



Agenda - Final
Capital Metropolitan
Transportation Authority
Board of Directors

2910 East 5th Street
Austin, TX 78702

Wednesday, June 12, 2024

12:00 PM

Rosa Parks Boardroom

Public Hearing on Proposed Amendment to August 2024 Service Changes - Leander Pickup Zone Adjustment

This meeting will be livestreamed at capmetrotx.legistar.com

I. Call to Order

II. Presentation:

1. Amendment to the August 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-2024-1196

Agenda Date: 6/12/2024

Amendment to the August 2024 Service Changes

CapMetro

**Amendment to the
Previously-Approved August
Service Changes**

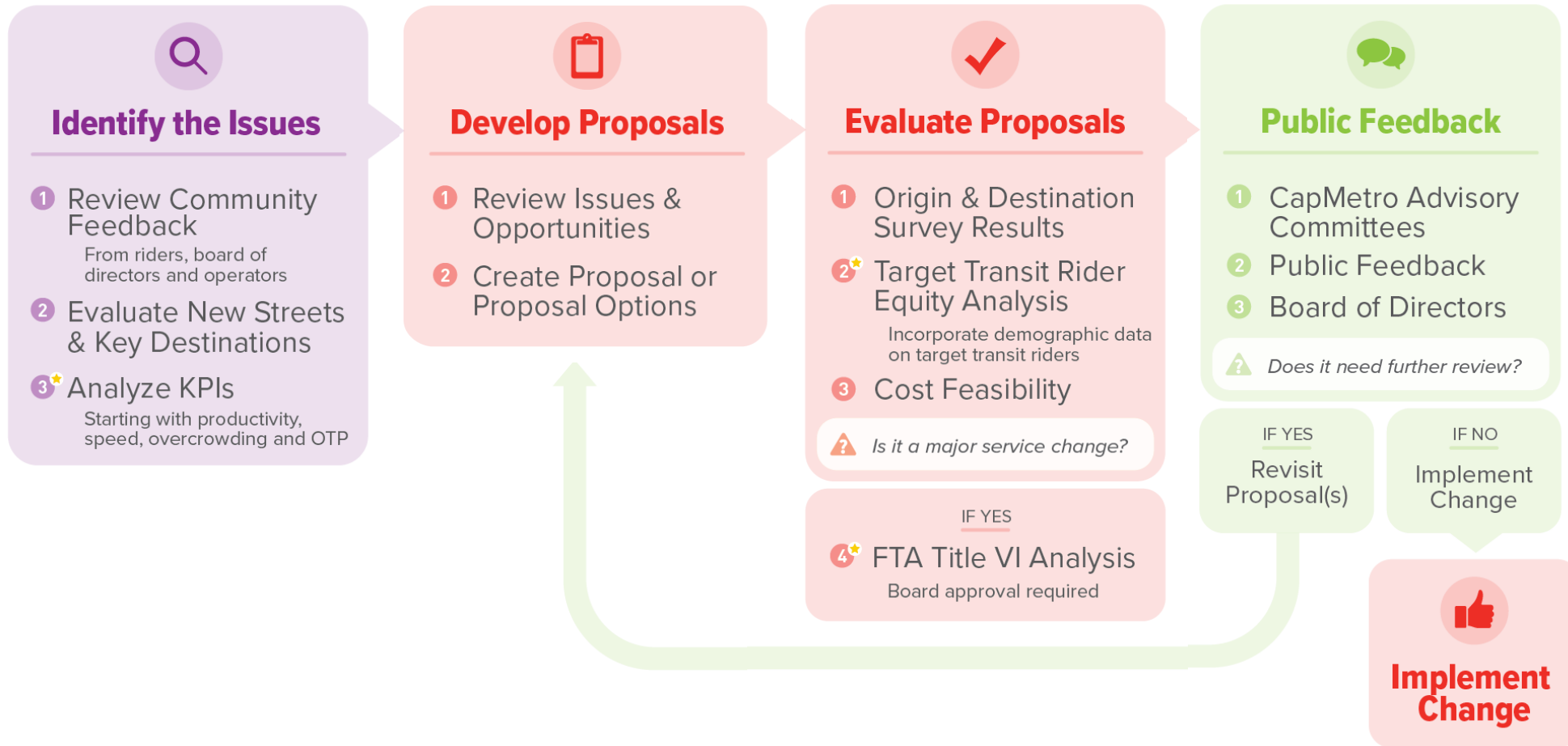
June 12, 2024

Today's Presentation

- Proposed Amendment to August Service Changes
 - Step 1: Identify Challenges and Opportunities
 - Step 2: Develop and Evaluate Proposal
 - Step 3: Engage Community and Board Approval



How is a service change proposal developed?

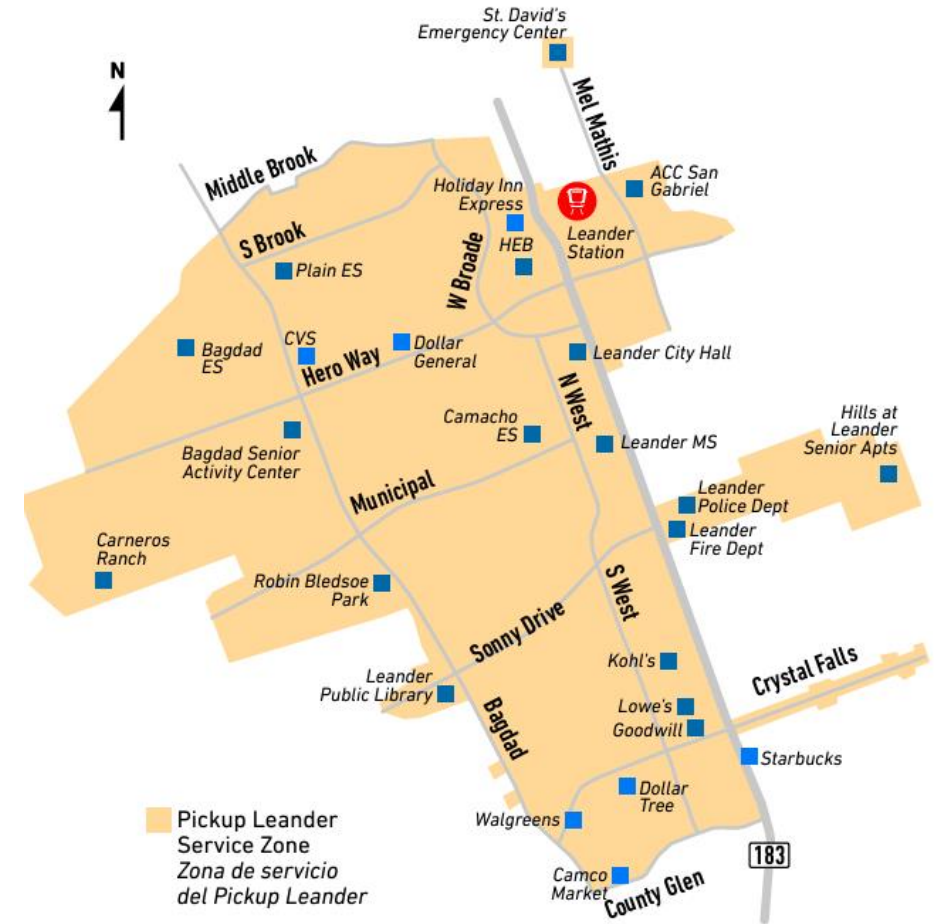


Step 1: Identifying Challenges & Opportunities



Zone History & Characteristics

- Launched December 2019
 - 4 zone boundary additions since initial launch
- Hours of Operation
 - Monday – Friday, 6 a.m. – 7 p.m.
 - Saturday, 10 a.m. – 6 p.m.
- 10 total vehicles
 - 2 vehicles added January 2024

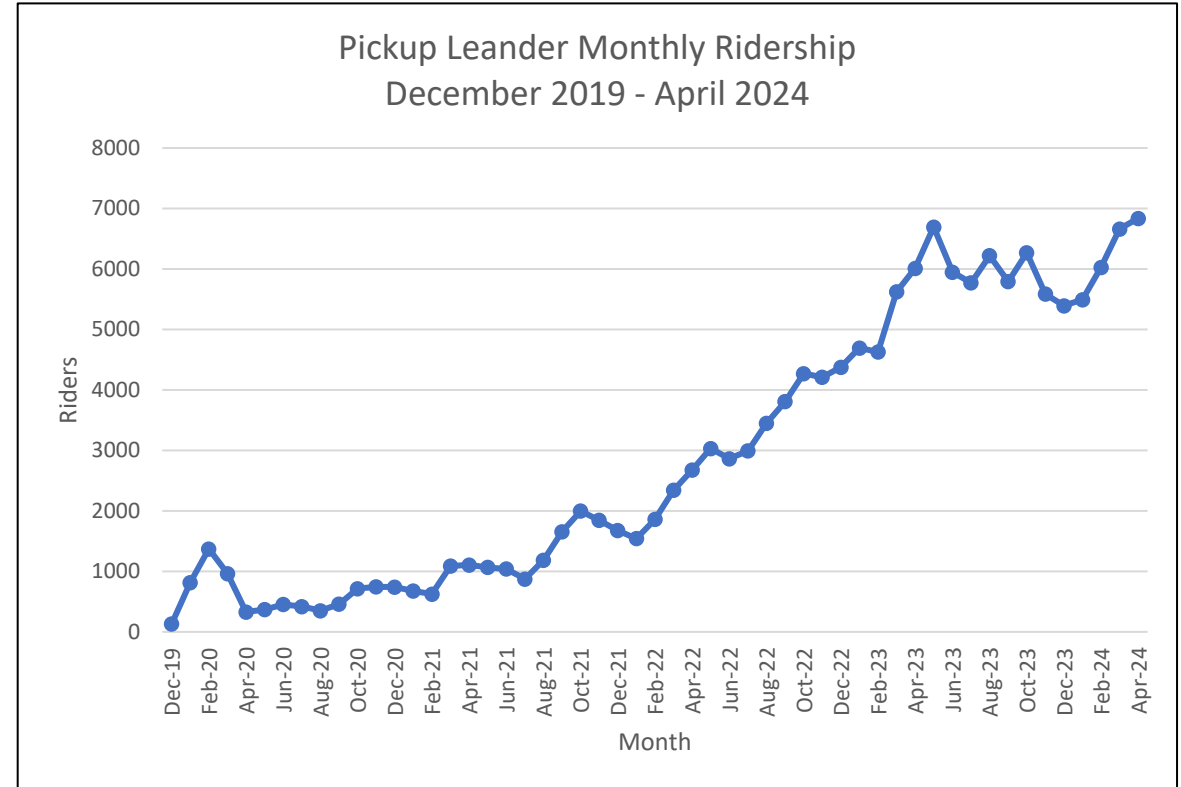


Step 1: Identifying Challenges & Opportunities



Ridership & Performance

- Ridership Trend
 - 92% increase in 2021
 - 152% increase in 2022
 - 83% increase in 2023
- 788% increase from 2020 to 2023
- 4.87 out of 5 Customer Rating for April 2024



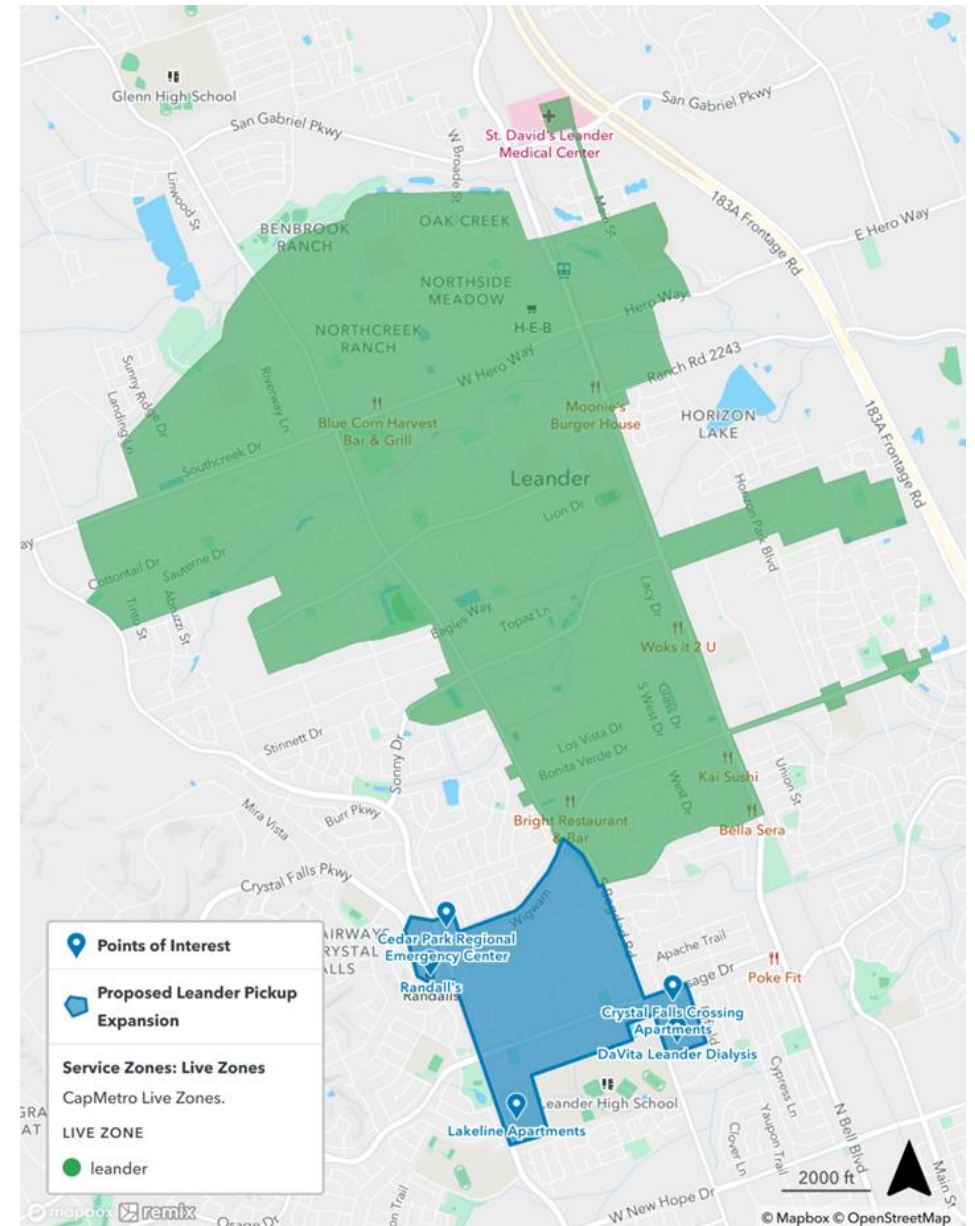
April 2024 Performance Metrics (Weekday Only)

Ridership 6,213	Customers/Hour 4.10
On-Time Performance 62.3%	Average Response Time 17 minutes

Step 2: Develop and Evaluate Proposals



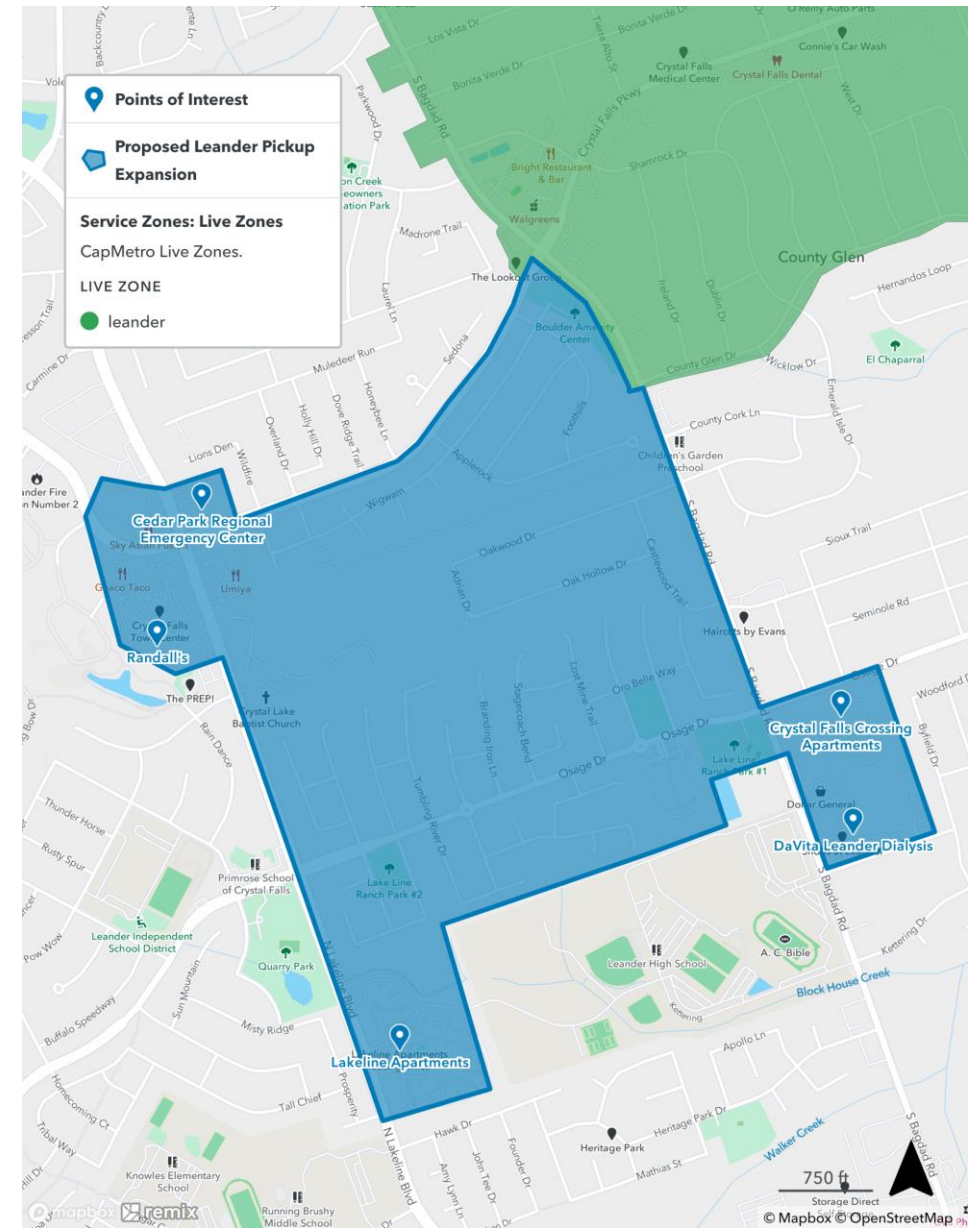
- 0.64 square miles - additional coverage proposed
- 5.6 square miles - total size of the zone with proposed expansion
- 5th Pickup Leander expansion since zone launch in 2019
- Amendment to the previously-approved August Service Change to expand Pickup Leander



Step 2: Develop and Evaluate Proposals



- Resource-neutral
- Approximately 4,000 additional residents served
- 55 additional trips per day based on an analysis of capacity and demand
- Key Destinations:
 - Emergency Center
 - Randall's
 - Lakeline Apartments
 - Crystal Falls Crossing
 - DaVita Dialysis



Step 3: Outreach & Public Feedback



May

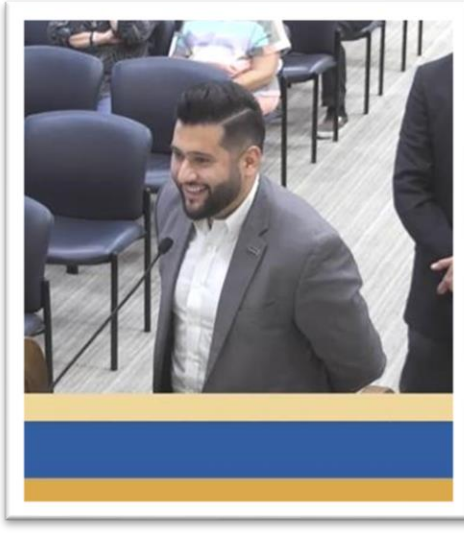
- Board Memo
- On-Vehicle Signage
- Signage posted at proposed new destinations
- Ongoing engagement with the City of Leander
- Service Change Webpage with Public Comment Box
- Social Media
- Pickup App Alert

June

- Customer Satisfaction Committee
- ACCESS Committee
- At-Rail Signage at Leander Stop
- Operator Communication
- Public Hearing
- Informational Flyers
- Virtual Presentation
- Board Approval

Changes implemented August 18, 2024

Step 3: Outreach & Public Feedback



Pickup
by CapMetro

Proposed Expansion of Pickup Leander

We want your feedback



Get the details and share
your thoughts at
capmetro.org/leander



CapMetro

Thank you!