



Agenda - Final
Capital Metropolitan
Transportation Authority
Board of Directors

2910 East 5th Street
Austin, TX 78702

Wednesday, April 10, 2024

12:00 PM

Rosa Parks Boardroom

Public Hearing on 1. Proposed August 2024 Service Changes and 2. Proposed Changes to CapMetro Title VI Policy

This hearing will be livestreamed at capmetrotx.legistar.com

I. Call to Order

II. Presentation:

1. Proposed August 2024 Service Changes Public Hearing

III. Public Comment:

IV. Presentation:

1. CapMetro Title VI Policy Changes Public Hearing

V. Public Comment:

VI. 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-2024-1136

Agenda Date: 4/10/2024

Proposed August 2024 Service Changes Public Hearing

CapMetro

Proposed August 2024 Service Change

April 10, 2024

Today's Presentation

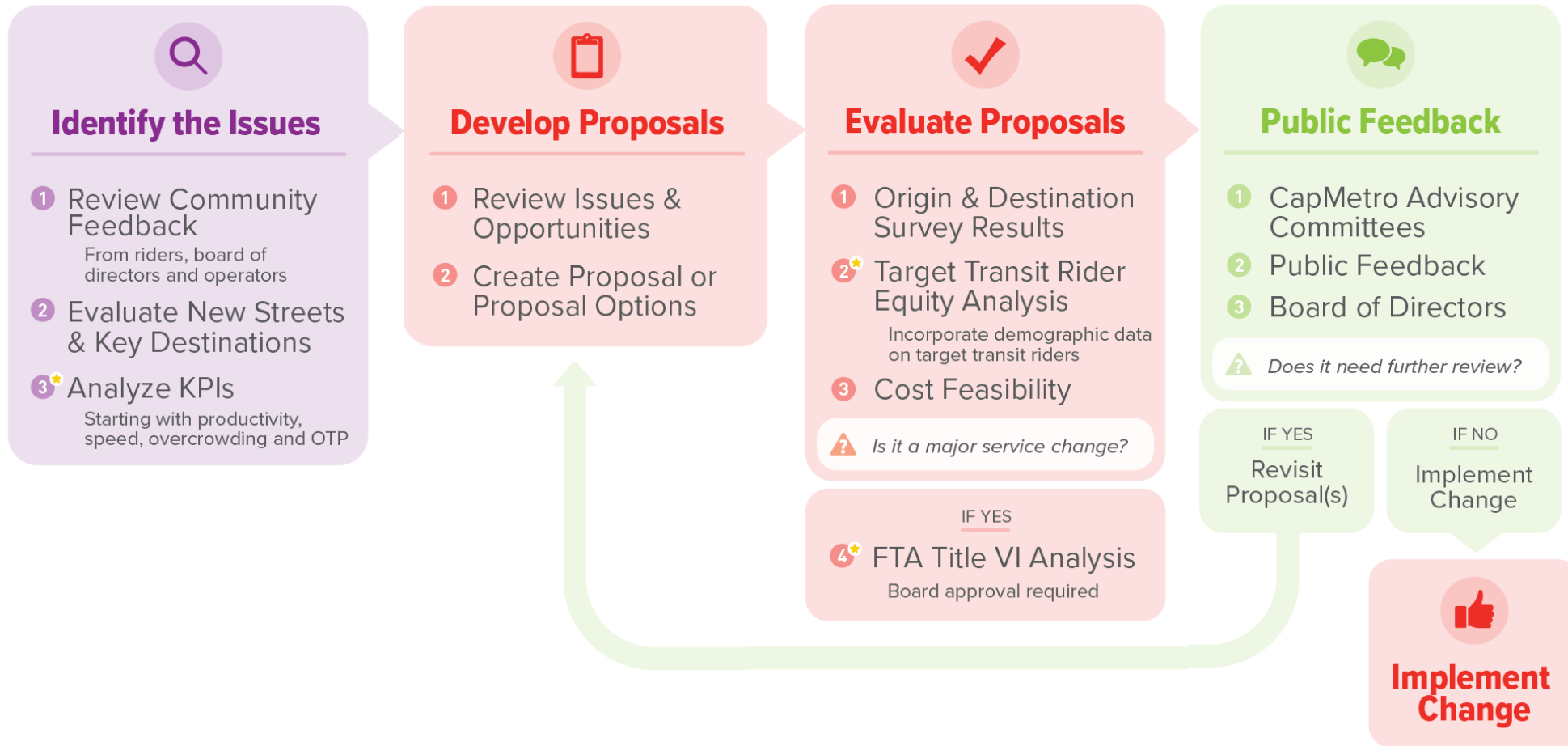
- Proposed August Service Changes
 - Step 1: Identify Challenges and Opportunities
 - Step 2: Develop Proposals and Evaluate Proposals
 - Step 3: Engage Community and Board Approval
- Pickup Performance





Proposed August Service Changes

How is a service change proposal developed?



Improving Reliability

- Operator Recruitment and Retention
- Successfully Onboarded New Provider, Keolis
- Updated Procedures for Preventable Maintenance



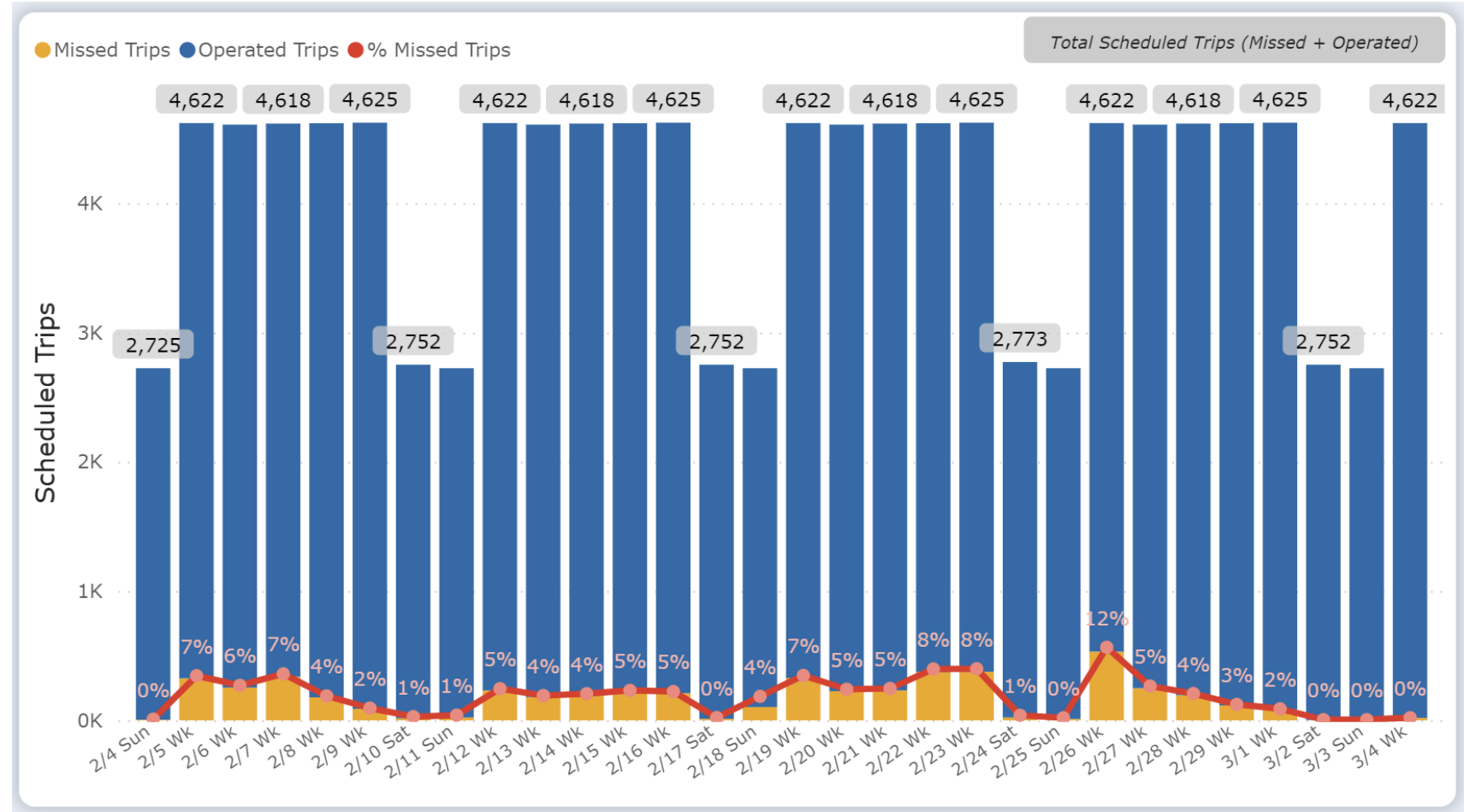
CapMetro staff recruit veterans at a career fair at Ft. Cavazos.

On Time Performance and Missed Trips

79%
% On-Time

17%
% Late

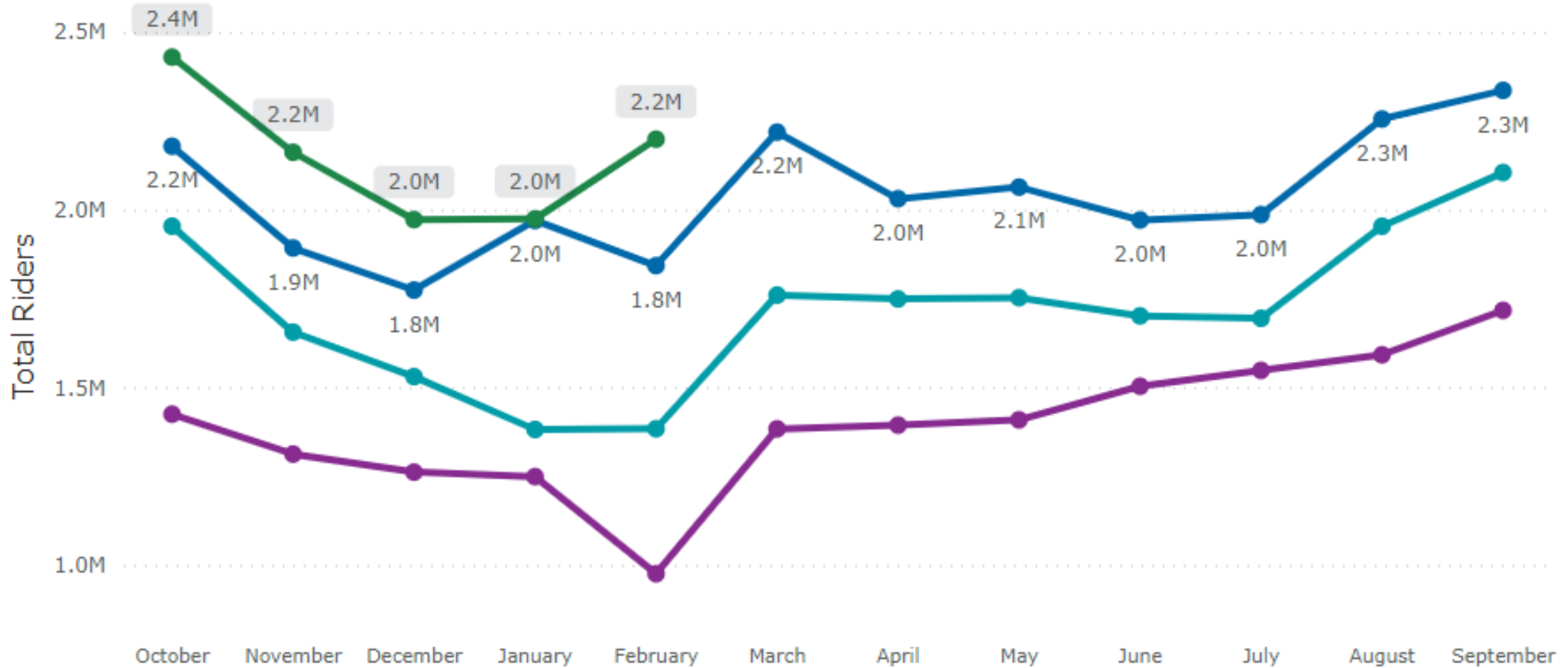
3%
% Early



All Bus Service, Jan 15 – Feb 15, 2024

Number of Trips by week,
February 4 – March 4

Ridership Growth



Fiscal Year ● 2021 ● 2022 ● 2023 ● 2024

Proposed Service Changes – August 2024

UT Shuttle
Route
Adjustments

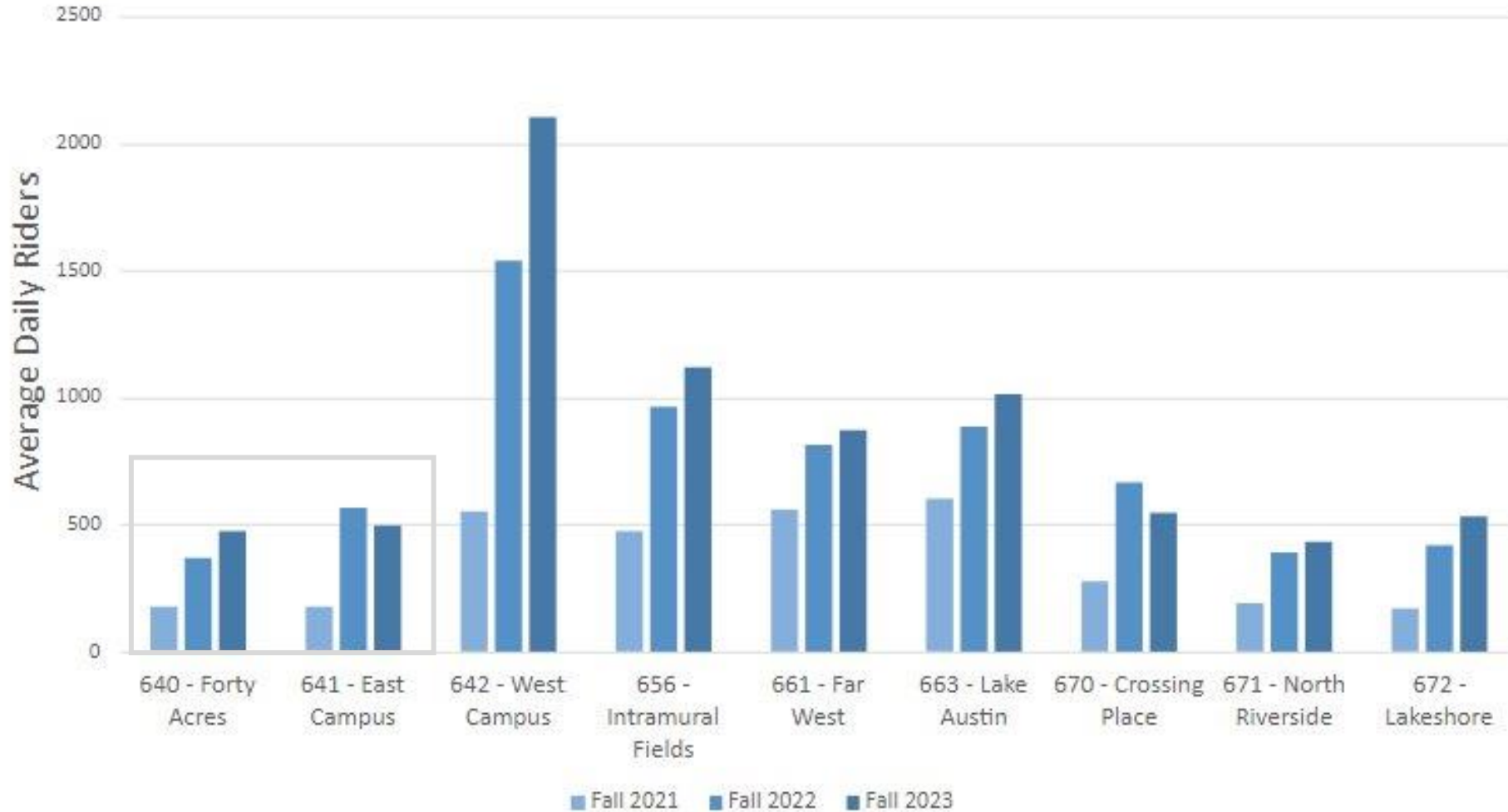
UT Shuttle
Service
Adjustments

School Trip
Adjustments

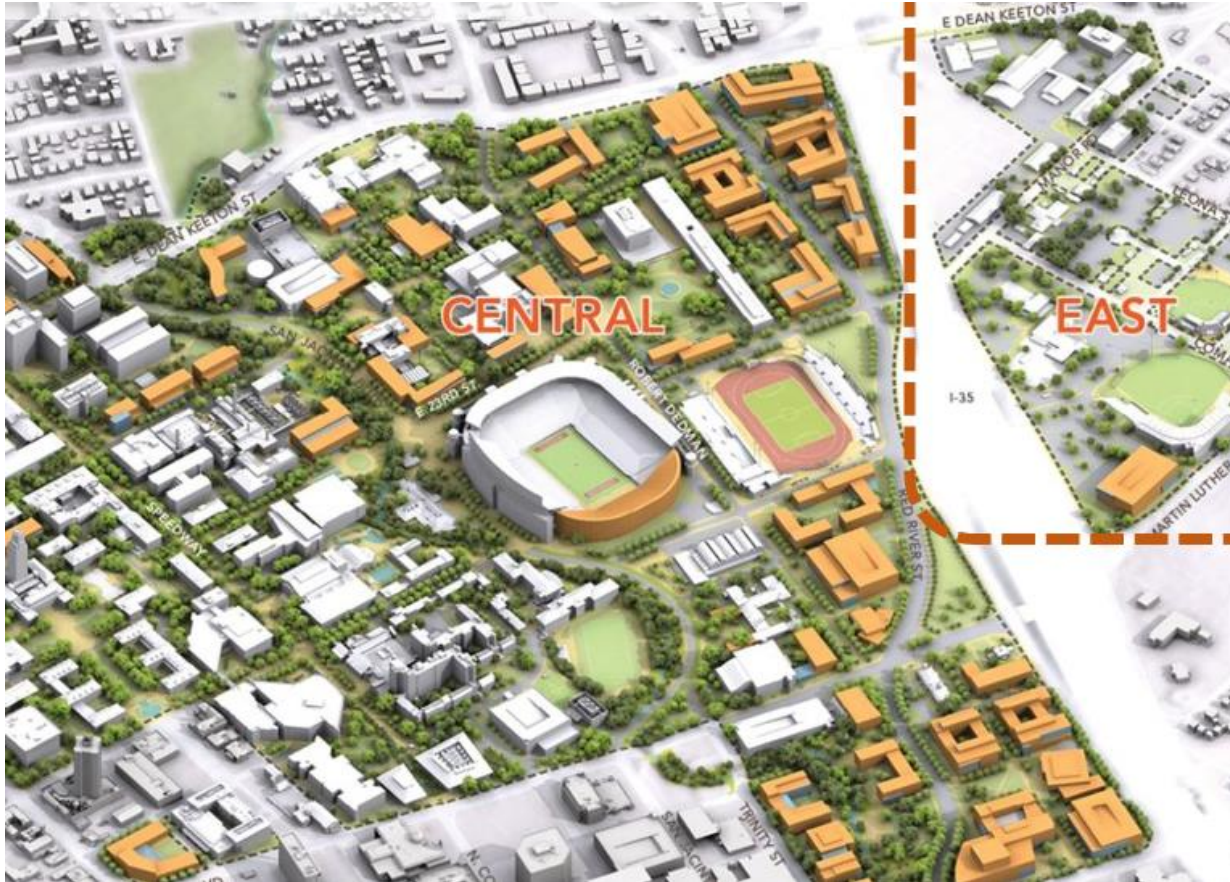
Minor Bus
Schedule
Adjustments

Minor Rail
Schedule
Adjustments

UT Shuttle Ridership



Feedback from the Community

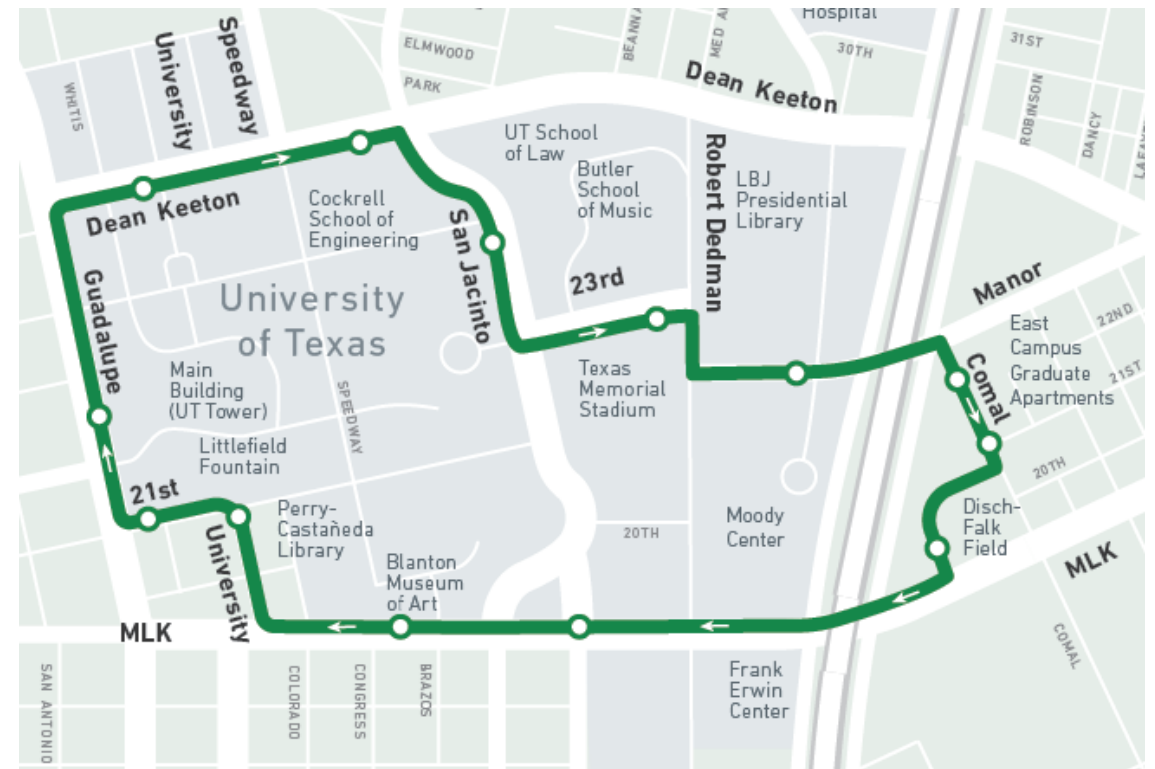


- Recommendations from UT students, staff and faculty:
 - Improve access to Main Campus from East Campus
 - Increase access to the upcoming East Campus Graduate Apartments with capacity for ~750 students

Proposed UT Shuttle Combination



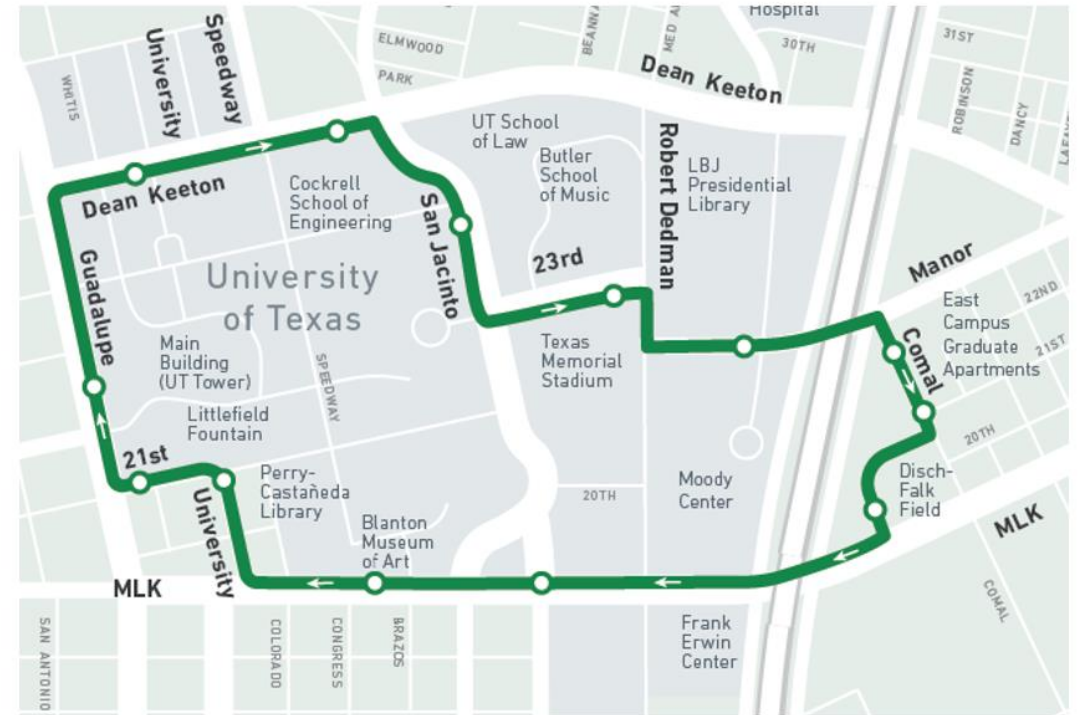
Current UT Routes 640 & 641



Proposed UT Route 640 Circulator

Proposal Summary

- No additional resources required
- Increases frequency and span for 640-FA and 641-EC customers
- Improves accessibility from west to east campus
- Reduces potential transfers
- Consideration of potential layover delay
- Slightly longer round-trip time



Proposed UT Route 640 Circulator

Proposed UT Shuttle Routes 640 and 641 Consolidation – Title VI Analysis

- Title VI Policy - Adopted June 2021
- Elimination of a Route = Major Service Change
- Title VI Report generated by Remix, using Census data
- Disparate Impact / Disproportionate Burden = Exceeds 2% Threshold

Outreach & Public Feedback

March

- Board Memo
- At-Stop Outreach on Campus
- Meetings and Presentations with UT Stakeholders
- Operator Notices
- Service Change Website with Comment Box

April

- Signage at Specific Stops
- Customer Service Advisory Committee
- ACCESS Committee
- On-Bus Brochure
- MetroAlerts & Social Media
- Virtual Presentation
- Public Hearing
- Board Approval

Changes Implemented August 18, 2024

Regional Coordination



- Collaborating with regional partners and member cities
- Working to create meaningful engagement opportunities and ongoing communication with all cities with CapMetro service area.
- Key opportunity for engagement throughout the Transit Service Plan.

CapMetro

End

CapMetro

Pickup Performance and Zone Changes

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

- 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

Summary of Pickup Changes

- Pickup Zone Boundary Changes:
 - East Austin Pickup Zone
 - Dessau Pickup Zone
 - Walnut Creek Pickup Zone
 - North Oak Hill Pickup Zone
- Minimal Impact on Resources and Staffing
- Close "Donut Holes" and Optimize Zone Performance



East ATX

Developed as part of CapRemap to substitute for fixed route bus service removed from the area

Performance:

- Ridership is growing – December 2023 had a 28% increase over December 2022, from 1,982 riders
- On-time performance and response times are improving since the addition of 3 vehicles on 1/15
 - For the week ending on 1/27, OTP increased to 80% and the average response time was 10 minutes

Recommendations

- Close gap from Oak Springs to 7th to increase ridership and add destinations
- Continue to monitor ridership and OTP



Dec '23 Score 71	Ridership 2,771	Customers/Hour 4.6
OTP 61.1%	Avg. Response Time 15 minutes	

Dessau

Originally conceived as part of CapRemap to substitute for underperforming fixed route bus (Route 392-Braker).

Performance

- Ridership is high
- OTP needs improvement
- Route 392 – Braker remained in service

Recommendations

- Lose donut holes along Howard Lane
- Expand south along I-35



Dec '23 Score 59	Ridership 4,993	Customers/Hour 4.0
OTP 72.0%	Avg. Response Time 12 minutes	

Walnut Creek

Developed as part of CapRemap to substitute for fixed route bus service removed from portions within the area

Performance

- Ridership is high
- Demand is well-balanced with supply, resulting in shorter wait times and higher on-time performance

Recommendations

- Add southeast corner between Lamar, I-35 and Braker



Dec '23 Score 70	Ridership 6,002	Customers/Hour 4.0
OTP 80.2%	Avg. Response Time 11 minutes	

North Oak Hill

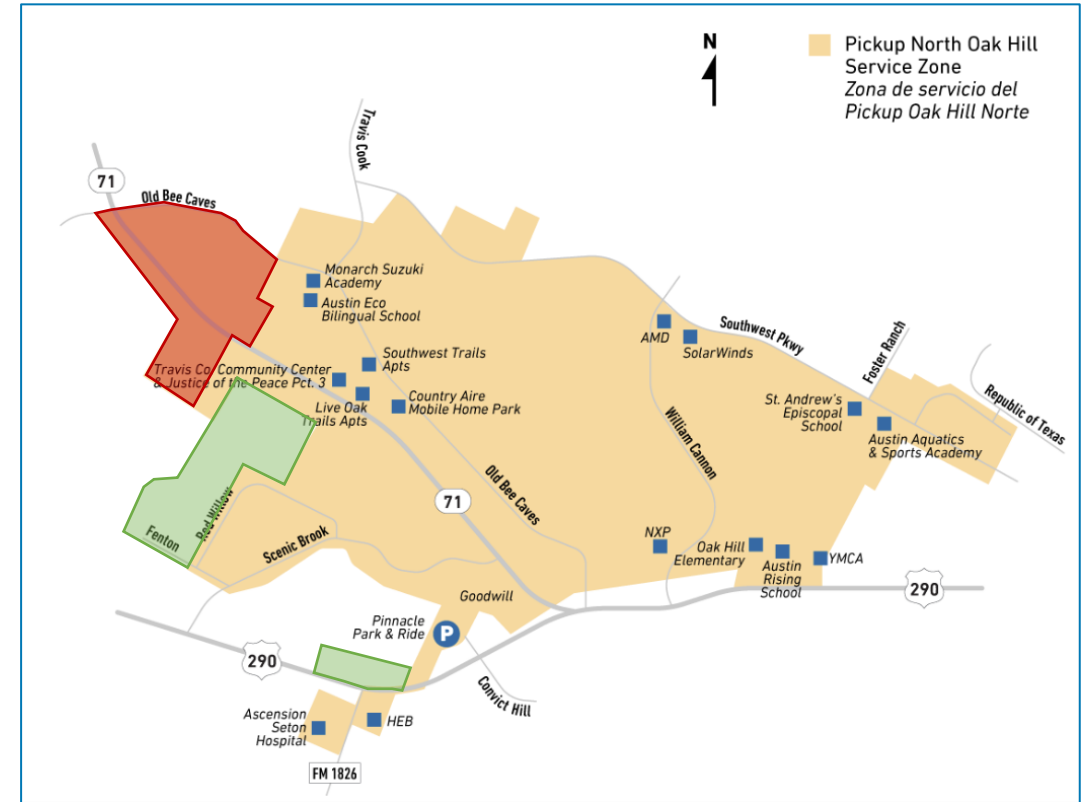
Part of Project Connect program designed to provide service in areas not served by fixed route bus service. Launched in 2021.

Performance:

- Low ridership
- Higher response time and poor OTP

Recommendations

- Modify zone boundaries to increase ridership:
 - Remove western edge of the zone from Highway 70 and Old Bee caves
 - Add apartments and neighborhoods to the south along Hudson Loop and Covered Bridge Drive
- Consider conducting community engagement campaign to promote increased ridership



Dec '23 Score 38	Ridership 937	Customers/Hour 1.9
OTP 71.9%	Avg. Response Time 13 minutes	

CapMetro

Thank you!



Capital Metropolitan Transportation Authority

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Austin, TX 78702

Board of Directors

Item #: AI-2024-1066

Agenda Date: 4/10/2024

CapMetro Title VI Policy Changes Public Hearing

CapMetro

CapMetro Title VI Policy Update

April 2024

Why Title VI Applies to CapMetro

Title VI prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving **federal financial assistance.**

*Subsequent Federal regulations extended this protection to discrimination on the basis of income.

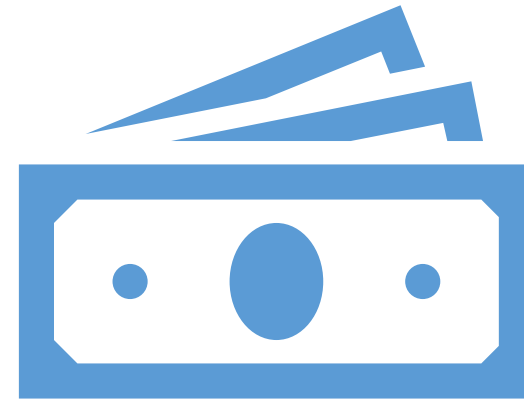
Title VI Service Equity Analyses

Does this change unfairly impact:



Minority
Populations?

“Disparate
Impact”



Low Income
Populations?

“Disproportionate
Burden”

CapMetro Title VI Policies

Major Service Change Policy

When CapMetro is required to conduct service equity analyses

A service change that affects 25% of a route's annual miles or hours

Disparate Impact/ Disproportionate Burden Policy

Determines how disproportionate impacts to minority and low-income populations are identified

When a minority or low-income population receives

- More than 2% of their share of the adverse effects of a service change, or;
- Less than 2% of the benefits of a service change

Review of CapMetro Title VI Policies



Summary of Updates to the Title VI Policy



Use data from our on-board survey, conducted every 5 years

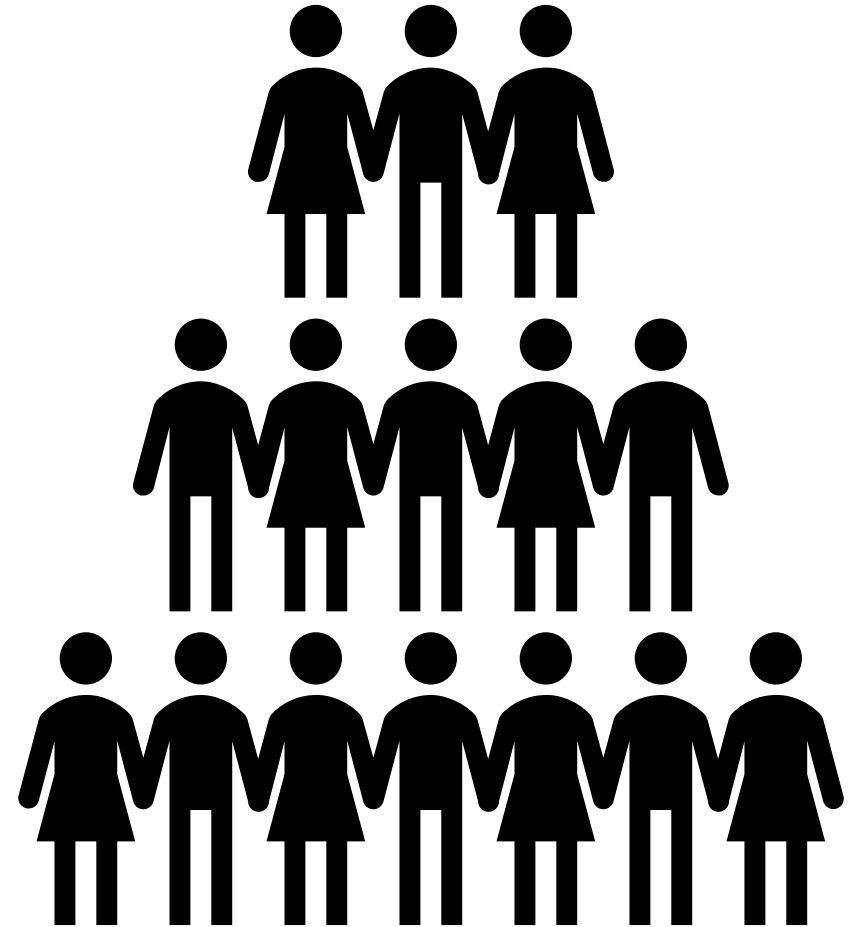


Update the analysis to include the service area average as the baseline for determining potential adverse impacts

Updates to the Title VI Policy

Use data from our on-board survey, conducted every 5 years

- Utilizing the recent on-board survey data
- Statistically significant demographic info
- Most accurate picture of our riders
- Can vary from Census data



Updates to the Policy - Example 1

Update the analysis to include the service area average as the baseline for determining potential adverse impacts

Hypothetical Example:

	Minority Riders on Route (On Board Survey)	Minority Riders in the Service Area (On Board Survey)	Disparate Impact Threshold	Difference	DI?
Route A	72%	69%	2%	3%	YES

$$72\% - 69\% = 3\%$$

Updates to the Policy – Example 2

Update the analysis to include the service area average as the baseline for determining potential adverse impacts

Hypothetical Example:

	Low-Income Riders on Route (On Board Survey)	Low-Income Riders in the Service Area (On Board Survey)	Disproportionate Burden Threshold	Difference	DB?
Route B	80%	49%	2%	31%	YES

$$80\% - 49\% = 31\%$$

Updates to the Policy – Example 3

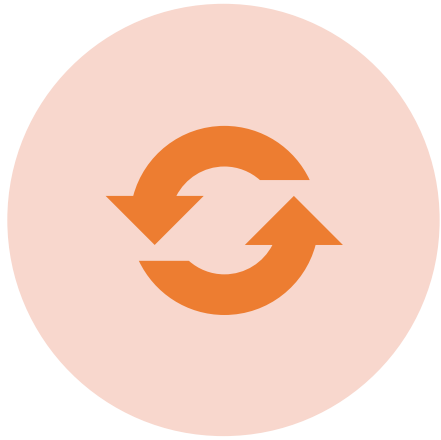
Update the analysis to include the service area average as the baseline for determining potential adverse impacts

Hypothetical Example:

	Minority Riders on Route (On-Board Survey)	Minority Riders in Service Area (On-Board Survey)	Disparate Impact Threshold	Difference	DI?
Route C	30%	69%	2%	-39%	NO

$$30\% - 69\% = -39\%$$

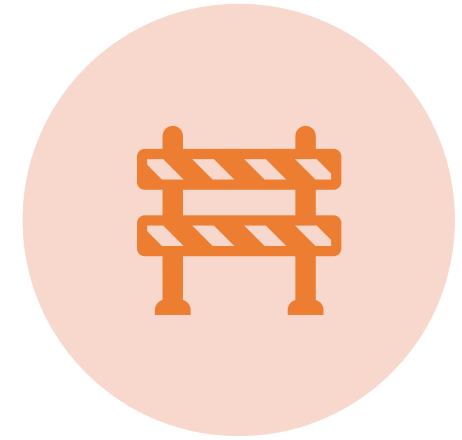
What happens when there is a finding?



REVISIT



MITIGATE



IMPLEMENT

Public Engagement Efforts



WEBPAGE



EMAILS



PRINTED FLYERS



TEXT ALERTS



AT-STOP SIGNAGE



**OUTREACH AT
STOPS**



**ADVISORY
COMMITTEE
PRESENTATIONS**



**ONLINE VIRTUAL
OPEN HOUSE**



**PUBLIC HEARING
(APRIL 10TH)**



**BOARD ACTION (MAY
20TH)**

How to Provide Feedback



- www.capmetro.org/TitleVIcompliance
- Email us at engage@capmetro.org
- Join us for a public hearing at 2910 E 5th Street on April 10, 2024 @ 12:15PM

Thank you!

CapMetro

Thank you!