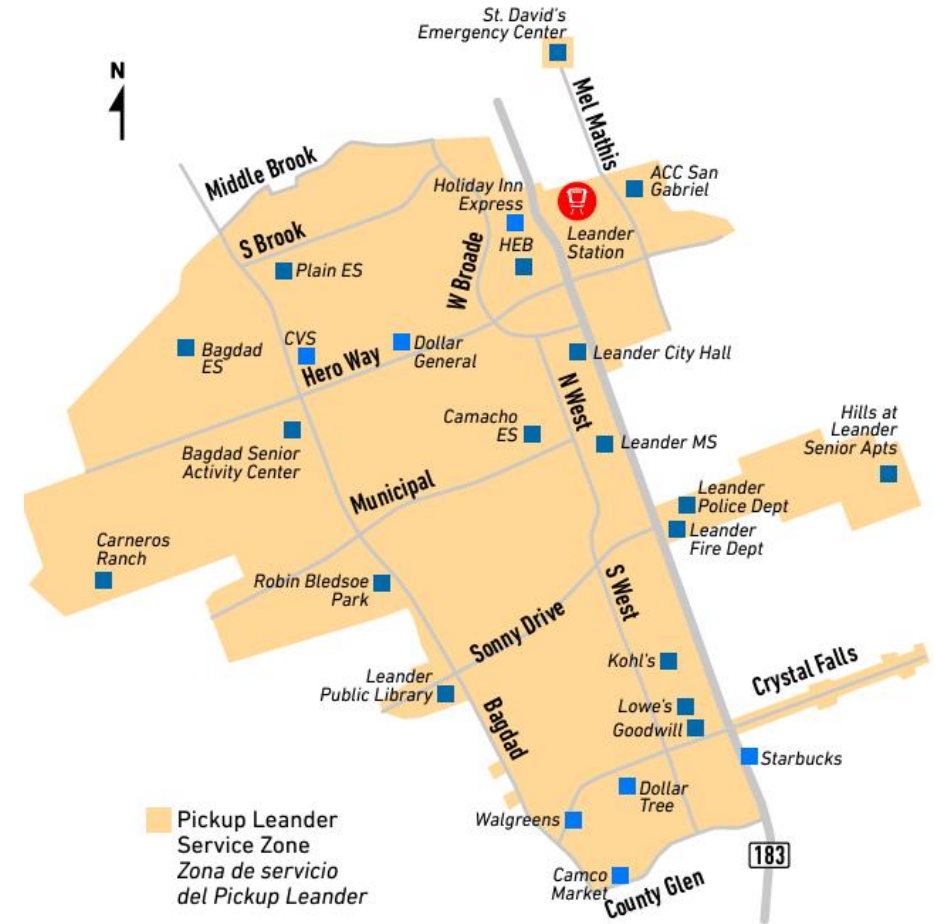


# Step 1: Identifying Challenges & Opportunities



## Zone History & Characteristics

- Launched December 2019
  - 4 zone boundary additions since initial launch
- Hours of Operation
  - Monday – Friday, 6 a.m. – 7 p.m.
  - Saturday, 10 a.m. – 6 p.m.
- 10 total vehicles
  - 2 vehicles added January 2024



# Step 1: Identifying Challenges & Opportunities

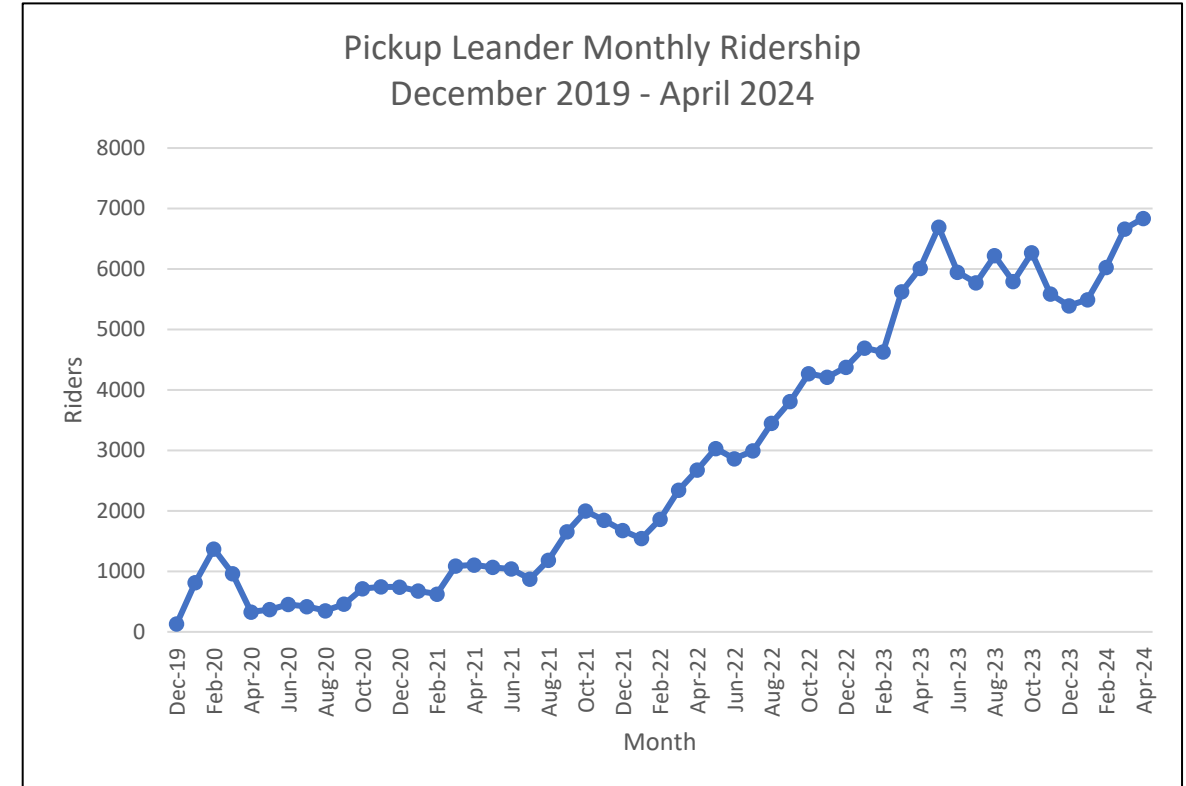


## Ridership & Performance

- Ridership Trend
  - 92% increase in 2021
  - 152% increase in 2022
  - 83% increase in 2023
- 788% increase from 2020 to 2023
- 4.87 out of 5 Customer Rating for April 2024

### April 2024 Performance Metrics (Weekday Only)

Ridership 6,213	Customers/Hour 4.10
On-Time Performance 62.3%	Average Response Time 17 minutes

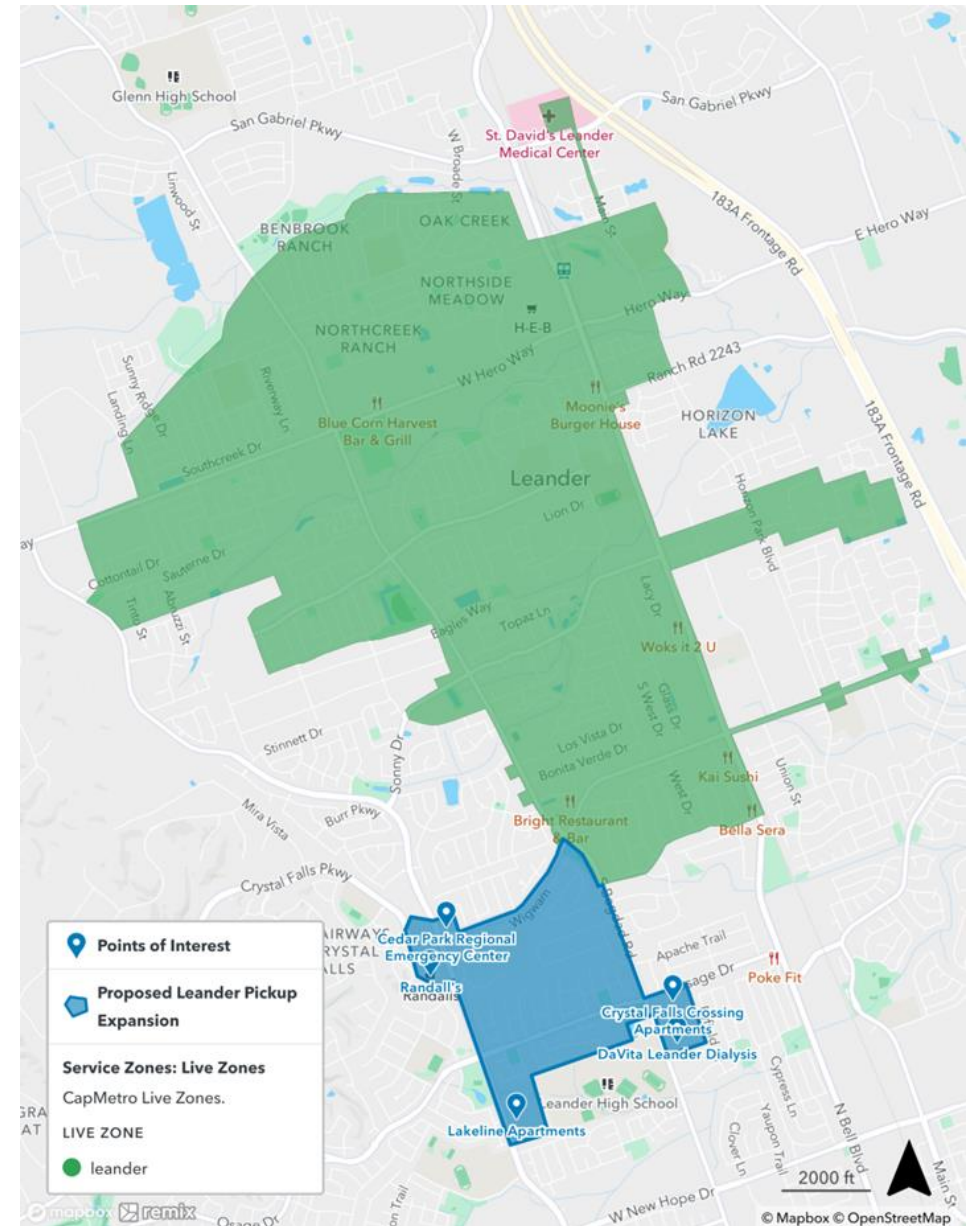




# Step 2: Develop and Evaluate Proposals



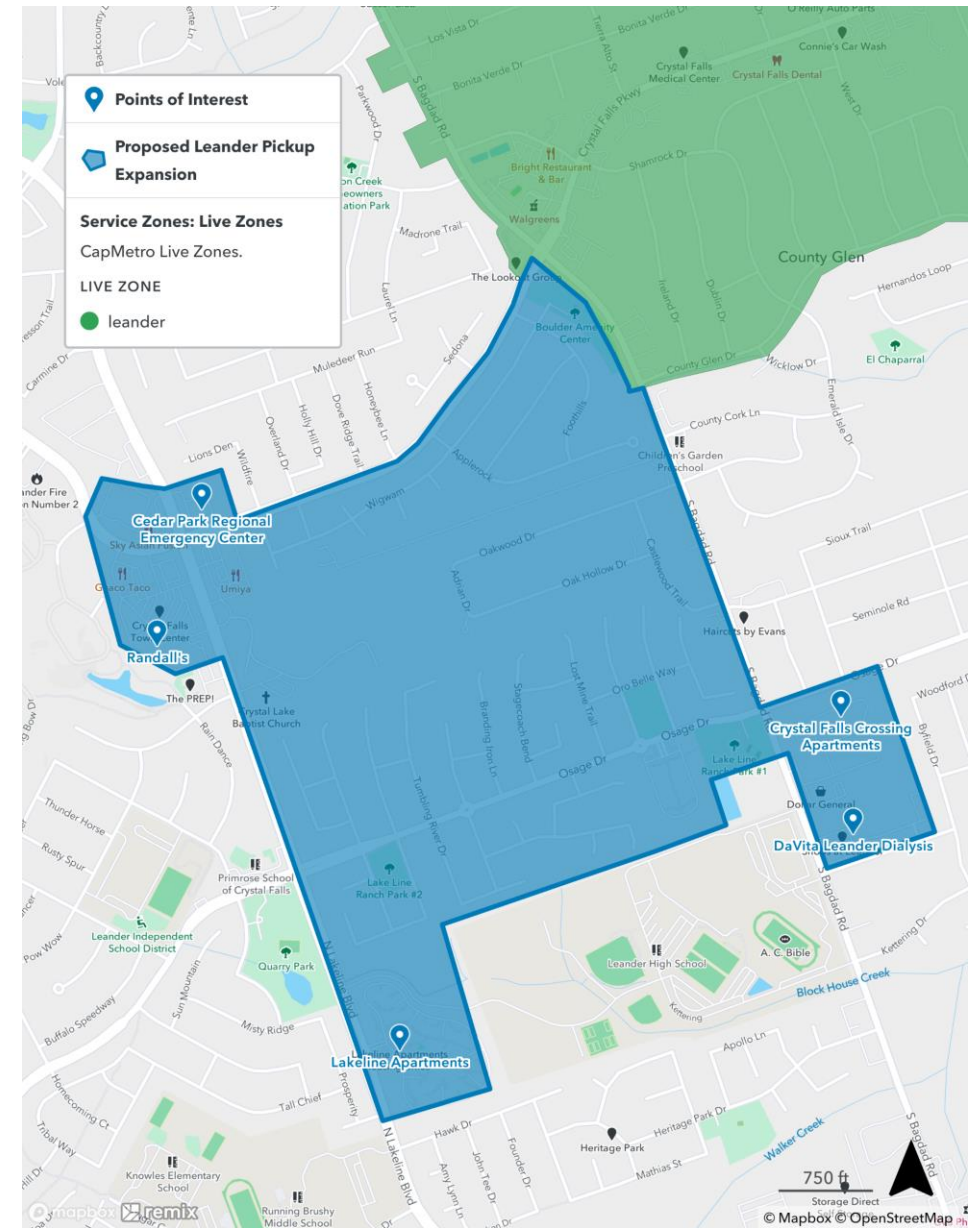
- 0.64 square miles - additional coverage proposed
- 5.6 square miles - total size of the zone with proposed expansion
- 5<sup>th</sup> Pickup Leander expansion since zone launch in 2019
- Amendment to the previously-approved August Service Change to expand Pickup Leander



# Step 2: Develop and Evaluate Proposals



- Resource-neutral
- Approximately 4,000 additional residents served
- 55 additional trips per day based on an analysis of capacity and demand
- Key Destinations:
  - Emergency Center
  - Randall's
  - Lakeline Apartments
  - Crystal Falls Crossing
  - DaVita Dialysis



# Step 3: Outreach & Public Feedback



May

- Board Memo
- On-Vehicle Signage
- Signage posted at proposed new destinations
- Ongoing engagement with the City of Leander
- Service Change Webpage with Public Comment Box
- Social Media
- Pickup App Alert

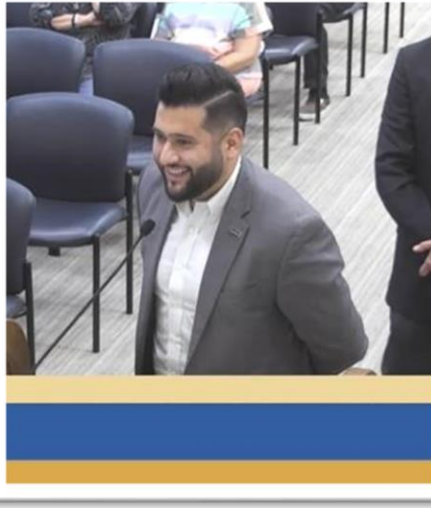
June

- Customer Satisfaction Committee
- ACCESS Committee
- At-Rail Signage at Leander Stop
- Operator Communication
- Public Hearing
- Informational Flyers
- Virtual Presentation
- Board Approval

Changes implemented August 18, 2024



# Step 3: Outreach & Public Feedback



*Pickup*  
by CapMetro  
**Proposed Expansion  
of Pickup Leander**

**We want your feedback**



Get the details and share  
your thoughts at  
[capmetro.org/leander](https://capmetro.org/leander)



CapMetro

Thank you!