

# PROPOSED January Service Change 2024

## CapMetro January Service Change 2024 Public Involvement Plan

### Overview

We are committed to enhancing the efficiency and inclusivity of our transit system while responsibly utilizing our resources. This plan outlines our approach to engaging the public, integrating their insights, and ensuring transparency in the decision-making process as we implement service changes. Our dedication to delivering transit services drives us to proactively adjust our offerings. Up to three times annually, coinciding with local school and university calendars, we conduct service changes to align with evolving community demands, maximizing efficiency and optimizing the use of our resources in providing public transportation services.

**The summary of January 2024 service change process includes:**

- **Permanent Service Suspension and Reductions:** To provide clarity and stability, we will classify certain routes for permanent suspensions or reductions based on current resource availability and transit demand.
- **Minor Bus and Rail Schedule Adjustments:** We are implementing minor adjustments to bus and rail schedules to improve on-time performance and reliability.
- **New Dove Springs Pickup Zone:** Our focus on underserved areas drives us to introduce the Dove Springs Pickup zone, delivering reliable transit options to the southeast Austin community, connecting vital destinations efficiently.
- **Strengthening Regional Coordination:** Collaborating with regional partners and member cities is pivotal to achieving our vision. Together, we address concerns, assess service effectiveness, and make collective decisions that shape a prosperous transit landscape for our region.
- **Governed by Revised Service Standards and Guidelines:** Ensuring consistency and accountability is essential in the service change process. The board-approved revised Service Standards and Guidelines (SSG) guide our approach, guaranteeing that each decision serves the best interests of our esteemed customers.
- **Public Hearings for Major Service Changes:** As part of our commitment to public involvement, we will be conducting a public hearing to gather feedback on these significant service changes. Insights and needs will be reviewed and when possible, integrated into the decision-making process.

### What does public involvement look like for the agency?

Capital Metro (CapMetro) is committed to public engagement on all changes to its services and follows all Federal Transit Administration (FTA) and Title VI requirements, and the agency's formal policies and procedures. All engagement involves community stakeholders, leaders, and operations staff during proposal preparation. This commitment to engagement helps to ensure that the agency's services are responsive to the needs of the communities it serves.

The agency presents service changes of any size to its Board of Directors for approval, providing the public with a final opportunity to provide feedback before a decision is made. After approval, the agency conducts additional outreach in impacted areas to ensure awareness of the upcoming changes and alternatives to service.

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The agency also provides the Board of Directors with updates on the results of service changes and input from the public after implementation, as demonstrated in the documents provided.

For Major Service Changes, as outlined in the agency's Title VI policies and procedures, a formal hearing is conducted and the selection of the most appropriate form of outreach, as shown in this document.

## Project Team:

- **Project Manager:** Lawrence Deeter
- **Planning Team:** Rose Lisska, Emma Martinez, Jordan McGee & Ron Foster
- **Marketing & Communication:** Brandon Guidry & Madhu Singh
- **Community Engagement Manager:** Edna Parra
- **Community Engagement Team:** Peter Breton
- **Government Affairs:** Celso Baez

## Coordination Meetings:

- Weekly meetings between July – October 2023

## Project Schedule Overview:

- **August Early 2023:** Board Memo
- **August Late 2023:** Outreach and communications to community, stakeholders and elected officials
- **September 2023:** Continued community engagement
- **Mid-October 2023:** Public Hearing
- **October 2023:** Community feedback is compiled and incorporated
- **October 2023:** Board Item
- **January 2024:** Service Change

## CapMetro Public Involvement Plans (PIP)

Public Involvement Plans (PIPs) are essential to engage stakeholders and keep them informed of proposed changes effectively. A well-crafted PIP helps agencies establish goals, identify the target audience, define engagement strategies, and provide a timeline for outreach activities. By following a PIP, we can ensure that stakeholders receive the right message at the right time, increasing their trust and support for the proposed changes.

PIPs also allow for flexibility, giving agencies the ability to adjust their strategies if certain engagement methods or tools are not effective. For major planning proposals, a comprehensive PIP is created that outlines the principles, methods, tools, stakeholders, and best practices that will be used to engage stakeholders throughout the public engagement effort. It provides a clear framework for how stakeholders will be informed, consulted, and engaged throughout the process, as well as how feedback and input will be gathered, reported, and integrated into the final planning decisions and proposals.

## Principles of Engagement

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CapMetro's goals include fostering ongoing engagement and building relationships with stakeholders, promoting transparency, and maintaining an inclusive decision-making process. The following sections detail how the agency implements each principle and the associated practices.

## Inclusivity

To achieve inclusivity, we aim to engage with diverse communities through tailored outreach, provide language access, and actively seek input from underrepresented groups in planning and decision-making processes. The following is a non-exhaustive list of stakeholders we include in the process:

- Racial and ethnic minorities, including Black, Indigenous, and People of Color (BIPOC)
- Low-income individuals and families
- People with limited English proficiency or who speak languages other than English
- People with disabilities, including physical, sensory, and cognitive disabilities
- People who have historically been underrepresented in transportation decision-making processes
- Older adults
- Youth and young adults
- Refugees and immigrants
- People experiencing homelessness or housing insecurity
- Schools and educational institutions
- Businesses and business associations
- Community-based organizations and neighborhood associations

We believe that internal stakeholder feedback is essential for successful public engagement. Our Public Involvement Plans are also shared with internal stakeholders, such as the Customer Service Advisory Committee (CSAC), Access Committee, Diversity, Equity and Inclusion (DEI) Council, CapMetro Board of Directors, Austin Transit Staff, Board and Committees, and City of Austin Committees and Staff, for their input. Their feedback helps us improve our engagement efforts and ensures that our proposals align with the agency's goals and objectives.

## CapMetro Community Engagement Programs and Partnerships

CapMetro's community engagement programs and partnerships aim to support public involvement plans and projects by implementing innovative ways to reach underrepresented communities. H

## Transparency

To achieve transparency, we follow our public engagement policy and provide clear communication through multiple channels, including online resources, public meetings, and newsletters. One of the first steps we take is to create an exhaustive stakeholder list (Appendix A), identifying community members, organizations, leaders, and operators who will be affected by proposed changes. We then develop and follow public involvement plans that outline our outreach strategies and provide opportunities for feedback and input from stakeholders. By following a structured approach to community engagement, we can ensure that the right message is delivered to the right people at the right time, and that their input is taken into account when finalizing plans.

CapMetro's public engagement policy is designed to maintain a comprehensive community involvement program that includes plans for receiving public comments for major decision-making processes and provides an

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opportunity for the public to comment on board matters before a vote. This ensures that the public has a say in important decisions that will impact their daily lives and that CapMetro is accountable to the communities it serves.

## General Engagement for Planning Proposals

We consistently engage in the following activities to keep the public informed and obtain feedback, regardless of whether a planning proposal has minor or major changes:

1. **General Communications** – We send email service change information to our existing listserv, including timelines and affected areas. We also send MetroAlerts to customers who have signed up for affected stops.
2. **Marketing/Social Media** – We run a social media campaign and provide easy-to-access webpage information for the public.
3. **Board of Directors** – We present all service changes to the board, which provides an opportunity for the public to comment and give feedback on upcoming changes.
4. **Committees and Advisory Groups** – We present service changes to the following CapMetro advisory committees and groups: Customer Service Advisory Committee (CSAC), Access Committee, and the Diversity, Equity, and Inclusion (DEI) Advisory Group.

## Tailored Outreach and Community Engagement Methods for January 2024

At the core of our approach lies the understanding that tailoring engagement methods to the unique requirements of each proposed change is essential. To achieve this, we have developed customized methods that take into account the recommendations and requirements from Title VI, FTA, and local policy. Additionally, we consider the scope and impact of the proposed change, the demographics of the affected population, and community input best practices.

For the January 2024 Service Change, our comprehensive menu of engagement methods will include the following:

**Public Meetings:** Meetings will be held to allow stakeholders to provide input and feedback on proposed changes or initiatives and will be scheduled as needed

**Public Input Webpage:** We will use online and print opportunities to gather feedback from stakeholders.

**One-on-One Meetings:** Hold individual meetings with stakeholders and agency representatives.

**Social Media:** We will use platforms like Facebook, Twitter, and Instagram to inform stakeholders and gather feedback.

**Advisory Committees:** We will collect feedback from our advisory committees made up of community members who provide advice and feedback to the agency on specific issues.

**Public Hearings:** Conduct a public hearing to gather feedback from the public on proposed changes or initiatives.

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## Clear Communication

### Toolkit for Effective Engagement and Implementation

Beyond the tailored list of engagement methods mentioned earlier, there are additional approaches that we will employ during *both* the service change engagement and implementation stages. Using diverse engagement methods during implementation, too, streamlines the process, gathers more feedback, and enables easier monitoring. Continued input from the community allows for timely adjustments, identification of issues, and ensures successful service changes.

- **Brochures/Flyers:** Distribute informative collateral during outreach events and at-stop engagements, containing details about the proposed service changes and available options.
- **Listserves:** Utilize existing listserves to explain proposed service changes, and leverage partner organizations' newsletters for promotion through their e-blasts.
- **Social Media:** Engage with the audience and share information on online platforms like Facebook, Twitter, and Instagram. Utilize specific Facebook and Twitter handles to reach out to the public.
- **Advertisements:** Use virtual and print ads across multiple channels, including social media, newspapers, news segments, and other areas for the proposed changes and public hearing.
- **Online forums:** Utilize online forums to gather feedback from the public regarding the proposed changes.
- **Press releases:** Provide media outlets with official statements for the public hearing.
- **Websites:** The CapMetro webpage for service changes will contain comprehensive information about the proposed service changes.
- **Direct Mail/Email:** Communicate directly with individuals or groups about specific topics through direct mail or email.
- **Presentations:** Deliver information to an audience using visual aids and verbal communication.
- **Webinars:** Create and post videos explaining and presenting proposed changes on the Public Input site.
- **Metro Alerts:** Send short, concise messages directly to individuals' phones about proposed service changes and feedback opportunities.
- **TimePoint:** Internally share the service plans and public input plan with all staff to support communication efforts.
- **Map Graphics:** Create a map outlining proposed changes and impacted areas, using graphics from the brochure for Public Input, Social Media, Presentations, etc.
- **At-Stop Signage:** Place signs at stops to inform riders of service changes. Identify specific stops for different services.
- **Print/Online Notices:** Print public hearing notices in publications to inform the public of changes and meet Title VI Equity Analysis requirements.
- **Blogposts:** Use blogs to share information and updates on proposed changes, incorporating content from the brochure.

These methods will be used to ensure that the public is kept informed and involved in the decision-making process for service changes. By engaging with the public, the organization can gather feedback and make informed decisions that meet the needs of the community.

### Language Assistance Plan (LAP)

Capital Metro has a Language Assistance Plan (LAP) to provide access to services and programs for individuals with limited English proficiency (LEP). The LAP was updated recently and includes identifying LEP individuals,

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providing language assistance measures, training staff, providing notice to LEP persons, and monitoring and updating the plan. The LAP was developed using a four-factor analysis that considered various data sets to determine the languages that require Safe Harbor consideration. The primary language is Spanish, and the Safe Harbor and additional languages include Arabic, Burmese, Chinese (Mandarin), French, Korean, Pashto, Punjabi, Telugu, and Vietnamese.

Capital Metro uses various methods to provide language assistance, such as Google Translate on its website, bilingual customer service and marketing staff, Language Line services, public meetings in Spanish or with simultaneous English/Spanish translations, interpreters by request, and posting public meeting notices in foreign language newspapers. The LAP also includes recommendations to improve service to LEP customers, such as internal awareness, public outreach strategy, materials and documents, translation and interpretation tools and protocols, and employee training or incentives.

## General Title VI and LEP Tools

Complying with Title VI and LEP requirements, the following will be done for engagement with Limited English Proficient (LEP) individuals and individuals with disabilities during the public involvement process:

### For Limited English Proficient (LEP) Individuals:

- Provide language assistance services, translation, and interpretation.
- Conduct multilingual outreach to inform LEP individuals.
- Post public hearing notice and meeting opportunities in Spanish, and other languages identified.
- Have bilingual staff available to assist at all outreach events.
- Create multilingual written materials when communicating changes.

### For Individuals with Disabilities:

- Choose accessible meeting locations.
- Provide assistive listening devices and sign language interpretation if requested.
- Ensure web accessibility.
- Direct email communications for providers and stakeholders for individuals with disabilities.

By following these actions, we will ensure that public involvement in the service change process is inclusive and accessible to diverse communities, including LEP individuals and those with disabilities.

## January 2024 Major Service Change PIP

### Proposed Service Changes

The January 2024 service change includes a mix of service suspensions, reductions, and minor adjustments across the CapMetro system. The proposed changes are in accordance with the FY 2024 budget. If approved, the changes would be implemented on Sunday, January 14, 2024.

**Permanent Service Suspension and Reductions** – Service suspensions on Express routes 981 and 987, E-Bus, and daily service frequency reductions on Routes 18, 217, & 335 would now be classified as permanent.



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**Minor Bus Schedule Adjustments** – To improve on-time performance, select routes may receive minor adjustments to their schedules.

**Minor Rail Schedule Adjustments** – Rail on Weekdays and/or Saturdays may receive minor schedule adjustments to ensure more efficient and reliable service.

**New Pickup Zone** – Implement a new Dove Springs Pickup zone in southeast Austin.

## Key Messaging

There are several key items that we would like to ensure we clearly communicate with our customers while we are conducting this engagement effort.

- **Service Change Overview:** CapMetro's service changes provide us with an opportunity to make necessary adjustments, keeping in mind the demands of our diverse community and optimizing the utilization of our resources. These changes typically occur up to three times a year and the January 2024 service change are listed below.
- **Revised Service Standards and Guidelines:** The service change process is guided by the board-approved Service Standards and Guidelines. View the process here: [SSG](#)
- **January 2024 Service Change Process:** Community feedback will be reviewed and shared before board approval in October 2023.
- **Major Service Change Classification:** Changes are classified as major if routes are discontinued or if there's a 25% or greater change in daily service hours. Major service changes require a Title VI Service Equity Analysis, which requires a public hearing and notice, offering an opportunity for formal public comment, and community comment and feedback opportunities in the decision-making process.

## Detailed Explanation of Proposed Changes

The January 2024 service change includes a mix of changes the following provides a detailed explanation of the key changes and the reasoning behind them.

### Bus

As part of our ongoing commitment to best serve the community with limited resources, CapMetro implemented several data-driven service adjustments and reallocations during the pandemic. We faced challenges maintaining service levels due to a shortage of operators, mechanics, vehicles, replacement parts, and numerous other unexpected changes. In March of 2020, we temporarily suspended Express Routes 981 and 987, and in September of 2021, we temporarily suspended E-Bus service and reduced daily service frequencies on Routes 18, 217 and 335. The decision to temporarily suspend these services and reduce frequencies was not taken lightly but was a necessary step to efficiently distribute limited resources to provide reliable service for our customers.

CapMetro's original intention was to restore these routes to their original service levels once various resources were available and transit demand returned. However, determining the timelines and processes for restoring service has proven to be unpredictable given the number of factors that influence this process -- recruitment, successful hiring, availability of vehicles and replacement parts, to name a few. In addition, there have been long-lasting shifts in travel patterns and demand that continue to necessitate reallocating limited CapMetro resources to other services.

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Prior to the start of the pandemic, Routes 18, 217, & 335 consistently had the lowest average daily ridership and lowest performance when compared to other High-Frequency Routes. They continued to have low performance compared to other High-Frequency Routes during the pandemic. When CapMetro needed to reduce service in fall of 2021, these routes were selected due to lagging ridership. By providing service on these routes every 30 minutes, we aim to ensure that customers still have access to transit, albeit with the need to follow a schedule instead of the spontaneity of just showing up at the bus stop. The reclassification does not apply to temporary weekend frequency reductions for our High-Frequency routes. CapMetro still intends to reinstate 15-minute weekend frequencies for our High-Frequency routes once resources become available.

Commuter routes continue to have low ridership due to changing work patterns. The proposed discontinued Routes 981 and 987 have viable substitutes that ensure continued transportation options for commuters. More specifically, customers who previously used Route 981 can utilize Route 982 as an alternative, while those who used Route 987 have the option to switch to the Red Line and Route 985.

E-Bus service (Routes 410, 411, and 412) operated on Thursday, Friday, and Saturday nights from 10:00 p.m. to 3:00 a.m. during the University of Texas' Fall and Spring semesters. Before the suspension, ridership on the E-Bus had been declining as students chose other options to travel downtown. CapMetro temporarily suspended E-Bus service during Fall 2021 and encouraged customers to utilize our Night Owl service as a viable alternative with 6-days-a-week year-round service.

Staff is recommending that the status of these service adjustments be classified as permanent, based on current availability of resources and needs. The update ensures that we are reliably meeting our established service levels and communicating clearly and transparently to our customers and the general public. The board reviewed a Title VI service equity analysis for the suspension of Routes 981 and 987 in January 2022. A service equity analysis for E-Bus and Routes 18, 217 & 335 showed no disparate impact or disproportionate burden.

### Pickup

Pickup has provided over 650,000 trips since its inception on June 3, 2019, and ridership continues to increase in 2023. The service is currently providing an average of 1,351 weekday trips. Pickup's continued popularity drives CapMetro to expand this service to other parts of our service area.

Staff is proposing a new zone, Pickup Dove Springs, that will provide a flexible service in southeast Austin and a connector to the future Pleasant Valley MetroRapid service. Pickup Dove Springs was planned to provide a neighborhood and activity-centered transit solution in an area of Austin that has been historically underinvested in and where typical fixed route transit services were inefficient due to the current geography and street grid connectivity. Pickup Dove Springs is planned to launch in January 2024 in advance of the future Pleasant Valley MetroRapid and will provide first/last mile service to Route 7, Route 311 and Route 333. The zone will be bordered by IH-35 to the west, E. Ben White Blvd to the north, E. Stassney Ln to the east, and E. William Cannon Dr. to the south. Pickup Dove Springs will include destinations such as HEB, Travis County Association for the Blind, Austin Lighthouse for the Blind, the future site of the Dove Springs Medical Center and numerous schools, elementary through high school.



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Initial public engagement efforts for Pickup Dove Springs began on May 11, 2023 with the launch of the online survey and concluded on June 25, 2023. The Community Engagement team informed stakeholder groups of the proposed new service and reached out to key businesses and organizations throughout the proposed zone to seek input on destinations, service levels and other zone details. CapMetro sent out 12,000 postcards to Dove Springs businesses and residents encouraging survey participation, held two public meetings, engaged local schools, conducted at-stop outreach, led information sessions at six community-based events in and around the proposed zone, and promoted the survey on social media. Community Engagement provided English and Spanish engagement materials and created accessible documents for meeting with the Lighthouse for the Blind, including accessible PowerPoint and recorded presentations, large-text posters and braille materials. More than one hundred surveys were received because of these efforts.

The zone will launch on Monday, January 15, 2024. Two vehicles will operate simultaneously between 6am – 7pm Monday-Friday. The number of vehicles could increase after the zone launches based on demand and ability to meet our 15-minute response time. The average monthly cost is expected to be \$51,000 to operate, which is in accordance with the FY 2024 budget.

## Regional Coordination

The CapMetro Government Affairs team continues communication with all cities within CapMetro's service area. As part of the update to the Service Standards and Guidelines, Government Affairs met with member cities and non-member regional partners, in coordination with the Regional Planning team, to explore ways to strengthen the service change process. This action helped address previously raised concerns on ensuring the voice of these entities is considered as part of the review and decision-making process.

As we develop service change proposals, we will work with each jurisdiction to understand their concerns, evaluate existing and future services, and address issues that occur. In the future, all service evaluations will follow the process outlined in the updated Service Standards and Guidelines, which includes several points of engagement with the public. We will coordinate the proposed changes to help ensure an exchange of information and concerns occurs.

In addition, the Regional Planning team leads partnerships, Transit Development Plans (TDPs) and transit service agreements with jurisdictions within the urbanized area, but outside of the CapMetro service area. The team is currently working with the cities of Buda, Pflugerville, as well as Travis County on their TDPs. Coming up at the September Board meeting there will be several agreements with regional partners to continue transit service into FY24.

## Public Engagement Strategy

### First Phase: Stakeholder Presentations on Service Evaluation Process (Identify Issues, Develop Proposal, Evaluate Proposals)

In the first phase we will walk the customers through the service evaluation process communicating the issues we identified, the proposal developed and how we evaluated the proposals. CapMetro will actively engaged with stakeholders, including advisory committees, the board, and the public, to gather valuable feedback on the upcoming major service change. We will consider community needs and priorities to shape the proposed adjustments. Their input is crucial in developing a transit system that best serves our diverse community. During this initial phase we will share what we learned from the Customer Care Responses (CCR) and the KPI's.

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## Second Phase: Public Engagement & Input on Service Change Proposal

To ensure transparency and inclusivity, we are providing multiple opportunities for public input on the proposed service changes. A dedicated public comment webpage will be available, allowing community members to share their thoughts and suggestions. Public notices will be disseminated through various channels to keep everyone informed about the upcoming changes. Additionally, a public hearing will be held, offering a formal platform for community members to voice their opinions and concerns directly to the board before any final decisions are made.

1:1 Board Briefs Presentations	Early August 2023
1:1 Committee Chairs	Mid-August 2023
(ATU) Union Leaders – 1:1 Mtg – with union leadership –	Mid-August 2023
Internal Engagement	Mid-August 2023
Operators/Supervisors: Flyers and mailboxes or monitors or MV emails, Public Safety Ambassadors	Mid-August 2023
Customer Care: Inform them and collect any feedback received for report	Mid-August 2023
Time Point Communications	September 2023
CapMetro Advisory Committees	Early September 2023
Service Change Virtual Presentation	August/September 2023
Public Input Comment Provide Final Engagement Report	October 2023
Communications Throughout Feedback – listed above	Ongoing
If Service Change Proposal needs further review revisit proposal based on customer feedback.	Ongoing

## Third Phase: Implementation and Monitoring

Following the public comment period and the public hearing, CapMetro will carefully consider all input received. The proposed service changes, along with any adjustments based on public feedback, will be implemented as planned. We will monitor the effects of these changes on the community and make ongoing assessments to ensure the transit system continues to meet your needs effectively. Report out of all engagement, feedback and monitoring/feedback for 2024

## Timeline and Schedule for Stakeholder Meetings

We will consistently engage stakeholders, including community-based organizations (CBOs), board members, and community leaders, in a structured manner. By actively involving these key partners on an ongoing basis, we will gather diverse perspectives and expertise to address community needs effectively.

## Timeline and Schedule for Public Meetings (including committees) – Example below

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<input type="checkbox"/>	A Task Name	Due...	Execution Date
19	Complete 1:1 with Committee Chairs		8/18/2023
20	Customer Satisfaction Advisory Co...	8/30/2023	9/13/2023
21	Access Committee	8/30/2023	9/6/2023
22	Identify Others:		
23	UT Austin	7/31/2023	7/31/2023
24	Board Memo	8/2/2023	8/4/2023
25	Board Briefings	8/18/2023	8/18/2023
26	Elected Officials		
27	Meetings with Union Completed	8/11/2023	8/11/2023
28	Operator Engagement Completed	8/23/2023	8/31/2023
29	Inform customer care		
30	Invite Marcella and Brian to Wedn...	8/2/2023	
31	Presentation - General	8/11/2023	8/11/2023
32	Identify Issues: Review CCRs	7/21/2023	8/9/2023
33	Identify Issues: Analyze KPIs	7/26/2023	8/9/2023
34	Evaluate Proposals: FTA Title VI An...	7/26/2023	8/9/2023
35	Evaluate Proposals: TTR	7/26/2023	8/9/2023
36	Evaluate Proposals: O&D	7/26/2023	8/9/2023
37	Evaluate Proposals: Cost Feasibility	7/26/2023	8/9/2023

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## Schedule and Outline for At-Stop and In-Person Outreach – Example below

DATE	DAY	TIME	STOP ID	STOP NAME	REASON	FIRST	LAST	EMAIL	CELL	I WILL USE MY OWN MOBILE DEVICE (Y/N)	BILINGUA	TOTAL RE	
	Mon	7 - 9 AM	1619	Manor & Susquehanna	DIDB meeting								
	Mon	7 - 9 AM	938	7th & Pleasant Valley	DIDB meeting								
	Mon	7 - 9 AM	4288	1820 Pleasant Valley (Riverside HEB)	DIDB meeting								
	Mon	7 - 9 AM	1017	SW Corner of Grove & Fairway (Ruiz Library)	DIDB meeting								
	Mon	4 - 6 PM	1359	NE Corner of Burton & Oltorf	DIDB meeting								
	Mon	4 - 6 PM	554	NW Corner of Bluff Springs and William Cannon	DIDB meeting								
	Mon	4 - 6 PM	2821	SE Corner of Rundberg & Lamar	DIDB meeting								
	Mon	4 - 6 PM	1222	SE Corner of Stassney & Pleasant Valley	DIDB meeting								
	Tues	7 - 9 AM	1359	NE Corner of Burton & Oltorf	DIDB meeting								
	Tues	7 - 9 AM	554	NW Corner of Bluff Springs and William Cannon	DIDB meeting								
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	Thu	4-6 PM	1017	SW Corner of Grove & Fairway (Ruiz Library)	DIDB meeting								
	Fri	7 - 9 AM	1619	Manor & Susquehanna	DIDB meeting								

## Feedback Incorporation

Feedback incorporation is typically done throughout the public involvement process, starting with early engagement efforts and continuing through to the final stages of decision-making. This may involve any of the methods or tools we've listed, such as surveys, committee meetings, and engaging in one-on-one discussions with stakeholders. As feedback is received, it is analyzed, and it helps determine what changes need to be made and adjusts proposals or plans accordingly.

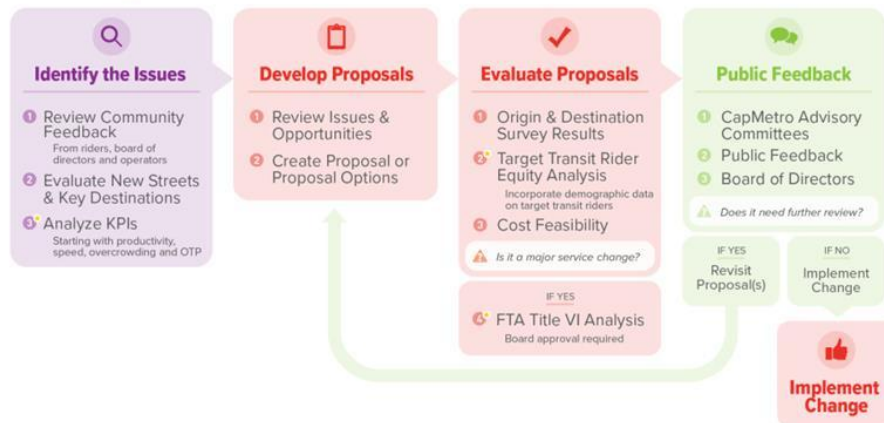
There are several ways to incorporate feedback in service change proposals, such as:

- Analyzing and summarizing the feedback received
- Identifying key themes and concerns raised by stakeholders
- Adjusting proposed changes based on the feedback received
- Providing feedback to stakeholders on how their input was incorporated
- Communicating changes and outcomes to stakeholders
- Updating the Public Involvement Plan to reflect changes and improvements for future engagement efforts

The chart below shows an overview of how we incorporate feedback in service planning change proposals:

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## Service Change Process



\* Step requires data analysis

## Public Involvement Report-Out

A public engagement report is a valuable tool for fostering transparency and trust in the public involvement process. It demonstrates that we value community input and encourages future participation. CapMetro has a standard Public Involvement Template that helps create and outline the project and its objectives, reiterate the where, when, and how of engagement activities, describe the engagement methods used, identify who was engaged, outline what was heard from the community, and share the outcomes and next steps.

To showcase the community engagement process, the report has a snapshot of key touchpoints, tools, techniques that were utilized and successful, and recommendations for future public involvement.

Additionally, the report typically has quantitative and qualitative data, highlighting the community's top responses, major themes, concerns, and key issues. Finally, the report should outline how community feedback was considered and applied, including what actions CapMetro will take based on the feedback, what's coming up next in the engagement process, and how the community can stay informed and follow the project's progress.

## Continuous Engagement

It is crucial to educate the community on the final plans and new services that have been developed through the public involvement process. By doing so, we ensure that community members understand how their feedback and input have been incorporated into the final plans and that they are aware of what to expect from the new CapMetro service. This makes sure that they know their voices were heard and their input and opinions were taken into account.

In implementing different options from the engagement best practices listed above, CapMetro will consider a variety of information and educational methods to communicate with the community about the final plans and new services. These methods will include informative brochures, websites, presentations, and social media posts, like those used during the initial public involvement phases. By employing these practices, CapMetro aims to ensure that the community remains informed, engaged, and empowered throughout the implementation process and future engagement opportunities.

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Additionally, continuous monitoring and ongoing communication with the community and stakeholders will be prioritized to gather feedback, make necessary adjustments, and ensure the success of the new service. It is also important to continue monitoring the implementation of the new service and ensuring its success. This can be achieved through ongoing communication with the community and stakeholders, creating feedback opportunities on the new service, and making any necessary adjustments to ensure its effectiveness.

## **Here are a few best practices CapMetro uses for continued engagement with the community:**

- Provide regular updates: Share updates on the project or service regularly with the community.
- Offer additional opportunities for feedback: After the initial public involvement plan, continue to provide opportunities for community feedback. This shows that their input is still valuable and helps to ensure that the service is meeting their needs.
- Conduct surveys: Surveys are a useful tool for gathering feedback from a large number of people. They can be conducted online or in person.
- Empower community leaders: Work with community leaders to help spread the word about the project or service. They can help to engage their networks and bring more people into the conversation.
- Provide educational materials: Providing educational materials about the project or service can help to ensure that the community understands how it works and how it benefits them.

Close the feedback loop: Finally, it's important to close the feedback loop with the community. Let them know how their feedback was used and what changes were made as a result. This helps to build trust and demonstrates that their input is valued.

## **Close-Out Best Practices**

- Close-out meeting with Project Team
- Draft Project Close-Out Report
- Review Close-Out report with Community Engagement Team Manager
- Close Any Granicus items (Discussions, Forum, etc)
- Thank you to team + stakeholders with report
- Document Public Involvement Report
- Clean-up Outlook Contacts Database
- Move Project Folder to \_Completed Projects
- Schedule Event for Awareness



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## Appendix A - List of Partner Organizations

<b>Community-Based Org, Agencies, etc.</b> <b>*highlighted organizations are recommended orgs for 1:1 communications</b>		
Austin Child Guidance Center	Del Valle Community Coalition	Neighborhood Empowerment Foundation
A New Entry	Del Valle Independent School District	North Austin Muslim Community Center
ACC	Disability Rights Texas	Oak Springs Elementary School
ADAPT	Dittmar Recreation Center	OCEAN
African-American Cultural & Heritage Facility	Diverse Arts Culture Works	Olivet Baptist Church
Agape Pregnancy Resource Center	Dolores Catholic Church	One Voice of Central Texas
AGE of Central Texas	Doris Miller Recreation Center	Opportunities for Williamson & Burnet
AIDS Services of Austin	Dove Springs Neighborhood Center	Organization of E Austin Neighborhoods
AISD HeadStart	Dove Springs Proud	Our Lady of Guadalupe Parish
AISD Parent Support Specialists	Downtown Austin Alliance	Paisano Mobile Home Park Assn
AISD Refugee Family Support Office	Dress for Success	Partners in Participation
Allgo	Drive a Senior West Austin	Pecan Springs Neighborhood Assoc.
Alliance for African-American Health in Central Texas	East Austin Conservancy	People Fund
Allison Elementary	East Austin Neighborhood Center	People United for Mobility Action (PUMA)
Amalgamated Transit Union (ATU)	East Cesar Chavez Business District	Planning our Communities
American Association on Intellectual & Developmental Disabilities	East Communities YMCA	Pleasant Valley Neighborhood Association
Angel House Soup Kitchen	East End IBIZ District	PODER
Annunciation Maternity Home	Easter Seals	Professional Women of Williamson
Anti-Displacement Task Force	Eastside Community Church	Promesas Public School
ARC	Ecology Action	Prospanica, Austin Chapter
Area Agency on Aging	EcoRise	Public Works Department – Safe Routes
Asian American Resource Center Nonprofit	El Buen Samaritano	Rainforest Partnership
Austin Area Black Contractors Association	Mexican American Cultural Center	Raising Austin
Austin Area Black Contractor's Association	ECHO	Real Estate Council of Austin
Austin Area Urban League	Equilibrio Norte	Rebekah Baines Johnson Center
Austin Asian Community Health Initiative	Evolve Austin	Refugee Services of Texas
Austin Black Caucus	Explore Austin	River Bluff NA
Austin Chinese American Network (ACAN)	Family Eldercare	Riverside Farms Road Neighborhood Assn.

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Austin Chinese-American Network	Farmshare	Riverside Meadows Homeowner's
Austin Commission on Seniors	Fostering Hope	Robertson Hill Neighborhood Association
Austin Community College - Eastview	Foundation Communities	ROCK Ride on Center for Kids
Austin Habitat For Humanity	Foundation for the Homeless	Ronald Mcdonald House Charities of CTX
Austin Heights Neighborhood Association	Front Steps / ARCH	Rosewood Glen Oaks Association
Austin History Center	Generation Serve	Rosewood Neighborhood Contact Team
Austin Hotel & Lodging Association	Givens Recreation Center	Rosewood-Zaragosa Neighborhood
Austin Justice Coalition	Go Austin Vamos Austin (GAVA)	Round Rock Area Serving Center
Austin Latino Coalition	Gonzalo Garza Independence HS	Round Rock El Amistad Club
Austin LGBT Chamber of Commerce	Grassroots Leadership	Round Rock Housing Authority
Austin Lighthouse/Travis Association	Greater Austin Asian Chamber	Round Rock New Neighbors
Austin Mental Health Consumers inc	Greater Austin Black Chamber of Commerce	Round Rock Rotary Club
Austin Neighborhood Council	Greater Austin Chamber of Commerce	Scenic Texas Inc
Austin Parks Foundation	Greater Austin Merchants Association	Senate Hills Homeowners' Association
Austin Public Library	Greater Austin Merchant's Cooperative	Simpson United Methodist Church
Austin Public Library, George Washington Carver Branch	Greater Round Rock Community Foundation	Six Square: Austin Black Cultural District
Austin Recovery	Guadalupe Assn. for an Improved Neighborhood	Souly Austin
Austin Steam Train Association	Gus Garcia Recreation Center	South Asian New Year
Austin Tenants Council	HABLA	South Congress Improvement District
Austin Young Chamber	Hermanos de East Austin	South East Austin Trails & Greenways
Austin Voices	Hispanic Impact Fund/Austin Community Foundation	South River City Citizens Assn.
AustinUP	Hispanic Women's Network of Texas	Southeast Austin Neighborhood Alliance
AVANCE	Holly Neighborhood Coalition	Southeast Combined Neighborhood Team
Backpack Friends Inc	Hope Alliance	Southeast Health and Wellness Center
Backpack Friends, Inc	Housing Authority of the COA (Austin Pathways)	Southwest Keys Program
BASTA (Building and Strengthening Tenant Action)	Housing Authority of the City of Austin (HACA)	Special Olympics Texas Inc
Bat Conservation International	Housing Works	Street Youth Ministry of Austin
Baylor Scott & White	Huston-Tillotson University	Stronger Austin
Big Brothers Big Sisters of Central Texas	I Live Here I Give Here	Sustainable Food Center
Bike Austin	IDEA Public Schools	Swede Hill Neighborhood Association

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Black Girls Do Bike	Independent Identity	Texans Can Academy - Austin
Black Leaders Collective	Indian Hills Neighborhood Watch	Texans Care for Children
Black Professionals Alliance	Interfaith Action of Central Texas	Texas Homeless Network
Black Sovereign Nation	Islamic Center of Greater Austin (ICGA)	Texas Humane Heroes
Blackshear Prospects Hills Neighborhood Association	J.J. Seabrook Neighborhood Assn.	Texas Low Income Houstin Information Service
Blocker Consulting	Jail To Jobs	Texas Restaurant Association
Boys & Girls Clubs of Austin	Just Because Ministries of Hope	Texas Rose
Building & Strengthening Tenant Action	Just Liberty	Texas School for the Blind
Campbell Elementary School	Kealing Middle School	Texas School for the Deaf Foundation
Capital City Village	Kealing Neighborhood Association	Texas State Cemetery
Capitol Area Council BSA	Keep Texas Beautiful	Texas Workforce Commission Blind Services
Caritas of Austin	Knowbility Inc	Texas Advocates
Carson Ridge Neighborhood Association	Ladders for Leaders	The Settlement Home for Children
CASA	Lago Vista Area Chamber	The Texas Homeless Network
Casa Marianella	Lakeside Apartments/ Family Elder Care	The Trail Foundation
CASA of Travis County	Las Comadres Para Las Americas	The Williamson Museum
CASA of Williamson County	Latino Healthcare Forum	Todos Juntos Learning Center
Catholic Charities	Latinos in Architecture (AIA)	Travis - HHS/ VS Research & Planning
Catholic Charities - Central Texas	The L.I.F.E. Project	Trellis Company
Central Austin CDC	Lifesteps Council on Alcohol and Drugs	Undoing White Supremacy Austin
Central Health	Los Arboles Homeowner's Association	United Way of Greater Austin
Central Texas Food Bank	Los Jardines Homeowners Association	Unity Friendship Baptist Church
Central Texas Philharmonic	Low Income Consumer Advisory Task Force	Unity Hill Missionary Baptist Church
Central Texas Table of Grace	LULAC	University of Texas
Chariot	Lupe Arte	Urban Co-Lab
Chestnut Addition Neighborhood Association	Manos de Cristo	UT Chapter of ICMA
Chicanos/as in Action	Maplewood Elementary School	UT-Diversity & Community Engagement
Children At Heart Ministries	Martin Luther King Jr. Neighborhood Association	Vargas Neighborhood Association
Childrens Advocacy Centers of Texas	Mary Lee Foundation	Vietnamese American Community of Austin
COA Neighborhood Housing & Community Development	Mas Cultura	VSA Arts- State Organization on Arts & Disability
City of Austin Assistance Program	McKinley Heights Neighborhood Association	Water For Africa
City of Austin Military Veterans Program	Meals on Wheels	Waterloo Greenway
City of Manor	Metz Rec Center	We Are Blood
City of Leander	Mi Jardin	Well Aware
COA Parks & Recreation Department	Millenium Youth Entertainment	Wesley United Methodist Church

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Coalition for Texans with Disabilities	Miricle Foundation	West Campus RE
Colony Park	Mobility Justice Coalition	Williamson County Children's Advocacy
Communities in Schools Central Texas	Montopolis Community Alliance	Workers Defense Project
Community Advancement Network (CAN)	Montopolis Neighborhood Center	Workforce Solutions Rural Capital Area
Community Care Collaborative	Montopolis Recreation Center Advisory	Yellow Bike Project
Community Not Commodity	Movability	Young Hispanic Association of Austin (
CommUnityCare	Mt. Calvary Missionary Baptist Church	Youth2Seniors
COMTO	Mt. Zion	
Con Mi MADRE	Mt. Zion Baptist Church	
Creative Action	Multi-Ethnic Chambers Alliance	
Criss Cole Rehab Center	NAACP	
Darren Bates LLC	Nasha	
David Chapel Baptist Church		

# PROPOSED January Service Change 2024

## Appendix B – Final Report (Placeholder)

# Dove Springs Pickup Zone Engagement Report Summer 2023

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## PROJECT DESCRIPTION

### What is Pickup?

Pickup is a local rideshare, on-demand transit service by CapMetro. Pickup by CapMetro allows riders to schedule on-demand rides to or from any address or transit stop within the boundaries of a service zone, typically ranging from three to six square miles. **Pickup by CapMetro brings increased mobility and connectivity to areas with low transit coverage or with lengthy distances between connecting transit stops: areas such as the Dove Springs neighborhood.**

### Why Dove Springs?

In February of 2023, one year after CapMetro broke ground on the CapMetro-Rapid Pleasant Valley line, the agency announced a two-year delay in opening the new Rapid route. Upon completion, the Pleasant Valley line will serve as a vital link between historically underserved East Austin, including the residents of Dove Springs, and the bustling downtown and central areas of Austin. To address the unforeseen setback and the urgent need for enhanced transportation connectivity in Dove Springs, CapMetro proactively drafted a proposed Pickup zone for the area and developed a Public Involvement Plan to incorporate community feedback into the final design of the zone.

### Project Objective

**The engagement intended to inform stakeholders of the proposed Dove Springs Pickup zone scheduled to open in January of 2024 and to identify and incorporate community needs related to the Pickup zone's boundaries, possible destinations, and service schedule.**

## ENGAGEMENT OVERVIEW

Pickup Dove Springs engagement activities and communications took place both digitally and in-person from May 11 through June 25, 2023 with the goal to reach as many community members as possible. The Community Engagement team informed stakeholder groups of the proposed new service throughout the proposed zone to seek input on destinations, service levels and other zone details via the Pickup Dove Springs survey. **All communications were provided in both English and Spanish.** The project team created accessible documents for a meeting with the Lighthouse for the Blind, including an accessible PowerPoint and recorded presentations, large-text posters and braille materials, and all **in-person events offered language translation** upon request.

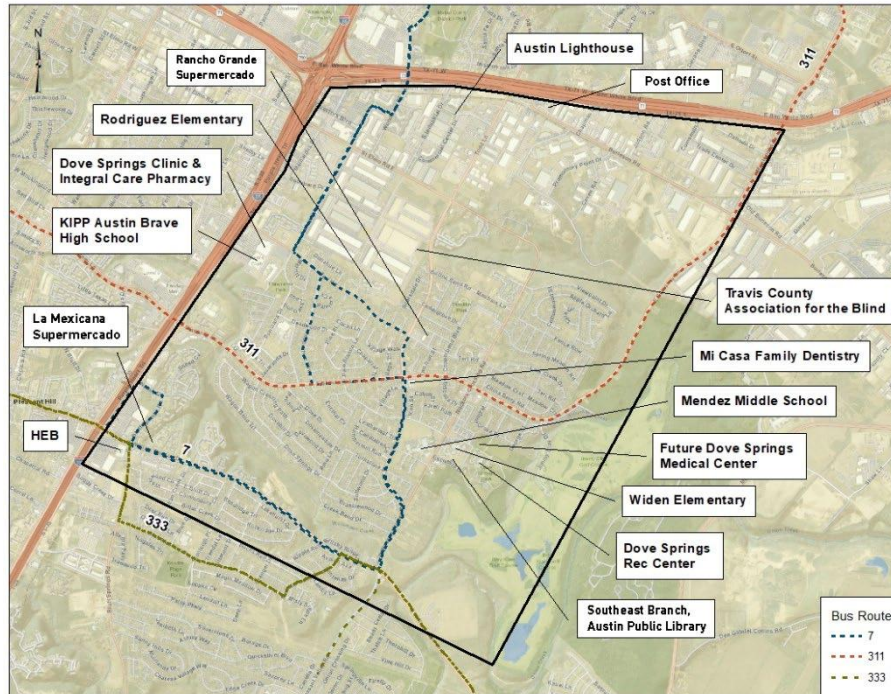
Phase I of the Pickup Dove Springs Public Involvement Plan concluded with 16 community meetings, 402 recorded individual engagements, 12,000 postcards mailed to business owners and residents, and 6 community-based organizations personally engaged. 133 surveys were received because of these efforts. The following engagement tools and events were completed in accordance with the Public Involvement Plan:



## Engagement Tools

### 1. Pickup Dove Springs map

a.



### 2. Pickup Dove Springs survey

- Dates open: Thursday, May 11, 2023 – Sunday, June 25, 2023
- Unique respondents: 133
- Format: printed and online via [PublicInput.com](https://www.publicinput.com)

### 3. Pickup Dove Springs flyer

- Distributed at in-person events.
- Amount printed and distributed in large print: 10
- Amount printed and distributed in braille: 10

### 4. Pickup Dove Springs at-stop signage

- Dates: Monday, June 5, 2023 – Sunday, June 25, 2023.
- Number of bus stops: 20 high volume stations were targeted for signage
- Size: 11x17"

### 5. Pickup Dove Springs postcards

- Date mailed: May 26, 2023
- Number mailed: 12,000
- Audience reached: Dove Springs businesses and residences

### 6. Pickup Dove Springs Presentation

- Recorded in [English](#) and [Spanish](#)
- Posted on the PublicInput.com survey webpage and YouTube
- Screen reader tags attached and sent to Austin Lighthouse employees

### 7. Email Communications

- Contact Database Email

- i. Date sent: Wednesday, May 17, 2023
- ii. Emails sent and delivered: 308
- iii. Unique opens: 157

**b. Internal Email (Timepoint)**

- i. Date sent: Wednesday, May 17, 2023

**c. Email to Dove Springs Community-Based Organizations (CBOs)**

- i. Date sent: Monday, May 22, 2023
- ii. Emails sent and delivered: 27
- iii. CBOs contacted:
  - 1. Austin Lighthouse
  - 2. Dove Springs Proud
  - 3. Go Austin Vamos Austin (GAVA)
  - 4. Mas Cultura
  - 5. Southeast Neighborhood Plan Contact Team meeting
  - 6. Dove Springs Task Force
  - 7. Southeast Austin Library
  - 8. River City Youth Foundation
  - 9. ATX Free Fridge Project Dove Springs

**d. Email to CapMetro Advisory Committees**

- i. Date sent: Wednesday, May 17, 2023

**8. Social Media**

- a. Tuesday, May 23, 2023
  - i. 1 Instagram feed post
  - ii. 1 Twitter retweet
  - iii. 1 Instagram story repost with the online survey linked
- b. Survey attached to CapMetro's linktr.ee from Tuesday, May 23, 2023 – Sunday, June 25, 2023.

**9. [CapMetro Webpage](#)**

**Engagement Events**

**10. Dove Springs Proud Movie Night**

- a. Date: Saturday, May 20, 2023
- b. Engagement type: tabling
- c. Community members reached: 4

**11. At-stop Rider Engagement**

- a. Engagement dates:
  - i. Tuesday, May 16, 2023
  - ii. Thursday, May 18, 2023
  - iii. Monday, May 22, 2023
  - iv. Tuesday, May 23, 2023
  - v. Wednesday, May 24, 2023

- b. Engagement hours: 17
- c. Riders reached: 278

**12. Council Member Vanessa Fuentes Community Conversation Event**

- a. Date: Tuesday, May 23, 2023
- b. Engagement type: tabling
- c. Community members reached: 25

**13. Dove Springs School Outreach (Widen Elementary and KIPP)**

- a. Dates: Tuesday, May 16 and Thursday, May 25, 2023
- b. Engagement hours: 3
- c. Community members reached: 69

**14. Pickup Dove Springs Virtual Open House**

- a. Format: Zoom Webinar, Facebook Livestream
- b. Date: Tuesday, May 30, 2023
- c. Number of Attendees: 8
- d. Minutes watched: 44

**15. Austin Public Library – Southeast Branch Computer Class Presentation**

- a. Date: Monday, June 12, 2023
- b. Engagement type: Presentation with Q&A and feedback opportunities
- c. Community members reached: 15

**16. Austin Lighthouse for the Blind**

- a. Date: Thursday, June 15, 2023
- b. Engagement Type: Stakeholder group meeting
- c. Community members reached: 3

**Data Collection Methodologies**

**1. Research Objectives:**

- a. The survey's objectives were developed to reflect the project's established community involvement aims. The primary objective of this survey was to collect input from a diverse range of individuals residing and working within the proposed zone, ensuring accessibility for all. The survey aimed to gather feedback on preferred destinations, service times, and other design considerations which will be considered in the final design of the zone.

**2. Survey Design:**

- a. Question Selection:
  - a. The survey questions were carefully designed to capture relevant information about user demographics, preferred destinations, and service times. Survey questions were formulated with the aim of influencing the final design of the Pickup zone, specifically the zone's boundaries and service schedule.
- b. Language Accessibility:
  - a. The survey was developed in both English and Spanish, ensuring that all participants can provide responses in their preferred language. Spanish is the most common language spoken in the Dove Springs neighborhood.

- c. Culturally Sensitive Language
- d. The survey's language was crafted by project members who are fluent in both Spanish and English.

**3. Survey Format:**

- a. The survey was designed using the PublicInput.com online platform, which made the survey accessible to a wide online audience and facilitated efficient data collection and analysis. The survey was embedded on a Pickup Dove Springs PublicInput.com webpage which allowed for resources such as "How to ride" videos, alternative feedback opportunities, and the Pickup Dove Springs presentation to be easily accessible to survey respondents. All resources were offered in both Spanish and English.
- b. The survey was linked to a QR code and printed alongside its URL on engagement materials such as flyers, mailers, signage, and the CapMetro website.
- c. The survey was typed and printed in Spanish and English to offer an additional option for in-person feedback collection.

**4. Survey Deployment:**

- a. Targeted Recruitment: Key stakeholder groups, as outlined in The Pickup Dove Springs Public Involvement plan, include elected leadership, neighborhood & community organizations, CapMetro committees, residents and workers in Dove Springs, CapMetro riders, local schools, internal CapMetro staff, and local business owners. The survey recruitment operated through several channels such as in-person events, printed materials, social media, and direct email communications to reach each group. Spanish translation services at in-person events were vital to reaching the majority Spanish speaking community members in Dove Springs. Engagement materials with screen reader tags, image descriptions, braille, and large text were created for engagement with Travis County's Association for the Blind also known as Austin Lighthouse.
- b. Participant Outreach: Clear instructions and alternative text were provided in both Spanish and English to ensure participant understanding of the survey. Participant outreach motivated the development of all engagement tools and events.

**5. Data Analysis:**

- a. Quantitative analysis: Statistical analysis was employed to analyze the quantitative data collected from the survey responses, providing insights into community preferences on service schedule patterns and trends.
- b. Qualitative analysis: qualitative data gathered from open-ended survey questions and in-person meetings will be analyzed using thematic and geographic analysis to gain a deeper understanding of community preferences on service boundary trends.

## TARGET AUDIENCES

In accordance with the Public Involvement and Stakeholder Outreach Plan, the following audiences were engaged:

### 1. City Council Member Vanessa Fuentes and Team

- d. Direct contact and collaboration took place with District 2's City Council Member Vanessa Fuentes and her team regarding project communication strategy and organizing an in-person community conversation event.
- e. Community Conversations are an engagement format that cultivates an approachable environment for community member feedback. The approach intends to empower community members who may not be familiar with formal civic participation to be heard by local leaders and representatives in a laid-back setting.

### 2. Neighborhoods and Community Organizations

- f. Local CBOs were emailed directly through CapMetro's Community Engagement contact database. CBOs in the proposed zone received personalized communications from the Pickup at Dove Springs team where the online survey, in-person feedback events, and opportunities to schedule a presentation or meeting with the team were shared.
- g. The following community-based organizations were contacted directly via email:
  - i. [Austin Lighthouse](#)
    - 1. Flyers and posters in braille and large print were distributed during the meeting. A project presentation with screen reader tags approved by CapMetro's accessibility department was sent to all of the Austin Lighthouse employees.
  - ii. Dove Springs Proud
  - iii. [Go Austin Vamos Austin \(GAVA\)](#)
  - iv. [Mas Cultura](#)
  - v. Austin Public Library Southeast Branch
    - 1. A project presentation was given to a computer class in Spanish as requested.
  - vi. Forklift Danceworks
  - vii. Southeast Neighborhood Plan Contact Team meeting
  - viii. Dove Springs Task Force
  - ix. River City Youth Foundation
  - x. ATX Free Fridge Project Dove Springs

### 3. CapMetro Committees

- h. Direct emails were sent to the members of the CapMetro Customer Service, Public Safety, and Access advisory committees.

### 4. Residents and business owners in Dove Springs

- i. 12,000 postcards were mailed directly to residents and business owners in and around the proposed service zone.

## 5. CapMetro Riders

- j. Riders were engaged through in-person at-stop outreach and at-stop signage as well as on various social media platforms including Instagram, Twitter, and Facebook.
- k. 278 CapMetro riders were reached through in-person at-stop engagement at five of the busiest bus stops in the proposed zone. Additional signage was hung at the 20 busiest stops in Dove Springs.

## 6. Local Schools

- l. Local schools were contacted directly via email to offer engagement opportunities. KIPP Elementary and Widen Elementary invited Pickup Dove Springs project members to gather survey responses during after school pick up where 69 community members were engaged.

## 7. CapMetro Staff

- m. An Internal “Timepoint” email with the survey attached and notice of at-stop volunteer opportunities was sent to all CapMetro staff was sent on Wednesday, May 17, 2023.

## ENGAGEMENT RESULTS

To analyze the survey results the data is divided into three categories: 1) participant data, 2) service schedule data, and 3) service boundary data.

### Participant Data

#### 1. Q1: Do you live or work within the proposed Pickup Dove Springs Zone?

- a. 80% of survey respondents live or work in the proposed Pickup Dove Springs Zone.

#### 2. Q3: Do you regularly use CapMetro Services?

- a. 53% of survey respondents are regular CapMetro riders.

#### 3. Q4: Would you use Pickup to connect to one of the bus lines within the zone?

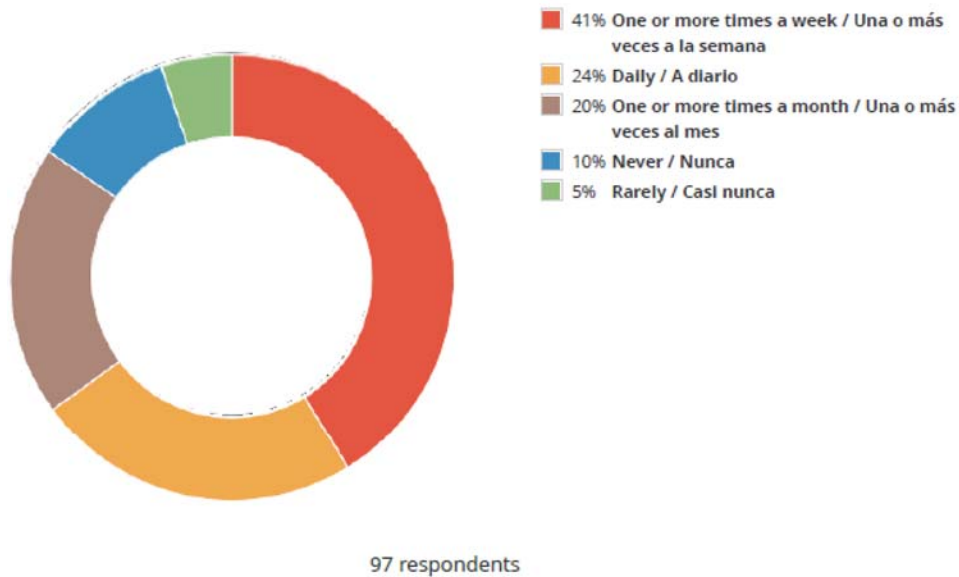
- a. 76% stated they would use the Pickup service to connect to a bus route within the zone.

#### 4. Demographic Data

- a. 42% of respondents marked Spanish as their primary language.
- b. 61% of respondents identify as Chicano/Chicana or Latino/Latina/Latinx.
- c. 51% of respondents have child dependents in their household.
- d. 40% of respondents do not have a personal vehicle as an option to them and depend on public transit for their transportation needs.
- e. 36% of respondents are daily public transit riders.



## 5. Q5: How often would you use Pickup at Dove Springs?



- a. 41% of respondents said they would use Pickup at Dove Springs one or more times a week.
- b. 24% of respondents said they would use Pickup at Dove Springs everyday.

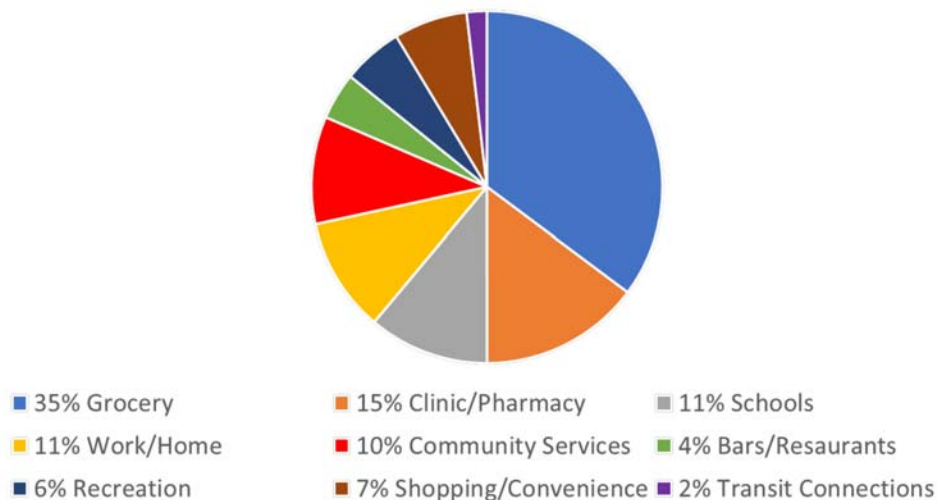
## 6. Q6: What days of the week would you use Pickup at Dove Springs?

- a. 60% said they would use the service on Saturday.

## Service Boundary Data

## I. Q2: Where would you go using Pickup within the proposed zone? (Free response)

Dove Springs Pickup Destination Responses by Category



- a. A total of 110 comments were collected for Q2. Of that, 163 data points related to destination type were recorded.
- b. Percentages above are out of total destination data points recorded.

- c. "HEB, school, routes, Rec center, River Rock Dental, Vets, Home Depot, restaurants, Southpark Meadows."
  - d. "HEB, Walmart, Dove Springs Rec Center, Chinese Buffet on William Cannon, Urban Air, CommUnityCare (Montopolis), FedEx, store on Ben White"
  - e. "Clinic, supermarket, church."
  - f. "If my bike can go on it I would bring My bike to the edge of the boundary area to avoid some of the more scary areas."
  - g. "Grocery stores, dentists, work, home, school, breweries, restaurants."
7. Grocery
- a. 36.09% of all survey respondents said they would use the Pickup Dove Springs service to reach the H-E-B on William Cannon and I-35.
  - b. **43.64% of Q2 respondents said they would use the Pickup Dove Springs service to reach the H-E-B on William Cannon and I-35.**
  - c. 39.1% of all survey respondents said they would use the Pickup Dove Springs service to reach a grocery store.
  - d. 47.27% of Q2 respondents said they would use the Pickup Dove Springs service to reach a grocery store.
  - e. "I would go to HEB I don't have a car and it's hard for me to get the bus it's always so full and nowhere to sit with my bags of groceries"
8. Clinic/Pharmacy
- a. 16.54% of all survey respondents said they would use the Pickup Dove Springs service to reach a clinic or pharmacy.
  - b. 20% of Q2 respondents said they would use the Pickup Dove Springs service to reach a clinic or pharmacy.
  - c. **The CommunityCare Clinic on William Cannon was mentioned 6 times.**
9. Schools
- a. 13.53% of all survey respondents said they would use the Pickup Dove Springs service to reach a school.
  - b. 16.36% of Q2 respondents said they would use the Pickup Dove Springs service to reach a school.
  - c. "Send my kids to school"
10. Work/Home
- a. 12.78% of all survey respondents said they would use the Pickup Dove Springs service to go to and from their work or residence.
  - b. 15.45% of Q2 respondents said they would use the Pickup Dove Springs service to go to and from their work or residence.
  - c. "To my work at Txdot stassney."
11. Community Services/Churches
- a. 13.5% of all survey respondents said they would use the Pickup Dove Springs service to reach community services.

- b. 16.36% of Q2 respondents said they would use the Pickup Dove Springs service to reach community services.
- c. "Community services for the poor"
- d. "voting polls"
- e. "CTFB"
- f. "Post Office"

#### 12. Bars/Restaurants

- a. 5.26% of all survey respondents said they would use the Pickup Dove Springs service to reach a bar or restaurant.
- b. 6.36% of Q2 respondents said they would use the Pickup Dove Springs service to reach a bar or restaurant.
- c. Mike, Austin Lighthouse for the Blind employee, stated that **many employees would use the Pickup Dove Springs service to reach bars, breweries, and happy hours after work.**

#### 13. Recreation

- a. 6.77% of all survey respondents said they would use the Pickup Dove Springs service to reach a recreation.
- b. 8.18% of Q2 respondents said they would use the Pickup Dove Springs service to reach a recreation.
- c. **6 respondents mentioned the Dove Springs Recreation Center.**

#### 14. Shopping Centers/Convenience Stores

- a. 8.27% of all survey respondents said they would use the Pickup Dove Springs service to reach a shopping center or convenience store.
- b. 10% of Q2 respondents said they would use the Pickup Dove Springs service to reach a shopping center or convenience store.

#### 15. Transit Connections

- a. 2.6% of all survey respondents said they would use the Pickup Dove Springs service to reach a transit stop.
- b. 2.72% of Q2 respondents said they would use the Pickup Dove Springs service to reach a transit stop.
- c. "This is a good idea. This could help me connect to other bus routes that would help get to work faster."

#### General Comment

##### I. Q7: What additional feedback would you like to share with the project team?

- "This would be a good option for many single mothers and senior people with disabilities."
- "I look forward to using this wonderful public service."
- "Map inset is a little difficult to see clearly."
- "It is very much needed. People are riding bikes in dangerous thoroughfares."
- "Focus groups are needed for better insight."

- “I like the pickup idea, unfortunately it serves only a tiny area.”
- “I hope the service starts.”
- “Need bus security”

## NEXT STEPS

The community engagement results from this report will be utilized by the Pickup Dove Springs project team as they finalize the Pickup Dove Springs zone and service schedule design.

Pickup Dove Springs community information sharing will take place informally until December 2023, when Phase II of the Public Involvement Plan is scheduled to commence.

### 17. 100% Design of the zone

### 18. Public Involvement phase II

The first phase of the Dove Springs Pickup involvement plan focused on community dialogue that is central to the success of the Pickup service. Themes that emerged from the Spring 2023 engagement period will support the final determination of the final Pickup service zone that will move Dove Springs residents where they need and want to go, and prioritize accessible connectivity to destination and opportunities.

The second phase of the Dove Springs Pickup involvement plan will focus on reaching out to community/organizations to inform them of the final zone and educate on how to use the service. Through this educational engagement process, the CapMetro team hopes to encourage high ridership in the new zone and increase connectivity. Ongoing engagement in the Dove Springs community will take place to gain feedback on the service and understand how it's serving the community.

# Dove Springs Pickup Zone Engagement Report Summer 2023

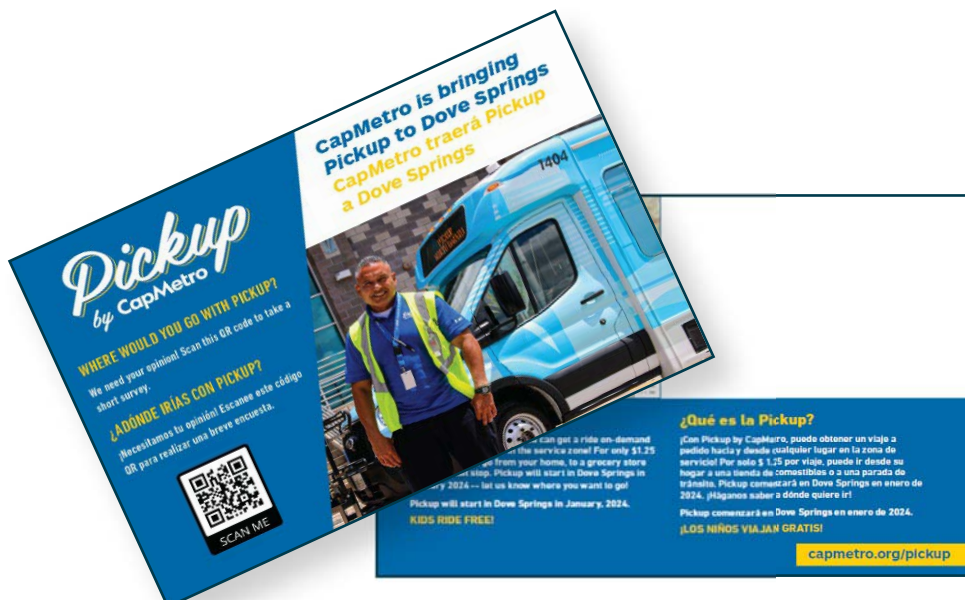
## Dove Springs Pickup Zone Engagement Creative Assets



Signage



Engagement Flyer

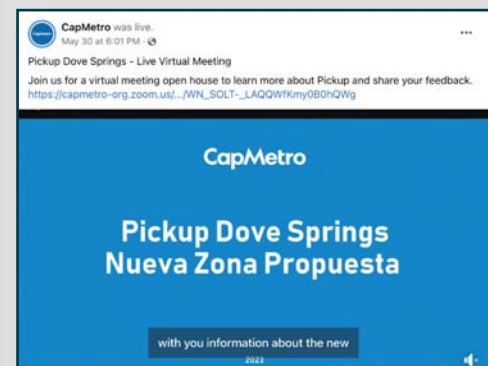


Postcard



# Dove Springs Pickup Zone Engagement Report Summer 2023

## Dove Springs Pickup Zone Engagement Creative Assets





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Engagement

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## Survey Verbatim Responses

### "Where Would You Go with Pickup?"

Send my kids to school

one month ago

KIPP AUSTIN BRAVE HIGH SCHOOL

one month ago

HEB, Urban Air

one month ago

Heb and doctor

one month ago

Map inset a little difficult to see clearly. But I work downtown near the Capitol.

one month ago

La usaría si incluyeran la clínica de Montopolis y Oltorf y también el centro comercial de Slaughter ( South Park Meadows).

one month ago

HEB

one month ago

Yes

one month ago

heb, dove rec, dove library.

one month ago

HEB, Post Office, La Mexicana Supermercado

one month ago

Al HEB, a la clinica de integral care and a la clinica de CommunityCare

one month ago

HEB, CVS (not in the zone but near McKinney Falls State Park. CVS near McKinney Falls (I don't think there is another CVS, maybe even pharmacy, in the zone), I do think giving people access to nature like McKinney Fall Creek within Dove Springs has water quality that wouldn't be healthy to interact with. But Onion Creek at McKinney allows fishing, swimming, wading, & more hiking interactions. I also want to note that it would be beneficial if this zone included the closest upcoming Project Connect Rail stop.

one month ago

Widen Elementary, Library, Stassney and Pleasant Valley, HEB, Fiesta on IH35),

one month ago

2112 E. William Cannon #2113, Austin, TX 78744

yesterday

Stassney & Palo Blanco

yesterday

HEB - Clinica

4 days ago

HEB

4 days ago

HEB, Escuelas Primarias

4 days ago

HEB William Cannon, Libreria, Clases Escuela

4 days ago

Clinica, supermercado, iglesia

4 days ago

HEB, Riverside Clinica de Community Health, Montopolis y Oltorf

4 days ago

Grocery stores, dentists, work, home, school, breweries, restaurants

6 days ago

HEB, Post office, Recreation center

7 days ago

HEB

7 days ago

Nelms drive

10 days ago

78741

15 days ago

Grocery store, shopping, post office

15 days ago

Not sure I would use it

18 days ago

Widen Elementary, La Moreliana, HEB, CommUnityCare (next to HEB)

18 days ago

Grocery store, Walmart

18 days ago

HEB, Walmart, Dove Springs Rec Center, Chinese Buffet on William Cannon, Urban Air, CommUnityCare (Montopolis), FedEx, store on Ben White

18 days ago

La Moreliana

18 days ago

Kipp, HEB, Walmart, UPS

18 days ago

HEB, William Cannon Walmart, CTFB food bank, Bahama Bucks, Dove Springs Pool, KIPP

18 days ago

HEB, Southpark Meadows

18 days ago

HEB

18 days ago

HEB, going south

18 days ago

HEB

18 days ago

International School

18 days ago

HEB

18 days ago

HEB, CommUnity Care (William Cannon)

18 days ago

HEB, Medicare (Pleasant Valley)

18 days ago

HEB, school, routes, Rec center, River Rock Dental, Vets, Home Depot, restaurants, Southpark Meadows

18 days ago

IDEA Bluff Springs

18 days ago

HEB, Widen Elementary, Mexican Consulate

18 days ago

Pues no los uso ahonta. Pero les gusta ir al centru recrecional

18 days ago

HEB, Rodriguez Elementary, Gas station on Terry Rd, CommUnityCare

18 days ago

Goodwill Shopping Center

18 days ago

Storage, Apt, Walmart, HEB

18 days ago

Kipp Austin

18 days ago

Calle Guadalupe y Lavaca

18 days ago

HEB/pharmacy

18 days ago

HEB, Clinica "Carousel" on 35

18 days ago

Cita de doctor

18 days ago

HEB, Carousel Clinic

18 days ago

Little explorers day care, whataburger 290 and fort view

18 days ago

Dove Springs Rec

18 days ago

Heb

18 days ago

Anywhere where pickup is available.

19 days ago

HEB

21 days ago

HEB, William Cannon before I-35. Both myself and my elderly roommate (he's 72 years old).

21 days ago

Voting polls, Southpark Meadows Shopping, Huston-Tillotson University

23 days ago

Grocery store, Doctor appointment, library,etc.

23 days ago

All west school

24 days ago

HEB

25 days ago

Mendez Middle school

26 days ago

To my work at Txdot stassney, to the H-E-B, if my bike can go on it I would bring  
My bike to the edge of the boundary area to avoid some of the more scary areas.

28 days ago

Southpark Meadows

Ben white

28 days ago

Fiesta, HEB

28 days ago

McCall Ln

28 days ago

Blue meadow Dr

28 days ago

H-E-B

28 days ago

Post office

29 days ago

South Park meadows shopping center. Victory clinic . Capitol medical services

29 days ago

Community services for the poor

29 days ago

Iría al HEB

29 days ago

La mexicana supermecado, HEB,mi casa famili detista

one month ago

Viewpoint & Nuckols Crossing

one month ago

I would go to HEB I don't have a car and it's hard for me to get the bus it's always so full and no where to sit with my bags of groceries

one month ago

HEB Rancho grande tienda post oficce

one month ago

Rancho grande supermercado

one month ago

Store, and Travis Co. Adult Probation

one month ago

Heb , tx dot ,

one month ago

This is a small area , I live on McKinney falls and this doesn't go there. Great idea but this is such a small area to service

one month ago

Dove spring

one month ago

What additional feedback would you like to share with the project team?



¿Qué comentarios adicionales le gustaría compartir con el equipo del proyecto?

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I'm supportive of this program

yesterday

I live on Brassiwood/Pleasant Valley Rd.

18 days ago

You're doing great for the people they deal with

18 days ago

More security, not letting drunk people on, a man touched me and bus operator. 7/11 needs more security at bus stop, more lighting.

18 days ago

For buses to wait for you

18 days ago

Espero que empieze Pickup

18 days ago

Espero que empiece el servicio

18 days ago

Todo es bueno

Tiene aire acondicionado?

18 days ago

I look forward to using this wonderful public service. I will soon be relocating to oak Hill.

18 days ago

This is a good idea. This could help me connect to other bus routes that would help get to work faster. I also have another suggestion to capital transit: we need to get a bus on I-35. Why don't we have one there?

21 days ago

Thank you so much for this service in Dove Springs! My elderly roommate would love this service to go grocery shopping at HEB. I would as well, probably at a separate time of day. We don't have a vehicle.

21 days ago

Focus groups are needed for better insight.

23 days ago

Need bus security

23 days ago

Que abeses Los operators de Los boses no estan a tiempo y de mal carater

24 days ago

Is there a pickup at south Menchaca and 1626 area To connect to Bus lines. I work there and sometimes I have difficulty getting ride to Bus line stops

28 days ago

How much in advance would a person have to call for rides?

28 days ago