



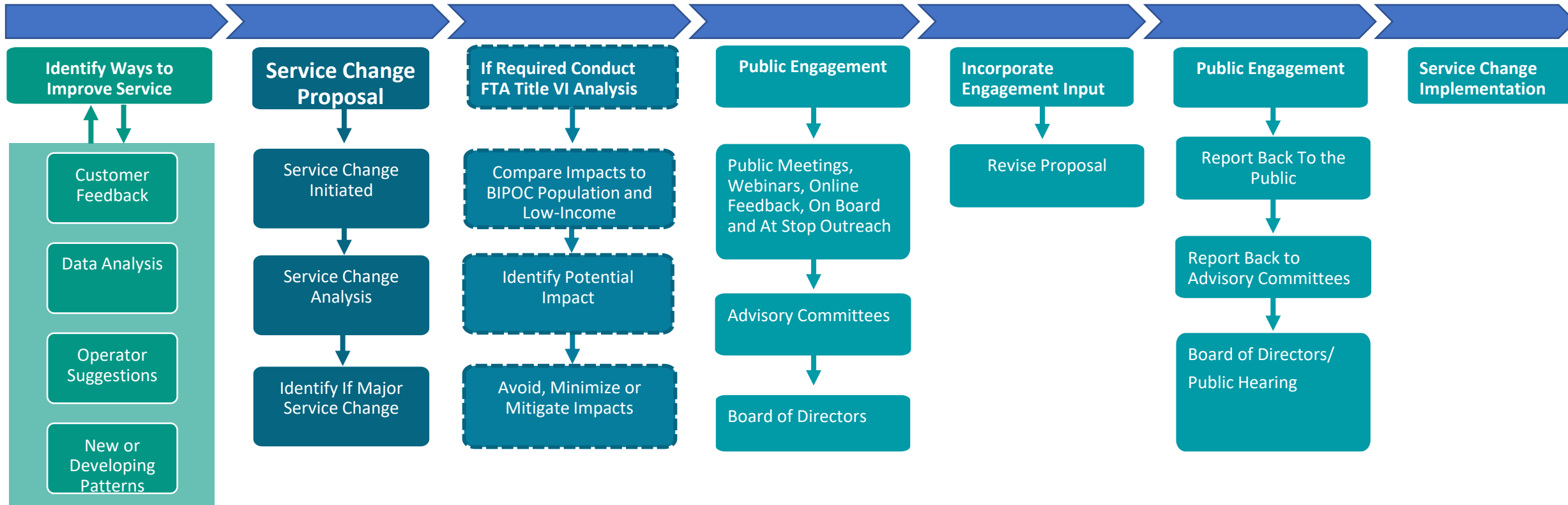
June 2022 Service Change

April 25, 2022 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 Change Process & Regulatory Framework



Conceptual Framework













Note: We monitor Ridership and Customer Care Reports daily

Service Changes and COVID

- COVID impacted our services with effects on staffing, new health safety protocols, and the large shift in working from home.
- In response to the evolving COVID pandemic, we had to make changes to our service more than 3 times a year.
- Our service had to undergo several changes including adjusting service to meet the needs of our essential workers and ensuring we serve essential destinations (i.e., grocery stores and medical facilities).
- With improving covid conditions we will be returning to the standard process with scheduled Winter, Spring, and Fall service changes.

COVID-19 Risk-Based Guidelines Chart

Hospitals, nursing homes and congregate facilities including jails and shelters follow APH guidelines—or—the facilities' regulatory policy.

COVID-19 Community Levels	Gatherings		Dining		Shopping	
	Up to date	At risk	Up to date	At risk	Up to date	At risk
Low						
Medium <small>Mask when social distancing is not possible.</small>						
High						



Places that require vaccines and masks may pose a lower risk.



Mask optional, continue washing hands and other hygiene precautions. People may choose to mask at any time. Anyone with symptoms, a positive test, or exposure to someone with COVID-19 should wear a mask according to CDC guidance.



Take prevention measures: wear a mask, wash your hands and social distance following CDC guidelines.

CDC's COVID-19 Community Level recommendations do not change current travel requirements, including the requirement to wear masks on public transportation and indoor in U.S. transportation hubs.

Up to date: A person has received all recommended COVID-19 vaccines and boosters.

At risk: Talk to your doctor to determine whether you are at risk.

Source: <https://covid.cdc.gov/covid-data-tracker/#datatracker-home>

January 2022 Service Changes

Minor Adjustments of Service

- Adjusted Running Times – Minor adjustments to schedules due to ridership /travel conditions

Maintained Service Levels

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



Overview of Proposed Summer 2022 Service Changes

- **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 trips to summer service levels
- **Continued Service Suspension** – MetroExpress (routes 981 and 987) and E-bus service remain suspended
- **MetroRail** – Minor schedule adjustments on Weekdays and/or Saturdays to ensure more efficient and reliable service.
 - In addition, planned maintenance work is scheduled between July 2nd through 10th.

- **No Title VI Analysis required**

- **Operator shortages** are experienced by transit agencies nationwide since onset of COVID and all service adjustments are subject to this ongoing impact.
- **Capital Metro** is actively recruiting, hiring and training new operators and vehicle maintenance team members to deliver more service.

Looking Forward

- Fall 2022 Service Change
 - Introduction of proposed new PickUp service in Northeast Austin (replacing Route 233)
 - We will plan for more service as staffing constraints improve
 - Some commuter service will remain reduced due to low ridership
- Winter 2023
 - Minor changes to address changing conditions
- Next Major Change – mid 2023
 - MetroRapid Expo and PV and other adjustments to network



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

CapMetro

Thank you!