

To: CapMetro Board of Directors
From: Sharmila Mukherjee, EVP, Chief Strategic Planning and Development Officer
Date: March 18, 2025
Re: Proposed August 2025 Service Changes

Service changes provide CapMetro an opportunity to adjust its services to meet the needs of customers and efficiently use our resources. Service changes occur up to three times a year typically in January, June, and August to coincide with local school and university calendars. In the interim months between service change implementations, CapMetro continuously seeks and invites year-round feedback from the community.

The service change process is guided by the Board-approved [Service Standards and Guidelines](#). Additional information about how service changes are developed, evaluated, approved and ultimately implemented is available on our website at capmetro.org/service-change.

Summary of Proposed Changes & Process

The following is a high-level summary of the proposed service changes for August 2025. Future service changes could include more substantial service adjustments and various scenario options will be considered as part of our ongoing [Transit Plan 2035](#) process.

- **Extension of Route 483 Night Owl Riverside to the Airport** – The proposed extension to the Austin Bergstrom International Airport (AUS) would improve late-night connections to the airport and the Riverside area, both of which show propensity for late-night ridership. Community feedback has demonstrated strong interest in additional airport connectivity; this extension provides a near-term opportunity to close a gap for late-night travelers, employees and customers.
- **Combination of UT Shuttle Routes 670 Crossing Place and 671 North Riverside** - The proposed combination would maintain full connectivity while increasing frequency. It also would remove a one-way loop with a timepoint that currently delays customers and impedes traffic flow. All existing stops would be served with consistent bidirectional service and only a minimal total travel-time adjustment. The proposed combination builds upon lessons learned from the recent successful combination of UT Shuttle Routes 640/641 and allows for potential savings and resources to improve reliability, frequency, and service delivery.
- **Routine Transition to School Service Level and Minor Adjustment to the UT Shuttle Service Calendar** – Typical transition to normal service levels would occur on UT Shuttle routes and select school-trips on bus routes. To increase access during UT orientation and

other prerequisite activities, the transitional period between Summer and Fall would be filled in with the level provided during other transitional periods.¹

- **Minor Bus and Rail Schedule Adjustments** – To improve on-time performance, reliability and better serve customers, select routes may receive minor adjustments to their schedules and/or bus stop locations. This does not impact route locations.

If approved, these changes would start on Sunday, August 17, 2025, with Night Owl adjustments occurring on Monday, August 18, 2025. The proposed changes are in accordance with CapMetro’s proposed FY 2025 budget.

Title VI Service Equity Analysis Overview

These recommendations are classified as a Major Service Change, as two operating routes will be combined into one route (resulting in the elimination of one route) and the extension of Route 483 Night Owl Riverside increases its annual revenue miles by more than 25% of its current revenue miles.² Since these are Major Service Changes, CapMetro conducted a Title VI service equity analysis to determine whether the planned changes would have a Disparate Impact on the basis of race, color, or national origin, or whether low-income populations will bear a Disproportionate Burden of the changes.

CapMetro proposed an extension to Route 483 Night Owl Riverside to AUS, which amounts to a total increase of 20,991 annual revenue miles. No Disparate Impact or Disproportionate Burden was identified for the proposed extension of Route 483 to AUS. The change will expand service for late-night customers in the Riverside area, including minority and low-income communities.

CapMetro also proposed to combine Routes 670 Crossing Place and Route 671 North Riverside, amounting to a total decrease of 84,172 annual revenue miles. For these proposed changes, the analysis shows a potential Disparate Impact to minority populations and a Disproportionate Burden to low-income populations. However, while the combination of Routes 670 and 671 North Riverside is a reduction in total revenue miles, the impact to the customer will be *minimal*. The extent of the impact on current customers will be an additional three minutes in travel time. Full connectivity will be maintained, and all existing stops will still have service.

The detailed service equity analysis for both proposed changes is attached in Appendix A.

¹ The level provided during transitional periods are Winter-Term and Summer-Term Service Levels, where buses depart approximately every 35-minutes on all routes from 8:00 a.m. to 6:00 p.m.

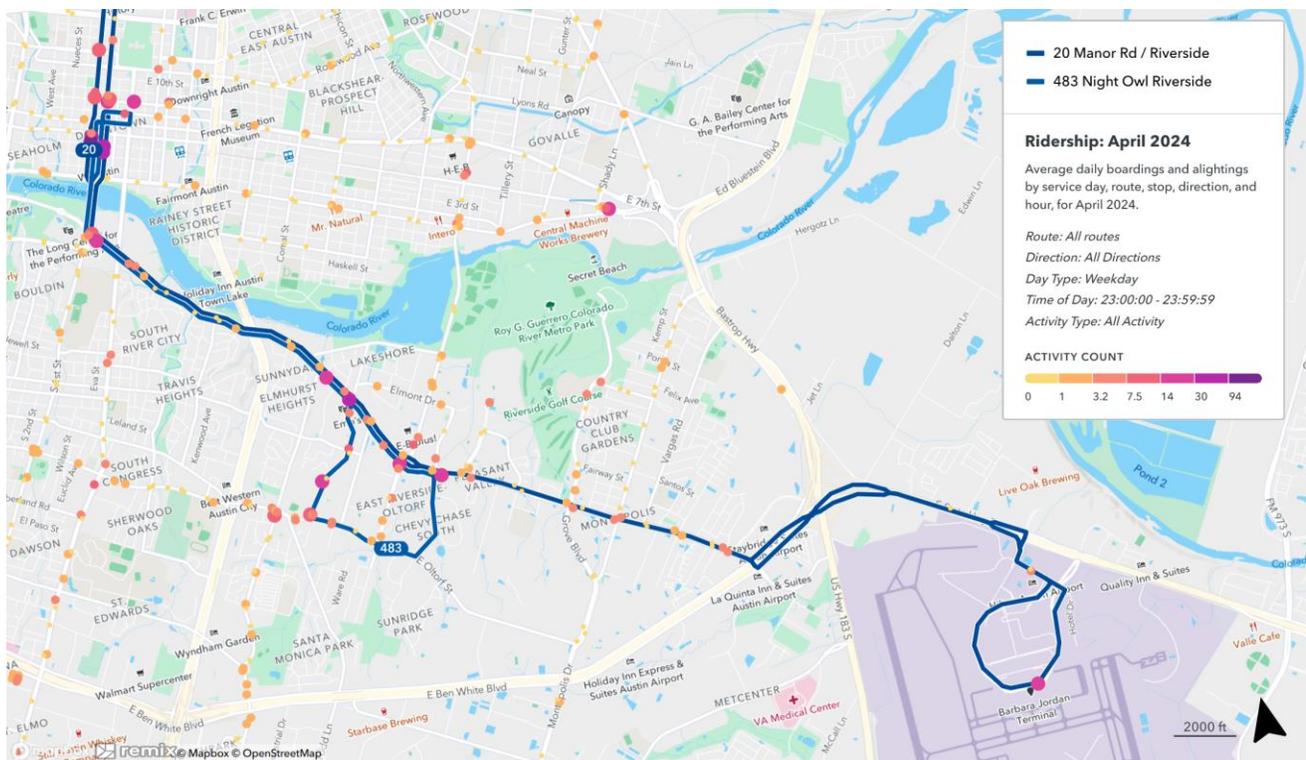
² Board Policy “Title VI Major Service Change Policy OOD-103” defines a Major service change as the establishment of new bus routes, a substantial geographical alteration on a given route of more than 25% of its route miles, the elimination of any bus service, or a major modification which causes a 25% or greater change in the number of daily service hours provided.

Detailed Overview of Proposed Changes

Extension of Route 483 Night Owl Riverside to the Airport

As part of the service change process, CapMetro staff reviewed the [Night Owl system](#) to identify potential near-term improvements for customers. Staff reviewed late-night ridership throughout the system between 11:00 p.m. and 12:00 a.m. as an indicator of potential Night Owl ridership in areas that it currently does not serve. The East Riverside corridor demonstrated consistently high late-night ridership via [Route 20 Manor Road/Riverside](#) (operates until 12:00 a.m.) and [Route 483 Night Owl Riverside](#) (operates until 3:00 a.m.). *Figure 1* displays average weekday ridership throughout the system from 11:00 p.m. to 12:00 a.m., demonstrating high usage along these corridors. The airport also emerged as a high-propensity location for Night Owl service, with an average of 16 late-night riders per hour.

Figure 1: Late-Night Ridership (11:30 p.m. to 12:00 a.m.)



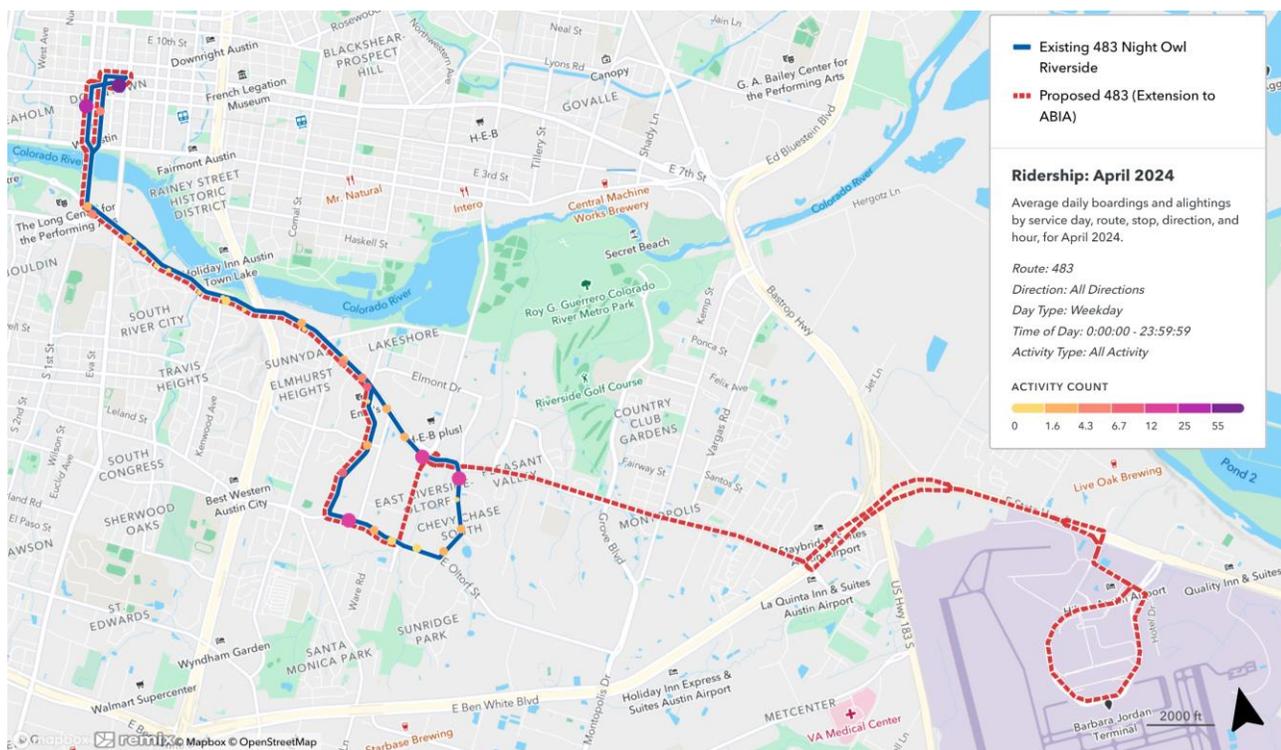
CapMetro staff also reviewed community feedback and requests for late-night service. The feedback demonstrated strong interest in improving late-night connections to the airport. There are currently no transit options to or from AUS between approximately 12:00 a.m. to 5:00 a.m. However, there are more than a dozen flights typically [arriving daily at AUS after 11:30 p.m.](#) and TSA security checkpoints open at 3:00 a.m. to accommodate early morning flights. Below are some comments we received from the public requesting improved late-night service to the airport:

- *“I use the 20 bus to get to and from the airport. A lot of flights leave very early or arrive very late (near midnight) and it would be helpful if this route had runs earlier in the morning and later at night.”*

- “There’s many airport flights that arrive after 11 pm, not including flight delays. It’ll be nice if a midnight bus was available from the airport. Alternatively, have a midnight and 12:30am late-night bus that connects to the downtown night-owls.”
- “We need regular service to the airport at all times. I’ve had to Uber home from the airport just because I landed after midnight.”

Based on the community feedback and ridership data, CapMetro staff propose extending Route 483 Night Owl Riverside to AUS as a near-term opportunity to close a gap for late-night travelers, employees and customers. The extended Route 483 would operate between approximately 12:00 a.m. to 3:00 a.m., Monday through Saturday. Route 20 Manor Road/Riverside would continue providing daily high-frequency service to AUS from approximately 5:00 a.m. to midnight. The proposed alignment, shown in *Figure 2*, maintains connectivity for current users, serves existing ridership hotspots, and provides additional service to AUS. A minor realignment through the Riverside area is proposed to provide connectivity to the Riverside and Pleasant Valley intersection, a key location for transit usage.

Figure 2: Proposed Extension of Route 483 Night Owl Riverside to AUS



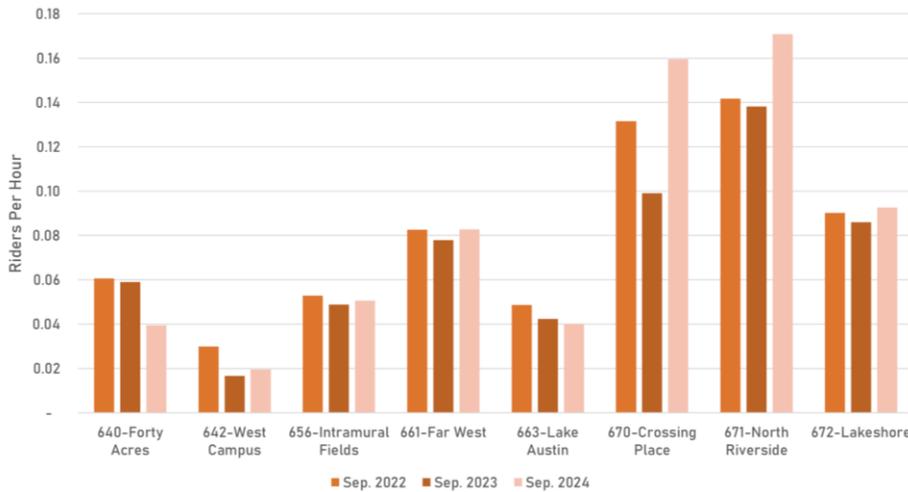
Combination of UT Shuttle Routes 670 Crossing Place and 671 North Riverside

As part of the service change process, CapMetro staff reviewed the [UT Shuttle system](#) to identify potential near-term improvements for customers. Staff reviewed ridership trends, community feedback, student address distribution data and other criteria. UT Shuttle [Routes 670 Crossing Place](#) and [671 North Riverside](#) emerged as an area of focus due to continued declines in ridership, resource efficiencies, and number of students living within the area. Below summarizes the findings from our analysis.

Changing Ridership Levels and Resource Needs

UT Shuttle Routes 670 Crossing Place and 671 North Riverside continue to experience long-standing declines in ridership and resource efficiency. Among the UT Shuttle system, these routes require the most service hours to gain each rider, as represented in *Figure 3*. They operate with 8-12-minute peak frequencies and averaged less than 500 weekday riders in Fall 2024. Historically, this level of service was warranted due to ridership trends and the high number of students living within the area. However, ridership for Route 670 and 671 have significantly declined in recent years; since Fall 2019, ridership for Route 670 and 671 has declined by 80% and 47%, respectively.

Figure 3: UT Shuttle Service Hours Per Rider

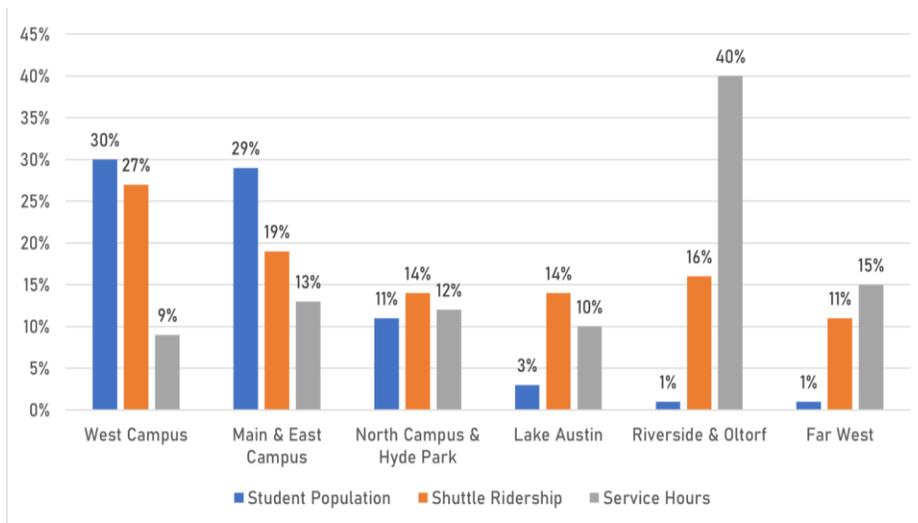


Changing Student Population in the Riverside Area

Continued trends show high migration of UT students from the Riverside area, with an estimated 74% decrease over the last five years.³ These trends are expected to continue due to the closure or turnover of student housing complexes in the area and continued concentration of students in the direct periphery of campus. Overall, the three UT Shuttle routes within the Riverside area (670, 671 and 672) comprise 40% of the UT Shuttle’s service hours but only 1% of the estimated student population and 16% of UT Shuttle’s ridership, representing a mismatch of resources.

³ In connection with the performance of the UT Shuttle system and the ILA between the University of Texas and CapMetro, UT provides access to anonymized student distribution data. The information is protected under the federal laws known as FERPA and is only used in the performance of the UT Shuttle services and for no other purposes whatsoever. In 2024, approximately 68% of students provided an address, of which 70% were within the Austin area. The local addresses are geocoded and projected to the enrollment level. Since some students do not provide an address and some report their family’s home address, this process is not a perfect science but provides insight into student residential trends.

Figure 4: UT Shuttle Resource Allocation



Community Feedback

CapMetro staff also reviewed community feedback and requests for the UT Shuttle system. The feedback reflected the importance of frequency over travel time and preference for higher stop coverage along UT Shuttle routes. Customers and operators also reported concerns about Route 671’s timepoint that currently delays customers before drop-off and after-pick up and presents conflicts with vehicular traffic.

Recommendation

Based on the analysis, CapMetro staff propose combining UT Shuttle Routes 670 Crossing Place and 671 North Riverside while maintaining full connectivity and improving frequency. All existing stops would be served with consistent bidirectional service and only a minimal total travel-time adjustment (approximately 3 minutes). The combination would also allow for the removal of a one-way loop with a timepoint that currently delays Route 671 customers and impedes traffic flow. It builds upon lessons learned and feedback from the recent successful combination of 640/641 and allows for potential savings and resources to improve reliability, frequency and service delivery.

Figure 5: Existing Route 670 and 671

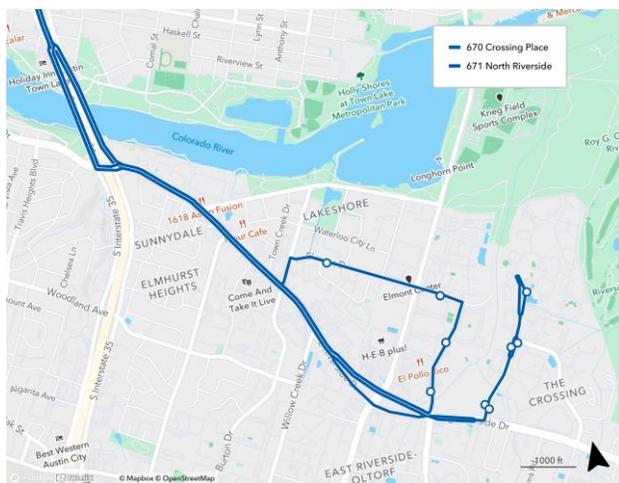


Figure 6: Combined Route 670 and 671



The proposed UT Shuttle adjustments are subject to review and approval by the UT Shuttle Bus Committee, as per the Interlocal Agreement between CapMetro and the University of Texas.⁴ On February 28, 2025, CapMetro presented the recommended adjustments to the committee. The committee recommended that CapMetro proceed with public engagement on this matter. Once the feedback from the public has been reviewed, the UT Shuttle Bus Committee will conduct a formal vote before considering this proposed service change item in April.

Engagement

The proposed August 2025 Service Changes process includes a public involvement plan to notify key stakeholders and communities and solicit input from potentially impacted riders. Community engagement will kick off on March 17 and will coincide with the engagement for the proposed Bikeshare fare updates. Input will also be solicited from advisory committees, customers, school communities, operators, among others. As part of our commitment to public involvement, the community will have an additional opportunity to engage by providing a formal comment opportunity on the proposed service changes during a scheduled public hearing on April 14, 2025, before the board considers action on this item. Engagement efforts will be summarized, and community feedback will be reviewed prior to bringing the service change proposal to the board for approval on April 21, 2025. Once the proposed changes are finalized after board review, we will promote final decisions on service through communications and marketing materials.

Regional Coordination

Collaborating with regional partners and member cities is essential to achieving CapMetro's vision. Together, we address concerns, assess service effectiveness, and work toward shaping a prosperous transit landscape for our region. The proposed August 2025 Service Changes may include minor schedule adjustments to regional service to improve day-to-day service.

The CapMetro Government Affairs and Regional Planning team, in close coordination with Planning and Development staff, continues to facilitate engagement opportunities and ongoing communication with all municipalities within CapMetro's service area. CapMetro staff are actively evaluating potential enhancements to Pickup zones within our member cities based on customer feedback and input from our respective elected official and intergovernmental staff leadership in CapMetro's member cities. These service adjustments could occur as part of a finalized set of service change proposals; any change will be informed by CapMetro's ongoing analysis, the Transit Plan 2035 process, and/or any new data resulting from comprehensive planning efforts or customer travel trends within the region.

⁴ The UT Shuttle Bus Committee solicits input from students, staff and faculty, and recommends plans for improvement of the safety, scheduling, routing and overall performance of the UT Shuttle services. It also serves as a formal channel of communication and an outlet for action on transportation issues and recommendations. Per the Interlocal Agreement between CapMetro and the University of Texas, Major changes for the UT Shuttle Services must be presented to the University of Texas at least one month in advance of any public presentation on the change proposal. In addition, advance written approval of the University is required for major service changes.

In addition, staff recently engaged with our regional partners and member cities to discuss scheduling and service planning needs in the near term and the longer term through Transit Plan 2035. We continue to work with each jurisdiction to understand their feedback, evaluate existing and future services, model any potential service adjustment scenarios, and address issues as part of the Service Changes and Transit Plan 2035 processes. Looking ahead, CapMetro staff will coordinate to meet with each member city to discuss near-term considerations for proposed service changes and upcoming Transit Plan 2035 progress.

Should Board Members have any questions regarding the proposed changes, they should contact Ed.Easton@capmetro.org.

Appendix A: Title VI Analysis

Guidance for Title VI Compliance

In accordance with the requirements of Title VI of the Civil Rights Act of 1964, and FTA Title VI Circular 4702.1B (2012), CapMetro, as a recipient of federal funds, must ensure that services provided are conducted in a manner that does not discriminate on the basis of race, color, or national origin. To this end, FTA Title VI Circular 4702.1B requires CapMetro to evaluate proposed service and fare changes to determine whether the planned change will have a Disparate Impact on the basis of race, color, or national origin, or whether low-income populations will bear a Disproportionate Burden of the changes. The following analyses were conducted in accordance with Title VI policies adopted by the Board in May 2024.

Major Service Change Methodology

The Major Service Change policy requires CapMetro to conduct a service equity analysis whenever there is a “Major service change” as defined in the policy. “Major service change” is defined to include “the establishment of a new fixed-route bus route, elimination of any fixed-route bus or rail route in its entirety, a geographic change on a given transit route of 25% or more of its annual revenue miles or hours.” Both of the following analyses have qualified under these standards.

Title VI Service Equity Analysis Methodology

CapMetro’s Title VI goal is for minority and low-income populations to receive at least their share of the benefits in the case of a net service increase, and no more than their share of the adverse effects, in the case of net service reductions. For Service Equity Analyses, a Disparate Impact threshold of 2% will be used to determine if minority riders are more adversely affected or less positively affected by the proposed change.

Service changes are determined to have a Disparate Impact on minority populations if the adverse impacts experienced by minority riders is greater than 2% when compared to the adverse impacts experienced by non-minority populations. Additionally, if benefits associated with service or fare changes accrue to non-minority populations greater than 2% when compared to minority populations, then this change will be determined to have a Disparate Impact.

For example, assume CapMetro’s overall ridership is 68 percent minority and that CapMetro proposed a Major service increase. Minority populations would be expected to consume 68 percent of the new service, measured in revenue miles. Deviations from this goal exceeding the Disparate Impact threshold of 2% (see below) would be considered statistically significant. Therefore, if minority populations received less than 66% of the benefits, this would constitute a potential Disparate Impact. If a Disparate Impact or Disproportionate Burden were to occur, planners would work with the community to identify what actions would best mitigate negative impacts.

Baseline Data

Census Data

When proposing to provide new service to a neighborhood or corridor not served by CapMetro, staff compare the population served by the proposed routes with the population in the service area using

Census data. Based on Census data, the population in CapMetro’s service area is 51.7% minority and 14.0% people with low incomes.

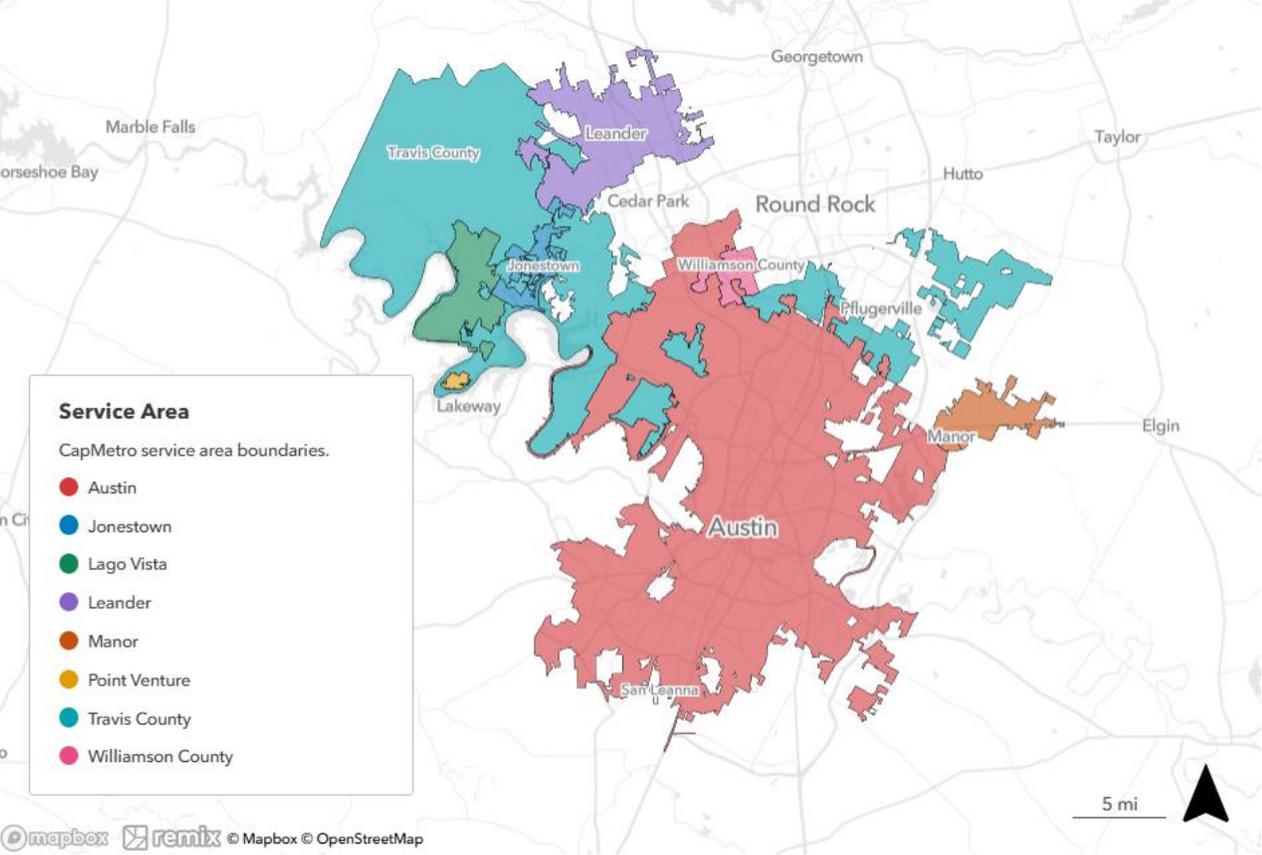
Onboard Surveys

For changes that predominantly affect existing riders, CapMetro utilizes on-board survey data. On-board surveys are completed every 5 years, most recently in 2023. The survey provides a statistically significant snapshot of CapMetro riders and their demographics. Based on the on-board survey data, CapMetro riders are 67.7% minority and 49.5% people with low incomes.

Table 1: CapMetro Demographics

	Service Area	Actual Customers
Minority	51.7%	67.7%
Low-Income	14.0%	49.5%
Source	5 Year ACS Data (2019– 2023)	2023 Onboard Surveys

Figure 7: CapMetro Service Area



Route 483 Night Owl Riverside Extension to AUS Analysis

Demographics

Staff utilized Remix to obtain Census data for the area within a 0.25-mile radius around existing and proposed bus stops. As shown in Table 2, existing Route 483 Night Owl Riverside serves higher than average minority and low-income populations. The proposed Route 483 Night Owl Riverside with an extension to the airport would serve additional minority and low-income populations.

Table 2: Demographics of Proposed Routes (ACS 5-year, 2023-2019)

Route	Minority (Census)	Low-Income (Census)	Minority	Low-Income
Route 483	54.0%	20.0%	Yes	Yes
Route 483 with Proposed Extension	56.0%	23.0%	Yes	Yes
Service Area Comparison	51.7%	14.5%		

Figure 8: Proposed Route 483 Extension and Minority People per Square Mile (ACS 2019-2023 5 Year Estimates)

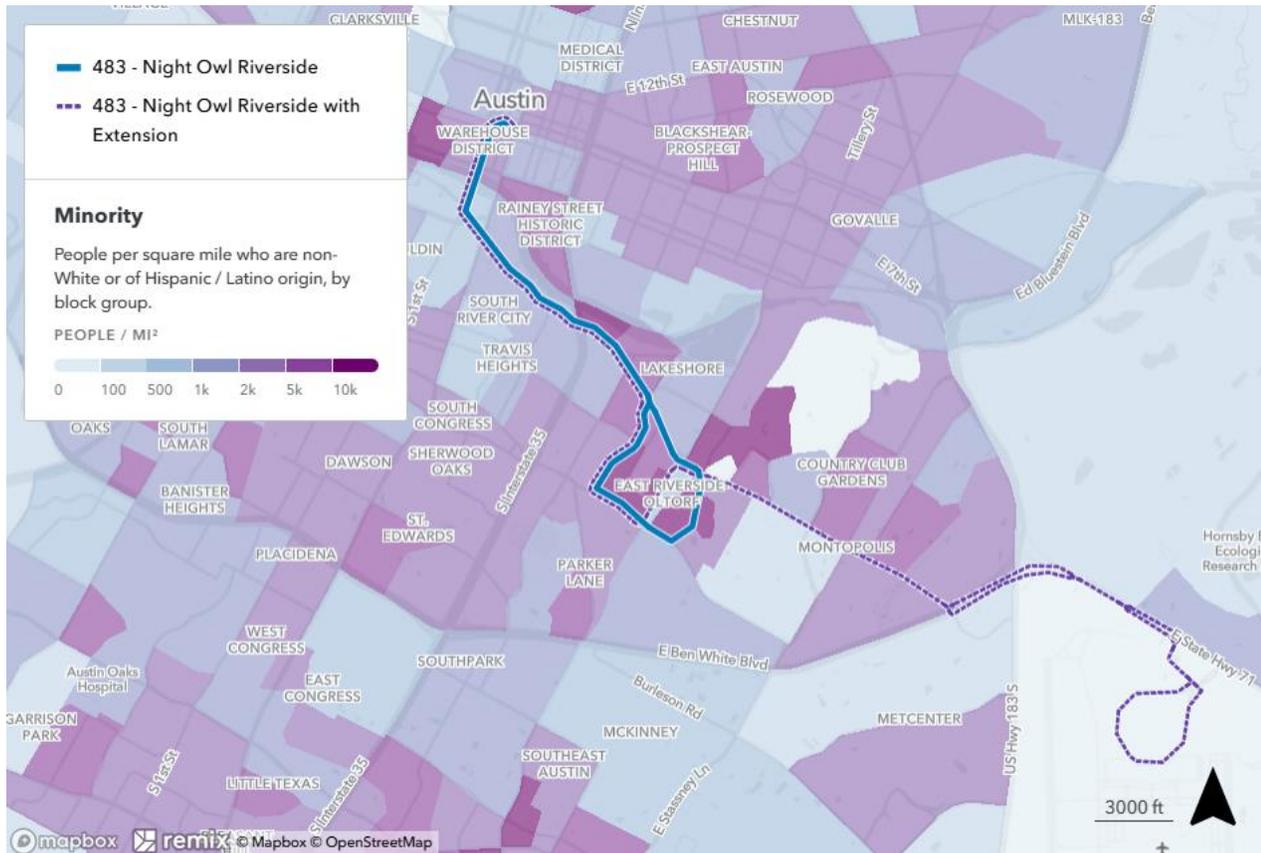
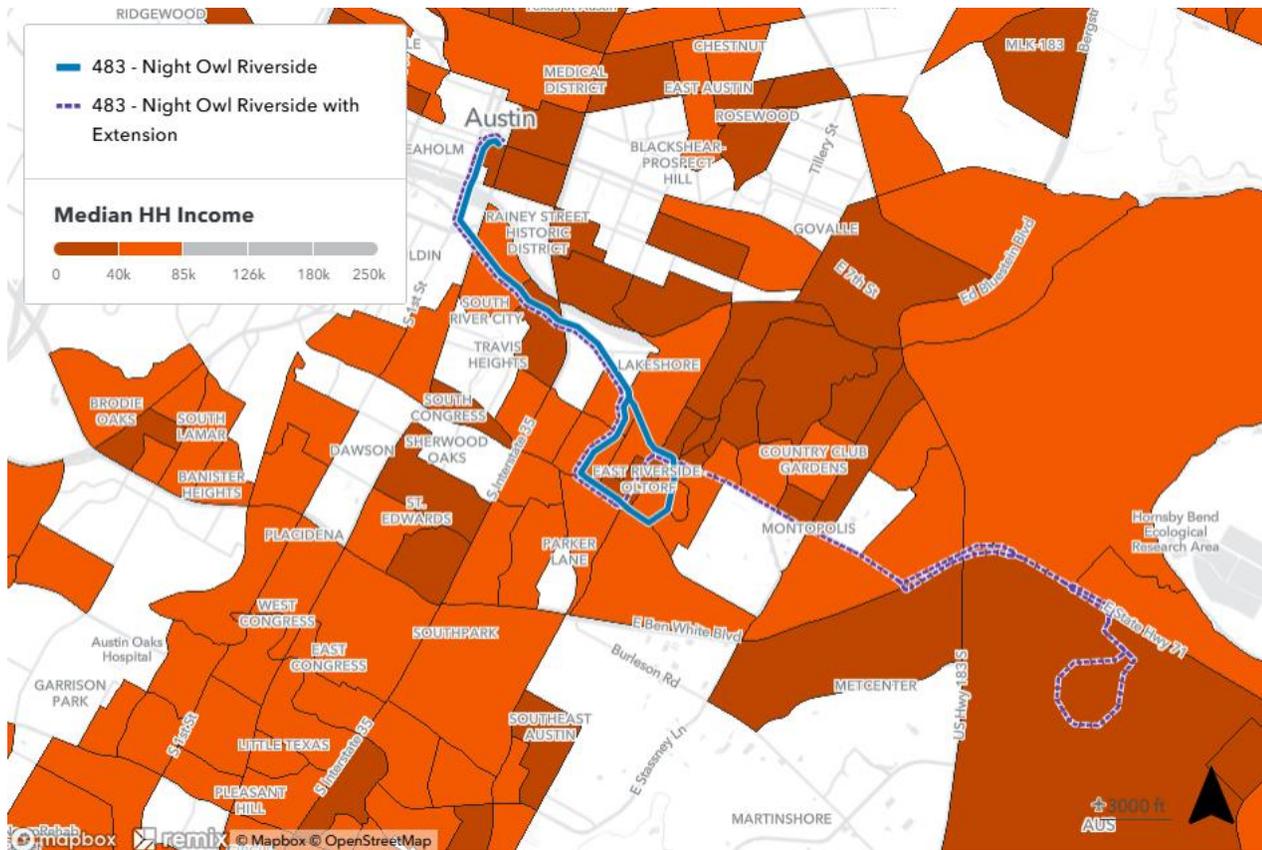


Figure 9: Proposed Route 483 Extension and Households with Income less than \$85k (ACS 2019-2023 5 Year Estimates)



Analysis Results

The **percent of minority and low-income populations** served by the proposed changes were compared to the **service area average** to determine whether there is a Disparate Impact, measured in revenue miles (as required by CapMetro policy).

CapMetro is proposing an extension of an existing route, amounting to a total increase of 20,991 annual revenue miles. To ensure they receive their share of the benefit of this increase, minority populations should receive at least 49.72% of the revenue mile increase and low-income populations should receive 11.97% of the revenue mile increase (both percentages 2 percentage points less than the service area average).

Minority Results

Based on the population located within a quarter mile of the proposed transit stops and the proposed revenue miles on each route, an increase in service will be received by a population that is 57.5% minority (5.8 percentage points higher than the service area average).

Conclusion: No Disparate Impact to minority populations from the proposed changes to Route 483.

Table 3: Route 483 Extension Revenue Mile Changes and Minority Population

Route	Percent of Minority Residents <i>(ACS, 2019-2023)</i>	Revenue Miles (Current)	Revenue Miles (Proposed)	Revenue Miles Difference	Minority Revenue Miles
Route 483 Night Owl Riverside	54%	15,563	0	-15,563	-8,404
Route 483 Night Owl Riverside + Proposed Extension to AUS	56%	0	36,554	36,554	20,470
Service Area Average	51.7%				
Totals		15,563	36,554	20,991	12,066

Low-Income Results

Based on the population located within a quarter mile of the proposed transit stops and the proposed revenue miles on each route, an increase in service will be received by a population that is 25.2% people with low incomes (11.3 percentage points higher than the service area average).

Conclusion: No Disproportionate Burden to low-income populations from the proposed changes to Route 483.

Table 4: Route 483 Extension Revenue Mile Changes and Low-Income Population

Route	Percent of Residents w Low Income <i>(ACS, 2019-2023)</i>	Revenue Miles (Current)	Revenue Miles (Proposed)	Revenue Miles Difference	Low Income Revenue Miles
Route 483 Night Owl Riverside	20%	15,563	0	-15,563	-3,113
Route 483 Night Owl Riverside + Proposed Extension to AUS	23%	0	36,554	36,554	8,407
Service Area Average	14.0%				
Totals		15,563	36,554	20,991	5,295

Conclusion

Minority and low-income populations will receive their share of the benefit of this increase in service.

Combination of UT Shuttle Routes 670 and 671

Demographics

Staff utilized onboard survey data to identify the minority and low-income populations impacted by this change. As shown in the table below, existing Routes 670 Crossing Place and 671 North Riverside serve higher than average minority and low-income populations.

Table 5: Demographics of Proposed Routes (On-Board Survey)

Route	Minority (Onboard)	Low-Income (Onboard)	Minority⁴	Low-Income⁵
Route 670 Crossing Place	75.2%	87.3%	YES	YES
Route 671 North Riverside	72.0%	82.6%	YES	YES
Route 670-671 Combination	74.0%	85.6%	YES	YES
System Comparison	67.7%	49.5%		

Analysis Results

The **percentage of minority and low-income customers** currently served by the proposed changes were compared to the **system average** to determine whether there is a Disparate Impact, measured in revenue miles, as required by CapMetro policy.

CapMetro is proposing the two routes be combined, amounting to a total decrease of 84,172 annual revenue miles. In order to receive no more than their share of the impact, minority populations should receive no more than 69.7% of the revenue mile reduction and low-income populations should receive no more than 51.5% of the revenue mile increase (both percentages 2 percentage points more than the system average, based on onboard survey data).

Minority Results

Based on the onboard survey data, the reduction in revenue miles will be received by a population that is 70.8% minority (3 percentage points higher than the service area average).

Conclusion: Results show a potential Disparate Impact to minority populations from the proposed changes to Routes 670 and 671.

Table 6: Combination of Route 670 and 671 Revenue Mile Changes and Minority Customers

Route	Percent of Minority Customers (Onboard Survey, 2023)	Revenue Miles (Current)	Revenue Miles (Proposed)	Revenue Miles Difference	Minority Revenue Miles
Route 671 North Riverside (Proposed Elimination)	72%	118,202	0	-118,202	-85,127
Combination of Route 670 + Route 671 (Retains all of 670 and adds all other pieces of 671)	75.2%	141,909	175,940	34,031	25,575
System Average, Minority Customers	67.7%				
Totals		260,112	175,940	-84,172	-59,552

Low-Income Results

Based on the aggregated on-board survey data for both routes, a reduction in revenue miles will be received by a population that is 80.7% people with low incomes (31.2 percentage points higher than the system average).

Conclusion: Results show a potential Disproportionate Burden to populations from the proposed changes to Route 670 and 671.

Table 7: Combination of Route 670 and 671 Revenue Mile Changes and Customers with Low Incomes

Route	Percent of Customers with Low Incomes (Onboard Survey, 2023)	Revenue Miles (Current)	Revenue Miles (Proposed)	Revenue Miles Difference	Low Income Revenue Miles
Route 671 North Riverside (Proposed Elimination)	82.6%	118,202	0	-118,202	-97,620
Combination of 670 + Route 671 (Retains all of 670 and adds all other pieces of 671)	87.3%	141,909	175,940	34,031	29,720
System Average	49.5%				
Totals		260,112	175,940	-84,172	-67,900

Conclusion

A potential Disparate Impact and Disproportionate Burden was identified through this analysis.

Though minority and low-income populations will be impacted by this change, the impact to the customer will be *minimal*; customers can expect an additional three minutes in travel. Full connectivity will be maintained, and **all existing stops will still have service**. This combined route will continue to provide high quality and frequent service to student apartments on Riverside.