

CapMetro

**Customer Experience Survey
Bus/Rail
2026**

Executive Summary

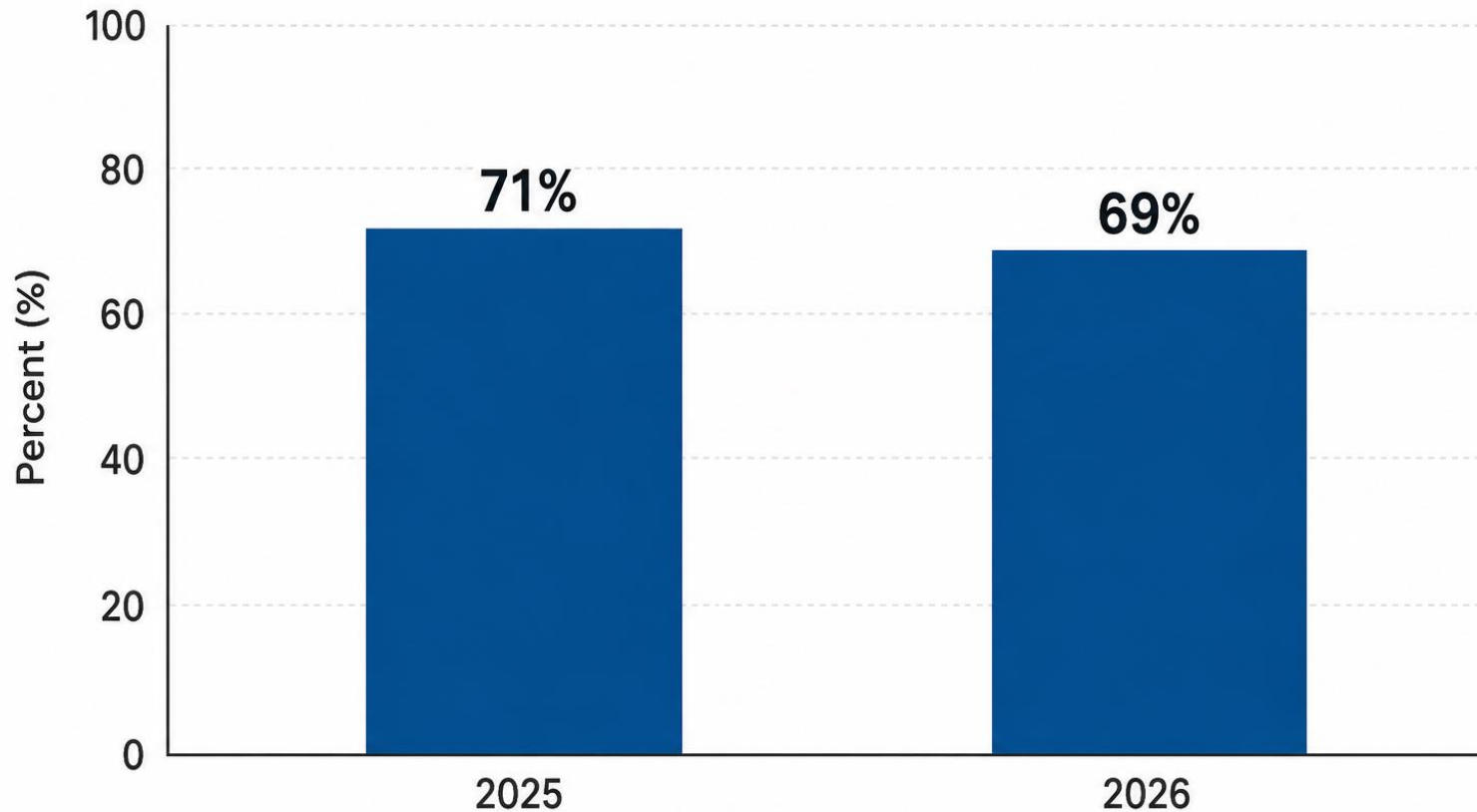
- 1. 2026 Rider Satisfaction was 69%, equal to 2024 but down 2% from 2025 (note that the 2% decline was not statistically significant).
- 2. The only statistically significant change over the prior year was for Rail, with Satisfaction increasing from 76% in 2025 to 85% in 2026.
- 3. Net Promotor Score increased from 9 in 2025 to 15 in 2026, with especially big increases among Express and Rapid riders.
- 4. Top priorities from the 2026 Quadrant Chart that can inform future updates to the Cap Metro Customer Experience Action Plan are:

Addressing homelessness on the system	Bus stop seating
Bus Reliability	Availability and accuracy of printed schedules
Ease of reporting a safety concern	Enforcement of rules and fares
Bus Interior Cleanliness	Train Frequency
Accurate and timely info about delays	Overall journey time

■ Top Survey Results

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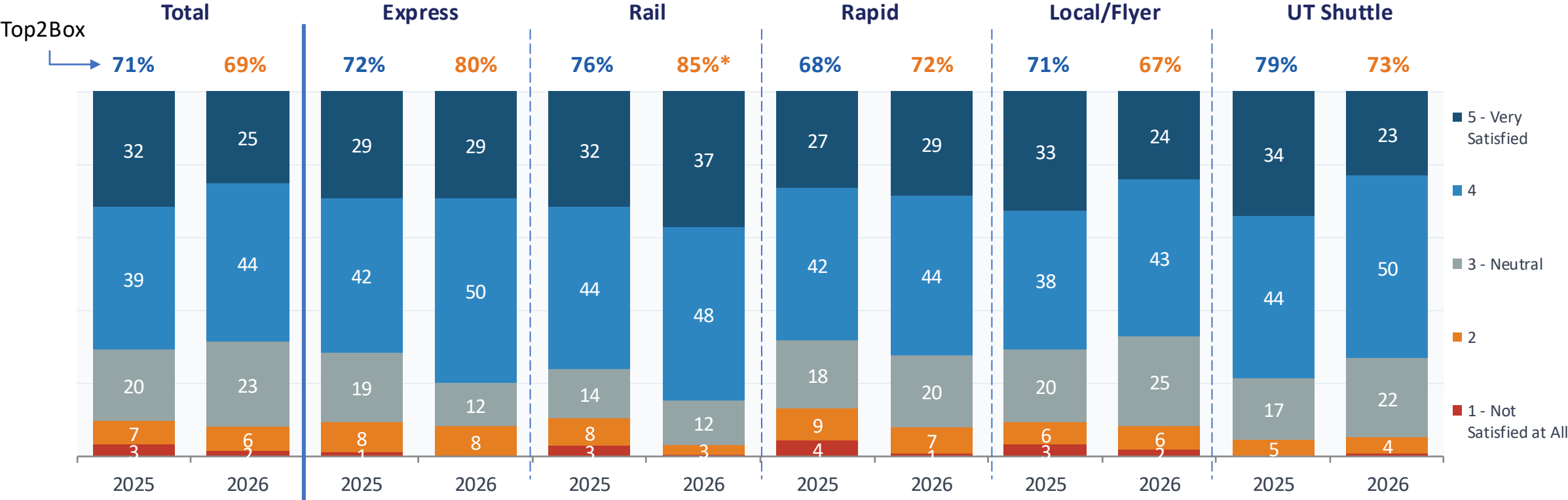
CUSTOMER SATISFACTION



CapMetro Satisfaction: 2025 vs 2026 by Product Group

Q2: How satisfied are you with CapMetro?

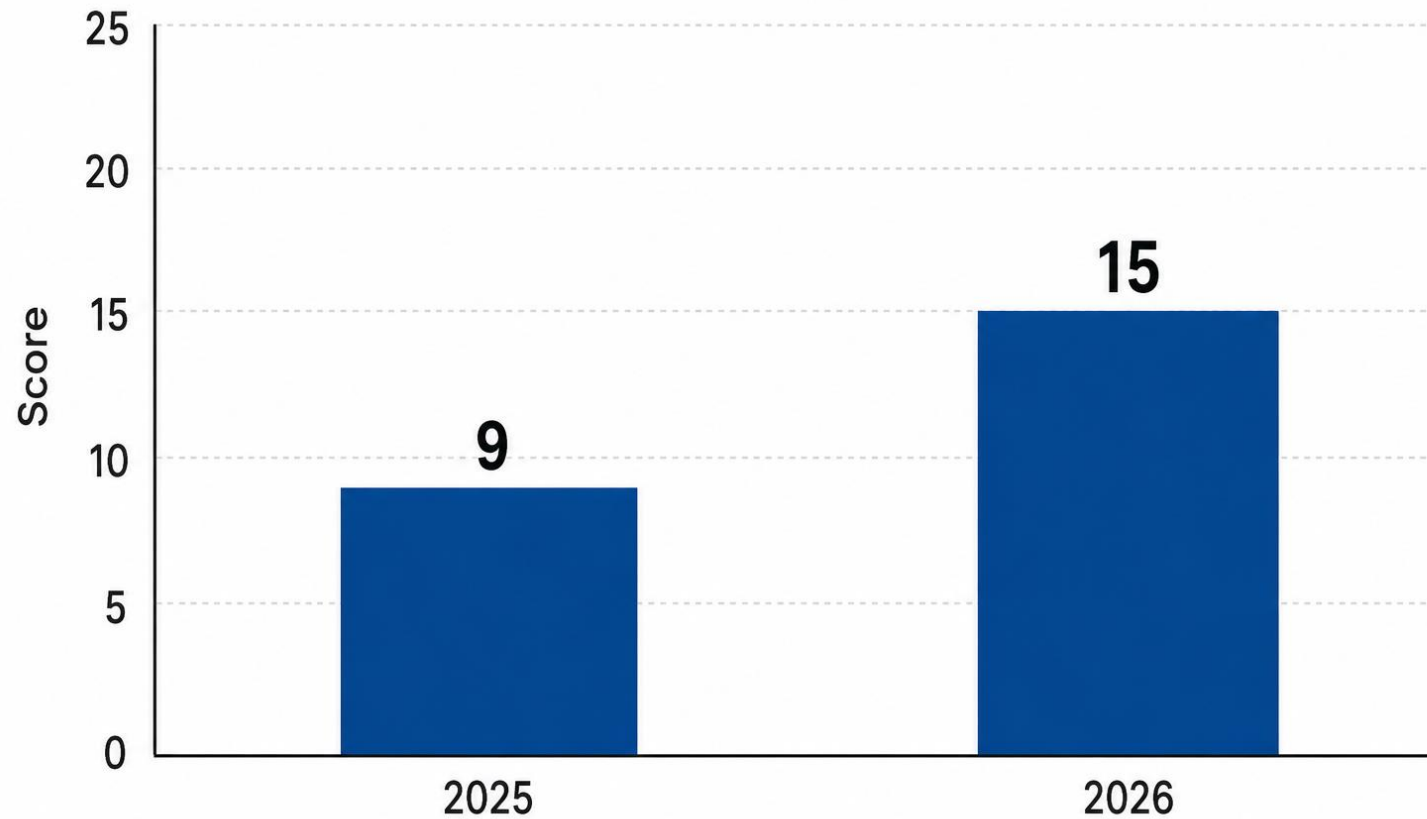
Sample sizes (n) — 2025 / 2026: Total 1,757 / 1,558 · Express 172 / 208 · Rail 221 / 273 · Rapid 256 / 280 · Local/Flyer 847 / 517 · UT Shuttle 261 / 272



* Indicates a statistically significant change from 2025

■ Top Survey Results

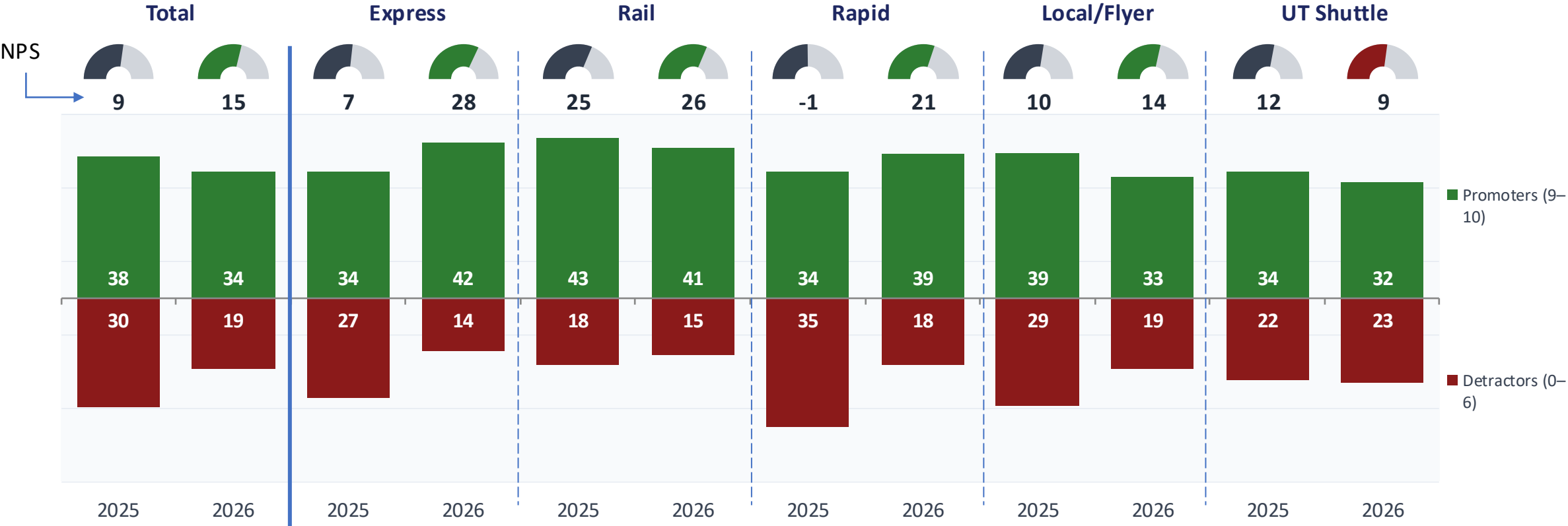
NET PROMOTER SCORE (NPS)



Net Promoter Score: 2025 vs 2026 by Product Group

Q10: How likely are you to recommend CapMetro?

Sample sizes (n) — 2025 / 2026: Total 1,757 / 1,560 · Express 172 / 208 · Rail 221 / 274 · Rapid 256 / 280 · Local/Flyer 847 / 518 · UT Shuttle 261 / 272



Open-ended responses (weighted): Key Themes for Areas Rated Lowest

Q12: For areas you rated lowest, please explain in as much detail as possible about what you experienced and how it impacted you. Please be as specific as possible.

Sample sizes (n) — Unweighted 1143 / Weighted 1198 (Note: approximately 26% of Q12 responses were classified as incomprehensible or missing)

