



METRO

OCTOBER - DECEMBER 2018

Quarterly Report



RIDERSHIP STREAKS HIGHER

CapMetro's major focus the first half of the 2018 was Cap Remap, which tripled the number of MetroBus routes in our High-Frequency Network, greatly increased weekend service and improved access to service for low-income and communities of color. This hard work was implemented in June and resulted in ridership numbers that continued to climb throughout the year, ending with an **increase of more than 5 percent in December!**



STUDENTS NOW RIDE FREE!

Our Free Rides for K-12 Students summer pilot delivered on its promise to serve the community better, facilitate mobility improvements and generate ridership (with nearly a million rides by the end of the year). It was such a success that the board voted to make it permanent in December.



A VALUED COMMUNITY PARTNER AND AN ENGAGED WORKFORCE

FOR THE COMMUNITY

Cap Metro staff celebrated the holidays and the community we live in by raising more than **100,000 meals** during our annual Stuff the Bus event. For the 7th year in a row, Cap Metro partnered with Whole Foods Market and the Central Texas Food Bank to raise money and food donations for those with the most need.



LIKE A GOOD NEIGHBOR

Our neighborhood service expanded in October to serve three new areas: St. David's North Austin, Springdale & Rogge Lane and Johnston Terrace. This neighborhood pilot was created to connect areas not best served by regular MetroBus routes. We're committed to matching the right service to the community's needs and these programs will continue to evolve as we implement neighborhood circulators in these communities.



HIGH-QUALITY CUSTOMER EXPERIENCE



YOU SPOKE. WE LISTENED

MetroRapid ridership grew throughout 2018 after we increased service so that Routes 801 and 803 operate at 10-minute frequencies throughout the day on weekdays and every 15 minutes on Saturday and Sunday.

And last fall saw a new project that answered further requests from customers by adding stations to the two MetroRapid lines. The process of building eight new pairs of stations along the 801 and 803 corridors began in November and will continue through the spring.

17%
INC. RIDERSHIP
Q1 2018-2019

