

CapMetro

Proposed January 2024 Service Change

September 13, 2023

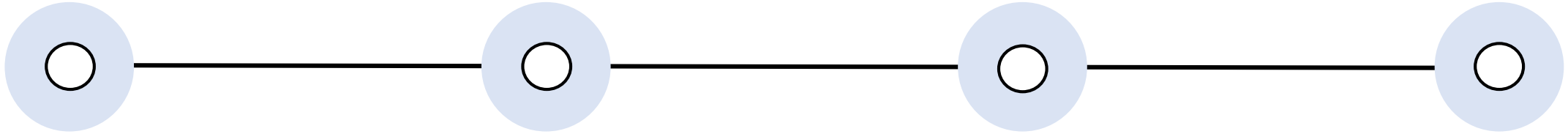
Today's Presentation

- Proposed January Service Changes
 - Step 1: Identify Challenges and Opportunities
 - Step 2: Develop Proposals and Evaluate Proposals
 - Step 3: Engage Community and Board Approval
- Looking Forward
 - Pickup Performance



Proposed January 2024 Service Change

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

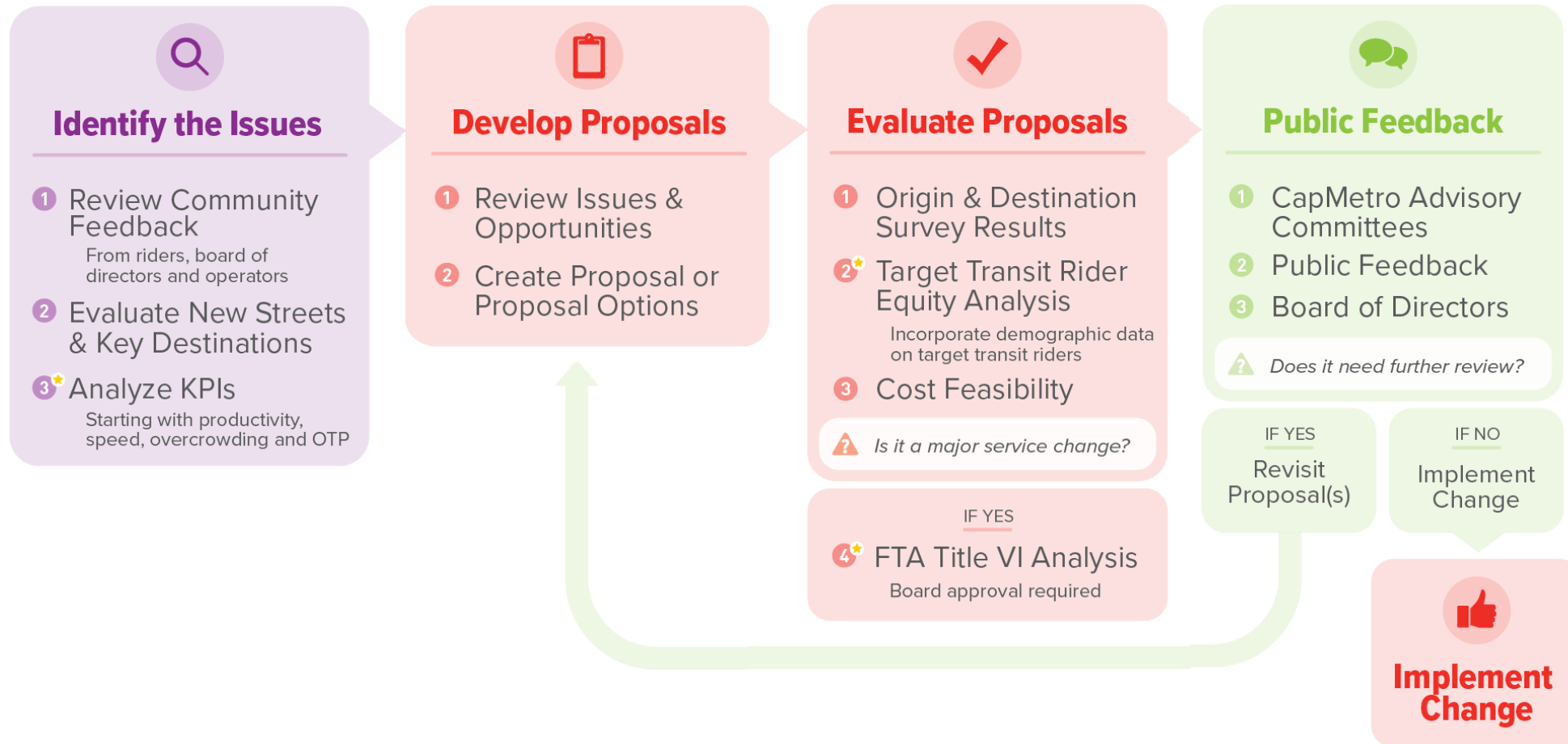
Significant impacts to available resources (operators and mechanics) require service change and reductions to provide reliable, predictable service.

CapMetro temporarily suspends E-Bus Routes 410, 411 and 412 and reduces daily service frequencies on Local Routes 17, 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



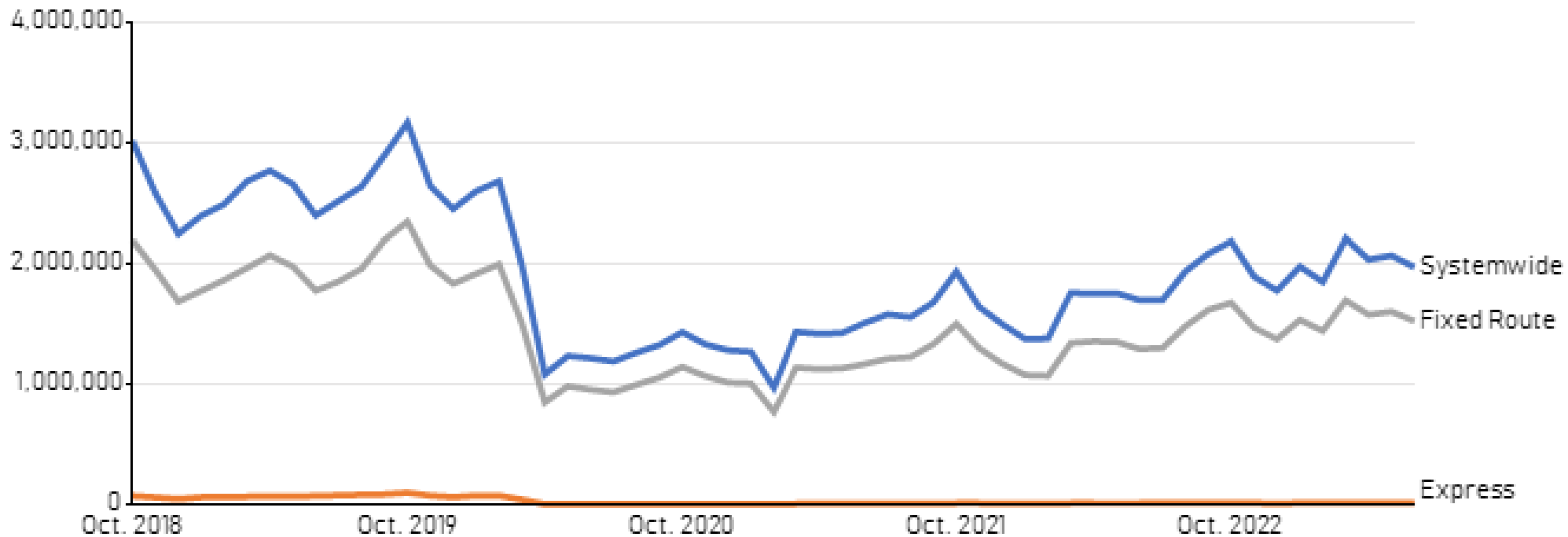
- Transparency for Customers
 - CapMetro has continued indefinite suspension of some services as ongoing pandemic response.
 - Customers have requested transparency in whether these services will ever be restored.



Ridership is Recovering



Total Ridership



79%

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

Step 1: Identifying Challenges & Opportunities



Coordination with small member cities and regional partners is a top priority as we seek to enhance regional mobility.

- January 2024 Service Change is complemented by extension of Regional Partner Agreements for Travis County, Round Rock, Georgetown.
 - *Board to consider in September 2023*
 - Regional Partner Agreements are driven by Transit Development Plans
- Coordination with smaller member cities to review and update service offerings as part of our ongoing systemwide analysis and evaluation

Step 2: Proposed Service Changes – Jan. 2024



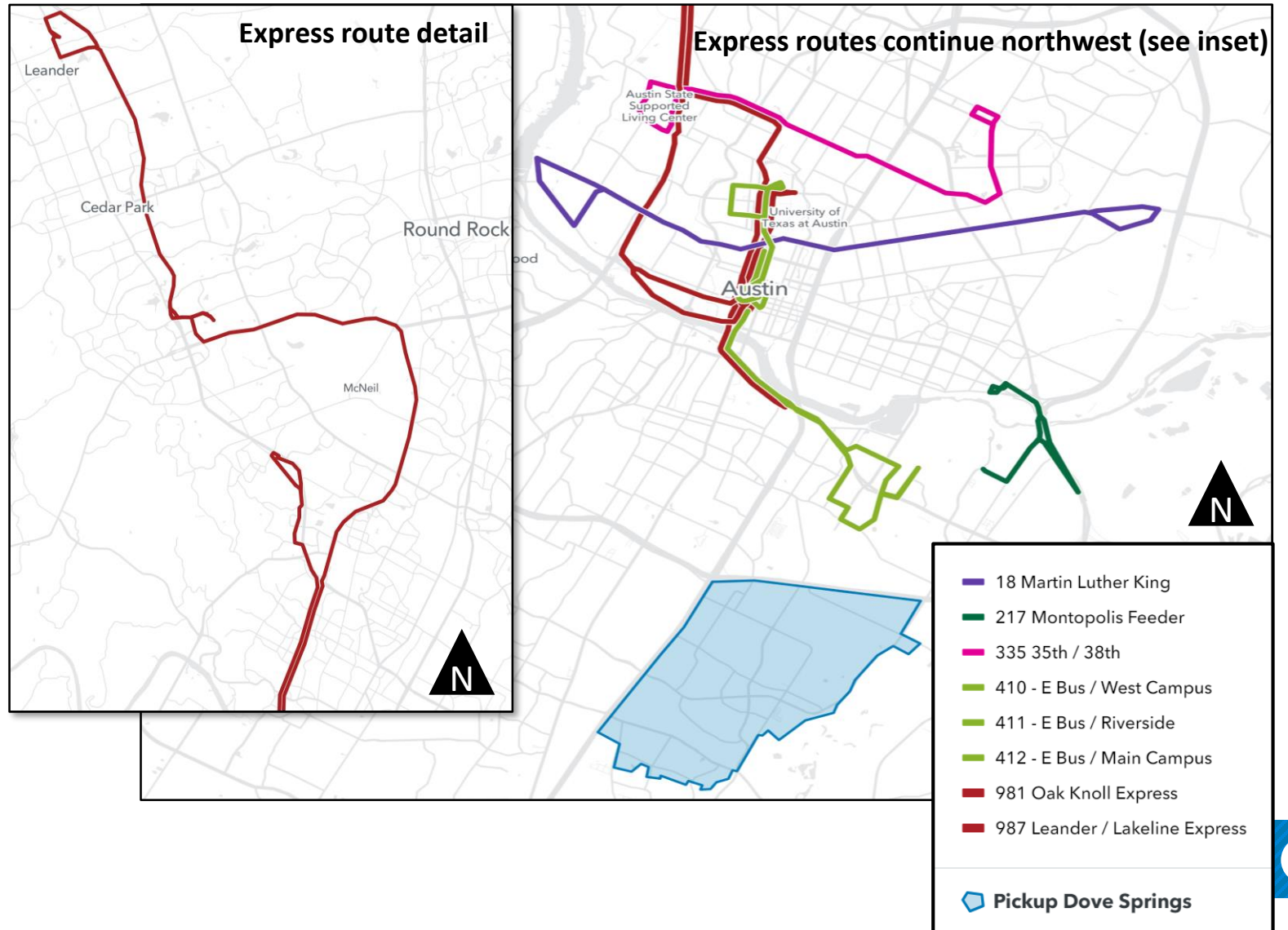
Summary: Make permanent the status of services as they are operating today and add new service where viable.

- 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

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)
- Worked with impacted regional partners



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 3: Outreach & Public Feedback



August

Service Equity Analysis Memo
Board Memo
1:1 with Advisory Committee Chairs

September

Customer Satisfactory Committee	Operator Notices
Website & on-bus brochure	MetroAlerts & social media
At-Stop Signage	Virtual Presentation

October

Access Committee
Public Hearing
Board Approval

Changes Implemented January 14, 2024



Looking Ahead

Pickup Performance Review

- We are not proposing any cuts to Pickup Service as part of the January 2024 Service Change
 - Between now and Spring 2024, we will evaluate poor-performing zones to identify opportunities to boost performance or consider eliminating a zone and reallocating resources

Pickup Performance Score

- Scoring is based on the Pickup Service Guidelines, adopted by CapMetro's Board of Directors in April 2021
- Zone performance is determined by:
 - Community Characteristics
 - Service Quality
 - Sustainability

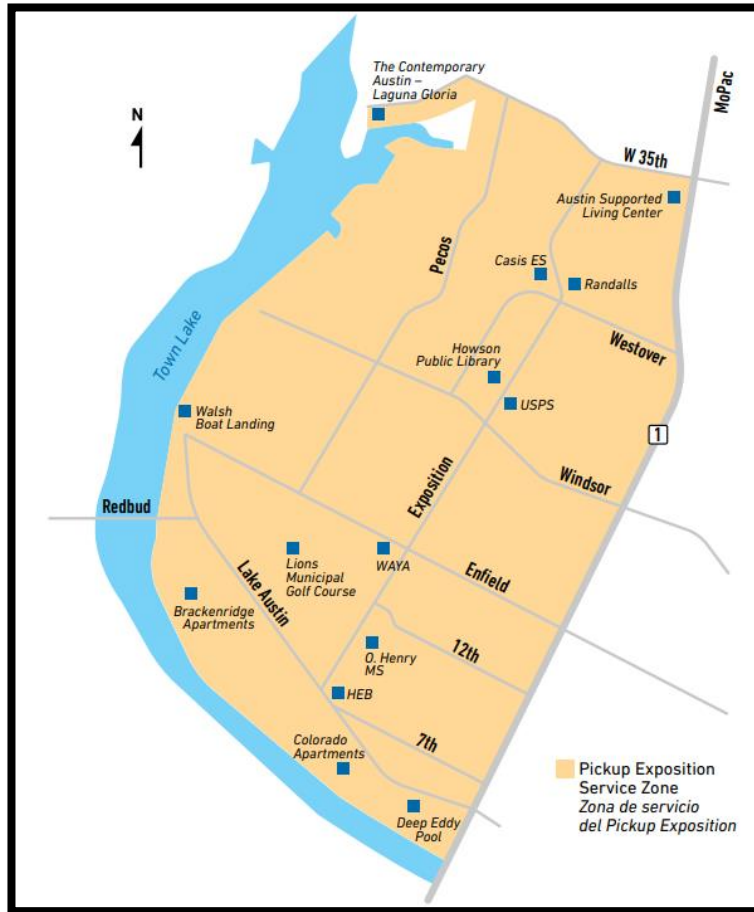
Community Characteristics	Measures/KPI	Max Points Available
	Population Age 65 and Over	5
	Zero Car Households	5
	Median Household Income	5
	Households in Poverty	5
	Minority Population ***	5
	Essential Services (Medical, Grocery, School, Shopping, Affordable Housing)	5
		30
Service Quality	Measures/KPI	Max Points Available
	On Time Performance (15 min or less wait time)	10
	Square Mileage: Urban Zone	10*
	Square Mileage: Suburban Zone	
	Ridership: Passenger per Hour	10
		30
Sustainability	Measures/KPI	Max Points Available
	Cost Effectiveness	10
	MetroAccess Customers Using Pickup	10**
	Mobility Impaired Passengers Transported	
	Shared Rides	10
		30
* Measure would be either for an in-town zone or a suburban plus zone.		
** Total of 10 points split between two measures, unless a zone has no MetroAccess customers. In that case mobility impaired passengers would account for all 10 points.		

Pickup Zone Performance Scores

July 2023	
Pickup Zone	Performance Score
Northeast ATX	74
Walnut Creek	68
Leander	64
East ATX	63
Dessau	56
Manor	55
North Oak Hill	50
South Menchaca	46
Lago Vista	43
Exposition	37

- Pickup zones shall be evaluated every 6 months in January and July
- Each zone will be classified based on its ability to meet the zone's established performance metrics:
 - Good Standing: The zone achieves a score of 60 points or higher.
 - Adjustment needed: Zone score between 41 and 59.
 - Recommend for Discontinuation: Zone score of 40 points or less.
- More details at www.capmetro.org/dashboard/pickup-stats
- Zones scoring less than 60 points shall be considered for a series of potential corrective actions, including schedule adjustments, zone modifications, or elimination. Zone elimination is considered if the zone consistently underperforms with minimal likelihood for sufficient improvement

Pickup Exposition



- Pickup Exposition has never scored over 40 points
- There have been multiple attempts to improve performance, including community outreach and zone boundary revisions

Next Steps:

- Fall 2023 – Community engagement campaign & promotion
- Winter 2023/2024 – Review results of community engagement campaign and board update

On Our Radar

- Pickup Zone expansion within Austin and small member cities
 - Days & Hours
 - Boundaries
 - New Zones
- Restoring weekend frequency to Routes 2, 4, 325, 337, & 333 to pre-pandemic levels.
- Assessing Red Line service schedule in Austin
- Implement Project Connect services
 - McKalla Station - 2024
 - Pleasant Valley Rapid - 2025
 - Expo Rapid - 2025

Transit Service Plan

- Demonstrates the value of transit
- Helps people understand how we plan transit service
- Sets the stage for a regional transit conversation
- Conducts technical market & service analysis of Central Texas Region
- Considers equity throughout the process
- Details recommended changes for the next 5 years
- Long Range/10-year vision plan that coordinates CapMetro Rail, Bus, & Pickup services

CapMetro

Thank you!