

Transit Plan 2035 Round 1 Engagement Survey Q&A

Community Engagement

- **How will CapMetro utilize the feedback received during the Round 1 Engagement period?**

We appreciate the over 8,000 survey responses, along with feedback from focus groups, our Public Input website, and the community night open house. This input will help shape an engagement report to be released in January 2025. If you provided feedback on specific routes, rest assured that our planning team is reviewing your comments alongside technical data to determine how they can best be incorporated into scenarios that will guide the next phase of planning and engagement.

- **How can the community do more to make streets more walkable, bike friendly, moped and bus friendly and reduce car use?**

Thank you for your interest! We encourage you to subscribe to updates on our website to keep informed and for future opportunities to share feedback:

<https://www.capmetro.org/transit-plan-2035>.

- **What was included in the community visioning webinar and how can I watch it?**

The goal for our community visioning webinar was to provide information about our Transit Plan 2035 initiative and allow for community members to connect with the project team and ask any questions they may have. You may watch the webinar here:

<https://youtu.be/EmRSaJGmslQ?feature=shared>

- **How did CapMetro ensure that regular transit users participate in the survey?**

CapMetro is committed to gathering input from community members across Central Texas. Our outreach methods include employing focus groups, in-person and virtual open houses, and surveying riders directly at stops and community events. Please check out our webpage to see more information on how we are serving the community and how you can get involved:

publicinput.com/2035visioning.

Technical Issues

- **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?**

Transit Plan 2035 specifically focuses on our transit services. While CapMetro is enhancing its technology, these efforts are separate from the Transit Plan 2035. We encourage you to stay informed about our technology updates by signing up for CapMetro Alerts, as our IT, Marketing, and other teams at CapMetro work together to support and continuously improve CapMetro's technology infrastructure.

Green Line

- **When will the green line begin operation? What is the reason for the delay?**

CapMetro is developing our Transit Plan 2035 to complement the work of Project Connect. The original cost estimates and cash flow of funds date 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 of implementation 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.

Fares/Bus Passes

- **What is CapMetro's plan to incorporate a contactless payment system?**

CapMetro's Strategic Plan includes priorities to upgrade and improve its fare collection and verification systems. We encourage you to visit our website for the most up-to-date information regarding payments: <https://www.capmetro.org/howtobuy>.

- **Is there a benefit to getting an AMP card?**

If you have an AMP card, you can receive fare capping - when you ride the bus or rail more than the equivalent cost of a daily or monthly pass, 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). After you have used AMP to pay for 3 rides during a service day (4 a.m. to 3:59 a.m.), you've met the daily cap and ride free the rest of the day. You will be refunded the \$0.55 difference at the end of the service day. You can learn more about our AMP Card here: <https://www.capmetro.org/fares-passes/amp>.

Pickup

- **Can anyone request Pickup services?**

Pickup is for everyone! You can use our pickup service if your destination and present location are within a designated pickup zone! You can find the locations here:

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

- **When traveling with more than one passenger, do we both have to request pickup?**

The Pickup App allows you to select the number of passengers you will be traveling with before requesting your ride.

- a. **If only one passenger requests pickup, how does the other passenger pay their fare?**

Another passenger can pay their fare with cash when boarding the vehicle or when scheduling a trip on the app by adding an additional passenger.

Public Safety

- **How is CapMetro working to alleviate safety concerns?**

CapMetro is committed to providing riders with a safe transit experience. To provide an appropriate and effective response to the safety needs on transit, our Public Safety Program is composed of three teams that work together in the following approach:

Public Safety Ambassadors: These front-line customer service ambassadors are our eyes and ears on the ground. They ride CapMetro services and are trained to respond to immediate safety concerns, provide directions and connect riders with appropriate resources.

Community Intervention Specialists: When more comprehensive assistance is needed, our Community Intervention Specialists step in. These on-staff social

workers are equipped to connect individuals to essential resources, such as housing, food or healthcare, ensuring a supportive and responsive approach to each unique situation.

Transit Police Officers: CapMetro is building a team of transit-dedicated police officers for instances when law enforcement is truly needed. Our team of TCOLE certified transit

police officers will be trained on crisis intervention, people-centric policing and fair & impartial policing.

- **Where can I report unsafe behavior and service concerns?**

If you are experiencing an emergency on board, please dial 911. Otherwise, here are more ways to report unsafe and unwanted behavior:

1. **Text-a-Tip to 512-488-4200:**

Provide the route you're riding, Stop ID number where you're waiting or a street intersection. If applicable, provide the 4-digit vehicle number located inside and outside every CapMetro vehicle. You can do this anonymously. Non emergency? Call the Go Line at 512-474-1200.

2. **Report Online:**

[Use this webform](#) to report an incident.

3. **Use the See Say App:**

- Download from the app store and agree to the License Terms.
- Search for CapMetro: Select Organization > Transit
- Tap "Report a Problem"

- **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>.

- **Why are CapMetro services not available in the city I live in?**

CapMetro operates in Austin and various surrounding areas including Leander, Round Rock, Del Valle, and Manor. For a city to opt into our services, they must take part in the collection of a 1% sales tax to support services.

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

Since "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.

- **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 also partnered with the City of Georgetown to develop a Transit Development Plan for Georgetown, which you can learn more about here:

<https://www.georgetowntexas.gov/transportation/transit/index.php>.

- **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 & Ride within its service boundaries and connect to CapMetro transit system. For more information on Pfetch-a-Ride and Pflugerville's Transit Development Plan, please visit:

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