

CapMetro Pickup Service

2026 Rider Satisfaction Survey

n = 353 riders · 12 service zones · April–May 2026

AT A GLANCE

73Net Promoter Score
System-wide NPS**92%**Overall Satisfied
Top-2-Box (4 or 5)**64%**Very Satisfied
Rating 5 out of 5**4.50**Mean Satisfaction
Out of 5.0**353**Respondents
Across 12 zones

KEY FINDINGS

1 Riders are highly loyal, and satisfaction is consistent across every group.

Nine in ten riders (92%) are satisfied, and the NPS of 73 far exceeds the transit benchmark of 30–40. This holds consistently across all age groups, genders, disability status, and usage frequency.

2 Zone performance ranges widely, from a perfect 100 to a low of 47.

Lago Vista leads at NPS 100; Dove Springs posts the lowest at 47, despite high satisfaction (97% T2B), pointing to a vocal detractor subset. Leander (61) and Manor (63) also have room to improve.

3 Wait time has a hard ceiling at 30 minutes.

99% find a 15–20 min wait acceptable. That falls to 50% at 30–45 min, and just 13% at over 60 min. Wait time management is the single highest-leverage operational improvement available.

4 Demand for expansion is near-universal.

76% of riders want zone expansion, 58% want more vehicles, and 56% want longer hours. Only 2% said "none of these." This demand is equally strong regardless of frequency of use.

5 Vehicle quality is a strength; scheduling and communication are the gaps.

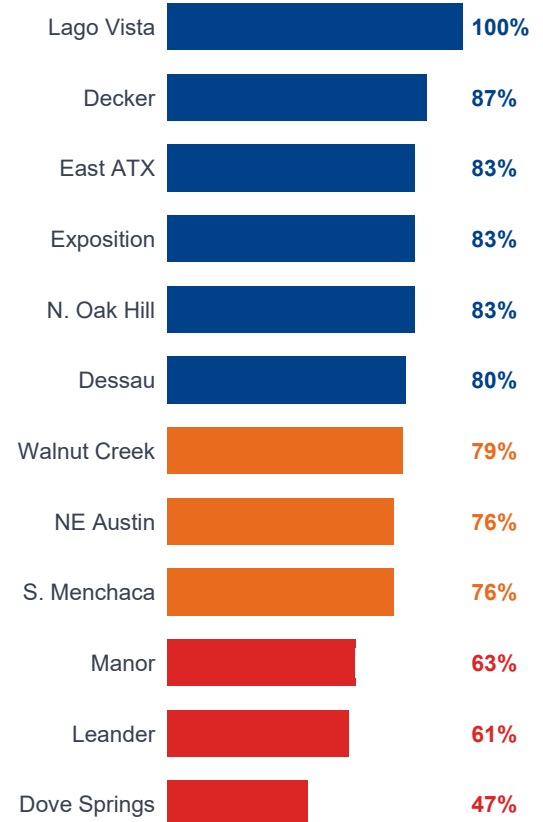
Fare price (98%), cleanliness (97%), and driver courtesy all exceed 95%. The lowest-rated items, delay alerts (79%), service area info (80%), and arrival accuracy (83%), are all scheduling and communication issues.

ZONE PERFORMANCE

Zone	n	NPS	T2B Sat%	Mean
Lago Vista	17	100	94%	4.71
Decker	30	87	93%	4.57
East ATX	46	83	98%	4.72
Exposition	18	83	100%	4.67
N. Oak Hill	18	83	89%	4.39
Dessau	59	80	90%	4.49
Walnut Creek	66	79	91%	4.48
NE Austin	42	76	95%	4.62
S. Menchaca	17	76	100%	4.71
Manor	41	63	90%	4.56
Leander	49	61	86%	4.20
Dove Springs	30	47	97%	4.57
TOTAL	353	73	92%	4.50

NPS color: Blue ≥80 · Orange 65–79 · Red <65 | T2B = % rating 4 or 5 overall | n = respondents per zone

NPS BY ZONE



Source: 2026 CapMetro Pickup Rider Satisfaction Survey. Conducted April–May 2026 via online survey (English & Spanish). n=353 completed interviews. Eligible respondents: adults 18+ who used CapMetro Pickup in at least one zone within the past three months. NPS = % Promoters (9–10) minus % Detractors (0–6) on 0–10 scale ×100. T2B = % rating 4 or 5 on overall satisfaction. Attribute T2B = % rating Very or Somewhat Satisfied on inverted 1–5 scale.