

CapMetro

Access Advisory Committee

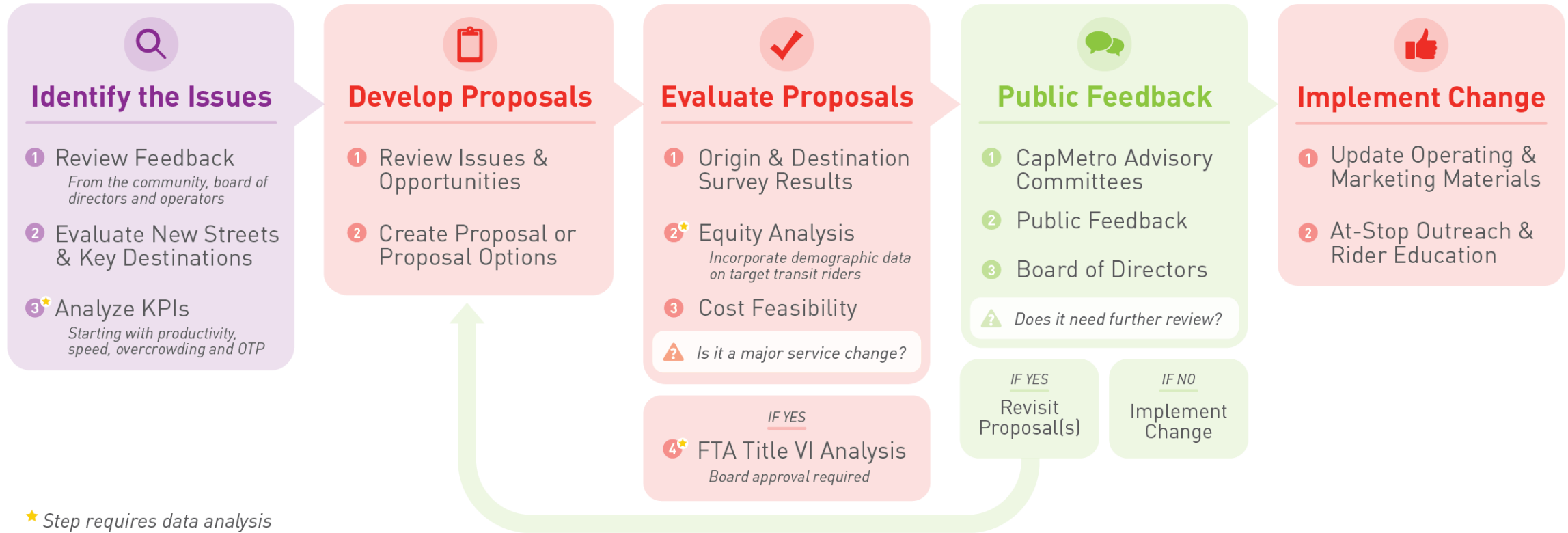
April 2025



Proposed August Service Change

Emma Martinez, Sr. Planner

Service Evaluation Process



Proposed August 2025 Service Changes – Overview



- Extension of Route 483 Night Owl Riverside to the Airport
- Combination of UT Shuttle Routes 670 Crossing Place and 671 North Riverside
- Routine Transition to School Service Level and Minor Adjustment to the UT Shuttle Service Calendar
- Minor Bus and Rail Schedule Adjustments

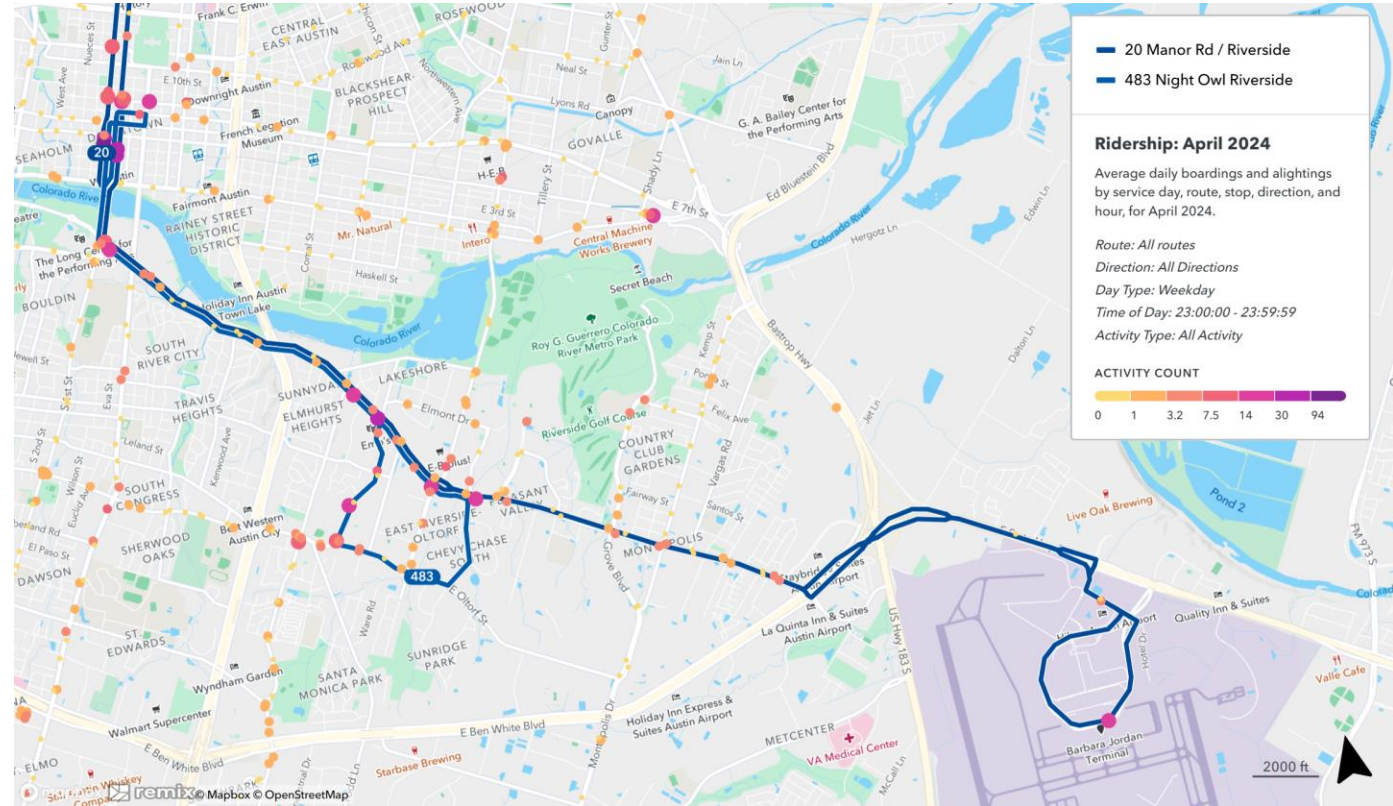
If approved, changes would be implemented on Sunday, August 17th



Proposed Extension of Route 483 Night Owl Riverside

Proposed Extension of Route 483 Night Owl Riverside

- Improved late-night connections to **Austin Bergstrom International Airport (AUS)**
- Improved late-night connections to **Riverside corridor**
- Both areas show **propensity for late-night ridership**
- Near-term opportunity to close a gap for late-night travelers, employees and customers



Requests for Late-Night Service to AUS



"I use the 20 bus to get to and from the airport. A lot of flights leave very early or arrive very late (near midnight) and it would be helpful if this route had runs earlier in the morning and later at night."

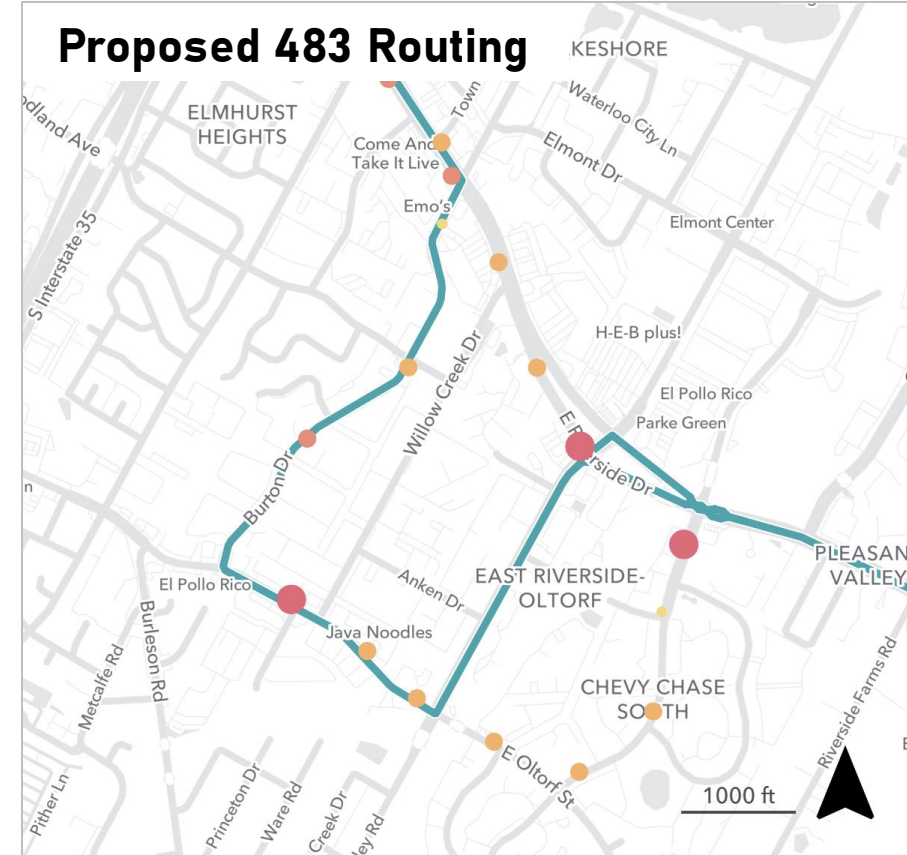
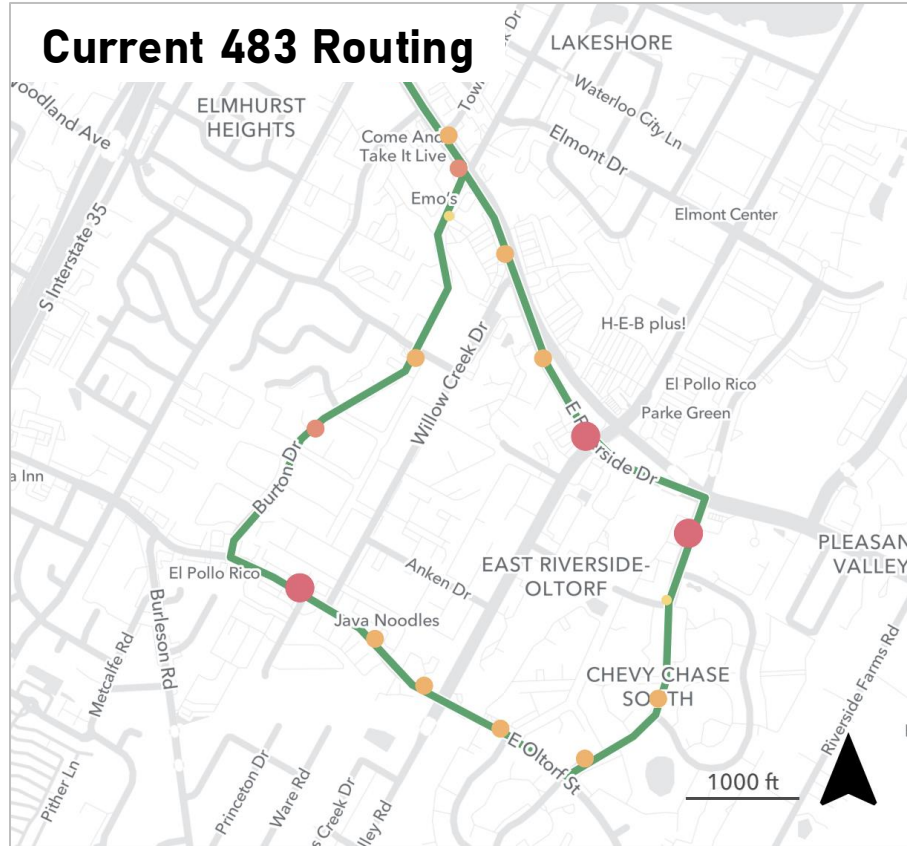


"There's many airport flights that arrive after 11 pm, not including flight delays. It'll be nice if a midnight bus was available from the airport. Alternatively, have a midnight and 12:30am late-night bus that connects to the downtown night-owls."



"We need regular service to the airport at all times. I've had to Uber home from the airport just because I landed after midnight."

Proposed Service on Pleasant Valley



Proposed routing shifts service from Wickersham to Pleasant Valley, retaining high ridership areas on Oltorf.

Proposed Route 483 Night Owl Riverside Extension

- Existing 483 Night Owl Riverside
- Proposed 483 (Extension to ABIA)

Ridership: April 2024

Average daily boardings and alightings by service day, route, stop, direction, and hour, for April 2024.

Route: 483

Direction: All Directions

Day Type: Weekday

Time of Day: 0:00:00 - 23:59:59

Activity Type: All Activity

ACTIVITY COUNT



- Span remains Monday through Saturday, 12:00am-3:00am
- Retains key connection points and provides additional service to AUS



Proposed Combination of UT Shuttle Routes 670 and 671

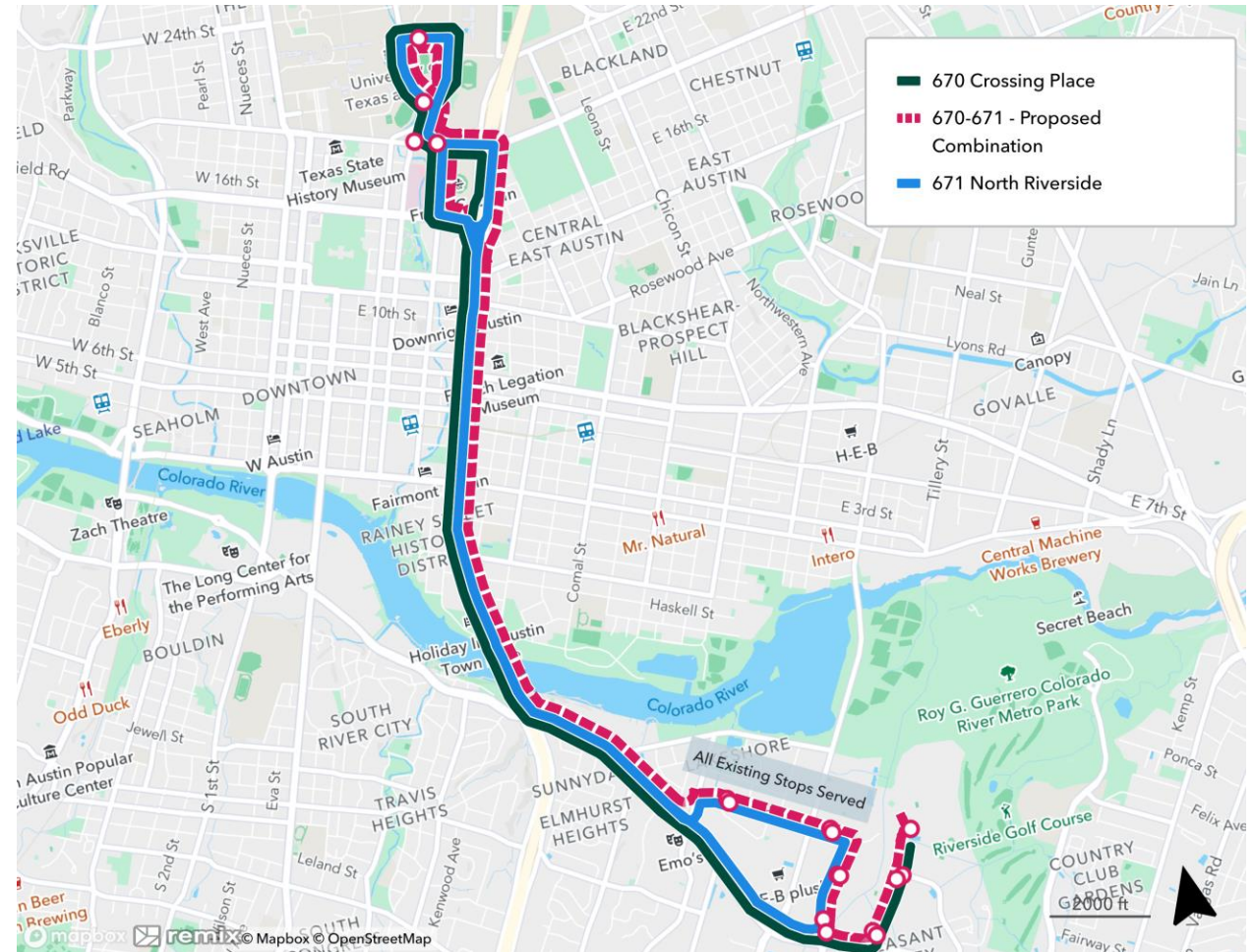
What is the UT Shuttle System?



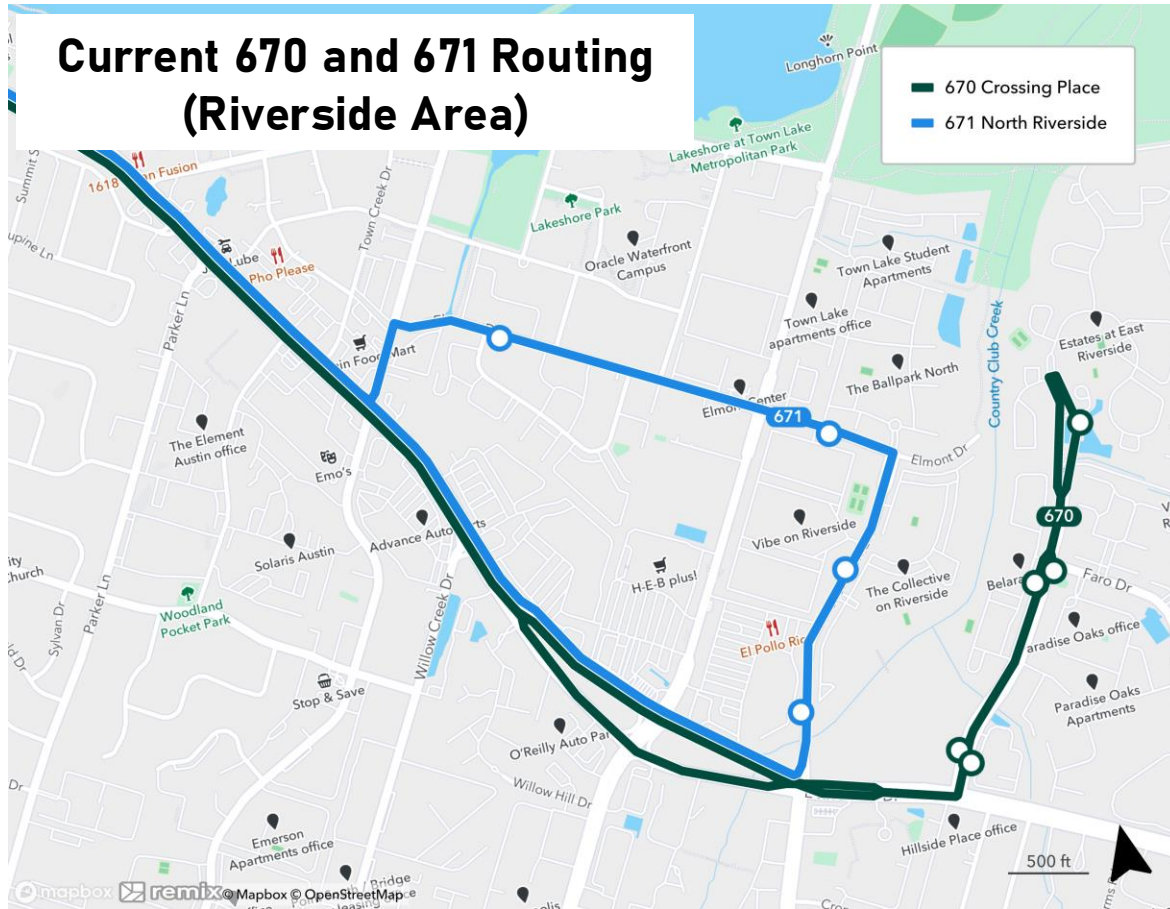
- Provides shuttles around campus and major residential areas
- Service is available when classes are in session
- Levels correspond to the academic calendar (e.g., Full, Finals, Summer)
- Cost share between UT and CapMetro

Proposed Combination of 670 Crossing Place & 671 North Riverside

- Maintains access to all existing stops and improves frequency (every 10-minutes during most of the day)
- Removes a one-way loop with a timepoint that currently delays customers and impedes traffic flow
- Only a minimal total travel-time adjustment (3-4-minutes)
- Matches service with demand and housing trends, and responds to feedback and suggestions



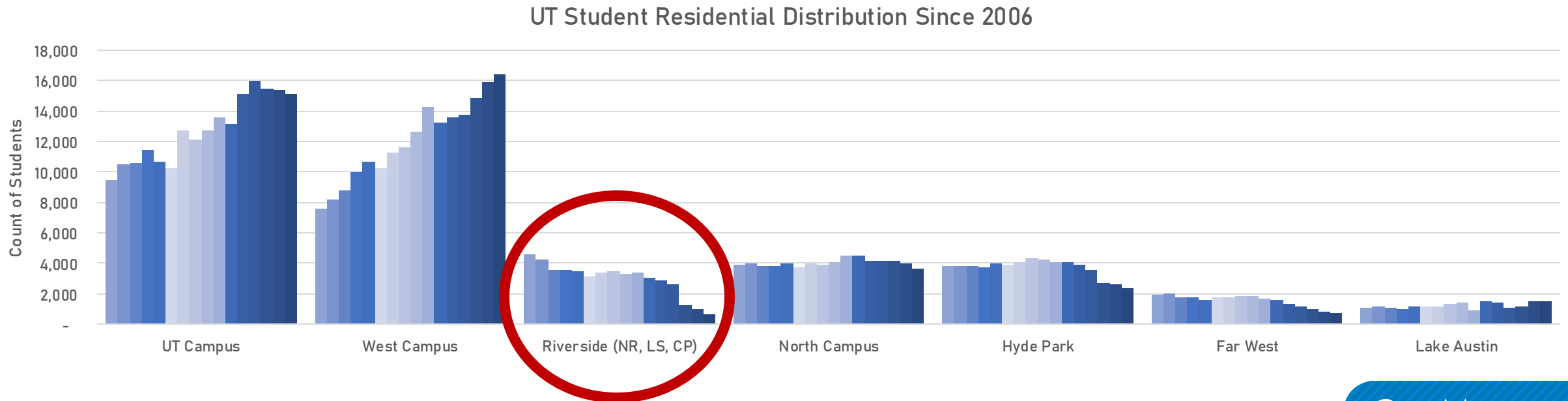
Proposed Routing for Combined 670 & 671



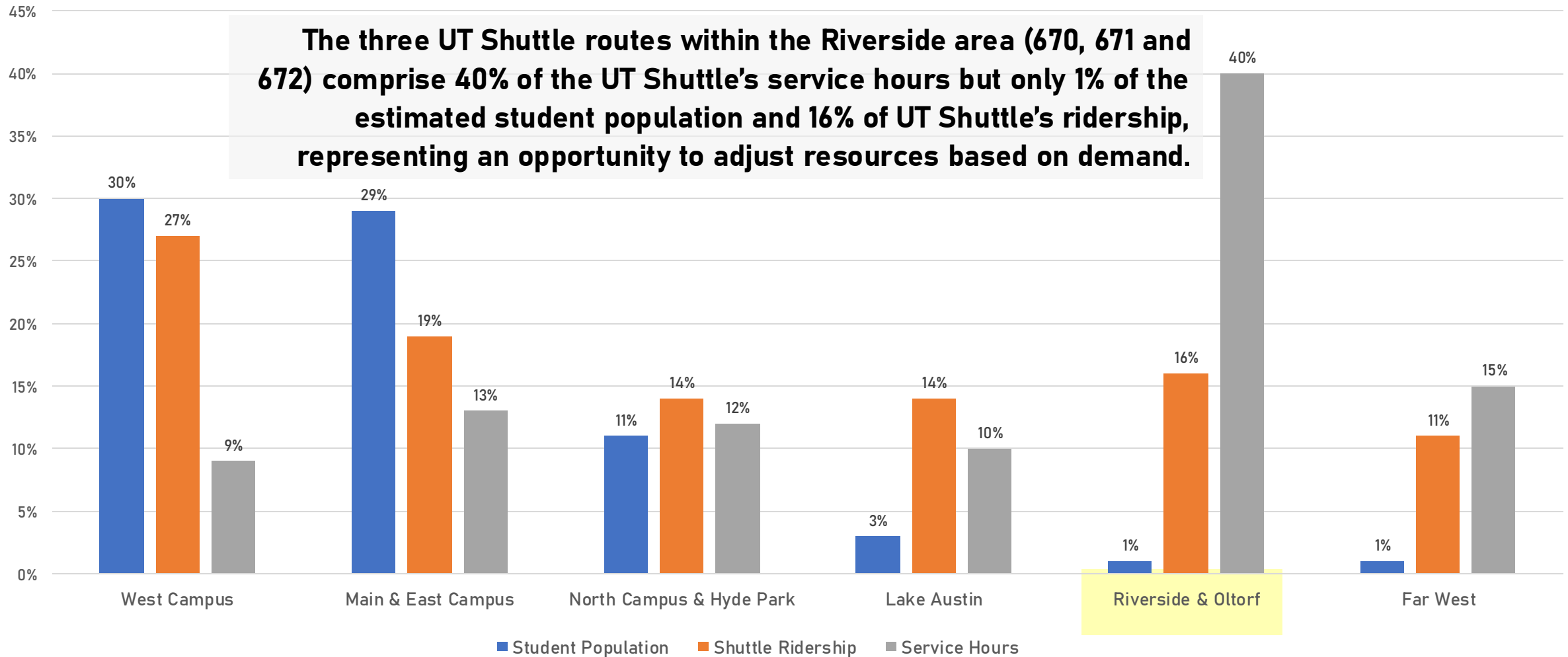
All existing stops served with a minimal total travel-time adjustment (3-minutes)

Changing Student Housing Trends

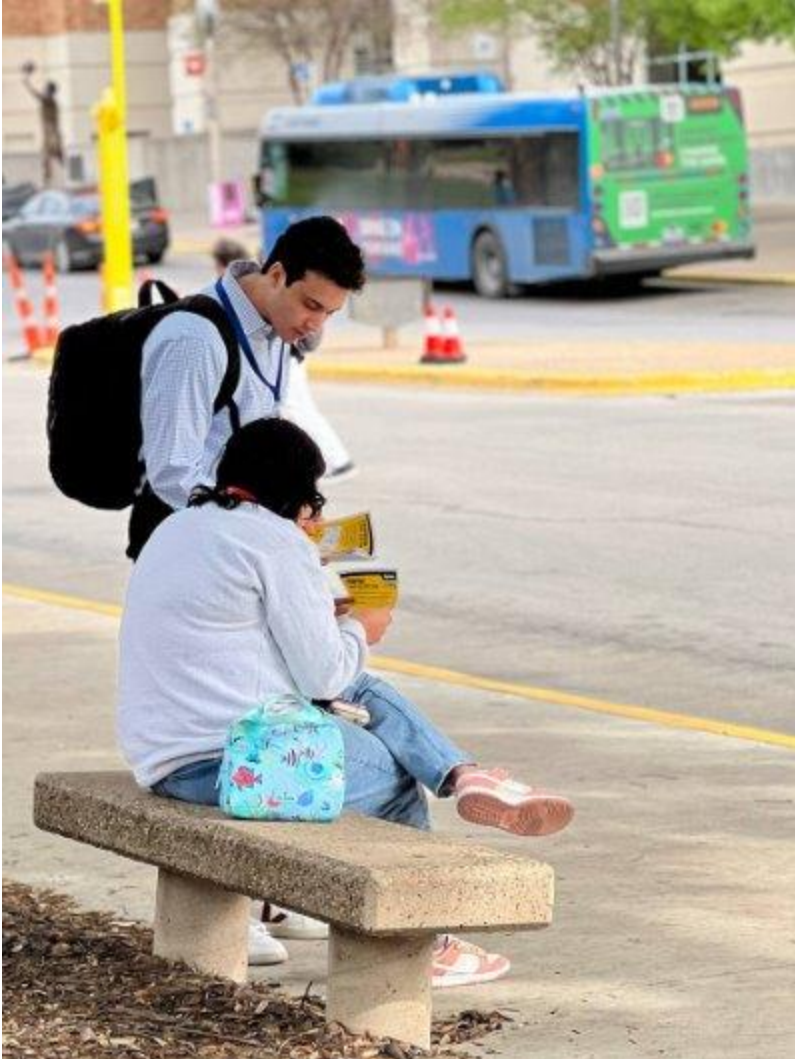
- Continued trends show **high migration away from Riverside**, with a 74% decrease over the last five years
- Growing **concentration of students in the direct periphery** of campus, especially as West Campus grows
- Rapid and the frequent route network are **drawing some students to relocate along major corridors** with mainline service



Existing Resource Allocation



Student Feedback



- Importance of frequency over travel time
- Preference for more stops along UT Shuttles for coverage
- Issue with current Route 671 routing that delays students before drop-off or after pick-up
- High usage of Route 7 and 20 to commute to campus
- Positive feedback from UT Shuttle route combination in August 2024



Title VI Analyses for Major Service Changes

Title VI Analysis for Major Service Changes

Extension of Route 483

+ 20,991 annual revenue miles

No Disparate Impact

No Disproportionate Burden

The change will expand service for late-night customers in the Riverside area, including minority and low-income communities.

Routes 670 & 671 Combo

-84,172 annual revenue miles

Potential Disparate Impact

Potential Disproportionate Burden

Minimal impact on current customers.
Some customers can expect an **additional three minutes in travel time.**

Full connectivity will be maintained, and all existing stops will still have service with improved frequency.



Minor & Routine Schedule Adjustments

Transition to School Service

- Typical transition to normal service levels on UT Shuttle routes and school-trips on local routes
 - [Route 4](#) (7th Street) to Austin High School & the Liberal Arts and Science Academy (LASA)
 - [Route 217](#) (Montopolis Feeder) to Allison Elementary
 - [Route 315](#) (Ben White) to Small Middle School
 - [Route 333](#) (William Cannon) to Perez Elementary
 - School trips will not return on Route 337 because Rapid 837 stops at LBJ High School
- To increase transit access during UT orientation and other prerequisite activities, provide UT Shuttle service during the week of transition between the Summer and Fall semesters





Public Engagement

Outreach & Public Feedback



March

- UT Shuttle Bus Committee
- Board Memo
- At-Stop Outreach on Campus
- On-Board Outreach for Route 483 Night Owl Riverside
- Meetings and Presentations with UT Stakeholders
- Operator Notices
- Service Change Website with Comment Box

April

- Signage at Specific Stops
- Customer Service Advisory Committee
- ACCESS Committee
- UT Shuttle Bus Committee
- On-Bus Brochure
- MetroAlerts & Social Media
- Virtual Presentation
- Public Hearing
- Board Approval

Regional Coordination



- Collaborating with regional partners and member cities
- Working to create meaningful engagement opportunities and ongoing communication with all cities with CapMetro service area
- Key opportunity for engagement throughout the Transit Service Plan

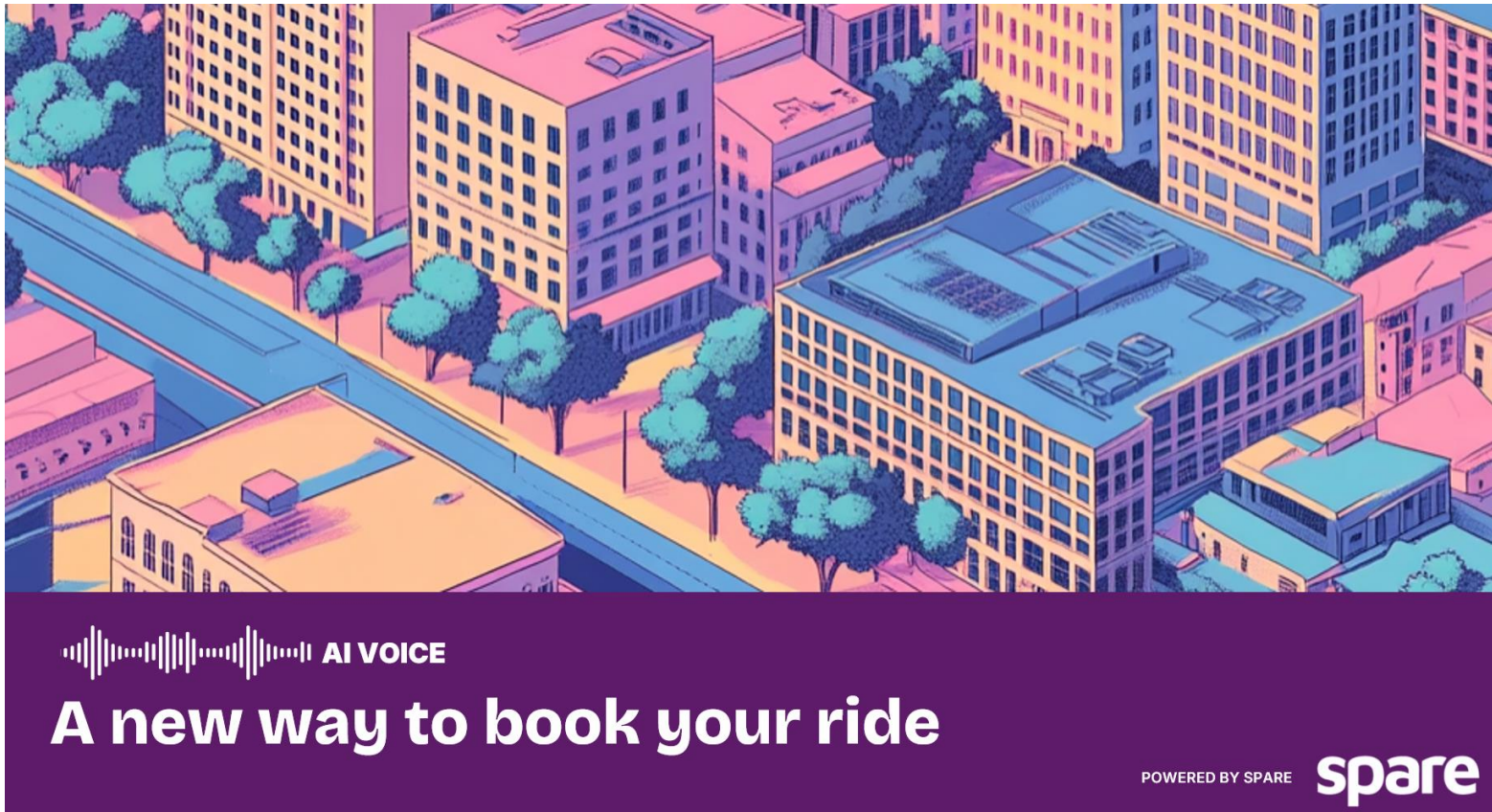


Spare Automated IVRs

Sara Sanford, Sr. Director of Demand Response and Microtransit Services

Agenda

- AI Voice
- Additional Spare Developments



Partnership With Spare

- Launched October 2023
- Weekly collaboration meetings
 - Spare/Operations/IT
- Separate development meeting series for improvements/new features



AI Voice Launch



A new way to book your ride

Need a ride? Just call in and say where you're headed. Our new AI-powered phone system helps you book trips faster, anytime—day or night.

With AI Voice, you can:

- ✓ Book or cancel a ride
- ✓ Ask, "Where's my ride?"
- ✓ Get updates—day or night



Good evening, I need a ride next Tuesday at 2 PM

9:38 pm



Carlos, your ride has been successfully booked.

9:39 pm



AI Voice Launch



Call center support, now available whenever you need it

- ✓ **Always available**
Call anytime—even outside regular business hours.
- ✓ **No more waiting on hold**
No hold music. Shorter hold times mean quicker answers.
- ✓ **Easy to use**
No confusing phone menus. No special commands. Just talk like you normally would.



AI Voice Features

- Embedded in call tree for 512-852-7272
- Available 24/7
- English and Spanish
- HIPAA compliant Google AI
- Built to understand natural language
 - Example:
 - Advanced users can book a trip with something like “I want to be picked up Friday at 9 AM at the Walmart on Ben White, Austin, going to 1000 E 41st Street, Austin”
 - Others can use AI prompts to book trip one question at a time

Demo



Additional Spare Developments

- Online Eligibility Applications – tracking of application status
- Ongoing service simulations and testing to ensure efficiency and right amount of service
- Removal of no-show capability from operator tablets
- Emergency backup procedure development
 - Link to manifest provided on operator tablet
- Future live traffic maps for operators



CapMetro

Thank you!