

CapMetro

Access Advisory Committee

April 2024



Proposed August 2024 Service Change

Lawrence Deeter, Manager of Systems Development

Today's Presentation

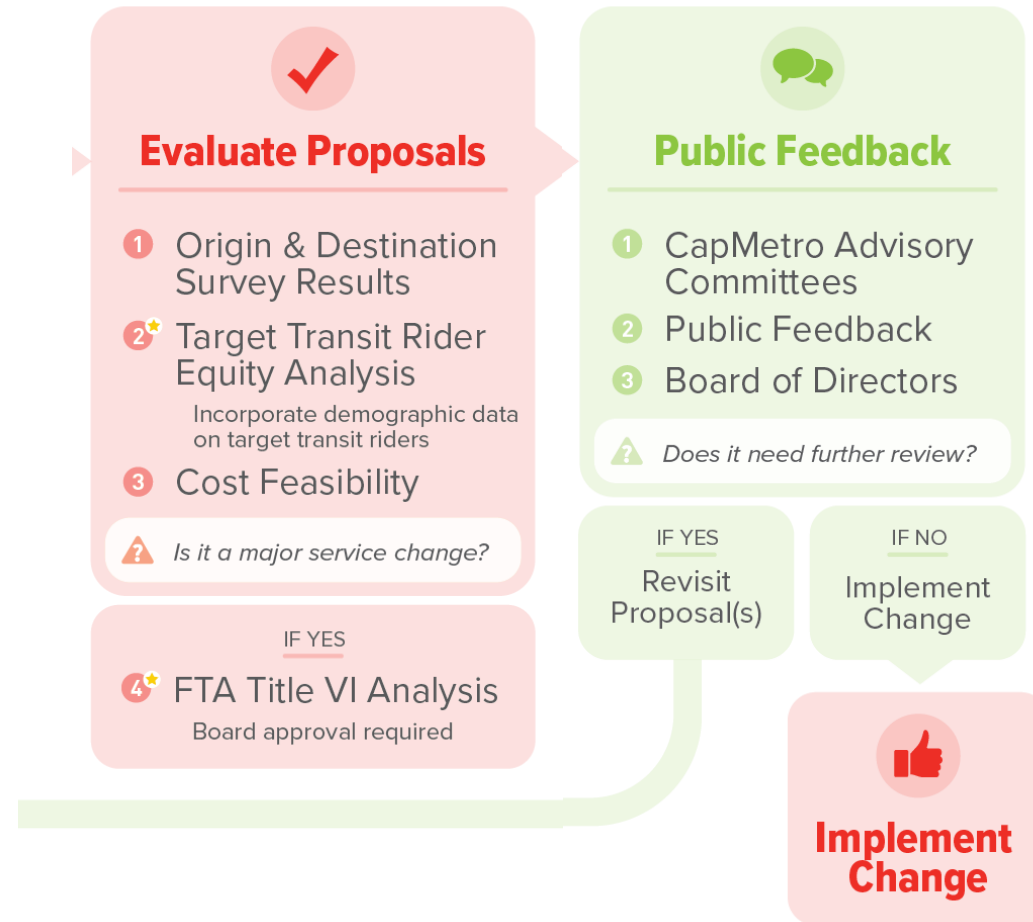
- **Proposed August Service Changes**
 - Step 1: Identify Challenges and Opportunities
 - Step 2: Develop Proposals and Evaluate Proposals
 - Step 3: Engage Community and Board Approval
- **Pickup Performance**





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



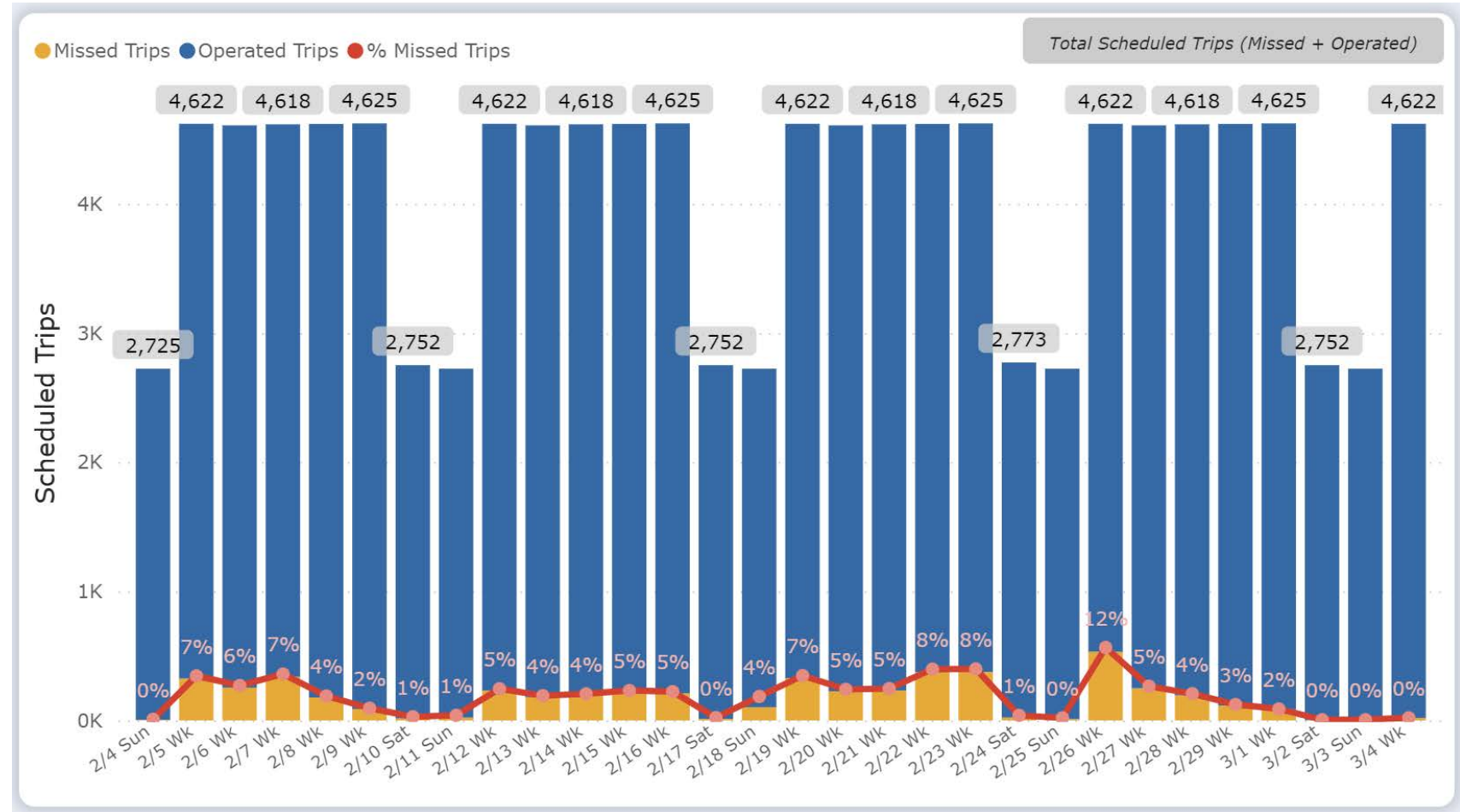
CapMetro staff recruit veterans at a career fair at Ft. Cavazos.

On Time Performance and Missed Trips

79%
% On-Time

17%
% Late

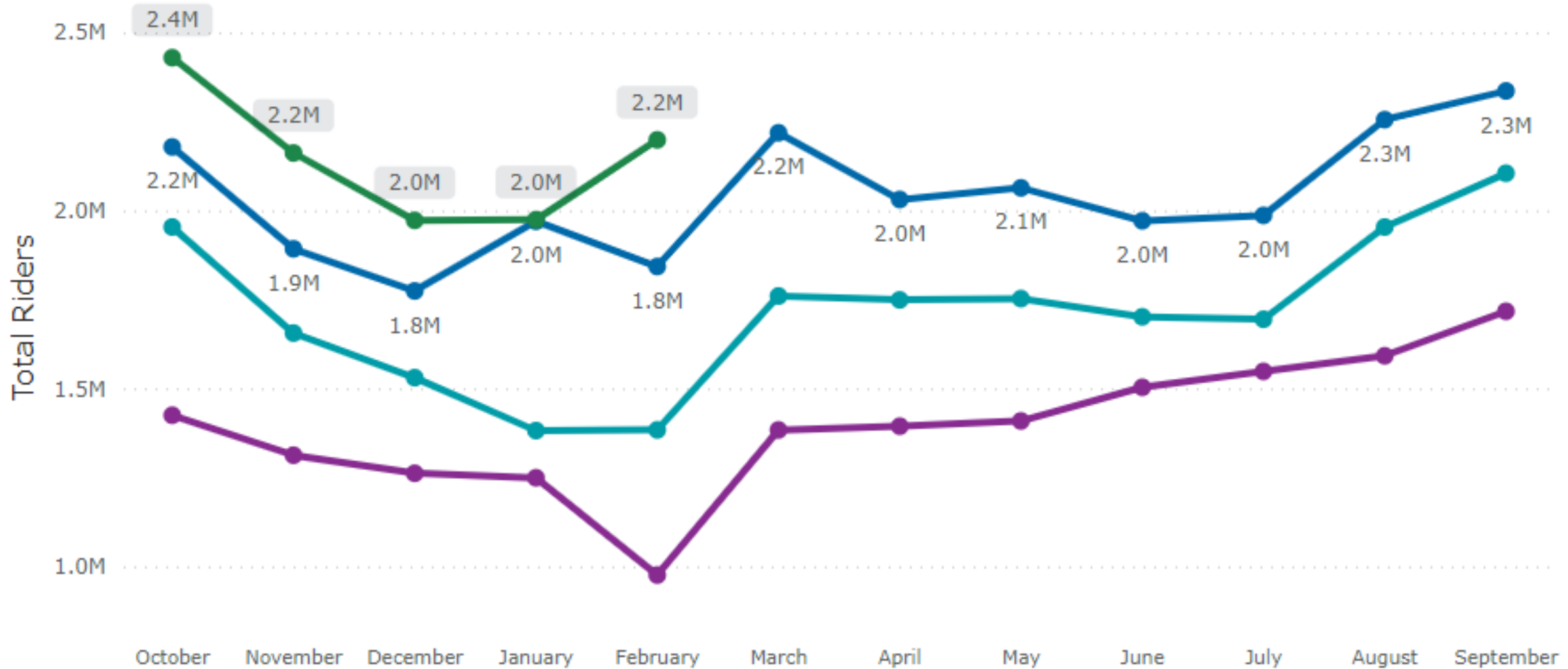
3%
% Early



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

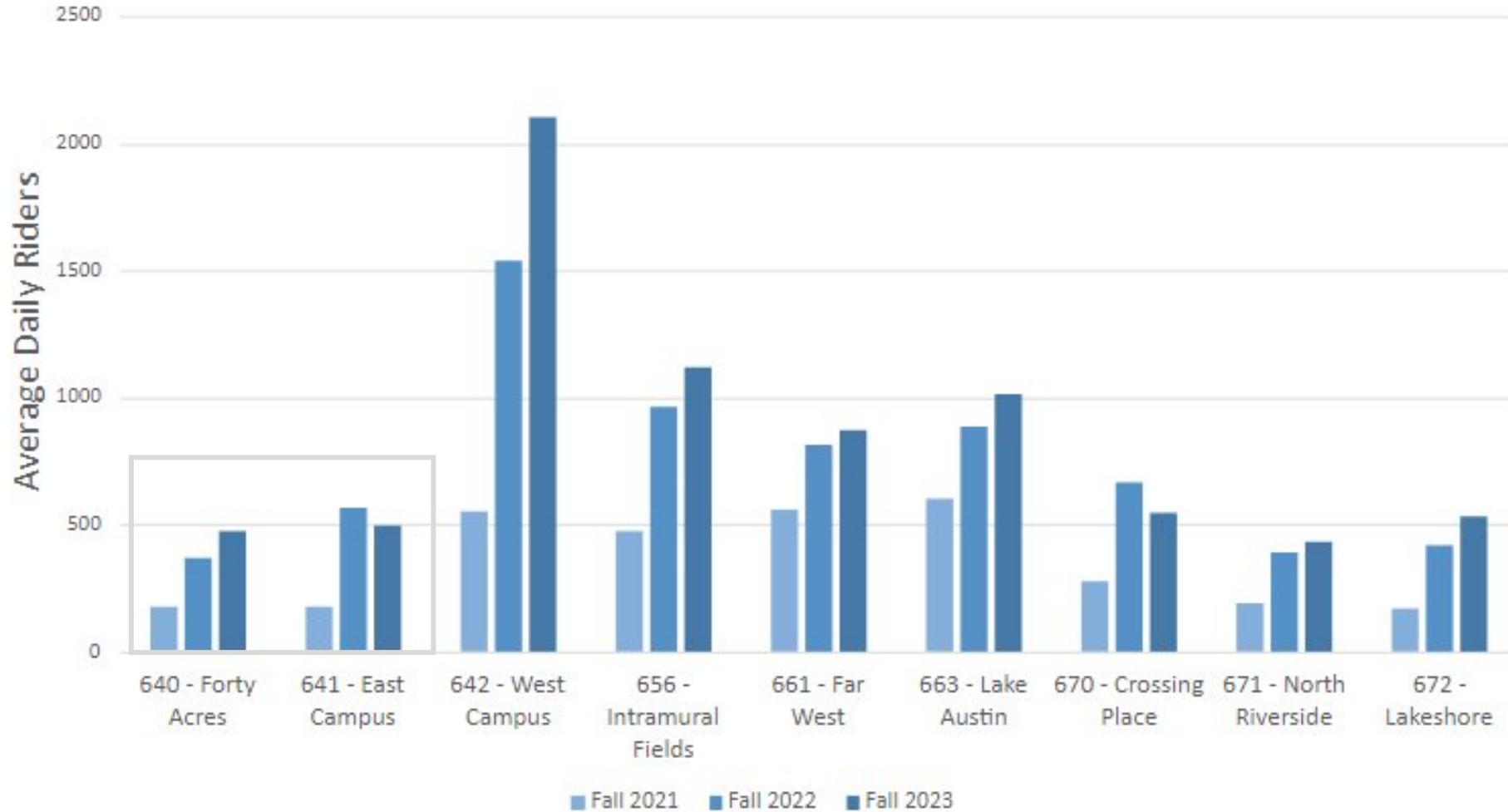
School Trip
Adjustments

Minor Bus
Schedule
Adjustments

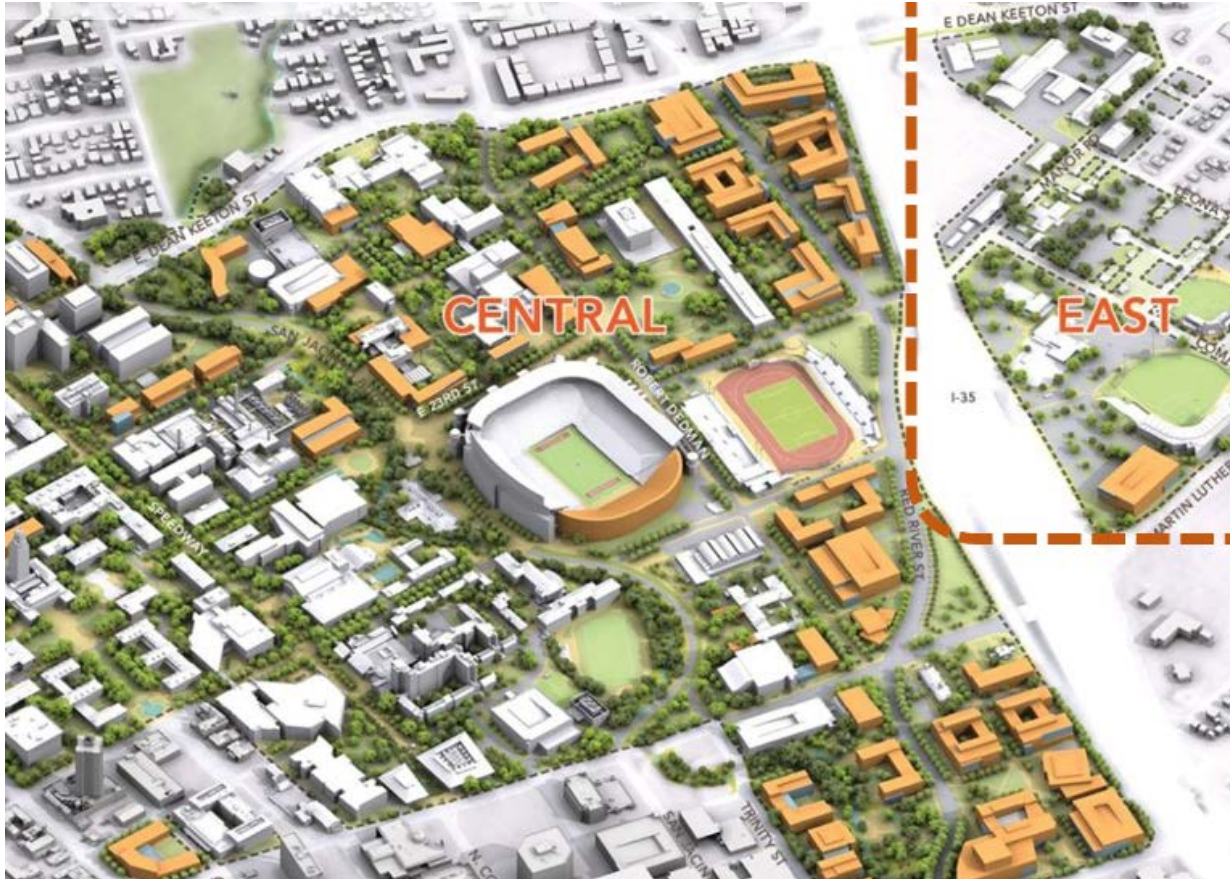
Minor Rail
Schedule
Adjustments



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

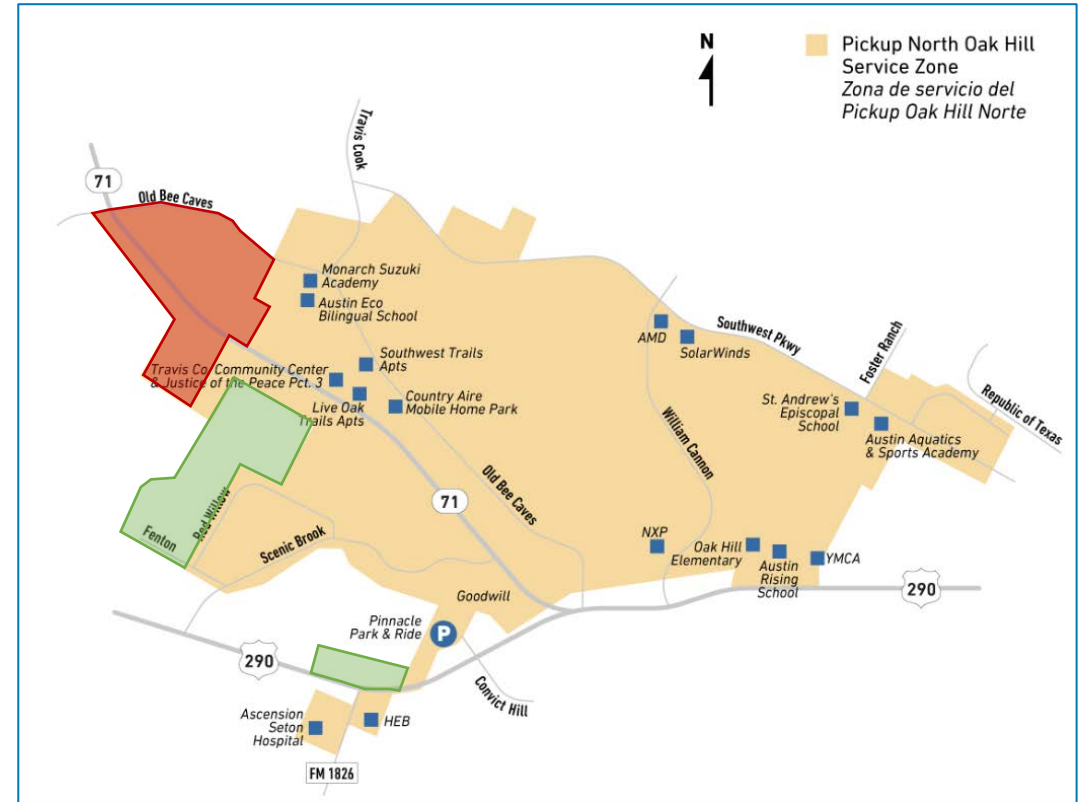
Part of Project Connect program designed to provide service in areas not served by fixed route bus service. Launched in 2021.

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



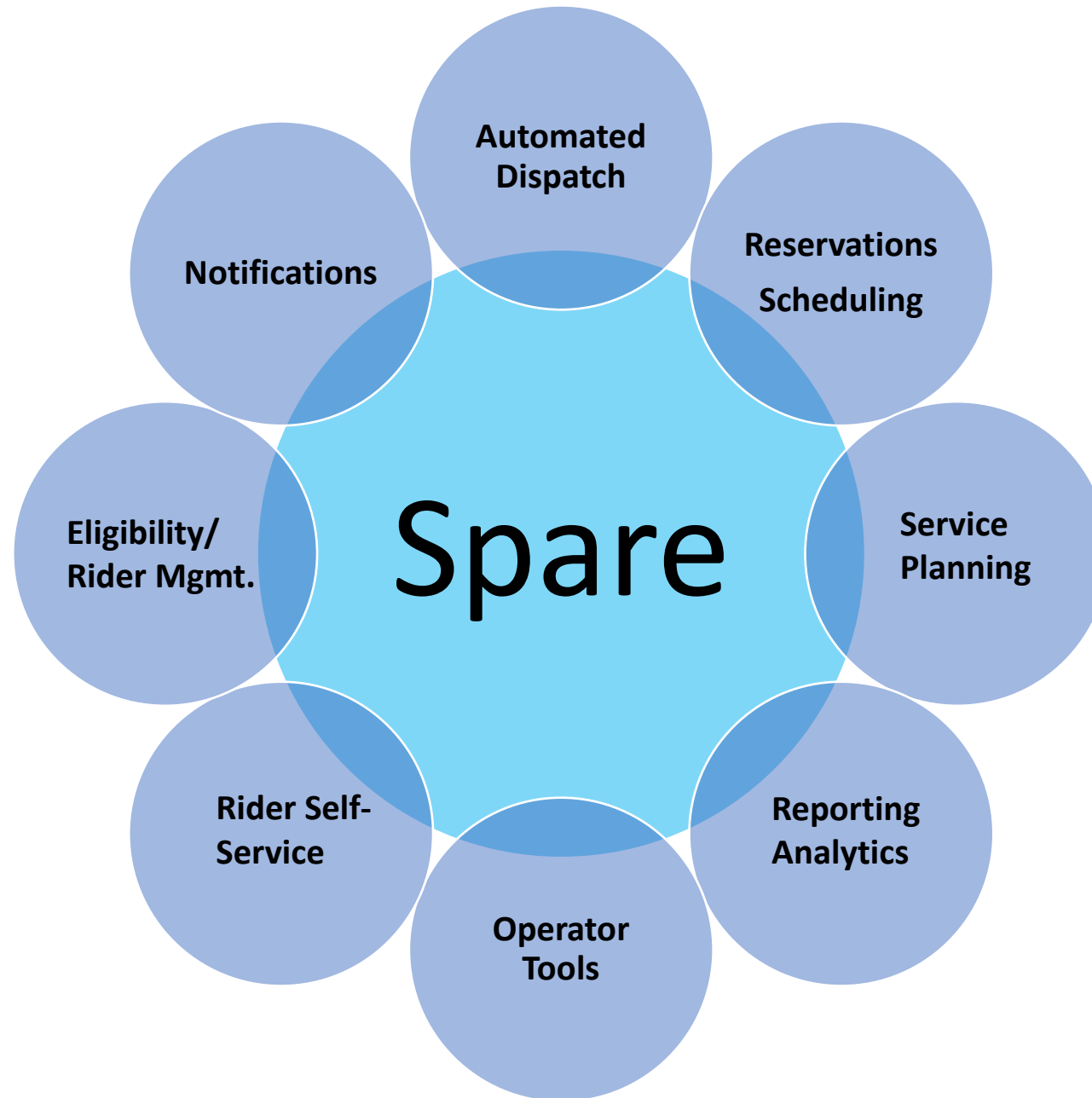
Dec '23 Score 38	Ridership 937	Customers/Hour 1.9
OTP 71.9%	Avg. Response Time 13 minutes	



Spare Progress Update

Julie Lampkin, Director of Demand Response

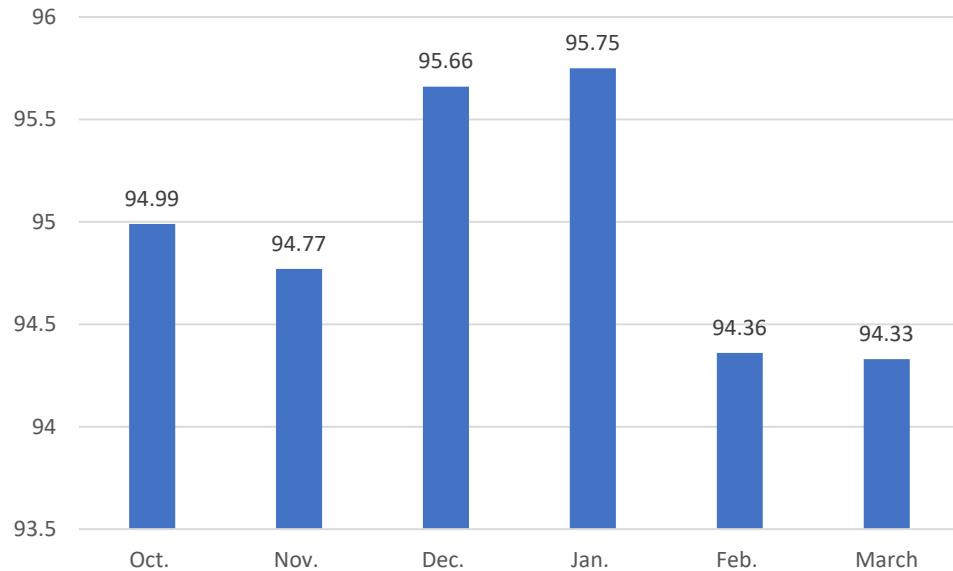
Spare



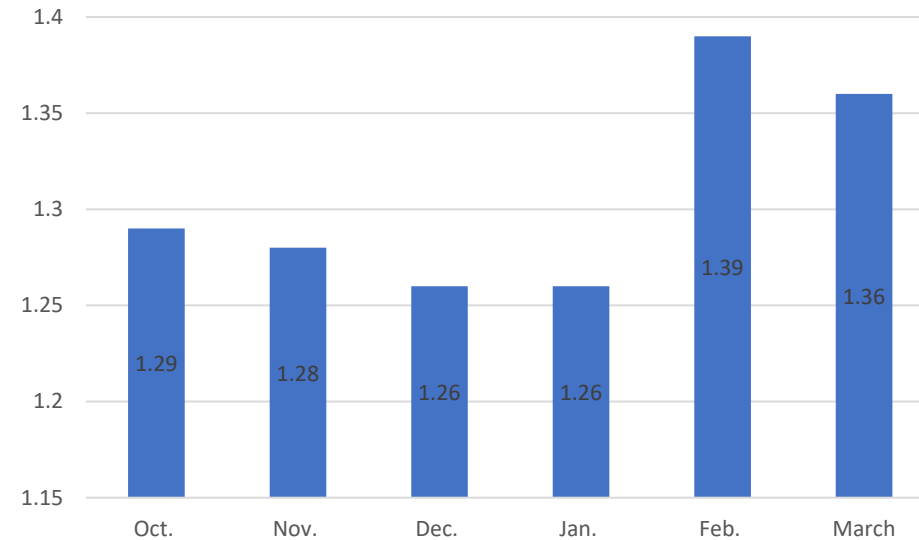
Current Status

- October 1st – launched Spare
- Exceeding OTP goal of 92% with a 94% average

OTP

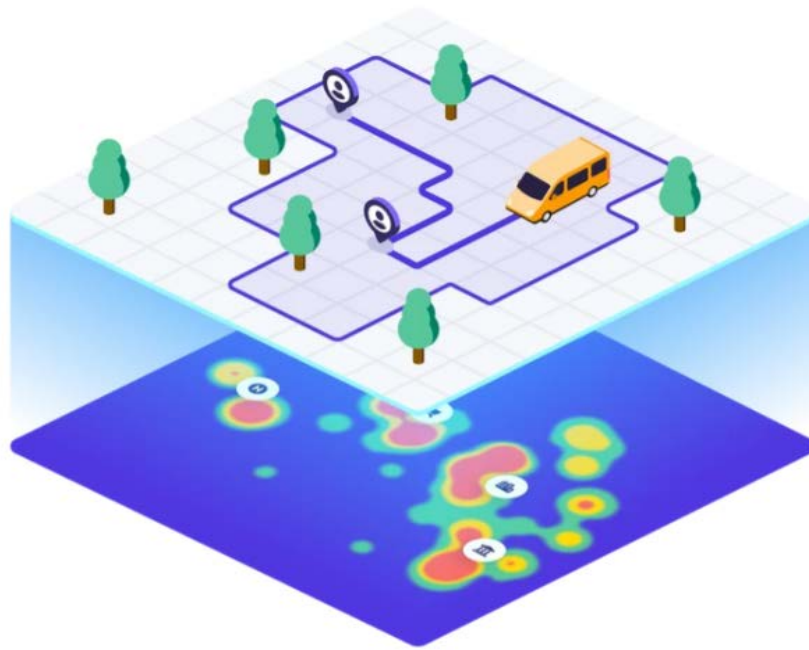


Productivity



Enhancements

- Improved the rider details interface for the call center – quicker access to account information and enabling batch trip cancellations



Challenges

- Working to increase productivity (1.45 goal)
- Pickup windows for appointment times are under review, Spare to modify settings
- Spare Pay overcharge Nov. – Feb.
 - Spare Pay should not charge over the monthly pass amount \$46.50
 - 24 accounts identified
 - Fix in place credits processed





Accessible Wayfinding Technology Update

Martin Kareithi, Director of Systemwide Accessibility

CapMetro

Thank you!