



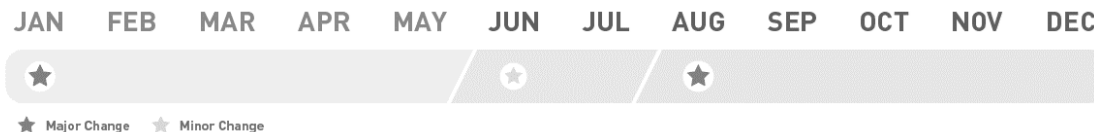
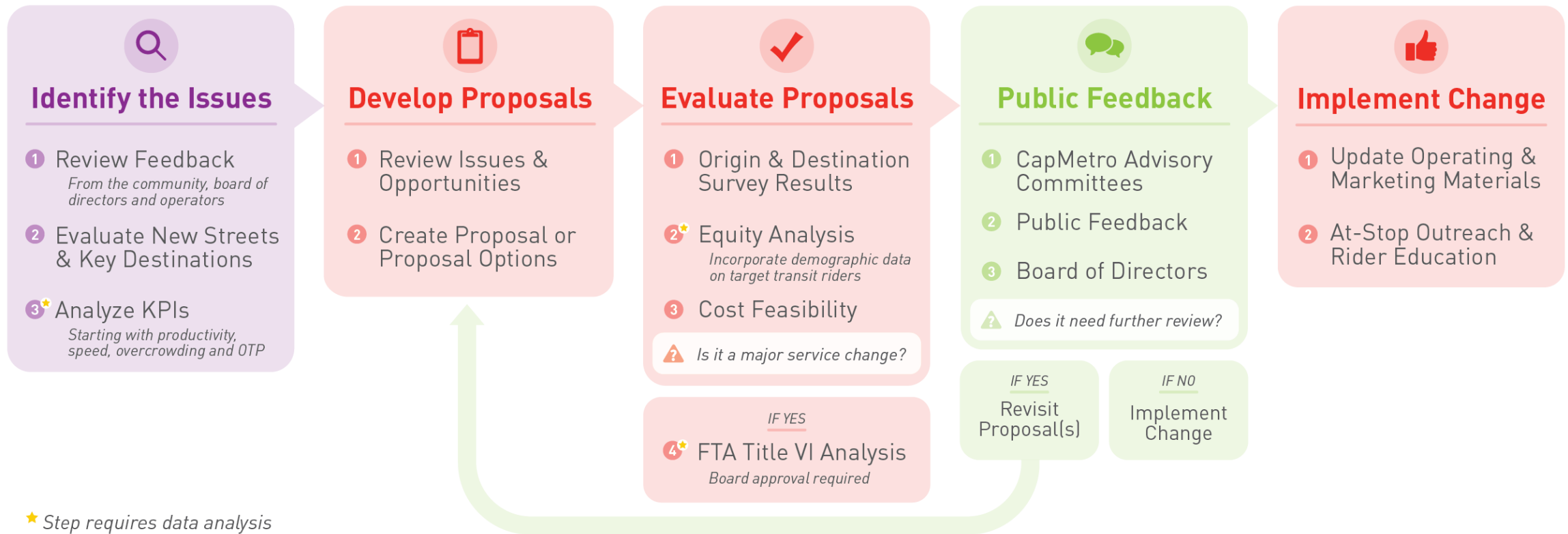
June 2023 Service Change

March 2023 Board Meeting

Service Change Overview

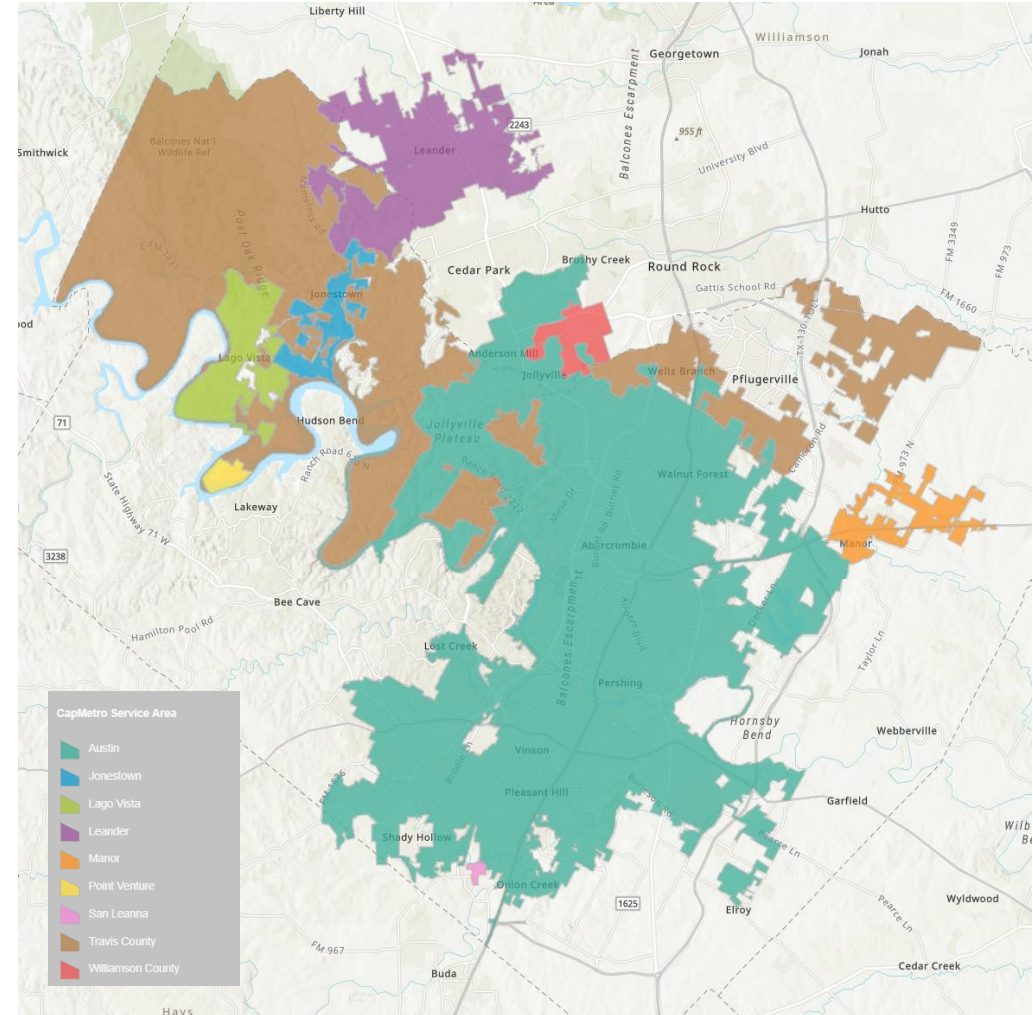
- Purpose: To evaluate current conditions and make service adjustments
- During a service change process, we:
 - Identify ways to improve service
 - Develop a service change proposal
 - Engage with the public throughout the process
- Service changes currently occur every winter, spring, and fall to correspond with changing customer needs and patterns

Service Evaluation Process



Regional Coordination

- CapMetro has received requests from Manor and Leander regarding more Pickup Service
- To balance and manage resources, CapMetro is considering changes to Manor and Leander Pickup Service in coordination with review of all Pickup Zones as part of the January 2024 Service Change
 - CapMetro Board to receive update on this work during 3/8/23 OPS Committee Discussion Item
- Updated Service Standards and Guidelines will include context-sensitive service change engagement with small member cities and regional partners



January 2023 Service Changes - Reminder

Minor Adjustments of Service

- Adjusted Running Times – Minor adjustments to schedules due to ridership / travel conditions
- Streamlined downtown-ending routes – Combined 6 routes into 3 to increase efficiency and service

Maintained Service Levels

- MetroRail – Regular service
- MetroExpress & Flyers – Continued reduced service levels
- E-Bus – Continued suspension of service



Proposed June 2023 Service Changes - Overview

- **Service Adjustments**
 - **Adjust Running Times** – Minor adjustments to schedules to improve on-time performance
 - **Summer Service Adjustment** – Normal transition on UT routes, and on select route to summer service levels
 - **Continued Service Suspension** – MetroExpress (routes 981 and 987) and E-bus service remain suspended
 - **MetroRail** – Minor schedule adjustments may occur on weekdays and/or Saturdays to ensure more efficient and reliable service
 - In addition, planned maintenance work may be scheduled with final dates TBD
- **No Title VI Analysis required**
- **CapMetro is actively recruiting, hiring and training new operators and vehicle maintenance team members to deliver safe and reliable service**

Shifting to a new planning framework

Building a foundation of data

- 2023 On-Board Survey – first full stated preference customer survey to support this process with new travel patterns
- Service Standards and Guidelines – updating for consistency in design, operations and customer expectations.
- Coordination with CAMPO on Regional Travel Model update to better predict unmet transit demand
- Ridership continuing to be monitored (Fall 2022 and into 2023 showed increases in demand)

Shifting to a new planning framework

What grounds our future planning:

- Current service is an important and vital component of the community that requires a re-evaluation as conditions have changed while maintaining connectivity
- Future service changes will make pandemic-related adjustments permanent and look to the future with Project Connect and expectations for the transit system our community expects today
- We must center equity in service planning to informing how current and future systems interact in the transit network

Looking Forward

- Fall 2023 Service Change
 - We will continue to monitor ridership and plan for strategic service delivery as staffing levels improve
- Winter 2024
 - Minor changes to address changing conditions
 - Review of Pickup Performance and discussion of zone changes and additions
- Next Major Service Change – 2025
 - Start of MetroRapid Expo and Pleasant Valley service and other adjustments to network



Continue to monitor ridership and staffing levels and supplement where we are able

CapMetro

Thank you!