

CapMetro

Demand/Response Customer Experience Surveys 2026

Survey Executions

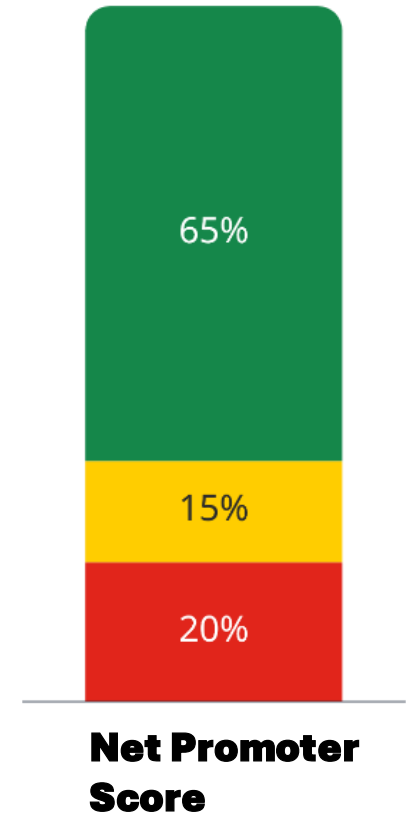
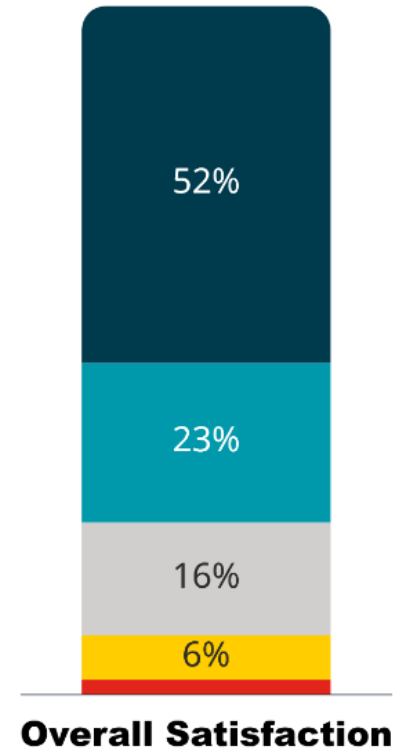
- Access
 - Survey performed in May/June 2026 by ReconMR
 - 582 completed surveys
 - Based in part on the 2018 survey but with new questions added to align with the customer experience approach.
- Pickup
 - Survey performed in April/May 2026 by Sensis
 - 353 completed surveys over 12 zones
 - Based on the 2024 Customer Experience surveys conducted in Leander, Manor and Lago Vista.



CapMetro Access Survey

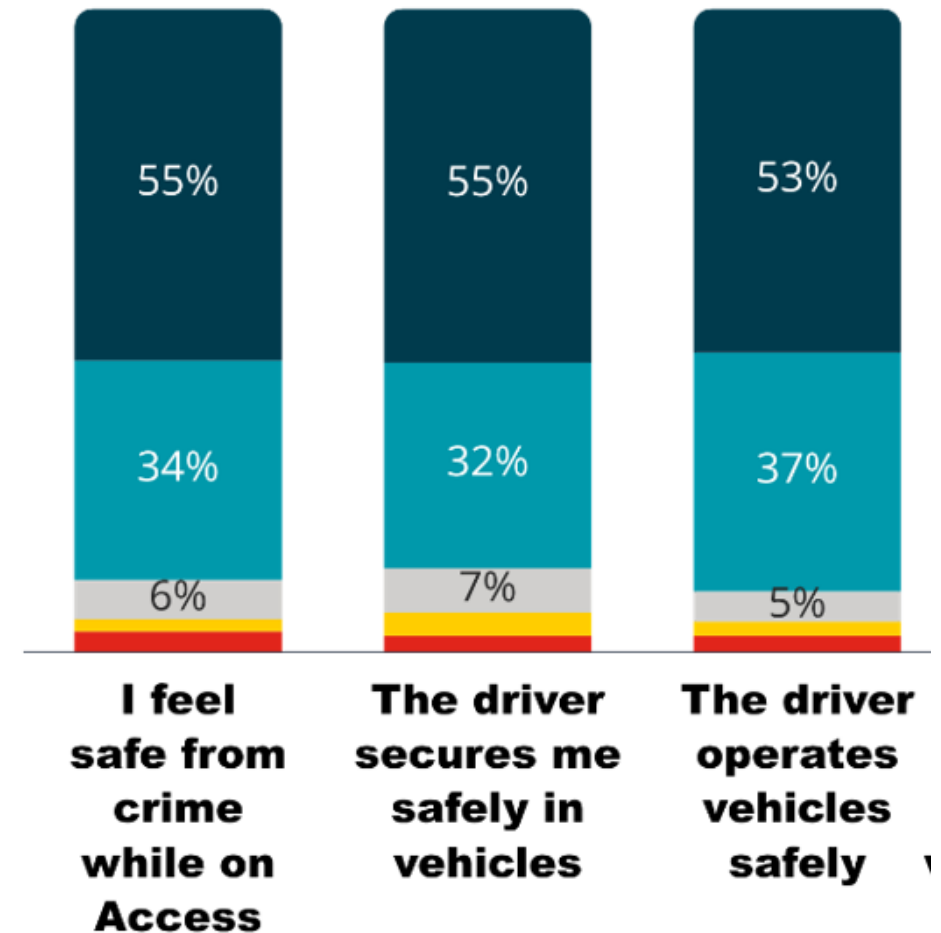
Access – Satisfaction and NPS

- Overall Satisfaction
 - 75% of Access riders are satisfied
- Net Promoter Score (NPS)
 - NPS is 45
 - 65% promoters
 - 15% passive
 - 20% detractors

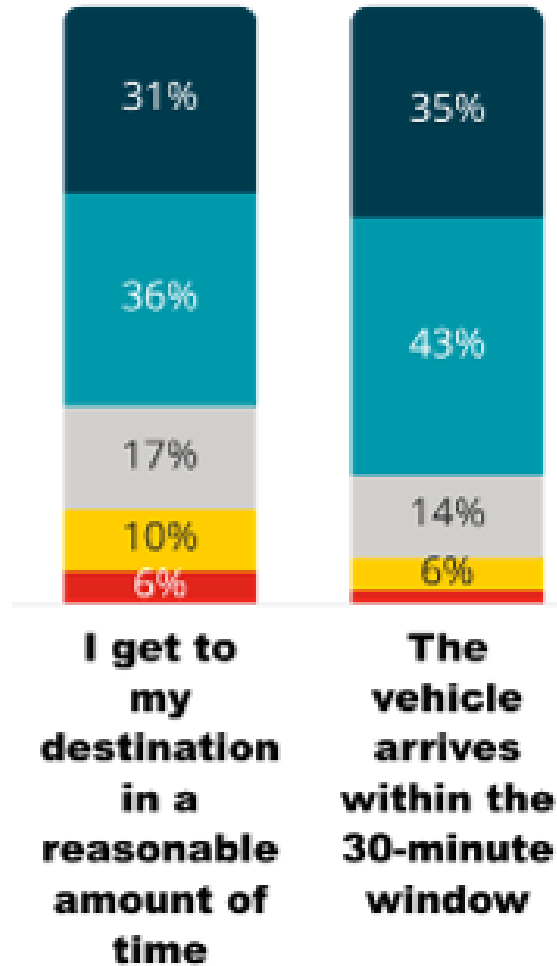


Access - Safety

- Access received good marks from customers on Safety
 - 89% reported feeling safe from crime
 - 87% noted being safely secured by the driver
 - 90% believe the driver operates the vehicle safely



Access - Reliability



- Reliability is an area where customers noted less satisfaction
 - 67% of customers agreed that they get to their destination is a reasonable amount of time
 - 78% report their ride arrives within the 30-minute window

Access Quadrant Chart



Access – Key performance scores

- Additional questions also scored well
 - 85% – Vehicles are clean and well maintained
 - 80% – Drivers are courteous and helpful
 - 86% – Courteous and responsive call center operators
 - 93% – Eligibility staff were polite and professional
- 78% – Call center answers the phone in a reasonable amount of time
- 81% – Access can take me where I need to go
- 86% – Can schedule a trip when I need to travel
- 80% – Know where to find information
- 78% – Information is adequate



Pickup Survey

Pickup – Overall Satisfaction



- Pickup has a happy customer base overall.
- These scores are compiled from representative samples of all of the zones.

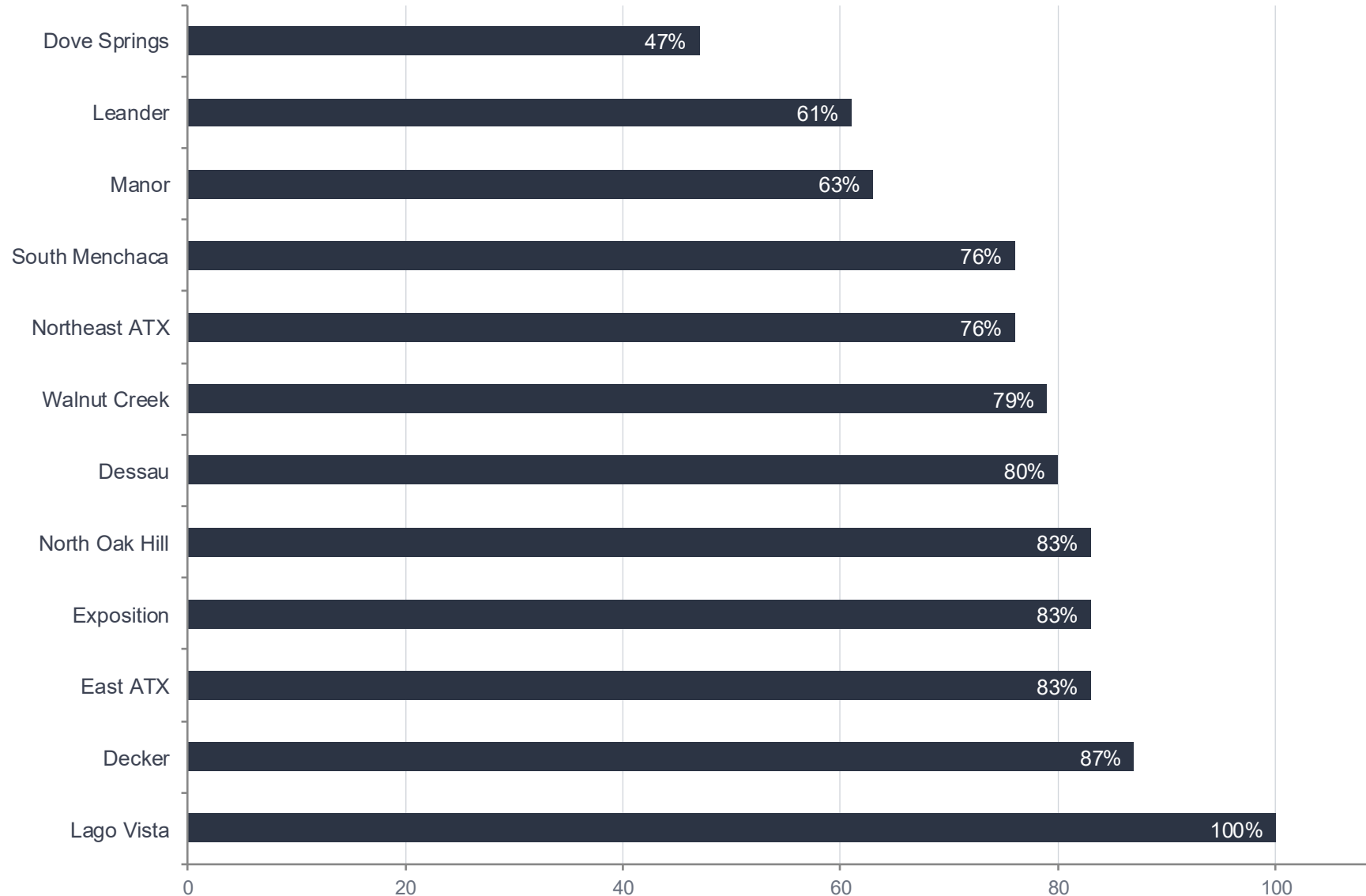
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Pickup – Net Promoter Score

- Customers showed great loyalty with an NPS of 77.
- There were differences across zones that are worth considering, however all the zones scored a positive number
- Leander and Manor NPS declined from the 2024 survey



Pickup - NPS by Zone



Pickup – Safety

- Safety scored well for Pickup with no indications of any safety concerns for customers

96.8%

Enforcement of
rules/fares

96.2%

Safety from
harassment

Pickup – Reliability

- Reliability is relatively good, but ease of requesting by phone and timely info about delays were flagged as areas for improvement

92.3%

Time to reach
destination

82.7%

Accuracy of arrival
time estimate

88.6%

Alert that Pickup is
near

81.1%

Ease of requesting
by phone

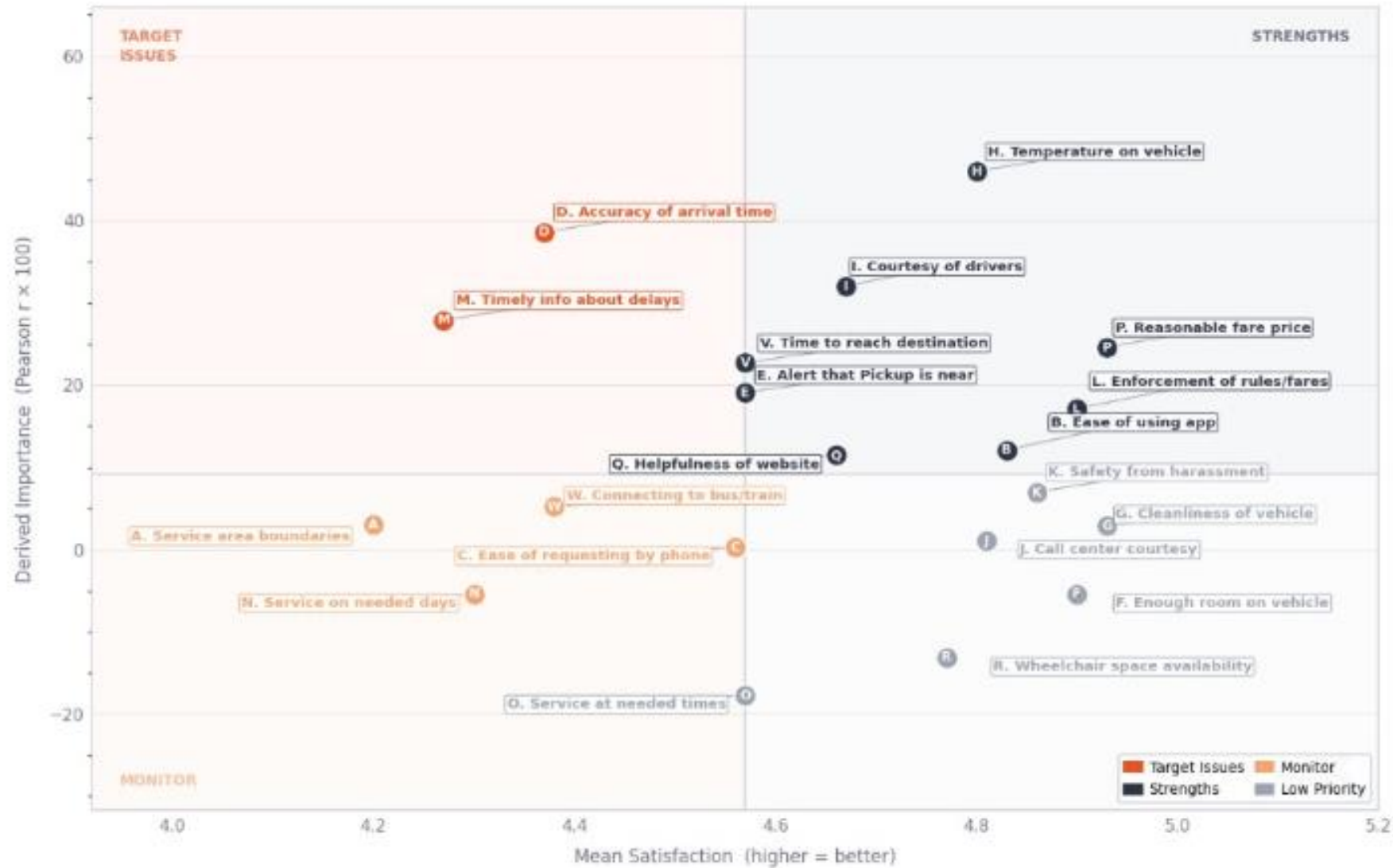
86.5%

Connecting to
bus/train

78.7%

Timely info about
delays

Pickup - Quadrant Chart



Pickup – High and Lower Performers

- **What Riders Love**

- Fare price, 98% satisfaction
- Vehicle cleanliness, 97%
- Driver courtesy, 97%
- Vehicle temperature, 97%
- App ease of use, 97%

- **Areas to Improve**

- Delay information accuracy, 79%
- Service area information, 80%
- Phone booking ease, 81%
- Arrival time accuracy, 83%
- Hours availability, 84%

 Thank you

