I. Public Comment:

II. Presentations:
   1. Proposed August 2017 Service Changes

III. Items for Future Discussion:

IV. Adjournment

ADA Compliance

Reasonable modifications and equal access to communications are provided upon request. Please call (512)389-7458 or email gina.estradacapmetro.org if you need more information.

BOARD OF DIRECTORS: Wade Cooper, chairperson; Beverly Silas, vice chair; Juli Word, board secretary; Terry Mitchell, Pio Renteria, Delia Garza, Rita Jonse and Ann Kitchen. Board Liaison: Gina Estrada (512)389-7458, email gina.estradacapmetro.org if you need more information.

The Board of Directors may go into closed session under the Texas Open Meetings Act. In accordance with Texas Government Code, Section 551.071, consultation with attorney for any legal issues, under Section 551.072 for real property issues; under Section 551.074 for personnel matters, or under Section 551.076, for deliberation regarding the deployment or implementation of security personnel or devices; arising regarding any item listed on this agenda.
TITLE: Proposed August 2017 Service Changes
To: Capital Metro Board of Directors  
From: Todd Hemingson, Planning and Development  
Date: February 24, 2017  
Subject: March Board Meeting – August Service Changes

Staff is presenting the following summary for the proposed August 2017 Service Changes in advance of the public input process. Based upon input received, staff will return to the April Board of Directors’ meeting with final recommendations and request Board approval.

Themes for the Proposed Changes

- **MetroRapid (801 and 803)** – As part of the first phased implementation of Connections 2025, frequency on Weekdays, Saturdays and Sundays will be improved. In addition, late evening service (until 2:30am) would be offered on Thursday, Friday and Saturday.
- **MetroExpress (MoPac Lanes)** – The MoPac lanes are anticipated to be fully operational by August 2017. In coordination, Express services operating from the Leander, Lakeline, and Pavilion park-and-rides, as well as a new service from Howard Lane, will operate on these new lanes. This will expand service to downtown markets while maintaining other existing commuter destinations. These changes were previously approved by the board in fall 2016 for implementation in 2017.
- **Manor (Route 470)** – Performance has been lower than expected after the first 9-months of operation. Thus, service will be evaluated for possible adjustment.
- **Minor Schedule Adjustments** - In an effort to continue improving overall system performance, select routes may receive minor adjustments to their schedules. Minor modifications could be made to services in order to improve on-time performance and would be the result of public and staff feedback received during the course of outreach. Final changes would be listed in final public documents.
- **School Related Changes** – Normal reinstatement of fall service levels for UT Shuttle, E-Bus, and select trips on mainline routes (from summer suspension).

These changes are intended to improve the overall customer experience and are in accordance with the FY 2017 budget and Connections 2025. The following appendices describe the specifics of our preliminary recommendations:

- Appendix A: Proposed August 2017 Service Changes  
- Appendix B: Public Input Process  
- Appendix C: Maps
Appendix A – August 2017 Service Changes

The following changes would become effective in August 20, 2017.

_MetroRapid (Frequency Adjustments and Late Night Service)_

<table>
<thead>
<tr>
<th>Concept</th>
<th>Service Levels</th>
<th>MetroAccess</th>
</tr>
</thead>
<tbody>
<tr>
<td>Routes 801 &amp; 803</td>
<td>Improved Frequencies on Weekdays, Saturdays and Sundays. Late Night service on Thursdays, Fridays and Saturdays.</td>
<td>Expands Coverage during New Hours of Operation</td>
</tr>
</tbody>
</table>

- **Weekdays**
  - Early Morning service (prior to 7am)
    - remains at 15-minutes
  - Daytime service (between 7am-6pm)
    - improves to 10 minutes (from current 12-15 minutes)
  - Evening service (between 6pm-8pm)
    - remains at 15 minutes
  - Night service (between 8pm-12 midnight)
    - remains at 20 minutes
  - Late Night service on Thursday & Friday (between 12am – 3am)
    - introduced to operate at 20 minutes

- **Saturdays**
  - Early Morning service (prior to 8am)
    - improves to 20-minutes (from current 30-minutes)
  - Daytime service (between 8am-6pm)
    - improves to 15 minutes (from current 20-30 minutes)
  - Evening service (between 6pm-8pm)
    - improves to 15 minutes (from current 30-minutes)
  - Night service (between 8pm-12 midnight)
    - remains at 20 minutes
  - Late Night service on Saturday (between 12am – 3am)
    - introduced to operate at 20 minutes

- **Sundays**
  - Early Morning service (prior to 9am)
    - improves to 20-minutes (from current 30-minutes)
  - Daytime service (between 9am-7pm)
    - improves to 15 minutes (from current 20-30 minutes)
  - Evening service (between 7pm-10pm)
    - improves to 20 minutes (from current 30-minutes)
  - Night service (between 10pm-12 midnight)
    - introduced at 20 minutes
### MetroExpress (MoPac Express Lanes)

<table>
<thead>
<tr>
<th>Route</th>
<th>Concept</th>
<th>Service Levels</th>
<th>MetroAccess</th>
</tr>
</thead>
<tbody>
<tr>
<td>Route 980</td>
<td>New Express service between Howard Lane and Downtown Austin / University.</td>
<td>Weekdays (Peak Hours)</td>
<td>No Impact</td>
</tr>
<tr>
<td>Route 981</td>
<td>New Express service from Pavilion Park &amp; Ride to Downtown Austin / University.</td>
<td>Weekdays (Peak Hours)</td>
<td>No Impact</td>
</tr>
<tr>
<td>Route 983</td>
<td>Replaced by new service levels on Routes 981, 982, 985 and 987</td>
<td>Service Replaced</td>
<td>No Impact</td>
</tr>
<tr>
<td>Routes 982, 985 and 987</td>
<td>Expand service hours and trips to serve more Downtown / University Markets and new Dell Medical School (Route 985)</td>
<td>Weekdays</td>
<td>No Impact</td>
</tr>
</tbody>
</table>

### Service Evaluation (Manor)

<table>
<thead>
<tr>
<th>Services</th>
<th>Concept</th>
<th>Service Levels</th>
<th>MetroAccess</th>
</tr>
</thead>
<tbody>
<tr>
<td>Route 470</td>
<td>Evaluate opportunities to improve performance due to low ridership</td>
<td>Weekdays and Saturdays</td>
<td>No Impact</td>
</tr>
</tbody>
</table>

### School Related Reinstatements (Fall Service Levels)

<table>
<thead>
<tr>
<th>Services</th>
<th>Concept</th>
<th>Service Levels</th>
<th>MetroAccess</th>
</tr>
</thead>
<tbody>
<tr>
<td>EBus – 410, 411 and 412</td>
<td>Reinstated to Fall Service Levels</td>
<td>Thursday / Friday / Saturday</td>
<td>No Impact</td>
</tr>
<tr>
<td>Mainline Routes 4, 5, 7, 300, 331, 333</td>
<td>Select Trips Reinstated for Fall</td>
<td>Weekday</td>
<td>No Impact</td>
</tr>
<tr>
<td>All UT Shuttles</td>
<td>Weekday service Reinstated to Fall service levels.</td>
<td>Weekday / Sunday</td>
<td>No Impact</td>
</tr>
</tbody>
</table>
Appendix B – Public Input Process

Over the next few weeks, Capital Metro staff will solicit feedback from advisory committees, customers, and bus operators. This feedback will be considered for incorporation into final recommendations.

- March – ACCESS Committee (proposal discussions)
- March – Operations/Planning/Safety Committee
- March – CSAC (proposal discussions)
- March (middle of month) – Information on website
- March (end of month) – Public meeting notices in newspapers
- March (end of month) – Passenger notices on buses

- March/April – Online Communication and Email Forums
- Late March/Early April – On-street outreach

- April (early) – Open Houses
- April (early) – Webinar (12-1pm)

- April – ACCESS
- April – Operations/Planning/Safety Committee
- April – CSAC
- April – Public Hearing (noon) – at Capital Metro
- April – Board Decision (noon)
Appendix C – Maps
August 2017 Service Changes
Overview

- **MetroRapid**
  Added Frequency + Late Night Weekends
Overview

• **MetroRapid**
  Added Frequency + Late Night Weekends

• **MetroExpress**
  New MoPac Lanes
Overview

• **MetroRapid**
  Added Frequency +
  Late Night Weekends

• **MetroExpress**
  New MoPac Lanes

• **School Related Services**
  Return for start of Fall

• **Schedule Adjustments**
  Improve On-Time Performance
ADOPTED Service plan

- Service Plan (Connections 2025) **adopted by the board in late February**.

- **MetroRapid is a key component** designed to tie in the new system as a complete network with high levels of frequency to continue encouraging “Lifestyle” mobility shifts. **Future MetroRapid into new corridors.**
Annual Trends

- Ridership on MetroRapid has been **trending positively since inception**
- Early results from 2017 indicate **large increases expected for the entire year**
Recent Trends (Monthly Comparison)

- **Fares were equalized between MetroRapid and Local bus, on January 9th, 2017.**

![MetroRapid - Monthly Ridership Chart](chart.png)

**Attachment:** 2017_August_SC_COMMITTEE_MEETING_040517 (3772 : Proposed August 2017 Service)
Recent Trends (Monthly Comparison)

- Fares were equalized between MetroRapid and Local bus, on January 9th, 2017.
- Ridership responded favorably and is up 22% after the first two months.
Frequency Builds Ridership

Simple and Usable System
MetroRapid Improvements - Frequency

**Weekdays**

- **Early Morning** – remains at 15 minutes
- **DayTime (7am-6pm)** – **improves** to 10 minutes *(from 12-15)*
- **Evening/Night** – remains at 15-20 minutes

**Saturdays/Sundays**

- **Early Morning** – remains at 20 minutes
- **DayTime (9am-6pm)** – **improves** to 15 minutes *(from 20 minutes)*
- **Evening/Night** – **improves** to 15-20 minutes *(from 30 minutes)*
MetroRapid Improvements – Frequency & Late Night

Weekdays

- **Early Morning** – remains at 15 minutes
- **DayTime (7am-6pm)** – improves to 10 minutes (from 12-15)
- **Evening/Night** – remains at 15-20 minutes
- **Late Night on Thursday & Friday (between 12am – 3am)** – new at 20 minutes

Saturdays/Sundays

- **Early Morning** – remains at 20 minutes
- **DayTime (9am-6pm)** – improves to 15 minutes (from 20 minutes)
- **Evening/Night** – improves to 15-20 minutes (from 30 minutes)
- **Late Night on Saturday Only (between 12am – 3am)** – new at 20 minutes
Planned for 2017

- Capital Metro has purchased an additional 15 MetroRapid buses and the FY 2017 budget (and proposed FY 2018) includes funding to increase service levels in August.
Planned for 2017

- The FY 2017 budget includes funding to build additional stations (to support existing and emerging developments).
KEY EVENTS IN DECEMBER – NEW YEAR’S EVE (801)

New Year’s Eve
More Frequent and Late Night Service
(Typical Saturday vs December 31st – Route 801)

Typical Saturday  December 31st
KEY EVENTS IN DECEMBER – NEW YEAR’S EVE (803)

New Year’s Eve
More Frequent and Late Night Service
(*Typical Saturday vs December 31st – Route 803*)

![Graph showing service frequency on Typical Saturday vs December 31st.]

Typical Saturday  December 31st
Frequency Improvements / New Late Night

**Weekdays**
- Daytime at 10-minutes (7am to 6pm)
- Late Night (Thurs/Fri) from 12am to 3am at 20-minutes
  *Note: Early Morning & Evenings remain the same*

**Saturdays/Sundays**
- Daytime at 15 minutes (9am-6pm)
- Evenings at 15-20 minutes
- Late Night (Sat) from 12am to 3am at 20-minutes
  *Note: Early Mornings remain the same*