Access Advisory Committee

October 2023
Spare Update

Sara Sanford, Director of Eligibility, Training, and Customer Management
HKS, UNStudio, and Gehl (HUG)
Update from ATP

Peter Mullan, EVP of Architecture & Urban Design at ATP
Yannis Banks, Community Engagement Manager at ATP
Program Implementation & Integrated Approach Work Efforts

- **Architectural**
  - Design
  - Design Review

- **Engineering**
  - Community Engagement

- **Community Engagement**

- **National Environmental Policy Act (NEPA)**
  - Env. Review & Doc
  - Mitigation Monitoring

- **Capital Investment Grant (CIG)**
  - Project Development
  - Engineering
  - Construction

- **Organizational Readiness & Project Delivery**
  - Organizational Readiness and Project Delivery

**FEDERAL**
Program Implementation & Integrated Approach Work Efforts

**DESIGN**
- Development of Base Design
  - Summer

**NEPA**
- Notice of Intent
  - Winter
- Draft EIS/Circulate to Public
  - Fall
- Final EIS/Record of Decision
  - Fall

**CIG**
- Enter Project Development
  - Winter
- Complete Project Development
  - Winter

Timeline:
- 2023
- 2024
- 2025
- 2026
How do we create a human centered design?

Research → User Needs → Design Principles → Design
Local Context Research

Urban Form

Culture/History

Landscape

Sustainability

Materials

Wayfinding
Site + User Research

Mapping User Mobility Patterns

Public Realm Analysis

Cognitive Mapping of the Transit Experience

Vision Workshops + Engagements on the Go
Mapping User Mobility Patterns

Tools Used:
1. Gehl Public Life app
2. Gehl Eye Level City App
3. Printed maps, pen, paper
Public Realm Analysis

Tools Used:
1. Gehl Public Life app
2. Gehl Sidewalk and Facade Quality app
3. NIOSH Sound Level Meter
4. Light Meter LM-3000
Cognitive Mapping of the Transit Experience
Workshops, Focus Groups + Engagement on the Go

<table>
<thead>
<tr>
<th>Engagements on the Go</th>
<th>Focus Groups</th>
<th>Vision Workshops</th>
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<tbody>
<tr>
<td><strong>Blind &amp; Low Vision</strong></td>
<td><strong>Safe Routes to School</strong></td>
<td><strong>Deaf &amp; Hard of Hearing</strong></td>
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<tr>
<td>June 21, led by Scott Meyer, Texas Department of Assistive and Rehabilitative Services</td>
<td>June 23, led by Coleen Gentles, Safe Routes to School</td>
<td>June 22, led by Stacy Landry, Travis County Services for Deaf and Hard of Hearing</td>
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<tr>
<td><strong>CapMetro Art Program &amp; Artist</strong></td>
<td><strong>Reps from</strong> The City of Austin, Austin Downtown Alliance, CapMetro, ATP EAC, ATP PSEC, ATP Board, CAC, SWSG</td>
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Priority User Needs

Community
- Social Connection
- Connection to Place
- Belonging

Comfort
- Clear Navigation
- Convenience
- Walkability
- Connection to Nature
- Comfort from Noise

Safety + Security
- Ease of Access
- Predictability
- Thermal safety
- Choice
How do we ensure these user needs and our design principles resonate with Austinites?

Community engagement
Fall 2023

Workshops
Facilitated conversations with interactive exercises to discuss topics that will inform design

Experience based Engagement
Leveraging community partnerships to expand reach to more communities and connect with people in more creative and engaging ways

Digital Tools
Engaging people in new ways to increase reach and inspire new riders
THANK YOU
January 2024 Service Change Proposal

Roberto Gonzalez, Director of Service Planning
Today’s Presentation

• Proposed January 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
Proposed January 2024 Service Change
Background

Pre-Pandemic
CapMetro is operating service in accordance with the Board-approved and long-range service plan (CapRemap) and seeing historic ridership increases.

March 2020
Pandemic declared.
CapMetro temporarily suspends Express Routes 981 & 987 and implements modified schedule for all services.

These changes remain in place through August 2020, when some service schedules are restored.

September 2021
Significant impacts to available resources (operators and mechanics) require service change and reductions to provide reliable, predictable service.
CapMetro temporarily suspends E-Bus Routes 410, 411 and 412 and reduces daily service frequencies on Local Routes 18, 217 and 335.

Today
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?

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?

IF YES
- FTA Title VI Analysis
  - Board approval required

Public Feedback

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

Does it need further review?

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

Implement Change
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

CapMetro is an industry leader with 79% of pre-pandemic ridership restored, and growing.
Step 1: Identifying Challenges & Opportunities

Coordination with small member cities and regional partners is a top priority as we seek to enhance regional mobility.

- January 2024 Service Change is complemented by extension of Regional Partner Agreements for Travis County, Round Rock, Georgetown.
  - Board to consider in September 2023
  - Regional Partner Agreements are driven by Transit Development Plans

- Coordination with smaller member cities to review and update service offerings as part of our ongoing systemwide analysis and evaluation
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)
- Worked with impacted regional partners
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
Looking Ahead
Pickup Performance Review

• We are not proposing any cuts to Pickup Service as part of the January 2024 Service Change

  • Between now and Spring 2024, we will evaluate poor-performing zones to identify opportunities to boost performance or consider eliminating a zone and reallocating resources
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
Pickup zones shall be evaluated every 6 months in January and July.

Each zone will be classified based on its ability to meet the zone's established performance metrics:

- **Good Standing**: The zone achieves a score of 60 points or higher.
- **Adjustment needed**: Zone score between 41 and 59.
- **Recommend for Discontinuation**: Zone score of 40 points or less.


Zones scoring less than 60 points shall be considered for a series of potential corrective actions, including schedule adjustments, zone modifications, or elimination. Zone elimination is considered if the zone consistently underperforms with minimal likelihood for sufficient improvement.

<table>
<thead>
<tr>
<th>Pickup Zone</th>
<th>Performance Score</th>
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<tbody>
<tr>
<td>Northeast ATX</td>
<td>74</td>
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<tr>
<td>Walnut Creek</td>
<td>68</td>
</tr>
<tr>
<td>Leander</td>
<td>64</td>
</tr>
<tr>
<td>East ATX</td>
<td>63</td>
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<tr>
<td>Dessau</td>
<td>56</td>
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<tr>
<td>Manor</td>
<td>55</td>
</tr>
<tr>
<td>North Oak Hill</td>
<td>50</td>
</tr>
<tr>
<td>South Menchaca</td>
<td>46</td>
</tr>
<tr>
<td>Lago Vista</td>
<td>43</td>
</tr>
<tr>
<td>Exposition</td>
<td>37</td>
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Pickup Exposition

- Pickup Exposition has never scored over 40 points
- There have been multiple attempts to improve performance, including community outreach and zone boundary revisions

Next Steps:
- Fall 2023 – Community engagement campaign & promotion
- Winter 2023/2024 – Review results of community engagement campaign and board update
On Our Radar

• Pickup Zone expansion within Austin and small member cities
  • Days & Hours
  • Boundaries
  • New Zones
• Restoring weekend frequency to Routes 2, 4, 325, 333, & 337 to pre-pandemic levels.
• Assessing Red Line service schedule in Austin
• Implement Project Connect services
  • McKalla Station - 2024
  • Pleasant Valley Rapid - 2025
  • Expo Rapid – 2025
Transit Service Plan

• Demonstrates the value of transit
• Helps people understand how we plan transit service
• Sets the stage for a regional transit conversation
• Conducts technical market & service analysis of Central Texas Region
• Considers equity throughout the process
• Details recommended changes for the next 5 years
• Long Range/10-year vision plan that coordinates CapMetro Rail, Bus, & Pickup services
Demand Response Metrics Update

Chris Mojica, Director of Demand Response Operations & Contract Oversight
RIDERSHIP: ACCESS

COMPARISON - 2022 to 2023: 5% Overall increase over previous FY
RELIABILITY: ACCESS OTP

CapMetro Access - On Time Percentage

Goal 92%

Apr 2022  May  Jun  Jul  Aug  Sept  Oct  Nov  Dec  Jan 2023  Feb  Mar  Apr  May  Jun  Jul 2023

- 92.7%
- 91.3%
- 91.7%
- 88.2%
- 85.1%
- 82.5%
- 88.7%
- 90.8%
- 91.4%
- 91.24%
Access Performance Insights

• **October 1st** go-live for Spare
  • End-to-end system for scheduling, dispatch, driver manifest, routing, customer accounts, reservations, reporting/analytics, & service planning

• Currently training 500 Demand Response employees

• Workforce growth from 248 to 348 (40% increase) to date. Goal for EOY is 365 total drivers.