

Capital Metro
Reaching Higher: Recent News & Reports
March 2019

IMAGE: Two bus riders in front of a CapMetro Bus

IMAGE: A family looking at a CapMetro bus map

It is an extraordinary time for Cap Metro and the service we provide Central Texas. Last June, we launched Cap Remap, the largest system-wide change in our agency's history.

- Cap Remap tripled the number of MetroBus routes in our High-Frequency Network.
- Cap Remap increased access to High-Frequency service for underserved communities by 50%.
- MetroExpress saw a 32% increase.
- MetroRapid saw a 24% increase with expanded service.

Thanks to you, we are able to provide better connections and serve more Central Texans!

New Program
Free Rides for K-12 Students
1,106,889 rides
Jun 2018 – Jan 2019

Customer Satisfaction
As of Dec 2018*

- Overall Satisfaction 88%
- Likelihood to Recommend 92%
- Likelihood for Continue Use 97%

*Results from Dec. 2018 Customer Satisfaction Survey.

Ridership Summary
June 2018-January 2019
Post-Cap Remap

Total System
20,058,533
3% increase over Jun 2017 – Jan 2018

MetroRapid
3,242,668
24% increase over Jun 2017 – Jan 2018

MetroExpress
453,210
32% increase over Jun 2017 – Jan 2018

MetroRail

519,123

2% increase over Jun 2017 – Jan 2018

MetroAccess

458,129

New Neighborhood Mobility Zones

4 neighborhoods served:

- Exposition
- Johnston Terrace
- Springdale Road & Rogge Lane
- North Austin Medical Center

Bus Shelter Improvement

- 25 Newly designed MetroBus shelters with sunshade
- 13 New MetroRapid infill stations, fulfilling a longstanding customer request
- 4 Shelters piloted with solar powered digital signs with real-time data (more coming in 2019)
- 83 New accessible bus stops built from the ground up in five months

Transparency & Stewardship

New Performance Dashboards

Our recently launched performance dashboards increase Cap Metro's transparency, for both our board of directors and the public. To dive in, visit CapMetro.org/Dashboard:

- Customers (Ridership)
- Safety Report
- Reliability Report
- Finance Report

Fully Funded Reserves

A strong economy and smart operations have let us add to Cap Metro's savings accounts. We have fully funded an additional month of budget stabilization (for the first time in 2018!) and established a new Capital Expansion Fund.

Community Engagement

- 151 events throughout the region providing support and transit training
- 100,000 meals for the Central Texas Food Bank made possible through [Stu the Bus](#)
- New Program: 14 Art Boxes featuring works of art by 12 Central Texans along MetroRapid Routes 801 and 803

IMAGE: NEW DOWNTOWN STATION RENDERING

The past year's been amazing, but look at what's still to come!

- In June, the Westgate Transit Center will provide South Austin with more transit connections; the ability to take B-cycle, Car2Go & scooters; and plenty of parking.
- We're creating a more modern fleet of vehicles, with 52 new buses being put into service this year, beginning in March.
- We'll break ground on our new Downtown Station in March.

Our efforts to serve the community and to continue building a culture of transit brought great results:

- Launched a Free Rides for K-12 Students pilot program with great success and made it permanent in December.
- Our board voted to make free rides on Election Day & New Year's Eve permanent.
- During the government shutdown, we made sure federal employees traveled free of charge.

NEW COMMUNITY OFFICE NOW OPEN

Project Connect will deliver transformational changes for generations to come. After two years of community engagement, last year we introduced a vision for what regional transit could look like. We gathered your feedback, revised the Project Connect vision map and it was accepted by our board. This year we'll begin preliminary engineering, environmental study and gather even more of your input. Check out the map, attend a meeting, tell us what you think and visit ProjectConnect.com. We need your voice!

IMAGE: Project Connect Office

Find out more online at capmetro.org or call our Go Line 512-474-1200.

Para ver este folleto en español, favor de visitar CapMetro.org.