



Crestview Station Multimodal Hub Vision Study

Engagement Round 1 Summary

Summer 2026

Round 1 Engagement Summary

The first round of engagement for the Crestview Station Multimodal Hub Vision Study took place in June–July 2026. This summary describes our engagement approach and findings including:



What We Communicated



Who and How We Engaged



What We Collaborated On



What We Heard

Engagement Rounds for Crestview Station Multimodal Vision Study

Round 1 – Summer 2026

Establishes the community vision and design priorities for near-term and long-term improvements

Round 2 – Fall 2026

Community validation of near-term and long-term station area designs

Community Vision for Crestview Station

Community feedback showed broad support for the Crestview Station vision as a vibrant multimodal destination that strengthens neighborhood connectivity and makes it easier for people to reach key destinations.

In the near-term (5–15 years), residents expressed a strong desire for an active, inviting plaza with comfortable places to linger, gather, and enjoy the station area. Priorities centered on creating a more welcoming and vibrant environment through additional shade and seating, improved lighting and maintenance, and better connectivity to the station via a new Ryan Drive crossing. Participants emphasized that these investments would enhance both comfort and safety while encouraging greater activity throughout the area. Buffering pedestrians from vehicular traffic along Lamar Boulevard was also noted as an important consideration for future design.

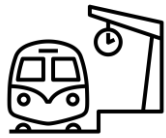
Looking beyond 15 years, community members envisioned a landscaped public plaza with flexible gathering spaces, abundant seating, and enhanced opportunities for community activity. Strong support emerged for climate-responsive design features such as expanded greenery, improved shade structures, and integrated lighting that creates both ambiance and a greater sense of safety. Participants also highlighted the need for stronger multimodal connections, including protected bicycle infrastructure, and raised concerns about parking availability and wayfinding, indicating a desire for clearer parking options and station access.



What We Wanted to Communicate

During this engagement phase, it was important to communicate why we need a community-supported vision for Crestview Station – the why here and why now. Through this round of engagement, we wanted to communicate the intersecting priorities and potential for change at Crestview Station, and how setting a vision can help fund implementation.

Intersecting Priorities at Crestview Station



Red Line Service Improvements



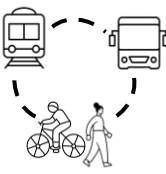
Future Light Rail Extension



Anticipated Neighborhood Growth



Freight Service Improvements



Competing Modes & Safety Needs

Prior Community Feedback

Project Connect Crestview Light Rail Station (2022/23)

Community preference established to **move the Red Line tracks and station below grade**, allowing passenger and freight trains to pass beneath N Lamar Blvd, while roadway and light rail can run at-grade along N Lamar Blvd. Feedback reflected a vision for Crestview Station as:

Safe & Accessible Multimodal Hub

Walkable and Bike-Friendly Destination

Place with Strong Transit Connections

Vibrant Public Space with Quality Amenities

Growing Neighborhood that Remains Affordable

6909 Ryan Drive Feedback (2017-2024)

Established community desire for access to transit and seeing Crestview as a multimodal hub were strongly expressed.

Direct access to Crestview Station through the property

Maximize the opportunity as a transit hub

Improve bike and pedestrian connectivity



What We Wanted to Collaborate On

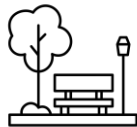
Many of the biggest changes at Crestview Station are expected to occur over the next 15+ years. In this engagement phase, we wanted to understand community priorities for both the **near-term** (within the next 5–15 years) and the **long-term** (15+ years from now).

Shaping Near-Term (5-15 years) Priorities

Although major changes to Crestview Station may take decades, this study identifies near-term improvements and seeks we asked for community input on which investments should be prioritized, including:



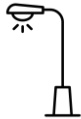
Bike Facilities & Bikeshare



Placemaking Improvements



Wayfinding



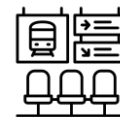
Safety & Security Improvements



Station Access & Connectivity Improvements

Shaping Long-Term (15 years+) Priorities

Crestview Station will be the region's only hub connecting commuter rail, freight rail, light rail, Rapid, Bus, and microtransit. We asked for community input on which long-term investments should be prioritized, including:



Transit Amenities



Bus, Rapid, Rail, & Light Rail Transfers



Station Area Connectivity



Plaza Elements & Activation



Platform Design & Accessibility



Red Line Trail Extension
Pending City of Austin funding & prioritization

Who and How We Engaged



We sought feedback from Crestview Station area community members including residents, neighbors, transit riders, transit operators, and visitors. In addition, we engaged key stakeholders and decision-makers tied to implementing Crestview Station's vision.

Who We Engaged

495 Survey Respondents

- 74% live in the area
- 47% weekly transit riders (bus and commuter rail)
- 16% have an income below \$50,000
- Age ranges from 18-84 years old
- English and Spanish speakers

Community Groups

- Crestview & Brentwood Neighborhood Association (7/1)
- Highland Neighborhood Association (6/29)
- Crestview Homeowners Association (7/13, 7/21)
- Ryan Drive Advisory Committee (7/17)

Implementation Partners

- Austin Housing Finance Corporation (AHFC)
- Austin Transit Partnership
- City of Austin Transportation & Public Works, Planning, and Project Connect
- City Council District 7 (Mike Siegel) and District 4 (Chito Vela)
- Housing Authority of the City of Austin (HACA) + Belveron Partners (co-owners of Bridge at Midtown Commons Apartments)
- Midtown Commons HOAs
- Red Line Parkway Initiative
- University of Texas at Austin

How We Engaged



Online Survey

495 Survey Respondents
Open Mid June–July



Focus Groups

Hosted 6 Meetings
with Community Members



In-Person Surveying at Crestview Station

Included AM and PM during the weekdays



Stakeholder Discussions

Hosted 10+ Meetings
with Implementation Partners

Who and How We Engaged



In-Person Surveying at
Crestview Station



Meeting with Crestview & Brentwood
Neighborhood Association



What We Heard



General Support for a Crestview Station Vision

During conversations with community members, many expressed a desire to see Crestview Station as a multimodal destination that supports neighborhood vibrancy and connects people to where they want to go.

➤ Near-Term Priorities (5-15 years)

Strong preference for **additional shade and seating**. This also speaks to a consensus on improving safety by bringing **more activity into the space**.

Improving connectivity to the station via a new Ryan Drive crossing.

Improving **maintenance and lighting** is a strong priority to improve safety. The community let us know current lighting features are generally broken and there's a concern around visibility.

Buffering pedestrians from Lamar Blvd was just slightly less prioritized than the above, so still important to incorporate.

➤ Long-Term Priorities (15+ years)

A **landscaped** plaza that makes space for **flexible uses, seating, and active gathering spaces**.

Strong preference for **weather and climate management** via greenery/landscaping but a strong preference for **more shade in general** and specifically at the platform, improved shade structures.

There's a strong preference for **integrated lighting** that provides more of an ambiance than just the traditional pole mounted lighting. Improving **safety via lighting** is also a priority.

While not always noted as the highest priority, **improving multimodal connectivity** is a theme throughout including making space for a protected bike facility such as the Red Line Trail.

While not asked about directly, there were many comments regarding the **lack of parking or knowing where to park** at the station.



Appendix A: Survey Analysis

Survey Responses & Demographic Profile

Who We Heard From at a Glance



495

Valid Survey Responses



Languages

487

Responses in English

8

Responses in Spanish



47%

Respondents are weekly transit riders



18-84 years old

Respondents age ranges



75%

Respondents live in the area



16%

Respondents have an annual income below \$50,000

Key Takeaways



Near-Term Priorities (5-15 years)

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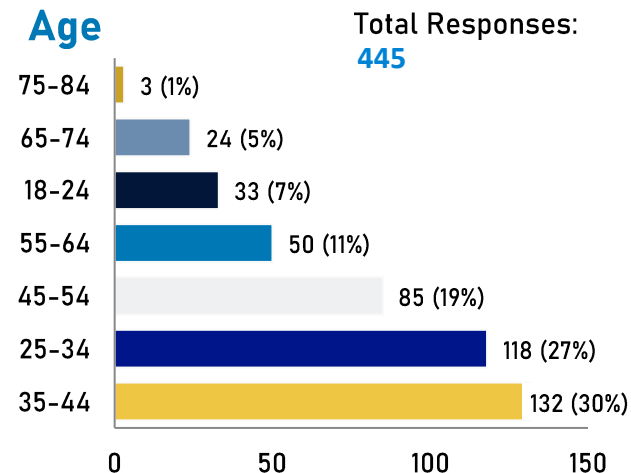
Survey Responses & Demographic Profile

Who We Heard From at a Glance

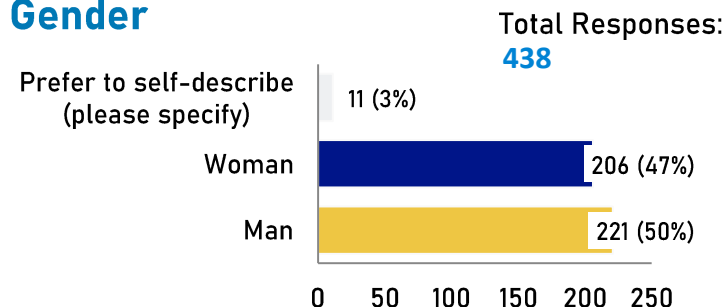
Measure	Count	%	Total responses	Source
Responses in English	487	98%	495	Survey language
Responses in Spanish	8	2%	495	Survey language
Respondents who live in the area	362	74%	492	Q2
Respondents who are weekly transit riders (once a week or more)	229	47%	485	Q8
Respondents with an annual household income below \$50,000	71	16%	430	Annual income
Respondent age range	18–84 years old	—	445	Age
Valid survey responses	495	—	—	All responses

Survey Responses & Demographic Profile

Age



Gender

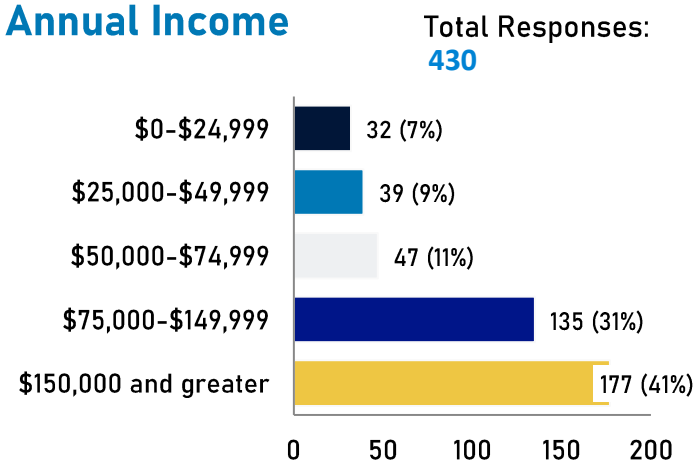


Race

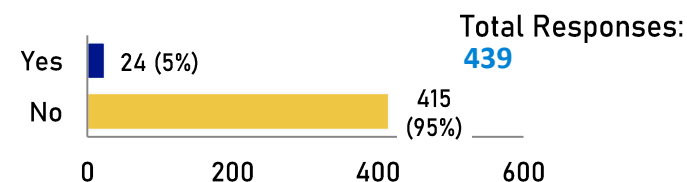
Total Responses: 438

Race/Ethnicity	Crestview*	Survey Respondents
American Indian or Alaska Native (10)	0%	2%
Asian or Asian American (49)	8%	11%
Black or African American (32)	2%	7%
Hispanic or Latino (85)	24%	19%
Middle Eastern or North African (6)	NA	1%
Prefer to self-describe/Other (10)	8%	2%
White (294)	59%	67%

Annual Income



Experienced Houselessness



*Tract 15.04 Share (ACS 5-year 2020-2024)

Q2–Q8: Station Area Use, Travel, and Access

Q2: What is your relationship to the Crestview Station area?	Count	%
I live in the area	362	74%
I travel through the area	213	43%
I visit destinations in the area	191	39%
I take transit to/from the area	186	38%
I work or attend school in the area	67	14%
Other (please specify)	22	4%
Total responses	492	

Q5: When visiting the Crestview Station area, what is your primary mode of transportation?	Count	%
Walk	260	54%
Drive alone	208	43%
Red Line train	179	37%
Bus	135	28%
Bicycle or scooter (personal)	133	28%
Carpool	60	12%
Dropped off/picked up (by friend/family)	41	8%
Ride-hailing (Uber/Lyft) or taxi	35	7%
Other (please specify)	9	2%
Shared bicycle or scooter	9	2%
Total responses	483	

Q3: How often do you visit the Crestview Station area?	Count	%
Daily (5-7 days a week)	153	31%
A few times a week (2-4 days a week)	139	28%
A few times a month	106	22%
A few times a year	75	15%
I don't visit	19	4%
Total responses	492	

Q6: If you drive to Crestview Station, where do you park?	Count	%
I don't drive	193	42%
Midtown Commons parking lot or garage	122	27%
Crescent Shopping Center parking lot	91	20%
Nearby street parking space	86	19%
Other (please specify)	47	10%
Another business/plaza parking lot	31	7%
Total responses	456	

Q7: If you take transit when visiting Crestview Station, which routes do you use/transfer to?	Count	%
Red Line Train	265	58%
801	176	39%
I don't take transit	109	24%
1	90	20%
7	75	16%
300	55	12%
350	45	10%
5	20	4%
337	14	3%
324	10	2%
Other (please specify)	7	2%
Total responses	457	

Q4: For what reasons do you visit the Crestview Station area?	Count	%
Dining or social activities	283	58%
Accessing transit (bus/rail)	214	44%
Running errands	214	44%
Visiting the Crescent Shopping Center	204	42%
Commuting to/from work	199	41%
Recreation (walking, exercise, etc.)	162	33%
Accessing housing/residence nearby	140	29%
Visiting the Midtown Commons	114	24%
Biking/scooting through the area	112	23%
Traveling to events at Q2 Stadium	105	22%
Going to an appointment	69	14%
Commuting to/from school	39	8%
Other (please specify)	36	7%
Visiting the Centercross Plaza	28	6%
Total responses	484	

Q8: In general, how often do you use transit?	Count	%
A few times a year	128	26%
Once a month	74	15%
2-3 days a week	73	15%
Every day/nearly every day	59	12%
I don't take transit	54	11%
4-5 days a week	52	11%
Once a week	45	9%
Total responses	485	

“Other” Responses Breakdown

Question	“Other” responses	Common themes	Quotes
Q2: What is your relationship to the Crestview Station area?	22	CapMetro employees and operators, nearby or former residents in the area, transit and trail users	<i>“It’s about 2 miles from me, closest rail station but hard to get to.”</i> <i>“I am a property owner in the Crestview neighborhood.”</i> <i>“I work here at this station.”</i>
Q4: For what reasons do you visit the Crestview Station area?	36	Working and commuting, dining, shopping, and entertainment, live nearby or property management, recreation, face barriers to visiting due to lack of parking and limited train hours	<i>“I don’t use the station due to lack of parking but I would like to.”</i> <i>“Going downtown for events (SXSW).”</i> <i>“Austin Karaoke, Vigilante, 99 Ranch, Go Dance, Workhorse Bar, Bartlett’s, Korea House, Star of India, Plucker’s, Emerald Tavern, Pinballz.”</i>
Q5: When visiting the Crestview Station area, what is your primary mode of transportation?	9	Skateboarding, modes already represented (walking, bus, and driving), living nearby, difficulty accessing the station	<i>“Drive and park at 99 Ranch”</i> <i>“Getting to the station is difficult”</i>
Q6: If you drive to Crestview station, where do you park?	47	Parking at nearby residential complexes and garages, walk, bike, take transit or receive a ride to the station, confusion surrounding lack of designated parking at the station, fear of having vehicle towed, using nearby private or street parking	<i>“It’s not clear where I can park without getting towed, so I don’t park and ride at this station.”</i> <i>“I bike because parking at the station is difficult. Most parking is for Midtown Commons residents or retail.”</i> <i>“Unable to find parking when we have tried.”</i> <i>“I no longer ride the train since there’s no parking.”</i>
Q7: If you take transit when visiting Crestview Station, which routes do you use/transfer to?	7	Routes 10, 20, 271, and 803, bike routes, comment about using transit more often if the train were dependable, request for direct bus access from Burnet Road	<i>“I wish there was a bus from Burnet Rd that came to Crestview station.”</i> <i>“I would take more if I could better depend on the train.”</i> <i>“10—I love the 10.”</i>

Q9–Q10: Safety, Connectivity, and Accessibility Priorities (Next 5–15 Years)

Q9: Over the next 5–15 years, which safety improvements are the most important to prioritize at Crestview Station?	Count	%
Encourage increased station activity and public use through additional seating, shade, and vendor opportunities	337	73%
Keep the station clean with better maintenance and repairs	224	48%
Enhance lighting throughout the station site to create a safer public environment	212	46%
Better separate the station area from traffic along N. Lamar Boulevard with improved landscaping (trees, plantings, etc)	196	42%
Reduce the risk of vehicles entering the rail tracks and station by improving signs, roadway design, and physical barriers that clearly separate vehicle travel lanes from the station and rail area	72	16%
Total responses	462	
Q10: Over the next 5–15 years, which connectivity and accessibility improvements are most important to prioritize?	Count	%
Make it easier to access the station by adding a new pedestrian rail crossing and sidewalk connections from Ryan Drive or Justin Lane	289	64%
Enhance weather protection with additional shade structures at Easy Wind Drive, the station platform, and/or bus stops adjacent to the station area	256	56%
Make it easier to bike, roll, and scooter to the station by installing secure bike parking, scooter parking, and related facilities	168	37%
Improve comfort and accessibility for all users with additional seating and resting areas for older adults, caregivers, and people with disabilities	165	36%
Improve bike connectivity to/from the Station by installing Bikeshare stations	106	23%
Make it easier to find your way to and around the station with clearer wayfinding, area maps, and directional signs	83	18%
Total responses	455	

Q11: Which design feature would you rather prioritize at Crestview Station?

Option A	Count	%	Option B	Count	%	Total responses
A. Urban plaza	93	22%	B. Green space	337	78%	430
A. Direct movement	191	44%	B. Places to linger	242	56%	433
A. Active plaza	321	74%	B. Passive plaza	112	26%	433
A. Expanded pedestrian space	185	43%	B. Protected bicycle facilities	248	57%	433
A. Cooling from nature	239	55%	B. Shade from structures	196	45%	435
A. Flexible open space	295	68%	B. Programmed amenities	136	32%	431
A. Pole-mounted lighting	72	17%	B. Integrated lighting	357	83%	429
A. Open air	138	32%	B. Weather coverage	296	68%	434
A. Local art	132	30%	B. Natural greenery	296	70%	440

Q25: Do you have anything else you would like to tell us regarding your vision for Crestview Station?

Theme	% of responses	Quotes
Theme 1: Make Crestview Station a stronger transit hub and improve overall transit service.	56%	<i>"My main interest is in the station being well connected with a variety of personal transportation options such as bike and walking infrastructure and frequent, well-connected transit."</i> <i>"Parking for cars and bikes so we don't have to drive downtown."</i> <i>"I'd love to see the rail running later on weekdays and weekends."</i>
Theme 2: Prioritize station area safety.	25%	<i>"More safe spaces with proper lighting."</i> <i>"Crestview is a great transit oriented community, and in order to keep it such a great place to live, CapMetro needs to aggressively prioritize safety."</i> <i>"Reduce sleeping and camping opportunities there. Those activities repel use of the transit."</i>
Theme 3: Improve multimodal connections for walking and biking.	24%	<i>"Please have grade separation and bike path along the station as part of the Red Line Trail Parkway."</i> <i>"Anything that makes the area more bike and pedestrian friendly is welcome."</i> <i>"Please prioritize Red Line Parkway connectivity!"</i>
Theme 4: Create an inviting station environment	22%	<i>"The primary change I'd like to see is more shade and seating."</i> <i>"For the last question on local art vs. greenery, I think the station should try to incorporate both!"</i> <i>"Cut throughs from Crestview would help... cutting through the park would make the station much easier to access."</i>
Theme 5: Improve parking access	18%	<i>"The only reason I don't ride more often is that I don't know where I would park."</i> <i>"The station needs parking. Folks want to park and ride on the bus or train, but there is no good parking solution."</i> <i>"Parking is a problem."</i>
Total responses	199	