## CapMetro

# Amendment to the Previously-Approved August Service Changes

#### 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?



#### **Identify the Issues**

- Review Community
   Feedback
  - From riders, board of directors and operators
- Evaluate New Streets& Key Destinations
- 3\* Analyze KPIs
  Starting with productivity,
  speed, overcrowding and OTP



#### **Develop Proposals**

- Review Issues & Opportunities
- 2 Create Proposal or Proposal Options



#### **Evaluate Proposals**

- Origin & Destination Survey Results
- Target Transit Rider Equity Analysis
  - Incorporate demographic data on target transit riders
- 3 Cost Feasibility
- A Is it a major service change?

IF YES

FTA Title VI Analysis

Board approval required



#### **Public Feedback**

- CapMetro Advisory
   Committees
- 2 Public Feedback
- Board of Directors
- Does it need further review?

IF YES

Revisit Proposal(s) IF NO

Implement Change

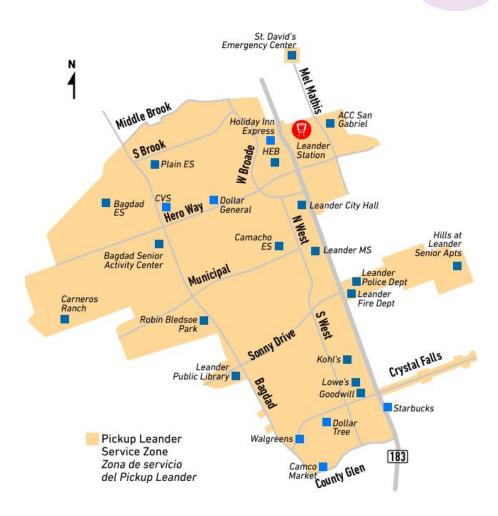


## Step 1: Identifying Challenges & Opportunities



#### **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



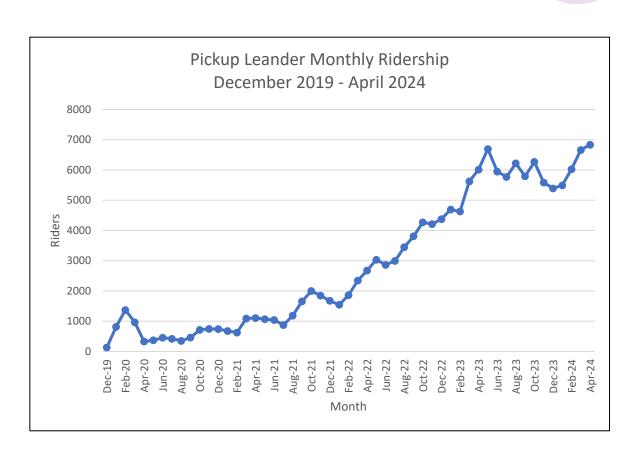
### Step 1: Identifying Challenges & Opportunities



#### 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

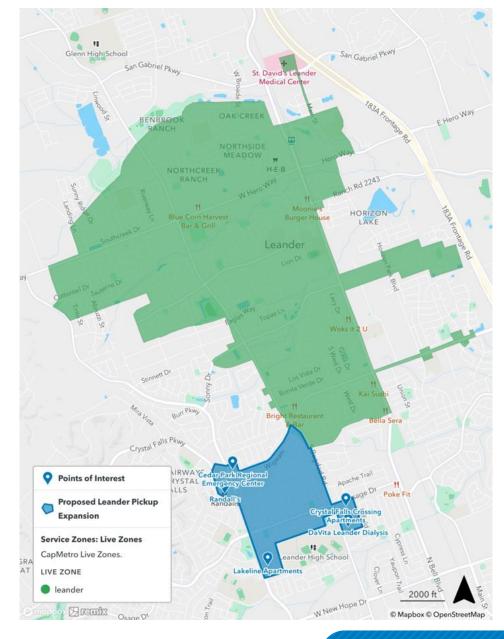
April 2024 Performance Metrics (Weekday Only)	
Ridership 6,213	Customers/Hour 4.10
On-Time Performance 62.3%	Average Response Time 17 minutes



# 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 previouslyapproved 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

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

## June

- Customer Satisfaction Committee
- ACCESS Committee
- At-Rail Signage at Leander Stop
- Operator Communication
- Public Hearing

- Informational Flyers
- Virtual Presentation
- Board Approval

#### Step 3: Outreach & Public Feedback











Proposed Expansion of Pickup Leander

We want your feedback



Get the details and share your thoughts at capmetro.org/leander







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# Thank you!