

Capital Metro Service Plan 2020 Project Summary

 SERVICE PLAN



What is ServicePlan2020?

- Comprehensive analysis of the entire Capital Metro bus system
- Roadmap for system improvement and growth over the next 10 years

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Why Do ServicePlan2020?

- Service has not been comprehensively reviewed for over 20 years
- Design bus services to better meet the needs of the region
- Increase transit ridership to manage traffic congestion and improve air quality
- Increase cost effectiveness of bus operations

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2020 



Elements of Service Plan 2020

- Existing Conditions Analysis
- Market Research
- Stakeholder Input
- Community Participation

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Initial Input and Analyses

- Stop Level Ridership Analysis
- Review Customer Comments or Request for Service
- Operational Issues (through bus operators)
- Board Input
- Market Research
- Transit Competitiveness Index Analysis
- Initial Technical and Community Advisory Committee meetings

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Advisory Committees

- Technical Advisory Committee
 - Regional Transportation / Governmental Agencies
 - Educational Institutions
- Community Advisory Committee
 - Community Advocacy Groups
 - Social Service Organizations
 - Participating Suburban Communities
 - Transit Rider Groups

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Plan Development

- Initial Service Alternative Concepts *(June 2009)*
- Advisory Committee and Public Input *(July-Aug 2009)*
- Revised Alternatives *(Sep 2009)*
- Advisory Committee and Public Input *(Oct-Nov 2009)*
- Preferred Alternative *(Dec 2009)*
- Finalize ServicePlan2020 *(Jan 2010)*