

CapMetro

**Customer Satisfaction
Advisory Committee**

April 2024



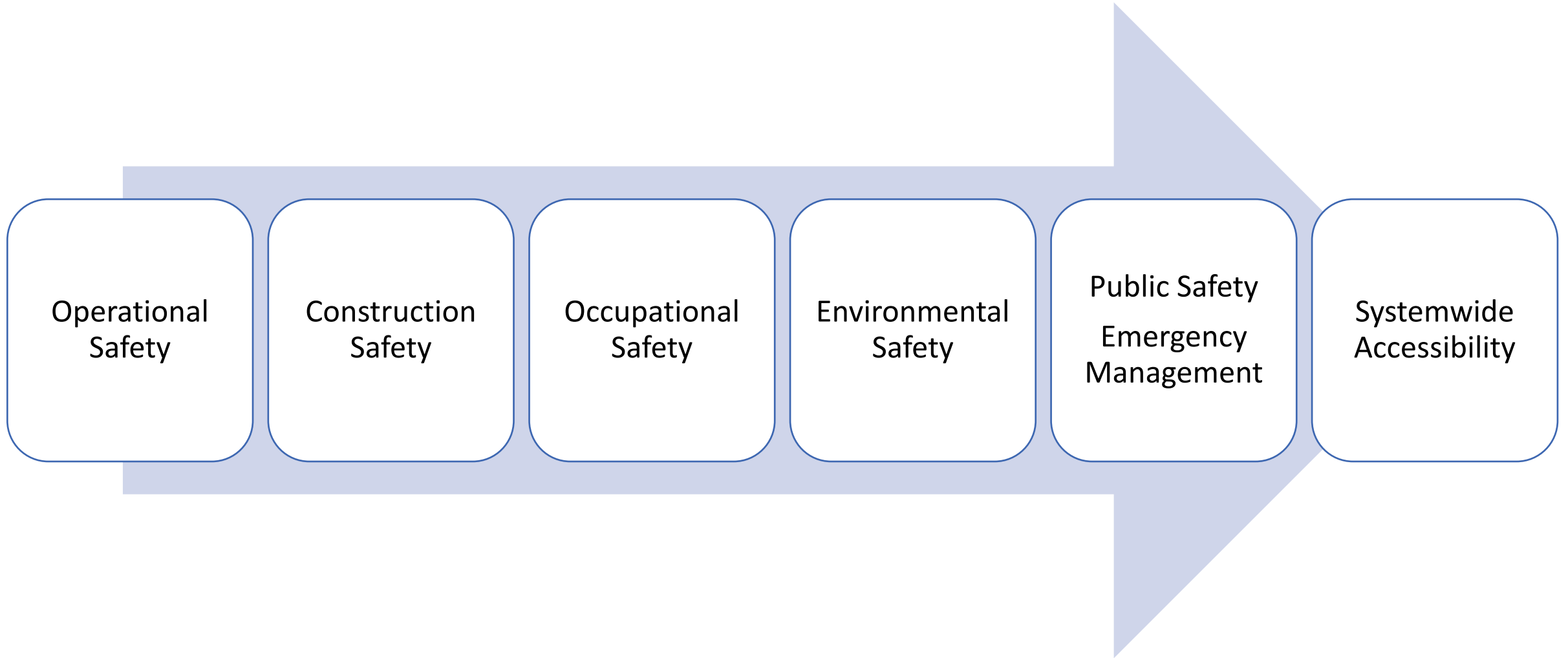
Rail Safety Update

Paul Phalen, Manager of Rail Safety and Compliance

Overview

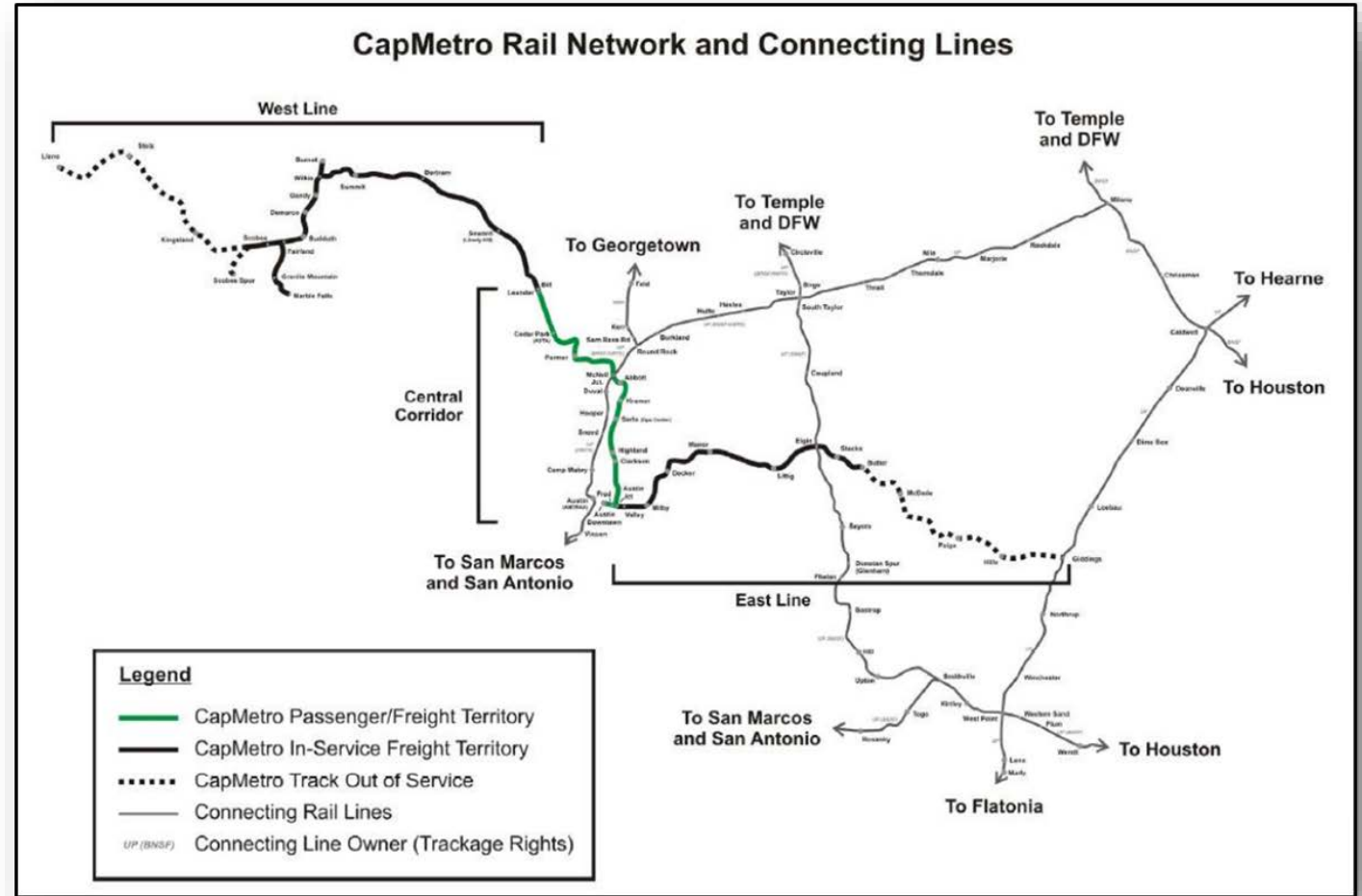
1. Office of Safety, Occupational Health and Accessible Services
2. CapMetro Rail network
3. Rail Safety - Federal Railroad Administration
4. CapMetro Rail Safety Methodology

Office of Safety, Occupational Health & Accessible Services



CapMetro Rail Network

CapMetro has 162 miles of railroad (113 miles are in service). The railroad has three modes: commuter rail, rail freight, and excursion rail. The commuter corridor is 32 miles in length and is operated between Downtown Austin and Leander. The rail line passes through six counties, Llano, Burnet, Williamson, Travis, Bastrop, and Lee; and is divided into three subdivisions – West, Central and East.





Rail Safety

Rail Safety – Federal Railroad Administration

- Federal Railroad Administration
 - The Federal Railroad Administration (FRA) was created by the Department of Transportation Act of 1966. Its mission is to enable the safe, reliable, and efficient movement of people and goods ...



Rail Safety - Federal Railroad Administration (Cont'd)

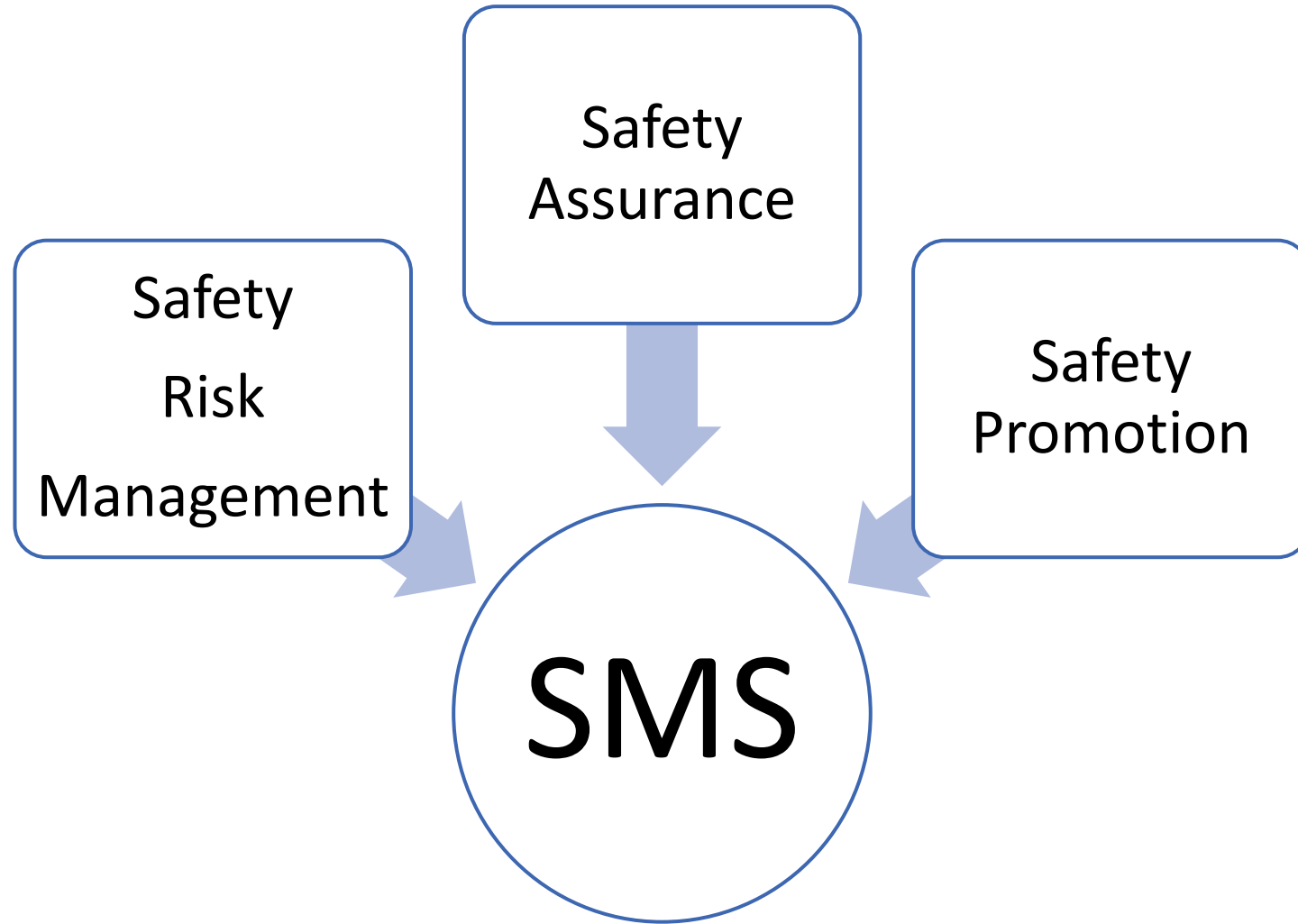


- Federal Railroad Administration
 - Track
 - Locomotives
 - Passenger cars
 - Freight cars
 - Grade Crossing
 - Train crews
 - Operation of trains
 - Signals
 - Community Outreach



CapMetro Rail Safety Methodology

Safety Management Systems or SMS Principles



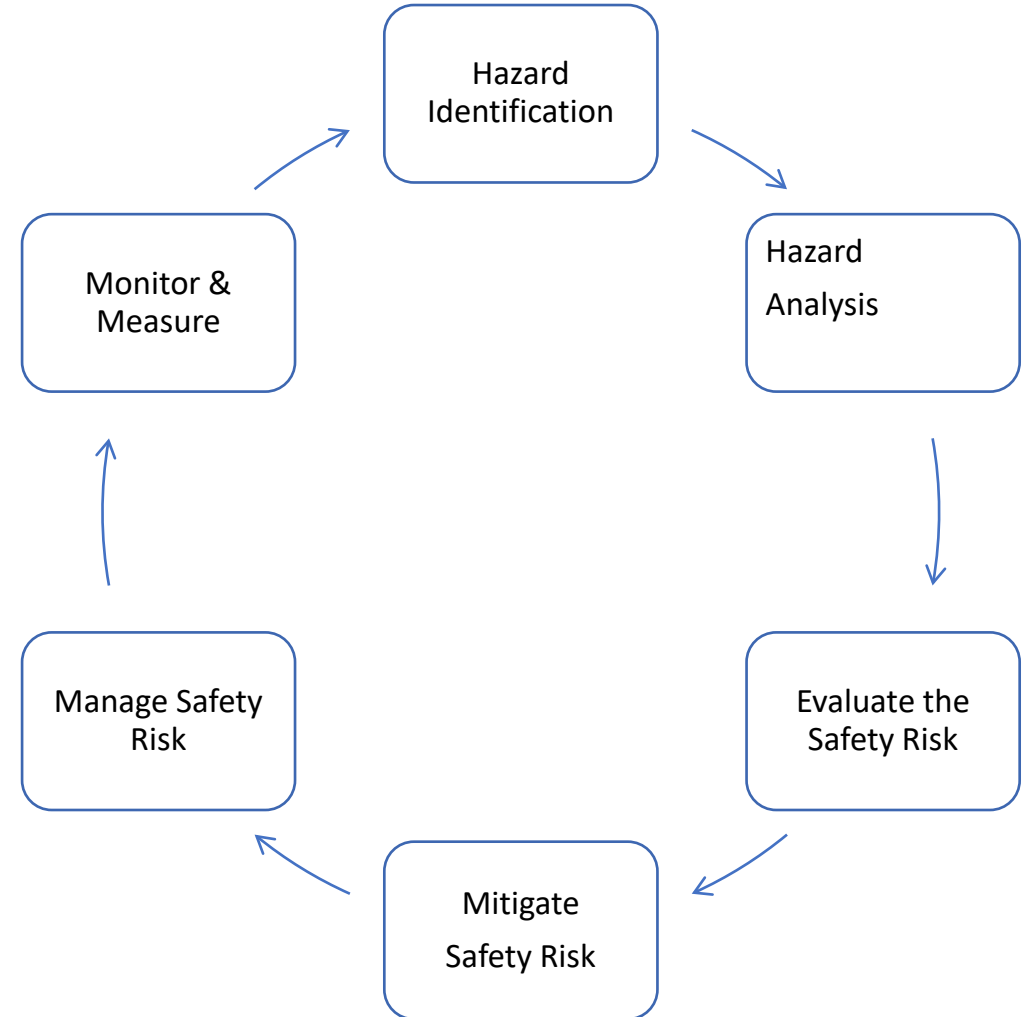
Safety Risk Management

EMERGENCY
AT A RAILROAD
CROSSING? LOOK
FOR THE **BLUE**
EMERGENCY SIGN

REPORT EMERGENCY
OR PROBLEM
1-800-XXX-XXXX
X-ING 999 999 Z



CapMetro



Safety Assurance

- Configuration Management
- Change Management
- Safety Certification



Safety Promotion



March 19, 2024

Safety Alert: Roadway Maintenance Machines

This Safety Alert highlights the need for each roadway worker and RMM operator to be aware of the safety procedures for Roadway Workers who work around Roadway Maintenance Machines.

The industry has suffered three fatalities since December 2021 where an RMM struck a roadway worker. In each instance, the RMM was operating in reverse. In each of these accidents, the initial distance between the RMM and the roadway worker was greater than the specified "work/red zone" distance listed in the railroad's on-track safety program. And in each instance, the operator of the RMM did not see the roadway worker standing in the foul of the track.

As part of the investigation in two of these accidents, it was discovered that the operator of the RMM would not have been able to easily see a roadway worker standing at the end of the "work/red zone" distance. RMMs have different functions and are built differently. While the railroad's "work/red zone" distance might be suitable for one type of RMM, the "work/red zone" distance might not allow the operator on a different type of machine to see someone standing in the track.

One other common thread in the three fatality accidents was lack of communication between the roadway worker and the machine operator of the RMM. In all three accidents, the operators of the RMMs were unaware that a roadway worker had fouled the track. Communication between the roadway worker and the machine operator would have alerted the machine operator that workers were in the foul behind the RMM.

Recommendations:

- Each RMM operator review what your railroad's on-track safety program lists as the "work/red zone" distance and see if you can see a roadway worker standing in front of or behind your machine when at the end of the "work/red zone" distance. If the "work/red zone" distance is not compliant, inform the workers who work around the machine and inform the supervisor of the team.
- Each roadway worker who is going to foul a track, communicate with the nearest RMMs in view in both directions from the location they will foul the track regardless of the "work/red zone" distance.
- Assure back-up alarms are functioning properly and sound your horn when making movements according to your operating rules.

The FAMES Committee consists of safety representatives from a cross section of rail labor, railroad management, and federal regulators. FAMES is a continuous improvement process that relies on the candid sharing of available data and the views of its participants. To enable the process, FAMES explicitly refrains from making any findings regarding whether any past or present practice or protocol satisfies any legal duty or standard of care.

The views, opinions, and recommendations contained in this report are those of the FAMES Committee and do not necessarily represent the views, opinions, or recommendations of any specific railroad, labor organization, or governmental agency.

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- Safety Communication
- Competencies and Training

Rail Safety Methodology – CapMetro SMS Efforts

- Oversight
- Community Engagement
- Joint Health & Safety Committee
- Inspections
- Site Visits
- Audits
- Program development and implementation



Proposed August 2024 Service Change

Lawrence Deeter, Manager of System Development ? Jordan?

Today's Presentation

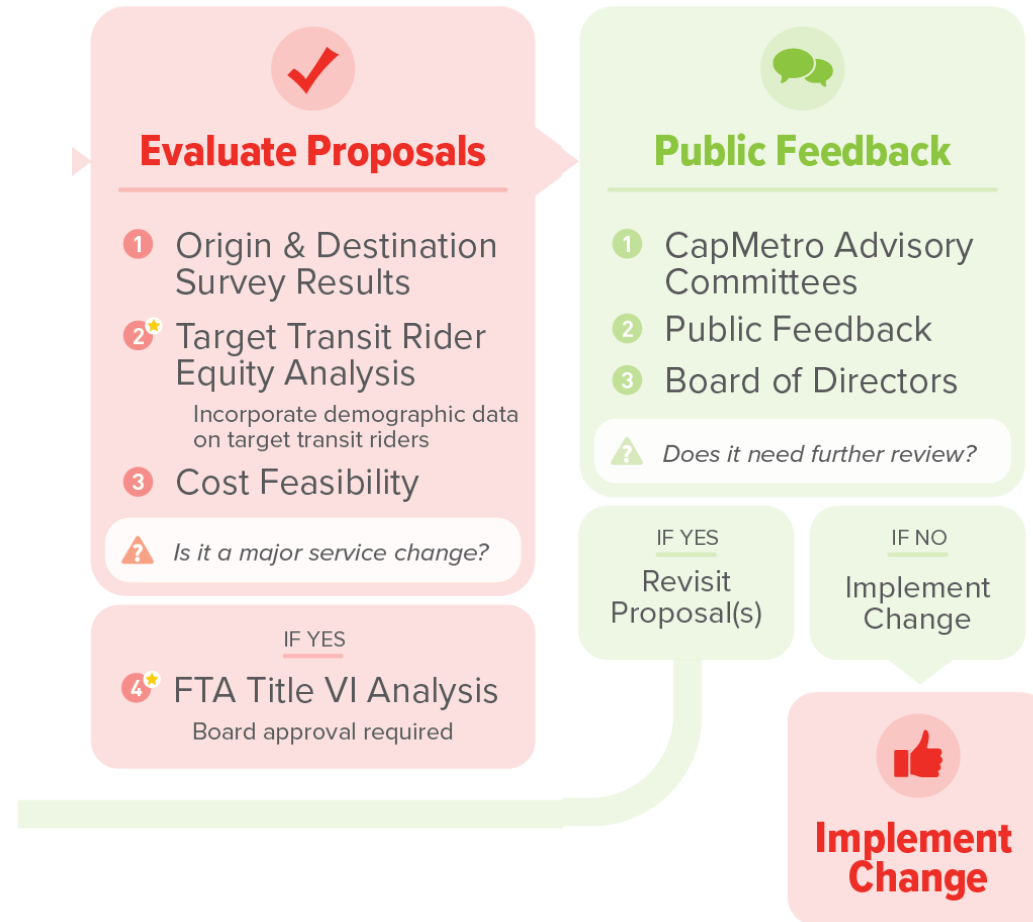
- **Proposed August Service Changes**
 - Step 1: Identify Challenges and Opportunities
 - Step 2: Develop Proposals and Evaluate Proposals
 - Step 3: Engage Community and Board Approval
- **Pickup Performance**





Proposed August Service Changes

How is a service change proposal developed?



Improving Reliability

- Operator Recruitment and Retention
- Successfully Onboarded New Provider, Keolis
- Updated Procedures for Delayable Maintenance



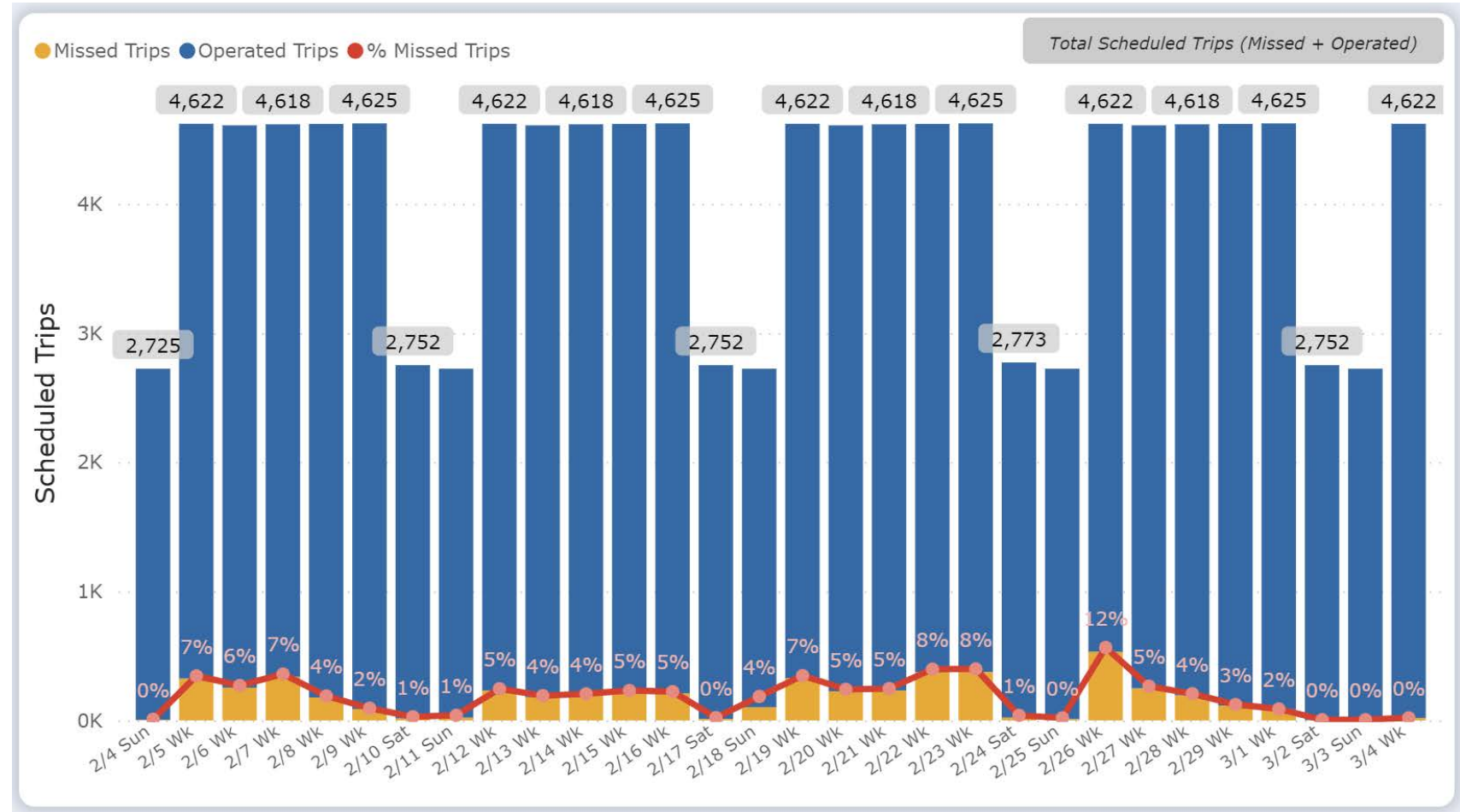
CapMetro staff recruit veterans at a career fair at Ft. Cavazos.

On Time Performance and Missed Trips

79%
% On-Time

17%
% Late

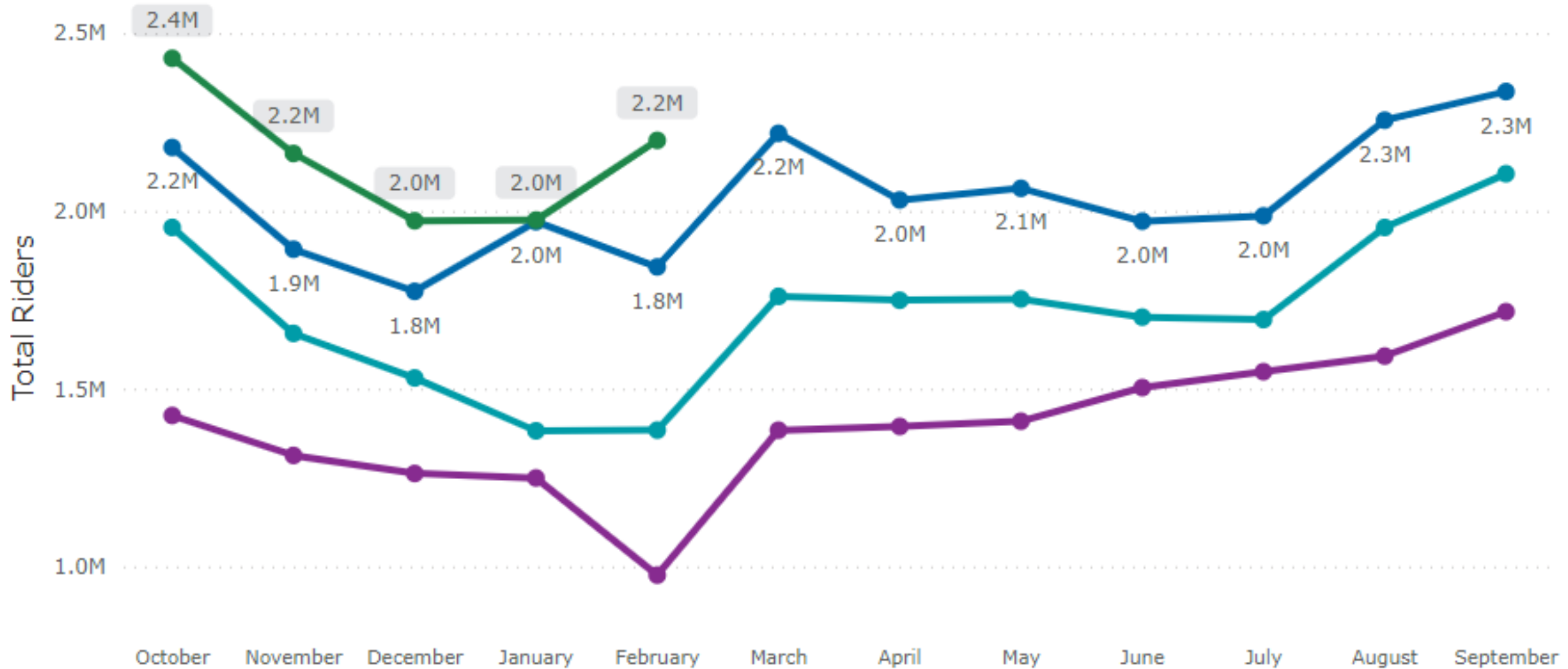
3%
% Early



All Bus Service, Jan 15 – Feb 15, 2024

Number of Trips by week,
February 4 – March 4

Ridership Growth



Fiscal Year ● 2021 ● 2022 ● 2023 ● 2024

Proposed Service Changes – August 2024

UT Shuttle
Route
Adjustments

UT Shuttle
Service
Adjustments

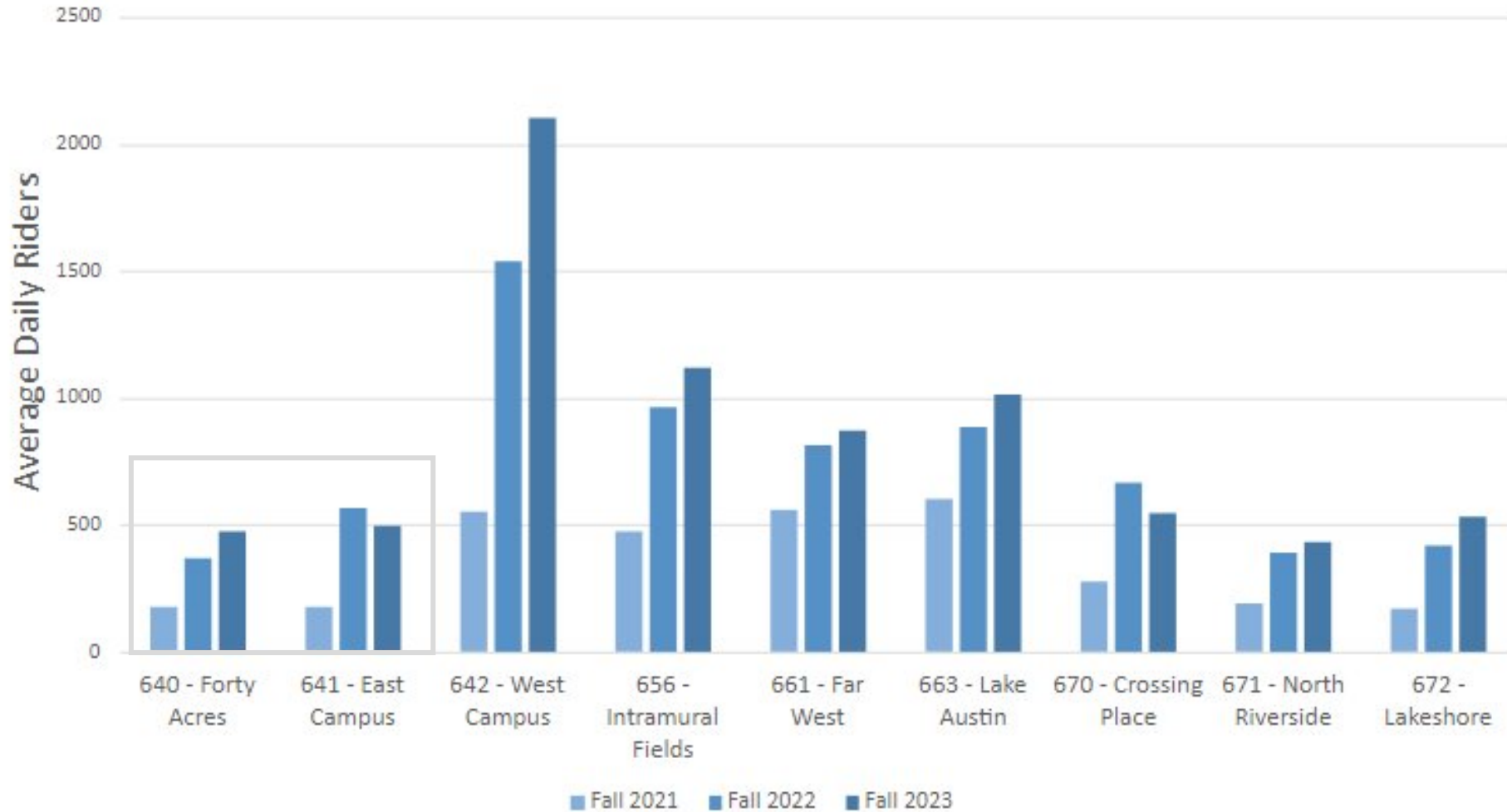
School Trip
Adjustments

Minor Bus
Schedule
Adjustments

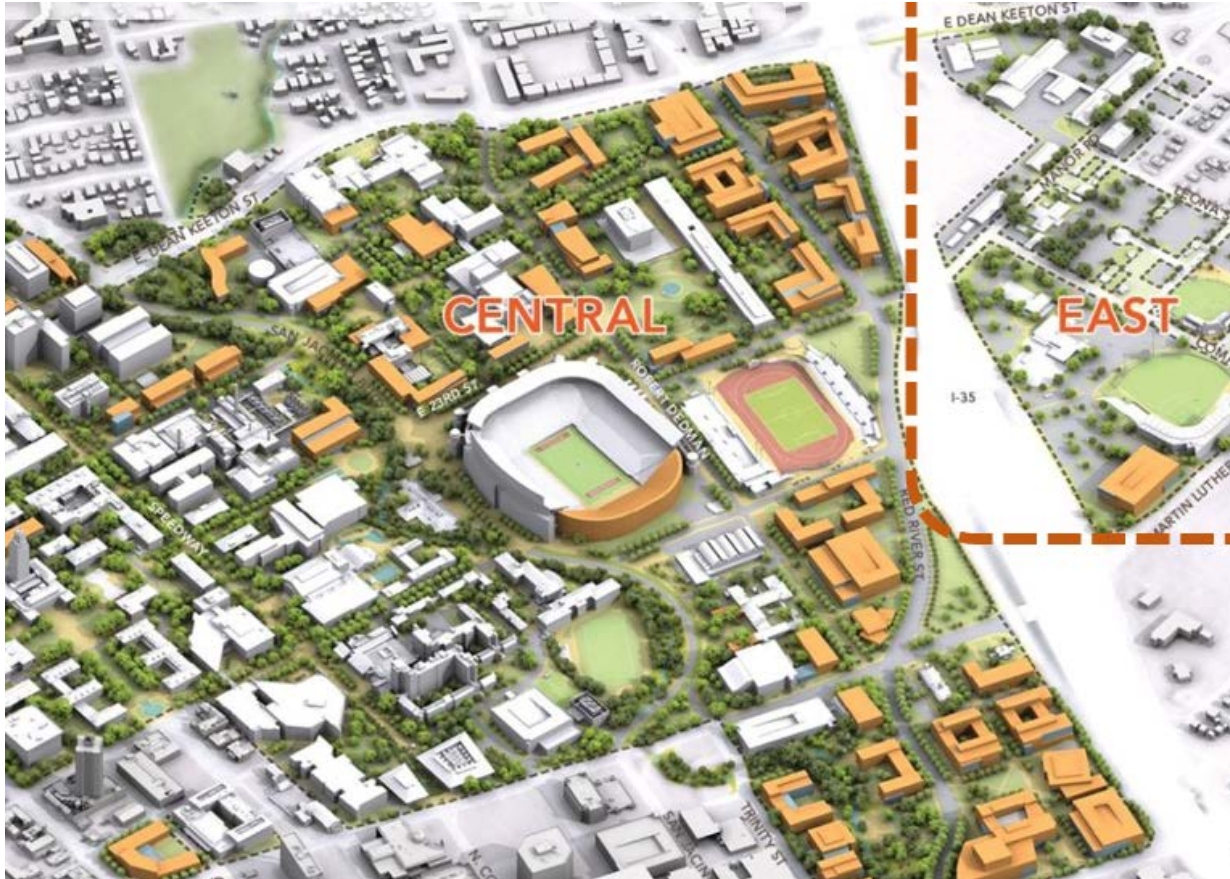
Minor Rail
Schedule
Adjustments



UT Shuttle Ridership



Feedback from the Community



- Recommendations from UT students, staff and faculty:
 - Improve access to Main Campus from East Campus
 - Increase access to the upcoming East Campus Graduate Apartments with capacity for ~750 students

Proposed UT Shuttle Combination



Current UT Routes 640 & 641



Proposed UT Route 640 Circulator

Proposal Summary

- No additional resources required
- Increases frequency and span for 640-FA and 641-EC customers
- Improves accessibility from west to east campus
- Reduces potential transfers
- Consideration of potential layover delay
- Slightly longer round-trip time



Proposed UT Route 640 Circulator

Proposed UT Shuttle Routes 640 and 641 Consolidation – Title VI Analysis

- Title VI Policy - Adopted June 2021
- Elimination of a Route = Major Service Change
- Title VI Report generated by Remix, using Census data
- Disparate Impact / Disproportionate Burden = Exceeds 2% Threshold

Outreach & Public Feedback

March

- Board Memo
- At-Stop Outreach on campus
- 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
- On-Bus Brochure
- MetroAlerts & Social Media
- Virtual Presentation
- Public Hearing
- Board Approval

Changes Implemented August 18, 2024

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.



Pickup Performance

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

Community Characteristics	Measures/KPI	Max Points Available
	Population Age 65 and Over	
Zero Car Households		5
Median Household Income		5
Households in Poverty		5
Minority Population ***		5
Essential Services (Medical, Grocery, School, Shopping, Affordable Housing)		5
		30
Service Quality	Measures/KPI	Max Points Available
	On Time Performance (15 min or less wait time)	
Square Mileage: Urban Zone		10*
Square Mileage: Suburban Zone		
Ridership: Passenger per Hour		10
		30
Sustainability	Measures/KPI	Max Points Available
	Cost Effectiveness	
MetroAccess Customers Using Pickup		10**
Mobility Impaired Passengers Transported		
Shared Rides		10
		30
* Measure would be either for an in-town zone or a suburban plus zone.		
** Total of 10 points split between two measures, unless a zone has no MetroAccess customers. In that case mobility impaired passengers would account for all 10 points.		

Pickup Zone Performance Scores

Pickup Zone	Performance Score	
	June '23	Dec '23
Northeast ATX	74	74
East ATX	63	71
Walnut Creek	68	70
Dessau	56	59
Manor	55	57
Leander	64	55
South Menchaca	46	53
Exposition	34	48
Lago Vista	43	43
North Oak Hill	50	38

- Pickup zones shall be evaluated and presented every six months in January and July
- Each zone will be classified based on its ability to meet the zone's established performance metrics
 - Meets Expectations: 60 or more points
 - Monitor: Zone score between 41 and 59
 - Does Not Meet Expectations: 40 points or less
- Exposition improved from "Does Not Meet Expectations" for the first time since the zone launched due to the increase in ridership from the Fall 2023 Community Engagement Campaign

Summary of Pickup Changes

- Pickup Zone Boundary Changes:
 - East Austin Pickup Zone
 - Dessau Pickup Zone
 - Walnut Creek Pickup Zone
 - North Oak Hill Pickup Zone
- Minimal Impact on Resources and Staffing
- Close "Donut Holes" and Optimize Zone Performance



East ATX

Developed as part of CapRemap to substitute for fixed route bus service removed from the area

Performance:

- Ridership is growing – December 2023 had a 28% increase over December 2022, from 1,982 riders
- On-time performance and response times are improving since the addition of 3 vehicles on 1/15
 - For the week ending on 1/27, OTP increased to 80% and the average response time was 10 minutes

Recommendations

- Close gap from Oak Springs to 7th to increase ridership and add destinations
- Continue to monitor ridership and OTP



Dec '23 Score 71	Ridership 2,771	Customers/Hour 4.6
OTP 61.1%	Avg. Response Time 15 minutes	

Dessau

Originally conceived as part of CapRemap to substitute for underperforming fixed route bus (Route 392-Braker).

Performance

- Ridership is high
- OTP needs improvement
- Route 392 – Braker remained in service

Recommendations

- Lose donut holes along Howard Lane
- Expand south along I-35



Dec '23 Score 59	Ridership 4,993	Customers/Hour 4.0
OTP 72.0%	Avg. Response Time 12 minutes	

Walnut Creek

Developed as part of CapRemap to substitute for fixed route bus service removed from portions within the area

Performance

- Ridership is high
- Demand is well-balanced with supply, resulting in shorter wait times and higher on-time performance

Recommendations

- Add southeast corner between Lamar, I-35 and Braker



Dec '23 Score 70	Ridership 6,002	Customers/Hour 4.0
OTP 80.2%	Avg. Response Time 11 minutes	

North Oak Hill

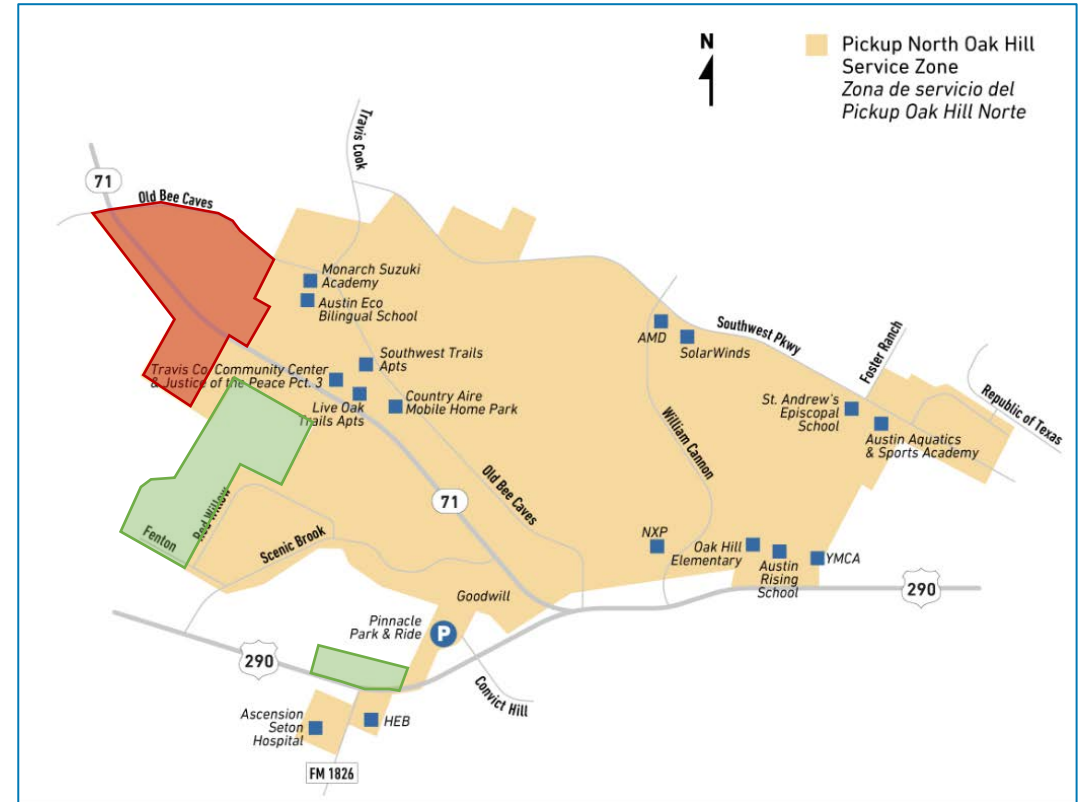
Part of Project Connect program designed to provide service in areas not served by fixed route bus service. Launched in 2021.

Performance:

- Low ridership
- Higher response time and poor OTP

Recommendations

- Modify zone boundaries to increase ridership:
 - Remove western edge of the zone from Highway 70 and Old Bee caves
 - Add apartments and neighborhoods to the south along Hudson Loop and Covered Bridge Drive
- Consider conducting community engagement campaign to promote increased ridership



Dec '23 Score 38	Ridership 937	Customers/Hour 1.9
OTP 71.9%	Avg. Response Time 13 minutes	

CapMetro

Thank you!