



METRO

OCTOBER - DECEMBER 2019

Quarterly Report



Making Connections

We opened the Norwood Transit Center in November. Located in North Austin, it's improved the transit experience for the 1,200+ customers who use it each day.

More than 15 years after we first started using this location as a stop for a single route, the renovated transit center serves half a dozen today. It also now includes additional shelters and seating, better shade protection,

digital signage with real-time data, security cameras, landscaping and improved pedestrian connections to Walmart and surrounding neighborhoods.

Our new Downtown Station is also progressing on time and on budget. After less than six months of construction and a brief stoppage of downtown MetroRail service, we opened a temporary station in November, returning service downtown.

Transit centers like these are essential to a modern, high-performing system because they:

- Link routes together.
- Offer access to multiple transportation options so people don't have to drive alone.
- Create a thriving, welcoming public space.

Project Connect would deliver even more of them. Our vision includes additional transit hubs to improve our service, add placemaking amenities and enhance the neighborhoods they serve.

Continuous Improvement Is Key

In addition to continuing the installation of **125 new bus shelters**, we've also begun the process of adding **110 new digital signs throughout our system**. These new signs — some of which are solar powered, making them much friendlier to our planet — give more accurate real-time information for customers and provide another outlet for us to communicate with them about service disruptions and schedules.



Improving the customer experience keeps paying off with higher ridership:

Up 5.4% for the quarter!

27,973
meals
raised

Tis' the Season for Giving

Every year the CapMetro family gives back with the Stuff the Bus food drive, an annual collaboration with the Central Texas Food Bank and Whole Foods.

This year, 40 CapMetro representatives worked 55 shifts and 165 hours for the 8th annual Stuff the Bus. It was such a success this year that we **exceeded our goal by almost 40%!**

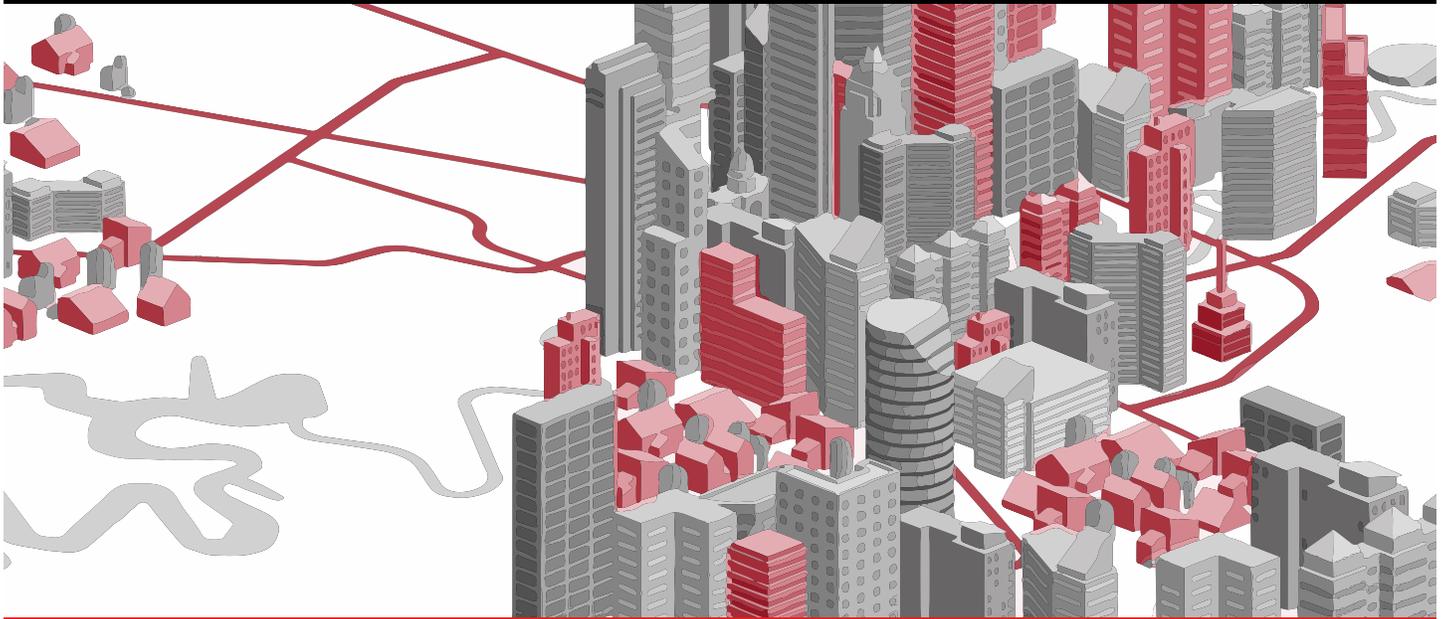


CapMetro Cares

We also launched our CapMetro Cares program, which celebrates those in our community who give back all year round. The first bus wrap promotes Austin Pets Alive!, which finds homes for more than 10,000 pets every year. The #PetsBus is rolling the streets now and is sure to bring a smile to faces throughout Austin.



**Proud to Support
our Community!**



Project Connect is advancing at a steady pace in its current phase: community engagement and refining what the vision will include.

October saw another work session that brought together members of the Capital Metro board of directors and the Austin City Council. It was a chance for both groups to hear from staff about the Austin Strategic Mobility Plan, Project Connect and how the latter fits with the former. They looked at the various components of the Project Connect vision, potential mode alternatives for the two lead transitway corridors and what services

have worked in other cities. Board and council members also discussed the scope of Project Connect, the benefits it could bring, as well as potential costs of the initiative.

This fall also brought more open houses — about MetroRapid, as well as the Orange, Blue and Green Lines — and a revamped Project Connect website. About 35,000 people have attended meetings or viewed our virtual open houses!



**TOTAL NUMBER
ENGAGED**
34,838
as of December 2019

