Agenda - Final

Capital Metropolitan Transportation Authority

Board of Directors

2910 East 5th Street
Austin, TX 78702

CapMetro

Wednesday, May 17, 2023 **11:00 AM** **Rosa Parks Boardroom**

Board Work Session on Service Standards and Guidelines

This meeting will be livestreamed at capmetrotx.legistar.com

I. **Call to Order**

II. **Discussion Item:**

1. Update on Service Standards and Guidelines

III. **Items for Future Discussion:**

IV. **Adjournment**

ADA Compliance

Reasonable modifications and equal access to communications are provided upon request. Please call (512) 369-6040 or email ed.easton@capmetro.org if you need more information.

BOARD OF DIRECTORS: Jeffrey Travillion, Chair; Leslie Pool, Vice Chair; Becki Ross, Secretary; Eric Stratton, Paige Ellis, Matt Harriss, Dianne Bangle and Chito Vela.

The Board of Directors may go into closed session under the Texas Open Meetings Act. In accordance with Texas Government Code, Section 551.071, consultation with attorney for any legal issues, under Section 551.072 for real property issues; under Section 551.074 for personnel matters, or under Section 551.076, for deliberation regarding the deployment or implementation of security personnel or devices; arising regarding any item listed on this agenda.

Capital Metropolitan Transportation Authority

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Service Standards and Guidelines

Board Work Session

5/17/2023

Agenda

Overview of Document Updates and Engagement

Service Evaluation Activity

Amenities Enhancement Activity

Next Steps

Service Standards and Guidelines

Overview

Why This Document Matters

The CapMetro Service Standards & Guidelines is a document that provides a framework for how CapMetro:

Designs transit service.

Measures performance.

Makes changes.

How does this document impact customers?

The CapMetro Service Standards & Guidelines is a document that provides a framework for **how CapMetro:**

Designs transit service. → What principles does CapMetro use to decide where my bus goes or what amenities should go to my transit stop?

Measures performance. → Why do changes occur to my transit service?

Makes changes. → How and when do changes happen? How will I be notified?

Engagement – Phase One

- ## Community Focus Groups
  - Oct. 25 – Nov. 5
  - 8 Compensated Focus Groups

- ## Public Survey
  - Nov. 2 – Dec. 9
  - Used MetroAlert texts
  - Distributed and collected at bus stops
  - Received 1000+ responses

- ## CapMetro Department Staff Interviews and Content Workshops
  - July 2022 – March 2023
  - Over 20 workshops and staff interviews
    - Virtual and in person

SERVICE STANDARDS COMMUNITY INPUT

Sign up to attend a **Focus Group Meeting**
October 25th through November 5th

$25 GIFT CARD

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Workshop Recap

- Workshop with:
  - PSAC
  - CSAC
  - ACCESS
  - DEI Advisory Group
  - CAC
- Asked what we should consider in our:
  - Service Evaluation Process
  - Amenities Enhancement Process

What customers are saying

- **What should CapMetro prioritize when planning a route?**

  Better access to:

  Grocery stores

  Health services/clinics

  Job centers

  Schools

  Surrounding areas (i.e., Round Rock, Onion Creek)

- **How should CapMetro prioritize where to put amenities?**

  Factors for bus stop amenities:

  Transfer points

  Comfort and safety

  Longer wait times

  Proximity to services for people in need

Engagement – Phase Two

o **Committee Workshop on Service Evaluation and Amenities Enhancement Process**
  - April 10th, 2023 with PSAC, CSAC, ACCESS, DEI Advisory Group, and CAC

o **CapMetro Operations and Finance Committee Workshop**
  - May 17th, 2023

o **Draft Document Available for Public Review**
  - May 15, 2023 – June 15, 2023

o **Document Overview Videos On Website**
  - May 15, 2023

o **Board Member Meetings as Requested**
  - May–June 2023

o **Present at PSAC, CSAC, ACCESS, and CAC meetings**
  - June 2023

o **Engaging partner agencies and member cities**
  - June 2023

o **Present at CapMetro Board for Adoption**
  - June 26th, 2023

Opportunity for Further Discussion

Designing Transit Service	Measuring Performance	Making Changes

Designing Transit Service

- Project Overview

  Video 1

- Updated Service Type Categories

- Updated Service Guidelines and Best Practices

  Video 2

- Updated Transit Stop Types

- Updated Amenity Distribution Process

  Video 5

Measuring Performance

- Formalized and Updated Service Standards

  Video 3

Making Changes

- Formalized Service Evaluation Process

  Video 4

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How You Can Provide Feedback Today

- Service Evaluation Process
- Amenities Enhancement Process

    - What steps or analyses are we missing?

Service Evaluation

Service Evaluation Video

Activity: Service Evaluation for New Destination

Your team has discovered that a route has:

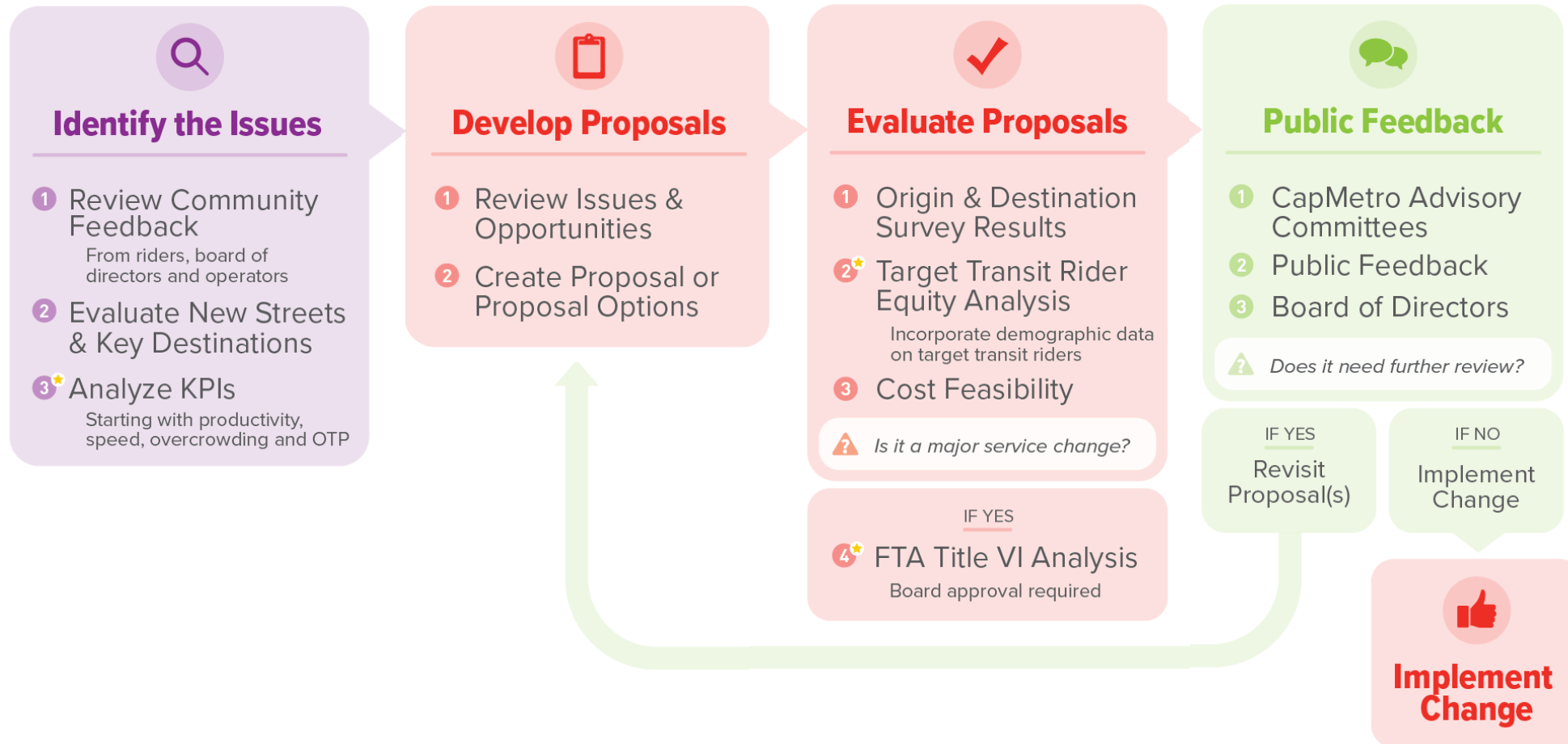A new community destination opening nearby!

Instructions:

You're tasked with walking through the Service Evaluation Process, deciding what to do and presenting your service change to the board.

Setting the stage:

A new community destination for many riders means service may need to be provided to that new place. We will consider:

- How it impacts how people connect to near by routes
- How the change impacts the entire transit system
- How the type of service may change to provide a different frequency, capacity, and time for service to match the needs of the new destination
- How construction of new development may impact existing service

How is a service change proposal developed?

Identify the Issues

1. **Review Community Feedback**
   From riders, board of directors and operators
2. **Evaluate New Streets & Key Destinations**
3. **Analyze KPIs**
   Starting with productivity, speed, overcrowding and OTP

Develop Proposals

1. **Review Issues & Opportunities**
2. **Create Proposal or Proposal Options**

Evaluate Proposals

1. **Origin & Destination Survey Results**
2. **Target Transit Rider Equity Analysis**
   Incorporate demographic data on target transit riders
3. **Cost Feasibility**

⚠ *Is it a major service change?*

IF YES
4. **FTA Title VI Analysis**
   Board approval required

Public Feedback

1. **CapMetro Advisory Committees**
2. **Public Feedback**
3. **Board of Directors**

⚠ *Does it need further review?*

IF YES
Revisit Proposal(s)

IF NO
Implement Change

Implement Change

Identify the Issues

1 Review Community Feedback

Customer Call Reports

"I moved into a new apartment building – me and many of my neighbors want to get to that new H-E-B. Why isn't there service here?"

"I thought CapMetro served all of the H-E-B's around town where's my stop by the new H-E-B?"

"We have a new H-E-B and many of our customers have told us they wish they could take a bus here. Could we chat about the potential for service to our store?"

"I have to get off the bus and walk a mile to get to the H-E-B and back to the stop with all of my groceries. Could you make it easier for me to get to the store?"

Identify the Issues

2 **Evaluate New Streets and Destinations**

New community destination including H–E–B and additional retail opens within a mile from an existing local route.

3 **Analyze Key Performance Indicators**

👍 Productivity: average boardings in September were 512 per day, which is a moderately productive route.

👍 Overcrowding: Overcrowding has not been an issue.

👎 Speed: The bus on this route experiences some congestion.

👎 On Time Performance: On time performance is 76%. The standard is 82%, so this is nearly on par.

Develop Proposals

Review and Develop Proposals – How can we solve this?

Option 1 – Extend the end of a nearby existing route to serve the new key destination. (Small Scale/Current)

Option 2 – Create a new route to serve the new key destination. (Large Scale/Future)

Option 3 – Create a new Pickup Zone that connects a new key destination to an existing route. (Large Scale/Future)

Or, create your own.

Public Feedback

Congrats! You've made a decision based on data and community feedback.

1 Develop an engagement plan

How will you engage with the community about your decision?
Consider this,

- What does this level of service change require for public engagement?
- What underrepresented groups may be impacted by your change, and how will you target your public engagement approach to reach them?

Document your public engagement process and prepare to answer questions from the board.

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Public Feedback

2 Prepare summary and present to proposal to board

What did you consider for your service change?
- Explain the scenario to the board.
- What were the issues you were trying to solve?
- Why did you select the proposal you did?
    - Who will this impact? How will it impact them?
    - How will this impact operators and staff?
    - Is this proposal cost feasible?
    - Does the proposal require a Title VI analysis?
- What kind of public engagement did you complete?

If there are no revisions needed, you can prepare to implement the change!

Service Standards and Guidelines

Amenities Enhancement Process

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Amenity Enhancement Process

Identify Amenity Needs

1. Classify Stops
Assign the appropriate amenities to each stop based on ridership, route frequencies, and service type.

2. Identify the Gaps
Review the data and document where amenities are missing.

Prioritize Stops

1. Score Stops
Staff use a formula to score the stop based on how the stop is used and who is using it. The higher the score, the higher priority.

a. Review Community Feedback

b. Consider Who the Stop is Serving

c. Consider Use and Accessibility

2. Examine Feasibility
Some stops may have ROW constraints that prevent particular improvements.

Allocate Resources

1. Identify Existing Funding
Some stops may have existing funding through developer's impact fees, another municipality's programming, or service changes.

2. Allocate CapMetro Resources and Implement

How We Prioritize Transit Stops

People with High Amenity Need

BIPOC

Low Income

Car Free HH

People with Limited English

Older Adults

Young People

People with Disabilities

40 Justice40 Populations

Multimodal Access and Stop Use

Bus Stop Use

Sidewalk Reliability

Proximity to Key Destinations

Customer Requests

Customer Requests

60% weight   33% weight   7% weight

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Activity: Prioritizing Bus Stop Improvements

Your team has discovered:

You have $35,000 to make improvements to bus stops.

Instructions:

You're tasked with walking through the Amenity Enhancement Process in order to support the next purchase of amenities.

Setting the stage:

There are five bus stops that need to be updated, but you don't have enough funding to provide every single update needed. To prioritize the improvements, we will consider:

- Who uses the stop
- How easy it is to access the stop, and
- Any customer requests for amenities.

SERVICE TYPE

Local 🚌	Rapid 🚌	Local 🚌	Rail 🚈	Local 🚌
Stop 1	**Stop 2**	**Stop 3**	**Stop 4**	**Stop 5**

AMENITY LEVEL & STOP TYPE

Level 2 Transit Stop | Level 3 Transit Station | Level 1 Transit Stop | Level 4 Transit Hub | Level 1 Transit Stop

RIDERSHIP

Identify Amenity Needs: Identify the Gaps

Amenity	Stop 1 Level 2 Transit Stop	Stop 2 Level 3 Transit Station	Stop 3 Level 1 Transit Stop	Stop 4 Level 4 Transit Hub	Stop 5 Level 1 Transit Stop
Landing Pad	Required	Required	Required	Required	Required
Bike Racks	Ideal	Vital	Ideal	Vital	Ideal
Seating	Required	Required	Vital	Required	Vital
Shelter	Vital	Required	Ideal	Required	Ideal
Lighting	Vital	Required	Vital	Required	Vital
Trash/Recycle	Required	Required	Vital	Required	Vital
Stop Sign/Pole	Required	Required	Required	Required	Required
Security Camera	Ideal	Required	Ideal	Required	Ideal
Real Time Info	Ideal	Required	Ideal	Required	Ideal

■ Amenity Exists

■ Amenity Does Not Exist

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② Allocate Resources: Implement Requests

Amenity	Stop 1 🚌 Level 2 Transit Stop	Stop 2 🚌 Level 3 Transit Station	Stop 3 🚌 Level 1 Transit Stop	Stop 4 🚆 Level 4 Transit Hub	Stop 5 🚌 Level 1 Transit Stop
Landing Pad	Required	Required	Required	Required	Required
Bike Racks	Ideal	Vital	Ideal	Vital	Ideal
Seating	Required	Required	Vital	Required	Vital
Shelter	Vital	Required	Ideal	Required	Ideal
Lighting	Vital	Required	Vital	Required	Vital
Trash/Recycle	Required	Required	Vital	Required	Vital
Stop Sign/Pole	Required	Required	Required	Required	Required
Security Camera	Ideal	Required	Ideal	Required	Ideal
Real Time Info	Ideal	Required	Ideal	Required	Ideal

■ Amenity Exists
■ Amenity Requested
■ Amenity Does Not Exist

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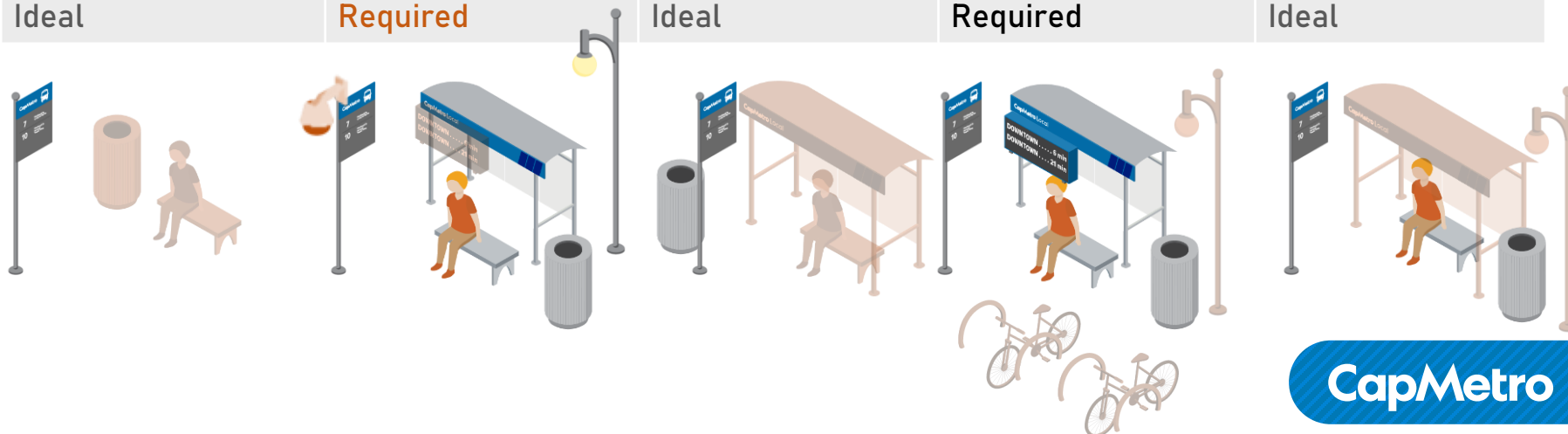
Document Your Process

Explain the following:
1. Who will this impact? How will it impact them?
2. Why did you split out the amenities the way that you did?