I. Presentations:
   1. Connections 2025 - Proposed June 2018 Service Changes
   2. Revisions to Board Bylaws

II. Items for Future Discussion:

III. Adjournment

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

BOARD OF DIRECTORS: Wade Cooper, Chair; Delia Garza, Vice Chair; Juli Word, Board Secretary; Ann Kitchen, Rita Jonse, Terry Mitchell and Pio Renteria. Board Liaison: Gina Estrada (512)389-7458, email gina.estrada@capmetro.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: Connections 2025 - Proposed June 2018 Service Changes
Proposed June 2018 Service Changes

Board Work Session – October 24, 2017
Today’s Work Session

*Purpose*: Review and discuss the various elements related to the proposed June 2018 Service Changes.
Agenda

- Benefits
- Review of proposals by geographic area
- Summary of public involvement
- Recommended revisions
- Impacts of proposed service changes
Why a Revised Network?
Board approved transit plan
10-year vision for more reliable, more frequent, better connected network
Designed to address declining ridership and better meet community needs
Guides 3x per year service changes
Plan based on more than a year of public & board input
## How did we get here? Where are we going?

<table>
<thead>
<tr>
<th>Developed</th>
<th>Approved</th>
<th>Proposed Service Changes Developed</th>
<th>Public Engagement</th>
<th>Public Hearing</th>
<th>Board Vote</th>
</tr>
</thead>
</table>

**June Service Change**

- June 3, 2018
Benefits of the Proposed Changes

More Frequent
- 14 High-Frequency Routes
- Departures at least every 15 minutes
- 7 days a week

June 2017
6 routes

Proposed June 2018
14 routes
Benefits of the Proposed Changes

**More Frequent**
- 14 High-Frequency Routes
- Departures at least every 15 minutes
- 7 days a week

- Puts 82% of current riders within ½ mile of frequent service, up from 50%
- 210,000 more residents within walking distance of frequent service
- 20,000 additional jobs served by frequent service routes

Proposed June 2018
Benefits of the Proposed Changes

More Frequent
- 14 High-Frequency Routes
- Departures at least every 15 minutes
- 7 days a week

More Reliable
- More direct routing
- Eliminates route deviations within neighborhoods
- Easier to understand system
Benefits of the Proposed Changes

More Frequent
- 14 High-Frequency Routes
- Departures at least every 15 minutes
- 7 days a week

More Reliable
- More direct routing
- Eliminates route deviations within neighborhoods
- Easier to understand system

Better Connected
- Routes designed to work as a system
- Decreased waiting time for your next bus
- Riders able to transfer with more confidence
How Does Connections Address Community Desires?

I would ride transit more often if...

- Buses ran more frequently
- Service was faster
- Routes were closer to my home or destination
- Service started earlier or ended later
- Other
- Buses were more reliable
- Fares were lower
- I could park and ride
- Service was easier to use
- There were more bike racks on buses
- I felt safer
- Buses were less crowded
What should be prioritized?

Rate the importance of each option below.

<table>
<thead>
<tr>
<th>Option</th>
<th>Average Score*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Providing fast, frequent, reliable service on key corridors</td>
<td>4.4</td>
</tr>
<tr>
<td>Providing an alternative to congested roadways</td>
<td>4.3</td>
</tr>
<tr>
<td>Serving persons with disabilities, low-income, or senior populations</td>
<td>4.0</td>
</tr>
<tr>
<td>Helping to create an environmentally-friendly, sustainable city not dependent on cars</td>
<td>3.9</td>
</tr>
<tr>
<td>Making it easier to get to/from transit (better stops, sidewalks, Park &amp; Ride)</td>
<td>3.8</td>
</tr>
<tr>
<td>Expanding Capital Metro’s service area</td>
<td>3.6</td>
</tr>
<tr>
<td>Supporting economic development and access to jobs</td>
<td>3.5</td>
</tr>
<tr>
<td>Adding more bus shelters</td>
<td>3.4</td>
</tr>
<tr>
<td>Adding Wi-Fi on buses</td>
<td>2.8</td>
</tr>
</tbody>
</table>

* Average score determined by multiplying the score value by the number of people who selected that score, and dividing by total responses

How Does Connections Address Community Desires?
How Does Connections Address Community Desires?

[What are] the primary reasons you do not use Capital Metro’s services at all, or use them more frequently?

- Trips take too long (46%)
- It’s difficult to travel to multiple locations (31%)
- Wait times are long or unpredictable (30%)

Source: Capital Metro Perception Survey (2017)
How Does Connections Address Community Desires?

Briefly tell us about how you primarily get around now and how would you prefer to get around?

### Current
- Driving Alone: 61%
- Public Transportation: 14%
- Bike: 10%
- Car Sharing: 4%
- Walk: 8%
- Motorcycle: 0%

### Preferred
- Public Transportation: 64%
- Driving Alone: 12%
- Walk: 14%
- Ground Transportation: 1%
- Car Sharing: 0%
- Bike: 8%
- Carpool: 1%
- Motorcycle: 0%
- Ground Transportation: 1%
Proposed June 2018 Service Changes
Proposed June 2018 Service Changes

- Significant Changes
  - Half of Capital Metro routes proposed to change
- Expands High Frequency Route network
  - 14 routes compared to 6 routes
  - 7 day a week service compared to weekdays only
- Designed around creating a more useful network
  - Thinking beyond individual routes
- More east - west service
- 15 eliminated routes replaced with other service
Central Core

New Routes
- Frequent Route 335 35th/38th
- Local Route 322 Chicon/Rosewood

Frequency Improvements
- Route 2 Rosewood
- Route 4 7th Street
- Route 10 South 1st/Red River
- Route 17 Cesar Chavez
- Route 18 MLK
- Route 20 Manor Rd/Riverside

Service Adjustments
- Routes 18 & 335 would serve Exposition
- Proposed eliminations: 21/22, 37, 122, 320, 338, 464, 490 & 653, and portions of Routes 4 & 17
Northeast Austin

Realigned Route
- East-west Local Route 337 would connect Colony Park to central north Austin

Frequency Improvements
- Route 2 Rosewood
- Route 10 South 1st/Red River
- Route 18 MLK
- Route 20 Manor / Riverside

Service Adjustments
- Route 237 would connect to downtown routes
- Proposed eliminations: portions of routes 2, 6, 233, 300 & 323
Central East Austin

**Frequency Improvements**
- Route 2 Rosewood
- Route 4 7th Street
- Route 17 Cesar Chavez
- Route 18 Martin Luther King
- Route 20 Riverside/Manor

**Service Adjustments**
- Revised Route 228 to VA Clinic
  would connect to service on Riverside
- Route 271 would connect to Frequent Route 20 at ABIA
- Proposed eliminations: Routes 100, 320, 331 & 490, and portions of Routes 2, 4, 17, 228, 271 & 350
Southeast Austin

New Routes
• Local Route 310 would connect South Congress Transit Center to ACC Riverside
• Local Route 338 would operate along Slaughter Lane

Frequency Improvements
• Route 20 Manor / Riverside
• Route 311 Stassney
• Route 333 William Cannon

Service Adjustments
• Proposed eliminations: Route 127 and portions of Routes 7, 228 & 333
Southwest Austin

New Route
- Local Route 315 would connect ACC Pinnacle to South Congress Transit Center
- Local Route 338 would operate along Slaughter Lane
- Flyer Route 105 would provide rush hour service to Bouldin & Galindo neighborhoods

Frequency Improvements
- Route 311 Stassney
- Route 333 William Cannon

Service Adjustments
- Route 30 continues to serve Walsh Tarlton & would end at Westgate
- Proposed eliminations: Routes 110, 331, 338 & 970, and portion of Routes 5, 30, & 333
Central North Austin

New Routes
- East-west Local Route 337 would connect Colony Park to central north Austin
- Frequent Route 335 35th/38th
- Local Route 345 route would operate along 45th St

Frequency Improvements
- Route 10 South 1st / Red River

Service Adjustments
- Route 5 would serve Lamar south of 38th St.
- Route 7 would serve ACC Highland & Crestview
- Route 10 would serve Mueller & Windsor Park
- Proposed eliminations: Routes 21/22, 37, 320, 338, 491, 492, 653 and portions of Routes 323 & 383
North Austin

New Route
• Local Route 324 would operate from Northcross to ACC Highland

Frequency Improvements
• Route 325 Metric/Rundberg

Service Adjustments
• New east-west service on Braker would also serve north Dessau area (former Route 392)
• Route 1 would replace Route 275
• Proposed eliminations: Routes 240, 275 & 392, and portions of Routes 243, 323, 325 & 383
Focus on Three Corridors
• Guadalupe & Lavaca
• 7th & 8th Streets
• San Jacinto & Trinity

Frequency Improvements
• Route 2 Rosewood
• Route 4 7th Street
• Route 10 South 1st/Red River
• Route 17 Cesar Chavez
• Route 18 Martin Luther King
• Route 20 Manor Rd/Riverside

Service Adjustments
• Route 17 would operate east-west on Cesar Chavez
• Service would no longer operate on Congress Ave & Red River St and portions of 4th, 5th, 11th & 12th Streets
Public Input Process
Outreach Meetings

- Public Meetings & Webinars
- Capital Metro Advisory Committees
- City Boards & Commissions
- Neighborhood Associations
- Health and Human Service Agencies
  - HACA, Criss Cole, TWC, School for the Blind, others
- Business and advocacy organizations

Attachment: Capital Metro Board of Directors Worksession - June 2018 Service Change
Public Outreach

- Street Teams at bus stops
- Community Events
  - Back to School, Hot Sauce Festival, Austin Energy Resource Fair, El Grito, etc.
- Schools and Service Providers
- CMTA operators
- Paid media – print, online and radio
- At-stop signage
Recommended Revisions
Network Design Principles

- Stronger Frequent Network
- Easy to Understand Network
- Grow Ridership and Productivity
- Match Service to Markets
Context

- Area Evaluated
  - Recommended Adjustment
- Area Evaluated
  - No Recommended Adjustment

Bus & Rail Service
PROPOSED JUNE, 2018

Attachment: Capital Metro Board of Directors Worksession - June 2018 Service Change
## Common Customer Comments

<table>
<thead>
<tr>
<th>Route</th>
<th>Public Comment</th>
<th>Revise</th>
<th>Rationale</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>Provide direct service to Criss Cole Center</td>
<td>Yes</td>
<td>Reduces duplication on Medical Pkwy</td>
</tr>
<tr>
<td>5</td>
<td>Operate in addition to UT Shuttle on Speedway</td>
<td>No</td>
<td>UT Shuttle available / within quarter-mile</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Frequent Route 7 (5 minute walk) and third of a mile of Route 1/MetroRapid 801 (6 minute walk)</td>
</tr>
<tr>
<td>7</td>
<td>Serve Greyhound Station</td>
<td>No</td>
<td>Within quarter-mile of Frequent Route 7 (5 minute walk)</td>
</tr>
<tr>
<td>7</td>
<td>Keep Route 7 on Friedrich to Woodward</td>
<td>Yes</td>
<td>Preserves access to employers and businesses</td>
</tr>
<tr>
<td>17</td>
<td>Maintain service on Vargas (residential street)</td>
<td>No</td>
<td>Within quarter-mile of Frequent Route 17 (5 minute walk)</td>
</tr>
<tr>
<td></td>
<td>instead of proposed Montopolis (mixed use street)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>21/22</td>
<td>Do not eliminate Routes 21/22</td>
<td>No</td>
<td>All stops within a half-mile of Frequent Routes 4, 17, 18, 20 &amp; 335; Route 322; and UT Shuttle 663</td>
</tr>
<tr>
<td>105</td>
<td>Provide school trips to Small M.S.</td>
<td>No</td>
<td>Transfers available via Route 315</td>
</tr>
</tbody>
</table>
## Common Customer Comments

<table>
<thead>
<tr>
<th>Route</th>
<th>Public Comment</th>
<th>Revise</th>
<th>Rationale</th>
</tr>
</thead>
<tbody>
<tr>
<td>240</td>
<td>Serve St. David's Medical Center North</td>
<td>No</td>
<td>Serves less than 25 boardings per day</td>
</tr>
<tr>
<td>243</td>
<td>Continue to operate on Heatherwilde</td>
<td>Yes</td>
<td>Reduces duplication on Howard and preserves current route at no additional cost (Cost balanced by reducing frequency to every 40 minutes)</td>
</tr>
<tr>
<td>271</td>
<td>Continue serving ACC Riverside</td>
<td>Yes</td>
<td>Operator input / Ability to transfer to multiple routes at ACC Riverside</td>
</tr>
<tr>
<td>300</td>
<td>Preserve Route 300 service on Rogge (residential street) instead of proposed 51st (mixed use street)</td>
<td>No</td>
<td>Within a half-mile of Frequent Routes 10, 20 &amp; 300 (10 minute walk)</td>
</tr>
<tr>
<td>315</td>
<td>Serve Oak Hill Shopping Center</td>
<td>Yes</td>
<td>Serves major destination with no significant route deviation</td>
</tr>
<tr>
<td>323</td>
<td>Preserve service on Tuscany Way</td>
<td>Yes</td>
<td>New Route 339 Tuscany providing 60 minute service (Cost balanced by removing proposed Route 323 extension to Far West covered by Route 19)</td>
</tr>
</tbody>
</table>
## Common Customer Comments

<table>
<thead>
<tr>
<th>Route</th>
<th>Public Comment</th>
<th>Revise</th>
<th>Rationale</th>
</tr>
</thead>
<tbody>
<tr>
<td>333</td>
<td>Serve Perez Elementary School</td>
<td>No</td>
<td>Serves less than 13 boardings per day / Decreasing ridership with no growth potential</td>
</tr>
<tr>
<td>350</td>
<td>Preserve service to Met Center</td>
<td>Yes</td>
<td>Extend Route 271 to serve Met Center / Serves over 50 boardings per day at Met Center</td>
</tr>
<tr>
<td>383</td>
<td>Preserve service to Anderson Mill neighborhood Lakeline Mall, and NLTC</td>
<td>Yes</td>
<td>Serves over 180 boardings in Anderson Mill / Lakeline Mall and 375 boardings at NLTC (Cost balanced by uncoupling from Route 392)</td>
</tr>
<tr>
<td>392</td>
<td>Staff initiated</td>
<td>Yes</td>
<td>Route reinstated. Service would end at Burnet instead of Great Hills (served by Route 383) / Frequency adjusted to every 40 minutes</td>
</tr>
<tr>
<td>490</td>
<td>Continue to operate service at least one day a week</td>
<td>No</td>
<td>Other service available that operates 7 days per week</td>
</tr>
<tr>
<td>491</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Common Operator Comments

<table>
<thead>
<tr>
<th>Route</th>
<th>Operator Comment</th>
<th>Revise</th>
<th>Rationale</th>
</tr>
</thead>
<tbody>
<tr>
<td>17</td>
<td>Maintain service between Capital Metro and downtown for operator reliefs (currently provided by Route 17)</td>
<td>No</td>
<td>Within quarter-mile of Frequent Route 4 located at 7&lt;sup&gt;th&lt;/sup&gt; &amp; Pleasant Valley (5 minute walk) / Proposed Frequent Route 4 stops at 8&lt;sup&gt;th&lt;/sup&gt; and Lavaca (current served by Route 17) and 7&lt;sup&gt;th&lt;/sup&gt; and Colorado (new)</td>
</tr>
<tr>
<td>All Routes</td>
<td>Ensure adequate recovery time</td>
<td>N/A</td>
<td>Run time and recovery time will be evaluated as part of the schedule development process</td>
</tr>
<tr>
<td>All Routes</td>
<td>Ensure comfort stops at the end of each route</td>
<td>N/A</td>
<td>Continue to provide at CMTA facilities / work with private entities on case by case basis</td>
</tr>
</tbody>
</table>
Impacts
Impacts

- Financial
- Title VI
- MetroAccess
### Incremental Service Hours

<table>
<thead>
<tr>
<th>Service</th>
<th>FY 2018</th>
<th>FY 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>UT Shuttle</td>
<td>(20,507)</td>
<td>(14,714)</td>
</tr>
<tr>
<td>CARTS</td>
<td>(14,714)</td>
<td>(14,714)</td>
</tr>
<tr>
<td>MetroExpress</td>
<td>(765)</td>
<td>(2,861)</td>
</tr>
<tr>
<td>MetroRapid</td>
<td>(2,861)</td>
<td>3,156</td>
</tr>
<tr>
<td>MetroBus</td>
<td>38,037</td>
<td>55,990</td>
</tr>
<tr>
<td>MetroRail</td>
<td>55,990</td>
<td>80,000</td>
</tr>
<tr>
<td>Total</td>
<td>78,764</td>
<td>124,933</td>
</tr>
</tbody>
</table>

**FY 2018 vs FY 2019:**
- Incremental service hours have increased from 78,764 in FY 2018 to 124,933 in FY 2019.
- UT Shuttle saw a decrease of 5,793 services.
- CARTS also showed a decrease of 14,714 services.
- MetroExpress showed an increase of 2,376 services.
- MetroRapid and MetroBus saw significant increases of 27,963 and 17,900 services, respectively.
- MetroRail increased by 24,010 services.

Attachment: Capital Metro Board of Directors Worksession - June 2018 Service Change
## Incremental Cost

<table>
<thead>
<tr>
<th>Service</th>
<th>FY 2018</th>
<th>FY 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>UT Shuttle</td>
<td>$-1,339,792</td>
<td>$-543,560</td>
</tr>
<tr>
<td>CARTS</td>
<td>$-543,560</td>
<td></td>
</tr>
<tr>
<td>MetroExpress</td>
<td>$246,500</td>
<td>$246,501</td>
</tr>
<tr>
<td>MetroBus</td>
<td>$7,977,967</td>
<td>$7,977,967</td>
</tr>
<tr>
<td>MetroRapid</td>
<td>$2,339,683</td>
<td>$2,339,683</td>
</tr>
<tr>
<td>MetroRail</td>
<td>$871,404</td>
<td>$1,471,973</td>
</tr>
</tbody>
</table>

**Total Incremental Cost:**

- FY 2018: $6,076,158
- FY 2019: $10,152,771

### Notes:

- The chart illustrates incremental costs for different services over FY 2018 and FY 2019.
- The services listed include UT Shuttle, CARTS, MetroExpress, MetroBus, MetroRapid, and MetroRail.
- The costs are presented in dollars, with negative values indicating a decrease in cost.
Title VI Overview

• Civil Rights Act of 1964 addresses discrimination in most areas of public life in the U.S.

• Title VI states:

“No Person in the U.S. shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance”
Capital Metro’s Role

• **Responsibility** - Guarantee that all transit service, and access to its facilities, are equitably distributed and provided without regard to race, color, or national origin.

• **Goal** - ensure equal opportunities to all individuals to participate in all local, sub regional and regional transit planning and decision-making processes.
*Policy Adopted (2013)*

- As of 2013, the Federal Transit Administration (FTA) requires recipients of federal funding to have policies in place that determine thresholds for determining:
  
  - Major Service Changes, and then determining whether changes have:
    - Disparate Impact on a Minority Population
    - Disproportionate Impact on a Low Income Population

- Analyses are completed for major service changes and also changes to fares

- Analysis determines whether a discriminatory impact exists and whether a mitigation strategy is needed
Adopted Thresholds

• Major Service Change
  – Modification which causes a 25% or greater change in the number of daily service hours or route miles (also includes new or eliminated routes)

• Minority Populations (33% threshold)
  – Identified as: Black or African American + American Indian and Alaska Native + Asian + Native Hawaiian and Other Pacific Islander + Some other race + Two or more Races + Hispanic or Latino (of any race) / Total Population

• Low-income ($29,999 threshold)
  – Calculated as: Populations whose incomes are less than $29,999 / Total Population
Analysis

• Census data within 1/4 mile of route change in relation to:
  – Minority Population
  – Low Income Population

• Findings and Mitigation Strategies
Disparate Impact or Disproportionate Burden

Modified Routes (15) – mitigation exists for all routes, most are due to proximity to other services or the revisions discussed will address

Eliminated Routes (14) – mitigation exists for all routes, most are due to replacement of service on exact corridors served or within close proximity

*Overall, the plan seeks to invest additional resources in areas where minority and/or low income populations exist*
Proposed Wins: Riders with Disabilities & Seniors

Bus system improvements to benefit a majority of our community

- High frequency = Reduces reliance on complex timetables
- Straighter routes reduce anxiety and complexity
- Less time waiting at stops in hot/cold temperatures
- Reduced need for multiple transfers
- Get where you’re going faster
- Up to double the wheelchair capacity
MetroAccess ADA Paratransit Service Area

- Paratransit is parallel to Fixed Route
- Paratransit operates within ¾ mile of regular in-service Fixed Route lines
- The ADA service area varies along with fixed route service levels
Potential Impact on MetroAccess Customers

36 home addresses would no longer be in ADA service area.

80 Estimate of future customers to come into the MetroAccess ADA service area.
### Options for Accommodating Displaced MetroAccess Customers

<table>
<thead>
<tr>
<th>Options</th>
<th>Fiscal Impact</th>
<th>Options</th>
<th>Fiscal Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Existing Policy</td>
<td>Zero</td>
<td>90 day transition period. May be extended up to 12-months for extenuating circumstances.</td>
<td></td>
</tr>
<tr>
<td>Existing Policy Plus+</td>
<td>$131K</td>
<td>Automatically grant the full 12-month extension (must currently be applied for). Full service through June 2019. Allows time for innovation zone</td>
<td></td>
</tr>
<tr>
<td>Option 1</td>
<td>$266K</td>
<td>Customers keep subscription trips in place before the service change starts. Subscriptions maintained until cancelled or no longer needed. (cost over 5 years)</td>
<td></td>
</tr>
<tr>
<td>Option 2</td>
<td>$428K</td>
<td>Customers may travel to/from their impacted home address for 2 years following the service change. Current service hour restrictions on times and days would apply. Includes ½ FTE for 2 years.</td>
<td></td>
</tr>
</tbody>
</table>
Discussion
TITLE: Revisions to Board Bylaws