

To: CapMetro Board of Directors  
From: Kerri Butcher, Chief of Staff  
Date: October 17, 2022  
Subject: September and October Committee and Board meetings Follow Up

During the most recent CapMetro Board of Directors Committee and Board Meetings, several Board Members requested more information on a variety of topics. The information is provided here for your review. If you are interested in additional detail or a briefing, please contact Ed Easton (Ed.Easton@CapMetro.org). Topics covered in this memo include:

- January 2023 Service Changes
  - Route frequency
- Manor and Lago Vista elections
- Pickup fare validation system
- Performance Metrics on Workforce Solutions Contract

### **Service Change – Route Frequency**

During the September Board meeting, CapMetro customers asked why restoring full services for Routes 335, 18, and other weekend services were not included in the January 2023 Service Changes. These routes are part of the high frequency services and were reduced from every 15 minutes to every 30 minutes in September 2021, due to workforce availability and low ridership.

System ridership is currently at 70-75% of pre-COVID levels. CapMetro staff continues to monitor our services and will propose adjustments for the Summer and Fall 2023 service change that balance service reliability and demand against resource constraints. Additionally, we are proposing a workshop with the CapMetro Board to discuss, in depth, our service standards and service planning ahead of what will likely be significant service changes and updates necessary to implement the Project Connect MetroRapid projects (Pleasant Valley and Expo). This workshop will take place in early 2023 and will also include information about cost per passenger and per mile and other benchmarks, as was requested by Board Member Cooper during the October FAA Committee meeting.

### **Manor and Lago Vista Elections**

During the September Board Meeting, Board Members requested the communications materials being shared related to the Manor and Lago Vista elections. Those materials are as follows and were made available at the beginning of October 2022.

- CapMetro Educational Web Pages and Fact Sheets
  - <https://www.capmetro.org/manor>
  - <https://www.capmetro.org/lagovista>
- Rideshare and Pickup Scripts for Employees/Customer Care
- Media FAQs & Approved Statements

- Social Media Graphics & Posts
- Email Communications to Customers
- At-Stop Signage with Education Materials
- Message Center Educational Signage
- MetroAlerts

## **Pickup Fare Validation System**

During the September Board meeting, a customer spoke about the difficulties of paying for both Pickup and regular fare on the same trip.

Currently, customers who pay cash to use Pickup do so through manual fareboxes. These fareboxes are not digital and don't have the ability to produce a physical or digital pass. This is a challenge for customers who take their first trip of the day on Pickup but plan to ride on our other modes because this doesn't allow for validated payment of the \$1.25 fare.

CapMetro staff is working diligently to have fare validation equipment installed early next year to better incorporate Pickup with other CapMetro systemwide services. This will allow all customers to have a seamless experience while traveling throughout the entire system and will allow our Board-approved fare programs (Amp, Equifare and Fare Capping) to be integrated with Pickup services. As you may recall, our intention with the fare programs was always for all services to be part of these programs, and we are rolling the fare programs out in phases due to the technology limitations.

A stopgap solution has been created to address this challenge until fare validation equipment is installed and the AMP card fare system is in place. This will allow our riders paying with cash fare who are connecting to or from the fixed route system to ride free on Pickup. These customers will only pay that fare once they get on the bus.

This solution will meet the needs of our multi-modal riders based on the public feedback provided related to this matter. Starting in October, our Pickup app and software will automatically code Pickup trips going to or from a fixed route bus or a MetroRail Station as free fare. Customers will pay the proper fare when boarding our buses or trains equipped with the correct fare validating system onboard.

## **Performance Metrics-Workforce Solutions**

During the October Finance, Audit and Administration Committee, Board Member Ross requested performance metrics in the Interlocal Cooperation Agreement ("ILA") between Capital Metro and Workforce Solutions Capital Area ("Workforce Solutions") to ensure Capital Metro's needs are fulfilled. Workforce Solutions is part of the Texas Workforce Solutions Network – comprised of the Texas Workforce Commission and 28 local workforce boards.

Capital Metro requires an adequate and skilled workforce to deliver high-quality service, currently a challenge due to ongoing worker shortages. Capital Metro must fill about 1,200 new frontline positions to operate and maintain Project Connect system components and service expansions. These include roles such as bus operators, dispatchers, fleet management, power source maintenance and others that are categorized in functional areas such as operations and customer-facing activities, fleet management, infrastructure management, and more. Additionally, Capital Metro will need to build a talent pipeline to fill 700 to 1,000 frontline positions every year.

Workforce Solutions will create the Workforce Mobility Partnership (“Mobility Partnership”) to address local worker shortages in transportation and construction roles, support Capital Metro’s workforce development (particularly in operations and fleet management roles) and produce a comprehensive mapping of in-demand positions and the skills required to do the work. Additionally, Workforce Solutions will identify and launch programs in 2023 to connect opportunities to Capital Metro’s acute hiring and training needs. Workforce Solutions will also create a scorecard for outcomes to purposefully measure Workforce Solutions’ progress during the term of the ILA.