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.
Board of Directors  

**Item #:** AI-2023-992  

**Agenda Date:** 10/11/2023

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Proposed January 2024 Service Changes
Proposed January 2024 Service Change

October 11, 2023
## Background

<table>
<thead>
<tr>
<th>Pre-Pandemic</th>
<th>March 2020</th>
<th>September 2021</th>
<th>Today</th>
</tr>
</thead>
</table>
| *CapMetro is operating service in accordance with the Board-approved and long-range service plan (CapRemap) and seeing historic ridership increases.* | *Pandemic declared.*
| CapMetro temporarily suspends Express Routes 981 & 987 and implements modified schedule for all services. | *Significant impacts to available resources (operators and mechanics) require service change and reductions to provide reliable, predictable service.*
| These changes remain in place through August 2020, when some service schedules are restored. | *CapMetro temporarily suspends E-Bus Routes 410, 411 and 412 and reduces daily service frequencies on Local Routes 18, 217 and 335.*
|                          | 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?

**Identify the Issues**
1. Review Community Feedback
   - From riders, board of directors, and operators
2. Evaluate New Streets & Key Destinations
3. Analyze KPIs
   - Starting with productivity, speed, overcrowding, and OTP

**Develop Proposals**
1. Review Issues & Opportunities
2. Create Proposal or Proposal Options

**Evaluate Proposals**
1. Origin & Destination Survey Results
2. Target Transit Rider Equity Analysis
   - Incorporate demographic data on target transit riders
3. Cost Feasibility
   - Is it a major service change?
   - FTA Title VI Analysis
     - Board approval required

**Public Feedback**
1. CapMetro Advisory Committees
2. Public Feedback
3. Board of Directors

**Implement Change**
- IF YES: Revisit Proposal(s)
- IF NO: Implement Change

Does it need further review?
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

August
- Service Equity Analysis Memo
- Board Memo
- 1:1 with Advisory Committee Chairs

September
- Customer Satisfaction Committee
- Website & on-bus brochure
- At-Stop Signage
- Operator Notices
- MetroAlerts & social media
- Virtual Presentation

October
- Access Committee
- Public Hearing
- Board Approval

Changes Implemented January 14, 2024
Online Survey Summary

• 45 respondents provided 85 comments

<table>
<thead>
<tr>
<th>Service</th>
<th>Number of Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Route 18</td>
<td>14</td>
</tr>
<tr>
<td>Route 335</td>
<td>9</td>
</tr>
<tr>
<td>Pickup</td>
<td>5</td>
</tr>
<tr>
<td>Route 217</td>
<td>2</td>
</tr>
<tr>
<td>Route 987</td>
<td>2</td>
</tr>
<tr>
<td>E-Bus</td>
<td>1</td>
</tr>
<tr>
<td>Route 981</td>
<td>0</td>
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Comments

Don’t reduce Route 18
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 985
I use Route 335 to make connections
Thank you!