



Pickup Performance Review

March 2023

■ Today's Purpose

- Provide background on Pickup Service and evaluation process
- Identify high-performing zones that need more resources
- Identify low-performing zones and put them on notice

Pickup Overview

CapMetro currently offers 10 Pickup Zones

Features

- On-demand
- Localized neighborhood transit within zones
- Real-time trip requests via Pickup App
- Fully accessible shared rides
- \$1.25/trip (kids under 18 ride free!)

Benefits

- Right-sized transit option
- Increases access, mobility and transportation independence within the context of neighborhoods
- Extends the reach of CapMetro Services and fills gaps in transit network



Pickup Overview

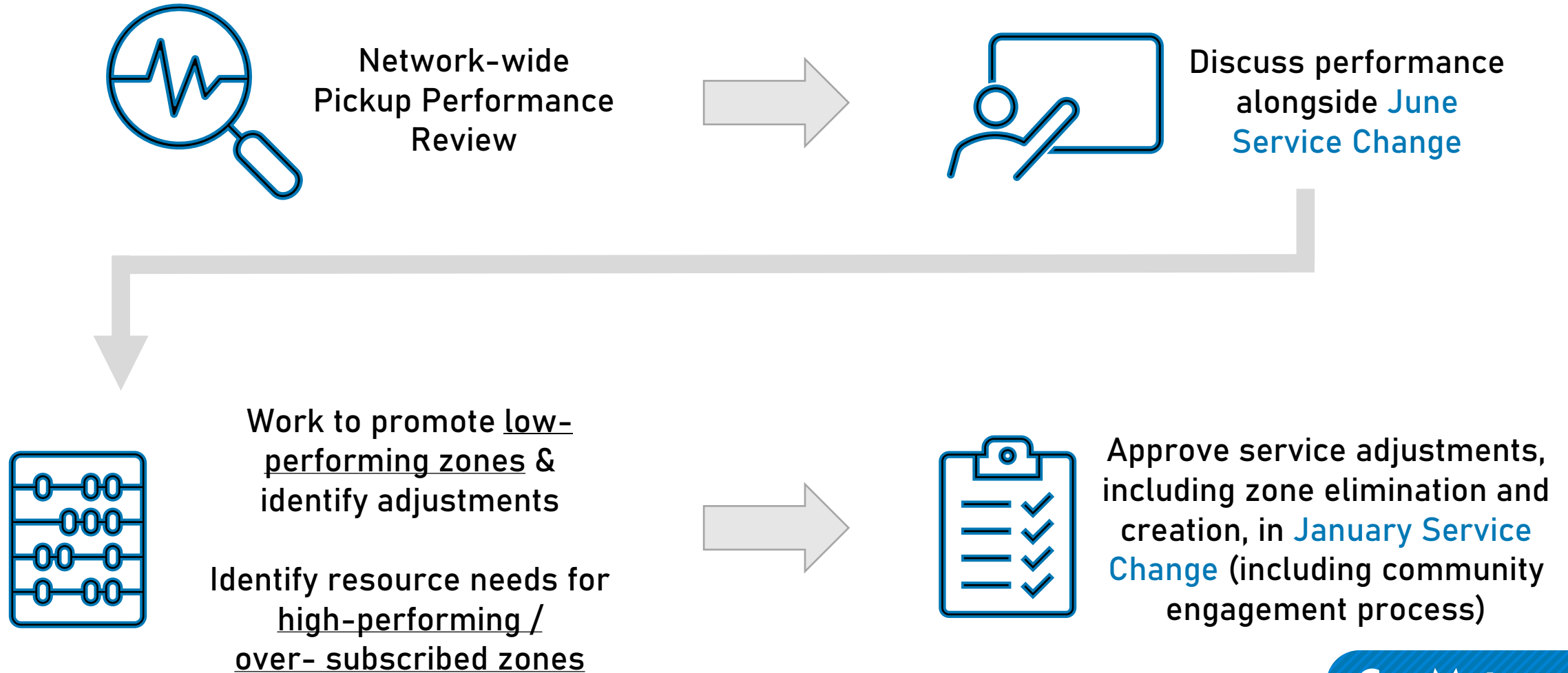
- **2017-2018:** CapMetro pilots on-demand transit in Austin
- **2019:** CapMetro launches first Pickup Service Zones
- **2020:** Austin voters approve additional zones as part of Project Connect program
- **2021**
 - CapMetro Board adopts Pickup Service Standards
 - CapMetro launches three new zones and expands some existing zones
 - Pickup begins regularly breaking ridership records
- **2022:** CapMetro provides a Board briefing and memo outlining process to review existing zones in order to balance resources and expand service offerings
- **2023:** CapMetro begins systematic process of reviewing and modifying zones

PickUp Service Opportunities & Planning

- CapMetro plans to expand service and add new zones
- Service expansion contingent on:
 - Continued improvements in hiring and retention of PickUp and MetroAccess operators, and mechanics
 - Aug. 2022 Board action authorized purchase of 26 vehicles, arriving late 2023
 - Continued hiring and training of staff
 - Already seeing positive results from contractual adjustments to allow for competitive wages to market
 - Evaluation of existing Pickup Zones compared to Board-approved performance standards
 - Collaboration and coordination with changes to bus service



Pickup Evaluation & CapMetro Service Changes



Performance Considerations

- High ridership is great!
 - High ridership demands more resources
 - High ridership without resources means lower on-time performance and longer response times (waiting times) for customers
 - Question: If ridership isn't high, is it because of on-time performance or wait times, or because of characteristics of the zone?
- Long response times aren't always a CapMetro resource issue
 - Certain geographic features (highways/rail crossings) and traffic patterns prohibit faster service and additional resources allocated to service with longer response times may be an inefficient use of limited dollars
- Key question: if Pickup isn't performing, and it's not suitable for fixed-route either, what's next?

Performance Review Recommendations *

High Performers

Zones to Monitor

Low Performers

Allocate additional resources.

Identify opportunities for minor service adjustments or make no changes.

Partner with community leaders to hype the zones; identify opportunities for service adjustments.

If a zone's performance does not improve, consider reallocating resources to other needs.

** CapMetro is not proposing service changes or modifications to the existing Pickup Zones. We are initiating a review period and will propose any appropriate changes for community and Board consideration as part of the January 2023 Service Change, considered by the Board in fall 2023.*



High Performers

Allocate additional resources: Walnut Creek, Manor, Leander, Dessau

Walnut Creek

- Background - Developed as part of CapRemap to substitute for fixed route bus service removed from portions within the area
- Performance:
 - Ridership is high
 - Demand is well-balanced with supply, resulting in shorter wait times and higher on-time performance

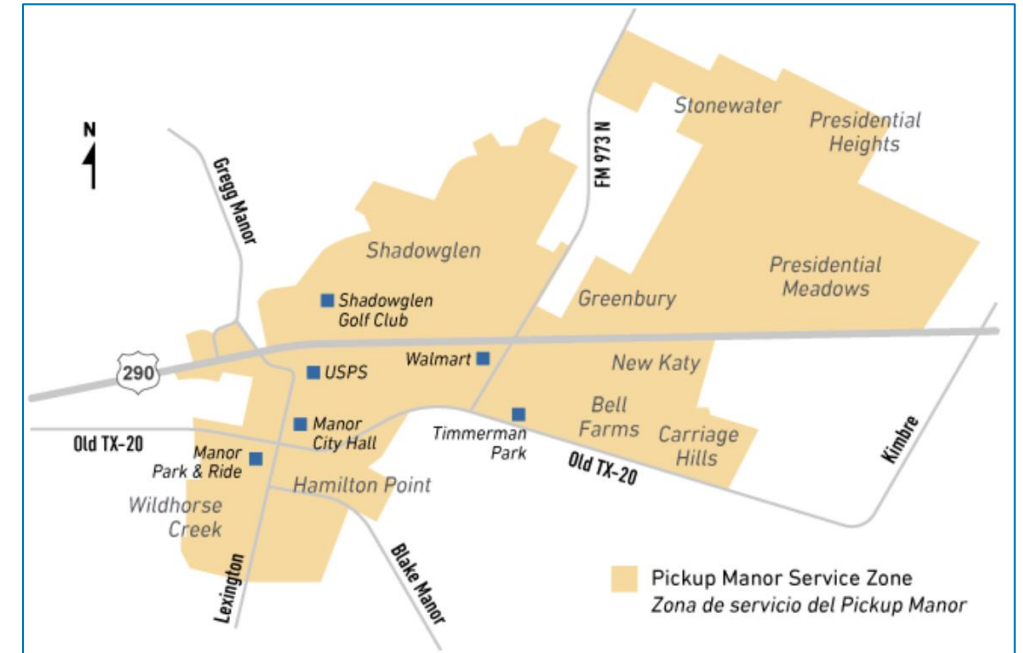


January 2023

Ridership 5,044	Customers/Hour 3.30
Avg. Response Time 8	On-Time Performance 91.2%

Manor

- Background - Originally conceived as flex bus service and transitioned to Pickup in 2019. Funding partnership with Travis County to cover areas adjacent to Manor proper.
- Performance:
 - Ridership is high (the highest-ridership zone)
 - Demand > supply = low on-time performance and longer response times
 - Highway 290 is also impacting on-time performance and response times (resource allocation may only help the problem some)

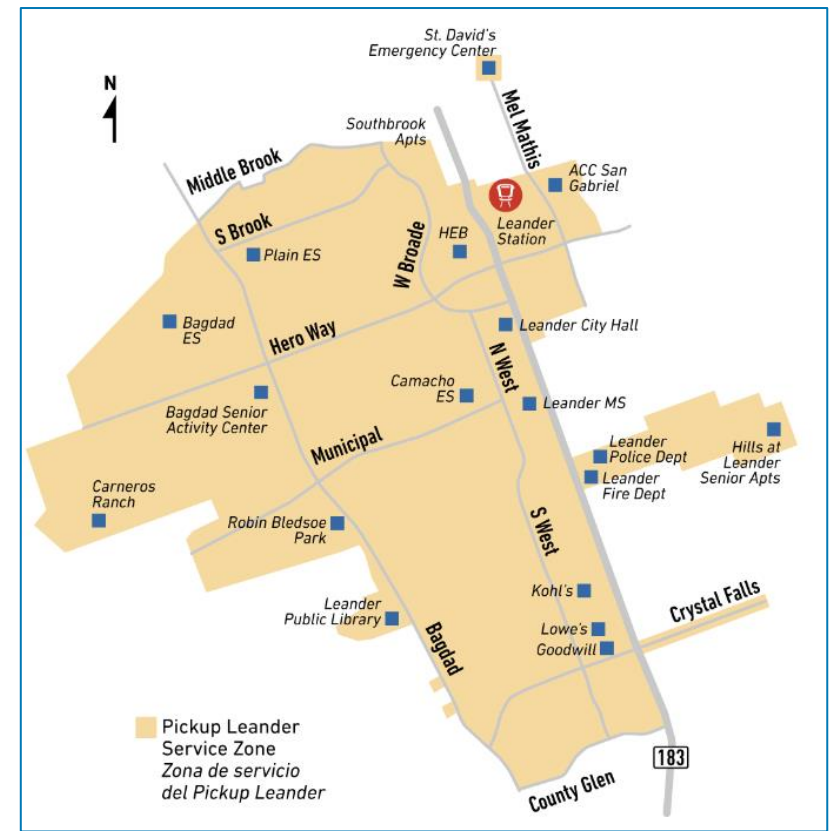


January 2023

Ridership 5,799	Customers/Hour 6.10
Avg. Response Time 18 minutes	On-Time Performance 49.7%

Leander

- Background – Designed in partnership with the City of Leander to expand transit service; expanded to include more area from initial.
- Performance:
 - Ridership is high
 - On-time performance and response times impacted by limited grid network
 - City of Leander interested in further expanding service area and adding additional resources



January 2023

Ridership 4,275	Customers/Hour 4.10
Avg. Response Time 11	On-Time Performance 79.1%

Dessau

- Background – Originally conceived as part of CapRemap to substitute for underperforming fixed route bus (Route 392-Braker).
- Performance:
 - Ridership is high
 - On-time performance needs improvement
 - Impacted by street network and size of the zone (one of the largest zones)
 - Route 392 – Braker remained in service



January 2023

Ridership 3,138	Customers/Hour 2.70
Avg. Response Time 10	On-Time Performance 83.0%

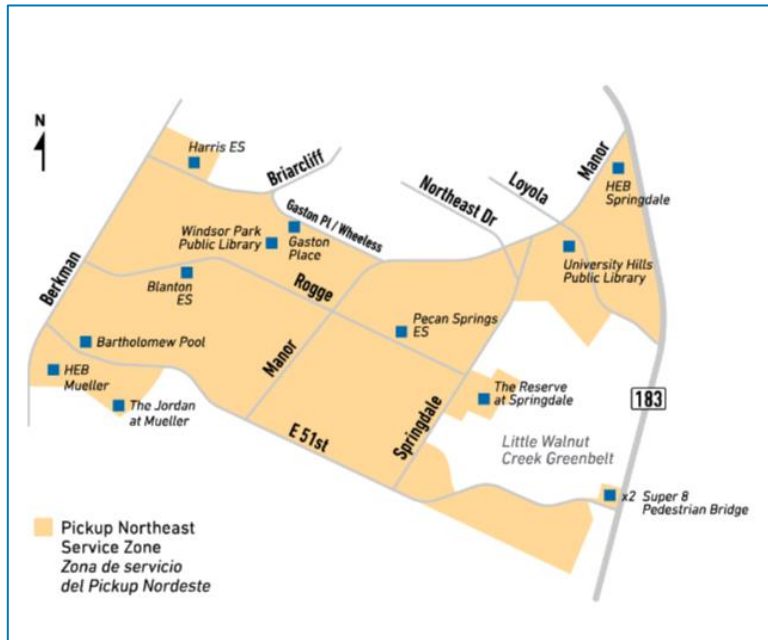


Monitor

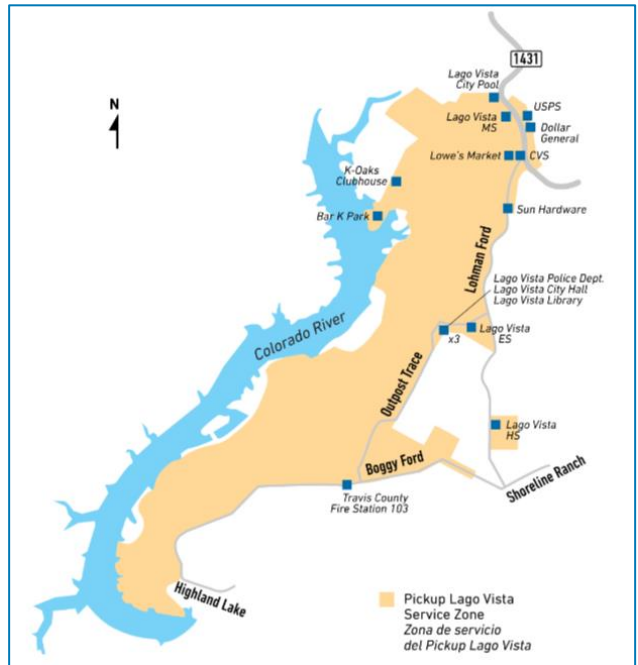
Identify opportunities or no changes: East ATX, Lago Vista, Northeast ATX

Identify opportunities for minor adjustments or no changes

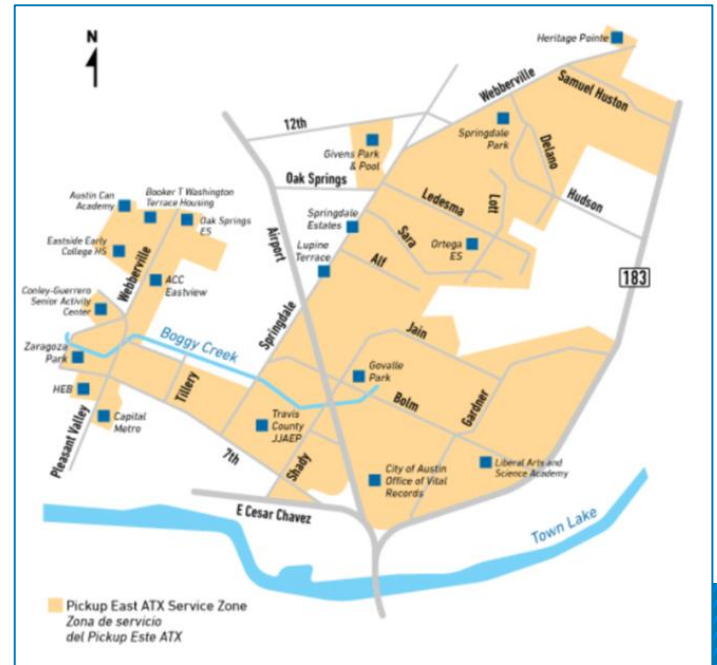
Ridership 2,513	Customers/Hour 3.90
Avg. Response Time 9	On-Time Performance 89.1%



Ridership 1,562	Customers/Hour 3.40
Avg. Response Time 18	On-Time Performance 53.6%



Ridership 1,888	Customers/Hour 3.10
Avg. Response Time 13	On-Time Performance 66.9%



Monitor

Identify opportunities for minor adjustments or no changes

Northeast ATX

Ridership 2,513	Customers/Hour 3.90
Avg. Response Time 9	On-Time Performance 89.1%

Background – Developed as part of CapRemap to substitute for fixed route bus service removed from the area

Performance:

- Ridership is good
- On-time performance is good

Recommendations

- No adjustments
- Continue to monitor ridership

Lago Vista

Ridership 1,562	Customers/Hour 3.40
Avg. Response Time 18	On-Time Performance 53.6%

Background – Designed in partnership with the City of Lago Vista to expand transit service

Performance:

- Ridership is okay
- On-time performance is poor due to topography and density
- Weekday service only

Recommendations

- Identify opportunities to increase on-time performance
- Talk with Lago Vista about opportunities to increase ridership

East ATX

Ridership 1,888	Customers/Hour 3.10
Avg. Response Time 13	On-Time Performance 66.9%

Background – Developed as part of CapRemap to substitute for fixed route bus service removed from the area

Performance:

- Ridership is okay
- On-time performance is poor

Recommendations

- No adjustments
- Continue to monitor ridership

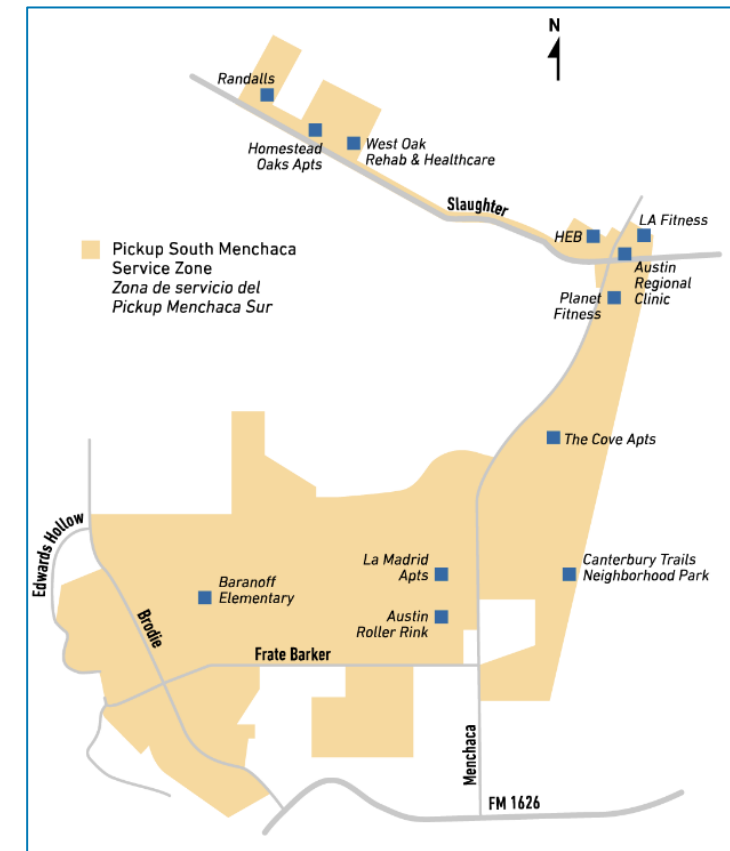


Low Performers

Actively monitor and promote; consider major adjustment or elimination:
South Menchaca, Oak Hill, Exposition

South Menchaca

- Background – Part of Project Connect program designed to provide service in areas not served by fixed route bus service
- Performance:
 - Launched in 2021
 - Very low ridership
 - Low density and challenging street network connectivity
- Recommendations
 - Identify opportunities to increase ridership
 - Consider for future elimination

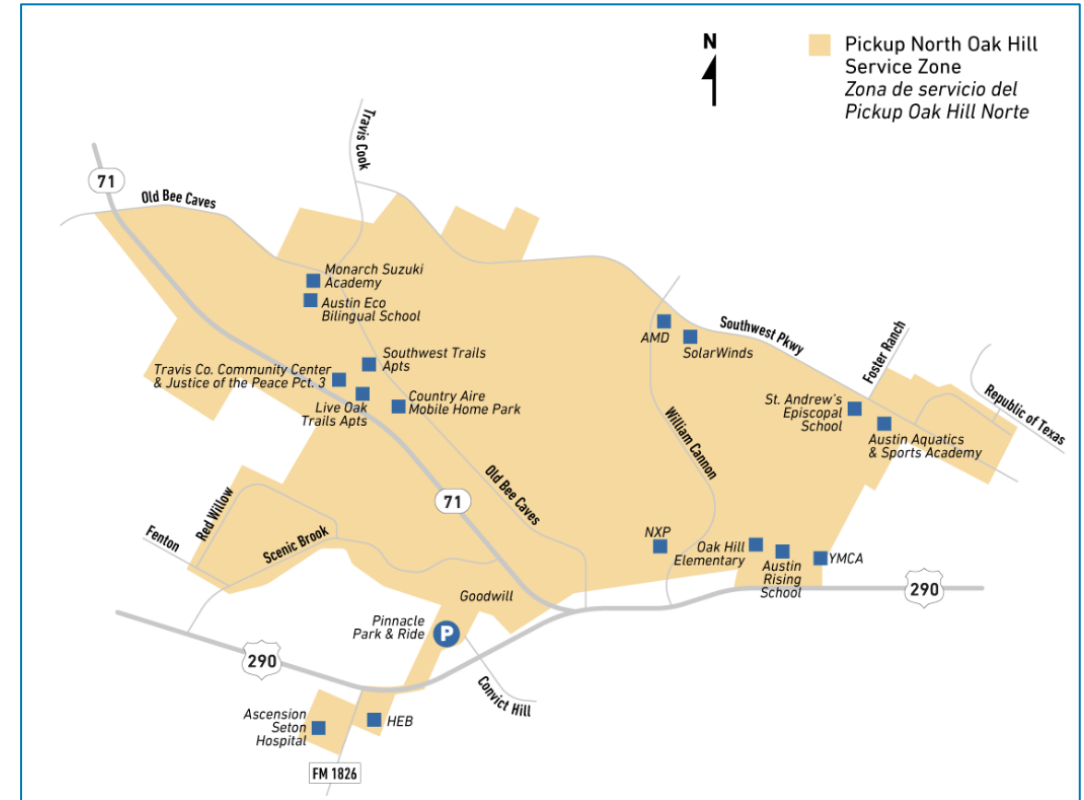


January 2023

Ridership 677	Customers/Hour 2.40
Avg. Response Time 10	On-Time Performance 82.9%

North Oak Hill

- Background – Part of Project Connect program designed to provide service in areas not served by fixed route bus service
- Performance:
 - Launched in 2021
 - Very low ridership
 - Higher response time, and poor on-time performance.
 - Low density
 - Limited street network and highway crossings
 - On-time performance may get worse with area highway construction
- Recommendations
 - Identify opportunities to increase ridership
 - Consider for future elimination

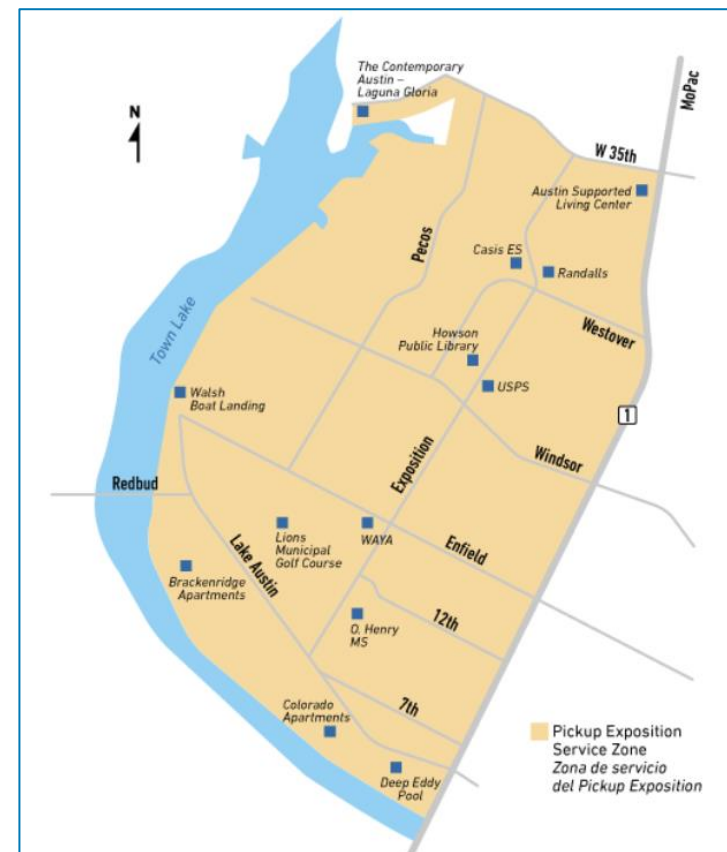


January 2023

Ridership 524	Customers/Hour 1.80
Avg. Response Time 13	On-Time Performance 69.0%

Exposition

- Background – Originally conceived as part of CapRemap to substitute for portions of underperforming fixed route bus (former Route 21/22 Exposition/Chicon).
- Performance:
 - Very low ridership (the lowest)
- Recommendations
 - Identify opportunities to increase ridership
 - EX: New Lake Austin Blvd. HEB
 - Consider for future elimination

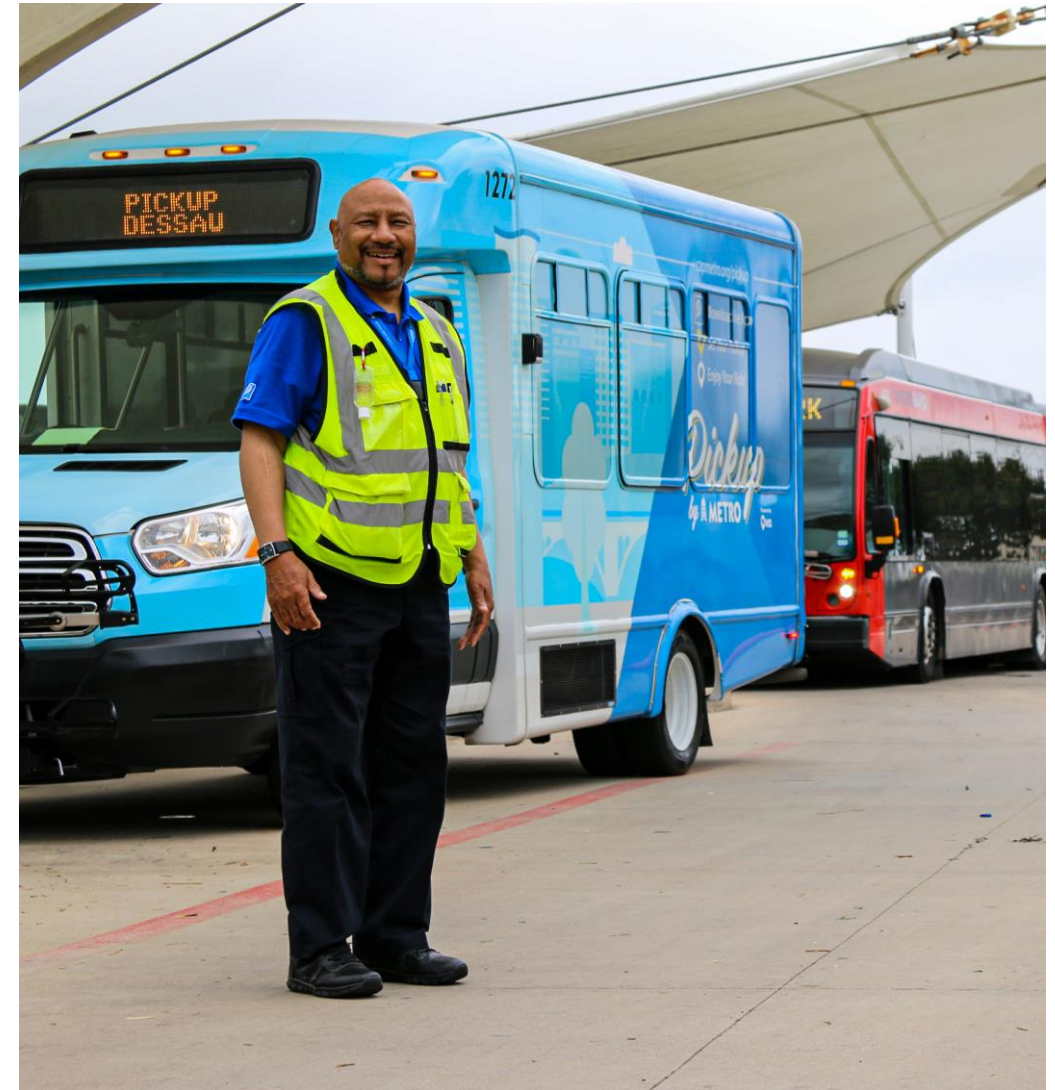


January 2023

Ridership 436	Customers/Hour 1.60
Avg. Response Time 9	On-Time Performance 87.0%

Performance Summary

- 4 zones need more resources as currently configured
 - Review potential expansion of area in 2 zones and resources needed to address growing ridership / improve performance
- 3 zones need to be closely monitored and may be considered for elimination
- CapMetro also has plans for 2 new Pickup Zones (Dove Springs and Decker) that will require resources as well



Resource Reallocation

Not all Pickup zones require the same resources (vehicles, operators, budget) to operate, and eliminating or reducing a zone doesn't necessarily mean we can replace it with a new zone.

Eliminate a zone and repurpose resources to improve performance on existing service in another zone

Eliminate a zone and repurpose resources to expand a zone - increasing service hours or adding geographic area

Eliminate or reduce a zone (or zones) and create a new zone

Eliminate a zone or reduce service and save resources for service resiliency

Next Steps

- Identify recommended adjustments for Board & community consideration as part of January 2024 Service Change
 - For low performing zones: partner with community leaders to promote the zones and learn more about needs
 - Identify recommended reallocation of resources to balance with incoming resources (new operators and new vehicles)
 - Review Board-approved Pickup Performance Standards to ensure they are appropriate for today's transit environment

CapMetro

Thank you!