



# METRO

JANUARY - MARCH 2020

## Quarterly Report



## We're In It Together!

**T**he world's changed greatly in the first months of this year due to the coronavirus, and we're all still working out how to respond. One thing that hasn't changed amid this global pandemic is the way CapMetro and our staff

come together to serve the people of Central Texas.

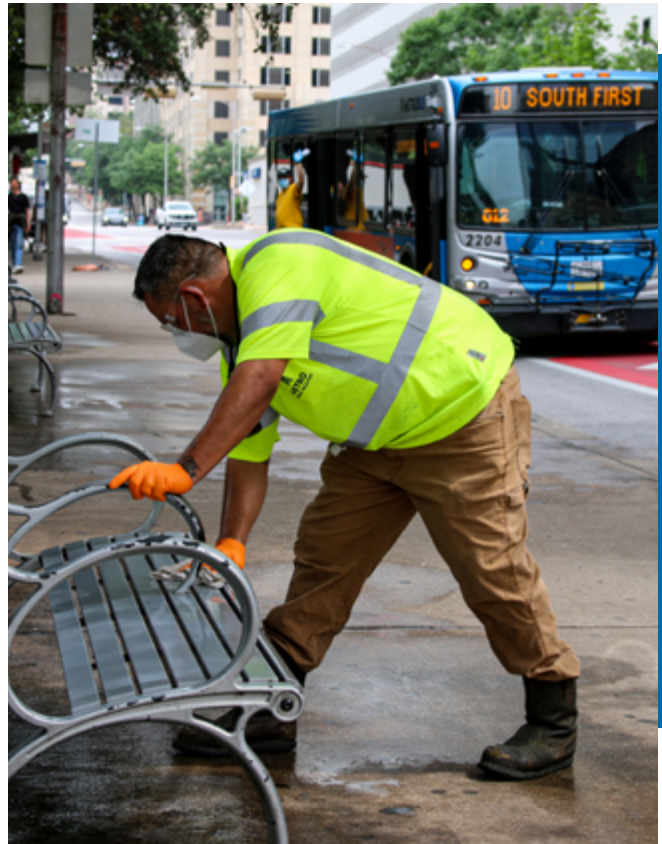
No one got to attend spring festivals or check out a new band's showcase. We can't go to a museum, see a movie or eat a meal out. But nurses still have to go to work, and so do grocery store checkers, maintenance crews and construction workers.

CapMetro has been there for them, because those folks are there for us.

# Capital Metro Responds to the Coronavirus

News of the spread of the coronavirus began to hit in January, and CapMetro leadership started to prepare our response then. We were ready to adjust our service in early March when, first, SXSW was canceled and then the Austin region implemented serious measures to combat the public health crisis.

CapMetro put in place enhanced sanitization of our vehicles and facilities; we changed our operating schedules to match the newly reduced ridership demand; and then further adjusted them as we progressed and saw how the ridership levels needed to be supported.



The goal was to deploy resources where they best served the customer. Normally that means to increase ridership. Now it was intended to decrease the number of customers for safety reasons — to give enough space between people to be safe and healthy.



## CapMetro's Initial Response to COVID-19:

- Service adjustments
- Enhanced cleaning procedures
- Help at Home kits partnership with H-E-B and Central Texas Food Bank
- New temporary staff to accommodate ramped-up cleaning schedule
- Skip-a-Seat signs to encourage social distancing



# Thanks a Billion!

January 2020 seems like ages ago. But it's worth noting that in that month CapMetro reached a huge milestone: **1 billion rides!**

Our mission is to connect people with their communities, bringing them to their jobs, their friends and enabling them to enjoy the best Austin has to offer. **CapMetro has been transforming Central Texas lives for the past 35 years.** Between now and our next billion rides, we will continue to take pride in serving our community.



# Cleaner Air for Our Tomorrow

Our first zero-emission electric buses rolled out in January with artwork created by students at Lee Lewis Campbell Elementary Media and Performing Arts Institute.

**Our 1 billion customers have saved more than 445,000 tons of greenhouse gases** that would've been in the air if they'd driven alone. When people choose transit, cleaner air is the result!





# Transit Keeps Austin Moving Forward

Among the last public events CapMetro participated in before we all began to shelter in place was the sixth joint work session for our board of directors and the Austin City Council about Project Connect. The Project Connect system plan was shaped by comments and feedback we received from more than 40,000 people throughout our community, and this work session was its grand unveiling.

## Recommendations Presented at the March Work Session:

- 2 light rail lines serving the busiest corridors throughout the city
- 1 bus rapid transit line operating in its own transitway connecting downtown, the UT campus and the burgeoning Airport Boulevard corridor; potential future conversion to LRT
- A downtown tunnel that will improve the reliability of the entire system by speeding transit through the most congested part of the city
- Improvements to the MetroRail Red Line, including new stations, and a possible new Green Line that serves eastern Travis County, Manor and Elgin
- New MetroExpress service connecting outlying areas to Central Austin
- Additional Park & Rides and transit centers that enable more people to take advantage of the expanded transit system



Check out the entire plan and take a look through a virtual open house on:

**ProjectConnect.com.**