

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

~ AGENDA ~

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

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Tuesday, October 24, 2017

2:00 PM

Capital Metro Board Room

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**I. Presentations:**

1. Connections 2025 - Proposed June 2018 Service Changes
2. Revisions to Board Bylaws

**II. Items for Future Discussion:**

**III. Adjournment**

**ADA Compliance**

*Reasonable modifications and equal access to communications are provided upon request. Please call (512)389-7458 or email [gina.estrada@capmetro.org](mailto:gina.estrada@capmetro.org) if you need more information.*

**BOARD OF DIRECTORS:** Wade Cooper, Chair; Delia Garza, Vice Chair; Juli Word, Board Secretary; Ann Kitchen, Rita Jonse, Terry Mitchell and Pio Renteria. Board Liaison: Gina Estrada (512)389-7458, email [gina.estrada@capmetro.org](mailto:gina.estrada@capmetro.org) if you need more information.

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: 10/24/2017**  
**Board of Directors**    **(ID # 3962)**  
**Connections 2025**

**TITLE:** Connections 2025 - Proposed June 2018 Service Changes

# Proposed June 2018 Service Changes

*Board Work Session – October 24, 2017*



Attachment: Capital Metro Board of Directors Worksession - June 2018 Service Change

# Today's Work Session

*Purpose:* Review and discuss the various elements related to the proposed June 2018 Service Changes.

# Agenda

- Benefits
- Review of proposals by geographic area
- Summary of public involvement
- Recommended revisions
- Impacts of proposed service changes

# Why a Revised Network?

# Background: Connections 2025

- Board approved transit plan
- 10-year vision for more reliable, more frequent, better connected network
- Designed to address declining ridership and better meet community needs
- Guides 3x per year service changes
- Plan based on more than a year of public & board input

# How did we get here? Where are we going?



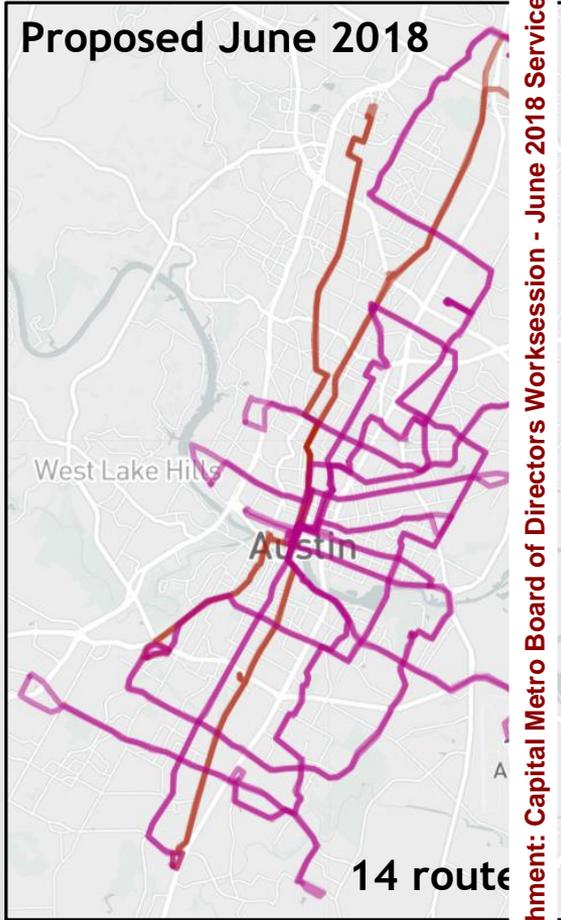
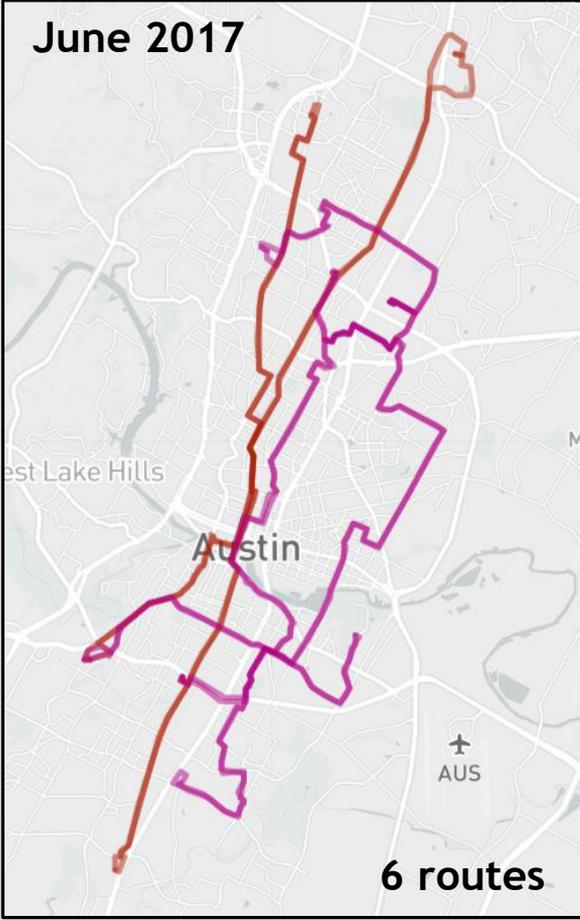
Attachment: Capital Metro Board of Directors Worksession - June 2018 Service Change



# Benefits of the Proposed Changes

**+ More Frequent**

- 14 High-Frequency Routes
- Departures at least every 15 minutes
- 7 days a week



Attachment: Capital Metro Board of Directors Worksession - June 2018 Service Change

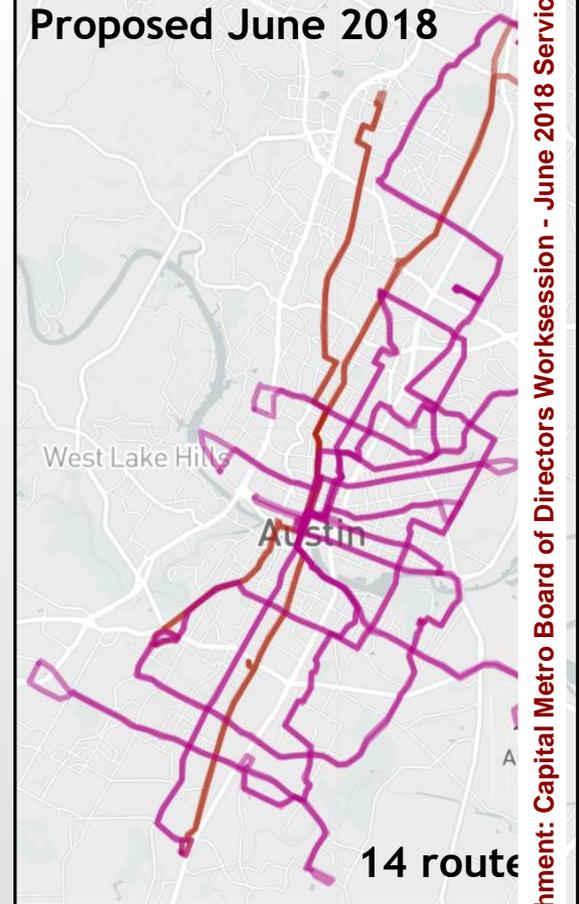
# Benefits of the Proposed Changes



## More Frequent

- 14 High-Frequency Routes
- Departures at least every 15 minutes
- 7 days a week

- Puts 82% of current riders within ½ mile of frequent service, up from 50%
- 210,000 more residents within walking distance of frequent service
- 20,000 additional jobs served by frequent service routes



# Benefits of the Proposed Changes

## + More Frequent

- 14 High-Frequency Routes
- Departures at least every 15 minutes
- 7 days a week

## + More Reliable

- More direct routing
- Eliminates route deviations within neighborhoods
- Easier to understand system

# Benefits of the Proposed Changes

## + More Frequent

- 14 High-Frequency Routes
- Departures at least every 15 minutes
- 7 days a week

## + More Reliable

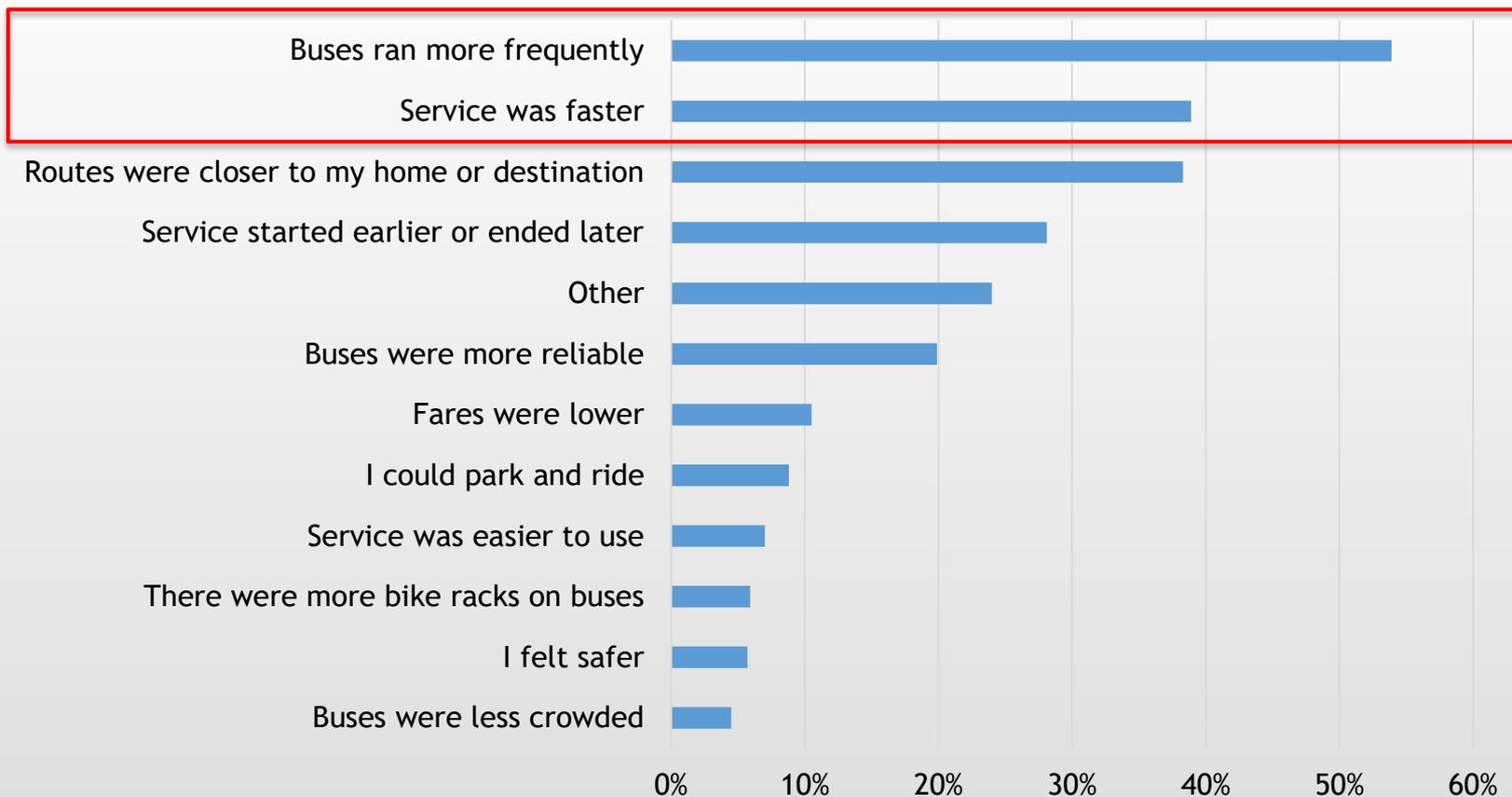
- More direct routing
- Eliminates route deviations within neighborhoods
- Easier to understand system

## + Better Connected

- Routes designed to work as a system
- Decreased waiting time for your next bus
- Riders able to transfer with more confidence

# How Does Connections Address Community Desires?

*I would ride transit more often if...*



# How Does Connections Address Community Desires?

*What should be prioritized?*

*Most important*



Rate the importance of each option below.

	Average Score*
Providing fast, frequent, reliable service on key corridors	4.4
Providing an alternative to congested roadways	4.3
Serving persons with disabilities, low-income, or senior populations	4.0
Helping to create an environmentally-friendly, sustainable city not dependent on cars	3.9
Making it easier to get to/from transit (better stops, sidewalks, Park & Ride)	3.8
Expanding Capital Metro's service area	3.6
Supporting economic development and access to jobs	3.5
Adding more bus shelters	3.4
Adding Wi-Fi on buses	2.8

*Least important*



\* Average score determined by multiplying the score value by the number of people who selected that score, and dividing by total responses

# How Does Connections Address Community Desires?

*[What are] the primary reasons you do not use Capital Metro's services at all, or use them more frequently?*



Trips take too long (46%)



It's difficult to travel to multiple locations (31%)



Wait times are long or unpredictable (30%)

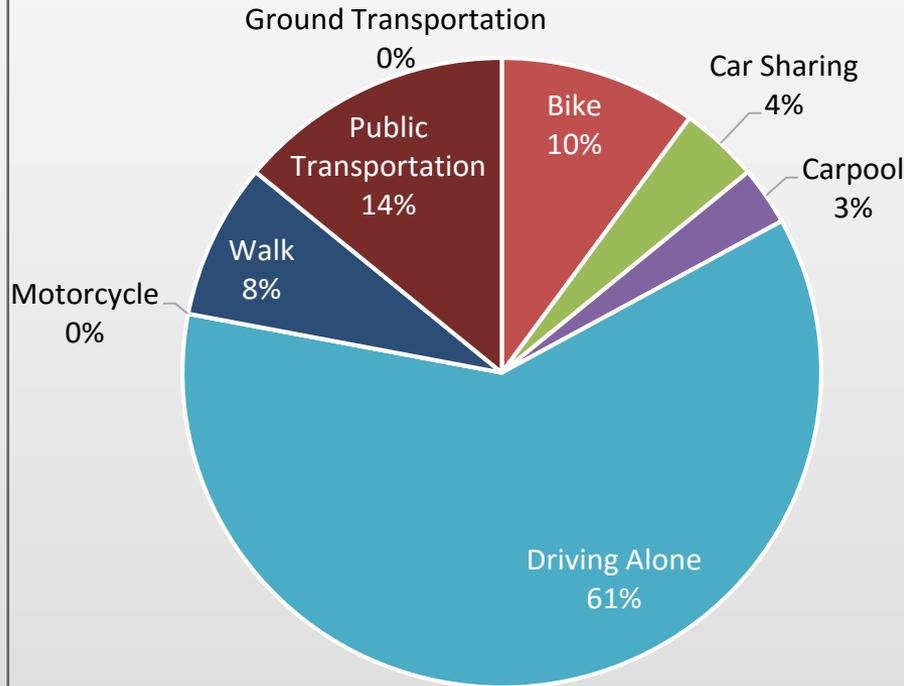
Source: Capital Metro Perception Survey (2017)

# How Does Connections Address Community Desires?

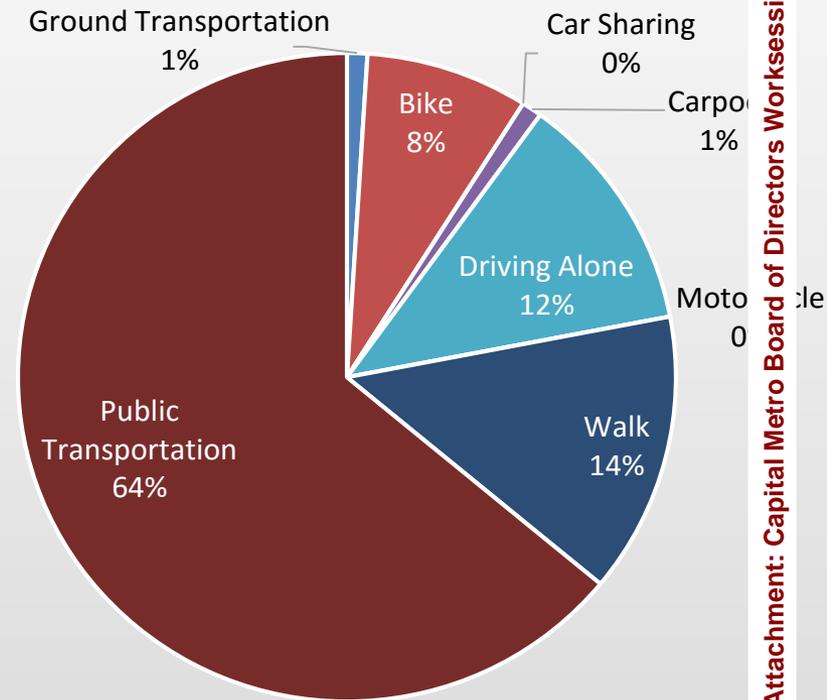


*Briefly tell us about how you primarily get around now and how would you prefer to get around?*

**Current**



**Preferred**



Attachment: Capital Metro Board of Directors Worksession - June 2018 Service Change

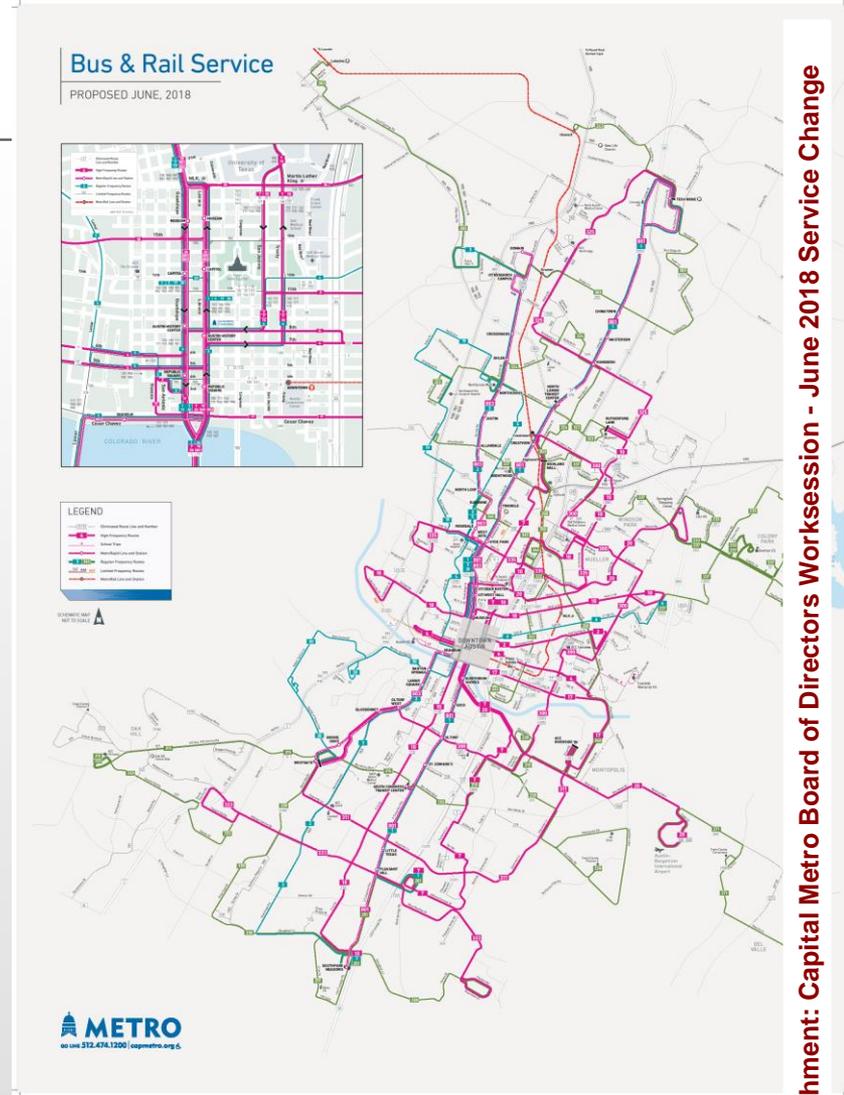


# Proposed June 2018 Service Changes

# Proposed June 2018 Service Changes

1.1.a

- Significant Changes
  - Half of Capital Metro routes proposed to change
- Expands High Frequency Route network
  - 14 routes compared to 6 routes
  - 7 day a week service compared to weekdays only
- Designed around creating a more useful *network*
  - Thinking beyond individual routes
- More east - west service
- 15 eliminated routes replaced with other service



Attachment: Capital Metro Board of Directors Worksession - June 2018 Service Change

# Central Core

## New Routes

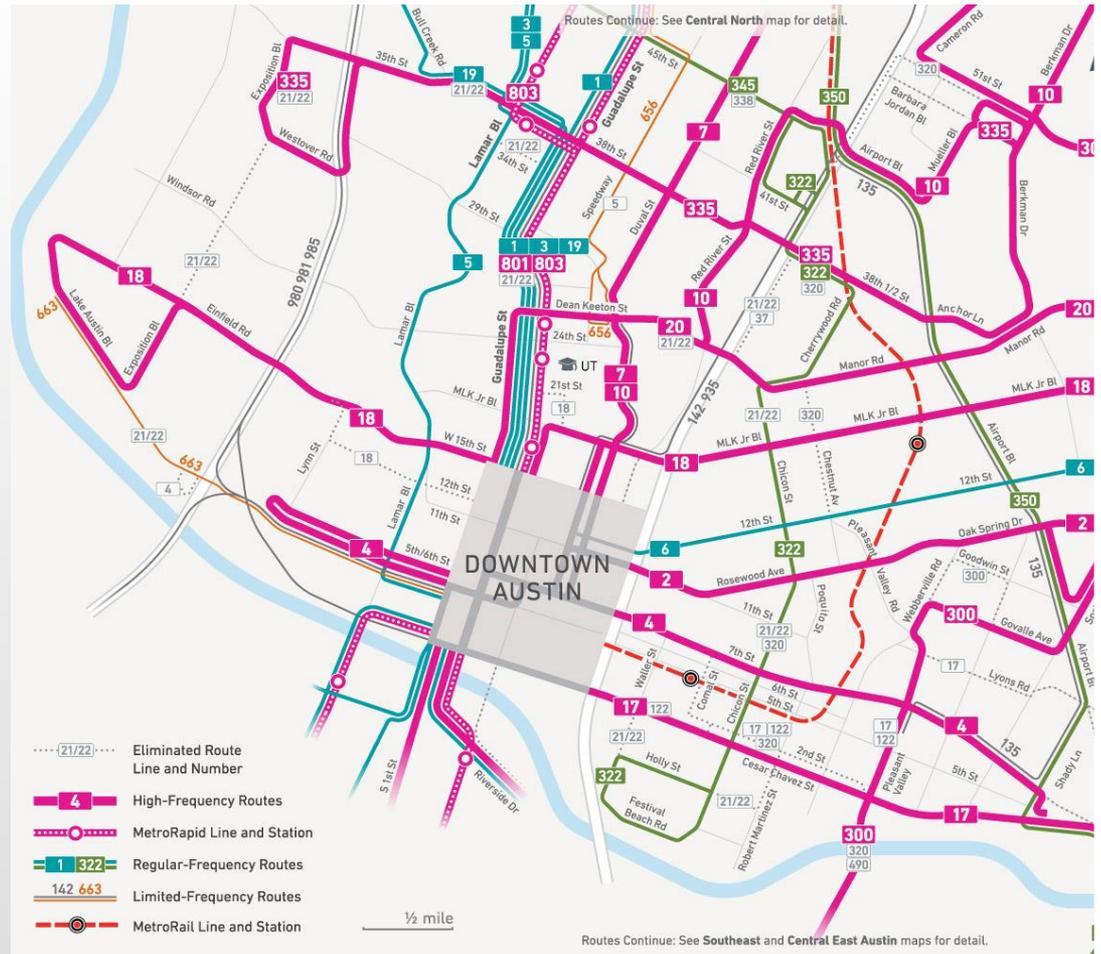
- Frequent Route 335 35<sup>th</sup>/38<sup>th</sup>
- Local Route 322  
Chicon/Rosewood

## Frequency Improvements

- Route 2 Rosewood
- Route 4 7<sup>th</sup> Street
- Route 10 South 1<sup>st</sup>/Red River
- Route 17 Cesar Chavez
- Route 18 MLK
- Route 20 Manor Rd/Riverside

## Service Adjustments

- Routes 18 & 335 would serve Exposition
- Proposed eliminations: 21/22, 37, 122, 320, 338, 464, 490 & 653, and portions of Routes 4 & 17



# Northeast Austin

## Realigned Route

- East-west Local Route 337 would connect Colony Park to central north Austin

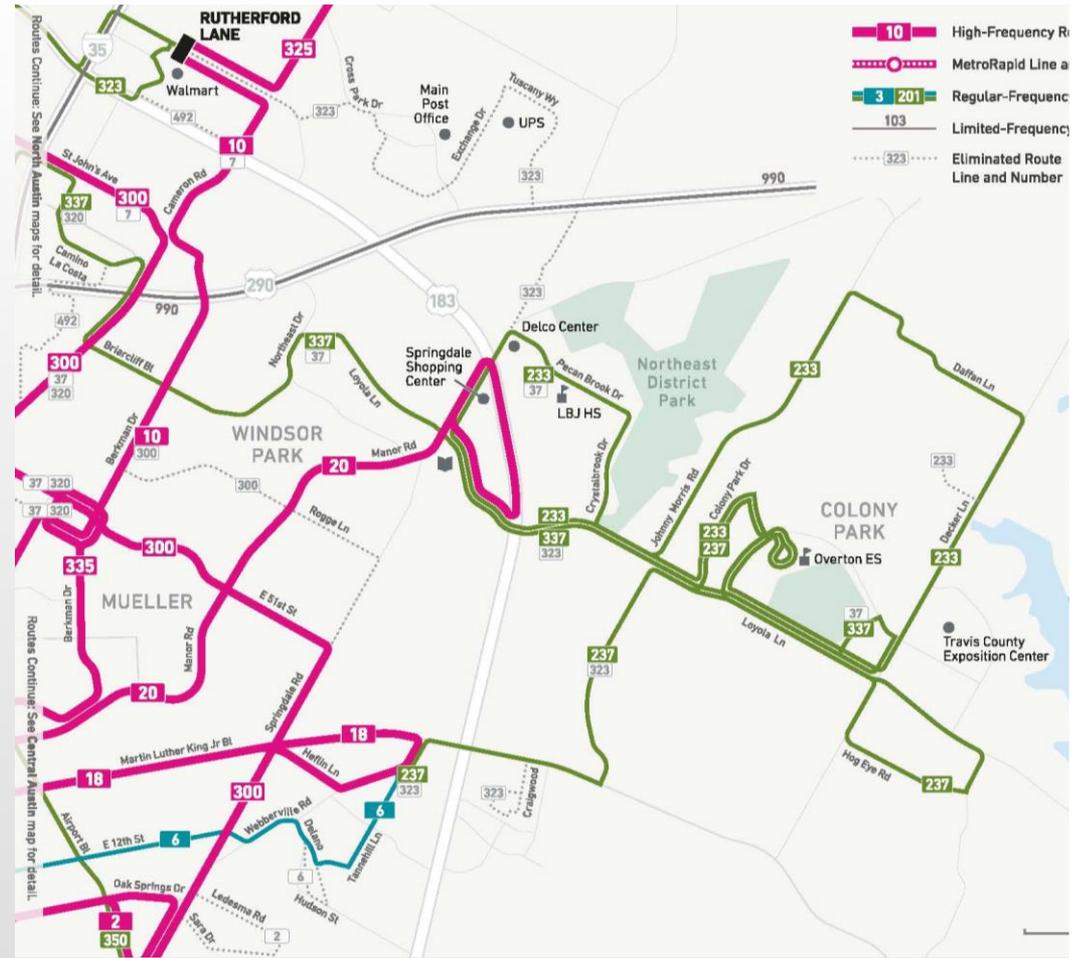
## Frequency

## Improvements

- Route 2 Rosewood
- Route 10 South 1<sup>st</sup>/Red River
- Route 18 MLK
- Route 20 Manor / Riverside

## Service Adjustments

- Route 237 would connect to downtown routes
- Proposed eliminations: portions of routes 2, 6, 233, 300 & 323



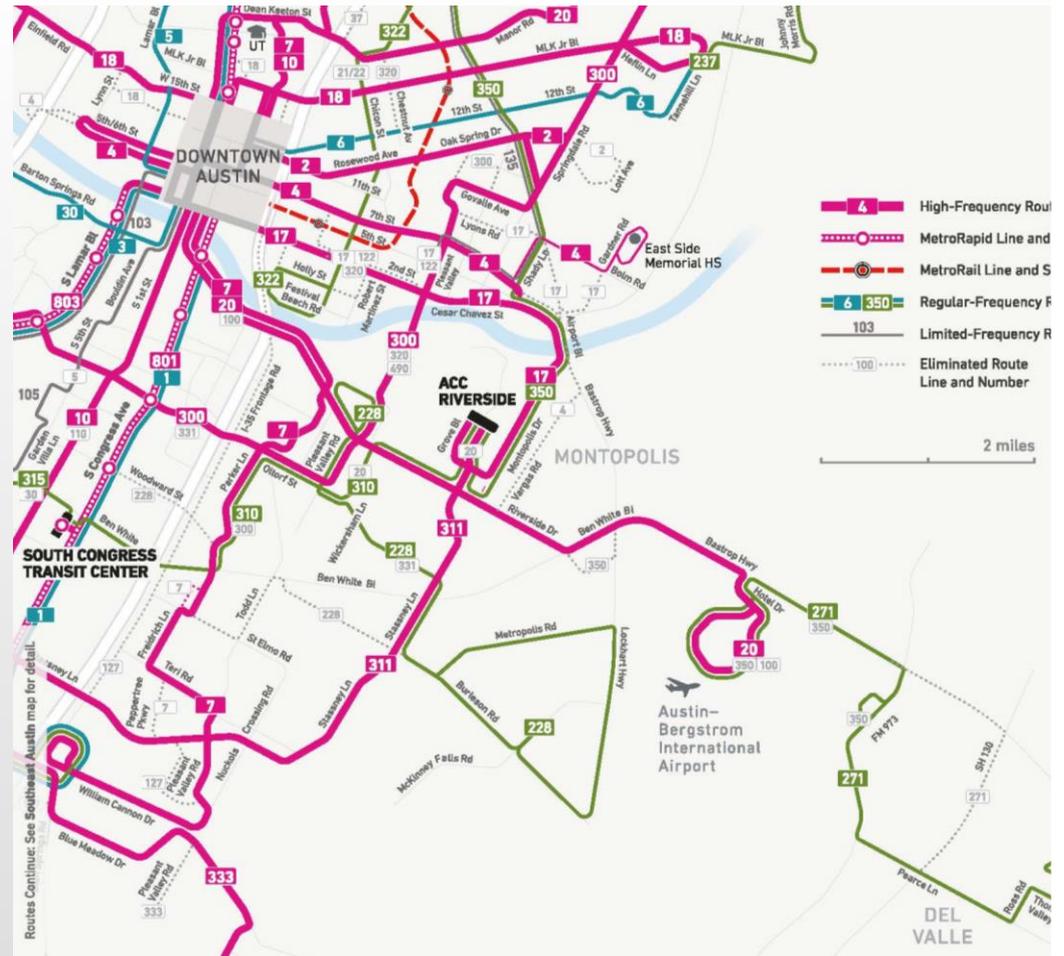
# Central East Austin

## Frequency Improvements

- Route 2 Rosewood
- Route 4 7<sup>th</sup> Street
- Route 17 Cesar Chavez
- Route 18 Martin Luther King
- Route 20 Riverside/Manor

## Service Adjustments

- Revised Route 228 to VA Clinic would connect to service on Riverside
- Route 271 would connect to Frequent Route 20 at ABIA
- Proposed eliminations: Routes 100, 320, 331 & 490, and portions of Routes 2, 4, 17, 228, 271 & 350



# Southeast Austin

## New Routes

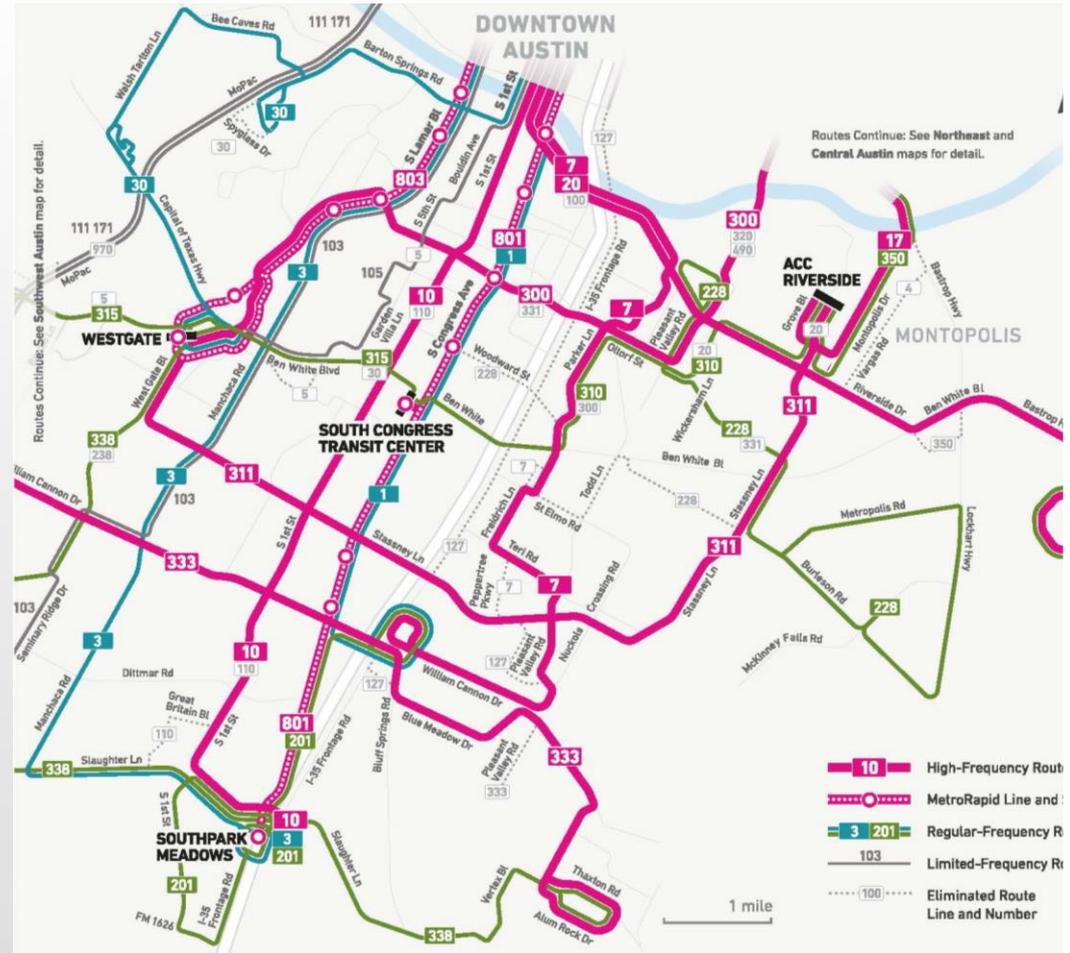
- Local Route 310 would connect South Congress Transit Center to ACC Riverside
- Local Route 338 would operate along Slaughter Lane

## Frequency Improvements

- Route 20 Manor / Riverside
- Route 311 Stassney
- Route 333 William Cannon

## Service Adjustments

- Proposed eliminations: Route 127 and portions of Routes 7, 228 & 333



# Southwest Austin

## New Route

- Local Route 315 would connect ACC Pinnacle to South Congress Transit Center
- Local Route 338 would operate along Slaughter Lane
- Flyer Route 105 would provide rush hour service to Bouldin & Galindo neighborhoods

## Frequency Improvements

- Route 311 Stassney
- Route 333 William Cannon

## Service Adjustments

- Route 30 continues to serve Walsh Tarlton & would end at Westgate
- Proposed eliminations: Routes 110, 331, 338 & 970, and portion of Routes 5, 30, & 333



# Central North Austin

## New Routes

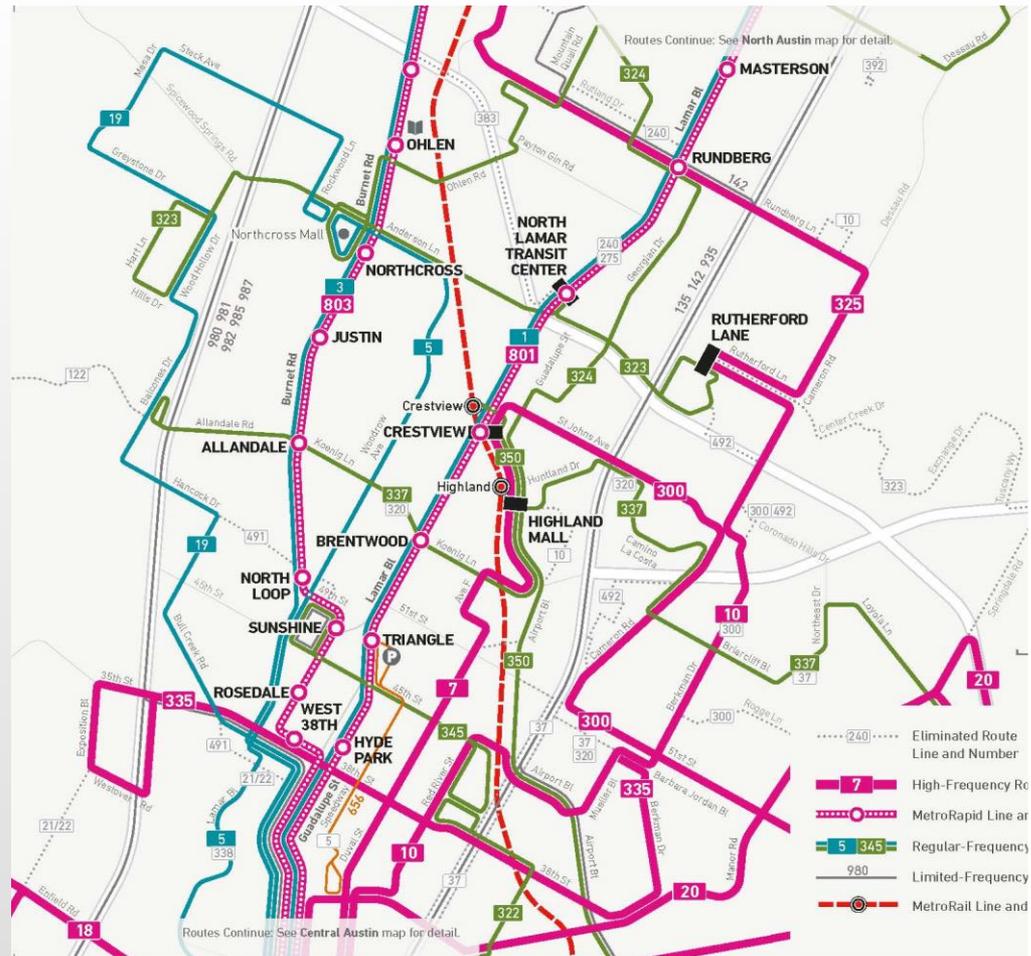
- East-west Local Route 337 would connect Colony Park to central north Austin
- Frequent Route 335 35<sup>th</sup>/38<sup>th</sup>
- Local Route 345 route would operate along 45<sup>th</sup> St

## Frequency Improvements

- Route 10 South 1<sup>st</sup> / Red River

## Service Adjustments

- Route 5 would serve Lamar south of 38<sup>th</sup> St.
- Route 7 would serve ACC Highland & Crestview
- Route 10 would serve Mueller & Windsor Park
- Proposed eliminations: Routes 21/22, 37, 320, 338, 491, 492, 653 and portions of Routes 323 & 383



Attachment: Capital Metro Board of Directors Worksession - June 2018 Service Change



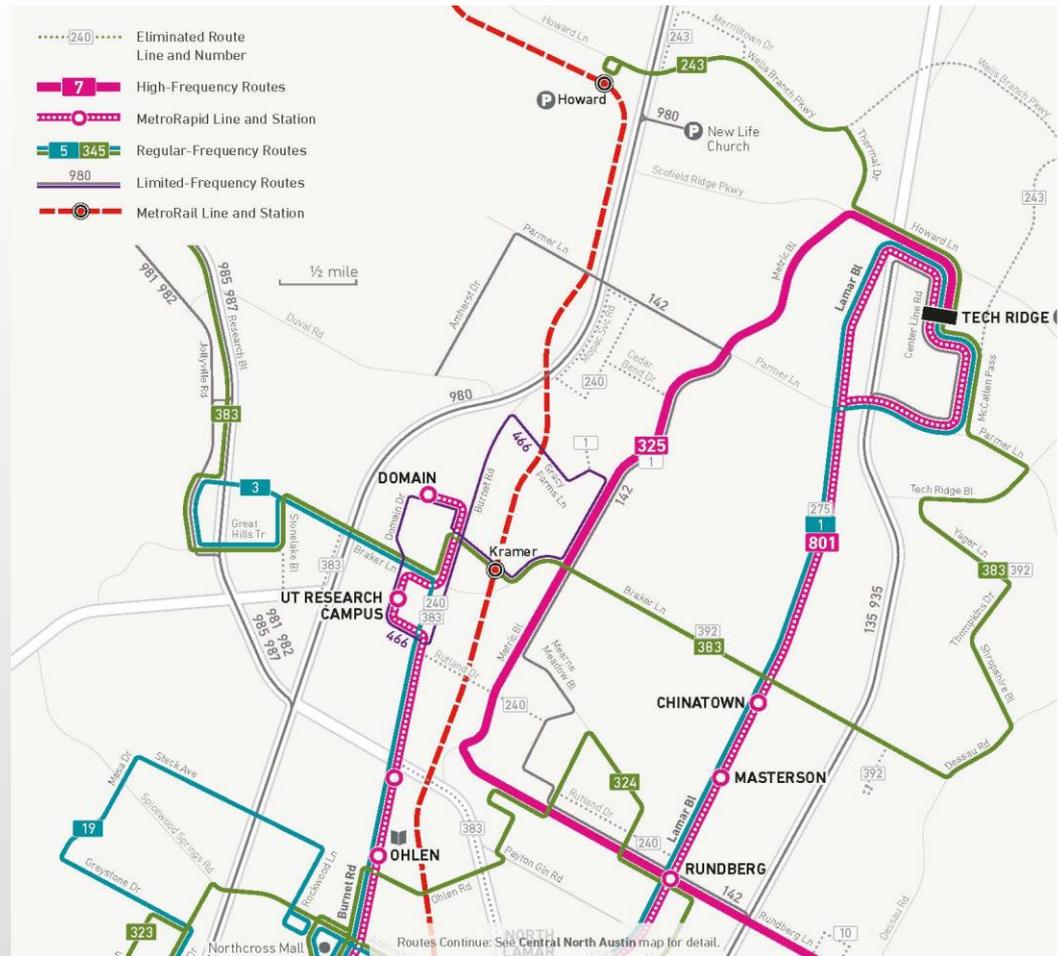
# North Austin

## New Route

- Local Route 324 would operate from Northcross to ACC Highland

## Frequency Improvements

- Route 325 Metric/Rundberg
- New east-west service on Braker would also serve north Dessau area (former Route 392)
- Route 1 would replace Route 275
- Proposed eliminations: Routes 240, 275 & 392, and portions of Routes 243, 323, 325 & 383



Attachment: Capital Metro Board of Directors Worksession - June 2018 Service Change

# Downtown

## Focus on Three Corridors

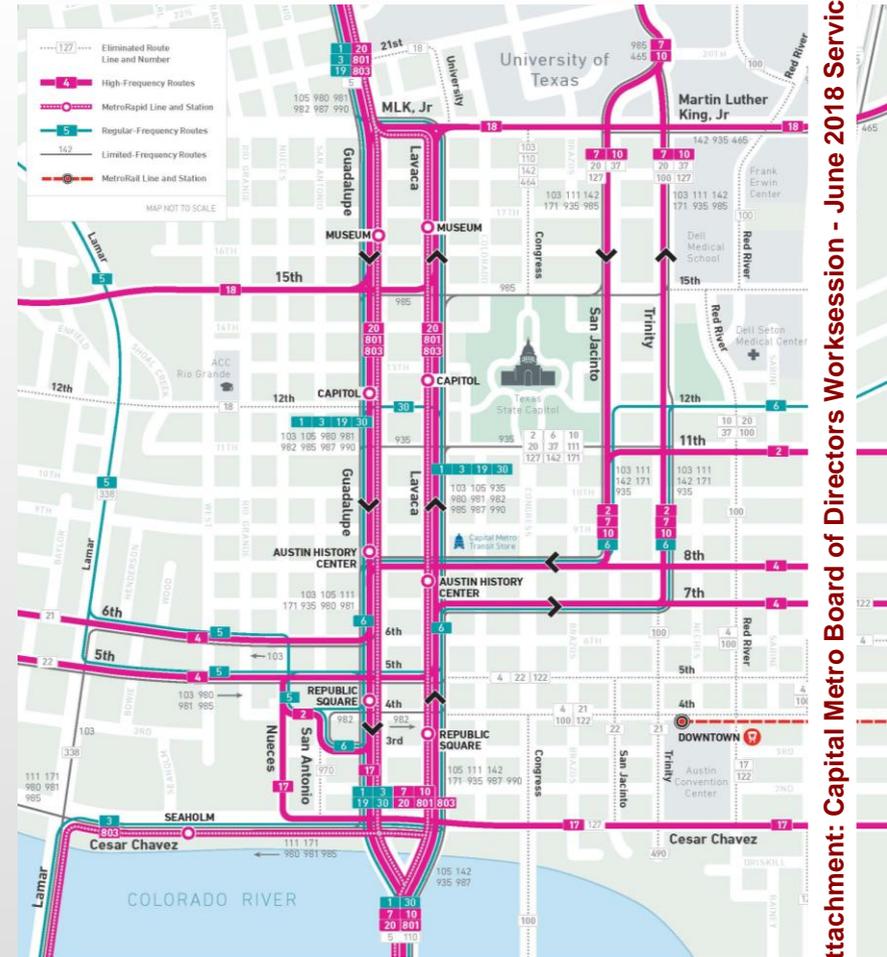
- Guadalupe & Lavaca
- 7<sup>th</sup> & 8<sup>th</sup> Streets
- San Jacinto & Trinity

## Frequency Improvements

- Route 2 Rosewood
- Route 4 7th Street
- Route 10 South 1st/Red River
- Route 17 Cesar Chavez
- Route 18 Martin Luther King
- Route 20 Manor Rd/Riverside

## Service Adjustments

- Route 17 would operate east-west on Cesar Chavez
- Service would no longer operate on Congress Ave & Red River St and portions of 4<sup>th</sup>, 5<sup>th</sup>, 11<sup>th</sup> & 12<sup>th</sup> Streets



# Public Input Process

# Outreach Meetings

- Public Meetings & Webinars
- Capital Metro Advisory Committees
- City Boards & Commissions
- Neighborhood Associations
- Health and Human Service Agencies
  - HACA, Criss Cole, TWC, School for the Blind, others
- Business and advocacy organizations

## Bus & Rail Service

PROPOSED JUNE, 2018



SCHEMATIC MAP  
METRO © 2018

**METRO**  
800.476.4764 | 512.476.1200 | [capmetro.org](http://capmetro.org)

# Public Outreach

- Street Teams at bus stops
- Community Events
  - Back to School, Hot Sauce Festival, Austin Energy Resource Fair, El Grito, etc.
- Schools and Service Providers
- CMTA operators
- Paid media – print, online and radio
- At-stop signage



## THIS STOP MAY BE ELIMINATED, JUNE 2018.

Service to this bus stop is proposed to change as part of Capital Metro's board-approved Connections 2025 Transit Plan.

**Get Full Details**

View maps & descriptions of proposed changes (including suggested replacement service).

- [capmetro.org/June2018](http://capmetro.org/June2018)
- Brochures on buses and at rail stations

**Comment by early November!**

- Attend a public meeting (dates/times at [capmetro.org/June2018](http://capmetro.org/June2018))
- Email [feedback@capmetro.org](mailto:feedback@capmetro.org)
- Call 512-474-1200
- Comment on Facebook or Twitter

Final decision at November 15 board meeting.  
Approved changes would begin June 3, 2018.




## Es Posible Que Se Elimine Esta Parada De Autobus, Junio De 2018

Se está proponiendo cambiar el servicio a esta parada de autobús como parte del Plan de Tránsito Conexiones 2025 aprobado por la junta directiva de Capital Metro.

**Obtenga todos los detalles**

Vea los mapas y las descripciones de los cambios propuestos (incluidos el servicio a reemplazarse sugerido).

- [capmetro.org/June2018](http://capmetro.org/June2018)
- Folletos en los autobuses y en las estaciones de tren

**¡Haga sus comentarios hasta principios de noviembre!**

- Asista a una reunión pública (fechas y horarios en [capmetro.org/June2018](http://capmetro.org/June2018))
- Correo electrónico [feedback@capmetro.org](mailto:feedback@capmetro.org)
- Llame al 512-474-1200
- Comente en Facebook o en Twitter

La decisión final se hará en la junta directiva en noviembre 15.  
Los cambios aprobados empezarán el 3 de junio de 2018.

[capmetro.org/june2018](http://capmetro.org/june2018)

# Recommended Revisions

# Network Design Principles



**Stronger Frequent Network**



**Easy to Understand Network**



**Grow Ridership and Productivity**

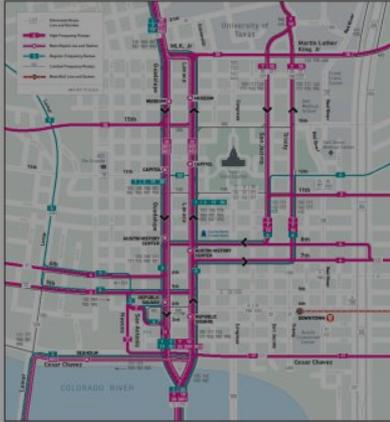


**Match Service to Markets**

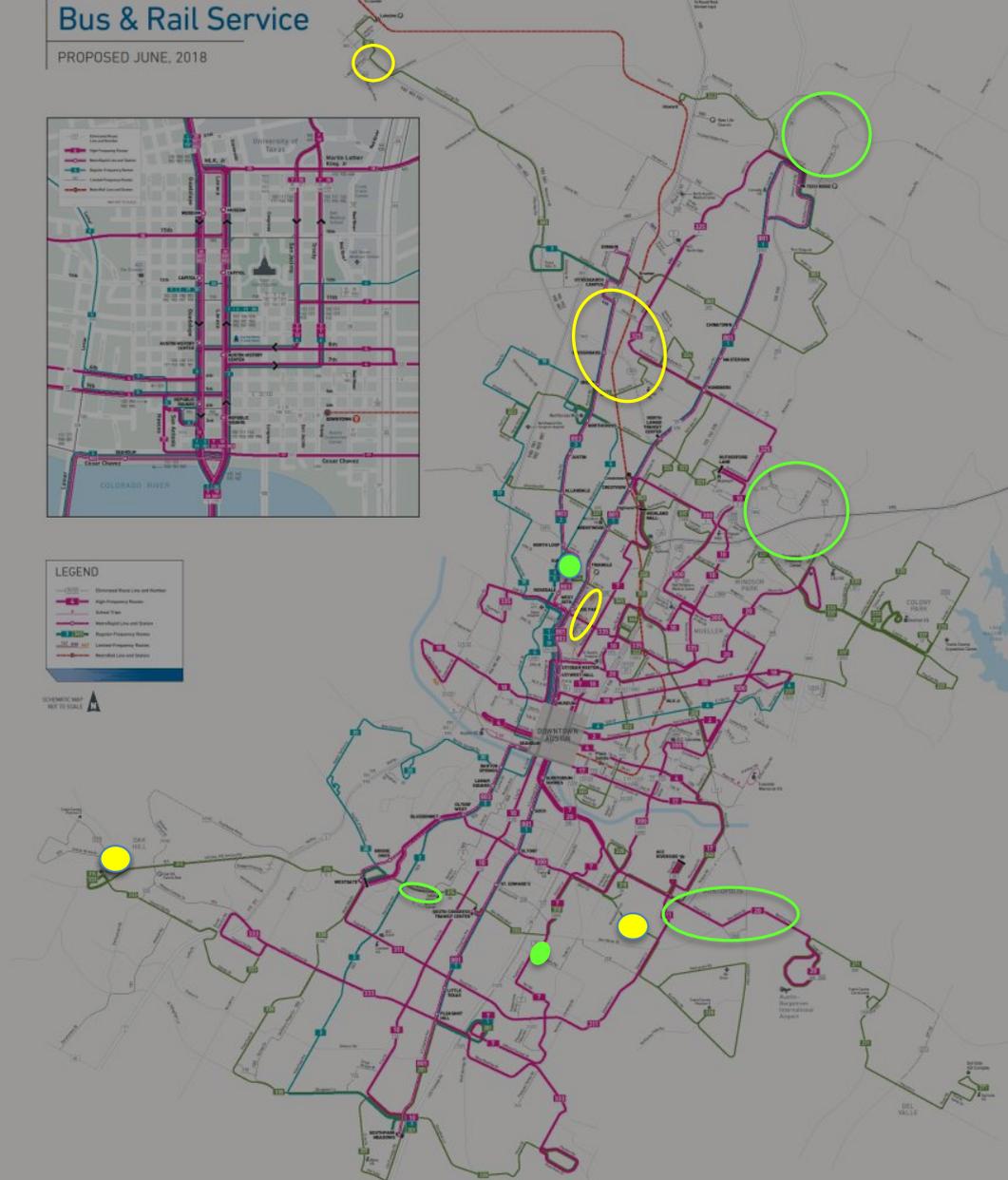
# Context

## Bus & Rail Service

PROPOSED JUNE, 2018



SCHEMATIC MAP  
NOT TO SCALE



-  Area Evaluated  
*Recommended Adjustment*
-  Area Evaluated  
*No Recommended Adjustment*



# Common Customer Comments

Route	Public Comment	Revise	Rationale
5	Provide direct service to Criss Cole Center	<b>Yes</b>	Reduces duplication on Medical Pkwy
5	Operate in addition to UT Shuttle on Speedway	No	UT Shuttle available / within quarter-mile Frequent Route 7 (5 minute walk) and third of a mile of Route 1/MetroRapid 801 (6 minute walk)
7	Serve Greyhound Station	No	Within quarter-mile of Frequent Route 7 (5 minute walk)
7	Keep Route 7 on Friedrich to Woodward	<b>Yes</b>	Preserves access to employers and businesses
17	Maintain service on Vargas (residential street) instead of proposed Montopolis (mixed use street)	No	Within quarter-mile of Frequent Route 17 (5 minute walk)
21/22	Do not eliminate Routes 21/22	No	All stops within a half-mile of Frequent Routes 4, 17, 18, 20 & 335; Route 322; and UT Shuttle 663
105	Provide school trips to Small M.S.	No	Transfers available via Route 315

# Common Customer Comments

Route	Public Comment	Revise	Rationale
240	Serve St. David's Medical Center North	No	Serves less than 25 boardings per day
243	Continue to operate on Heatherwilde	Yes	Reduces duplication on Howard and preserves current route at no additional cost (Cost balanced by reducing frequency to every 40 minutes)
271	Continue serving ACC Riverside	Yes	Operator input / Ability to transfer to multiple routes at ACC Riverside
300	Preserve Route 300 service on Rogge (residential street) instead of proposed 51st (mixed use street)	No	Within a half-mile of Frequent Routes 10, 20 & 300 (10 minute walk)
315	Serve Oak Hill Shopping Center	Yes	Serves major destination with no significant route deviation
323	Preserve service on Tuscany Way	Yes	New Route 339 Tuscany providing 60 minute service (Cost balanced by removing proposed Route 323 extension to Far West covered by Route 19)

# Common Customer Comments

Route	Public Comment	Revise	Rationale
333	Serve Perez Elementary School	No	Serves less than 13 boardings per day / Decreasing ridership with no growth potential
350	Preserve service to Met Center	Yes	Extend Route 271 to serve Met Center / Serves over 50 boardings per day at Met Center
383	Preserve service to Anderson Mill neighborhood Lakeline Mall, and NLTC	Yes	Serves over 180 boardings in Anderson Mill / Lakeline Mall and 375 boardings at NLTC (Cost balanced by uncoupling from Route 392)
392	<i>Staff initiated</i>	Yes	Route reinstated. Service would end at Burnet instead of Great Hills (served by Route 383) / Frequency adjusted to every 40 minutes
490 491	Continue to operate service at least one day a week	No	Other service available that operates 7 days per week

# Common Operator Comments

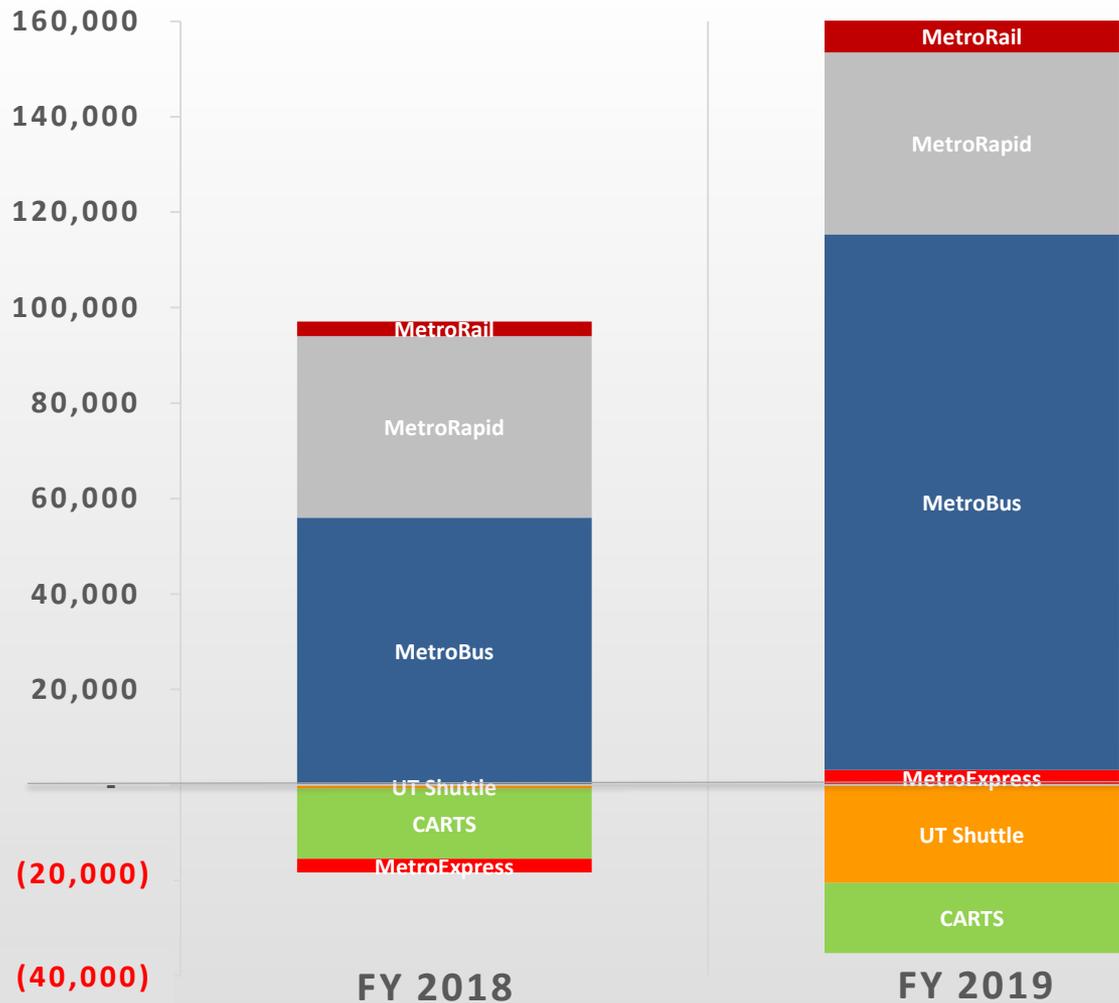
Route	Operator Comment	Revise	Rationale
17	Maintain service between Capital Metro and downtown for operator reliefs (currently provided by Route 17)	No	Within quarter-mile of Frequent Route 4 located at 7 <sup>th</sup> & Pleasant Valley (5 minute walk) / Proposed Frequent Route 4 stops at 8 <sup>th</sup> and Lavaca (current served by Route 17) and 7 <sup>th</sup> and Colorado (new)
All Routes	Ensure adequate recovery time	N/A	Run time and recovery time will be evaluated as part of the schedule development process
All Routes	Ensure comfort stops at the end of each route	N/A	Continue to provide at CMTA facilities / work with private entities on case by case basis

# Impacts

# Impacts

- Financial
- Title VI
- MetroAccess

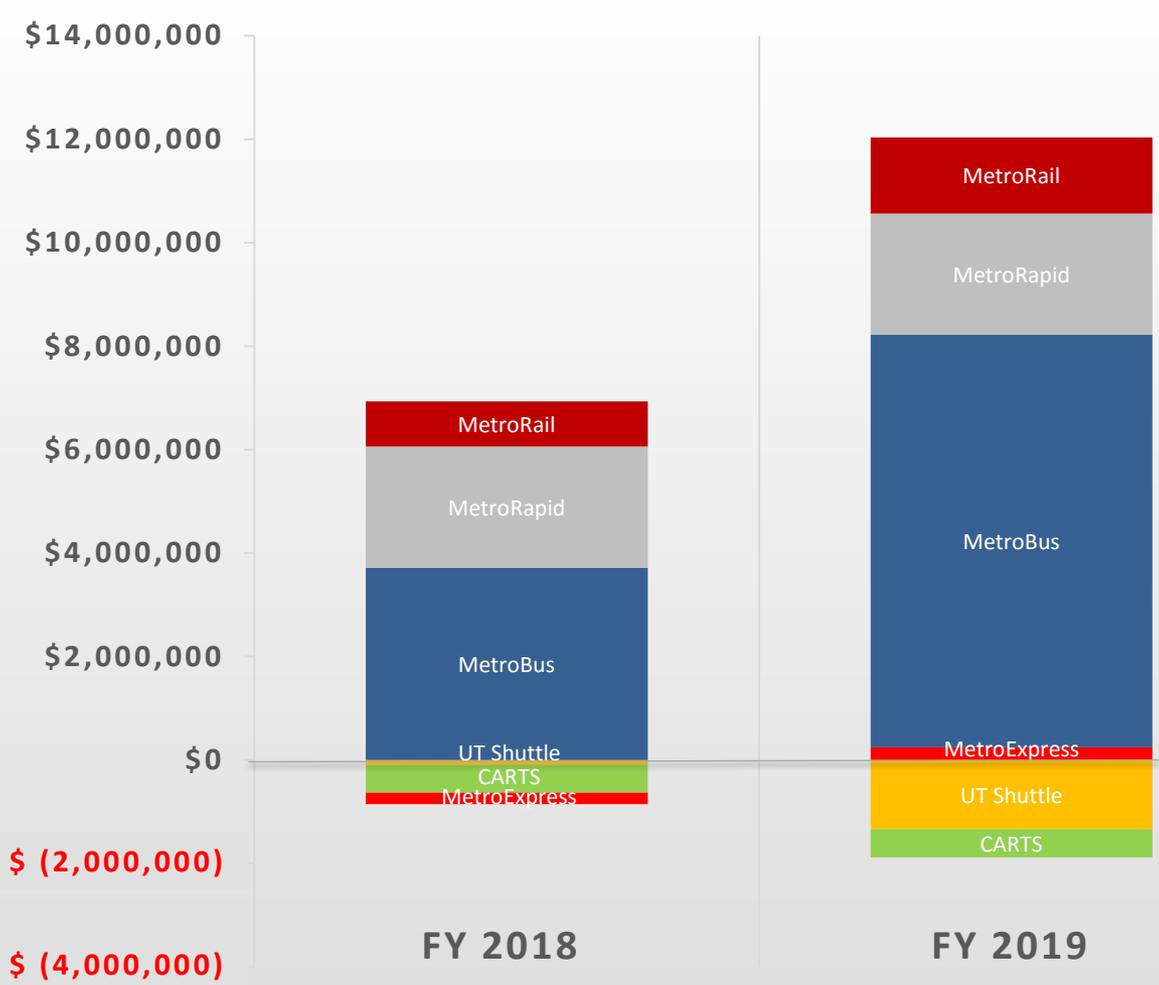
# Incremental Service Hours



FY 2018		FY 2019	
3,077	MetroRail	6,700	MetroRail
38,037	MetroRapid	38,000	MetroRapid
55,990	MetroBus	112,200	MetroBus
(2,861)	MetroExpress	3,100	MetroExpress
(765)	UT Shuttle	(20,500)	UT Shuttle
(14,714)	CARTS	(14,700)	CARTS
<b>78,764</b>	<b>Total</b>	<b>124,900</b>	<b>Total</b>

Attachment: Capital Metro Board of Directors Worksession - June 2018 Service Change

# Incremental Cost



FY 2018		FY 2019	
\$ 871,404	MetroRail	\$ 1,471,970	MetroRail
\$ 2,339,683	MetroRapid	\$ 2,339,683	MetroRapid
\$ 3,718,038	MetroBus	\$ 7,977,960	MetroBus
\$ (218,494)	MetroExpress	\$ 246,500	MetroExpress
\$ (90,913)	UT Shuttle	\$ (1,339,790)	UT Shuttle
\$ (543,560)	CARTS	\$ (543,560)	CARTS
<b>\$ 6,076,158</b>	<b>Total</b>	<b>\$ 10,152,000</b>	<b>Total</b>

Attachment: Capital Metro Board of Directors Worksession - June 2018 Service Change



# Title VI Overview

- Civil Rights Act of 1964 addresses discrimination in most areas of public life in the U.S.
- Title VI states:  
*“No Person in the U.S. shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance”*

# Capital Metro's Role

- **Responsibility** - Guarantee that all transit service, and access to its facilities, are equitably distributed and provided without regard to race, color, or national origin.
- **Goal** - ensure equal opportunities to all individuals to participate in all local, sub regional and regional transit planning and decision-making processes.

# Policy Adopted (2013)

- As of 2013, the Federal Transit Administration (FTA) requires recipients of federal funding to have policies in place that determine thresholds for determining:
  - *Major Service Changes, and then determining whether changes have..*
    - *Disparate Impact on a Minority Population*
    - *Disproportionate Impact on a Low Income Population*
- Analyses are completed for major service changes and also changes to fares
- Analysis determines whether a discriminatory impact exists and whether a mitigation strategy is needed

# Adopted Thresholds

- Major Service Change
  - *Modification which causes a 25% or greater change in the number of daily service hours or route miles (also includes new or eliminated routes)*
- Minority Populations (33% threshold)
  - *Identified as: Black or African American + American Indian and Alaska Native + Asian + Native Hawaiian and Other Pacific Islander + Some other race + Two or more Races + Hispanic or Latino (of any race) / Total Population*
- Low-income (\$29,999 threshold)
  - *Calculated as: Populations whose incomes are less than \$29,999 / Total Population*

# Analysis

- Census data within 1/4 mile of route change in relation to:
  - Minority Population
  - Low Income Population
- Findings and Mitigation Strategies

# Disparate Impact or Disproportionate Burden

**Modified Routes (15)** – mitigation exists for all routes, most are due to proximity to other services or the revisions discussed will address

**Eliminated Routes (14)** – mitigation exists for all routes, most are due to replacement of service on exact corridors served or within close proximity

*Overall, the plan seeks to invest additional resources in areas where minority and/or low income populations exist*

# Proposed Wins: Riders with Disabilities & Seniors

## Bus system improvements to benefit a majority of our community

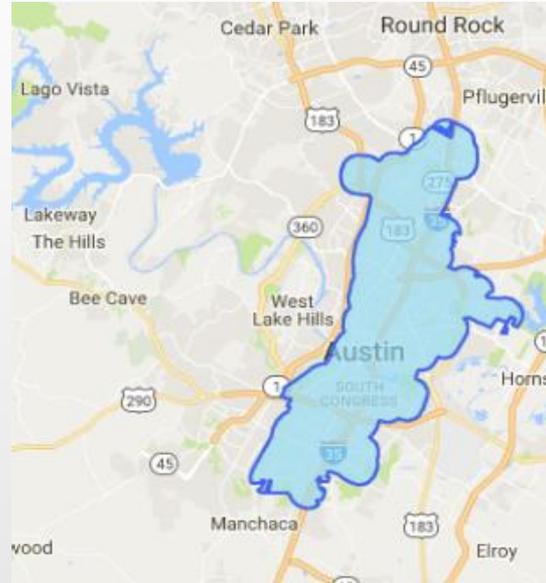
- High frequency = Reduces reliance on complex timetables
- Straighter routes reduce anxiety and complexity
- Less time waiting at stops in hot/cold temperatures
- Reduced need for multiple transfers
- Get where you're going faster
- Up to double the wheelchair capacity

# MetroAccess ADA Paratransit Service Area

M-F 6:30am – 9:29am

M-F 12:30am – 1:00am

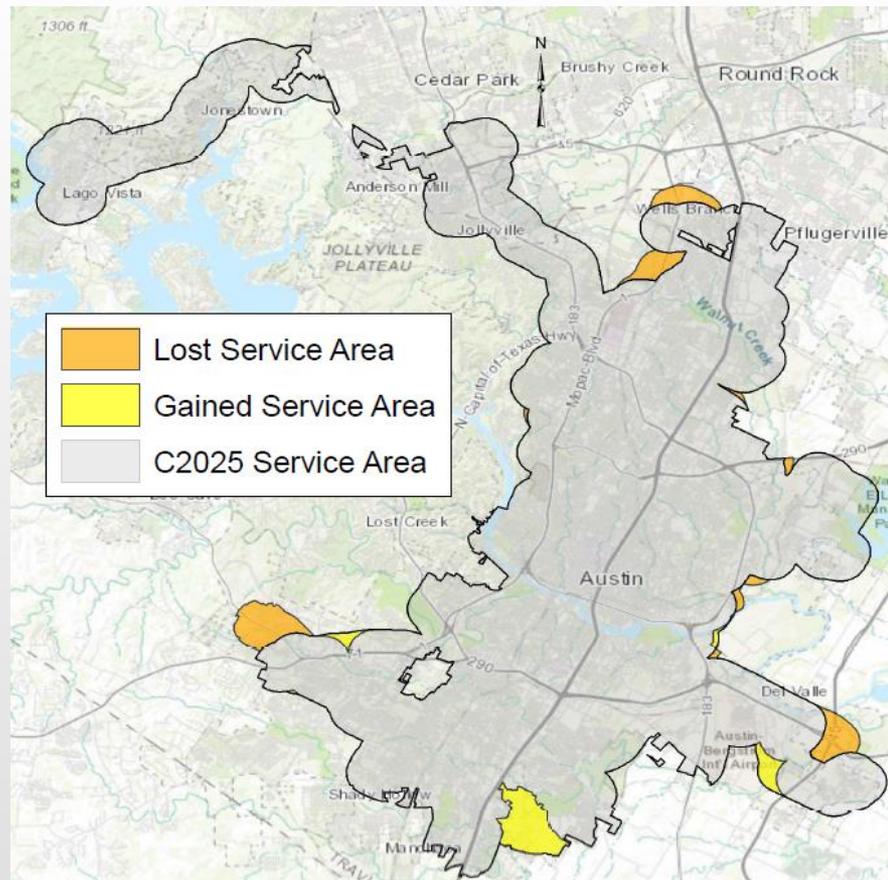
SUN 8:00pm – 8:19pm



- Paratransit is parallel to Fixed Route
- Paratransit operates within  $\frac{3}{4}$  mile of regular in-service Fixed Route lines
- The ADA service area varies along with fixed route service levels



# Potential Impact on MetroAccess Customers



36 home addresses would no longer be in ADA service area.

80 Estimate of future customers to come into the MetroAccess ADA service area.

# Options for Accommodating Displaced MetroAccess Customers

Options		Fiscal Impact
Existing Policy	90 day transition period. May be extended up to 12-months for extenuating circumstances.	Zero
Existing Policy Plus+	Automatically grant the full 12-month extension (must currently be applied for). Full service through June 2019. Allows time for innovation zone	\$131K
Option 1	Customers keep subscription trips in place before the service change starts. Subscriptions maintained until cancelled or no longer needed. (cost over 5 years)	\$266K
Option 2	Customers may travel to/from their impacted home address for 2 years following the service change. Current service hour restrictions on times and days would apply. Includes ½ FTE for 2 years.	\$428K

Attachment: Capital Metro Board of Directors Worksession - June 2018 Service Change

# Discussion

**Capital Metropolitan Transportation Authority**  
**Board of Directors**

**MEETING DATE: 10/24/2017**

**(ID # 3963)**

**Board Bylaws**

**TITLE:** Revisions to Board Bylaws