Customer Satisfaction Advisory Committee

February 2023
Anti-Displacement Funds

Nefertitti Jackmon, Community Displacement Prevention Officer with the City of Austin
CONTENTS
Framework and Tools Guiding Investments

• Equity Tool
• Anti-Displacement Risk Maps and Dashboard

Initial Investments

• Land Acquisition
• Community Initiated Solutions
• Land Development

Next Steps
Austin voters issued a bold call to action when they approved a $300 million anti-displacement fund along with the Project Connect transit expansion. The Nothing About Us Without Us report, equity tool and map series serve as the guiding framework for investing these dollars.

The process of developing this framework prioritized the voices of people most impacted by displacement.

Thirty community members were selected to participate as Racial Equity Catalysts. The Catalysts reviewed displacement data and gathered lessons learned from other cities that have experienced transit-induced displacement.

Read the full report by visiting: Racial Equity Anti-Displacement Tool
Anti-displacement maps were created to guide how we invest, where we invest and who we protect.

The interactive dashboard shows areas within one mile of Project Connect stations that are at risk of displacement. It includes demographic information on a neighborhood level that encourages focused and relevant investments and services.

Interact with these maps at bit.ly/Anti-DisplacementMaps
Initial Investments

$23 Million – LAND ACQUISITION

Preserve: Acquire multifamily properties to extend or preserve affordability

Produce: Purchase sites for future development of affordable housing within one mile of project connect station

The preservation and production of units includes expansion of land and properties within the city owned community land trust

This includes $8 million to provide loans to eligible 501c3 nonprofit organization affordable housing developers.

Achievements: 162 units of naturally occurring affordable housing

$21 Million – REAL ESTATE DEVELOPMENT

Produce & Preserve: Rental Housing Development and Ownership Housing Development

Funds will support the acquisition, rehabilitation, and construction of affordable housing. These funds will provide private and nonprofit developers with state tax incentives and bonds and be administered through the City’s Rental Housing Development Assistance (RHDA) and Ownership Housing Development Assistance (OHDA) programs.

Achievements: 5 developments resulting in 380 rental units (<50% MFI) and 23 ownership units (<80% MFI)

$20 Million – COMMUNITY INITIATED SOLUTIONS

Protect: This category of investments focuses on protecting people who are most vulnerable and living in the most vulnerable communities.

The investments focus include: renter/tenant stabilization; expanding and preserving home ownership opportunities; other anti-displacement strategies that build economic mobility opportunities.

Achievements: The allocation of $20 million to 14 organizations to provide programs and resources to address displacement pressures.
Next Steps

- Complete execution of 14 Community Initiated Solutions contracts
- Launch robust marketing campaign to help connect residents to services
- Obtain Council approval for next three years of funding
- Launch publicly facing dashboard that shows distribution of investments and impact
- Identify vendors to provide technical assistance and capacity building for CIS vendors
Agenda

Project Background

Timeline

Engagement

Service Standards and Guidelines Outline

Transit Design Guide and Technical Specs Outline
Project Background

Service Guidelines and Standards
Revised Summer 2015

Transit Design Guide: Standards & Best Practices
A Resource Manual for Transit System Design

New Document: Technical Specifications
### Timeline

<table>
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<tr>
<th>Tasks</th>
<th>2022</th>
<th>2023</th>
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<td>July</td>
<td>Aug</td>
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<td>Case Studies</td>
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<td>Standards and Guidelines</td>
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<td>Stop and Station Design</td>
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<td>Guidelines</td>
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<td>Final Documents</td>
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Public Engagement

• Focus groups occurred Oct. 25 – Nov. 5
  • 8 Focus Groups

• Public survey Nov. 2 – Dec. 9
  • Used MetroAlert texts
  • Received 1000+ responses
### Public Survey Highlights

**What matters to surveyed riders when changing service and stops**

<table>
<thead>
<tr>
<th>Better access to:</th>
<th>Factors for bus stop amenities:</th>
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<tbody>
<tr>
<td>Grocery stores</td>
<td>Transfer points</td>
</tr>
<tr>
<td>Health services/clinics</td>
<td>Comfort and safety</td>
</tr>
<tr>
<td>Job centers</td>
<td>Longer wait times</td>
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<td>Schools</td>
<td>Proximity to services for people in need</td>
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</table>

- “All stops should have seating. All stops without shade should have shelters. Regardless of ridership, regardless of frequency.”

- “Who needs it the most. Expanded resources to everyone. Everyone should at least have a shelter.”
Project Background

• What are the Service Standards and Guidelines?

A document that guides all planning processes

Provides performance measures used when reporting to the FTA

Updated every 5 years
What types of evaluation and changes does planning conduct and when?

- Every year (up to 3x a year) - Service Change (Major & Minor)
- Every 3 years - Service Monitoring
- Every 10 years - Transit Plan
- Dynamic (as needed) - Stop & Station Evaluation and Changes
- Every 5 years - Standards & Guidelines Update
  - Origins & Destinations Study Update
# Service Standards Document Outline

<table>
<thead>
<tr>
<th>Chapter 1</th>
<th>Chapter 2</th>
<th>Chapter 3</th>
<th>Chapter 4</th>
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<tbody>
<tr>
<td><strong>Introduction</strong></td>
<td><strong>Guidelines and Best Practices</strong></td>
<td><strong>Service Standards</strong></td>
<td><strong>Service Changes and Evaluation</strong></td>
</tr>
<tr>
<td>• Org Structure</td>
<td>• CapMetro Service Types</td>
<td>• Service Quality</td>
<td>• Reasons for a Service Change</td>
</tr>
<tr>
<td>• How to Use this Document</td>
<td>• Network Design Guidelines*</td>
<td>• Service Effectiveness</td>
<td>• Responding to Requests for a Service Change</td>
</tr>
<tr>
<td>• Goals for this Document</td>
<td>• Route Design Guidelines</td>
<td></td>
<td>• Service Change Process**</td>
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<tr>
<td></td>
<td>• Schedule Design Guidelines</td>
<td></td>
<td>• Identify the Issues</td>
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<td></td>
<td>• Stop and Station Design Guidelines</td>
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<td>• Develop Proposals</td>
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*Appendices I – Coordination with partner agencies  
**Appendices II – Detailed Service Evaluation Process
Service Guidelines and Best Practices

Chapter 2
Best Practices

Network Design  Route Design  Schedule Design  Stop and Station Design
Transit and land use are fundamentally connected.

Transit should prioritize serving people who need it most.

Fast is better than slow.
<table>
<thead>
<tr>
<th>Best Practices: Route Design</th>
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<tbody>
<tr>
<td>Routes can serve different purposes, such as to maximize ridership or increase coverage.</td>
</tr>
<tr>
<td>Simple routes are better than complex ones.</td>
</tr>
<tr>
<td>Routes should be planned within the context of the network.</td>
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</tbody>
</table>
Best Practices: Schedule Design

Schedules should be predictable and easy to remember.
Best Practices: Transit Stop and Station Design

Transit stop and station design standards guide the configuration of each stop or station, as well as the level of amenities at each stop and station.
Service Standards

Chapter 3
Service Standards

Service Quality

Service Effectiveness
## Standards: Service Quality

<table>
<thead>
<tr>
<th>Transit should be convenient and reliable for riders</th>
<th>Riding the bus doesn't need to be uncomfortable</th>
<th>People should feel safe using transit</th>
</tr>
</thead>
<tbody>
<tr>
<td>On time performance</td>
<td>Overcrowding and Load Maximums</td>
<td>Collisions</td>
</tr>
<tr>
<td>Speed and Delay</td>
<td>Incidents of mechanical failure</td>
<td>Stop and Station Amenities</td>
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<tr>
<td></td>
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<td>Accessibility</td>
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</tbody>
</table>

**Standards:**

**Service Quality**

- On time performance
- Speed and Delay
- Overcrowding and Load Maximums
- Incidents of mechanical failure
- Collisions
- Stop and Station Amenities
- Accessibility
Standards:
Service Effectiveness

CapMetro should be good stewards of their limited resources

Productivity

Cost Effectiveness
Service Changes and Evaluations

Chapter 4
## Types of Changes

<table>
<thead>
<tr>
<th>Small Scale Changes Can Include:</th>
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<tr>
<td>Route Alignment</td>
</tr>
<tr>
<td>Frequency</td>
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<tr>
<td>Service Span</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Large Scale Changes Can Include:</th>
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<tbody>
<tr>
<td>Service Comparison</td>
</tr>
<tr>
<td>Route Alignment</td>
</tr>
<tr>
<td>Adding Services</td>
</tr>
<tr>
<td>Frequency</td>
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<tr>
<td>Network Redesign</td>
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<tr>
<td>Service Span</td>
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</table>

Service Changes are typically a group of changes that could be small or large scale in nature.
Service Evaluation Process

Identify the Issues
1. Review Feedback
   - From the community, board of directors and operators
2. Evaluate New Streets & Key Destinations
3. Analyze KPIs
   - Starting with productivity, speed, overcrowding and OTP

Develop Proposals
1. Review Issues & Opportunities
2. Create Proposal or Proposal Options

Evaluate Proposals
1. Origin & Destination Survey Results
2. Equity Analysis
   - Incorporate demographic data on target transit riders
3. Cost Feasibility
4. FTA Title VI Analysis
   - Board approval required

Public Feedback
1. CapMetro Advisory Committees
2. Public Feedback
3. Board of Directors
4. Does it need further review?

Implement Change
1. Update Operating & Marketing Materials
2. At-Stop Outreach & Rider Education
3. IF YES Revisit Proposal(s)
4. IF NO Implement Change

* Step requires data analysis
Stop and Station Design Guide

Overview
## Stop and Station Design Guide and Technical Design Specs

<table>
<thead>
<tr>
<th>Transit Stop and Station Design Guide</th>
<th>Evaluation</th>
<th>Technical Design Specs</th>
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<tbody>
<tr>
<td><strong>Guidelines</strong></td>
<td><strong>Evaluation</strong></td>
<td><strong>Operational Considerations</strong></td>
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<tr>
<td>• Stop Spacing and Placement</td>
<td>• Process for bus stop amenities distribution</td>
<td>• Bus Stops</td>
</tr>
<tr>
<td>• Bus Stop Configurations</td>
<td>• Process for making changes at bus stops.</td>
<td>• Rail Stations</td>
</tr>
<tr>
<td>• Stop Types</td>
<td></td>
<td>• Transit Supportive Infrastructure Configurations</td>
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<tr>
<td>• Stop Amenities</td>
<td></td>
<td>• Universal Accessibility</td>
</tr>
<tr>
<td>• Bus Stop Changes &amp; Evaluation</td>
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<td>• Electric Charging Infrastructure</td>
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Public Engagement

• Upcoming:
  • Committee Workshop
  • Virtual Public Webinar in March
  • Draft Document Published Online

• To Board for adoption in May 2023
Thank you!