



~ NOTICE OF MEETING ~
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS PUBLIC HEARING
2910 East Fifth Street Austin, TX 78702

~ AGENDA ~

Executive Assistant/Board Liaison Gina Estrada
512-389-7458

Wednesday, April 10, 2019

12:00 PM

Capital Metro Board Room

I. Presentations:

1. Approval of a resolution authorizing the President & CEO, or his designee, to implement the August 2019 Service Changes.

II. Public Comment:

III. Items for Future Discussion:

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: Wade Cooper, Chair; Delia Garza, Vice Chair; Eric Stratton, Secretary; Terry Mitchell; Rita Jonse; Ann Kitchen, Jeffrey Travillion and Pio Renteria.

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 MEETING DATE: 04/10/2019
Board of Directors (ID # 4360)
Proposed August 2019 Service Changes

TITLE: Approval of a resolution authorizing the President & CEO, or his designee, to implement the August 2019 Service Changes.

**Capital Metropolitan Transportation Authority
Board of Directors**

**MEETING DATE: 4/10/2019
(ID # AI-2019-1002)
Approval of August 2019 Service Changes**

SUBJECT:

Approval of a resolution authorizing the President & CEO, or his designee, to implement the August 2019 Service Changes.

FISCAL IMPACT:

Funding for this action is available in the FY2019 Operating Budget.

STRATEGIC PLAN:

Strategic Goal Alignment:

1. High Quality Customer Experience

Strategic Objectives:

1.1. On-Time Performance

1.2 Ridership

1.4. Customer Satisfaction

EXPLANATION OF STRATEGIC ALIGNMENT:

Service Changes are in accordance with Capital Metro's Service Standards. These changes are designed to meet Goals 1-4 in Capital Metro's Strategic Plan:

- 1). Deliver the best possible customer experience,
- 2). Demonstrate Regional Leadership,
- 3). Demonstrate the value of public transportation in a dynamic community,
- 4). Continue to improve organizational practices and develop staff.

BUSINESS CASE:

These changes are intended to improve the overall customer experience of recent changes as a part of Cap Remap through the minor modification of select services. In addition, select services transition from Summer service levels to full service levels.

COMMITTEE RECOMMENDATION:

This agenda item was presented and recommended for approval by the Operations, Planning and Safety Committee on April 10, 2019.

EXECUTIVE SUMMARY:

Staff presented these proposed changes to the board prior to the April 10th Public Hearing and based on feedback from the public input process, staff recommends the following for final approval at the April board meeting:



- **Minor Schedule Adjustments** – To enhance the revised network performance, select routes will receive minor adjustments to their schedules in order to improve on-time performance. Adjustments have already been made in recent months for particular trips on select routes that have experienced overcrowding. Passenger and traffic activity continue to impact certain routes and require adjustments to address.
- **School Service Adjustments** – The normal transition of UT routes, E-Bus, and select trips on mainline routes back to school service levels.
- **Travis County Transit Development Plan (TDP)** – Last year, Travis County adopted its TDP which outlines a phased development of services to serve key portions of the county. A second service in partnership with Travis County to be operated by CARTS will be implemented in the Hornsby Bend area. This Travis County sponsored service may not start in conjunction with other August 2019 service changes.
- **Neighborhood Circulators** – The MetroLink innovation zone pilots (Springdale/Johnston Terrace, Exposition, Springdale/Rogge Lane, & St. David's North) will transition to neighborhood circulators. Neighborhood Circulators will be a community-based service designed in cooperation with stakeholders and customers. Please note: since these will be one-year pilots, they may not start in conjunction with other August 2019 service changes based on the community engagement process and service design that results.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply.

RESPONSIBLE DEPARTMENT: Planning and Development



**RESOLUTION
OF THE
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS**

STATE OF TEXAS

COUNTY OF TRAVIS

RESOLUTION (ID # AI-2019-1002)

Approval of August 2019 Service Changes

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management endeavor to support the recent changes of Cap Remap which were designed to provide cost-effective fixed-route transit services that respond to and build ridership demand while minimizing impacts on current riders; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to consider citizen comments and staff recommendations received during the April 10, 2019 Public Hearing; and

WHEREAS, no equity analysis was required because none of the proposed changes met the major service change threshold.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, or his designee, is authorized to implement August 2019 Service Changes described in the attached document beginning Sunday, August 18, 2019.

Secretary of the Board
Eric Stratton

Date: _____

Attachment: Resolution-AI-2019-1002 (4360 : Proposed August 2019 Service Changes)

Proposed August 2019 Service Changes

Public Hearing – April 2019

Four Types of Proposed Changes

- Seasonal schedule adjustments
- Minor adjustments to improve on-time performance
- Transition MetroLink pilot program to neighborhood circulator service
- New service to Travis County



Minor Schedule and Summer Service Adjustments

- Minor schedule adjustments to address on-time performance
- School-related service returns to in-session service level
 - University of Texas routes
 - E-Bus
 - Select trips on mainline routes



Transition MetroLink to Neighborhood Circulators

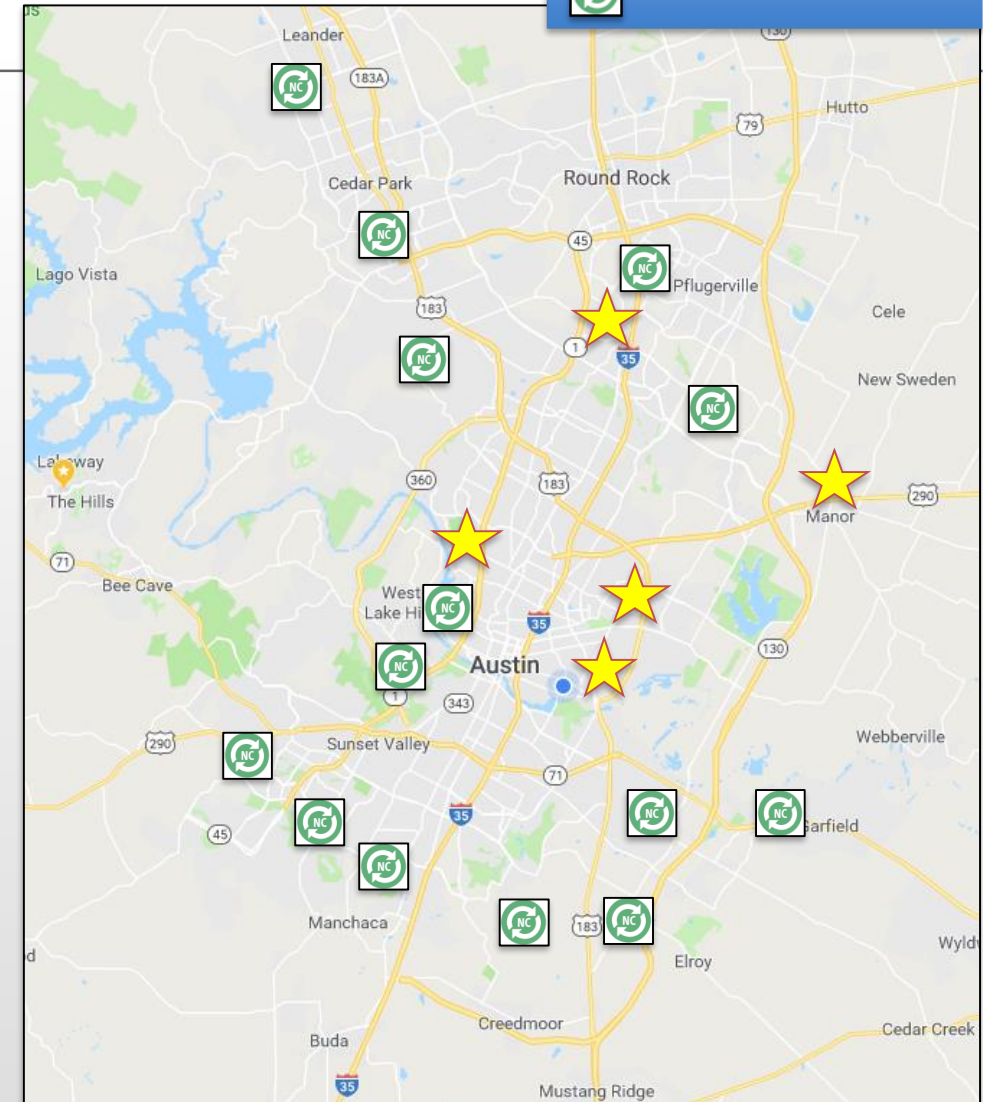
- On-demand circulator operating similar to Pickup
- Community based service
- Designed in cooperation with stakeholders & customers
 - Size of the service zone
 - Days / hours of service
- \$1.25 one-way fare



Neighborhood Circulator Service Zones

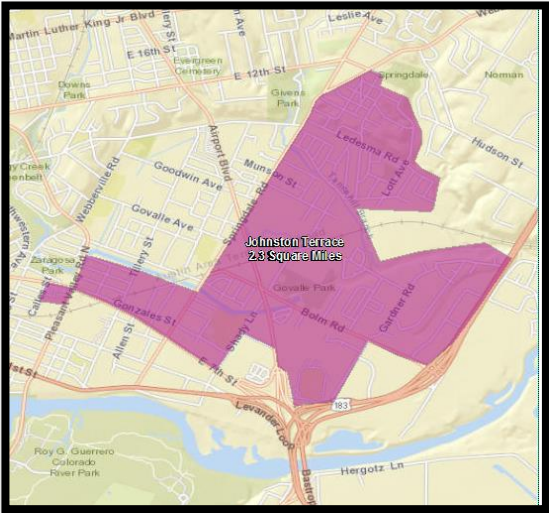
- Envisioned to be key part of future service network
- Coverage service
- Initial zones stem from Cap Remap and Travis County Transit Development Plan
- Future zones coordinated with Project Connect and service plans

*Future zones subject to revisions during development process, funding availability and board approval

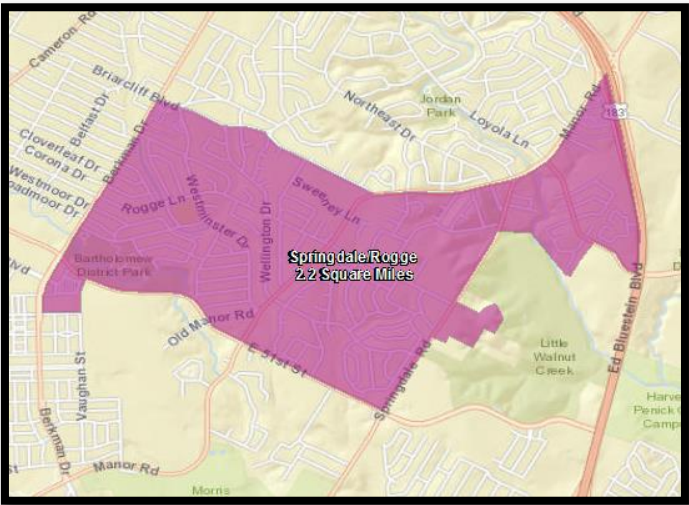


Neighborhood Circulator Service Zones*

Johnston Terrace



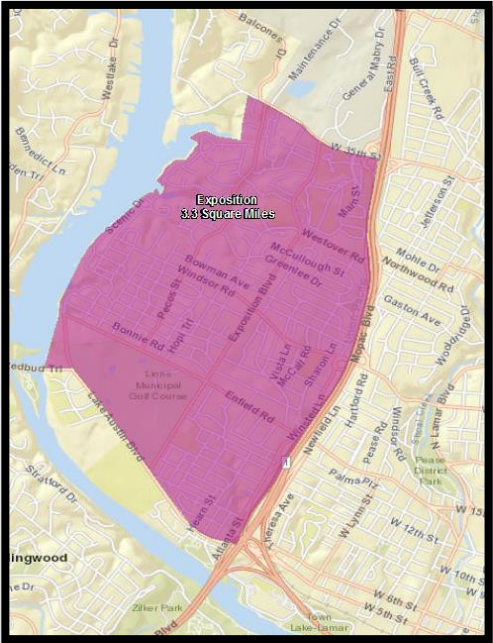
Springdale / Rogge



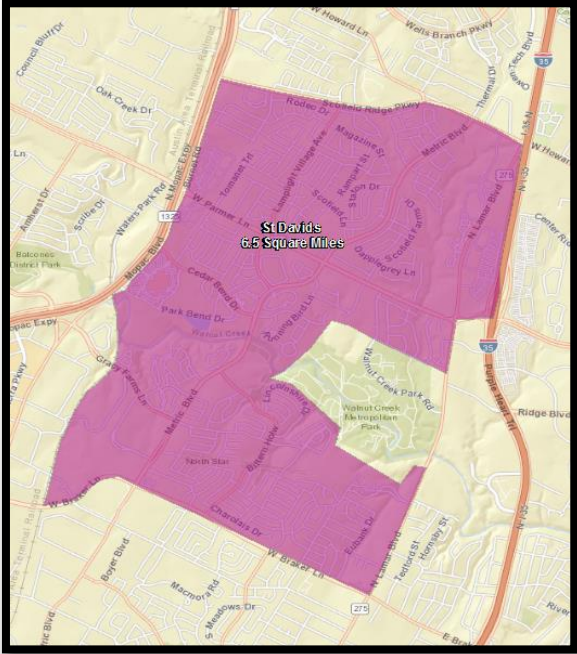
*Initial draft, subject to revisions during development process

Neighborhood Circulator Service Zones*

Exposition



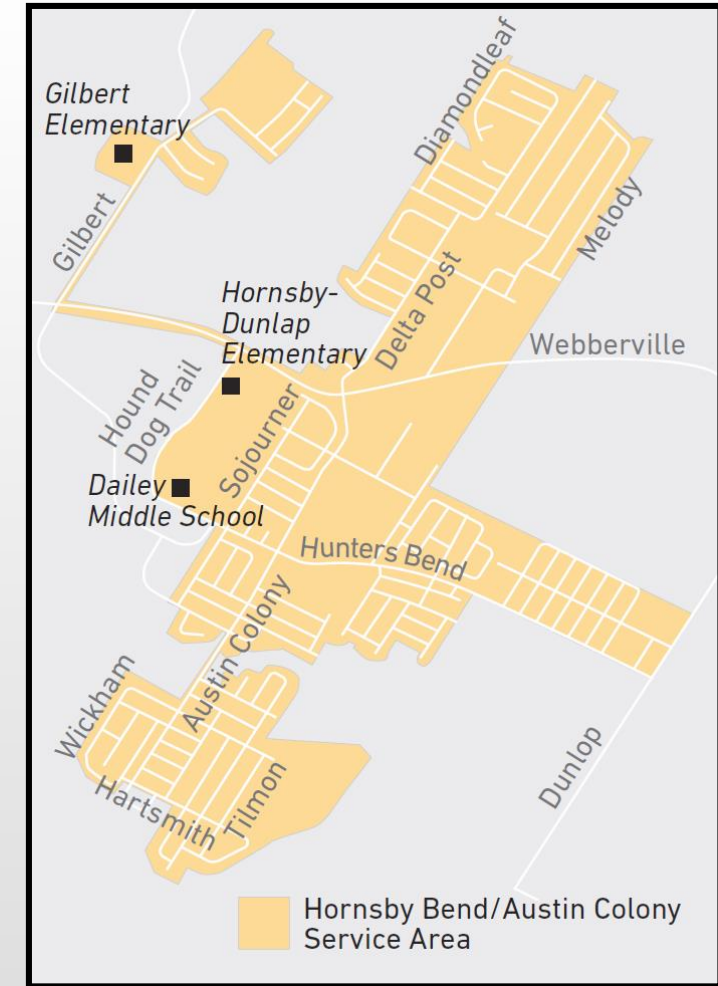
St. David's



*Initial draft, subject to revisions during development process

Travis County – Transit Development Plan (TDP)

- Recent adoption by Travis County of TDP.
- Connect Hornsby Bend to Route 20 & HEB.
- Pickup style service operated by CARTS.
- May not start concurrently with other August service changes.



Pre-Launch Community Engagement

- Reach out to neighborhood associations, multi-family developments, schools, faith-based groups and civic organizations
- Host co-creation workshops with each community in April and May
- Follow-up meetings with each community in June to close feedback loop and get buy-in on service design
- Provide all materials in English and Spanish and offer translation and interpretation at all meetings

Post-Launch Community Engagement

- At-Stop Signage
- At-Stop Engagement
- School engagement (PTAs and Parent Specialists)
- Faith-based group engagement
- Presentations to neighborhood groups
- Neighborhood Circulator Brochure
- How-To-Ride YouTube video
- Social Media
- Press Releases



Measuring Performance

- Passenger satisfaction rating
- ADA passenger utilization
- Trips connecting to other non-SOV modes vs complete origin to destination trips
- Average daily ridership (total and unique customer trips)
- Passenger per hour metrics
- Average response time to customer
- English vs Spanish & other language users
- App bookings vs call-in bookings

August Service Change Community Engagement and Feedback Process

1.1.b

- Ongoing since Cap Remap and recent January Service Changes
- Operators
- Public Hearing
- Final Decision – April Board Meeting

Attachment: PUBLIC HEARING_April Hearing - Proposed Aug 2019 Service Changes -



MEMORANDUM

To: Capital Metro Board of Directors

From: Todd Hemingson, Planning and Development

Date: March 20, 2019

Subject: April Board Meeting – August 2019 Service Changes

Staff is presenting the following summary recommendations for the August 2019 Service Changes. As with other recent service changes (January and June 2019), only minor adjustments are proposed for the system as Capital Metro continues to fine-tune the implementation of Cap Remap. The following is a high-level summary of proposed changes that were identified through data analysis, customer feedback and operator input.

- **Minor Schedule Adjustments** – To improve the revised network performance, select routes will receive minor adjustments to their schedules to improve on-time performance. Adjustments have already been made in recent months for particular trips on select routes that have experienced overcrowding. Passenger and traffic activity continue to impact certain routes and require adjustments to be addressed.
- **School Service Adjustments** – This will include normal transition of UT routes, E-Bus, and select trips on mainline routes back to school service levels.
- **Travis County Transit Development Plan (TDP)** – Last year, Travis County adopted its TDP which outlines a phased development of services to serve key portions of the county. A second service in partnership with Travis County to be operated by CARTS will be implemented in the Hornsby Bend area. This Travis County sponsored service may not start in conjunction with other August 2019 service changes.
- **Neighborhood Circulators** – The three MetroLink innovation zone pilots (Springdale/Johnston Terrace, Springdale/Rogge Lane, and St. David's North) will transition to Neighborhood Circulators. Neighborhood Circulators will be a community-based service designed in cooperation with stakeholders and customers. Please note: Since these will be one-year pilots, they may not start in conjunction with other August 2019 service changes.

These changes are intended to provide a high-quality customer experience by improving on-time performance and customer satisfaction. They are in accordance with the FY 2019 budget. If approved, the changes would be implemented on August 18, 2019. The following appendices describe the specifics of our recommendations:

Appendix A – August 2019 Service Changes

The following changes become effective August 18, 2019.

Minor Adjustments

Services	Concept	Service Levels	MetroAccess
<u>Minor Schedule Adjustments (Overcrowding)</u> Frequent Routes (7 and 10)	Minor Schedule Adjustments to Select Periods to Address Overcrowding.	Weekdays	No Impact
<u>Minor Schedule Adjustments (OTP/Transfers)</u> Frequent Routes (Various Routes) Local Routes (Various Routes)	Minor Schedule Adjustments to Address Potential Issues related to On-Time Performance or Transfer Needs.	All Days	No Impact

Travis County Transit Development Plan (TDP)

Services	Concept	Service Levels	MetroAccess
Pickup (Hornsby Bend)	New mobility on demand service connecting Hornsby Bend & Austin Colony to Route 20 at the HEB at Springdale & Manor.	Monday - Friday	No Impact

Neighborhood Circulators

Services	Concept	Service Levels	MetroAccess
Neighborhood Circulators (Springdale/Johnston Terrace, Springdale/Rogge Lane, & St. David's North)	Transition existing MetroLink pilot service into Neighborhood Circulator pilots.	To be determined by stakeholders and customers within parameters established by Capital Metro	No Impact

School Service Adjustments

Services	Concept	Service Levels	MetroAccess
School Timed Trips - Restore (4, 7, 10, 17)	Select trips timed for school loads added.	Weekdays, Saturday	No Impact
Select Routes – Restore (E-Bus 410, 411, 412)	Service restored when UT Fall semester begins.		
UT Routes – Fall Semester Level (640, 621, 642, 656, 661, 663, 670, 671, 672, 680, 681, 682)	Select University routes to operate on restored to regular service levels.		

Appendix B – Public Input Process

Capital Metro staff solicited direct feedback from new and existing customers during outreach and before and after implementation of the January 2019 Service Change. Input was also solicited from advisory committees and bus operators. A Public Hearing was held on Wednesday, April 10th at Capital Metro's Main Administration Building. Feedback will be considered for incorporation into final recommendations.