



METRO

JULY - SEPT 2020

Quarterly Report

35 YEARS

It's Been a Great 35 Years!

July marked CapMetro's 35th anniversary. Together with our partners, we've accomplished a lot in 3 ½ decades. To highlight a few:

- Provided more than 1 billion rides to Central Texans.
- First transit agency in Texas to be 100% accessible.
- Launched MetroRapid service along two of Austin's busiest corridors.

- Cap Remap created a simpler, more direct bus network with more frequent routes.
- Increased ridership in 20 of 21 months afterward.
- Implemented free fares for K-12 students in Central Texas.
- Brought the first electric buses to Central Texas.
- Launched the on-demand transit service Pickup.

We thank the Central Texas community for your continued support and commitment and look forward to what the next 35 years will bring.

Making Your Trip Better in a Lot of Different Ways

The CapMetro App is getting better and better, and we're just getting started. This summer we added a digital wallet to the app, letting you create an account so you always have access to CapMetro. And more improvements to how you pay and how you ride are coming your way!

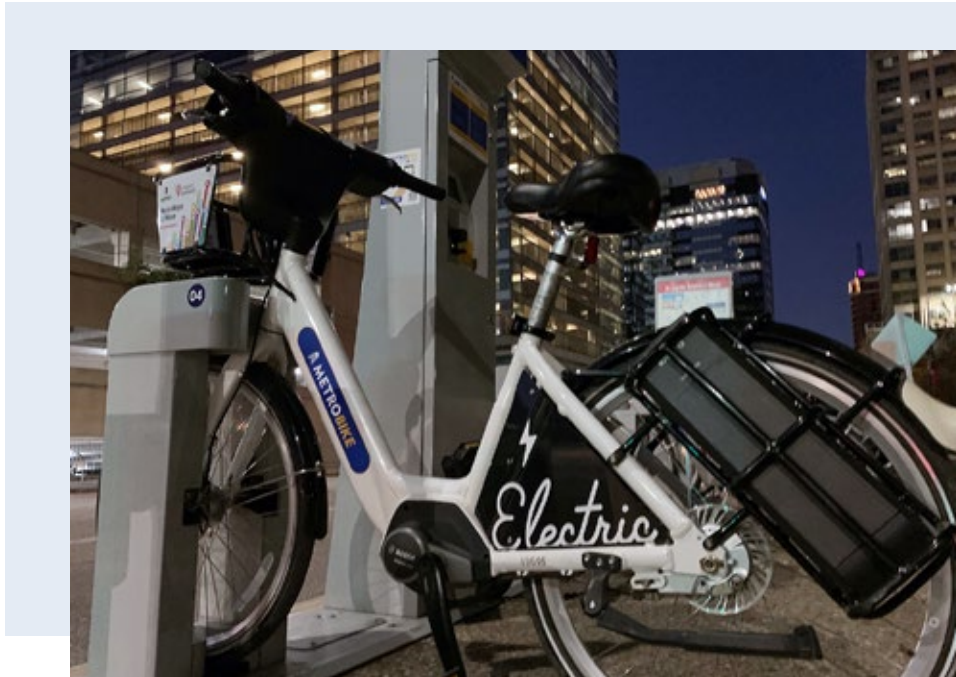


Bigger, Cleaner, Quieter

August saw the latest electric buses come our way. This time they're our first 60-foot articulated vehicles. You know, the bendy buses that you see on our MetroRapid routes!

BCycle Meets MetroBike

Partnerships are how we do most things, and in September we announced our latest with the city of Austin and Austin BCycle, which is now MetroBike. More stations, more bikes and more electric bikes are on their way too!





Return with CARE

Most years, we make regular changes to our service 3 times to improve the customer experience and respond to shifts in how our riders use the service. This year, of course, the coronavirus pandemic changed how we operate in March ... and has caused us to keep making adjustments since then.

We returned much of our service to its regular schedule in August, adding trips to several routes during busy daytime hours to ensure customers are able to maintain a safe, physical distance from each other while on board.





Project Connect on the Ballot

The CapMetro board and the Austin City Council approved the Project Connect System Plan, and the city council decided to bring an Initial Investment in Project Connect before voters in November.

Project Connect would expand transit capacity and offer more options, linking people, neighborhoods and employers.

