



Agenda - Final
Capital Metropolitan
Transportation Authority
Board of Directors

2910 East 5th Street
Austin, TX 78702

Wednesday, October 11, 2023

12:00 PM

Rosa Parks Boardroom

Public Hearing on the Proposed January 2024 Service Changes

This meeting will be livestreamed at capmetrotx.legistar.com

I. Call to Order

II. Discussion Items:

1. Proposed January 2024 Service Changes

III. Public Comment:

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

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2023-992

Agenda Date: 10/11/2023

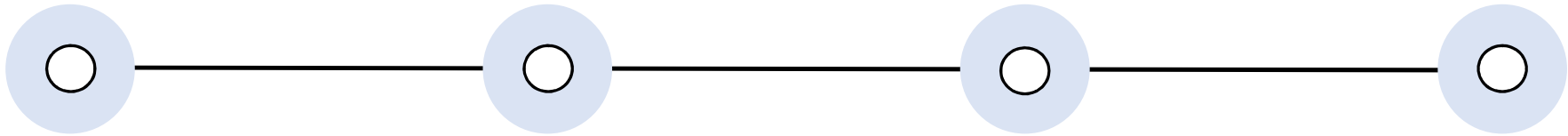
Proposed January 2024 Service Changes

CapMetro

Proposed January 2024 Service Change

October 11, 2023

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

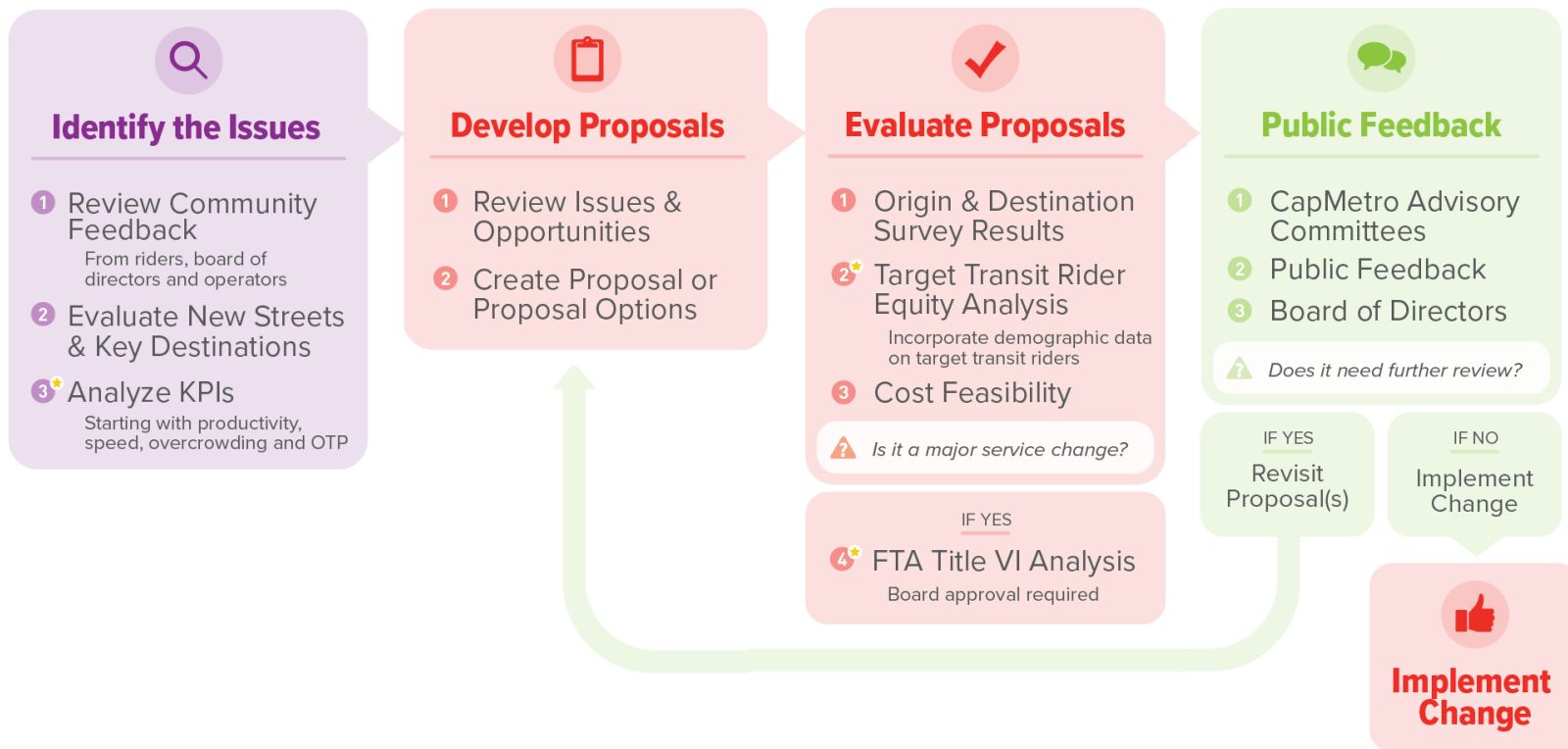
Significant impacts to available resources (operators and mechanics) require service change and reductions to provide reliable, predictable service.

CapMetro temporarily suspends E-Bus Routes 410, 411 and 412 and reduces daily service frequencies on Local Routes 18, 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.

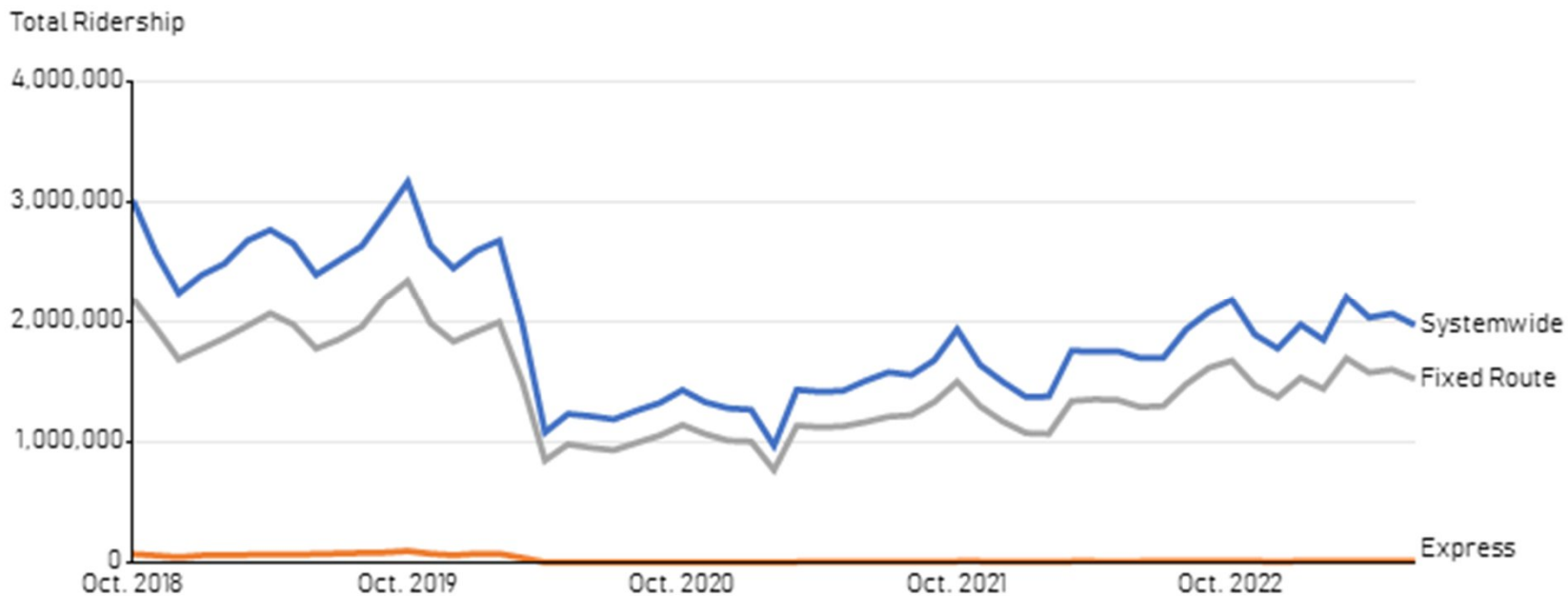
Step 1: Identifying Challenges & Opportunities



- 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



79%

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

Step 2: Proposed Service Changes – Jan. 2024

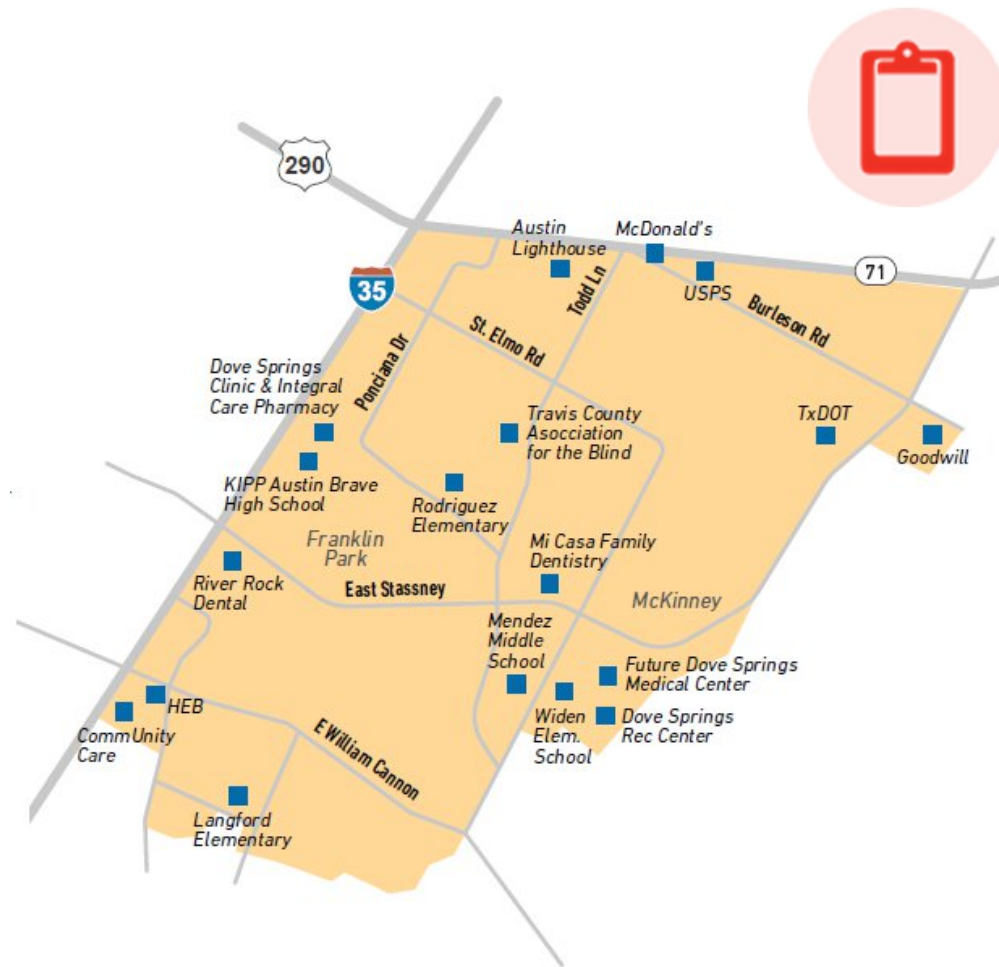


Summary: Make permanent the status of services as they are operating today and add new service where viable.

- 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

Dove Springs Pickup

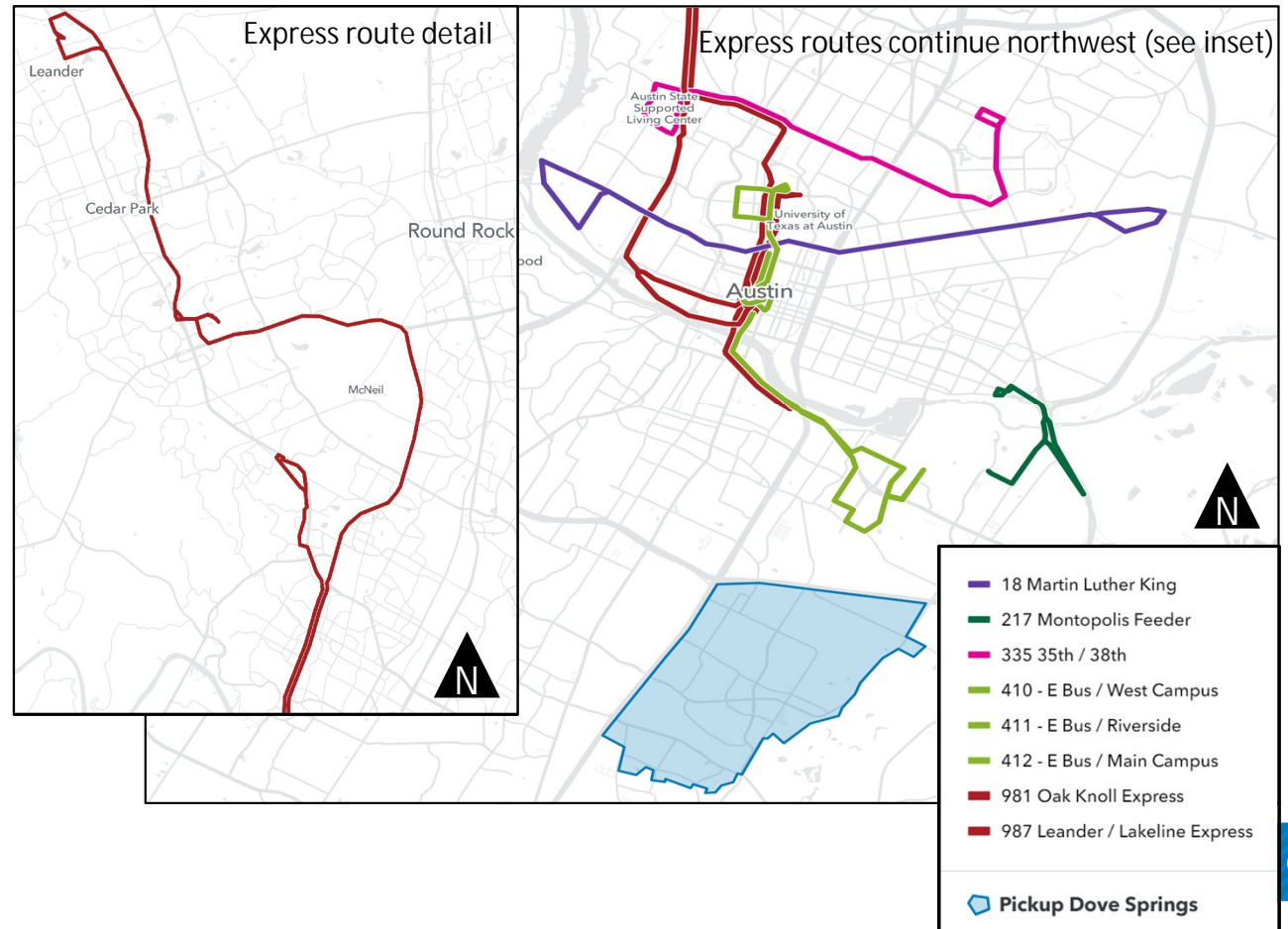
- January 2024 Planned Launch
- Hours of Operation:
 - Weekdays: 7 a.m. – 7 p.m.
 - Saturdays: 10 a.m. – 6 p.m.
- 5.4 square mile zone
- Connectivity
 - Route 7, Route 311 and Route 333
 - Future Pleasant Valley MetroRapid



Step 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)



Step 3: Outreach & Public Feedback



Changes Implemented January 14, 2024

Online Survey Summary



- 45 respondents provided 85 comments

Service	Number of Comments
Route 18	14
Route 335	9
Pickup	5
Route 217	2
Route 987	2
E-Bus	1
Route 981	0

Comments

- Do not reduce Route 18 frequency
- Make Route 217 a real route
- Routes 18 & 335 should go back to every 15 minutes
- Route 18 routing should be changed
- UT students need Route 18
- Route 18 connects MLK Station to downtown & campus
- Crosstown service is important
- Add service on Route 095
- Route 335 is used to make connections

PROPOSED SERVICE CHANGES JANUARY 2024	PROPUESTA DE CAMBIOS AL SERVICIO JANUARY 2024
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**WE'RE PROPOSING THE FOLLOWING CHANGES
TO START ON JANUARY 14:**

- Additional Pickup zone in Dove Springs to connect southeast Austin residents to the upcoming CapMetro Rapid Pleasant Valley Line
- Removal of Express Routes 981, 987 & E-Bus routes
- Routes 18, 217 & 335 may be removed from high-frequency service & continue to arrive every 30 minutes
- Minor Bus & Rail schedule adjustments to improve performance

**PROPONEMOS LOS SIGUIENTES CAMBIOS A PARTIR
DEL 14 DE ENERO:**

- Zona de Pickup adicional en Dove Springs para conectar a los residentes del sureste de Austin con la futura línea CapMetro Rapid Pleasant Valley
- Eliminación de las Rutas Express 981 y 987 y las rutas del E-Bus
- Las rutas 18, 217 y 335 podrán ser retiradas del servicio alta frecuencia y pasa cada 30 minutos
- Pequeños ajustes en los horarios de los autobuses y del tren para mejorar el rendimiento

**SEE MORE DETAILS AND PROVIDE FEEDBACK
OBTENGA MÁS DETALLES Y COMPARTIR COMENTARIOS**



CapMetro

Thank you!