

**CapMetro**

**Customer Satisfaction  
Advisory Committee**

March 2025

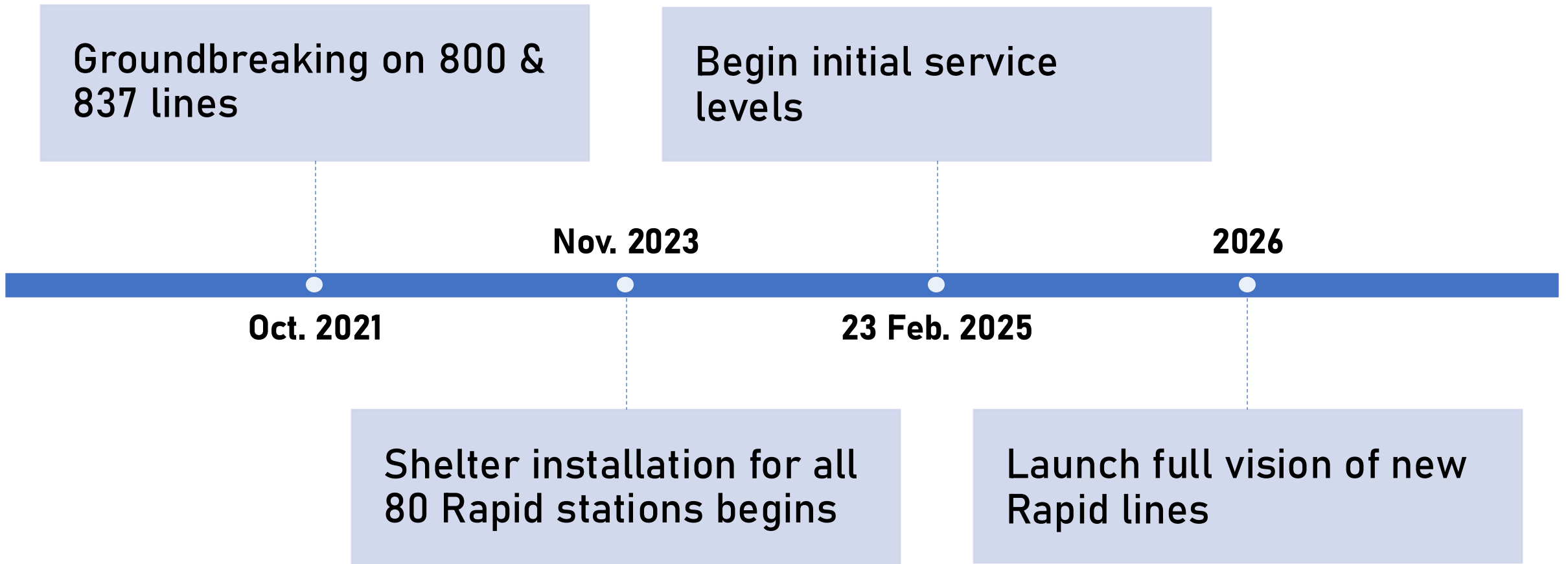


# Rapid Update

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Kelsey Lammy, Community Engagement & Involvement Manager

# Project Timeline



# New CapMetro Rapid Service

- \$65.60 million grant via FTA's Small Starts Program (~60% Federal Share)
- New transit connections, particularly in east Austin
- Introductory service begin Spring 2025 with available resources and infrastructure
- Full service programmed to be implemented in 2026



# Rapid 800 and 837 Initial Service Levels

	Span	Daytime Frequency	Late Night Frequency
Weekdays	5:00am – 12:30am	5:00am – 10:00pm	10:00pm – 12:30am
		<b>20 minutes</b>	<b>30 minutes</b>
Saturdays	6:00am – 12:00am	6:00am – 8:00pm	8:00pm – 12:00am
		<b>20 minutes</b>	<b>30 minutes</b>
Sundays	6:00am – 11:30pm	6:00am – 7:00pm	7:00pm – 11:30pm
		<b>20 minutes</b>	<b>30 minutes</b>

The full vision is anticipated in 2026, with the goal of providing 10-15-minute frequency on weekdays, new Park & Rides, and zero-emission vehicles on the lines.

# Rapid 800 and 837 Initial Service

- Stations Under Construction
  - Adding ~80 stations
  - All unfinished Rapid Stations will have a temporary or existing local stop
  - Stations are currently under construction and opening as completed
- Essential amenities being installed as Rapid stations constructed:
  - Shelters
  - Benches



# Rapid Construction Updates

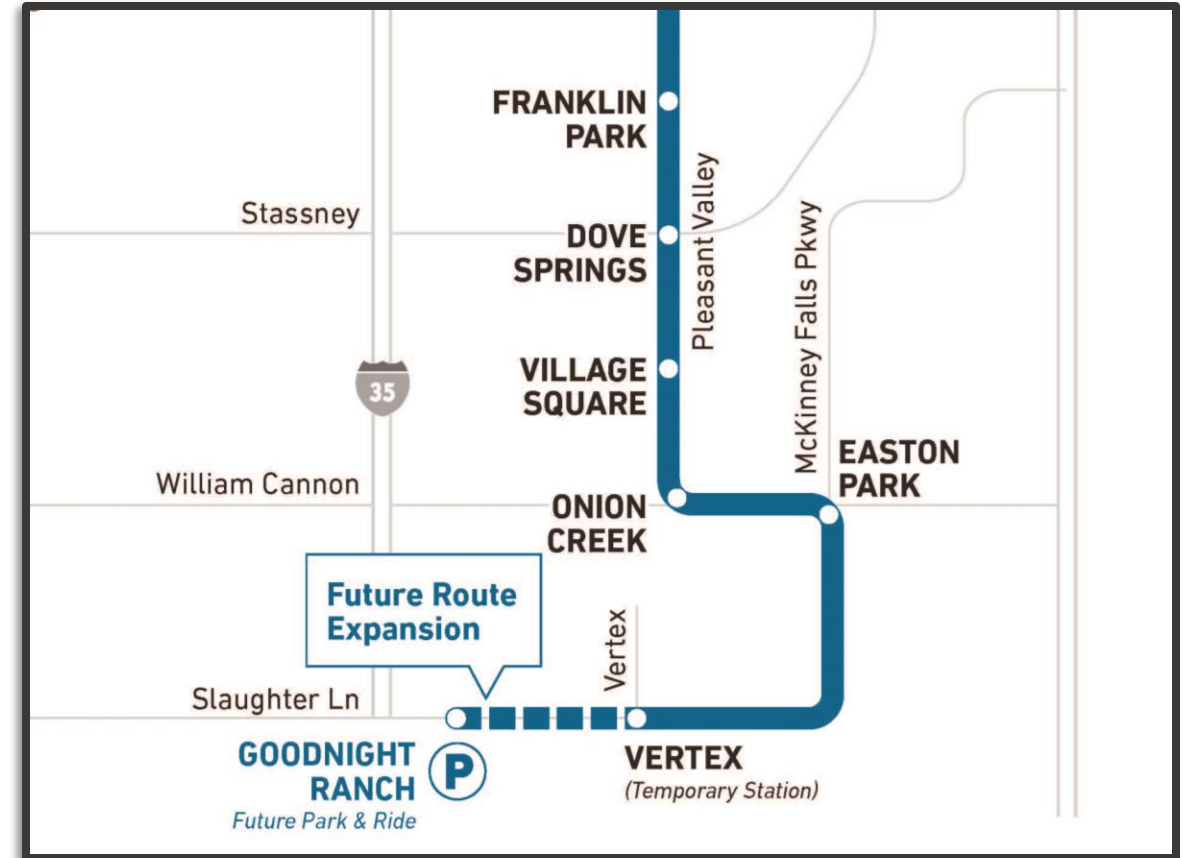
- All bus stops or temporary stops are open on both lines
- 38 shelters installed with 41 to go with goal date of end of 2025
- In process of securing permitting for electrical construction
- 62 locations have the flatwork completed- i.e. bike lanes, shared spaces, etc.
- For stop construction updates:  
<https://www.capmetro.org/rapid2025>






# Rapid 800 and 837 Initial Service

- Routes will initially utilize diesel vehicles
- Strategic use of battery electric buses (BEBs)
- Park and Ride construction is ongoing
  - Expo Center- 140 spaces
  - Goodnight Ranch - 65 spaces
  - Will include end-of-line charging

Route 800 Temporary End-of-Line



## Legend

-  Expo Center Line
-  Pleasant Valley Line
-  Proposed Park & Ride



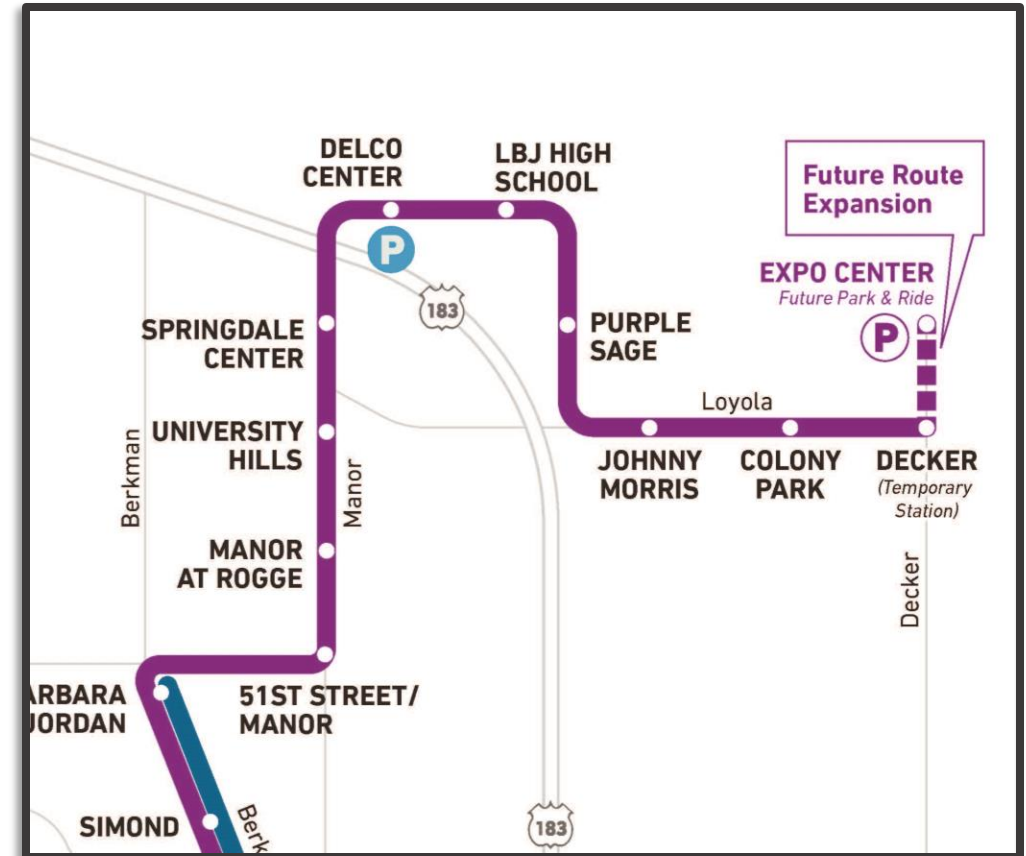
# Rapid 800 Pleasant Valley Temporary End-of-Line



# Rapid 800 and 837 Initial Service

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Route 837 Temporary End-of-Line



**Legend**

- Expo Center Line
- Pleasant Valley Line
- Proposed Park & Ride

# Rapid 837 Expo Center Temporary End-of-Line



# Park & Ride and End of Line Charging Station Update

- Expo Center- construction is underway with completion goal of 2026
- Good Night Ranch- final steps of permitting process with completion goal of 2026



# Rapid Engagement

## Phase 1

### Project Connect Engagement

- **2019-2021**
- Virtual Public Meetings
  - With Live Q&A and Survey
- Meetings with Stakeholders and Advisory Groups
- Various Updates and Notifications
  - Monthly eNewsletters
  - Social media and digital engagement
  - Tabling at community events
  - Direct feedback email, project hotline, and in-person Project Connect Office

## Phase 2

### Spring 2025 Service Change

- **August 12– September 11, 2024**
- Service Change Website with Comment Box
- At-Stop Signage
- In-Person and Virtual Public Meetings
- Emails and Presentations to Stakeholder Groups
- Advisory Committees
- Operator Engagement
- On-Board Brochures
- CapMetro Alerts Text Messages
- Social Media Posts
- Public Hearing

## Phase 3

### Implementation

- **Anticipated Spring 2025**
- CapMetro Text Alerts
- Targeted social media campaign
- Advisory Committees
- At-stop signage and outreach
- Blockwalking
- Community Rides
- Emails and Presentations to Stakeholder Groups

# Community Engagement for CapMetro Rapid

- 336 hours of at-stop outreach
- Block walking in 10 high traffic areas along both lines
- Two community ride-alongs coming in Spring 2025





# Committee Meet & Greet

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Facilitated by Staff Liaison

**CapMetro**

**Thank you!**