

**CapMetro**

# Proposed Summer 2024 Service Change

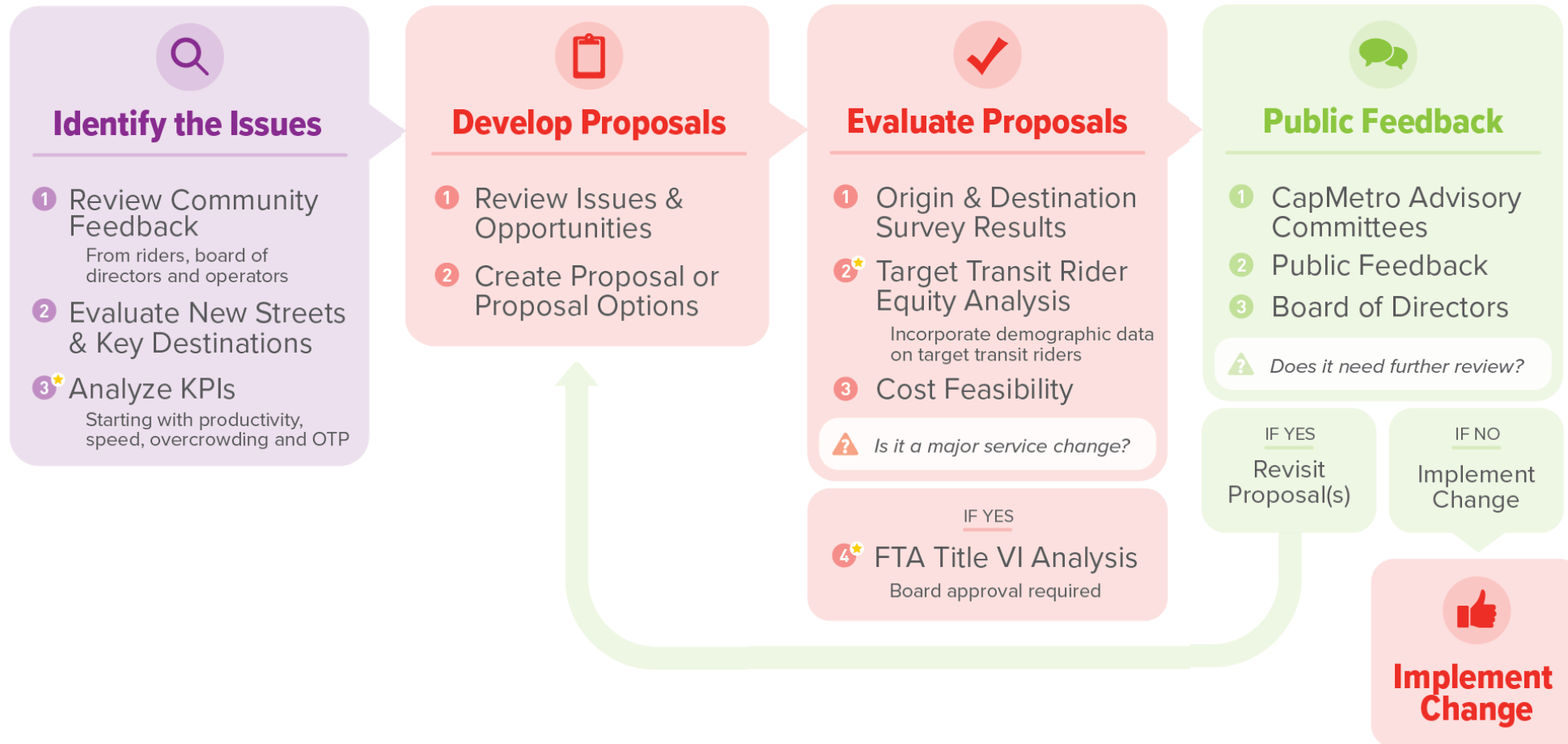
March 18, 2024

# Today's Presentation

- Proposed Summer 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



# How is a service change proposal developed?



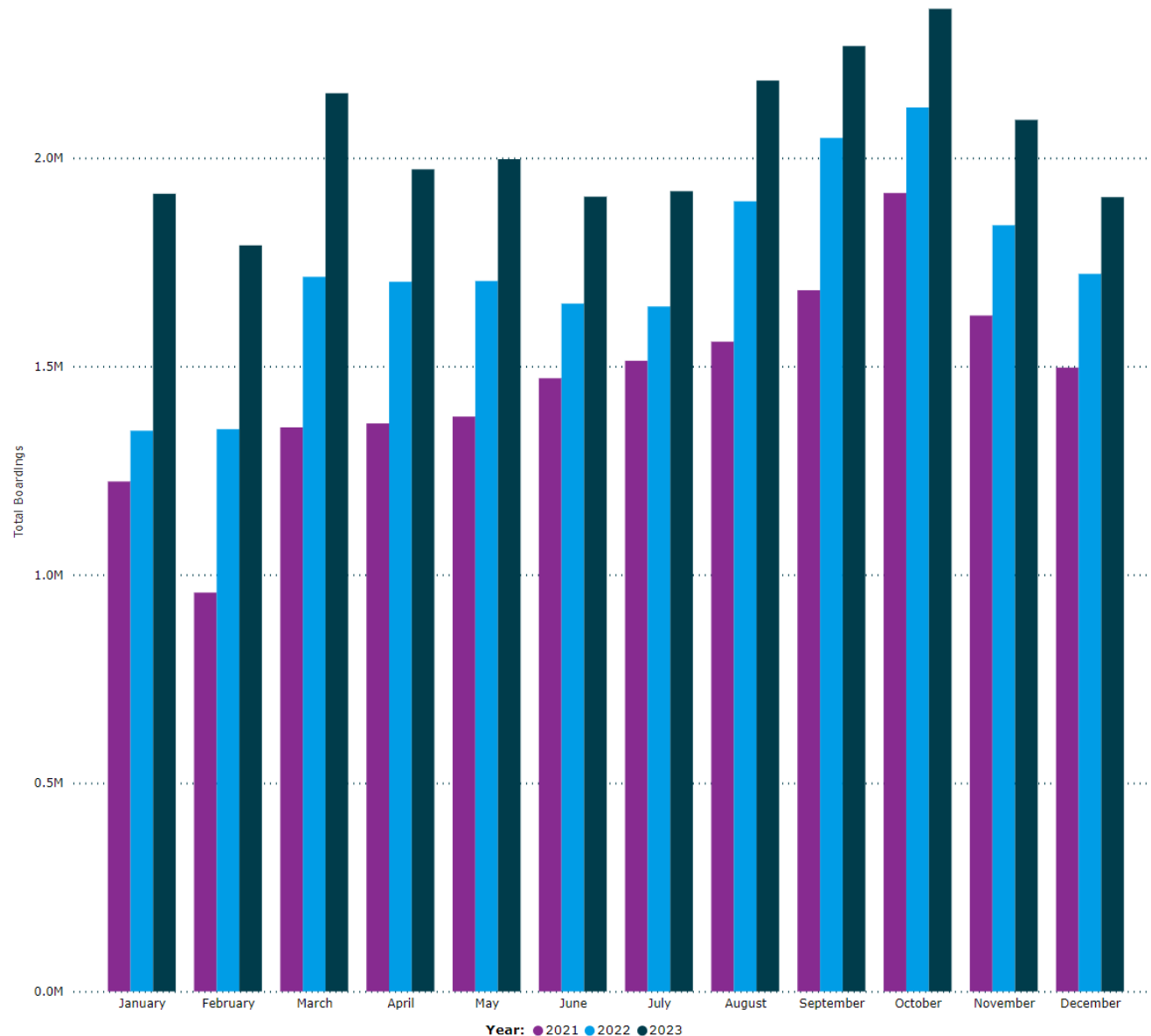
# Resource Availability

- Continuing Challenges:
  - Operator Shortage
  - Vehicle Shortage



'New Year, New Career' Job Fair at 2910'

# Ridership Growth



**+18.0%**

Overall Percent  
Change in Ridership  
from 2022 to 2023

**24.5 M**

Overall Ridership in  
2023



# Proposed Service Changes – Summer 2024



## •School Trip Adjustments

- Select trips on mainline routes will return to summer service levels.
- Select school trips that have duplicative service or low performance would be eliminated.

## UT Service Adjustments

Typical transition to summer service levels will occur on UT Shuttle routes.

## Minor Bus and Rail Schedule Adjustments

To improve on-time performance and ensure more efficient and reliable service, select routes may receive minor adjustments to their schedules.

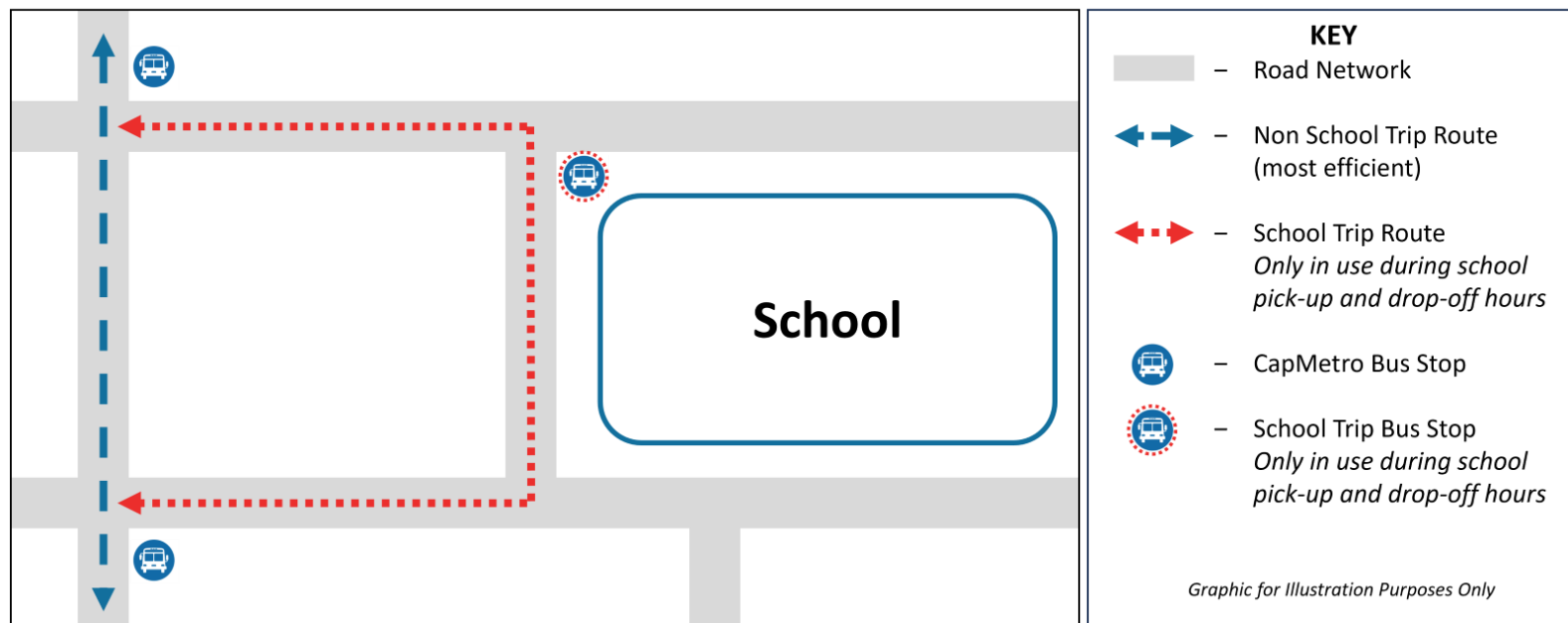
## Pickup

No Pickup zone changes are proposed at this time. However, the Summer 2024 Service Change presentation will include the biannual Pickup zone scores as part of the ongoing effort to evaluate and report Pickup performance.

# Changing Travel Patterns



- Lack of returning ridership on specific parts of the system
- Evaluated all CapMetro School Trips, short segments of an overall route that travel to schools only during school start and end times.



# Proposed School Tripper Changes



## Route 217

Service to  
**Allison  
Elementary**



**1**

## Route 315

Service to  
**Small Middle  
School**



**0**

## Route 333

Service to  
**Perez Elementary**



**0**

## Route 337

AM Service to  
**LBJ High School**



**0**

PM Service to  
**LBJ High School**



**1**

### KEY



Proposed elimination of school trip(s). Stop remains in service for other routes.



Proposed elimination of school trip(s) and stop closure.



School trip in schedule to return in the fall



Duplicative service



Fall 2023 average daily ridership





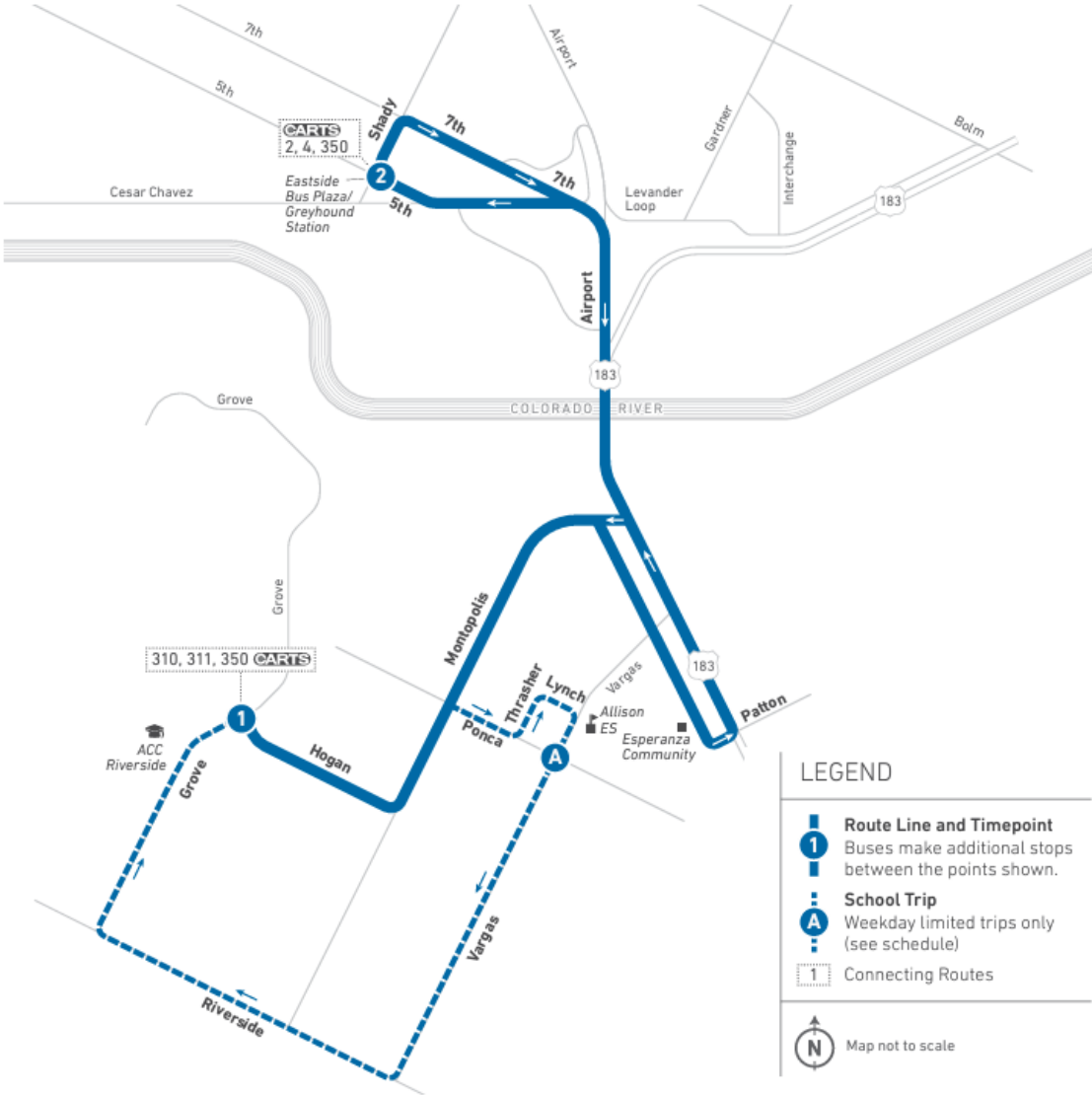
# Route 217 to Allison Elementary

## Route 217

Service to  
Allison  
Elementary

✕ Stop # 944  
Vargas/Ponca

1



### LEGEND

- Route Line and Timepoint**  
Buses make additional stops between the points shown.
- School Trip**  
Weekday limited trips only (see schedule)
- Connecting Routes**



P.M. TIMES ARE IN **BOLD** / LOS HORARIOS PM SE INDICAN EN **LETRAS OSCURAS**

SCHOOL TRIP / VIAJE DE ESTUDIOS

### 217 WEEKDAYS/NORTHBOUND

### 217 WEEKDAYS/SOUTHBOUND

Hogan/Community	Eastside Bus Plaza	To Route Garage	Eastside Bus Plaza	Allison Elementary	ACC Riverside	To Route Garage
1	2		2	A	1	
4:47	5:00		5:05	—	5:15	
5:17	5:30		5:35	—	5:45	
5:47	6:00		6:05	—	6:15	
6:17	6:30		6:35	—	6:45	
6:47	7:00		7:05	—	7:15	
7:17	7:30		7:35	—	7:45	
7:47	8:00		8:05	—	8:15	
8:17	8:30		8:35	—	8:45	
8:47	9:00		9:05	—	9:15	
9:17	9:30		9:35	—	9:45	
9:47	10:00		10:05	—	10:15	
10:17	10:30		10:35	—	10:45	
10:47	11:00		11:05	—	11:15	
11:17	11:30		11:35	—	11:45	
11:47	<b>12:00</b>		<b>12:05</b>	—	<b>12:15</b>	
<b>12:17</b>	<b>12:30</b>		<b>12:35</b>	—	<b>12:45</b>	
12:47	1:00		1:05	—	1:15	
1:17	1:30		1:35	—	1:45	
1:47	2:00		2:05	—	2:15	
2:19	2:32		2:35	—	2:47	
2:49	3:02		3:10	3:16	3:26	
3:28	3:41		3:45	—	3:57	
3:59	4:12		4:15	—	4:27	
4:29	4:42		4:45	—	4:57	
4:59	5:12		5:15	—	5:27	
5:29	5:42		5:45	—	5:57	
5:59	6:12		6:15	—	6:27	
6:29	6:42		6:45	—	6:57	
6:59	7:12		7:15	—	7:27	
7:29	7:42		7:45	—	7:57	
7:59	8:17		8:15	—	8:25	

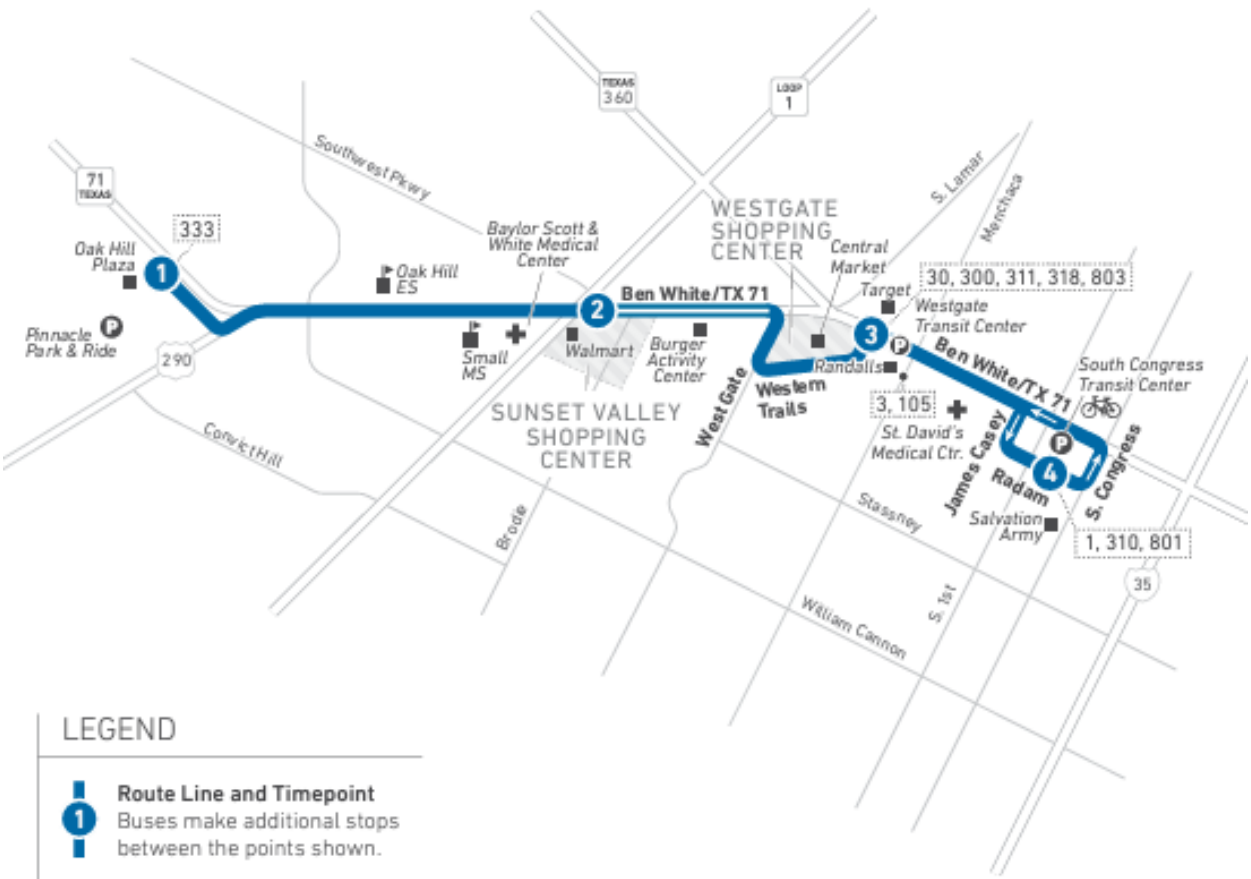
# Route 315 Extra Trip for Small Middle School

## Route 315

Service to Small Middle School

⚠ Stop # 6317  
290 HWY/  
Monterey Oaks

0



Route does not deviate to serve Small MS

PM TIMES ARE IN **BOLD** / LOS HORARIOS PM SE INDICAN EN LETRAS OSCURAS

### 315 WEEKDAYS/EASTBOUND

1	2	3	4	5	6	7	8
Oak Hill Plaza	US 790 Walmart	Westgate Transit Center	South Congress Transit Center	South Congress Transit Center	Westgate Transit Center	US 790 Walmart	Oak Hill Plaza
5:50	6:04	6:14	6:25	5:10	5:20	5:28	5:39
6:10	6:24	6:34	6:45	5:40	5:50	5:58	6:09
6:45	7:02	7:12	7:24	6:10	6:20	6:28	6:39
7:15	7:32	7:42	7:54	6:40	6:51	6:59	7:11
7:35	7:52	8:02	8:14	7:10	7:21	7:29	7:41
8:05	8:22	8:32	8:44	7:40	7:51	7:59	8:11
8:35	8:52	9:02	9:14	8:10	8:21	8:29	8:41
9:05	9:21	9:31	9:43	8:40	8:51	8:59	9:11
9:35	9:51	10:01	10:13	9:10	9:21	9:30	9:42
10:04	10:20	10:30	10:42	9:40	9:51	10:00	10:12
10:34	10:50	11:00	11:12	10:10	10:21	10:30	10:42
11:04	11:20	11:30	11:42	10:40	10:51	11:00	11:12
11:34	11:50	12:00	12:12	11:10	11:21	11:30	11:42
12:04	12:20	12:30	12:42	11:40	11:51	12:00	12:12
12:34	12:50	1:00	1:12	12:10	12:21	12:30	12:42
1:04	1:20	1:30	1:42	12:40	12:51	1:00	1:12
1:34	1:50	2:00	2:12	1:10	1:21	1:30	1:42
2:04	2:20	2:30	2:42	1:40	1:51	2:00	2:12
2:34	2:50	3:00	3:12	2:10	2:22	2:31	2:44
3:04	3:20	3:30	3:42	2:40	2:52	3:01	3:14
3:34	3:50	4:00	4:12	3:10	3:22	3:31	3:44
3:49	4:05	4:15	4:27	3:40	3:53	4:02	4:16
4:04	4:20	4:30	4:42	4:10	4:23	4:32	4:46
4:34	4:52	5:02	5:14	4:40	4:53	5:02	5:17
5:04	5:22	5:32	5:44	5:10	5:23	5:32	5:47
5:34	5:52	6:02	6:14	5:40	5:53	6:02	6:16
6:04	6:22	6:32	6:44	6:10	6:23	6:32	6:46
6:34	6:52	7:02	7:14	6:40	6:53	7:02	7:16
7:04	7:19	7:29	7:41	7:10	7:22	7:30	7:43
7:34	7:49	7:59	8:11	7:40	7:52	8:00	8:13
8:02	8:17	8:27	8:39	8:10	8:22	8:30	8:43
8:37	8:52	9:02	9:14	8:34	8:46	8:54	9:07
9:10	9:25	9:35	9:47	9:04	9:16	9:24	9:37
9:37	9:52	10:02	10:14	9:34	9:46	9:54	10:07
10:10	10:25	10:35	10:47	10:04	10:16	10:24	10:37
10:37	10:52	11:02	11:14				

### LEGEND

- Route Line and Timepoint
- Buses make additional stops between the points shown.
- Connecting Routes
- Route Extension (Alternating trips)
- Map not to scale

# Evaluate Proposals

- Minor Service Change
- Equity Considerations
  - Analyzed demographics in school tripper areas.
  - Outreach at schools to ensure these route changes did not negatively impact people who may rely on the service.
- Title VI Service Equity Analysis Not Required for this Minor Change



# Step 3: Outreach & Public Feedback



February

- Board Memo
- Customer Satisfaction Advisory Committee
- ADAPT
- Service Change Website with Comment Box
- AISD Meetings

March

- ACCESS Committee
- On-Bus Brochure
- At-Stop Signage at Specific Stops
- Public Hearing
- Operator Notices
- MetroAlerts & Social Media
- Virtual Presentation
- Board Approval

Changes Implemented May 26, 2024

# How to Give Feedback

- We want to hear from you!
- Email us at [Engage@capmetro.org](mailto:Engage@capmetro.org)
- [www.CapMetro.org/Summer2024](http://www.CapMetro.org/Summer2024)
- Public hearing on March 18, 2024





# Looking Ahead



# 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

Pickup Zone	Performance Score	
	June '23	Dec '23
Northeast ATX	74	74
East ATX	63	71
Walnut Creek	68	70
Dessau	56	59
Manor	55	57
Leander	64	55
South Menchaca	46	53
Exposition	34	48
Lago Vista	43	43
North Oak Hill	50	38
Dove Springs*	N/A	N/A

- Pickup zones shall be evaluated and presented every six months in January and July
- Each zone will be classified based on its ability to meet the zone's established performance metrics
  - Meets Expectations: 60 or more points
  - Monitor: Zone score between 41 and 59
  - Does Not Meet Expectations: 40 points or less
- Exposition improved from "Does Not Meet Expectations" for the first time since the zone launched due to the increase in ridership from the Fall 2023 Community Engagement Campaign

*\*Dove Springs zone launched in January 2024 and will have a performance score once the zone has been operational for six months.*

# On Our Radar

- Assessing Red Line service schedule in Austin
- Implement Project Connect services
  - McKalla Station - 2024
  - Pleasant Valley Rapid - 2025
  - Expo Rapid - 2025



# CapMetro Transit Plan



## Systemwide Service Plan

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### Public Engagement

Systemwide analysis and recommendations for all CapMetro services

- Demonstrates the value of transit
- Facilitate understanding of transit service planning methods.
- Encourage active collaboration in fostering a shared awareness of community transportation needs.
- Support a co-creative environment where insights and trends converge for the betterment of our transit services.
- Set the stage for a regional transit conversation
- Conduct technical market & service analysis of Central Texas region
- Considers equity throughout the process
- Develop service recommendations
- Identify a long-term vision that coordinates all current and future services

CapMetro

Thank you!