

CapMetro

**Customer Satisfaction
Advisory Committee**

February 2024



Transit Pass for the Unhoused Community Program

Kelsey Lammy, Sr. Community Engagement Coordinator

Agenda



BENEFITS &
BACKGROUND



ELIGIBILITY



TIMELINE



DATA SHARING

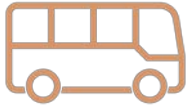


PARTNERSHIPS



QUESTIONS

Key Benefits



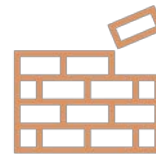
Access to Transportation:
Ensures individuals have access to essential services, employment opportunities, and community activities.



Increased Opportunities :
Access to reliable transportation opens doors to employment, medical appointments, social services, and support.



Empowerment & Independence:
Empowers individuals to travel independently.



Stability & Progress:
Better links to services and opportunities to progress toward stability in housing, support services and employment, and an improved quality of life.

Pass Background



HMIS Database & Smart Card Technology
Pass is coordinated through HMIS database. Durable smart card for easy and efficient travel for customers.

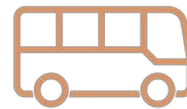


No Cost
The transit pass has no cost to eligible unhoused individuals and authorized service providers.

CapMetro is pursuing grants and partnerships to subsidize pass.



Pick-up Locations:
Unhoused individuals can obtain their pass from participating service providers or the CapMetro Transit Store.



Usage Flexibility:
Pass can be used as needed on local service and can be linked to CapMetro Access services for eligible customers.

Client Eligibility



Are currently experiencing houselessness or housing insecurity within the [CapMetro Service Area](#).



Registered in Homeless Management Information System (HMIS) and receiving services through a provider.

Service Provider Eligibility



Have access to Homeless Management Information System (HMIS).



Signed MOU with CapMetro.



Can partner with CapMetro to directly distribute transit passes to clients registered in HMIS.

Timeline

Aug 2022
Advocates
come to
CapMetro
board meeting

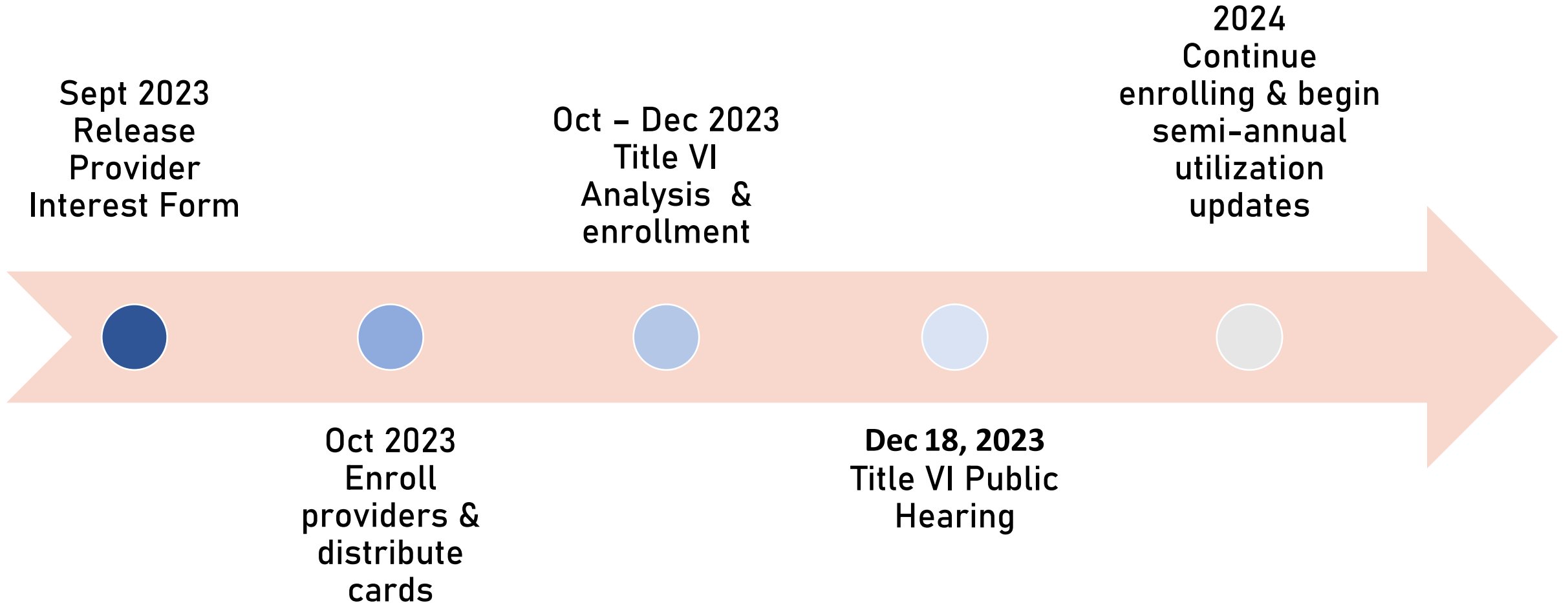
Sept 2022
Unhoused
workgroup
forms

Nov 2022
Emergency
allotment of 31-
day passes
through Transit
Empowerment
Fund

June - July 2023
Pilot Program with
7 Service
Providers

Aug 2023
Focus groups
with TOOF &
Safe Haven;
Surveys

Timeline



Data

40% of passes distributed to Service Providers have been used at least once

8,831 bus passes distributed to clients

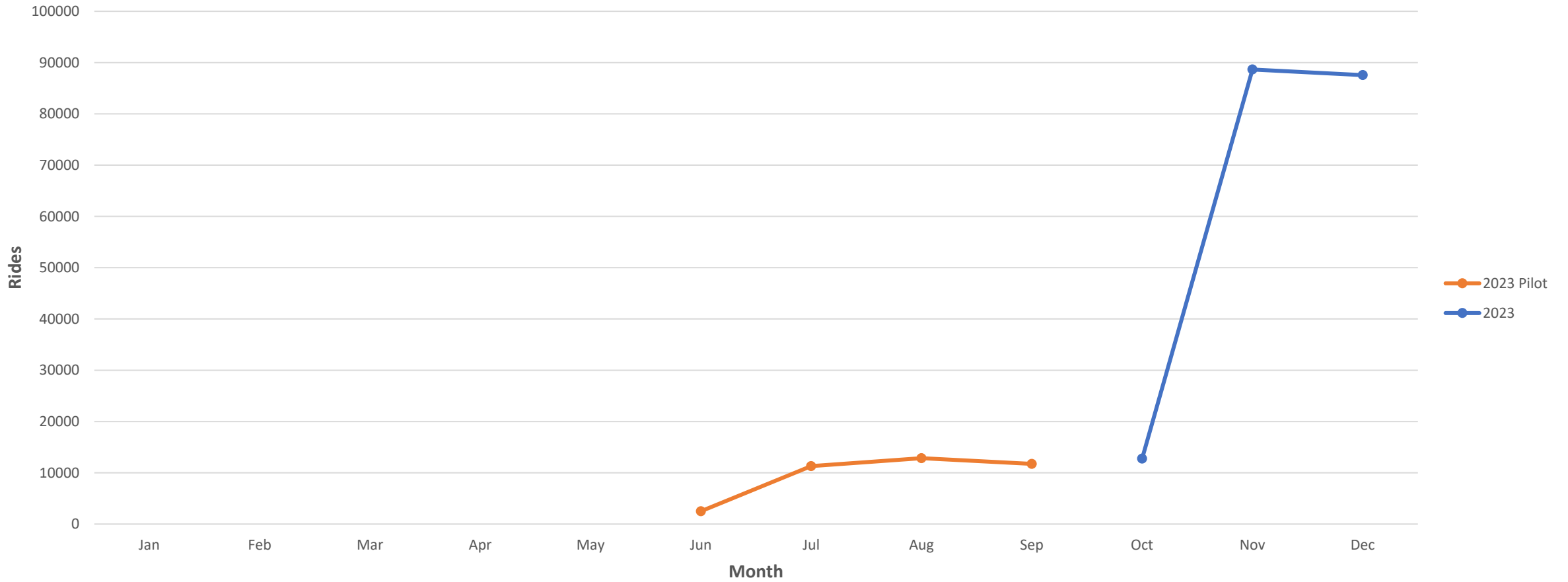
6,212 unique clients served

2,934 bus passes deactivated

27.5 average number of swipes per person

Data

Historic Ridership for HMIS Passes



Partnerships Overview



26 Participating Service Providers



26 more interested Service Providers



7 Participating Service Providers that allow walk-in clients (list in English & Spanish available on CapMetro website)

Questions?



Thank you!

- ATU (Amalgamated Transit Union)
- Austin Justice Coalition
- CapMetro customers and operators
- ECHO
- Hungry Hill & Urban Alchemy
- Safe Haven
- Sunrise Navigation
- Texas Harm Reduction Alliance
- The Other Ones Foundation (TOOF)
- Transit Empowerment Fund
- Trinity Center
- UT School of Nursing



ATP Light Rail Update

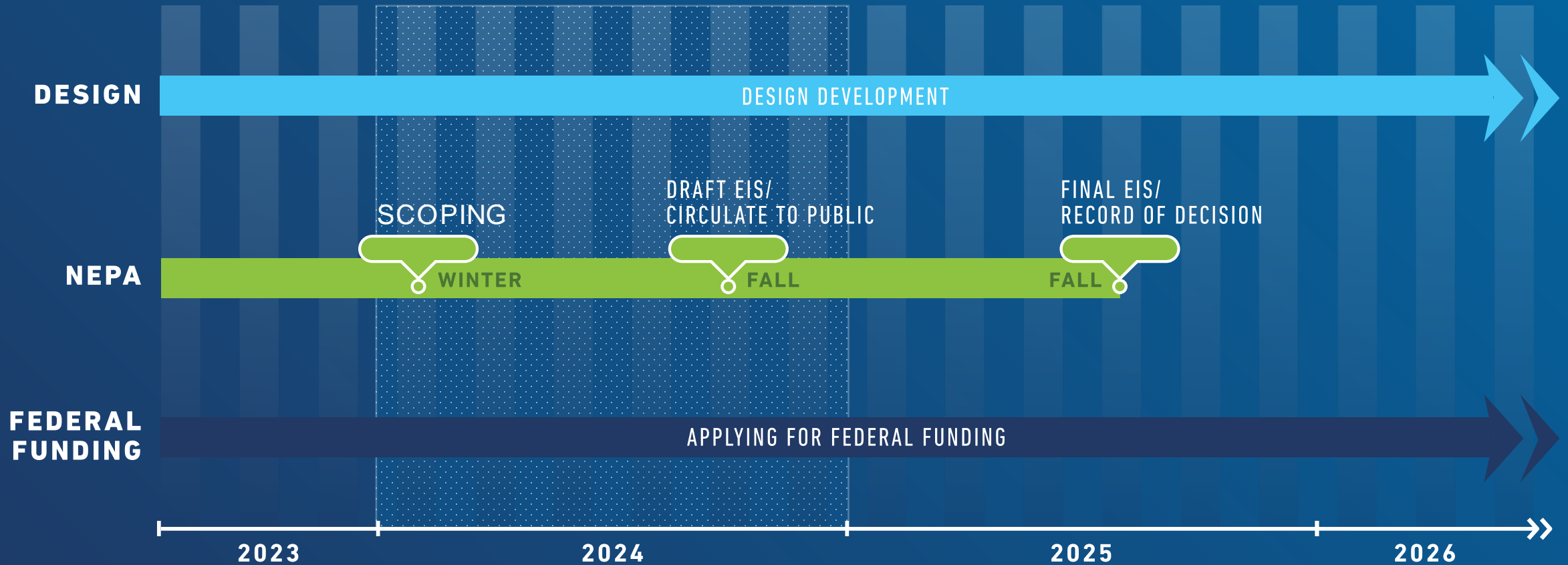
Alvin Livingstone, Senior Vice President of Engineering and Construction at ATP

Deron Lozano, Director of Environment & Project Development at ATP

Lisa Storer, Program Manager for Sustainable Design at ATP

Yannis Banks, Public Involvement Manager at ATP

PROGRAM IMPLEMENTATION & INTEGRATED APPROACH WORK EFFORTS



Upcoming Public Outreach Federal Process: NEPA

MEETING LOCATION	DATE/TIME
University of Texas, Eastwoods Room, 2 nd floor (ground level), Texas Union 2308 Whitis Ave, Austin, TX 78712	Thursday, February 1, 2024 11 a.m. – 2 p.m.
Montopolis Recreation and Community Center 1200 Montopolis Dr., Austin, TX 78741	Saturday, February 10, 2024 10 a.m. – 2 p.m.
League of Women Voters, Cafetorium 3908 Avenue B, Suite 105, Austin, TX 78751	Monday, February 12, 2024 5 p.m. – 8 p.m.
Virtual Open House	Thursday, February 22, 2024 5:30 p.m. – 7 p.m.
Twin Oaks Library, Rooms 1 & 2 1800 S. 5th St., Austin, TX 78704	Tuesday, February 27, 2024 4:30 p.m. – 7:30 p.m.
St. David's Episcopal, Sumners Hall 301 E. 8th St., Austin, TX 78701	Thursday, February 29, 2024 7:30 a.m. – 9 a.m.

AUSTIN LIGHT RAIL

PHASE 1- BASE DESIGN

- + 9.8-mile Light Rail Transit (LRT) branched line, including 15 stations located north, south, and east of downtown Austin
- + Light rail embedded in center of street

PRIORITY EXTENSIONS

- + Not included in the NEPA analysis
- + Could be accelerated if additional funding becomes available

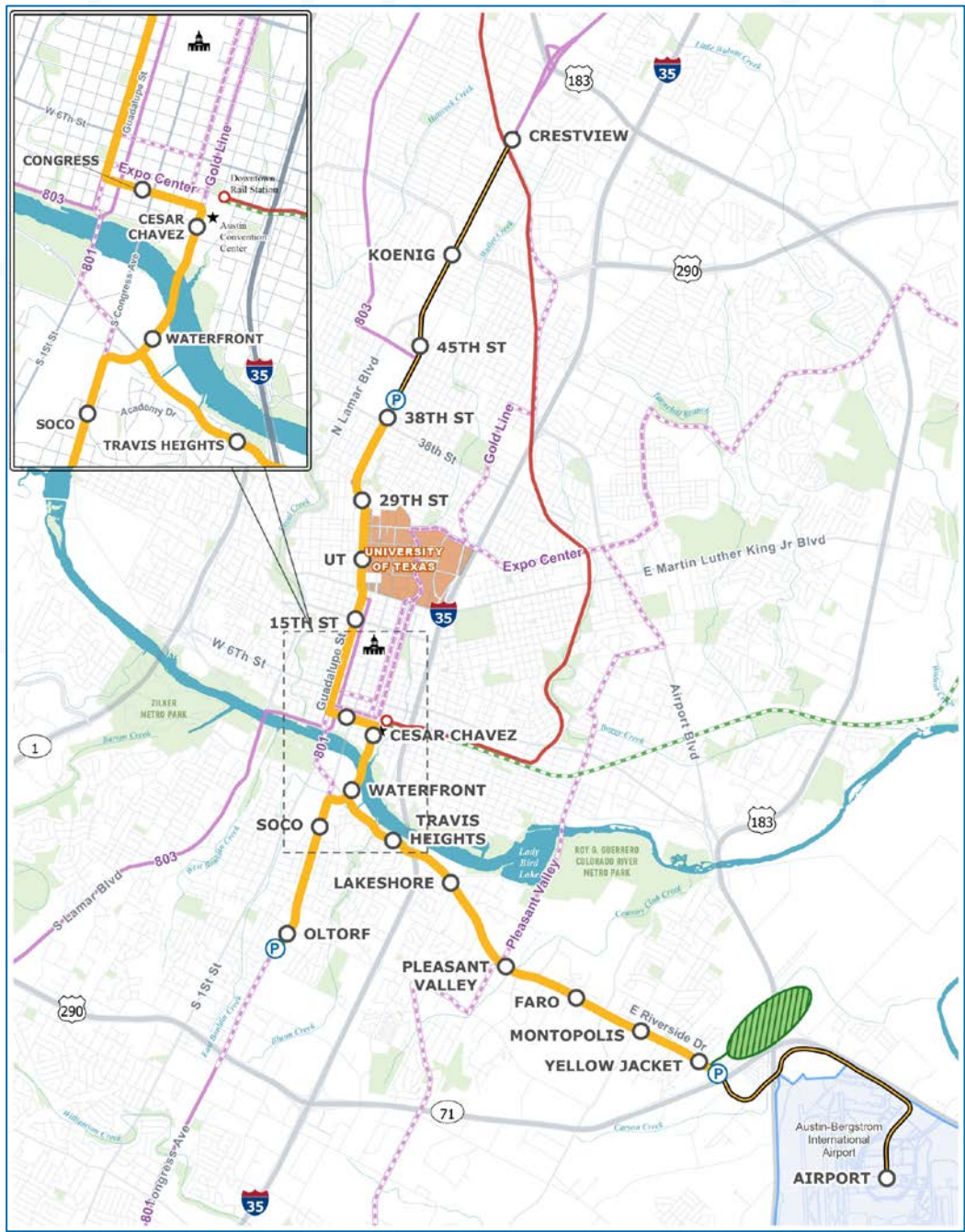
LEGEND

- Light Rail Station
- Light Rail - Phase 1
- Light Rail - Priority Extension
- Operations & Maintenance Facility (OMF) Study Area
- Park & Ride Study Area
- Texas State Capitol

- Transit Routes**
- Red Line
 - Green Line (future)
 - CapMetro Rapid
 - CapMetro Rapid (future)



Source: CapMetro 2024, Project Connect 2021



AUSTIN LIGHT RAIL ADVANCING DESIGN

Evaluating design options identified through previous public engagement, technical and design opportunities



STATION LOCATIONS

+ Evaluating and optimizing proposed station locations

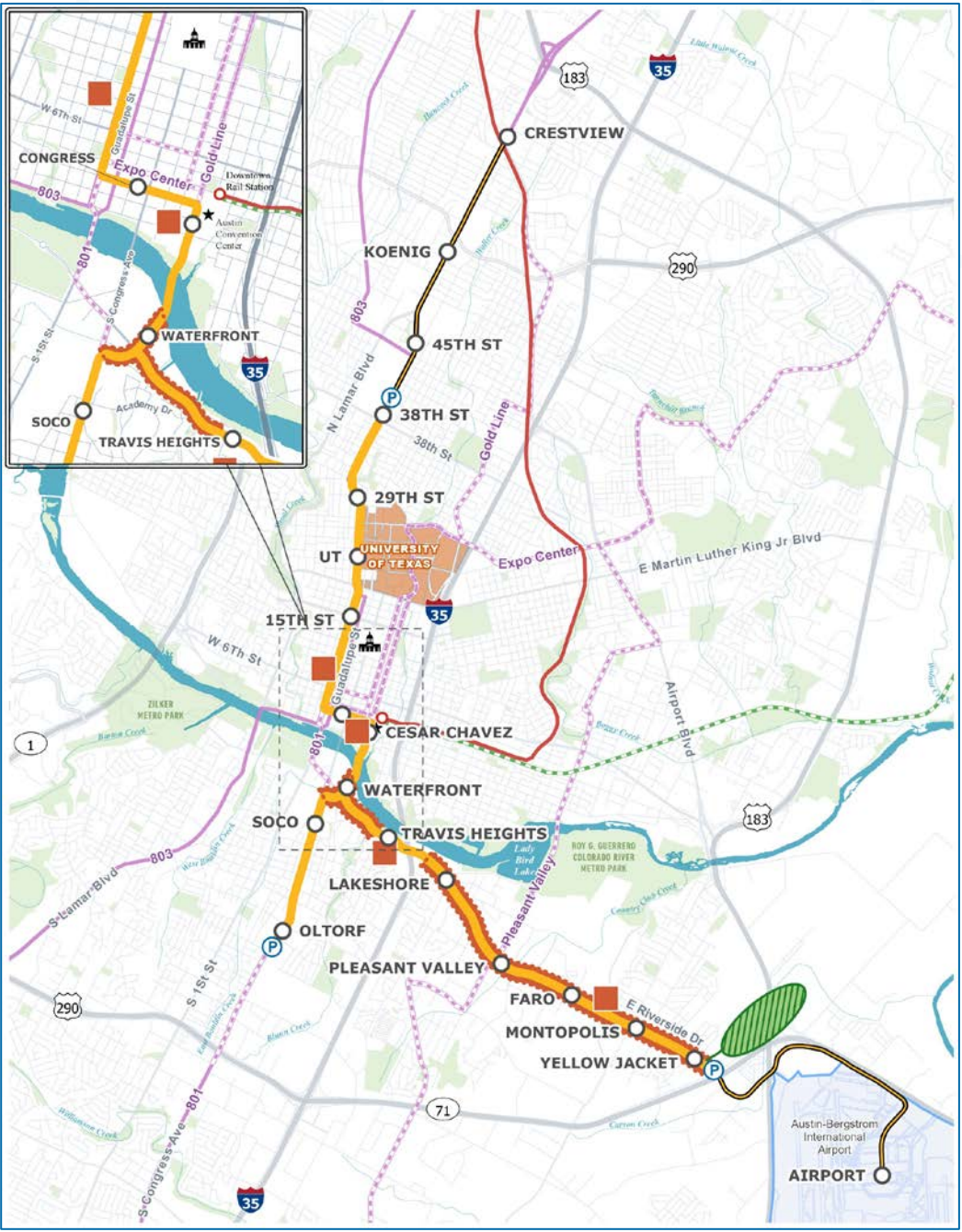


MULTIMODAL INTEGRATION

- + Study area to extend light rail bridge south of Lady Bird Lake
- + Study area to locate bike and pedestrian facilities next to light rail, east of I-35 (center-running) along Riverside Drive



Evaluate proposed end of line facilities and site locations



LEGEND

- Design Option
- Design Option (Study Area)
- Light Rail Station
- Light Rail - Phase 1
- Light Rail - Priority Extension
- P Park & Ride Study Area
- Texas State Capitol
- Operations & Maintenance Facility (OMF)

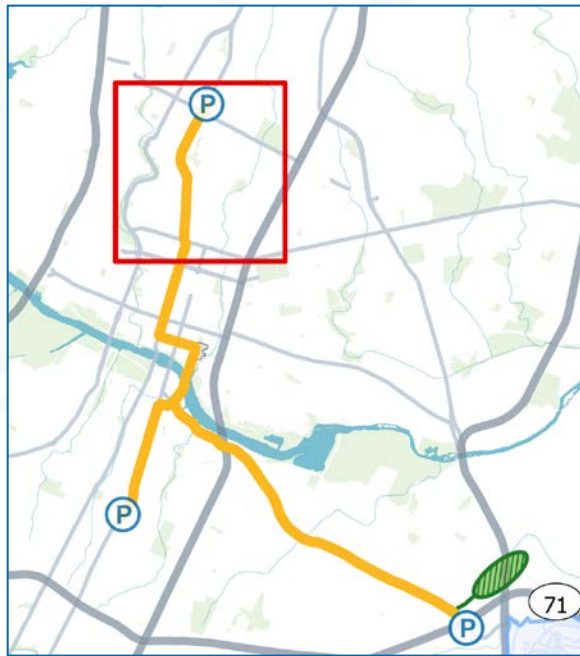
0 0.75 1.5 Miles

Transit Routes

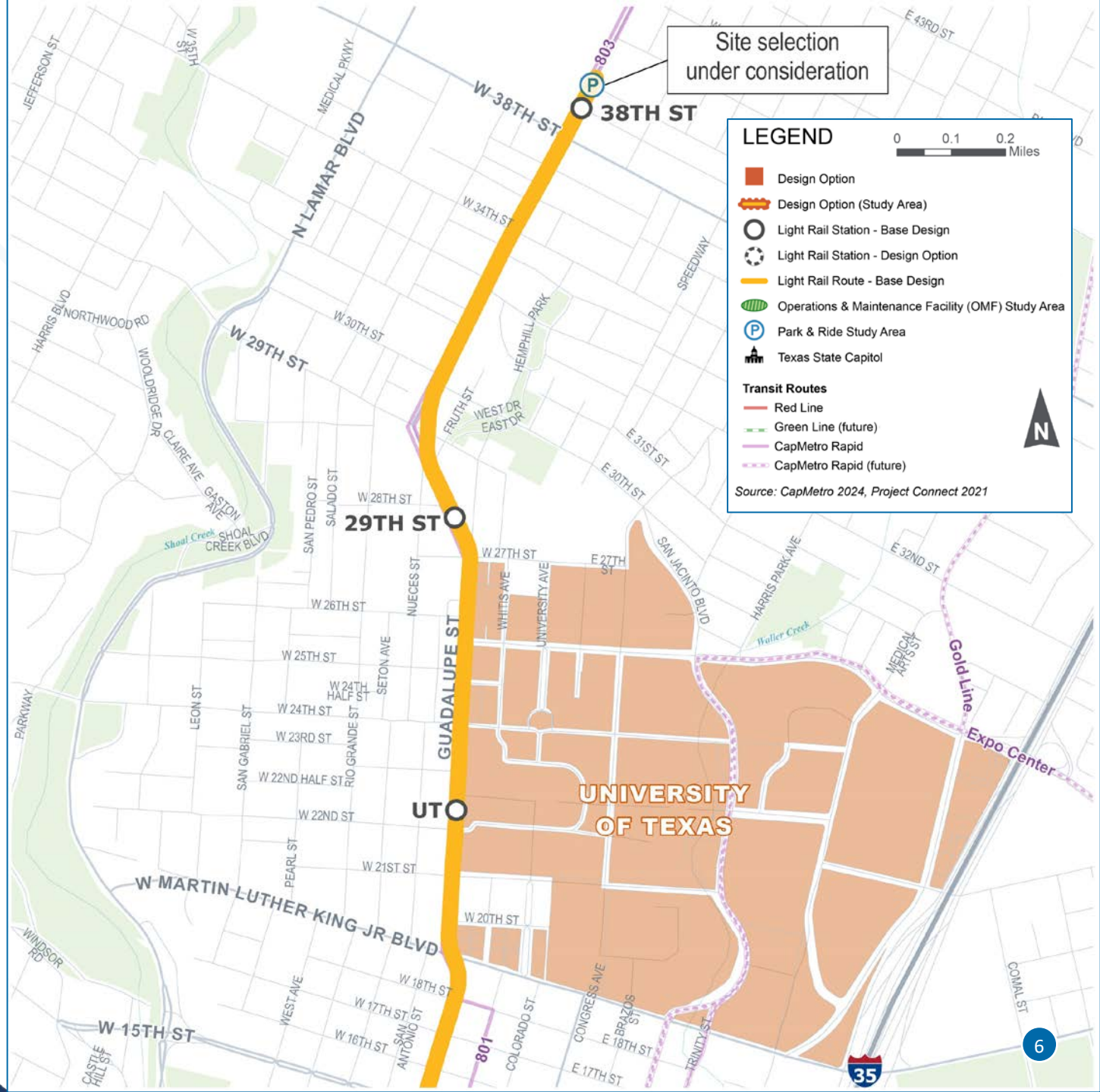
- Red Line
- - - Green Line (future)
- · · CapMetro Rapid
- - - CapMetro Rapid (future)

Source: CapMetro 2024, Project Connect 2021

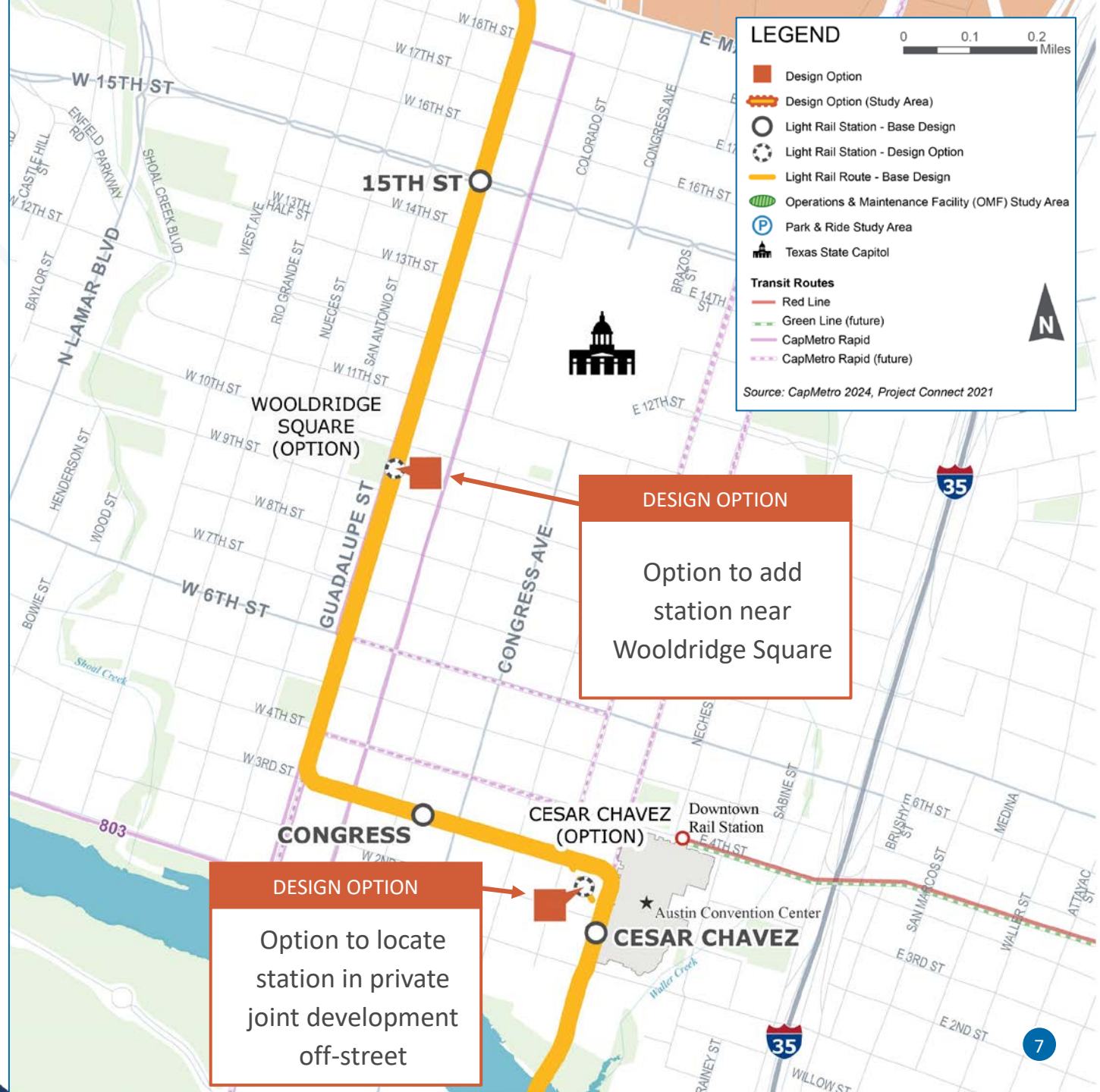
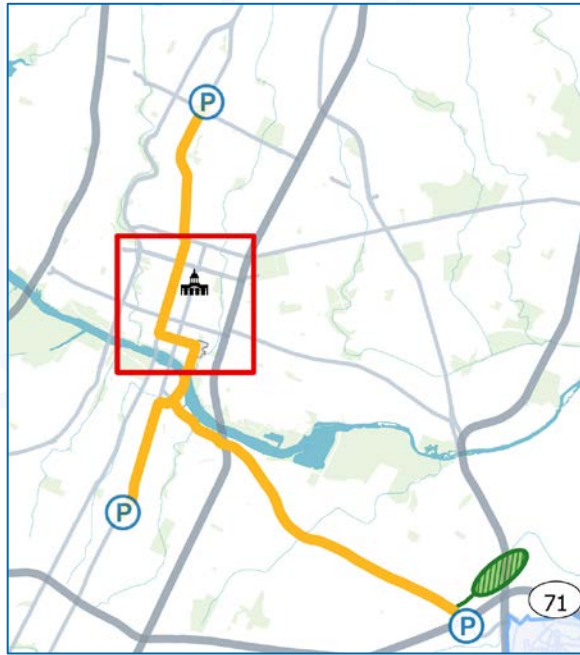
AUSTIN LIGHT RAIL NORTH SECTION



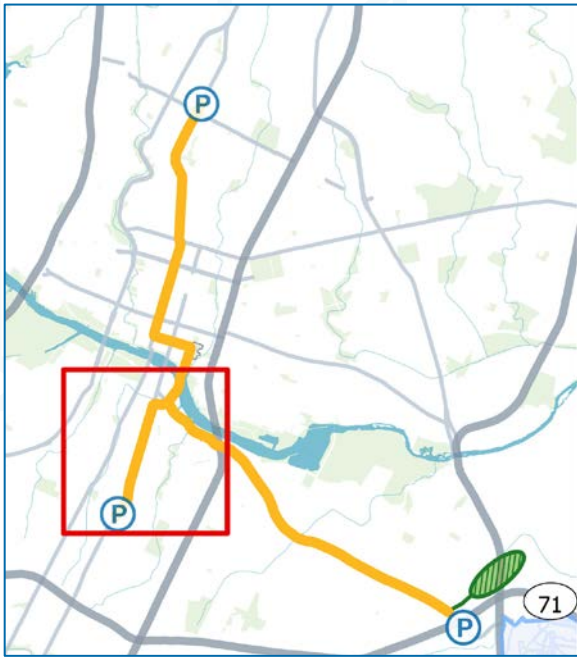
P Evaluate proposed end of line facilities and site locations



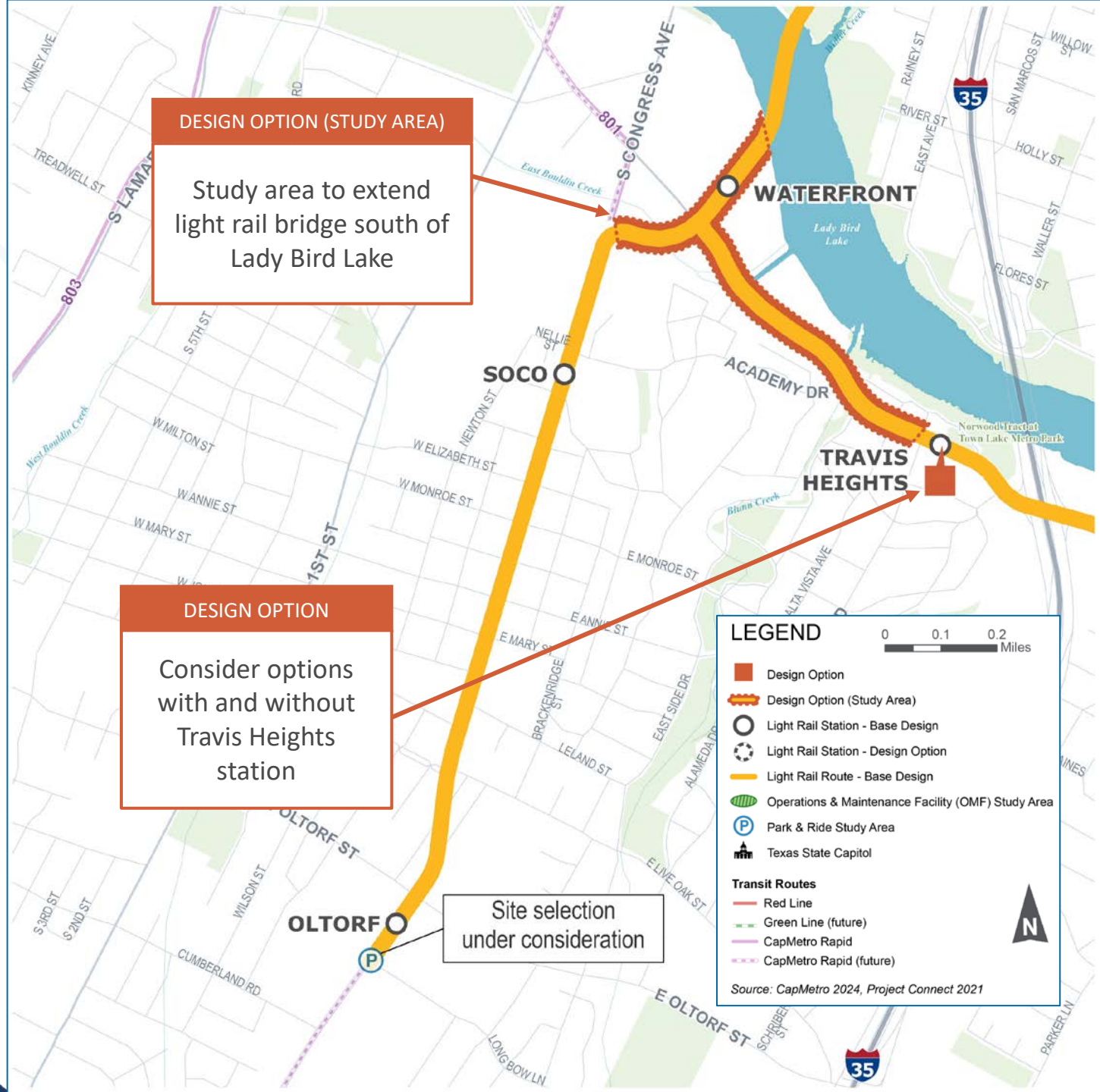
AUSTIN LIGHT RAIL DOWNTOWN SECTION



AUSTIN LIGHT RAIL SOUTH SECTION



P Evaluate proposed end of line facilities and site locations

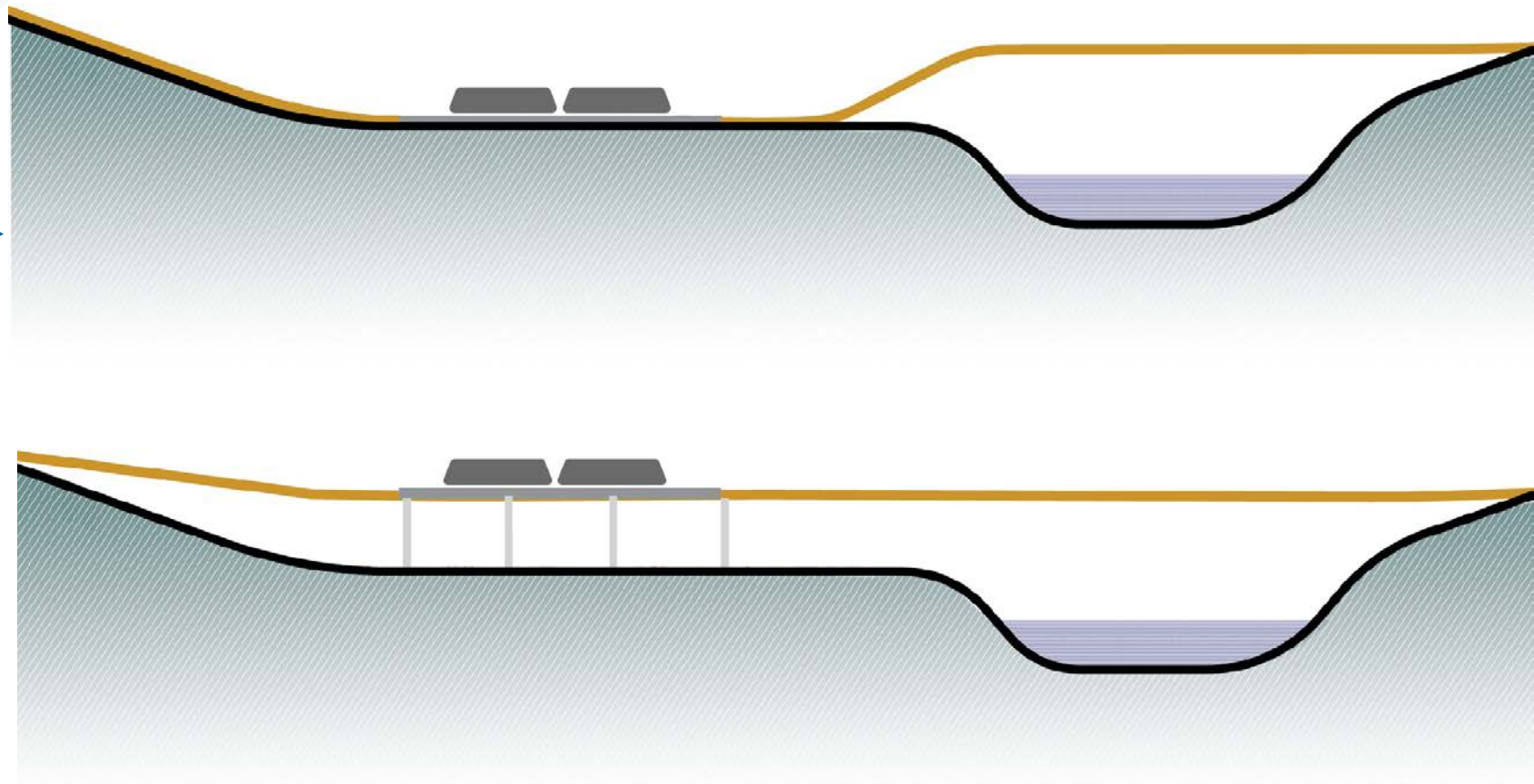


AUSTIN LIGHT RAIL SOUTH SECTION

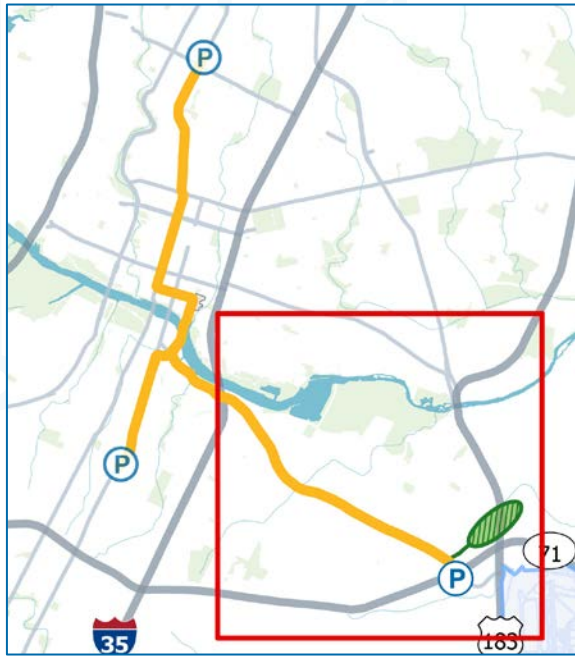
DESIGN OPTION (STUDY AREA) FOR SOUTH OF LADY BIRD LAKE

OPTION 1 ———>
Evaluating light rail running at street
level

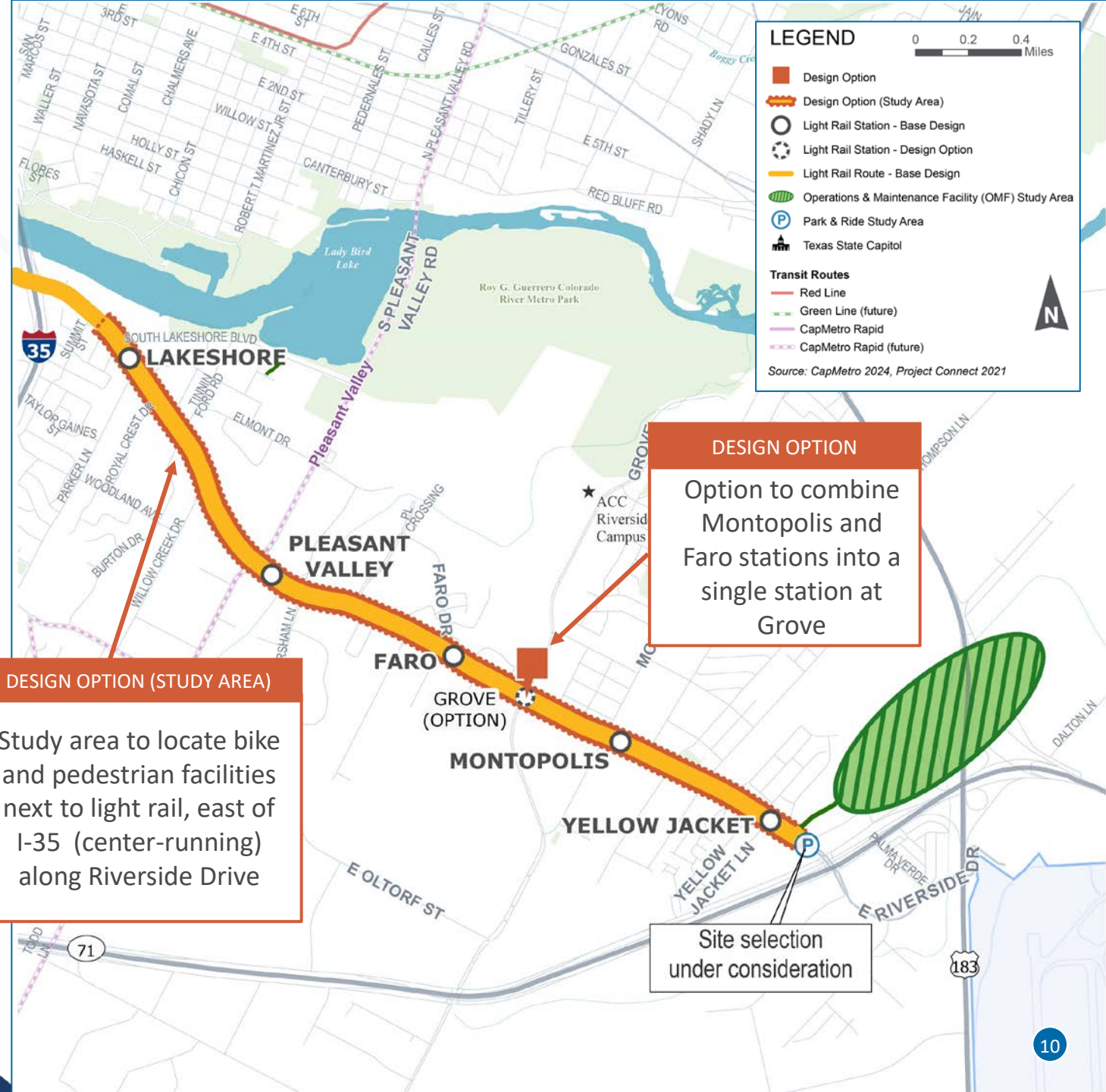
OPTION 2 ———>
Evaluating light rail running on extended
bridge



AUSTIN LIGHT RAIL EAST SECTION



P Evaluate proposed end of line facilities and site locations

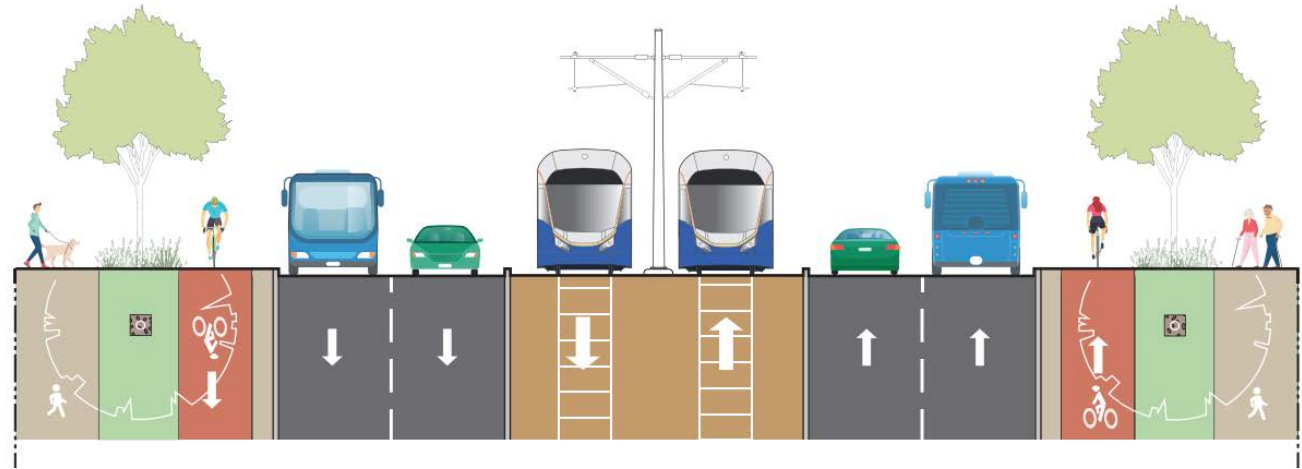


AUSTIN LIGHT RAIL EAST SECTION

DESIGN OPTION (STUDY AREA) FOR EAST RIVERSIDE DR.

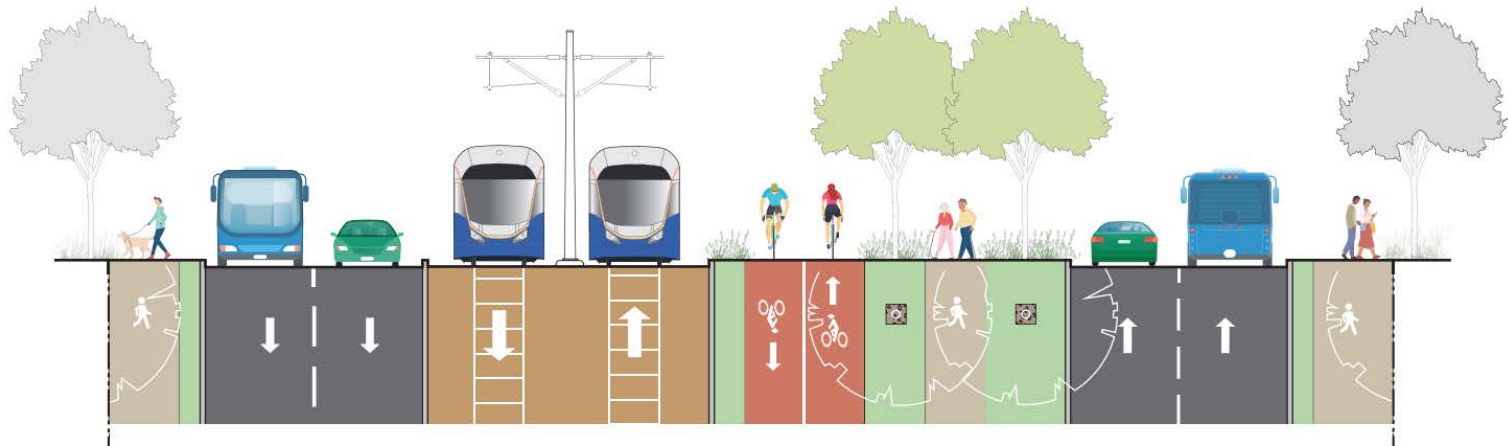
OPTION 1

Evaluating center-running light rail with outside bike & pedestrian facilities



OPTION 2

Evaluating bike & pedestrian facilities next to center-running light rail with outside shared use paths



AUSTIN LIGHT RAIL EAST SECTION



BIKE & PEDESTRIAN FACILITIES CONCEPT

PRECEDENTS:

PARIS, FRANCE



Source: H. Mason Hicks

SEATTLE, US



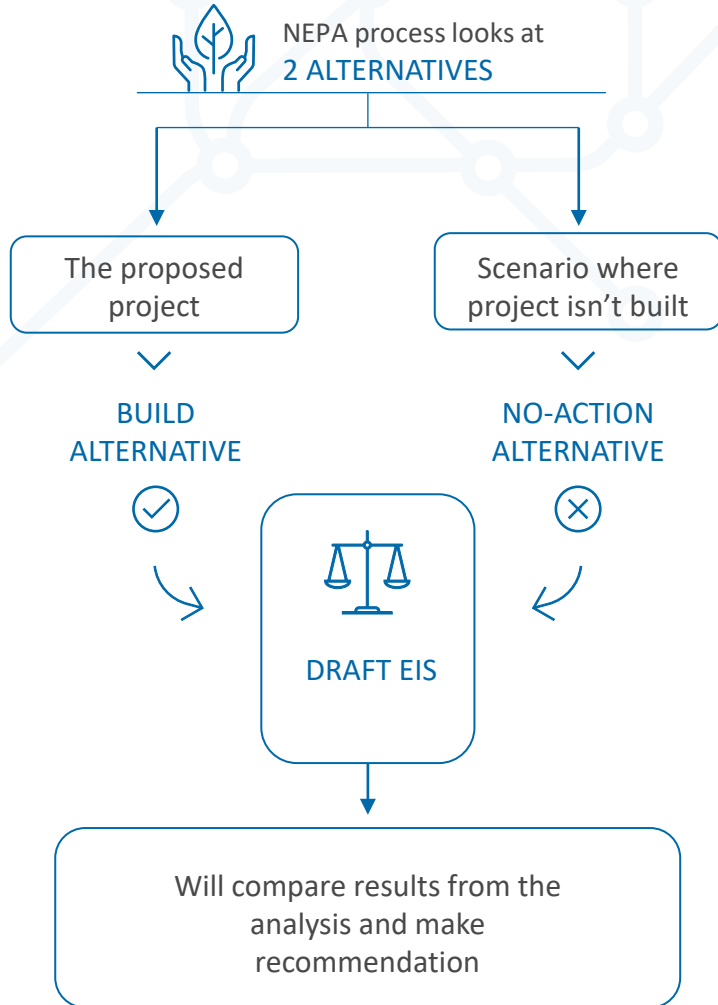
Source: Google Maps Streetview

VIENNA, AUSTRIA



Source: Michael Brooks / Alamy

WHAT DOES AN ENVIRONMENTAL IMPACT STATEMENT (EIS) ANALYZE?



PHYSICAL & NATURAL ENVIRONMENT

- Air Quality
- Soils and Geology
- Water Quality
- Threatened and Endangered Species
- Energy
- Hazardous Materials
- Noise and Vibration
- Temporary Construction Impacts



HUMAN ENVIRONMENT

- Environmental Justice (EJ)
- Safety and Security
- Land Use and Zoning
- Socioeconomics and Economic Development
- Transportation
- Utilities
- Land Acquisitions and Displacements



CULTURAL ENVIRONMENT

- Cultural, Historic, and Archeological
- Parks and Recreational
- Visual Quality
- Neighborhood and Community Resources

FEDERAL PROCESS: NEPA



SCOPING

Provides an opportunity for the public and other agencies to provide input on the project



DRAFT EIS

Documents analysis and recommendations for the project



FEIS/ROD

Reflects changes from public comment and memorializes NEPA process



JAN-MAR 2024



Scoping

- Present items that will undergo environmental review

- Provide input on the issues and questions that we should consider in the environmental analysis



FALL 2024 – SPRING 2025



Public and Stakeholder Review for Draft EIS

ATP will share, through various methods, the Draft EIS for public and stakeholder review and comment for 45+ days



SUMMER 2025



FEIS/ROD Issued

Final document shows responses to all relevant comments received on the Draft EIS.

APR-JUNE 2024



Continuing Outreach (Post-Scoping)

Provide education and information on the NEPA and project development process



Address Draft EIS Input

ATP will review and address substantive comments on the analysis and design



Proposed 2024 Summer Service Change

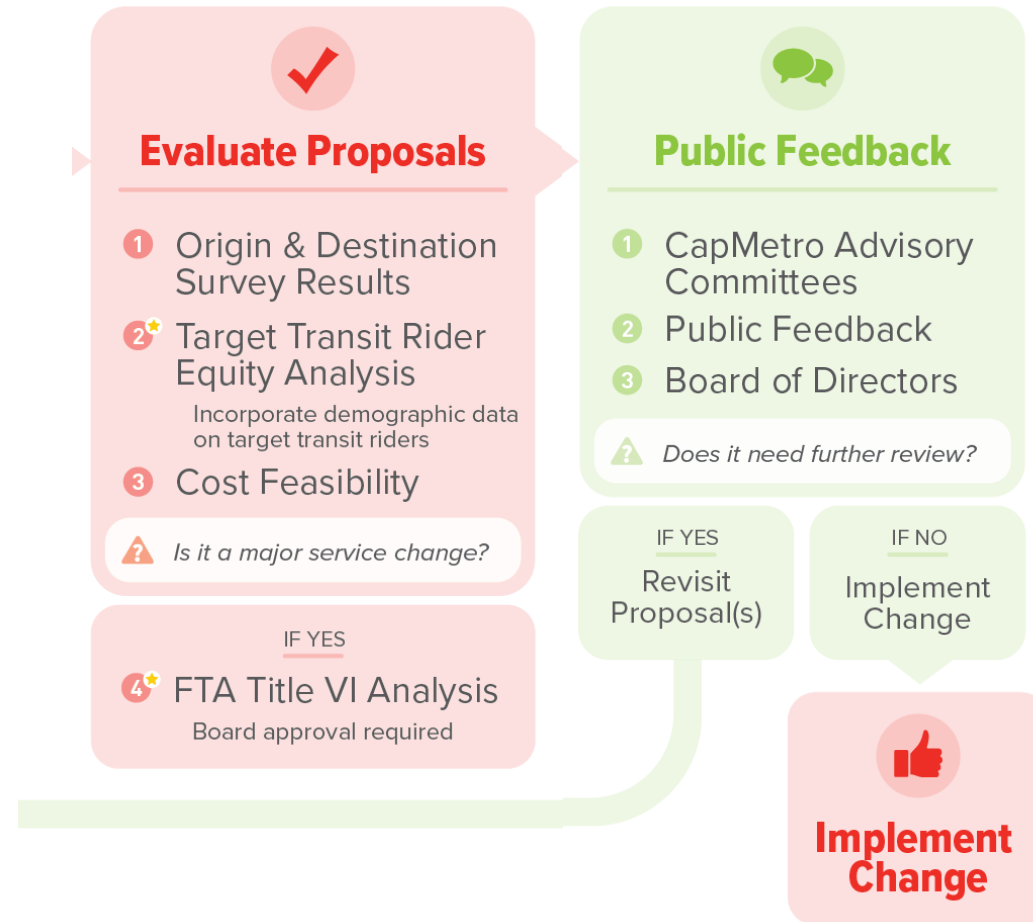
Roberto Gonzalez, Sr. Director of Service Planning

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?



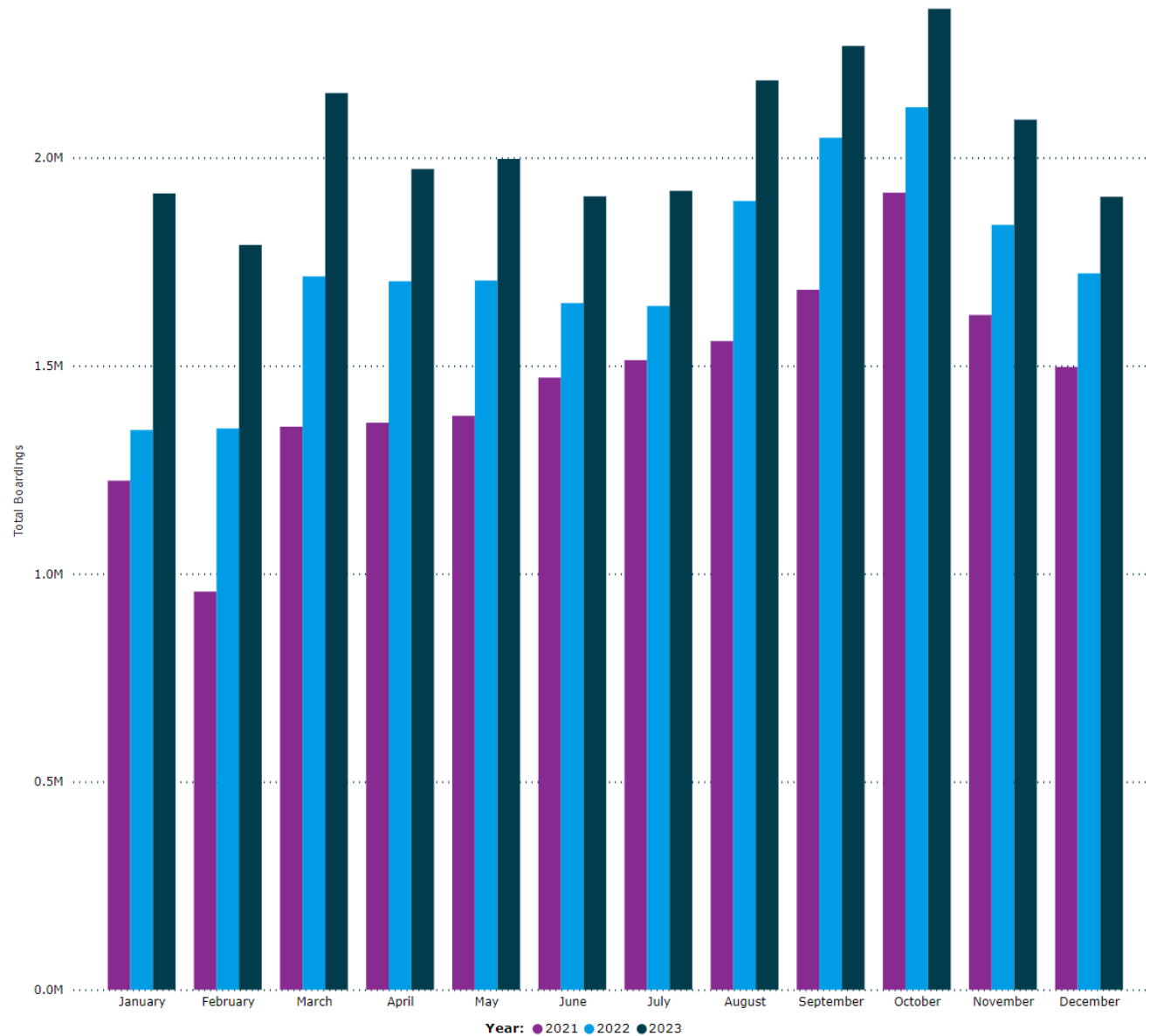
Resource Availability

- 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.

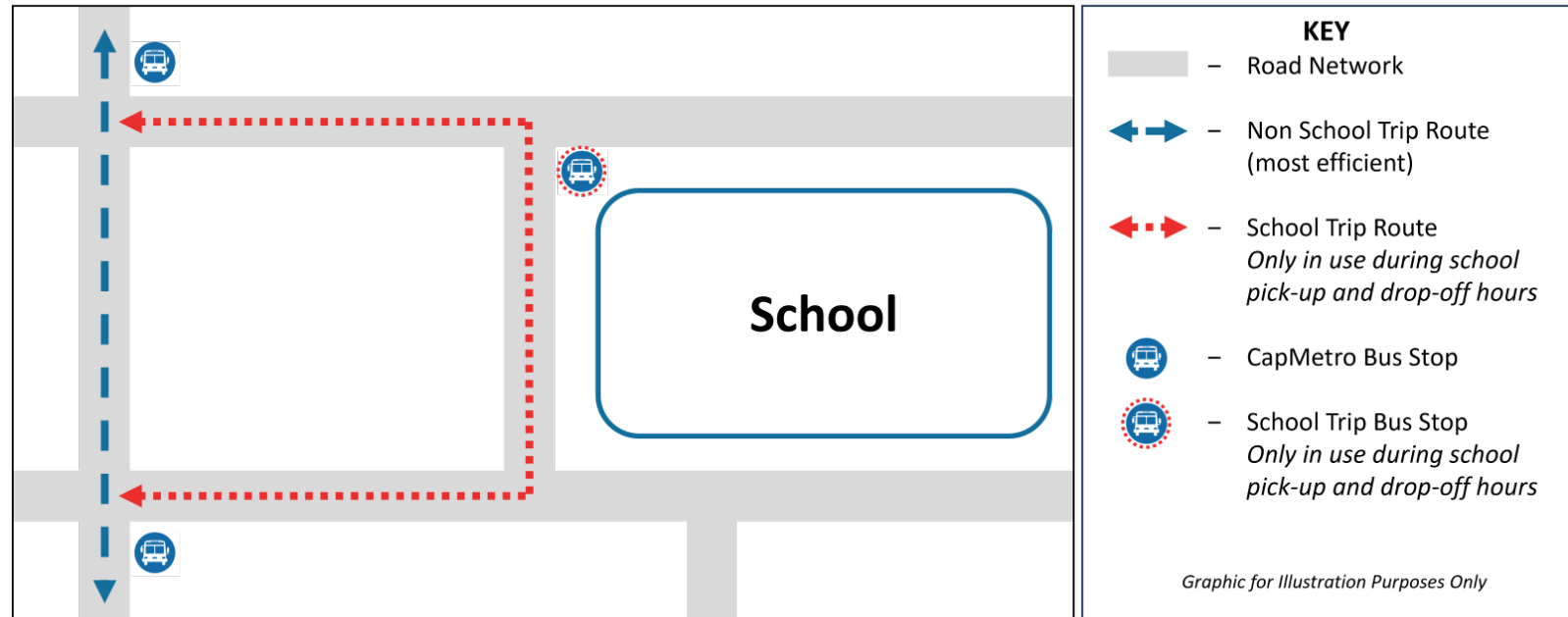
Pickup

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



Route 217

Service to
**Allison
Elementary**



1

Route 315

Service to
**Small Middle
School**



0

Route 333

Service to
Perez Elementary



0

Route 337

AM Service to
LBJ High School



0

PM Service to
LBJ High School



1

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

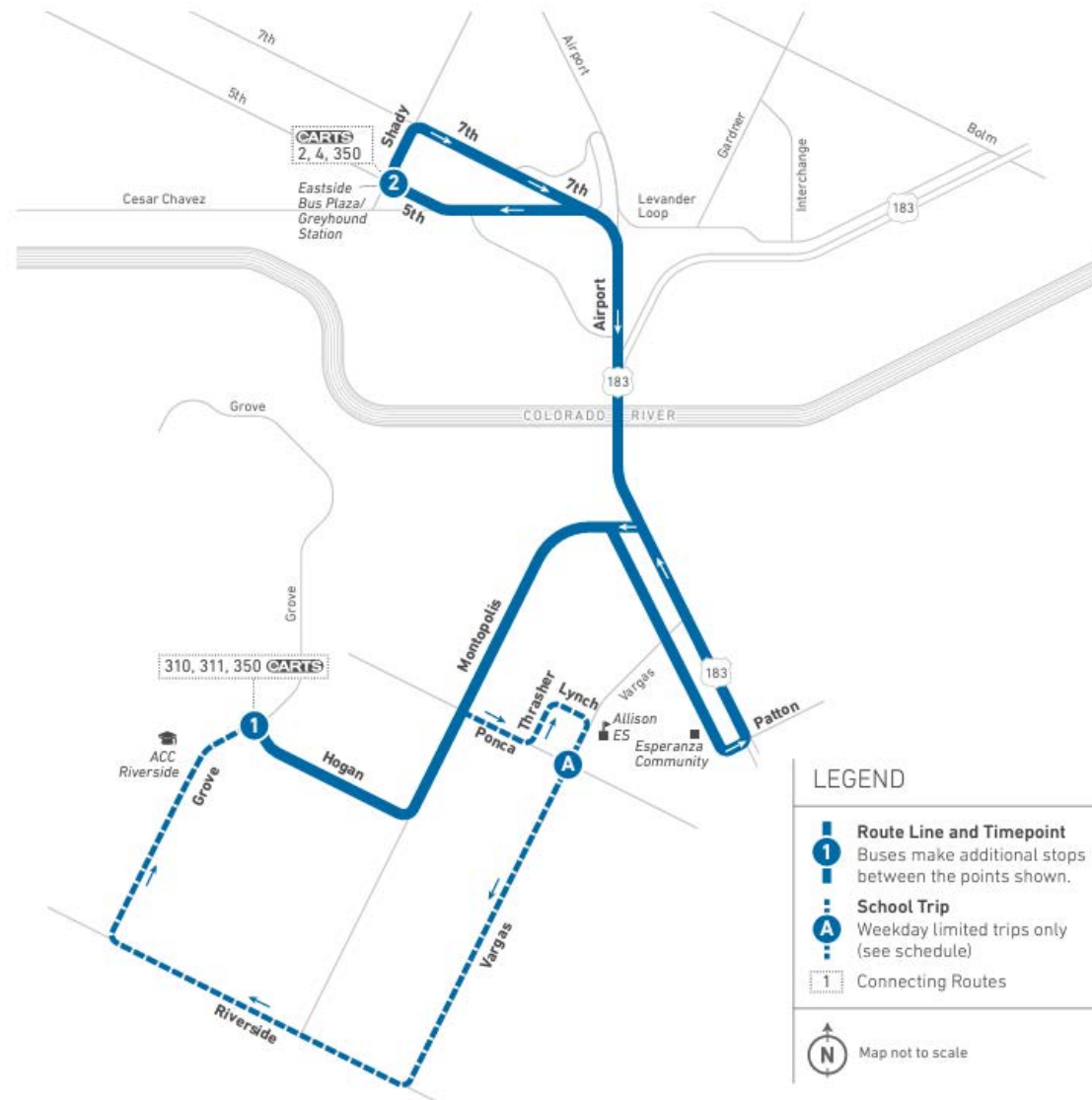


Duplicative service



Fall 2023 average daily ridership

Route 217 to Allison Elementary



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		
Hogan Community	Eastside Bus Plaza	To Route/Garage	Eastside Bus Plaza	Allison Elementary	ACC Riverside
1	2	To Route/Garage	2	A	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
3:28	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
7:50	8:10		8:15	—	8:25

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	To Rover/Parade	5	6	7	8	To Rover/Parade
5:50	6:04	6:14	6:25		5:10	5:20	5:28	5:39	3:33
6:10	6:24	6:34	6:45		5:40	5:50	5:58	6:09	3:33
6:45	7:02	7:12	7:24		6:10	6:20	6:28	6:39	3:33
7:35	7:52	7:54	8:06		6:40	6:51	6:59	7:11	3:33
7:35	7:52	8:02	8:14		7:10	7:21	7:29	7:41	3:33
8:05	8:22	8:32	8:44		7:40	7:51	7:59	8:11	3:33
8:35	8:52	9:02	9:14		8:10	8:21	8:29	8:41	3:33
9:05	9:21	9:31	9:43		8:40	8:51	8:59	9:11	3:33
9:35	9:51	10:01	10:13		9:10	9:21	9:30	9:42	3:33
10:04	10:20	10:30	10:42		9:40	9:51	10:00	10:12	3:33
10:34	10:50	11:00	11:12		10:10	10:21	10:30	10:42	3:33
11:04	11:20	11:30	11:42		10:40	10:51	11:00	11:12	3:33
11:34	11:50	12:00	12:12		11:10	11:21	11:30	11:42	3:33
12:04	12:20	12:30	12:42		11:40	11:51	12:00	12:12	3:33
12:34	12:50	1:00	1:12		12:10	12:21	12:30	12:42	3:33
1:04	1:20	1:30	1:42		12:40	12:51	1:00	1:12	3:33
1:34	1:50	2:00	2:12		1:10	1:21	1:30	1:42	3:33
2:04	2:20	2:30	2:42		1:40	1:51	2:00	2:12	3:33
2:34	2:50	3:00	3:12		2:10	2:22	2:31	2:44	3:33
3:04	3:20	3:30	3:42		2:40	2:52	3:01	3:16	3:33
3:34	3:50	4:00	4:12		3:10	3:22	3:31	3:44	3:33
3:49	4:05	4:15	4:27		3:40	3:53	4:02	4:16	3:33
4:04	4:20	4:30	4:42		4:10	4:23	4:32	4:46	3:33
4:34	4:52	5:02	5:14		4:40	4:53	5:02	5:17	3:33
5:04	5:22	5:32	5:44		5:10	5:23	5:32	5:47	3:33
5:34	5:52	6:02	6:14		5:40	5:53	6:02	6:16	3:33
6:04	6:22	6:32	6:44		6:10	6:23	6:32	6:46	3:33
6:34	6:52	7:02	7:14		6:40	6:53	7:02	7:16	3:33
7:04	7:19	7:29	7:41		7:10	7:22	7:30	7:43	3:33
7:34	7:49	7:59	8:11		7:40	7:52	8:00	8:13	0
8:04	8:22	8:32	8:44		8:10	8:22	8:30	8:43	3:33
8:37	8:52	9:02	9:14		8:34	8:46	8:54	9:07	3:33
9:10	9:25	9:35	9:47		9:04	9:16	9:24	9:37	3:33
9:37	9:52	10:02	10:14	G	9:34	9:46	9:54	10:07	3:33
10:10	10:25	10:35	10:47	G	10:04	10:16	10:24	10:37	3:33
10:37	10:52	11:02	11:14	G					

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



Looking Ahead

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

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!