CapMetro
Transit Plan 2035

Round 1 Community Engagement Report

Executive Summary

Round 1 Overview

Background and Purpose

CapMetro, the regional public transportation provider since 1985, keeps Central Texas moving by connecting residents to jobs, services, friends, family and opportunities daily. With over 31 million boardings each year, CapMetro works daily to provide residents, commuters and visitors with the best possible transit options to match their busy everyday lives. Transit Plan 2035 is CapMetro's blueprint for the future of public transportation in Central Texas. Through a comprehensive evaluation of the current transit system and community feedback, the final plan will outline strategies to update transit services, upgrade infrastructure and better meet the community's needs over the next five to ten years. To create a plan that truly reflects what people want and need, the project team has put the community front and center with an engagement process that's equitable, inclusive, accessible and actionable, prioritizing feedback from transit-dependent communities and strengthening relationships with both riders and non-riders.
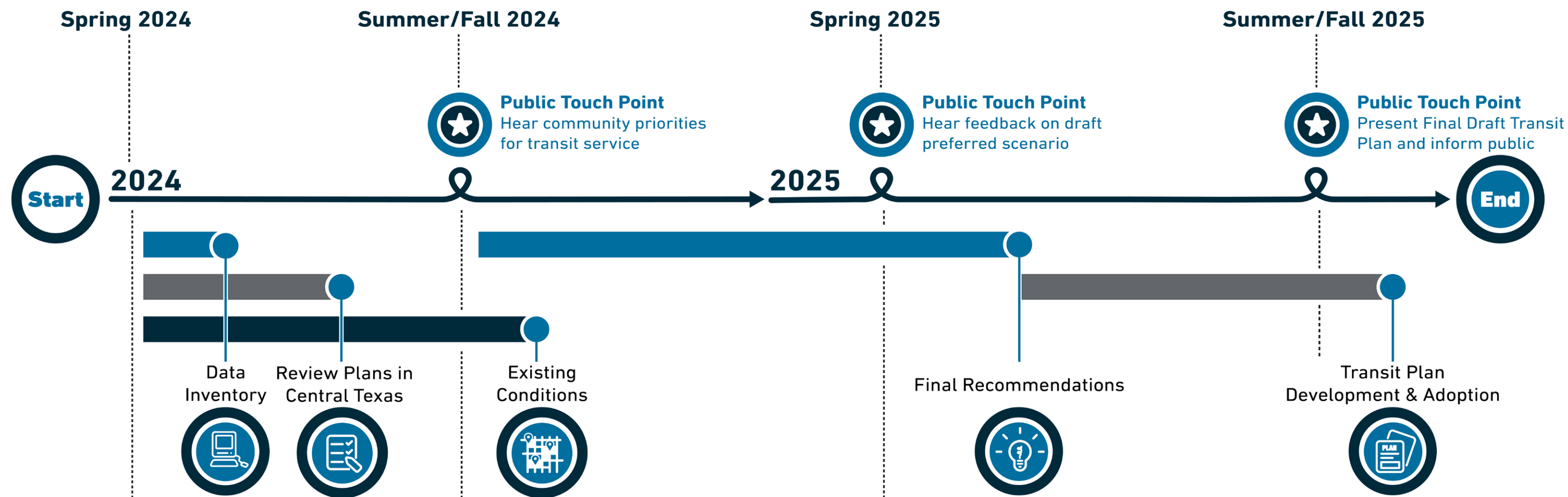
Transit Plan 2035 Goals

✓ **Hearing community priorities and vision for transit service.**

✓ **Identifying transit constraints and opportunities.**

✓ **Discussing tradeoffs associated with transit planning.**

Transit Plan 2035 engagement has three rounds, each tied to key engagement aims: understanding the community's transit vision, gathering feedback on a draft scenario or service map and adjusting the final plan to best meet the community's needs. In Round 1 of engagement, CapMetro invited public feedback from September 16 to October 27, 2024, during the open comment period.

Engagement Timeline

The figure below displays the timeline of the engagement program and how it connects with the technical work of the plan.

Spring 2024

Summer/Fall 2024

Spring 2025

Summer/Fall 2025

Public Touch Point
Hear community priorities for transit service

Public Touch Point
Hear feedback on draft preferred scenario

Public Touch Point
Present Final Draft Transit Plan and inform public

Start

2024

2025

End

Data Inventory

Review Plans in Central Texas

Existing Conditions

Final Recommendations

Transit Plan Development & Adoption

Draft Transit Plan Goals

Create a community and data-driven plan that prioritizes those with the highest need

1

Balance transit needs with available resources and funding throughout the region

2

Design a multi-modal transit network that connects people to jobs, activity centers, and services
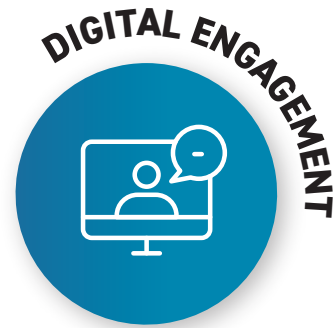
3

CapMetro developed a Community and Internal Involvement Plan (CIIP) in Spring 2024 which reflects the agency's core values and engagement policies and processes related to inclusivity and accessibility. The CIIP was designed to guide each round of the Engagement Program and is a living document that will be adjusted as needed throughout the transit plan schedule. Round 1 was designed to directly involve the community in identifying transit needs, opportunities and constraints and to ensure communities that have been historically underrepresented are included in regional planning efforts.

Engagement Program Goals

1 Comprehensive & Actionable Feedback

2 Equity, Inclusion & Accessibility

3 Targeted & Inclusive Outreach

4 Community Connection, Trust & Transparency

5 Efficient & Scalable Engagement

Round 1 Engagement Strategies

Round 1 of the Engagement Program was driven by a variety of agency best practices and built upon CapMetro's previous successes. The goal was to increase awareness of Transit Plan 2035's efforts and gather meaningful feedback from the community on transit needs. The focus was on underserved areas in the region and historically underrepresented populations. The image below displays engagement strategies used by the project team during Round 1. Full descriptions of these strategies are available in the Transit Plan 2035 CIIP, located on CapMetro's website here.

OPEN HOUSE & VIRTUAL WEBINAR

POP-UP EVENTS

FOCUS GROUPS

COMMUNITY CONNECTORS

SURVEYS

AT STOP OUT REACH

COMMUNITY PRESENTATIONS

DIGITAL ENGAGEMENT

TRANSIT LAND BOARD GAME

FRONTLINE ENGAGEMENT

REGIONAL ENGAGEMENT

Where did we go?

- The project team completed a community assessment to identify underserved and historically underrepresented communities based on demographic and socioeconomic data for the Central Texas region

- These areas were considered when planning engagement events, ensuring Round 1 was based on an equitable approach and achieved Goals 1 and 2 of the Engagement Program

- The engagement team also conducted virtual events to ensure those who could not attend planned in-person events had a chance to be heard

Round 1 Events

Legend:
- Virtual Focus Groups
- In-Person Focus Groups
- Community Night Open House
- Pop-Ups
- At-Stop Outreach
- Presentations/ Speaking Opportunities & Committee Meetings

Priority Engagement Areas
- High
- Higher
- Highest

Map labels: Leander, Jonestown, Cedar Park, Round Rock, Manor, Austin

Round 1 Engagement At-a-Glance

PUBLIC MEETINGS

FOCUS GROUPS

19 Focus Group Sessions

240 Focus Group Attendees

OPEN HOUSE & VIRTUAL WEBINAR

1 Open House

1 Virtual Webinar

300 Attendees

COMMUNITY CONNECTORS

COMMUNITY CONNECTORS

15 Community Connectors Hired

18 Events Organized & Attended

5k+ Community Members Reached
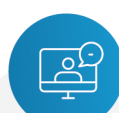
COMMUNITY EVENTS

POP-UP EVENTS

41 Pop-Up Events

5,125 People Engaged

AT-STOP OUTREACH

14 Stops/Centers

1,000 Riders Reached

WEBPAGE & EMAILS

WEBSITE

18k+ Views

8,800 Participants

OUTREACH BY EMAIL

22k+ Total Recipients

CAPMETRO ALERTS

16k+ Total Recipients

SURVEY & PUBLIC INPUT

8,100 Total Surveys

7,600 Total Comments

COMMUNITY PRESENTATIONS

ADDITIONAL OUTREACH

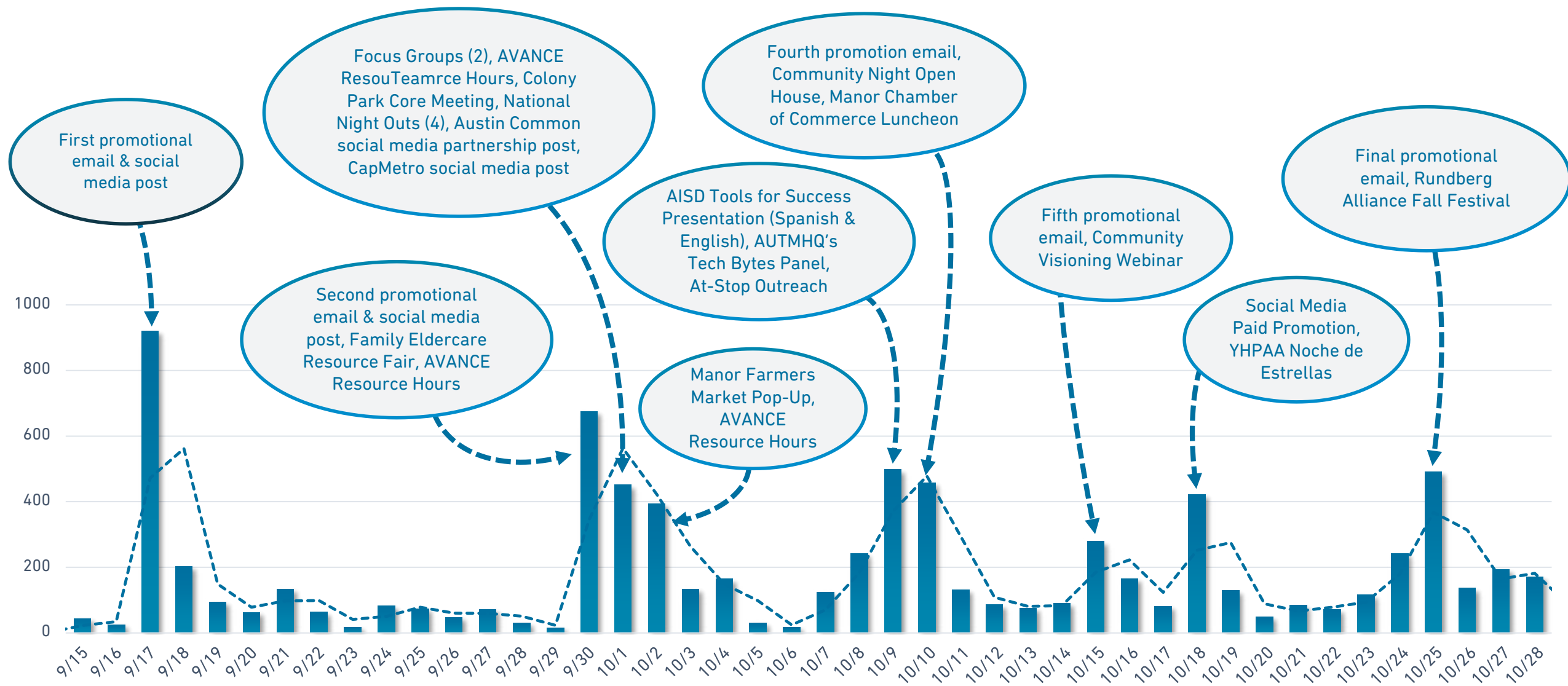**29** Presentations, Speeches and Committee Meetings

Round 1 Findings
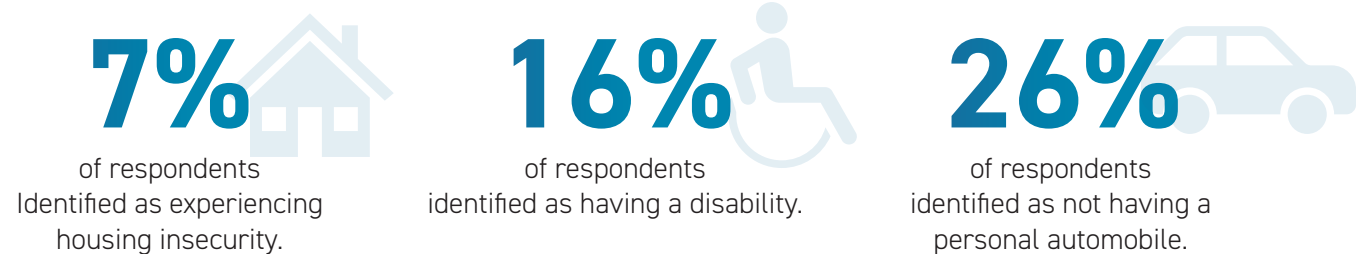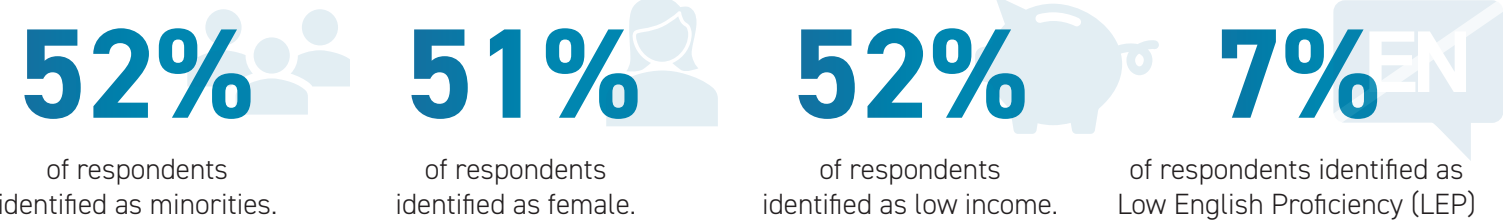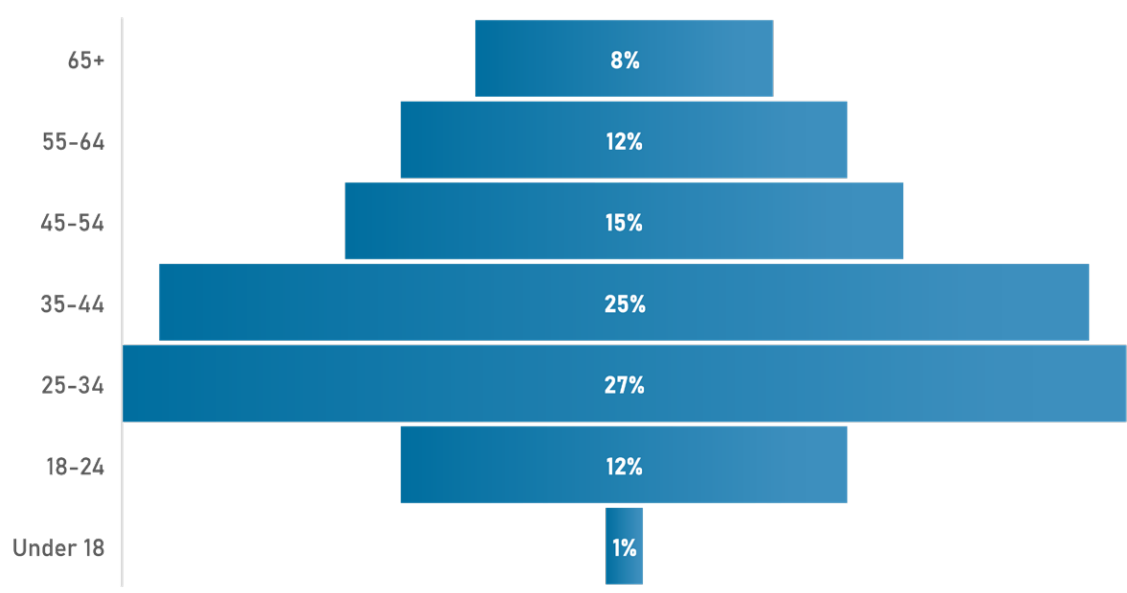*Survey*

Survey by the Numbers

CapMetro developed a public survey which ran the entire Round 1 duration from September 16 to October 27, 2024. This figure displays the distribution of survey responses by day across the Round 1 comment period.
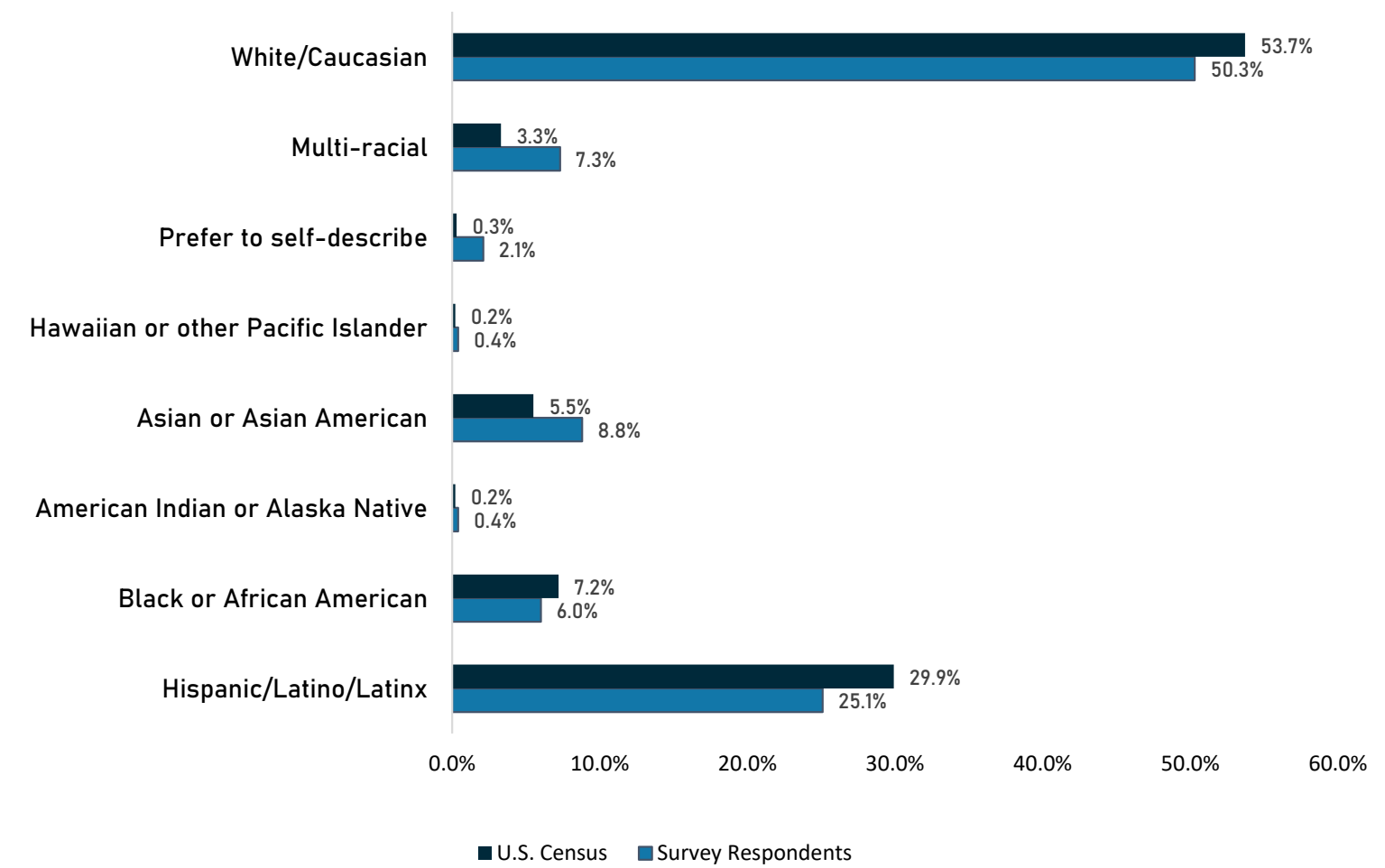
Respondent Overview

52% of respondents identified as minorities.

51% of respondents identified as female.

52% of respondents identified as low income.

7% of respondents identified as Low English Proficiency (LEP)

7% of respondents Identified as experiencing housing insecurity.

16% of respondents identified as having a disability.

26% of respondents identified as not having a personal automobile.

Survey Respondents by Age

Over half of respondents fell within the 25 to 44-year-old age range

Age	Percent
65+	8%
55–64	12%
45–54	15%
35–44	25%
25–34	27%
18–24	12%
Under 18	1%

Demographics

Considering race and ethnicity in Transit Plan 2035 is important for ensuring equity, inclusivity and effectiveness in meeting the needs of diverse communities across Central Texas.

The graph below compares survey respondent demographics to U.S. Census totals for the Market Analysis Area.

| Category	U.S. Census	Survey Respondents
White/Caucasian	53.7%	50.3%
Multi-racial	3.3%	7.3%
Prefer to self-describe	0.3%	2.1%
Hawaiian or other Pacific Islander	0.2%	0.4%
Asian or Asian American	5.5%	8.8%
American Indian or Alaska Native	0.2%	0.4%
Black or African American	7.2%	6.0%
Hispanic/Latino/Latinx	29.9%	25.1%

■ U.S. Census ■ Survey Respondents

Household Income

- Annual income indicates potential need for public transportation, with those with lower incomes more likely to need additional mobility options to offset costs related to transportation and housing.

- For this study, households with an annual income lower than $75,000 were considered representative of households with an increased need for transit.

- Over half of survey respondents (52%) reported as having an annual household income of $74,999 or lower.
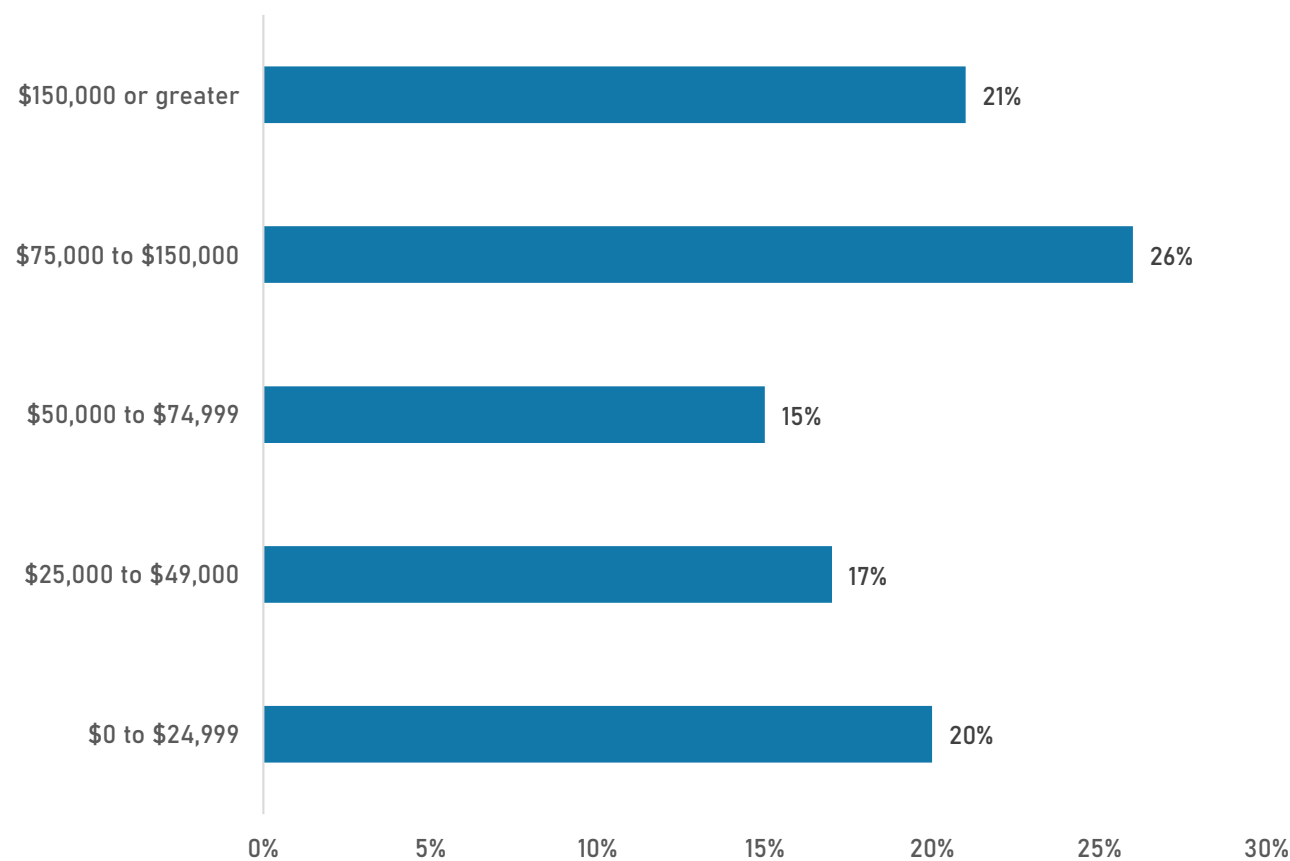
Transit Needs

Persons identifying as having a disability, access to a personal vehicle and experiencing housing insecurity are also important metrics to track as they indicate the Engagement Program's coverage of communities with higher need for public transportation services.

In comparing to Austin Census demographics:

- 16% of survey respondents identified as having a disability (Austin: about 11%).

- 26% claimed to not have access to a personal vehicle (Austin: about 6%).

- 7% identified as experiencing homelessness or housing security over the past 12 months (Austin: Under 1%).
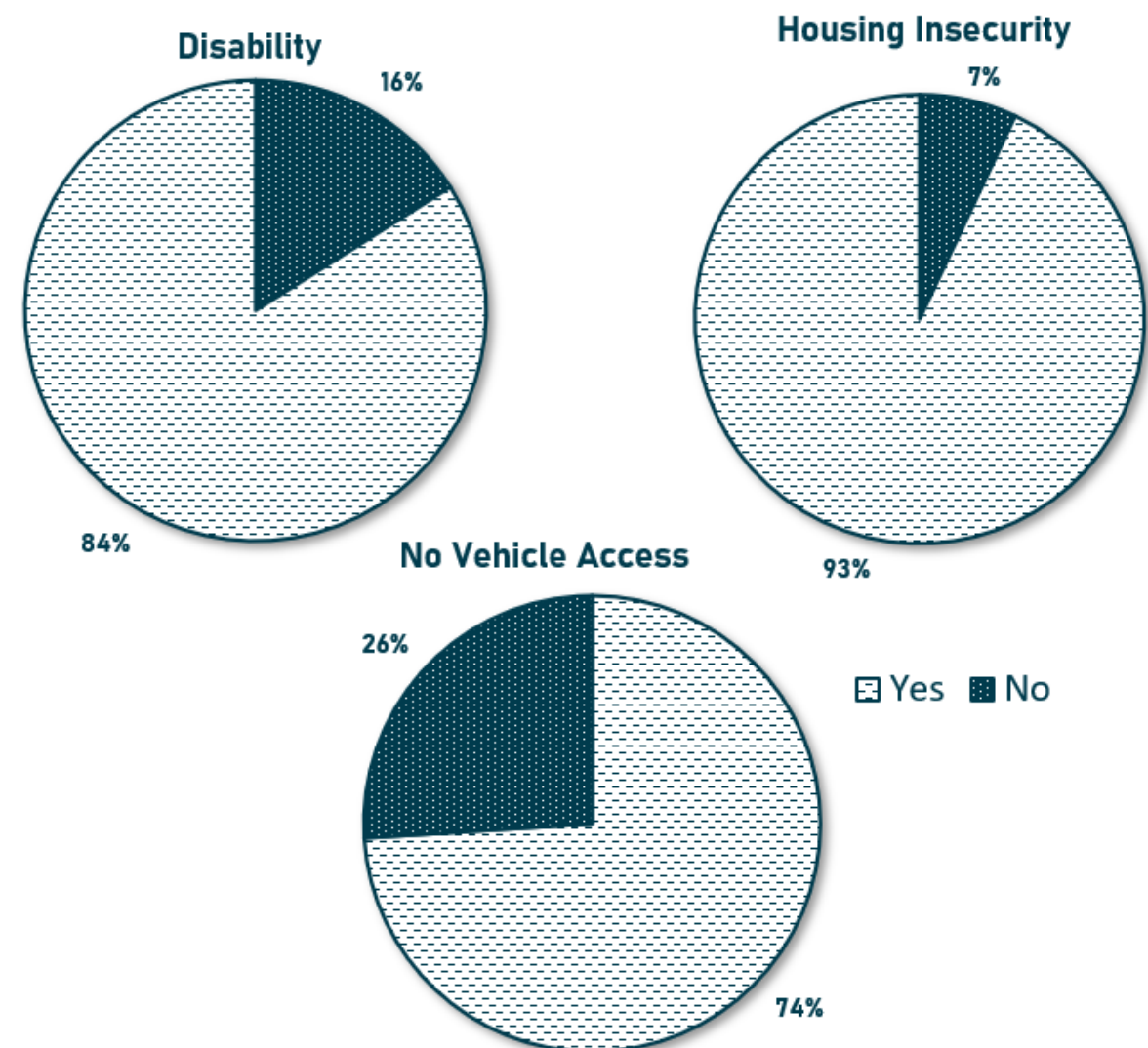
Use by Income Level

Among respondents, the most dependent user group (using Bus service every day) are those who fall into the lowest income group.

The largest group of respondents who reported never using the bus are that same lowest income grouping.
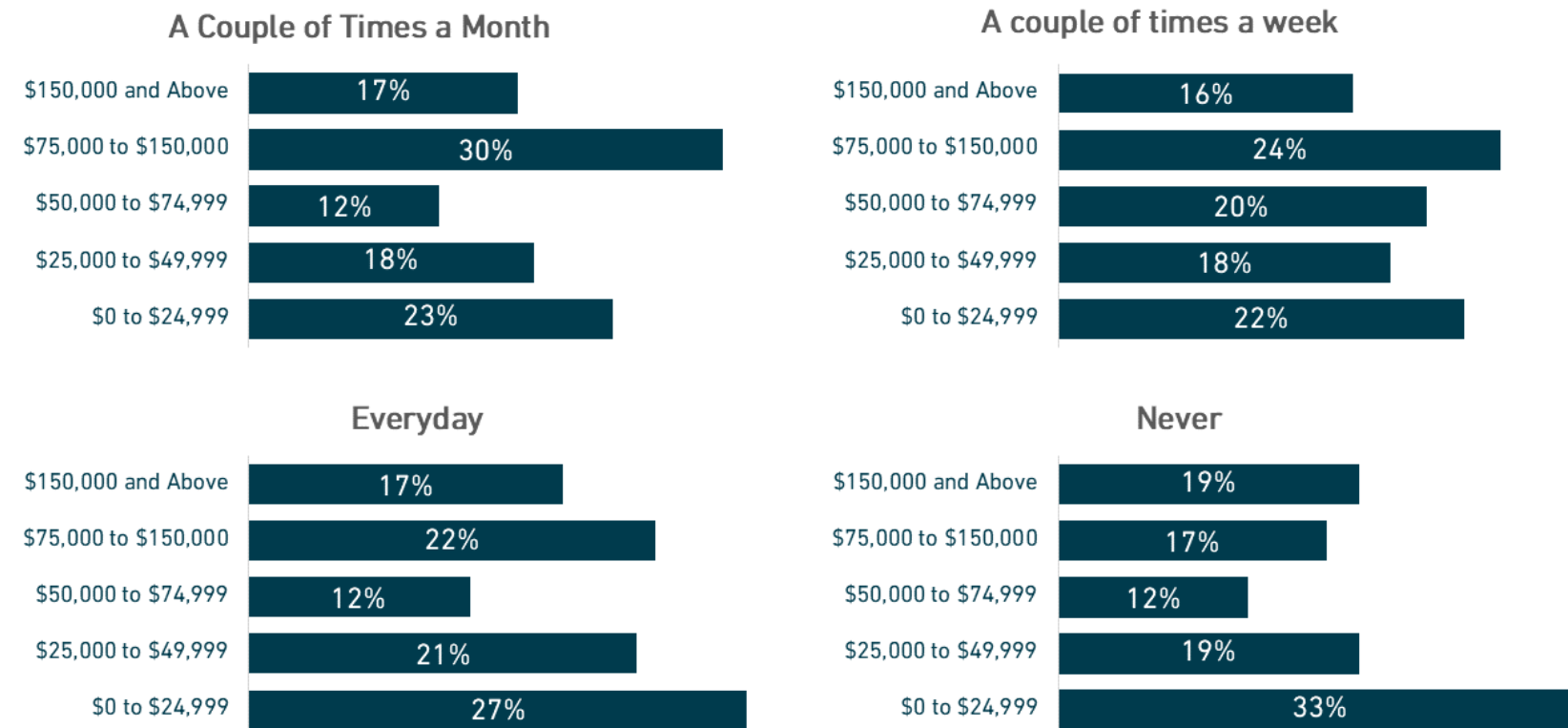
Annual income indicates potential need for public transportation, with those with lower incomes more likely to need additional mobility options to offset costs related to transportation and housing. For this study, CapMetro considered households with an annual income lower than $75,000 as representative of households with an increased need for transit.

A Couple of Times a Month

Income	Percent
$150,000 and Above	17%
$75,000 to $150,000	30%
$50,000 to $74,999	12%
$25,000 to $49,999	18%
$0 to $24,999	23%

A couple of times a week

Income	Percent
$150,000 and Above	16%
$75,000 to $150,000	24%
$50,000 to $74,999	20%
$25,000 to $49,999	18%
$0 to $24,999	22%

Everyday

Income	Percent
$150,000 and Above	17%
$75,000 to $150,000	22%
$50,000 to $74,999	12%
$25,000 to $49,999	21%
$0 to $24,999	27%

Never

Income	Percent
$150,000 and Above	19%
$75,000 to $150,000	17%
$50,000 to $74,999	12%
$25,000 to $49,999	19%
$0 to $24,999	33%

Use & Reliability

🚌 Respondents use CapMetro Bus service the most, with 45% riding at least a couple times a week

🚋 CapMetro Rail service's monthly use (36%) is similar to Bus service (38%)

✕ Pickup service is used the least, potentially due to zone restrictions

🚶 By far, riders that depend on transit everyday take the bus

⏱ CapMetro Bus (54%) and Rail (49%) users generally think the service is reliable
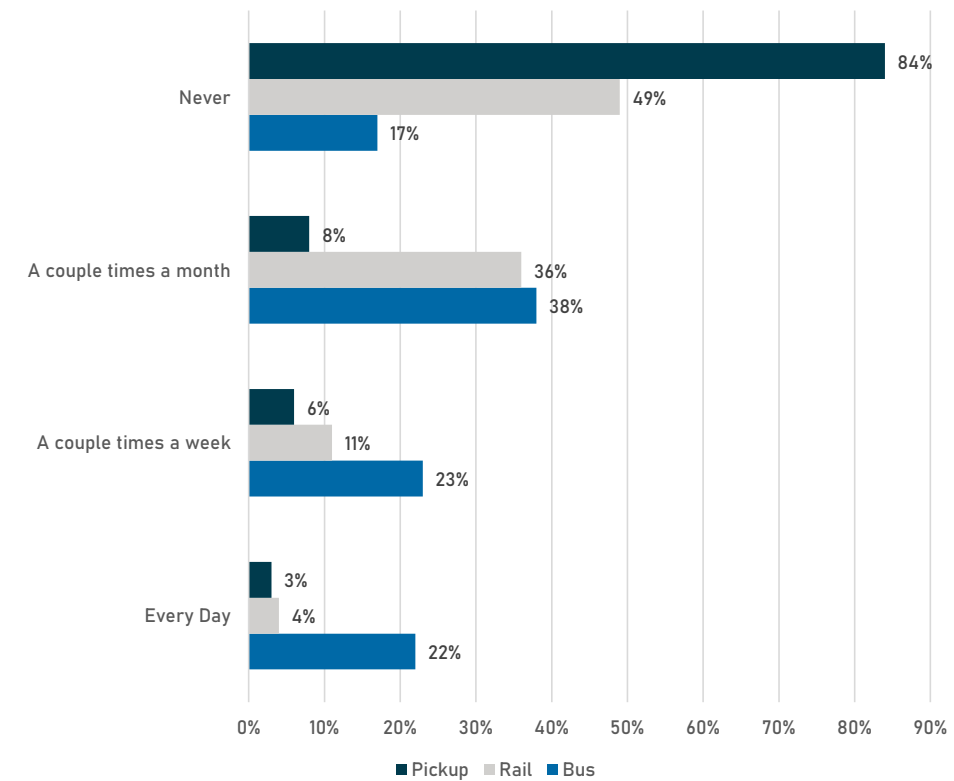
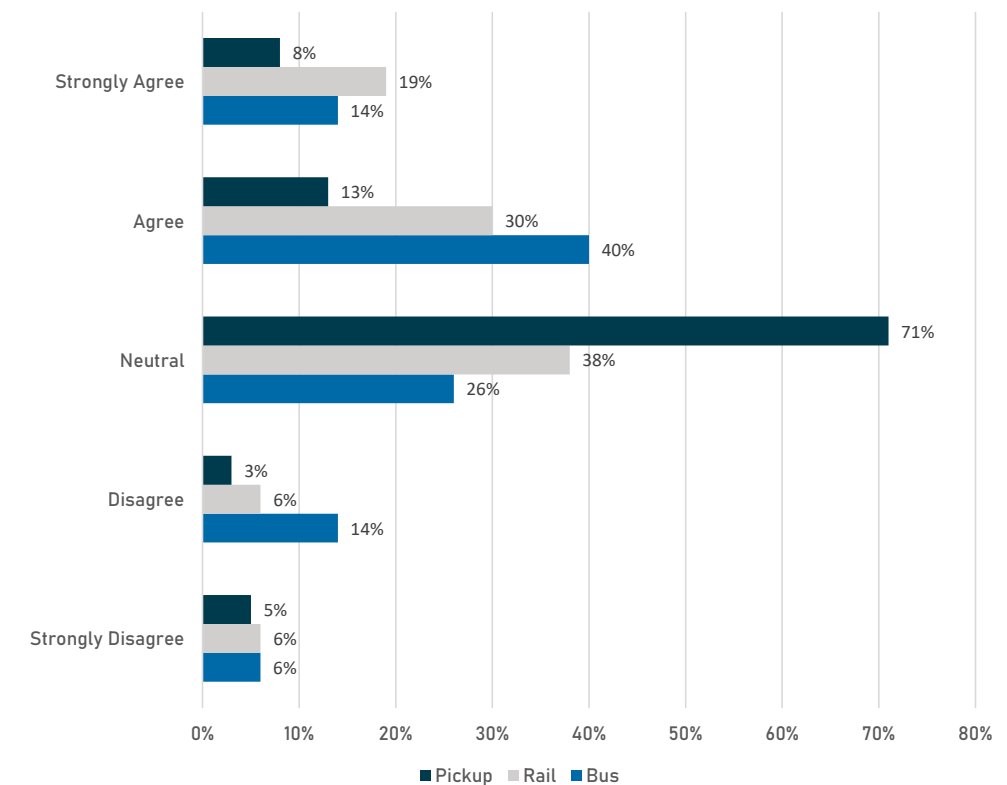+/- Many respondents are neutral, suggesting they are infrequent riders

☺ Though a significant portion (20%) of respondents indicated dissatisfaction with reliability of bus service, a majority (80%) indicated they were satisfied or had no issues

## How often do you use CapMetro Bus, Rail, or Pickup services?

	Pickup	Rail	Bus
Never	84%	49%	17%
A couple times a month	8%	36%	38%
A couple times a week	6%	11%	23%
Every Day	3%	4%	22%

■ Pickup ■ Rail ■ Bus

Generally, CapMetro Bus/Rail/Pickup service reliably gets me to where I want to go on time

	Pickup	Rail	Bus
Strongly Agree	8%	19%	14%
Agree	13%	30%	40%
Neutral	71%	38%	26%
Disagree	3%	6%	14%
Strongly Disagree	5%	6%	6%

■ Pickup ■ Rail ■ Bus
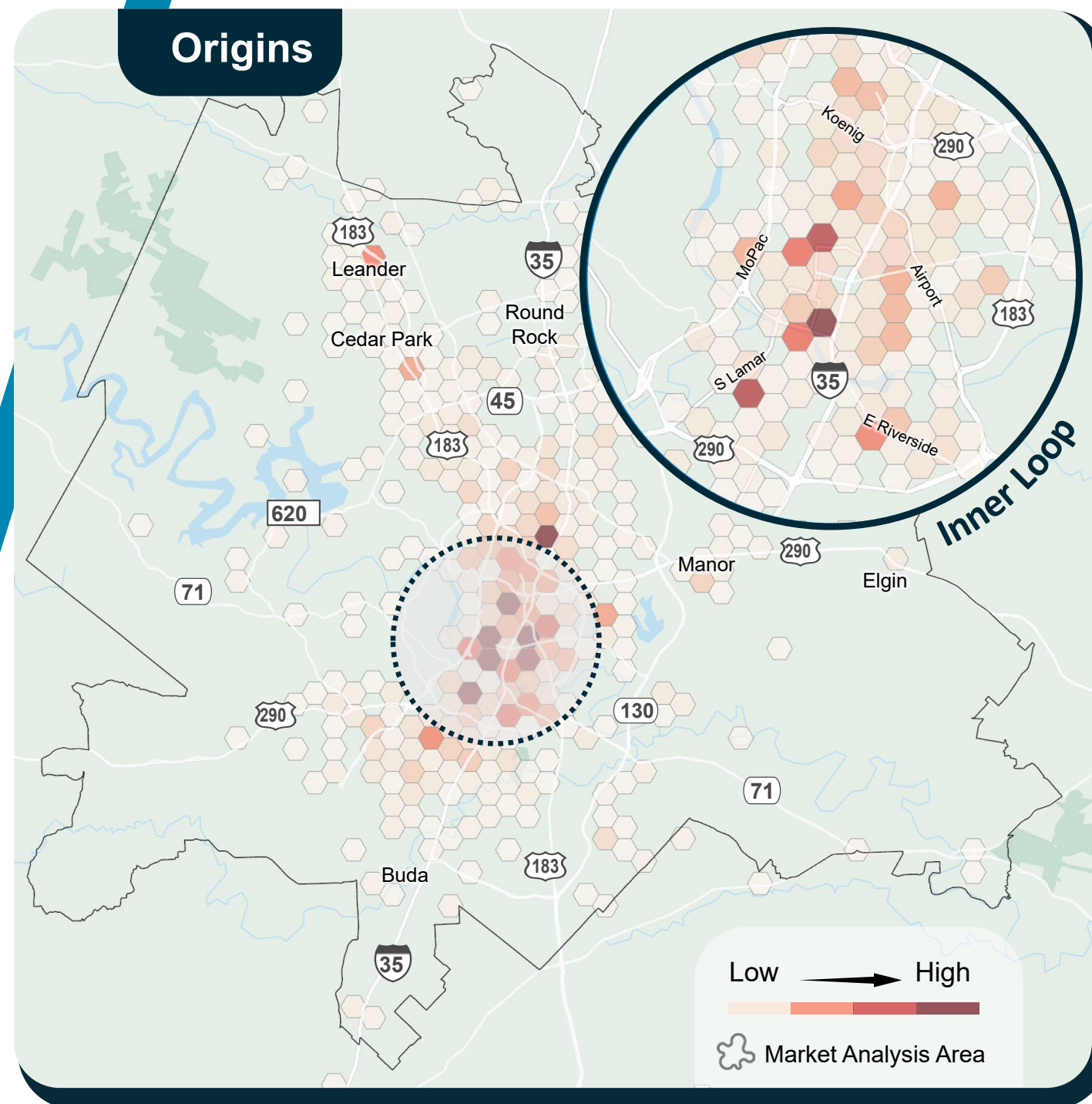
Survey Results | Origin & Destinations

Survey respondents were also given the ability to identify desired destinations, or places they would like to be able to travel to using transit, but it is currently difficult or impossible to do so. The figure to the right displays the results of the exercise as a heat map, and displays significant respondent overlap at Austin-Bergstrom International Airport, Downtown, Zilker Park/Barton Springs, Barton Creek Mall, Mueller Town Center District, ACC Highland, the Domain/Arboretum/ Gateway Shopping Centers and the Lady Bird Johnson Wildflower Center.

DESIRED DESTINATIONS

Inner Loop

● Survey Response to Desired Destination

Market Analysis Area
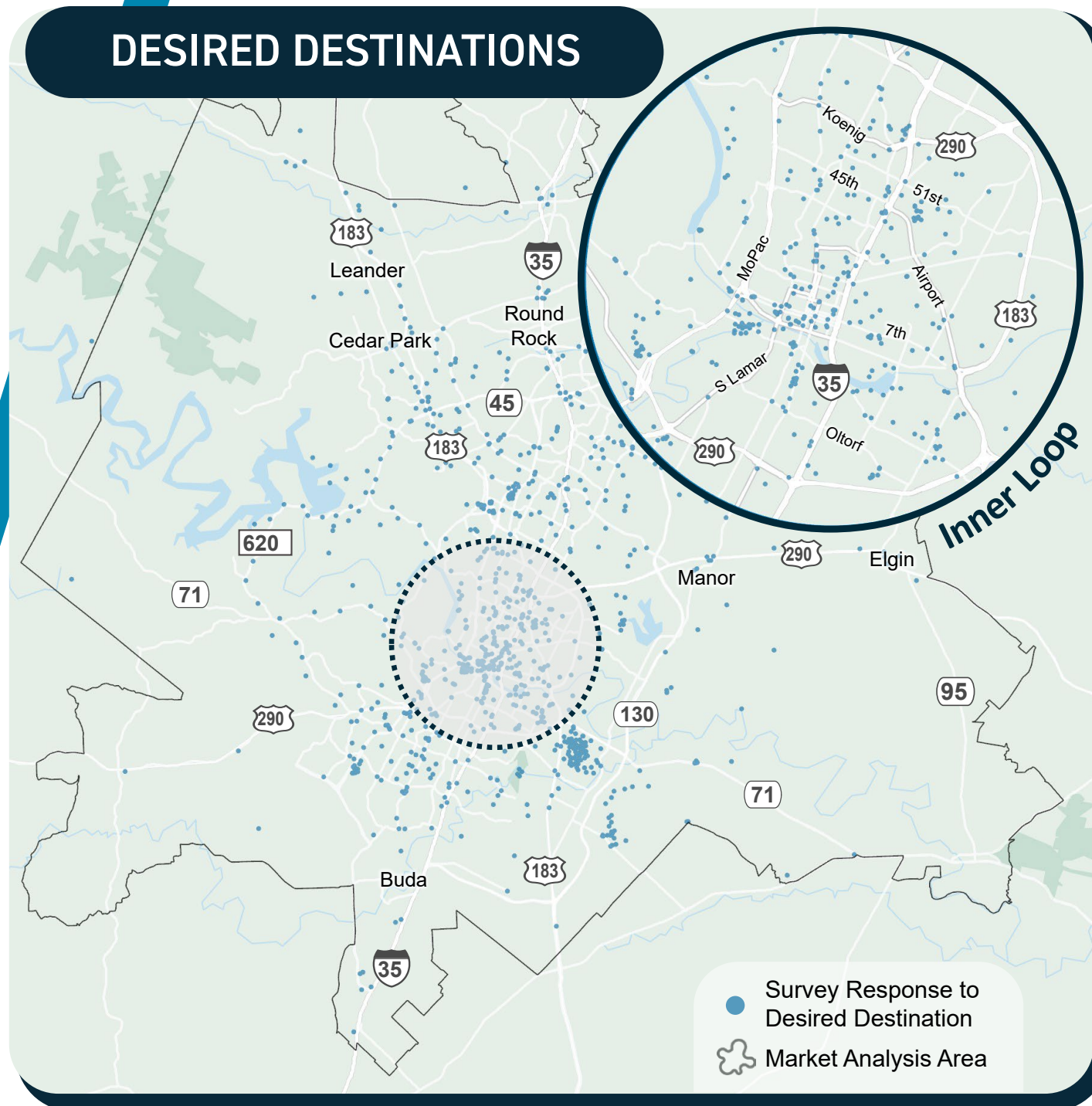
Survey Results | Origin & Destinations

Survey respondents were asked to identify where they currently live or stay. The figure to the right displays the results of the exercise as a heat map, and displays significant respondent overlap at UT Austin, Downtown, East Austin, Rundberg Lane and I-35 and Oltorf Street and S Lamar Boulevard.

The inset map offers a more granular view of responses at a more focused scale. Hexes are used to anonymize respondent origins.

Origins

Koenig
Leander
Cedar Park
Round Rock
MoPac
S Lamar
Airport
E Riverside
Inner Loop
Manor
Elgin
Buda

Low → High

Market Analysis Area

Survey Results - Barriers

Survey respondents identified their top three barriers for using CapMetro Bus, Rail and Pickup service. Bus and Rail services both included top barriers related to inadequate frequencies and stop/station location. However, their highest rated barriers differed with inadequate travel time (Bus) and inadequate destinations (Rail). Responses related to Pickup service provide a different narrative, with respondents citing a lack of knowledge of both the service and how to use the service, as well as being located outside of Pickup zones, being the top barriers for use.

BUS

- Takes too long to get to where I want to go.
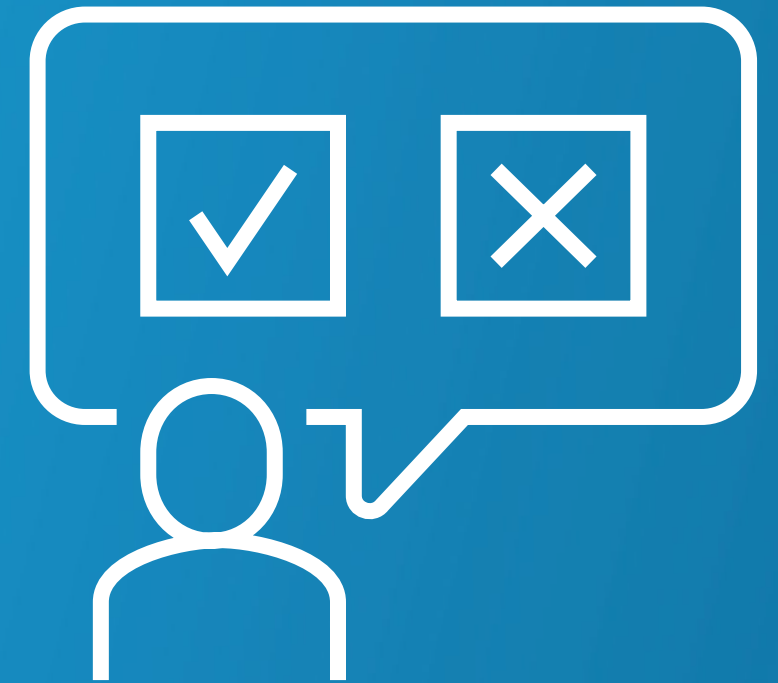- It does not come often enough.
- I must walk too far.

RAIL

- It does not take me where I need to go.
- I must walk too far.
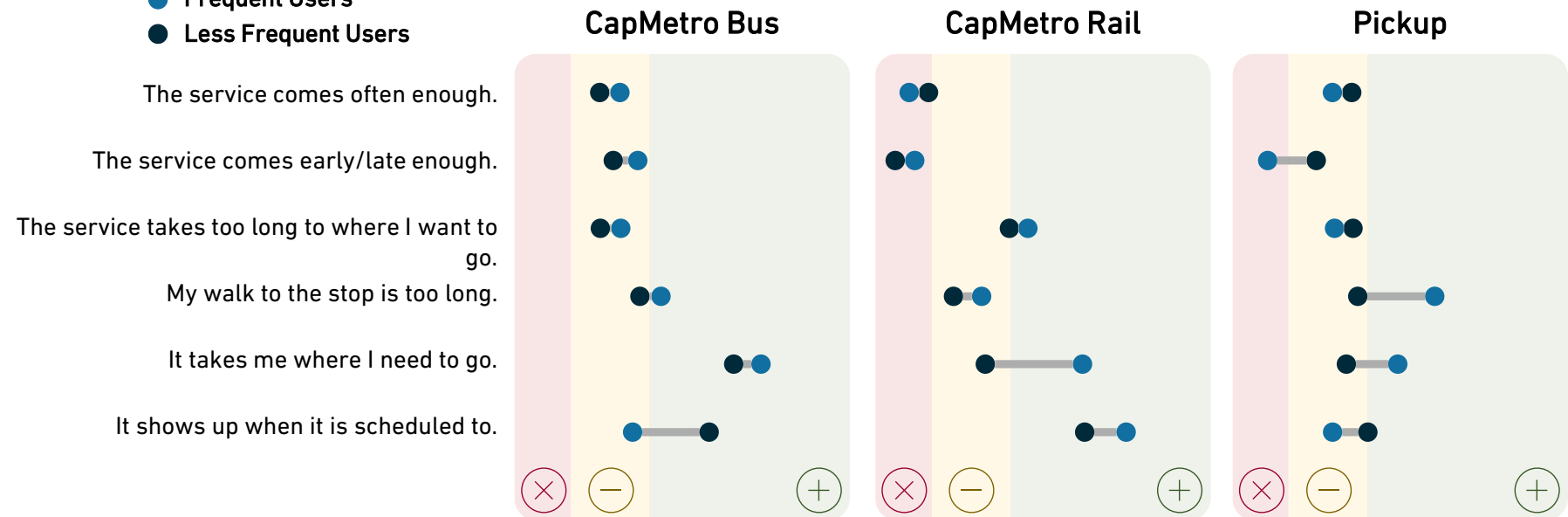- It does not come often enough.

PICKUP

- I do not know what Pickup is.
- I do not know how to use Pickup.
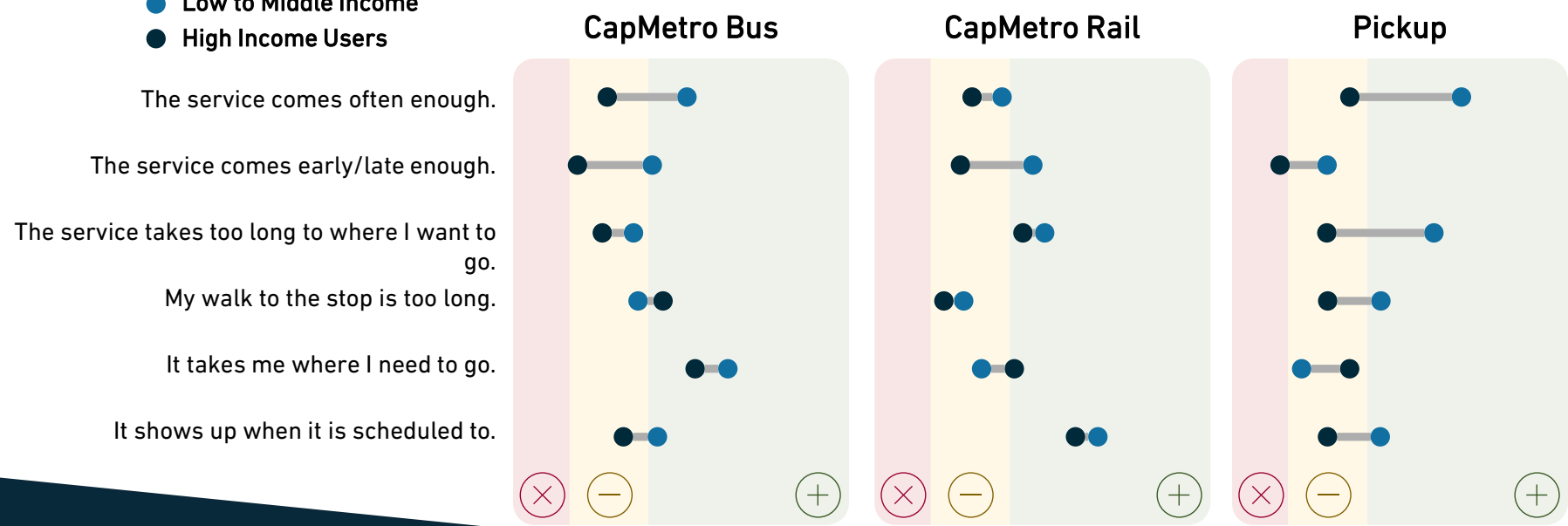- Pickup is not available where I travel.

Survey Results - Barriers

Responses about specific services were quantified and charted to get a picture of user sentiments.

- ● Frequent Users
- ● Less Frequent Users

CapMetro Bus   CapMetro Rail   Pickup

- The service comes often enough.
- The service comes early/late enough.
- The service takes too long to where I want to go.
- My walk to the stop is too long.
- It takes me where I need to go.
- It shows up when it is scheduled to.

51% of *CapMetro Bus* responses from **Frequent** users

71% of *CapMetro Rail* responses from **Less Frequent** users

67% of *Pickup* responses from **Less Frequent** users

- ● Low to Middle Income
- ● High Income Users

CapMetro Bus   CapMetro Rail   Pickup

- The service comes often enough.
- The service comes early/late enough.
- The service takes too long to where I want to go.
- My walk to the stop is too long.
- It takes me where I need to go.
- It shows up when it is scheduled to.

72% of *CapMetro Bus* responses from **Low to Middle Income** users

74% of *CapMetro Rail* responses from **High Income** users

55% of *Pickup* responses from **High Income** users

Survey Comment Themes

Community input was analyzed and grouped into the following emerging themes:

Frequency
Desire for services to show up more often by increasing the frequency of service.

Span (Hours/Days of Operation)
Wish for extension of service hours before or after they currently run, to include new days of service.

Reliability - Route
Suggestions for increasing the time of travel and speed of services.

Reliability - Schedule
Comments on service cancellations, inconsistent service, or the service coming too early or late.

Access to Transit/Stops
Expression of being a little too far from services, which might be remedied with new stops to fill gaps.

Connectivity/Additional Service/Transfers
Interest in both service changes/expansions to underserved areas, and more convenient transfers.
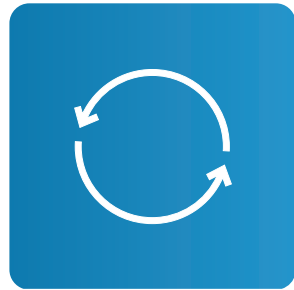
Amenities
Need for improvements to user experience, like stop/station infrastructure, payment options, and app integration.

Customer Safety & Security
Concern over safety and security both at stops/stations and on vehicles.

Frequency

- Increase frequency on specific routes and rail services.
- Consider increased service frequencies at specific peak AM and PM travel periods.
- Concerns of overcrowding on some routes which lead to missed trips—more buses would alleviate crowding during peak times.

"

"Bus headway is too long! 15 min please."

"Too crowded during peak hours.""Often crowded and won't let me on."

"If it came more often, it would be more convenient."

"I wish it came more often."   "I like the train, but frequency is not great."
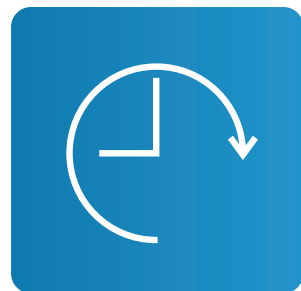
Span (Hours/Days of Operation)

- Extend hours of specific services to cover the needs of essential workers that want to leave earlier/later than what they can now.
- Extend Saturday hours of operation to better meet travel needs.
- Consider expansion to Sundays on some services where it may not currently exist.

"

"We need this route to come earlier in the morning and on weekends"

"I wish it ran later during the day" "It ends too early on the weekends"

"Transport to Westgate is not possible during early day hours"

"Needs to run later at night and on the weekend to be useful"

Reliability – Route

- Some services are overcomplicated or not direct enough, causing time on service to be too long.
- Desire for improved route efficiencies, with suggestions of more bus lanes, signal priority, and double tracking.
- Concerns about traffic, too many stops, and long stalls at some stops.

"

"It is a roundabout route...[need] routes that don't drive around the city"

"I wish this route had a dedicated lane" "Need faster access to downtown"

"Loop makes it confusing; I wish it were more direct"

"Would be great to have fewer stops"   "Needs to go clockwise too"

Reliability – Schedule

- Frustrations about services that are frequently canceled, often without adequate warning.
- Concerns when the service comes too early/late, causing missed rides.
- Discontent over "ghost buses" in app, causing confusion with schedules.
- Bus bunching/inconsistent service a point of dissatisfaction.

"

"Cancellations and delays have been a HUGE problem with this line"

"Bus often comes very, very late"   "Always cancels or comes late"

"App will say the bus has come and gone when it's still 10 minutes away"

"Been a few times where last bus departs early" "Frequently a no show"
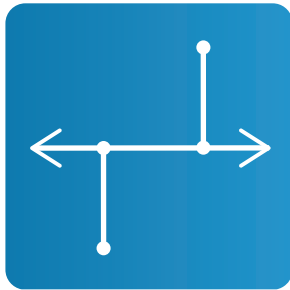
Access to Transit/

- Concerns about distance from existing stops.
- Requests for new stops on existing services, particularly Red Line infill.
- On some services, distances between stops are too far.
- Discontent over the past/planned removal of some stops and the visibility of some stops to operators.

"
"Would ride this route more often if there was a stop closer to my house"

"Would be nice if the 20 stopped closer to the hotels"   "More rail stops"

"Stop should either be more visible or removed; have been passed repeatedly"

"Needs to be a stop at HEB on the return trip"   "Needs to stop at ACC"

Amenities

- QR scanners in buses/payment methods and app need to be updated.
- Add more shelters, seating, and real-time info at CapMetro Bus stops.
- Upgrade CapMetro Rail stations with better lighting and signage.
- Desire for more bike, luggage accommodations, and Wi-Fi.
- Make services easier to use by those with disabilities and non-English speaking customers.

"
"When it gets delayed/reroutes...that change does not show up in app"

"Not nearly enough shade right now" "Please bring bike racks to Pickup"

"Beneficial to have luggage racks on the 20" "Need Wi-Fi on more buses"

"Scanners hit-or-miss at picking up QR codes" "Tap to pay"

Connectivity/Additional Service/Transfers

- Add new routes to underserved areas outside of core network.
- Increase direct connections to the airport.
- Adjust existing routes to integrate better with neighborhoods.
- Improve connections between different CapMetro services.
- Enhance schedules to reduce wait times and ensure easy transfers.
- Improve connectivity between major trip generators.

"
"Aren't enough East/West routes to connect to major North/South routes"

"I wish it had better connectivity with the 20""Needs to extend farther south"

"Needs to go into the Domain shopping areas"   "More Wilco routes"

"Add one more line from/to the airport" "Wish it extended down Braker more"

Customer Safety & Security

- Broad concerns related to feeling unsafe while using transit services,
- especially during PM hours.
- Concerns often relate to illicit activities and/or altercations.
- Requests for enhanced lighting at stops and stations to increase perception of safety and security.
- Desire for more visible security and/or police presence at transit stops.
- Desire for faster intervention/response times when incidents occur or are reported.

"
"I have stopped using the service because I don't feel safe when riding"

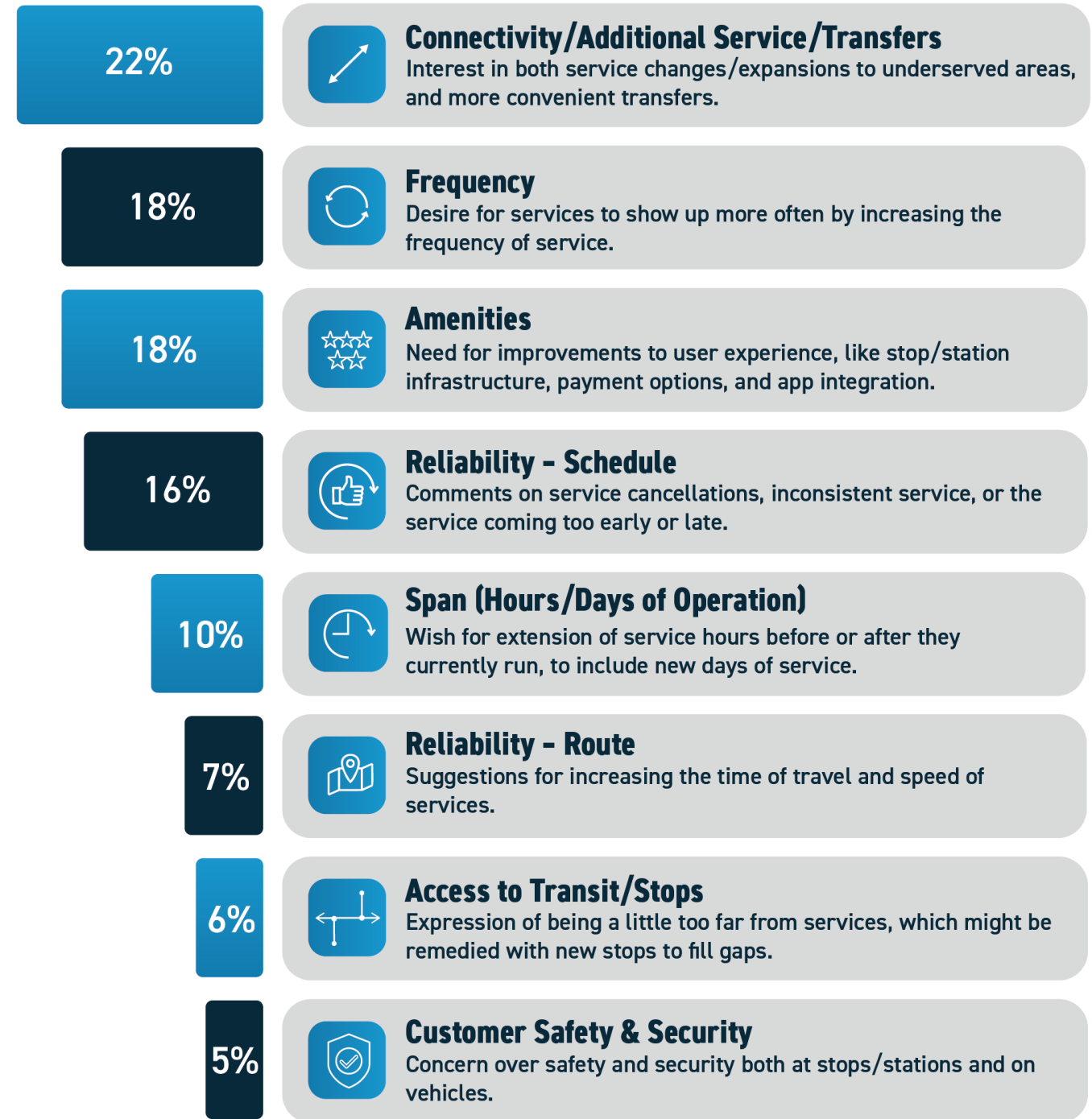"Some people are violent toward the bus driver" "It's not safe anymore"

"Overhead lighting at more stops...especially those that are very dark"

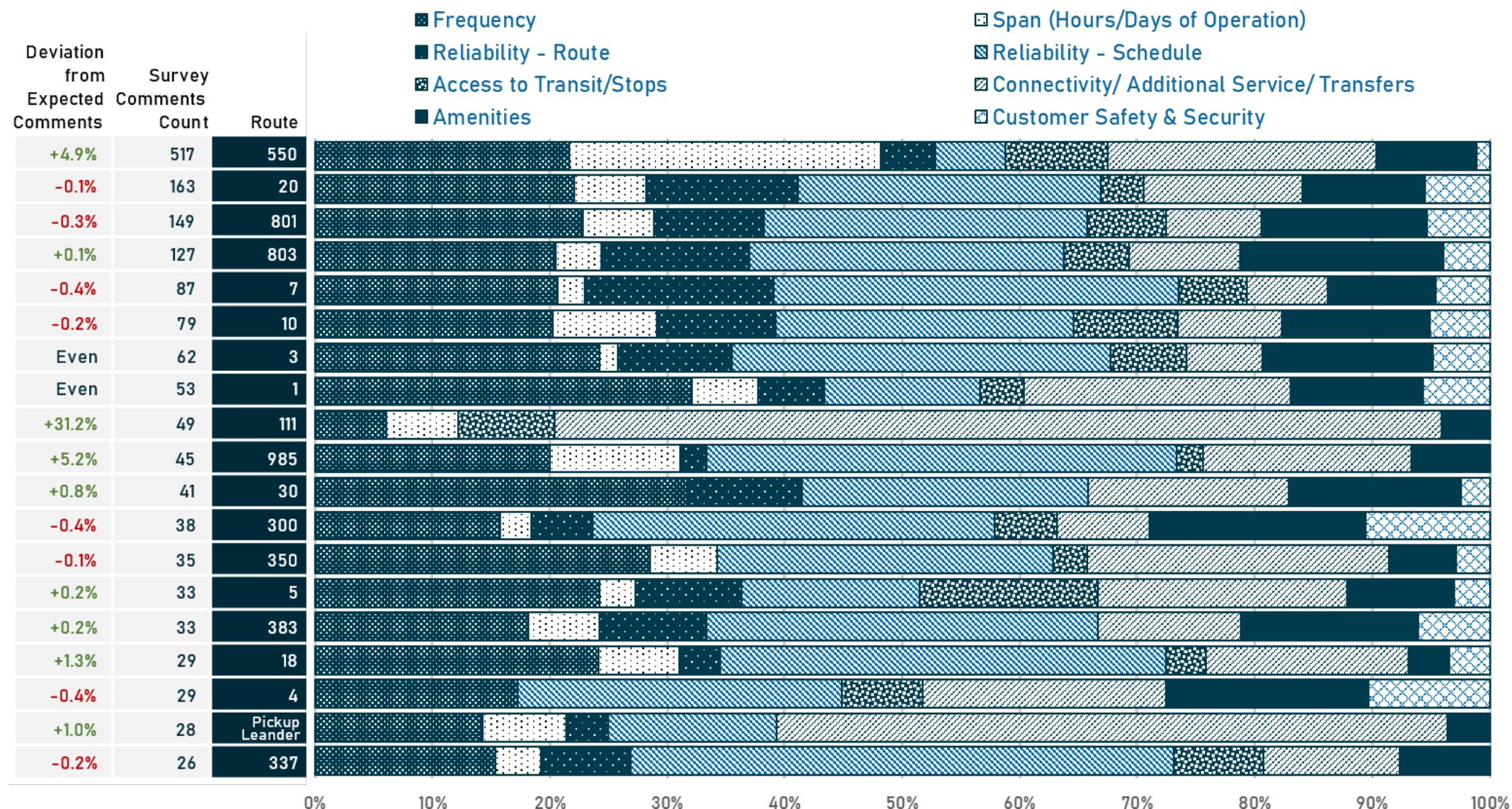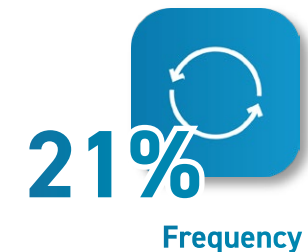"Safety measures would be appreciated" "Often feel unsafe on the bus"

Emerging Themes

The project team reviewed and summarized open-ended survey question responses alongside input from in-person and virtual engagement strategies to better understand the Central Texas community's existing needs and constraints. Comments were grouped into eight themes. These themes were applied to the comment inventory to assist with future analysis.

Frequency, Reliability – Schedule, Connectivity/Additional Service/Transfers, and Amenities made up almost 3/4ths of ALL survey comment responses

22% **Connectivity/Additional Service/Transfers**
Interest in both service changes/expansions to underserved areas, and more convenient transfers.

18% **Frequency**
Desire for services to show up more often by increasing the frequency of service.

18% **Amenities**
Need for improvements to user experience, like stop/station infrastructure, payment options, and app integration.

16% **Reliability – Schedule**
Comments on service cancellations, inconsistent service, or the service coming too early or late.

10% **Span (Hours/Days of Operation)**
Wish for extension of service hours before or after they currently run, to include new days of service.

7% **Reliability – Route**
Suggestions for increasing the time of travel and speed of services.

6% **Access to Transit/Stops**
Expression of being a little too far from services, which might be remedied with new stops to fill gaps.

5% **Customer Safety & Security**
Concern over safety and security both at stops/stations and on vehicles.

26%
Reliability – Schedule

21%
Frequency

20%
Connectivity/Additional
Service/Transfers

Survey Comment Themes

Legend

- Frequency
- Reliability – Route
- Access to Transit/Stops
- Amenities
- Span (Hours/Days of Operation)
- Reliability – Schedule
- Connectivity/ Additional Service/ Transfers
- Customer Safety & Security

Deviation from Expected Comments	Survey Comments Count	Route
+4.9%	517	550
−0.1%	163	20
−0.3%	149	801
+0.1%	127	803
−0.4%	87	7
−0.2%	79	10
Even	62	3
Even	53	1
+31.2%	49	111
+5.2%	45	985
+0.8%	41	30
−0.4%	38	300
−0.1%	35	350
+0.2%	33	5
+0.2%	33	383
+1.3%	29	18
−0.4%	29	4
+1.0%	28	Pickup Leander
−0.2%	26	337

Chart x-axis: 0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

To track over- and under-representation in comment counts, the chart shows the deviation from expected comments, which considers the route's monthly ridership numbers to calculate a deviation percentage based on the number of comments that would be expected based on the route's ridership. For instance, if a route receives a positive deviation of 4%, then there were 4% more comments than what would have been expected for that route given its ridership.

Among these prominent routes/services, the top three themes were Reliability – Schedule (26%), Frequency (21%), and Connectivity/ Additional Routes/Transfers (20%). By far, the Red Line was the most commented on in the survey (517 comments), however, many of the comments were about Span (26%), much higher than any other route/service.

Plurality of Red Line comments about **Span**, which is not among top 3 themes for most commented-on routes
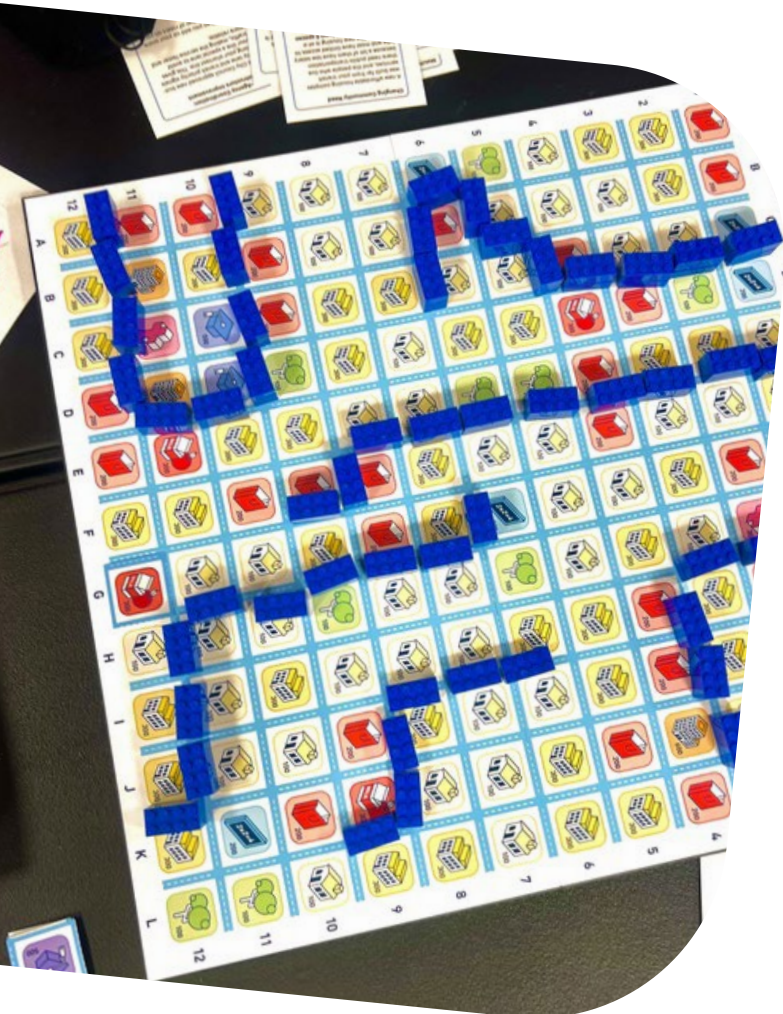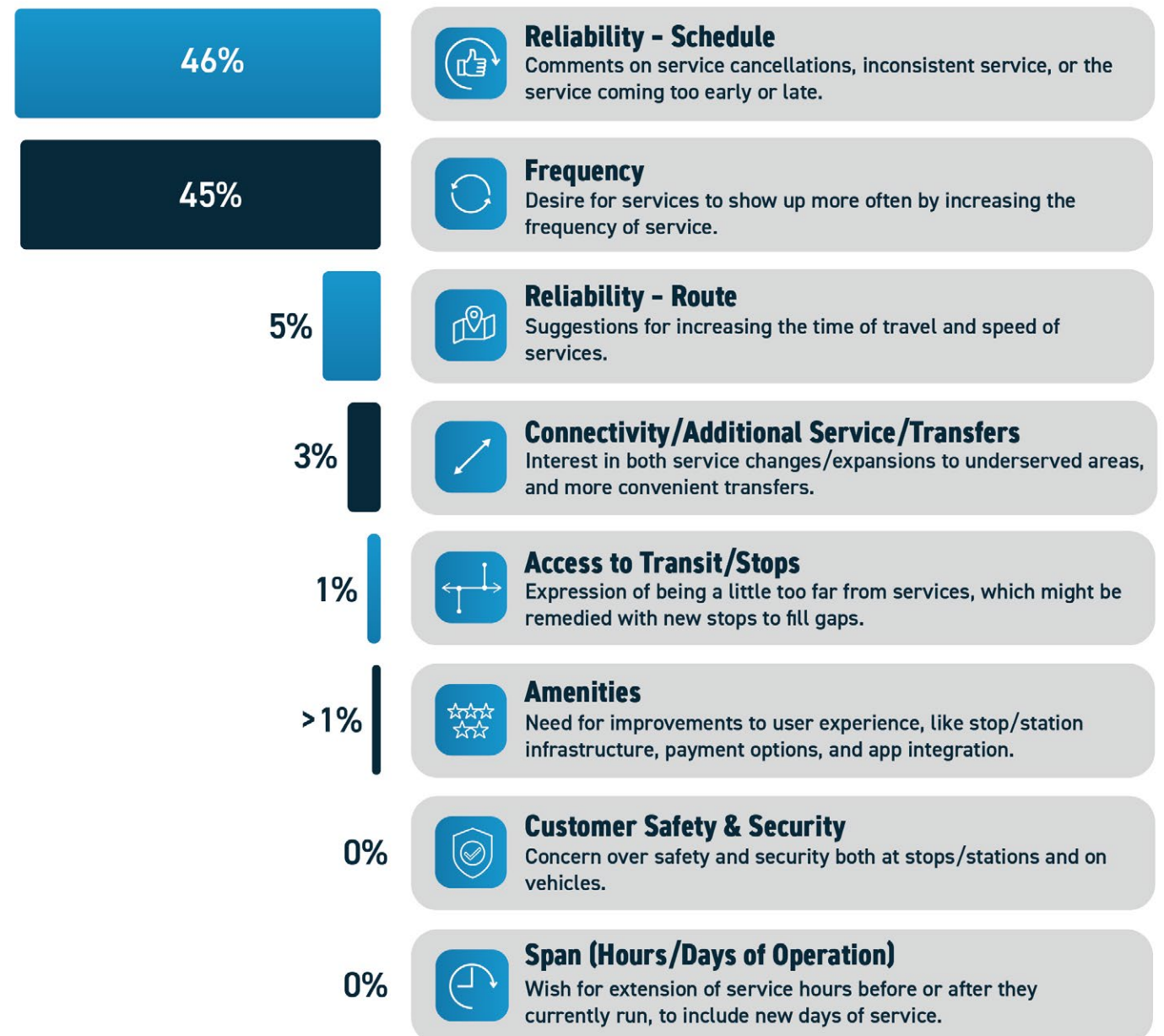
Round 1 Findings
Customer Care Reports
Focus Groups

CCR Findings – Survey Themes Comparison

With the goal of ensuring that a representative population of CapMetro ridership influences scenario development, the project team reviewed a cross-sectional sample (from October 2023 to November 2024) of Customer Care Reports (CCRs). To make it possible to cross-compare with the findings from the Round 1 Survey, the team reviewed CCR categories (i.e., Subcategory and Mini Category) and sorted into Round 1 survey common themes.

%	Theme	Description
46%	**Reliability – Schedule**	Comments on service cancellations, inconsistent service, or the service coming too early or late.
45%	**Frequency**	Desire for services to show up more often by increasing the frequency of service.
5%	**Reliability – Route**	Suggestions for increasing the time of travel and speed of services.
3%	**Connectivity/Additional Service/Transfers**	Interest in both service changes/expansions to underserved areas, and more convenient transfers.
1%	**Access to Transit/Stops**	Expression of being a little too far from services, which might be remedied with new stops to fill gaps.
>1%	**Amenities**	Need for improvements to user experience, like stop/station infrastructure, payment options, and app integration.
0%	**Customer Safety & Security**	Concern over safety and security both at stops/stations and on vehicles.
0%	**Span (Hours/Days of Operation)**	Wish for extension of service hours before or after they currently run, to include new days of service.

Focus Group Results

Focus group notes were analyzed and grouped into the following themes:

Affordability	Safety & Security	Service Gaps & Coverage
Amenities	Frequency	Service Education
Barriers to Access	Reliability	Span
Community Engagement	Resource Allocation	

The highlighted themes were the most prominent across the 19 focus groups

Focus group findings were analyzed separately to ensure feedback from target populations and priority engagement areas were documented by focus group to easily inform scenario planning efforts.

Findings were reviewed for individual focus groups, and holistically for the focus group effort to identify prominent feedback trends.

Round 1 Findings
Conclusion

Round 1 Lesson Learned
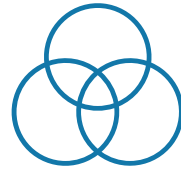
Identifying Common Priorities Across Strategies and Communities

Round 1 engagement utilized diverse strategies to gather input across Central Texas. Feedback from surveys, CCRs, and focus groups consistently highlighted priorities like service coverage, connectivity, frequency, and reliability. These themes will guide scenario planning efforts.
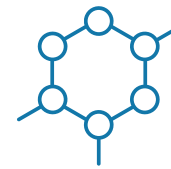
Improving Service in Underserved Areas

Focus group participants emphasized the need for better transit coverage in underserved areas through service expansion and resource reallocation. CapMetro will prioritize these areas in future engagement rounds to ensure equitable transit improvements.

Communicating Transit Plan Tradeoffs

Community feedback is crucial, and effective engagement requires discussing resource limitations and tradeoffs. CapMetro will continue to foster transparent conversations about how decisions are made and priorities set in upcoming rounds of engagement.

Clarifying the Impact of Feedback

While customer experience feedback is valued, Transit Plan 2035 focuses on service improvements. Future engagement will clearly communicate this focus to ensure feedback aligns with actionable priorities.

Addressing Educational Barriers

Non-English speaking communities and infrequent transit users face challenges understanding CapMetro services. Efforts will focus on making information more accessible and providing educational resources to better engage these populations and track engagement.

Leveraging Data-Driven Insights for Strategic Planning

The Round 1 engagement generated valuable data from over 8,100 survey responses, focus groups, and Customer Care Reports. This, paired with market and travel patterns analysis, provides a comprehensive understanding of transit needs across the region and sets up a strong foundation for scenario development.

Key Takeaways

Connectivity Needs: *Across surveys (22% of comments), focus group and CCRs, the public consistently highlighted the need for improved connectivity. They called for better access to destinations not currently served, seamless transfers and more direct routes to reduce travel times and improve system utility.*

Frequency of Service: *Both frequent and less frequent transit users identified insufficient frequency as a major barrier to service. Feedback from surveys, CCRs, and focus groups stressed the importance of reducing wait times and increasing the number of buses during peak hours to address overcrowding.*

Desired Destinations: *Survey data revealed that key origins like UT Austin, Downtown Austin, and East Austin often overlapped with top desired destinations, such as Austin-Bergstrom International Airport and Zilker Park. These findings align with over 900 responses identifying destinations that lack convenient transit access.*

Safety & Security: *Concerns about safety at stops, on transit and during the first-mile/last-mile journey were raised by 5% of survey respondents and across multiple focus groups. While safety is outside the Transit Plan's direct scope, improving reliability and reducing wait times were noted as key measures to enhance perceived safety.*

Key Takeaways

Service Span Limitations: *Service span issues, particularly limited hours of operation on routes like the Red Line, were a recurring theme. Span comments accounted for 10% of survey responses, and focus groups emphasized the need for earlier and later service to accommodate non-traditional work hours and evening events.*

Affordability & Equity: *Over 52% of survey respondents had household incomes below $75,000, highlighting the critical need for affordable transit options. Focus groups and community presentations consistently emphasized the role of transit in reducing economic burdens for underserved populations.*

Accessibility Barriers: *Approximately 6% of survey comments focused on access issues, including distance from stops and lack of first-mile/last-mile solutions. Focus groups involving people with disabilities, non-English speakers and low-income communities further underscored these barriers, which limit equitable access to transit.*

Engagement Effectiveness: *The hybrid engagement strategy successfully reached over 14,000 individuals, with 8,100 survey responses, 5,000 interactions at pop-up events and over 1,000 participants in at-stop outreach. Digital campaigns and the Transit Land board game added interactive and engaging dimensions to traditional outreach. Safety is outside the Transit Plan's direct scope, improving reliability and reducing wait times were noted as key measures to enhance perceived safety.*

Next Steps

Analyze findings from Round 1 Community Engagement and Internal Engagement, as well as the Existing Conditions Analysis to begin scenario development.

Conduct internal focus groups over Winter / Spring 2025 to ensure alignment and transparency throughout the scenario development process.

Finalize the draft preferred scenario and present to the community for feedback in Spring 2025.

Incorporate community input and develop final preferred scenario for Board adoption in Fall 2025.

Thank You for Shaping the Future of Transit

Your input has been invaluable in helping us understand our community's needs and priorities for Transit Plan 2035. By sharing your thoughts, you've helped lay the foundation for a transit plan that can help grow access in our region and a transit system that can better serve everyone.

CapMetro | Transit Plan 2035