



CapMetro Rapid Pleasant Valley & Expo Lines FAQ

Overview

What is included in the Spring 2025 Service Changes?

The proposed Spring 2025 Service Change is one of the most significant service changes CapMetro has completed in several years, featuring two new CapMetro Rapid lines and a new Pickup zone in the Decker and Colony Park area, all of which are Project Connect investments. In addition, some bus and rail schedules may have minor changes to improve reliability. Small schedule adjustments are a common part of every service change. This allows the agency to adjust and make small improvements for service reliability.

Where do the new CapMetro Rapid lines go?

CapMetro Rapid 800 Pleasant Valley and Rapid 837 Expo Center will provide additional service east of I-35.

CapMetro Rapid 800 Pleasant Valley will provide service from Berkman/Mueller to Goodnight Ranch in southeast Austin, connecting you to places like the Mueller area, ACC Eastview, East Riverside, and Dove Springs.

Connections would be provided to many local fixed-route bus routes, the future Austin Light Rail and Green Line commuter rail.

CapMetro Rapid 837 Expo Center will provide service from northeast Austin to downtown, connecting you to places like Colony Park, Berkman/Mueller, East Austin, UT, and downtown at the Republic Square transit hub. At Republic Square, it will connect with many CapMetro routes, including CapMetro Rapid 801 and 803. It will also connect to the Red Line at Brush Square/Downtown Station and the future Austin Light Rail. Pickup Decker will help people get to and from the new CapMetro Rapid 837.

Where will the new CapMetro Rapid lines end, and will there be Park & Rides?

As the service is introduced, some CapMetro Rapid stations and new Park & Rides will still be in the process of construction. You may need to use nearby stops or temporary end points to access the service. More information about which stations are complete and the location of temporary stops will be on CapMetro's website. Once constructed, each line will feature new Park & Rides with charging infrastructure.

While the new Park & Rides are being built, the lines will have temporary end points, where operators will also have a scheduled layover to allow them to take breaks:

- CapMetro Rapid 800 Pleasant Valley: Temporarily at Vertex/Slaughter Lane. Once constructed, the end point will extend to the new Goodnight Ranch Park & Ride on Slaughter Lane.
- CapMetro Rapid 837 Expo Center: Temporarily at Loyola Lane/Decker Lane. Once constructed, the end point will extend to the new Expo Center Park & Ride near Decker Lane/Loyola Lane.

Timeline

When will the new CapMetro Rapid lines be implemented and what will initial service look like?

Service will begin once the necessary infrastructure is ready and initial tests are done, expected in Spring 2025. During this time, some stations and new Park & Rides will still be under construction. You might need to use nearby stops or



temporary endpoints to access the service. More details about which stations are finished and where temporary stops are located will be available on CapMetro’s website. If there are concerns during initial testing, CapMetro may adjust the implementation timeline to ensure the service is safe and reliable.

When the new CapMetro Rapid lines start, you can look forward to further improvements beyond the initial launch. Improvements will continue throughout the year, as CapMetro continues to increase available resources and infrastructure. The full vision is anticipated in 2026, including new Park & Rides, more frequent service, and zeroemission vehicles on the lines.

Why is it important to begin the new CapMetro Rapid service now, even with ongoing construction?

These lines will start with the resources and infrastructure we have available to create new and important transit connections for the community and support our sustainability goals. As we get more resources and build more infrastructure, we will add more services and features. The initial service will help customers get used to the new lines as part of their daily travel. The full vision is anticipated in 2026, including new Park & Rides, more frequent service, and zero-emission vehicles on the lines.

Service Levels

How often will the new CapMetro Rapid lines operate? Will this change in the future?

When service comes online in Spring 2025, these lines will start with the resources and infrastructure we have available to create new and important transit connections for the community and support our sustainability goals. The initial frequency and hours of operation will be:

Service Day	Time of day	Frequency
Weekday	5 a.m. – 10 p.m.	20 min
	10 p.m. – 12:30 a.m.	30 min
Saturday	6 a.m. – 8 p.m.	20 min
	8 p.m. – midnight	30 min
Sunday	6 a.m. – 7 p.m.	20 min
	7 p.m. – 11:30 p.m.	30 min

The full vision is anticipated in 2026, including more frequent service, new Park & Rides, and zero-emission vehicles on the lines.

Sustainability

Will the new CapMetro Rapid lines operate electric vehicles? How are we deciding where to deploy existing electric vehicles?

The new CapMetro Rapid lines will initially use diesel buses until the supporting charging infrastructure for electric buses is fully complete. Battery electric buses currently have a limited range, requiring end-of-line charging. CapMetro is actively building the supporting charging infrastructure at garages and Park & Rides and purchasing buses in support of our sustainability commitment. Once the infrastructure is in place, anticipated in 2026, the new CapMetro Rapid lines will fully operate with all-zero emission vehicles.



Until the transition is complete, our existing electric buses will be used throughout the system on trips that align with the battery's range (considering factors such as trip distance and number of stops). This supports our ecofriendly goals and commitment to a carbon-neutral future by 2040.

How will this impact pollution and traffic in my neighborhood?

While the new lines will start with diesel vehicles, providing new transit services is the most environmentally friendly thing our community can do. It can help cut down on the number of cars and traffic on the road, which reduces pollution. The second thing we can do is make the transit as clean as possible. Electric buses are being purchased and their supporting charging infrastructure is being constructed in support of our eco-friendly goals. The full vision is anticipated in 2026, including more frequent service, new Park & Rides, and zero-emission vehicles on the lines.

System Impacts

Will the new services impact other routes? Are you eliminating or reducing service elsewhere?

No, there are no plans to change other services right now. However, CapMetro is updating its 10-year Transit Plan, which will look at all current services and future needs. This will involve getting input from the community and could lead to changes in bus routes in the future. For more information about the 10-year Transit Plan, please visit www.capmetro.org/transit-plan-2035.

Stops and Stations

What makes a CapMetro Rapid station different from a regular bus stop?

The new CapMetro Rapid lines will feature newly designed stations with lighting, signage, weather protection panels and other amenities. The new stations are also partially grant-funded and will include elevated platforms for easier boarding and better accessibility.

How are bike lanes being handled at CapMetro Rapid stations?

The City of Austin and CapMetro work together to improve bicycle and pedestrian safety to support public transportation. Bike infrastructure is added to stations, when possible, to make it easier and safer to switch between biking and transit. This helps reduce car use and support a healthier, connected transportation system. For instance, the City of Austin and CapMetro are partnering to install bus lanes and bike facilities on Trinity Street and San Jacinto boulevard to make transit faster and improve bicycle and pedestrian safety.

Will there be more red painted bus lanes?

Bus lanes and enhanced bike facilities will be added on Trinity Street and San Jacinto Boulevard to improve bus service and bike safety. These changes will help over 10 bus routes run more smoothly, reliably, and quicker, while also supporting bike and pedestrian travel.

Funding & Fares

How are the new CapMetro Rapid lines being funded?

CapMetro received \$65.60 million from the Federal Transit Authority Small Starts Grant Program for the new CapMetro Rapid lines and is using \$35.64 million from local Project Connect funds to complete the project. This program helps implement innovative and cost-effective transit projects across the US.



How much will it cost to ride the new CapMetro Rapid lines?

CapMetro Rapid fare is the same price as local CapMetro fare. Standard fare is \$1.25 for one trip and \$2.50 for a day pass. Read more about CapMetro fares here: <https://www.capmetro.org/fares-passes>

Community

Was equity considered for this service change?

Throughout the Project Connect planning process, equity was a key consideration. Additionally, as we are introducing new lines (CapMetro Rapid 800 and 837), this is a major service change, and we must do a Title VI service equity analysis before the lines are in service. The completed Title VI analysis completed in July 2024 showed no disparate impact or disproportionate burden. The service will benefit minority and low-income customers and those who frequent the east Austin community.

Is CapMetro Rapid 837 Expo Center different than the discontinued Route 37?

CapMetro Rapid 837 Expo Center is like the old Route 37, but it goes more directly downtown. The name "Rapid 837" was given as an honor to Route 37.

How is CapMetro engaging the community?

We will continue to engage the community about the new CapMetro Rapid services, building on prior feedback during the Project Connect System Plan. For this service change, we're reaching out to the public, key stakeholders and people who might be affected to get their input. We will inform the community about the proposed changes and provide opportunities to share their feedback through various channels including public input, in-person and virtual meetings, community events, social media communication, CapMetro Alerts for riders, and at-stop signage. All information will be available in Spanish and other languages if requested. Before presenting the changes to the board for approval on September 23, 2024, CapMetro will review all the feedback we've received, share community feedback and provide a community engagement report about the outreach efforts.