

# Transit Plan 2035 Community Visioning Webinar Q&A

## Service Areas

- **Is your team thinking about reimplementing the shuttle service in Mueller development that ran for a while and was underutilized?**

Currently, there are no plans to expand Pickup service to Mueller development. However, the upcoming launch of the Rapid 800 and 837 routes will serve that community, in addition to several other communities, with rapid bus service beginning in Spring 2025. The original shuttle helped us learn more about micro-transit and helped lead us to CapMetro Pickup.

- **Regarding Mueller, all I want to do is get around more easily everyday within Mueller--only occasionally go elsewhere outside of the neighborhood.**

Currently, CapMetro operates several routes within Mueller (10-Red River/South First and 335-35<sup>th</sup> Street Crosstown). In the very near future, new Rapid 800 and 837 are planned to begin in 2025 with service within Mueller and other parts of our community. Transit Plan 2035 will help us identify additional opportunities for potential other areas in need.

- **Are there any plans to connect Austin transit to Georgetown in any form? There is no way to get from here to there other than Lyft/Uber.**

Currently, the City of Georgetown is outside the CapMetro service area. However, we partner with the City of Georgetown and CARTS to deliver GoGeo Limited Paratransit and Senior Service for individuals aged 65 and over and individuals with disabilities. This spring, CapMetro partnered with the City of Georgetown to develop a Transit Development Plan for Georgetown. For information, please visit this website: <https://www.georgetowntexas.gov/transportation/transit/index.php>.

- **Is Pflugerville contributing financially to new service plan?**

Since Pflugerville is not within the service area, the city is not financially contributing to the service plan.

- **Will there be any transit coming to Pflugerville?**

CapMetro previously partnered with the City of Pflugerville to provide a Pickup pilot program. Following the pilot's conclusion, the City of Pflugerville began to offer the Pfetch-a-Ride program, which includes Tech Ridge Park and Ride in its service boundaries to connect to CapMetro services. For more information on Pfetch-a-Ride and Pflugerville's Transit Development Plan, please visit:

<https://parks.pflugervilletx.gov/305/Transportation?NID=305>

- **My neighborhood out in Pioneer Hill recently constructed several apartment complexes so we're anticipating a lot of people who might benefit from a bus, but the nearest bus stop is a 23-minute walk at the moment. Would CapMetro consider putting a bus stop nearby?**

Thank you for your comments and this is exactly the type of feedback we want to hear as part of this plan. The area along Dessau Road does present some opportunities and challenges (speed of roadway, for instance) and we will take your comments into consideration as we continue forward.

- **Any thought of expanding Membership of counties etc. in CMTA? Original CMTA legislation provided for alternative funding mechanisms besides sale tax. Could this be discussed with counties that are already "tapped out" on sales tax?**

"Membership" to CapMetro requires communities to participate in the collection of a 1% sales tax to support services. This can present a challenge for many communities who are already at their legal limit. However, CapMetro and surrounding communities (such as Round Rock and rural Travis County) have found ways to partner to help jointly fund service options.

- **The Rainey District has become the densest neighborhood in Austin, but it is for the most part unserved by transit. What additional service is planned for Rainey to match its increased density?**

We are currently evaluating the entire service area for where people are most likely to take public transit. This analysis includes a review of the population and employment density throughout the region. The Rainey Street area is included in this analysis and will be considered as we match transit demand with the appropriate service levels.

## CapMetro Rapid Routes

- **Is there a plan to put a rapid bus on Riverside connecting the airport to downtown?**

South Park Meadows serves as CapMetro's southernmost anchor, hosting routes #3, #10, #201, #801, and the San Marcos Shuttle. Currently, route #1 recovers time at

William Cannon at Bluff Springs. Though we've previously explored establishing a major south hub/transfer center in this area, logistical challenges and the topography have been limiting factors. Looking ahead, we plan to continue evaluating this option to create an optimal transfer center in the southern region when conditions allow.

- **Has CMTA made any effort lately to seek a terminus station for Rapid 801 & Route 1 at Southpark Meadow shopping area?**

As part of Connections 2025—implemented as Cap Remap—the 100-airport flyers were modified to increase frequency to 15 minutes, connect Route 20 to the airport, and operate along Guadalupe instead of San Jacinto/Trinity through campus. We've seen significant growth in ridership on Route 20 since making that change, especially due to its popularity among UT students at Riverside, so that's why the airport service is on this route today. The bus also leaves the airport on the 10, 15, 30, and 45 to make it a simple schedule for people leaving.

- **Will the new Rapid line stop at the Red line downtown station?**

Route 837 Expo Center will have a Southbound stop at San Jacinto/5<sup>th</sup> (1 block west of Downtown Station) and Northbound stop at Trinity/4<sup>th</sup> (adjacent to Downtown Station - plaza).

## CapMetro Rail & Bikes

- **If one wants to ride the red line from downtown to the MLK station, would she still have to pay \$7 or is there another option if one doesn't go to Leander?**

Our commuter rail is \$7 flat rate for a day pass, and a single ride pass is \$3.50.

- **Are there plans to add more bike racks to the CapMetro Rail?**

CapMetro is unable to add more bike racks to its railcars. Additional bike racks would encroach on the Americans with Disabilities Act required seating area and create additional safety concerns.

- **Would it be possible to add more electric bikes? If so, when will it be coming?**

We are expecting to grow to more than 300 Bikeshare stations over the next decade, covering a wide range of neighborhoods across the city! In the next year, about a dozen Bikeshare stations will be added. For more information, please check out

<https://www.capmetro.org/bikeshare>.

## Fares

- **Years ago, I purchased a number of metro day and week passes, but they are not working I just ride with it in my pocket. Please advise!**

Please reach out to our staff at the Transit Store – Downtown at Lavaca/8<sup>th</sup> (or share with us your contact information) to see what options we may have for you to exchange/replace your passes.

- **Is there a benefit to getting an AMP card? I see people just scanning them easily.**

If you have an AMP card, you can receive fare capping - when you ride the bus or rail more than a certain number of times daily or monthly, you will pay NO more than the daily or monthly price. For example, the daily price cap for a local bus fare is \$2.50 (each ride is 1.25). If you were to ride 4 times in the same day, it would still only charge you \$2.50. It allows riders to pay as they go, knowing that the system will automatically stop debiting the cost of single ride fares once they meet the threshold amount of the daily or monthly pass.

## Green Line

- **When will the green line begin? I thought funding for it was slightly different than the Connect plans.**

CapMetro is developing our Transit Plan 2035 to complement the work of Project Connect. The original cost estimates are dated from 5 years ago prior to the financial circumstances post-Covid. New cost estimates will need to be developed as the Green Line moves into the planning stages but the timeline that is determined based off funding availability for the whole Project Connect program. Improvements to the commuter rail lines are active and happening incrementally. To highlight, CapMetro recently secured an 18-million-dollar federal grant through the Rebuilding American Infrastructure with Sustainability and Equity (RAISE) program to improve infrastructure on the existing Red Line and prepare for success on the future Green Line. We view this as a 'down payment' on the Green Line. While the local match is not funded through the Project Connect program, this supports the Green Line's infrastructure needs and helps offset costs related to its development. CapMetro will continue to look for ways to make improvements along the corridor and ensure that the Green Line is a federally competitive corridor in the future.

## Transit Plan

- **What will make this transit plan more effective than previous ones?**

Previous CapMetro plans led to the development of Red Line, CapMetro Rapid 801/803, Transit Priority lanes in Downtown Austin, the High Frequency Network, and Pickup – just to name a few. Thus, public input from these plans has shaped our community and how service has been developed. We are committed to doing the same with Transit Plan 2035 as it presents our latest opportunity to seek your input and help move us forward.

## Technology

- **Will you be updating technology like the iOS app during this transit plan? What does your tech team look like, or do you outsource it?**

We recently got the Transit app, which is a very user-friendly trip-planning app. You can download and use the premium version for free! Right now, the Transit App is integrated with fares for our Bikeshare service, and more improvements are coming. We have a team of IT and Marketing employees that work together with outside vendors for the CapMetro app and the Transit App, as well as all our transit service providers, to consistently work on making improvements and integrations for all our services.

## Public Safety Ambassadors

- **How do I become a Public Safety Ambassador? What are the requirements?**

You can find more information on our Public Safety Program here:  
<https://www.capmetro.org/public-safety-program>.

## Project Connect

- **How can we as citizens help speed up the process of Project Connect?**

We encourage you to come out to our events and provide feedback via our Transit Plan survey, as well as look for additional feedback opportunities to share your thoughts on Project Connect at [www.projectconnect.com](http://www.projectconnect.com).

## Travel

- **Is there going to be a way for the traveling public with suitcases to get downtown more easily?**

There are no plans to add luggage racks to CapMetro buses. CapMetro has been working to standardize its fleet with the same style vehicle regardless if its Rapid, UT Shuttle, or airport service. This standardization allows for efficiency and better fleet management. Our buses are designed with more space in the front to help accommodate users with mobility devices, luggage, and so on.

- **Do you offer a map that shows when there's route diversions for construction or events? Or is that something that could be created in the future?**

Typically, within our transit app, it should show when there's a detour of a route, such as a stop cancellation. There's two apps: the Transit app and our CapMetro transit application. but both apps should show stop cancellations. Initially, our app used a map to show stop cancellations, and we will take that comment back to our marketing department and let them know that people are still interested in seeing a map of the UT-related detours. Right now, we're in a beta test for transit app, and so maybe we can see if that is one of their functions.

- **Are there plans to integrate robotaxi services in the plan?**

Transit Plan 2035 is focused on improvements to CapMetro Bus, Pickup and Rail. However, we're always looking at new technologies, services and ideas that may help us better implement those services for our community.