

# September 2021 Service Changes

*Discussion Item - Informational*  
*August 2021 Board Meeting*

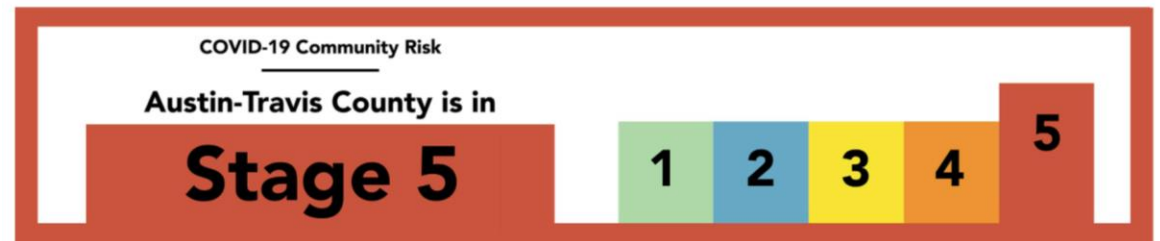
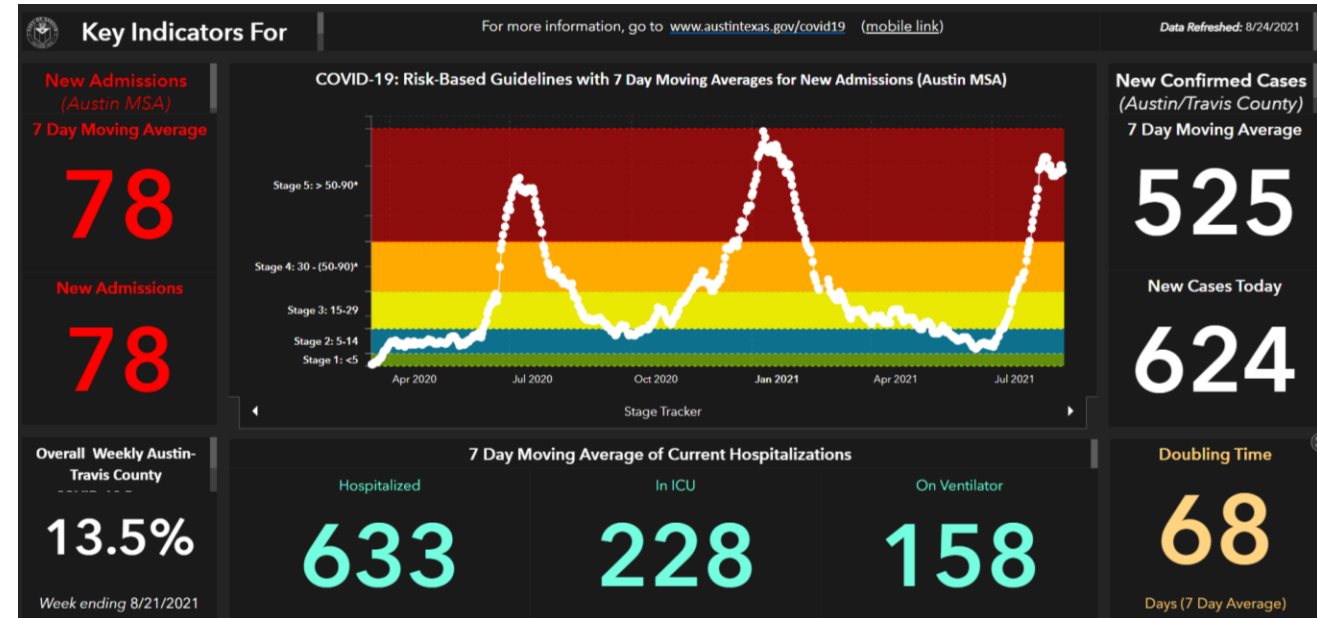
# Current Conditions Influencing Service

## COVID

- Uncertain outlook for community
- Reverted to Stage 5 (August 5th) several weeks after reaching Stage 2 (May 18<sup>th</sup>)

## Resources and Workforce

- Services currently operating on adjusted August 2020 COVID levels
- Labor shortages and illness impacting daily delivery of services
- Temporary changes to services to ensure consistency to meet demands



Austin-Travis County is currently in Stage 5. For more information, read the [COVID-19 Risk-Based Guidelines](#).

# Service Levels

Type	Pre-August	August	September
<b>Frequent</b> High Frequency Network  MetroRapid	<b>Frequent</b> High Frequency Network <ul style="list-style-type: none"> <li>PreCOVID levels + Enhanced</li> </ul> <b>MetroRapid</b> <ul style="list-style-type: none"> <li>PreCOVID levels (except Late Night)</li> </ul>	<b>Frequent</b> High Frequency Network <ul style="list-style-type: none"> <li>Improved Route 337 (to 15 min daily)</li> </ul> <b>MetroRapid</b> <ul style="list-style-type: none"> <li>Resumed Late Night / Improved Weekday Evenings (8pm to 10pm) to 15 min</li> </ul>	<b>Frequent</b> High Frequency Network <ul style="list-style-type: none"> <li>Return to PreCOVID levels (no Enhanced) – Routes 7, 10, 20 and 300 (from 10-12 min to 15 min)</li> <li>Reduce Saturday / Sundays on HF Network 2<sup>nd</sup> Tier – Routes 2, 4, 17, 18, 217, 311, 325, 333, 335 &amp; 337 (from 15 min to 30 min)</li> <li>Reduce Weekdays on HF Network 3<sup>rd</sup> Tier – Routes 18, 217 and 335 (from 15 min to 30 min)</li> </ul> <b>MetroRapid</b> <ul style="list-style-type: none"> <li>Suspend Late Night (end at 12 am vs 3am)</li> <li>Return to PreCOVID Evenings (20 min vs 15 min)</li> </ul>
<b>Regular</b> Local	<b>Regular</b> <ul style="list-style-type: none"> <li>PreCOVID levels</li> </ul>	<b>Regular</b> <ul style="list-style-type: none"> <li>Improved Route 392 (to 30-35 min daily)</li> </ul>	<b>Regular</b> <ul style="list-style-type: none"> <li>Return to PreCOVID levels (no Enhanced) – Route 1 (from 20 min to 30 min)</li> </ul>
<b>Commuter</b> Express Flyers MetroRail (Red Line)	<b>Commuter</b> <ul style="list-style-type: none"> <li>Select Routes and Trips Only</li> <li>Select Trips Only</li> <li>PreCOVID levels (except Late Night)</li> </ul>	<b>Commuter</b> <ul style="list-style-type: none"> <li>Introduced (1 AM &amp; 1 PM trip) – Route 980</li> <li>No Changes</li> <li>Resumed Late Night Friday and retained Saturday (regular &amp; special events)</li> </ul>	<b>Commuter</b> <ul style="list-style-type: none"> <li>No Changes from August to Express, Flyers or MetroRail</li> </ul>
<b>Special</b> University (UT) PickUp Night Owls / EBus	<b>Special</b> <ul style="list-style-type: none"> <li>Summer UT levels</li> <li>PreCOVID levels (except Saturdays)</li> <li>Suspended</li> </ul>	<b>Special</b> <ul style="list-style-type: none"> <li>Adjusted UT for Fall semester</li> <li>Resumed Saturday (NE ATX &amp; East) / New Saturday (Walnut Creek, Leander, Dessau)</li> <li>Resumed Late Night Owl / EBus</li> </ul>	<b>Special</b> <ul style="list-style-type: none"> <li>No Changes from August to UT Services</li> <li>No Changes from August to PickUp</li> <li>No Changes from August to Night Owls</li> <li>Suspend EBus</li> </ul>

# Sustain Key Services and Need

## Grocery and Shopping

- Highest and Consistent Activity Generators
- Essential Trips

## Core Network

- Specific Corridors and Routes providing key access

## Frequent Network

- Select routes adjusted temporarily



**METRO**

June 2020

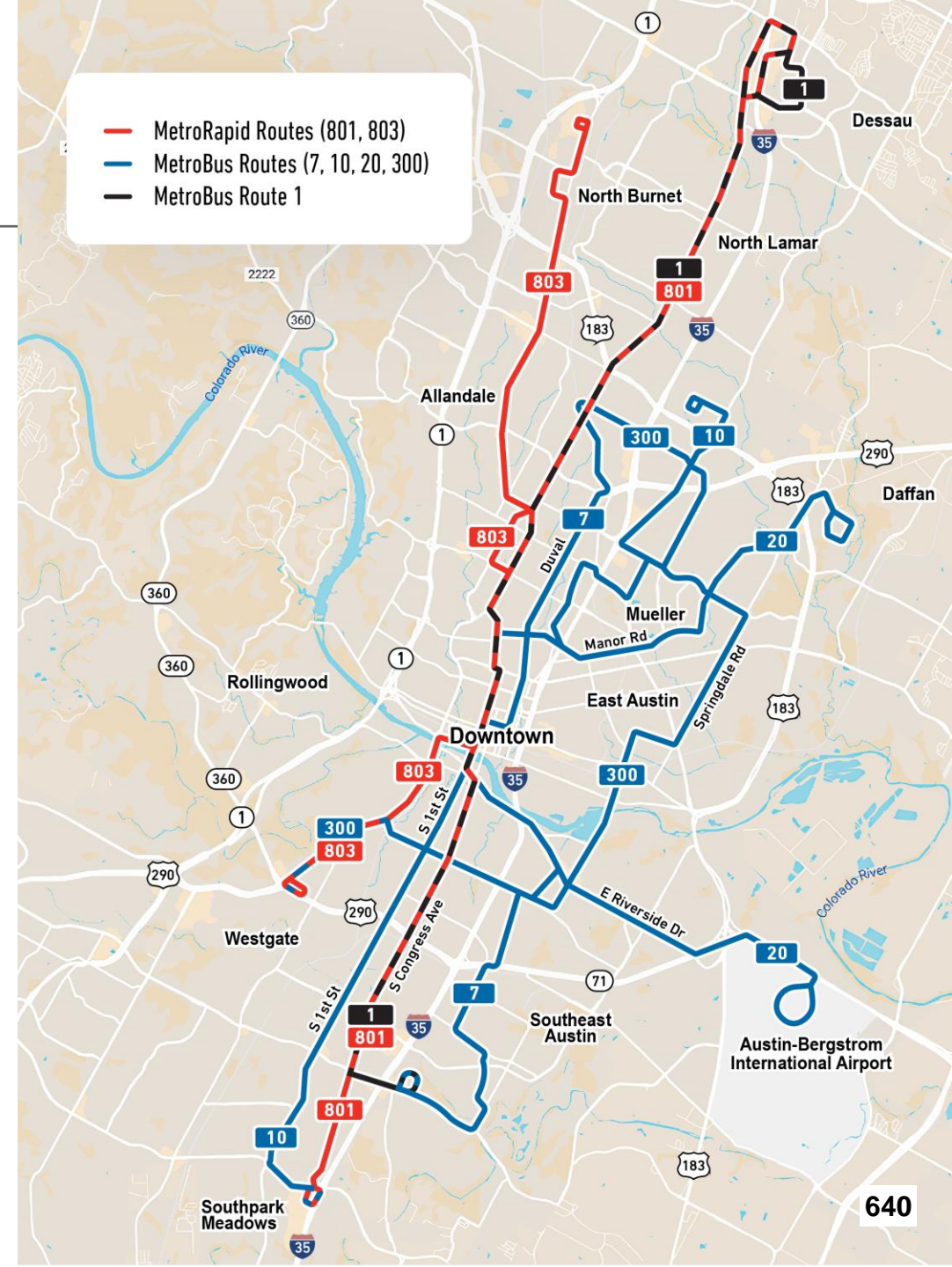
**TOTAL RIDERSHIP**

1,212,969



# High-Traffic Routes with Improved Frequencies since COVID-19 – to adjust

Route	Pre-COVID	Current (Aug)	New (Sept)
MetroRapid 801	10 min	10 min	10 min
MetroRapid 803	10 min	10 min	10 min
MetroBus Route 1	30 min	20-30 min	30 min
MetroBus Route 7	15 min	10-12 min	15 min
MetroBus Route 10	15 min	12-15 min	15 min
MetroBus Route 20	15 min	10-12 min	15 min
MetroBus Route 300	15 min	10-15 min	15 min



# Future Service Changes

## Spring 2022

- Review and evaluate ridership and service needs during the Fall
- Resume formal service change process with COVID lessons evaluated

## Future (Summer/Fall 2022)

- Continued Evaluation of System Network
- Considerations in preparation for new Expo and Pleasant Valley MetroRapids in 2023

The screenshot shows the METRO website's COVID-19 update page. At the top, there is a yellow warning banner with a triangle icon and the text "COVID-19 Update | Click here to stay up-to-date on our COVID-19 guidelines and schedule changes before your next ride." Below this is a blue navigation bar with the METRO logo and links for "Plan Your Trip", "Rider's Guide", "Fares and Passes", and "Help & Contact". The main content area has a breadcrumb trail "Home > CapMetro & COVID-19" and a heading "CapMetro & COVID-19". The text below the heading reads: "We're here for you with answers and support as we all navigate the ongoing pandemic together. CapMetro has updated our safety and cleaning measures to ensure you can get where you need to go without adding extra stress to your trip. Whether you're riding the train or catching your bus, our services continue to be the safe, convenient and affordable option you can count on." Below this text are two columns of content. The left column is titled "Mask Requirement" and features a graphic of a person wearing a yellow and white face mask with the text "MASKS REQUIRED" and "MASCARILLAS SE REQUIEREN". The right column is titled "Your Ride to Receive the Vaccine" and features a graphic of a blue bus and two syringes, with the text "Fare Free: Your Ride to Receive the Vaccine".





**METRO**

**THANK YOU!**

TO: Capital Metro Board of Directors

FROM: Sharmila Mukherjee, Executive Vice-President, Planning & Development

DATE: November 15, 2021

SUBJECT: August 2021 Service Change Equity Analysis

### Summary

In response to the ongoing COVID-19 pandemic, Capital Metro has provided service at varying levels. As of the August 2021 service change, most service was restored to its pre-pandemic level. However, two sets of changes have been in place since March of 2020 and a service equity analysis was conducted for these changes. The changes are to commuter bus service and to university service routes.

No disparate impact was identified. These changes are not disproportionately borne by minority populations. There is no disproportionate burden by low-income populations for the university service routes. A disproportionate burden was identified for the commuter bus service changes. The disproportionate burden impacts were minimized through an intentional approach to reducing service and the availability of alternatives. Since Capital Metro took steps to minimize the disproportionate burden impacts, these changes can proceed.

Additional information regarding the analysis is contained in this memo.

### Analysis

The analysis was conducted in accordance with Title VI policies adopted by the board on June 28, 2021. Since service levels for individual commuter bus service and university service routes were reduced by more than 25% a service equity analysis is required. The service equity analysis was conducted using the Title VI component of Remix Transit, an online transit planning software<sup>1</sup>. The output of the Remix Transit VI analysis is then summarized to compare the people trips for minority/low-income to non-minority/non-low income for the prior service to the existing service. A difference of 2 percentage points or more results in a disparate impact/disproportionate burden (see following tables).

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<sup>1</sup> Remix Transit Title VI methodology can be found at <https://help.remix.com/en/articles/1439215-remix-101-using-the-remix-title-vi-engine>



**Commuter Bus Service**

Commuter bus service includes express and flyer bus routes. Ten of Capital Metro’s commuter routes have had their service reduced in response to COVID while two routes have been suspended (Routes 981 & 987). Commuter routes have experienced a 90% decrease in ridership as employees have worked from home or work alternative schedules. With the Delta variant surge, many employers delayed plans for employees to return to the office. The demand for commuter service remains low and commuter routes have been adjusted to meet this reduced demand. Four of these 12 routes are classified as minority routes. Every route that was reduced or suspended qualify as a major service change.

**Disparate Impact (Minority)**

Minority populations experienced a 73.4% reduction and non-minority populations experienced a 74.5% reduction. Since minority populations experience fewer reductions than non-minority populations, there is no disparate impact.

	<b>Non-Minority People Trips</b>	<b>Minority People trips</b>
<b>After</b>	127,943,190	98,513,640
<b>Before</b>	501,034,455	370,217,925
<b>Percent Change</b>	-74.5%	-73.4%
<b>Percentage Point Difference</b>	-1.1%	

**Disproportionate Burden (Low-Income)**

Low-income populations experienced a 76.8% reduction and non-low income populations experienced a 72.6% reduction. Since low-income populations experience more reductions than non-low income populations, there is a disproportionate burden. Capital Metro’s Title VI policy states “Capital Metro will take steps to avoid, minimize or mitigate impacts when practicable”. Because of the 90% loss in commuter ridership Capital Metro needed to reduce commuter service to use our resources wisely. When reducing service, Capital Metro attempted to retain the trips with the highest ridership so that the fewest customers would be impacted. The Red Line also provides an alternative service for many of the commuter routes allowing residents of Capital Metro’s northwest service area to access the largest commuter destinations: University of Texas, Capitol Complex and downtown. The disproportionate burden impacts were minimized through the intentional approach to reducing service and the availability of alternatives.

	<b>Non-Low-Income People Trips</b>	<b>Low-Income People trips</b>
<b>After</b>	160,474,784	65,982,046
<b>Before</b>	586,735,443	284,516,937
<b>Percent Change</b>	-72.6%	-76.8%



**METRO**

**MEMORANDUM**

Percentage Point Difference
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4.2%
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### University Service Routes

University service is the routes that serve the University of Texas. Five of the 12 routes experienced a major change resulting from the elimination of three combo routes that operated on Sundays and weekday evenings. Instead of combining routes, additional service was added to the individual routes resulting in a service improvement. All the affected routes are classified as minority routes.

### Disparate Impact (Minority)

Minority populations experienced a 10.4% reduction and non-minority populations experienced an 11.7% reduction. Since minority populations experience fewer reductions than non-minority populations, there is no disparate impact.

	<b>Non-Minority People Trips</b>	<b>Minority People trips</b>
<b>After</b>	1,357,985,415	1,278,542,205
<b>Before</b>	1,537,597,725	1,427,162,835
<b>Percent Change</b>	-11.7%	-10.4%
<b>Percentage Point Difference</b>	-1.3%	

### Disproportionate Burden (Low-Income)

Low-income populations experience a 9.2% reduction and non-low income populations experience a 12.6% reduction. Since low-income populations experience fewer reductions than non-low income populations, there is no disproportionate burden.

	<b>Non-Low-Income People Trips</b>	<b>Low-Income People trips</b>
<b>After</b>	1,450,279,789	1,186,247,831
<b>Before</b>	1,658,715,429	1,306,045,131
<b>Percent Change</b>	-12.6%	-9.2%
<b>Percentage Point Difference</b>	-3.4%	