Proposed January 2024 Service Change

Lawrence Deeter, Manager of Systems Development
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*
4. 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

79%

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
Step 2: Proposed Service Changes – Jan. 2024

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
• 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 Zone Performance Scores

July 2023

<table>
<thead>
<tr>
<th>Pickup Zone</th>
<th>Performance Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Northeast ATX</td>
<td>74</td>
</tr>
<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>
</tr>
<tr>
<td>Dessau</td>
<td>56</td>
</tr>
<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>
</tr>
</tbody>
</table>

- 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.
- More details at [www.capmetro.org/dashboard/pickup-stats](http://www.capmetro.org/dashboard/pickup-stats)
- 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.
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
Transit Speed and Reliability Update

Nadia Barrera-Ramirez, Manager of Cross-Agency Programs for Transit and Mobility
Agenda

• Background: Transit Speed and Reliability
• 2023 Transit Speed and Reliability Projects
• Planned Projects: Transit Speed and Reliability
• 2023 MetroBike Projects
Background: Transit Speed and Reliability

- Initiated in 2015
- CapMetro + City of Austin collaborative workgroup to prioritize transit within the City’s ROW
- CapMetro dedicates $1M/year for capital projects that prioritize transit
- 2020: Safety and Mobility Bond dedicates $19M in transit enhancement funds (separate from Project Connect)
- More at Streets for Transit Report
  - Austintexas.gov/transit
### 2023 Transit Speed and Reliability Projects

<table>
<thead>
<tr>
<th>Location</th>
<th>Improvements</th>
</tr>
</thead>
<tbody>
<tr>
<td>William Cannon at Bluff Springs</td>
<td>• Added shared use path,</td>
</tr>
<tr>
<td></td>
<td>• Upgraded shelters, and</td>
</tr>
<tr>
<td></td>
<td>• Improved sidewalks on both sides of the street.</td>
</tr>
<tr>
<td>St. Johns at Blessing</td>
<td>• Consolidated 2 stops,</td>
</tr>
<tr>
<td></td>
<td>• Added shared use path, and</td>
</tr>
<tr>
<td></td>
<td>• Improved sidewalks on both sides of the street.</td>
</tr>
<tr>
<td>Burnet at White Horse Tr.</td>
<td>Relocated stop to signal</td>
</tr>
<tr>
<td></td>
<td>Consolidated driveways</td>
</tr>
<tr>
<td></td>
<td>Removed stop/added vegetation</td>
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</tbody>
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![Image of William Cannon at Bluff Springs]

![Image of St. Johns at Blessing]

![Image of Burnet at White Horse Tr.]

*Source: CapMetro*
Planned Projects: Transit Speed and Reliability

Transit Enhancement Report
• Bus Delay Analysis Tool
• Transit Enhancement Toolbox
• Performance Monitoring Methodology

Coordination with CapMetro Rapid
• Improvements at 51st and Manor
• PHB at Lighthouse for the Blind
• Small signalization improvements
• Transit Signal Prioritization (TSP)
<table>
<thead>
<tr>
<th>RFP: Bikeshare Vendor</th>
<th>Strategic Expansion Plan Phase II</th>
<th>Coordination with CapMetro Rapid</th>
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<tbody>
<tr>
<td>• Distributed by CapMetro with City of Austin participation.</td>
<td>• 10-year look ahead with:</td>
<td>• 10 new MetroBike stations planned at new Rapid stations.</td>
</tr>
<tr>
<td>• 10-year contract with B-Cycle Trek terminates August 2024.</td>
<td>• Additional public feedback,</td>
<td>• Some will be “hard-wired” into the Rapid station, reducing maintenance.</td>
</tr>
<tr>
<td>• Opportunity to review functionality and incorporate improvements.</td>
<td>• Focus on sustainable operations for an expanding system, and</td>
<td>• Precursor to co-location of MetroBike with local bus stops and light rail stations.</td>
</tr>
</tbody>
</table>
Thank you!