



Agenda - Final
Capital Metropolitan
Transportation Authority
Board of Directors

2910 East 5th Street
Austin, TX 78702

Monday, March 18, 2024

12:00 PM

Rosa Parks Boardroom

Public Hearing on the Proposed Summer 2024 Service Changes

This hearing will be livestreamed at capmetrotx.legistar.com

I. Call to Order

II. Presentation:

Proposed Summer 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-2024-1117

Agenda Date: 3/18/2024

Proposed Summer 2024 Service Changes

CapMetro

Proposed Summer 2024 Service Change

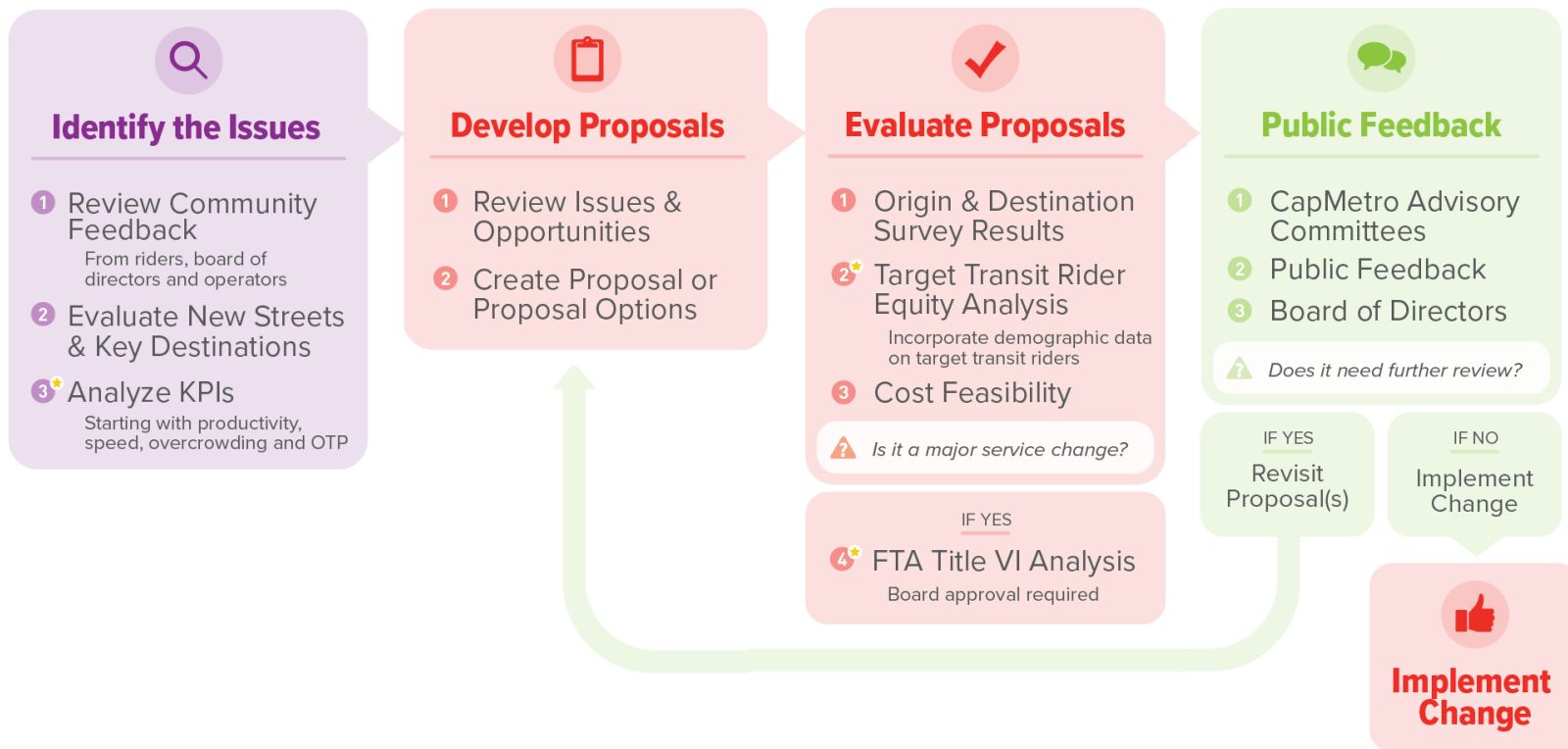
March 18, 2024

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?



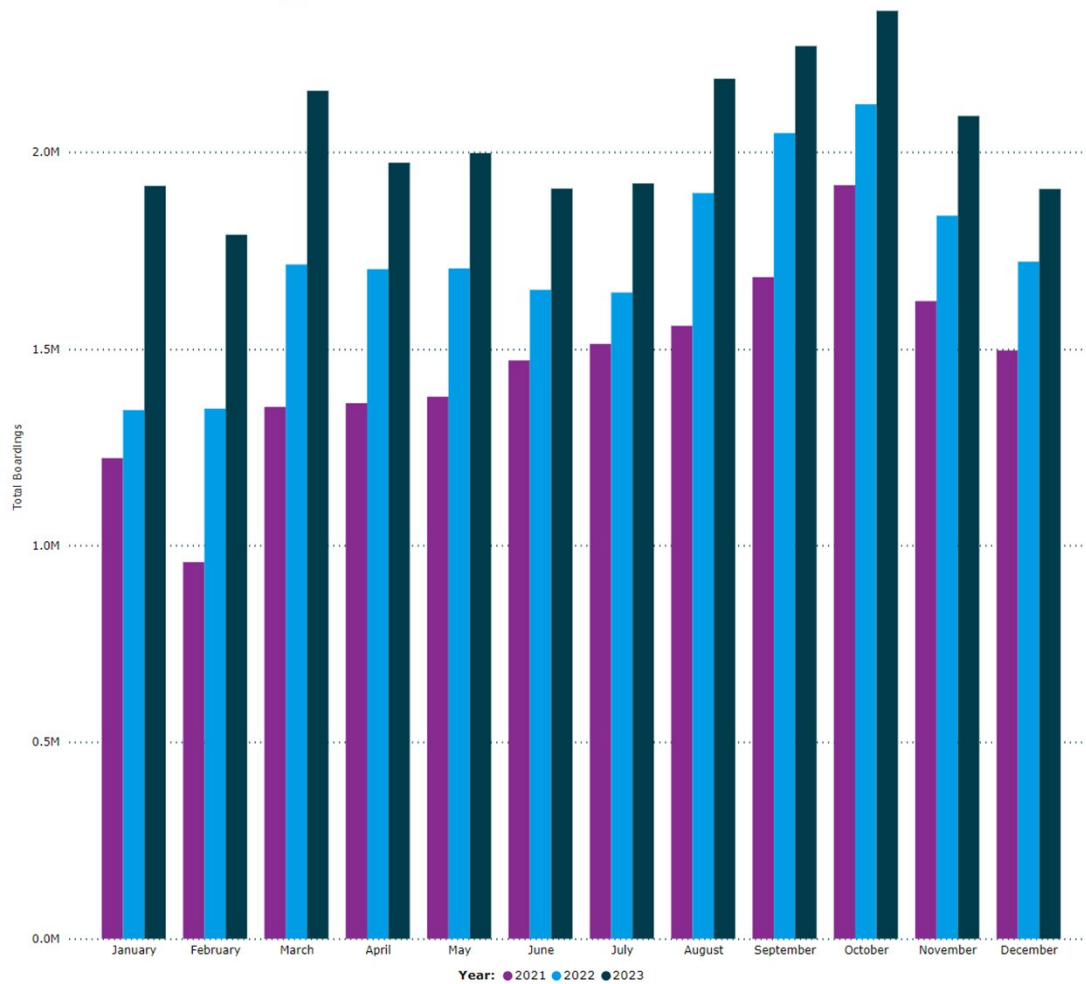
Resource Availability

- 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.

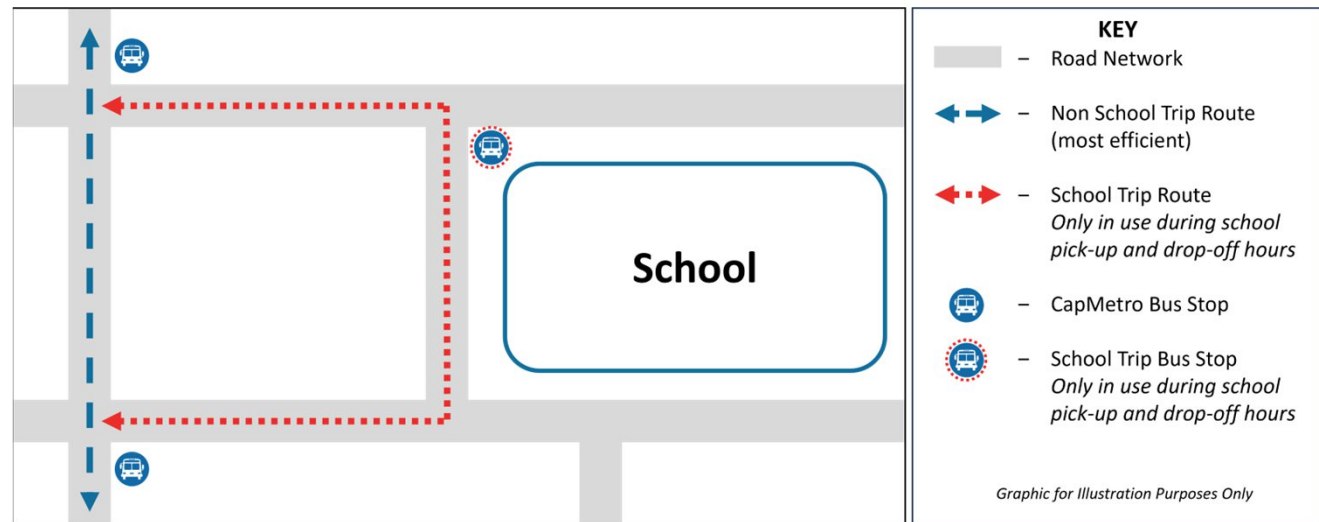
Pickup

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.

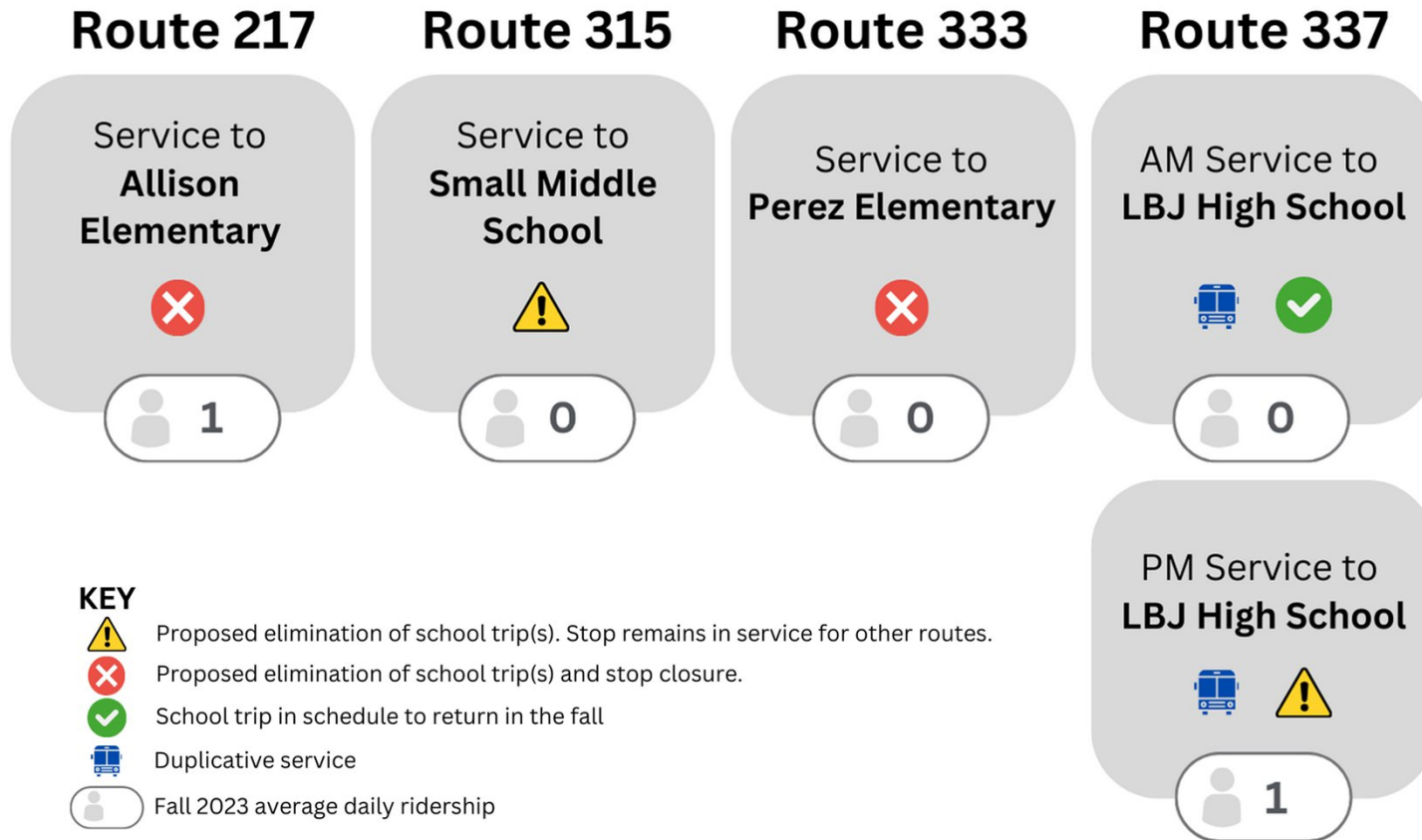
Changing Travel Patterns



- 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



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

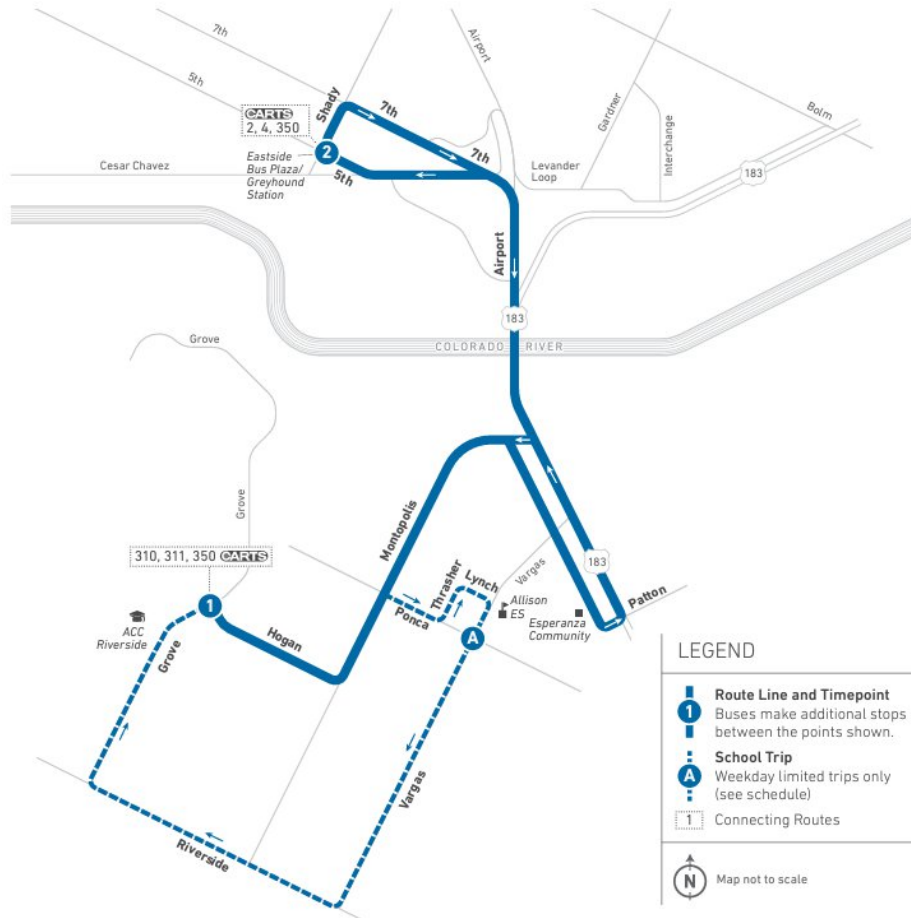
Route 217 to Allison Elementary

Route 217

Service to Allison Elementary

Stop # 944 Vargas/Ponca

1



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		
1	2	To Route/Garage	2	Allison Elementary	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	12:00		12:05	—	12:15
12:17	12:30		12:35	—	12:45
12:47	1:00		1:05	—	1:15
1:17	1:30		1:35	—	1:45
1:47	2:00		2:05	—	2:17
2:19	2:32		2:35	—	2:47
2:49	3:02		3:10	3:16	3:26
3:26	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	8:12		8:15	—	8:26



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				315 WEEKDAYS/WESTBOUND			
1	2	3	4	5	6	7	8
Oak Hill Plaza	UP 290 Hwy/Monterey Oaks	Westgate Transit Center (Bus Stop # 6317)	South Congress Transit Center (Bus Stop # 6317)	West Gate/Western Trails	Ben White/TX 71	West Gate/Western Trails	Oak Hill Plaza
5:50	6:04	6:14	6:25	5:10	5:20	5:25	5:33
6:45	7:02	7:12	7:24	6:10	6:20	6:28	6:39
7:35	7:52	7:52	7:54	6:40	6:50	6:59	7:11
7:55	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
9:55	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

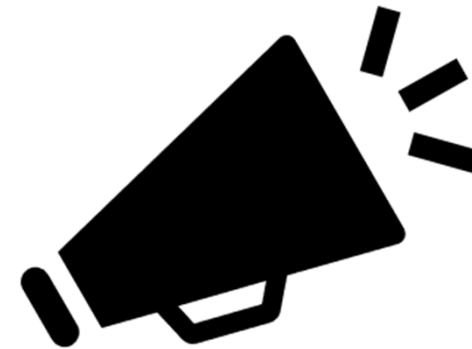
March

- 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
- www.CapMetro.org/Summer2024
- Public hearing on March 18, 2024





Looking Ahead

CapMetro

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	
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

Public Engagement

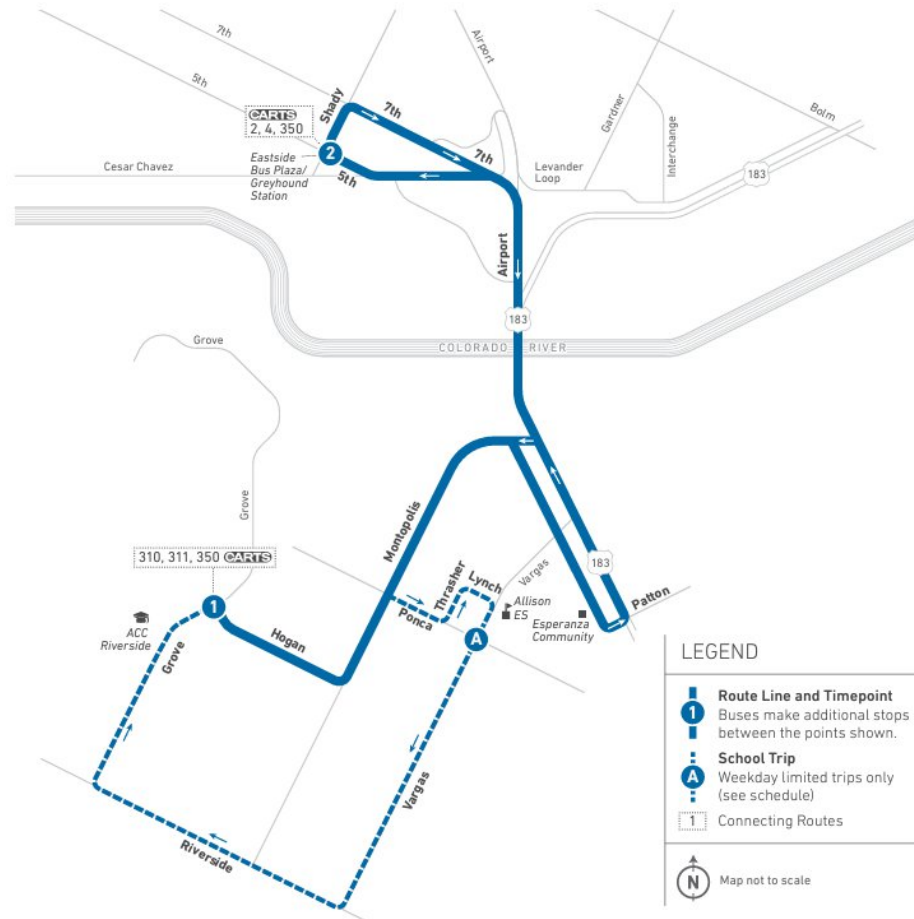
Systemwide analysis and recommendations for all CapMetro services

- 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!

Route 217 to Allison Elementary



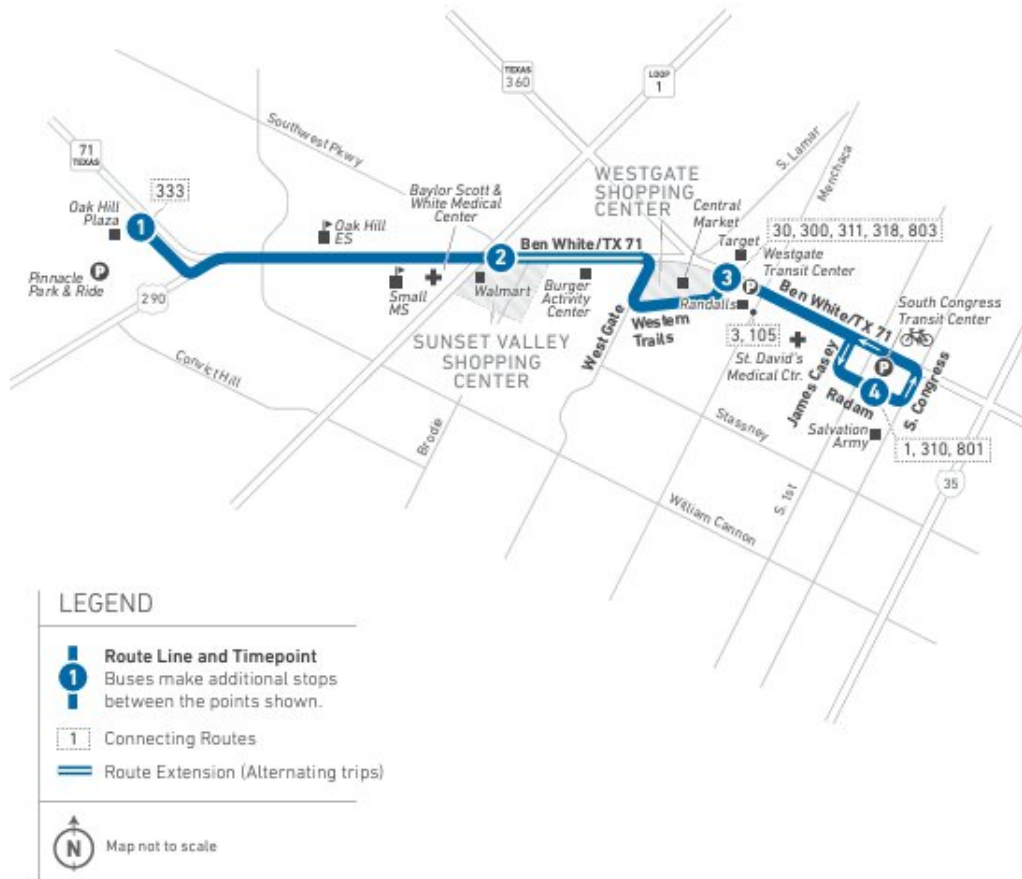
Route 337 to LBJ High School (Afternoon)



Route 4 School Trip to LASA

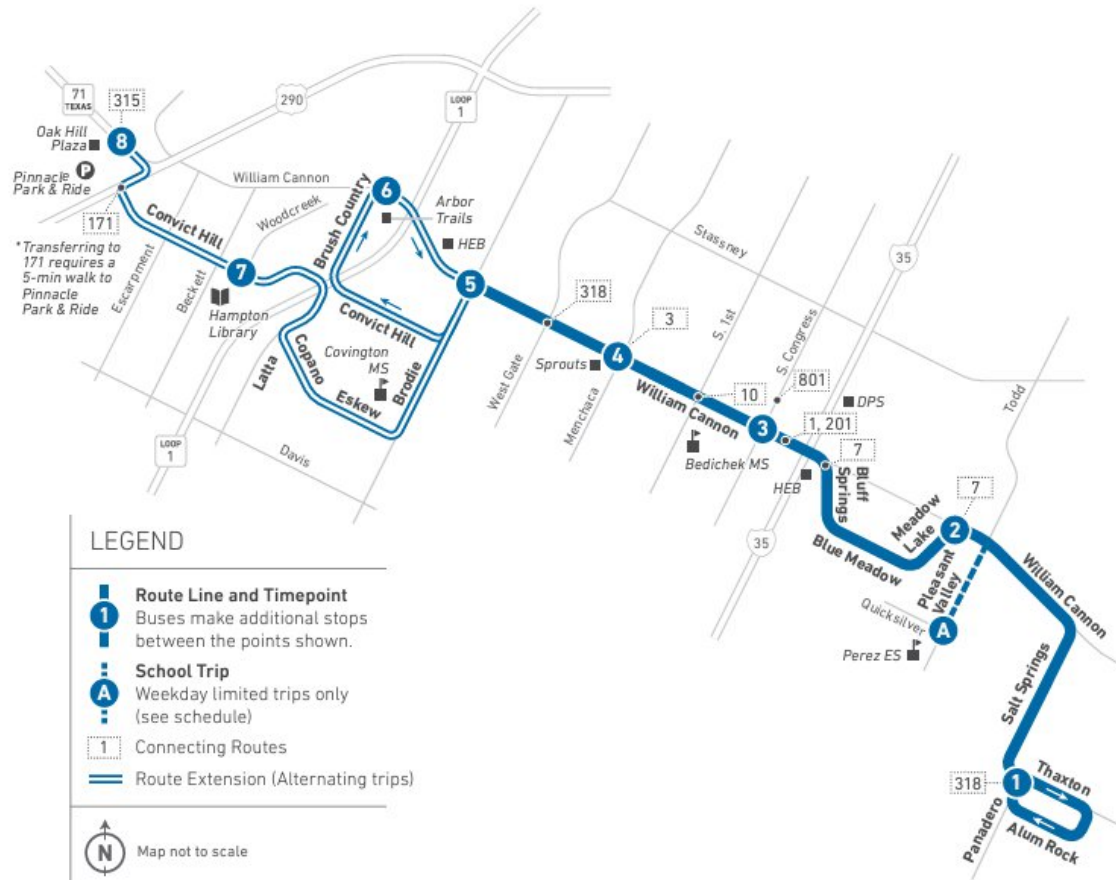


Route 315 Extra Trip for Small Middle School



Route does not deviate to serve Small MS

Route 333 School Trip to Perez Elementary



To: CapMetro Board of Directors
From: Sharmila Mukherjee, EVP, Chief Strategic Planning and Development Officer
Date: February 8, 2024
Re: Proposed Summer 2024 Service Changes

Service changes provide CapMetro an opportunity to adjust its services to meet the needs of customers and efficiently use our resources. Service changes occur up to three times a year typically in January, June, and August to coincide with local school and university calendars.

The service change process is guided by the revised Board-approved Service Standards and Guidelines. Additional information about how service changes are developed, evaluated, approved and ultimately implemented is available on our website at capmetro.org/servicechange.

Summary of Proposed Changes & Process

The following is a high-level summary of the proposed service changes for Summer 2024.

- **School Trip Adjustments** – Select trips on bus routes will return to summer service levels. To improve service to overall customers and operations, select school trips that have duplicative service or low performance would be permanently eliminated.
- **UT Service Adjustments** – Typical transition to summer service levels will occur on UT Shuttle routes.
- **Minor Bus Schedule Adjustments** – To improve on-time performance, select routes may receive minor adjustments to their schedules. This does not impact routes or stop locations.
- **Minor Rail Schedule Adjustments** – Rail on weekdays and/or Saturdays may receive minor schedule adjustments to ensure more efficient and reliable service.
- **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.

The proposed Summer 2024 service change process includes a public involvement plan to notify key stakeholders and communities at-large, and solicit input from potentially impacted people. Community engagement will kick off on February 12, 2024. Input will also be solicited from advisory committees and impacted schools, among others. As part of our commitment to public involvement, the community will have an additional opportunity to participate by providing a formal comment opportunity on the proposed service change during a scheduled public hearing on March 18, 2024, before the board considers acting on this item. Engagement efforts will be summarized, and community feedback will be reviewed prior to bringing the proposed service change to the board for approval on March 25, 2024.

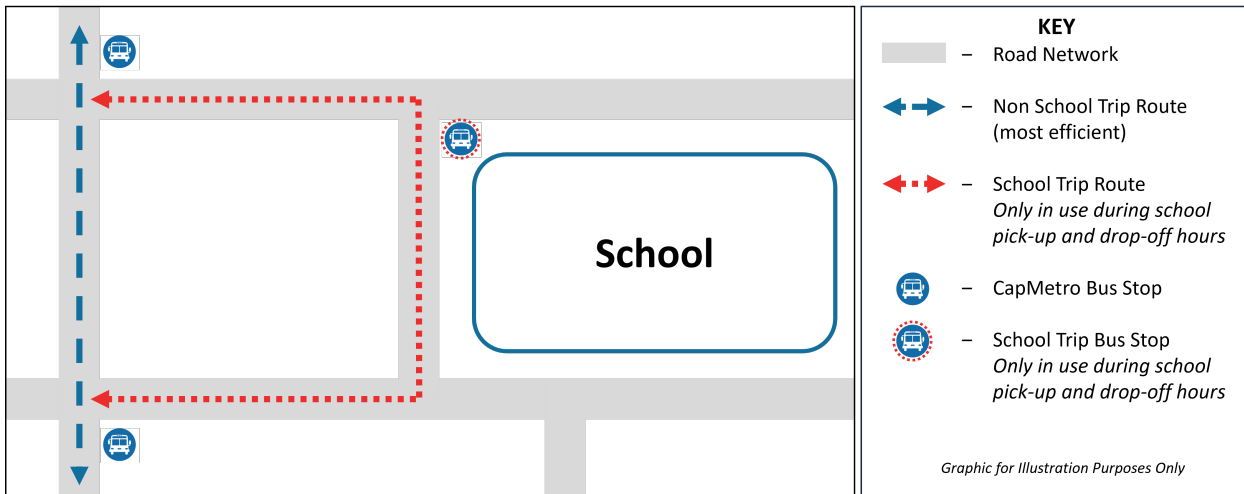
This service change includes minor adjustments proposed for the system.¹ Although a Title VI analysis is not required for this service change, understanding and balancing our customers' needs with our operational resources is how we conduct our service change process. Equity is consistently considered in this process to ensure we are meeting our community's needs. The proposed changes are in accordance with CapMetro's proposed FY 2024 budget. If approved, the changes would be implemented on Sunday, May 26, 2024.

Detailed Overview of Proposed Changes

School Trip Adjustments

As part of our ongoing commitment to best serve the community and stewarding limited resources, CapMetro identified a need to evaluate all school trips. A school trip is a segment on an overall route specifically connecting an existing route to a school in coordination with pick-up and drop-off times for students and school personnel (Figure 1). School trips are offered to increase accessibility, safety, and convenience for customers traveling to and from schools. However, if few riders use the school trip, the extended trip can result in unnecessary delays for other customers on the same route. Matching service with demand helps improve service to overall customers and operations.

Figure 1. Illustrative Example of a School Trip:



CapMetro proposes the elimination of the following select school trips due to duplicative service or low ridership. Note – elimination of the school trip is not the elimination of an overall route:

- **Route 4 (7th Street) to the Liberal Arts and Science Academy (LASA)** due to duplicative service with the East Austin Pickup zone. *No changes are proposed to Route 4's school trip to Austin High School.*

¹ [1] Board Policy "Title VI Major Service Change Policy OOD-103" defines a major service change as the establishment of new bus routes, a substantial geographical alteration on a given route of more than 25% of its route miles, the elimination of any bus service, or a major modification which causes a 25% or greater change in the number of daily service hours provided.

- **Route 217 (Montopolis Feeder) to the Allison Elementary School** due to extremely low ridership, averaging one customer per day at the nearby stop.
- **Route 315 (Ben White) to the Small Middle School** due to extremely low ridership, averaging zero customers per day at the nearby stop.
- **Route 333 (William Cannon) to the Perez Elementary School** due to extremely low ridership, averaging zero customers per day at the nearby stop.
- **Route 337 (Koenig/Colony Park) to LBJ Early College High School in the afternoon only** due to extremely low ridership, averaging zero customers per day at the nearby stop. *No changes are proposed to Route 337's school trip in the morning.*

Pickup

Over the last several years, CapMetro staff have monitored Pickup performance for each zone and provided regular reports to the Board. CapMetro now operates eleven Pickup zones and frequently receives requests for either new zones or expanded operations within existing zones. Due to resource limitations (available funding, vehicles and operators), we are not able to meet all demands and reviewing the performance of existing zones helps determine opportunities for improvement and balance requests for changes.

In 2023, the Exposition Zone, in particular, was struggling to meet a sustainable level of service, and CapMetro staff highlighted that if performance did not improve, changes would be warranted. CapMetro launched a marketing and outreach campaign in Fall 2023 to promote the Exposition Pickup zone and increase ridership within the zone. As a result, Pickup Exposition ridership increased 27% in December over the average of the previous 11 months and Expositions overall performance ranking improved by three compared to other zones. Staff recommends keeping the current zone in place due to increased ridership and the overall Pickup Exposition zone score and continuing to monitor for sustained success.

CapMetro staff will reevaluate the performance of Pickup Exposition and all Pickup zones in July 2024 when calculating the biannual Pickup Zone scores. CapMetro staff wants to see sustained success in terms of performance, and reviewing performance every six months allows for action to occur if performance declines or improves.

Regional Coordination

Collaborating with regional partners and member cities is essential to achieving our vision. Together, we address concerns, assess service effectiveness, and make collective decisions that shape a prosperous transit landscape for our region. The CapMetro Government Affairs team, in close coordination with Planning and Development staff, continues to facilitate engagement opportunities and ongoing communication with all cities within CapMetro's service area. We continue to work with each jurisdiction to understand their concerns, evaluate existing and future service, and address issues. As part of CapMetro's upcoming Service Planning process, staff will also coordinate with the Regional Planning team on communicating proposed service changes to help facilitate an exchange of information and understanding among our regional partners and address any concerns.

Service Plan Update

CapMetro is about to kick off CapMetro's next 5-10-Year Transit Plan. Our previous 5-10-year plan, Connections 2025, yielded our most recent transit system re-design, Cap Remap, that increased the frequency and reliability of our services and resulted in a month-over-month, year-over-year increase

in ridership from Summer 2018 until March 2020. The upcoming service planning effort will culminate in a detailed implementation and vision plan to coordinate and implement all current and future CapMetro services in a way that aligns with community needs today. During this process we will identify how people are traveling in the central Texas region and evaluate the entire system to identify where services are meeting our customer's needs and where there are opportunities for improvements. The process includes meaningful and robust engagement with the community and prioritize a public participatory and inclusive process to ensure we capture representative feedback and equip the board with information to make informed decisions.

Should Board Members have any questions regarding the proposed changes, they should contact Ed.Easton@capmetro.org.