



METRO

JANUARY - MARCH 2019

Quarterly Report



NEW OCC IMPROVES SERVICE

We opened our Operations Control Center (OCC) in March, right in time for one of the busiest weeks of our year, SXSW. The OCC gathers staff from rail and bus operations, as well as security in one room. That proximity improves service because it allows teams to work together cross-functionally to fix disruptions and to avert them before they can affect the customer experience.

OCC staff works closely with paratransit operations, IT, Facilities, Communications and Customer Service, using state-of-the-art technology like the video wall to support all of these efforts and provide the best possible customer experience!

RIDERSHIP ON THE RISE

We've continued to see great results in 2019 with ridership increasing across services and throughout the week. The best example is Sunday service, where we added service and have seen ridership jump **more than 25%!**

The changes we implemented with Cap Remap made have made a real difference for our customers, as you can see with the continuing ridership increases, up again systemwide the first few months of 2019. When you invest in transit, results follow!

↑ 25%
**INC. SUNDAY
RIDERSHIP**

A VALUED COMMUNITY PARTNER & AN ENGAGED WORKFORCE



DOWNTOWN STATION GROUNDBREAKING

We broke ground on the new Downtown Station in March, preparing the way for a bridge to the future of Capital Metro. The new station will be a central hub for Austin and enable us to achieve MetroRail's full capacity. The Red Line is a strong service now, as we saw during SXSW and as we see every day in the morning and evening rush hours. But the new Downtown Station will let us increase its capacity and connect to what Project Connect will deliver too. It will be a central component of a truly great high-capacity transit system.



WHEN DEMAND FOR OUR SERVICE IS HIGH, IT'S ALL HANDS ON DECK!

More than 130 CapMetro staff members from every department in the agency worked extra shifts during South By Southwest in March — some lasting till 3 a.m. — to make sure festival goers got the help they needed to use our service. SXSW was an amazing few weeks with an extraordinary number of great events and visitors throughout the city. Like always, the CapMetro staff rose to the challenge of serving our customers with extended hours and overnight shifts.

HIGH-QUALITY CUSTOMER EXPERIENCE & SUSTAINABILITY



Customers (Ridership)



Safety Report



Reliability Report



Finance Report

TRANSPARENCY & STEWARDSHIP: NEW PERFORMANCE DASHBOARDS

We've made it easier than ever to view CapMetro's performance. Our recently launched dashboards allow customers to dive into ridership numbers by service, by route or by time period dating back the past two years. They also contain safety and financial data that give a fuller impression of the hard work the agency is doing to improve service for the entire Central Texas region!

To view the dashboards, visit capmetro.org/dashboard.



FULLY FUNDED RESERVES

A strong economy and smart operations have let us add to CapMetro's savings accounts. The state mandates we keep two months of operating reserves, and we have now an additional month of budget stabilization reserves (fully funded for the first time in 2018!). In January the board established a new Capital Expansion Fund that will enable CapMetro to deliver a first class customer experience.

PROJECT CONNECT



FROM CONGRESS AVENUE TO MAIN STREET

We've opened the Project Connect Community Office downtown, where you'll find the latest resources and the Project Connect planning team. Drop by to talk about our vision for regional mobility and give us your input. The Community Office is located at 607 Congress Ave. (7th and Congress) and is open weekdays from 9 a.m. to 4 p.m.

In addition to visiting the Community Office, you can learn more about our progress through the website at ProjectConnect.com, at public meetings throughout the region and by submitting comments at feedback@capmetro.org.

At its March meeting, our board of directors approved the design engineering contract for the Orange Line, which jumpstarts Project Connect with work on what is Austin's Main Street: North Lamar through the UT campus and downtown to South Congress.

