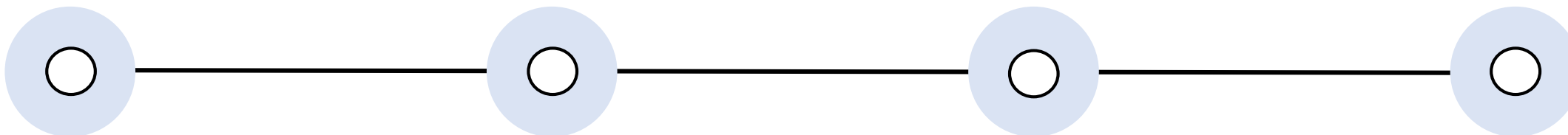


CapMetro

Proposed January 2024 Service Change

October 11, 2023

Background



Pre-Pandemic

CapMetro is operating service in accordance with the Board-approved and long-range service plan (CapRemap) and seeing historic ridership increases.

March 2020

Pandemic declared.

CapMetro temporarily suspends Express Routes 981 & 987 and implements modified schedule for all services.

These changes remain in place through August 2020, when some service schedules are restored.

September 2021

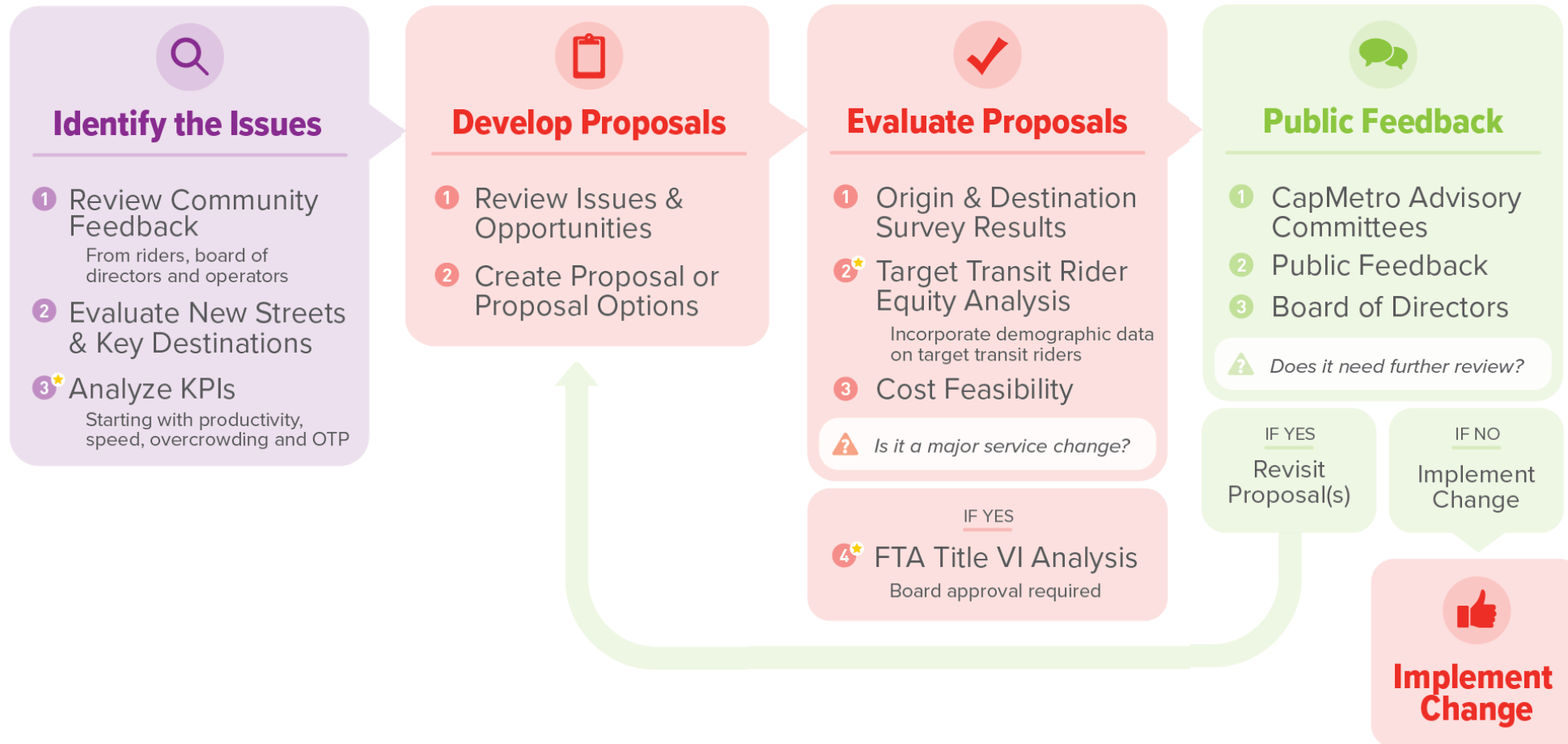
Significant impacts to available resources (operators and mechanics) require service change and reductions to provide reliable, predictable service.

CapMetro temporarily suspends E-Bus Routes 410, 411 and 412 and reduces daily service frequencies on Local Routes 18, 217 and 335.

Today

CapMetro leveraging resources from ongoing suspended services to provide support for areas of need, such as high-ridership routes (300) and UT Shuttle.

How is a service change proposal developed?



Step 1: Identifying Challenges & Opportunities



- Availability of Resources

- Covid suspended resources have been reallocated to in-need routes with high ridership.
- 53% of Go-Line calls within the last six months are about service reliability, demonstrating the need to continue to allocate resources in a way that prioritizes predictability and reliability for customers.

- Travel Patterns

- Post-pandemic travel patterns are still unstable and more challenging to predict, impacting ridership.
- Industry-wide, commuter service has not recovered as fast as local service.

Step 1: Identifying Challenges & Opportunities



- Transparency for Customers
 - CapMetro has continued indefinite suspension of some services as ongoing pandemic response.
 - Customers have requested transparency in whether these services will ever be restored.

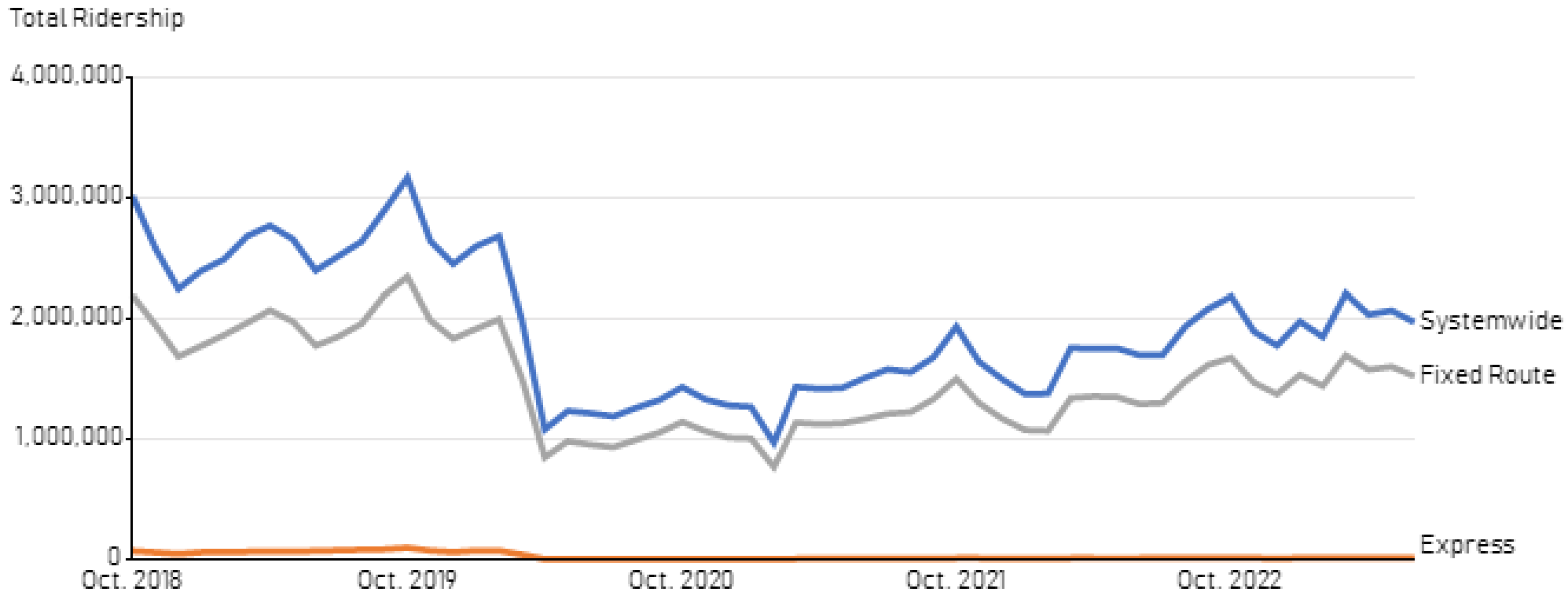


Ridership is Recovering



79%

CapMetro is an industry leader with 79% of pre-pandemic ridership restored, and growing.



Step 2: Proposed Service Changes – Jan. 2024



Summary: Make permanent the status of services as they are operating today and add new service where viable.

- Maintain 30-Minute Service on Routes 18, 217, & 335
 - *Operating with 30-minute service since September 2021*
- Permanently suspend routes 981 and 987 and E-Bus Routes
 - *Commuter Routes 981 and 987 suspended since March 2020*
 - *E-Bus suspended since September 2021*
- Adding a new Dove Springs Pickup Zone
 - *New zone included in Project Connect program of projects*
- Maintain use of suspended resources to increase reliability for customers across the system

Dove Springs Pickup

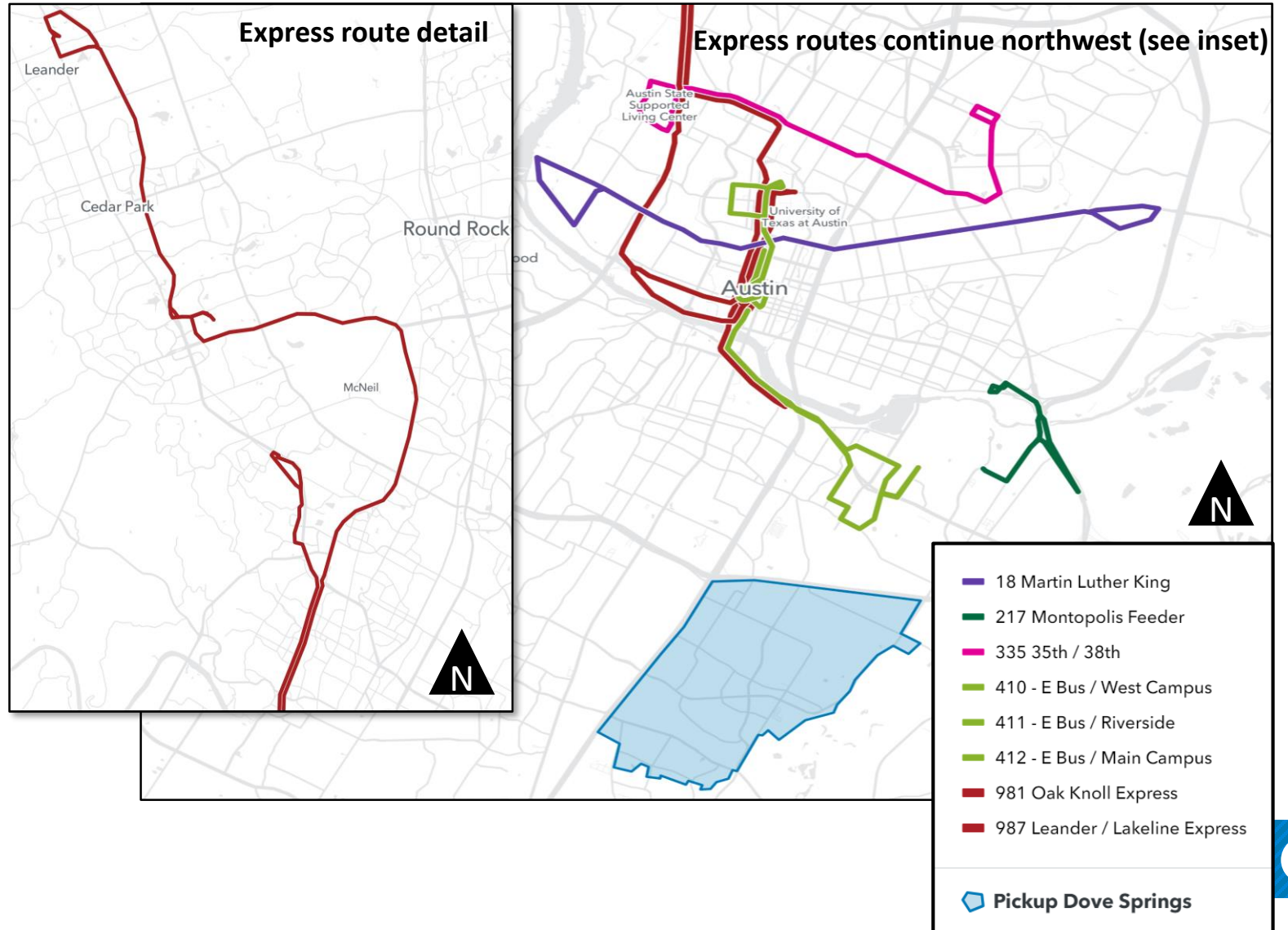
- January 2024 Planned Launch
- Hours of Operation:
 - Weekdays: 7 a.m. – 7 p.m.
 - Saturdays: 10 a.m. – 6 p.m.
- 5.4 square mile zone
- Connectivity
 - Route 7, Route 311 and Route 333
 - Future Pleasant Valley MetroRapid



Step 2: Develop and Evaluate Proposals



- Major Service Change
- Title VI Service Equity Analysis Completed
 - Express (January 2022)
 - 18, 217, & 335 (November 2022)
 - E-Bus (August 2023)



Step 3: Outreach & Public Feedback



Changes Implemented January 14, 2024

Online Survey Summary



- 45 respondents provided 85 comments

Service	Number of Comments
Route 18	14
Route 335	9
Pickup	5
Route 217	2
Route 987	2
E-Bus	1
Route 981	0

Comments

Don't reduce Route 18

Make Route 217 a real route

Routes 18 & 335 should go back to every 15 minutes

Route 18 routing should be changed

UT Students need Route 18

Route 18 connects MLK Station to downtown & campus

Crosstown service is important

Add service on Route 985

I use Route 335 to make connections

CapMetro

Thank you!