



METRO

JULY - SEPTEMBER 2019

Quarterly Report



Austin Gets a Pickup

The on-demand Pickup service is growing at a spectacular rate. Piloted in 2017-2018 in the Mueller and Windsor Park neighborhoods, Pickup became a part of our regular service this summer in Manor.

It then rolled out to four areas in Austin a couple months later and is doing just what its pilot period intended:

- Connecting customers to transit stops.
- Providing rides to the grocery store and doctor's appointments.
- Giving folks rides home to their apartments.
- Getting kids and staff members to schools.
- Serving neighborhoods not designed for traditional transit options.

The success of Pickup comes in providing these types of services that are sometimes left underserved by traditional transit. It's also great as a supplement to our MetroAccess paratransit service and as an alternative to single-occupancy vehicles or ride-hailing transportation options.

With its growing popularity — each Austin zone set daily ridership records in the most recent week of service — **Pickup will soon be seen on the streets of Leander connecting residents to MetroExpress and MetroRail service.**

Painting the Town Red

Working with our partners at the city of Austin, CapMetro opened a one-of-a-kind, transit-only lane on Guadalupe near MLK in August. What's unique about this one-block stretch of road is that buses operate in the opposite direction of the rest of the one-way traffic.

The contraflow lane allows CapMetro to improve the efficiency with which we travel through some of the heaviest traffic in Austin. It improves how our buses travel during the evening rush hour and is projected to **save our customers — more than 1,200 people using the lane daily to get home from work — 23 hours a year not sitting in traffic.**

The project is a concrete — paved, actually — example of how to make transit a priority and why that's necessary.



We've Got You Covered

One of our top priorities is improving the customer experience, making sure the people riding our buses and trains have a positive experience with CapMetro. A huge part of the transit experience in a place like Central Texas — with our six-month summers and where spring and fall days regularly get pretty toasty — is shelter from the overpowering sun, plus cover from the occasional rain shower.

That's why we've devoted resources specifically to **providing new bus shelters at 125 stops throughout our service area this year.** These aren't replacements of or upgrades to existing shelters. They're brand new shade protection for stops that previously offered none at all, and feature solar panels.



And the Award Goes to

It's been gratifying to receive outside recognition of our hard work. That's come in the form of continued ridership increases — up again in July, August and September — and also as awards for our service and culture.



- ◆ **Concerned Company Award**
from the World Safety Organization
- ◆ **Technology Innovation: Operations**
for the technology powering our real-time data from Government Technology Magazine
- ◆ **Mayor's Healthiest Workplace Award & Gold Level Partner**
from the City of Austin
- ◆ **METRO Innovative Solutions Award**
for the technology powering our real-time data from APTA's METRO Magazine

Good for the Earth,

Good for Us

An important component of Project Connect is our transition to an all-electric fleet of transit vehicles. The move is a crucial step toward creating a more sustainable transportation system and protecting our quality of life.

In August, CapMetro received the state's largest allotment from the Volkswagen Environmental Mitigation Trust settlement. The **\$3.5 million contract will be combined with nearly \$5 million in state and federal grants** to help us reduce the emissions from our fleet, including placing the first electric buses on the roads of Central Texas.

The first two electric buses will arrive in Austin at the end of 2019 and will be on the streets in early 2020. By the end of 2020, a total of 10 will be carrying CapMetro customers.



Rapid Improvement

Project Connect’s proposed Orange and Blue Lines will feature something brand new to Central Texas: high-capacity service operating separate from traffic in dedicated transitways. They’ll offer customers frequent, reliable transportation from north to south and out to the airport. But Project Connect’s vision is more inclusive and expands beyond these services as well.

Capital Metro wants the entire service area to benefit from Project Connect, with new MetroExpress routes proposed for outlying areas, transportation hubs for neighborhoods and MetroRapid service potentially expanding from two routes to seven.

Expanding MetroRapid service would allow us to build on an already popular transit option. The existing **801 line is easily CapMetro’s highest-ridership route**. That’s because it offers great service:

- All-door boarding makes for quick stops.
- Stations that are spaced out help ensure reliable travel times.
- Transit-priority lanes allow customers to ride separated from regular traffic.



The Project Connect vision includes a MetroRapid expansion. The way we could get there might look like a step of progressions: possibly evolving a route first to high frequency and then to MetroRapid.

PROJECT CONNECT ENGAGEMENT DASHBOARD



114
public events
across 25 zip codes



14,921
attendees



4,532
visits to virtual
open houses



1,095
comments
received