

CapMetro

Access Advisory Committee

September 2025



Accessible Wayfinding

Martin Kareithi, Director of Systemwide Accessibility

Agenda

- The Technology
- Project History and Spending
- Project Status
- Demos
- Timeline
- Key Considerations

Accessible Wayfinding Technology Project (NaviLens)

- October 2023–Project Officially Built in Finance as XSA2301

NaviLens:

- March 2024 – NaviLens Codes Received
- June 2024 – Codes reviewed and installed at 82 stops
- January 2025 – Relaunch of NaviLens after code installation and remediation
- July 2025 – Soundscape and NaviLens introduced in Austin and tested by staff

Accessible Wayfinding Technology Project (Waymap)

Waymap:

- September 2024 – Waymap selected
- January 2025 – Waymap notice to proceed
- March 2025 – Waymap beta testing begins
- May 2025 – Pilot zone extended to Tech Ridge, SCTC and stops along Dean Keeton

Project Status

- NaviLens codes are printed and installed at all new extended locations
- Local visits conducted this month by reps from both Waymap and NaviLens
- Significant breakthroughs on the effectiveness of both the technologies and our testing approach
- Stakeholder sessions (September 2-3, 2025) provided input for next steps
- Report of findings to date due by September 30, 2025

Demos

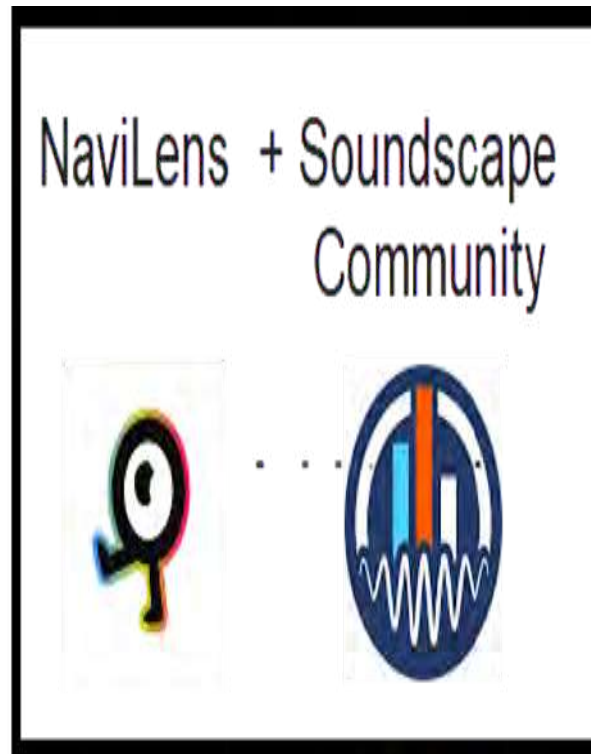
NaviLens

[PV and 5th St.](#)



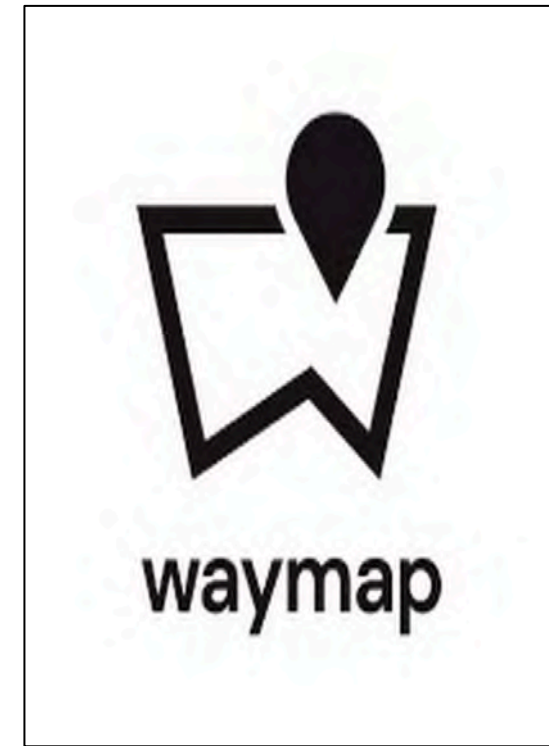
NaviLens & Soundscape

[Criss Cole.MOV](#)



Waymap

[Dean Keeton Crossing.MOV](#)



Timeline

- This phase of the project to conclude in May 2026
- Social media/marketing piece in development
- Will ramp up engagement with local partners and customers into the fall and take advantage of better weather
- Considering new use cases such as codes on buses

Key Considerations

- A rubric is in development to evaluate each solution
- Things to consider included but not limited to:
 - Hardware vs software only
 - Managing inventory
 - Features such as turn-by-turn and trip planning integration
 - Accuracy and consistency
 - Customer adoption and intuitive use

CapMetro

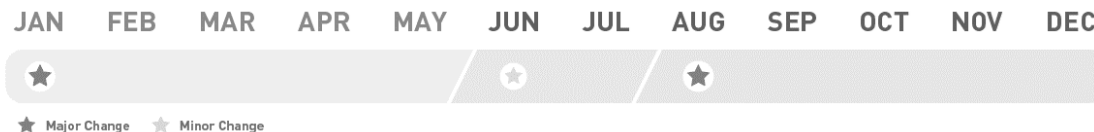
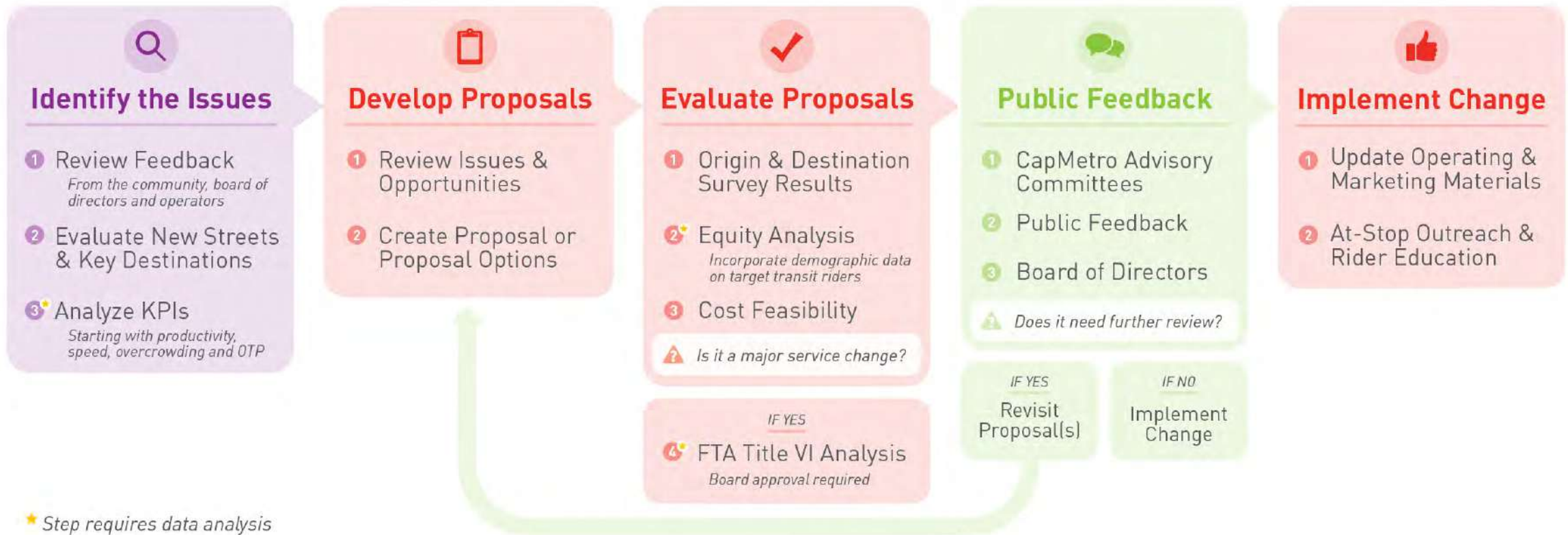
Thank you and Q&A



Proposed January 2026 Service Change

Jordan McGee, Sr. Planner

Service Evaluation Process



Proposed January 2026 Service Changes



Realignment of Route 485 Night Owl Cameron – enable late-night connections to active nightlife on East 6th and transfers to Greyhound Bus service at Eastside Bus Plaza



Realignment of Route 935 Tech Ridge Express – shifts non-stop service from IH-35 to MoPac to proactively respond to ongoing construction and traffic impacts

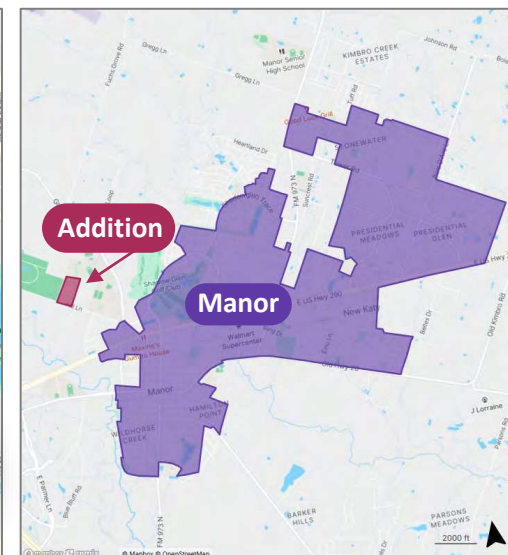
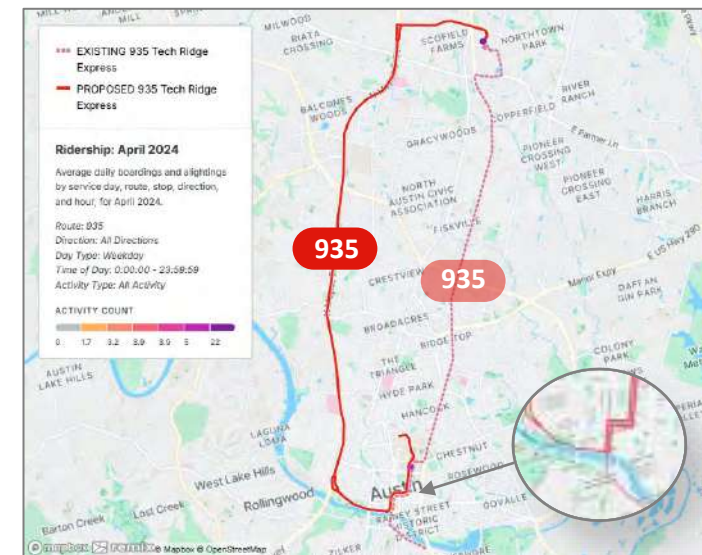
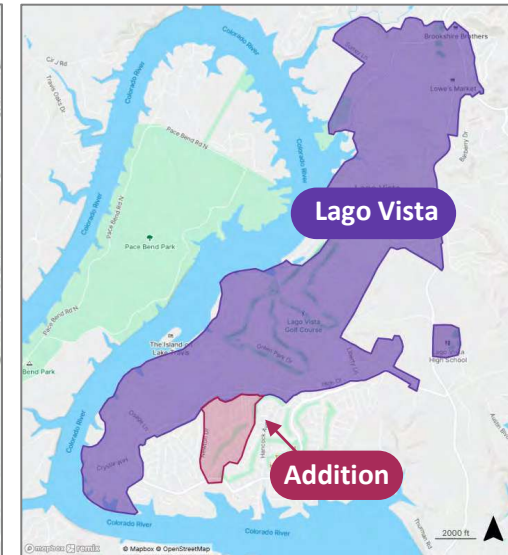
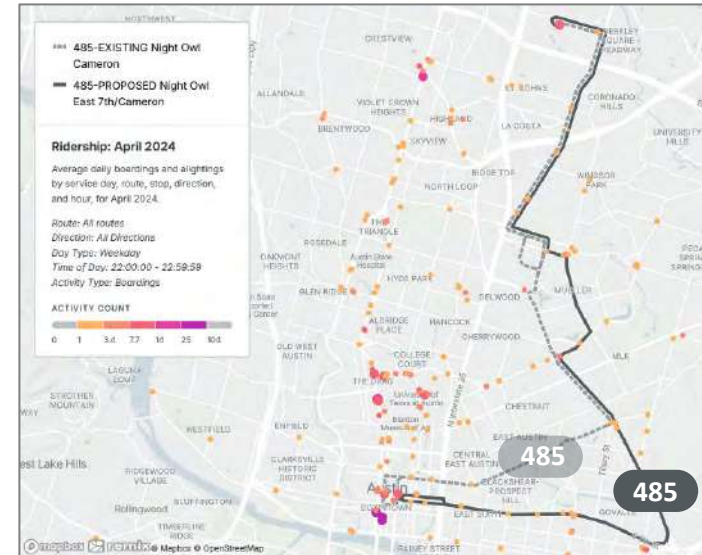


Pickup Zone Adjustments – in coordination with regional member cities, proposed boundary expansions in Lago Vista and Manor zones (implemented in advance in October 2025)



Minor Schedule Adjustments – select routes may receive minor adjustments to their schedules and/or bus stop locations to better serve customers

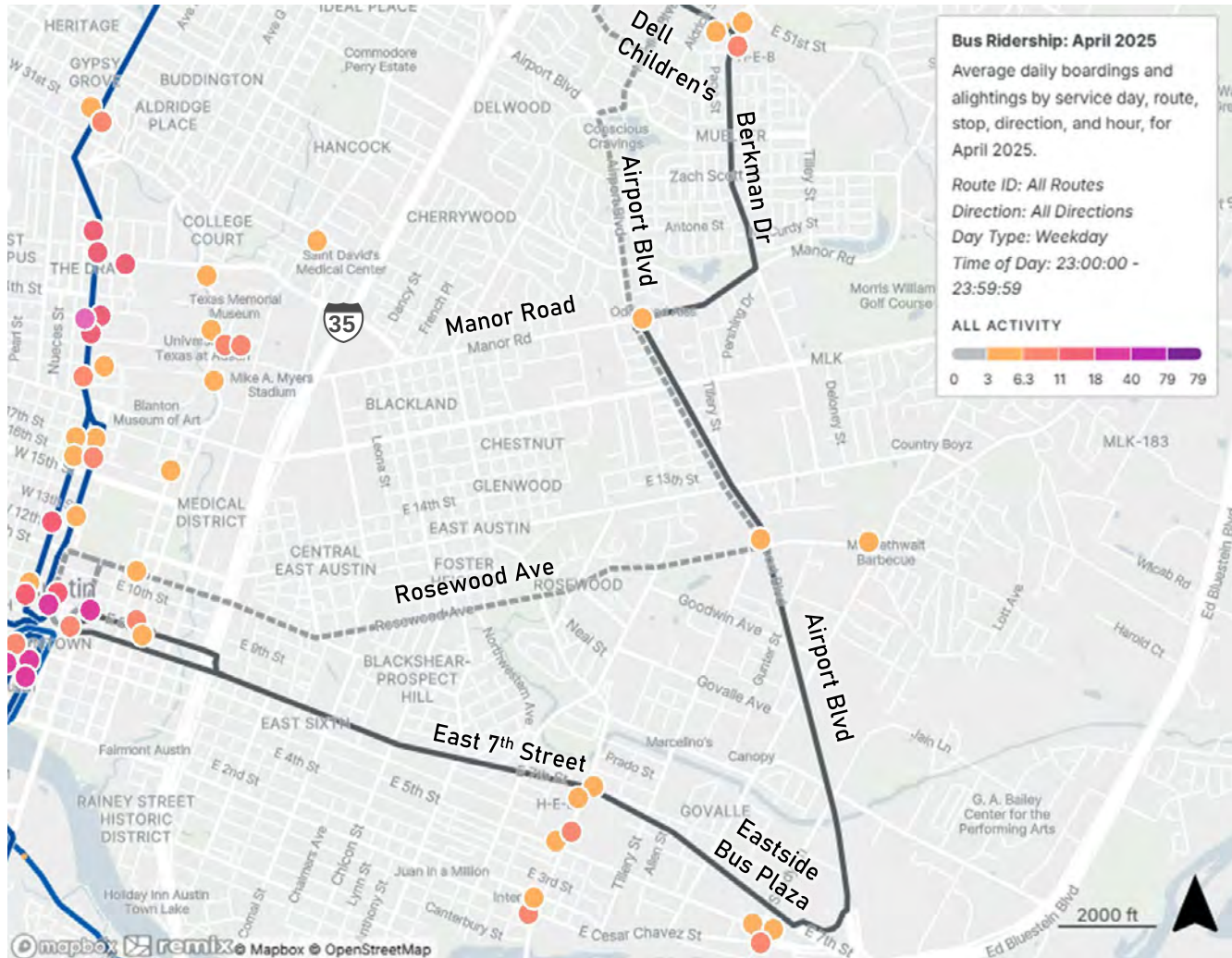
If approved, changes would be implemented on Sunday, January 11th





Proposed Realignment of Route 485 Night Owl Cameron

Proposed Realignment of Route 485 Night Owl Cameron



- Provides late-night service in areas with high potential ridership that are currently not served
- Near-term opportunity to close a gap for late-night employees, customers and visitors
- Connects with the active entertainment district near East 6th and transfer opportunities to Greyhound Bus service

Requests for Late-Night Service



“Would love to see more services on East 7th or Plaza Saltillo, especially on weekends, late-nights, and during SXSW”



“There needs to be a Night Owl that services more of Airport Boulevard.”



“Route 4 (7th Street) serves the world-renowned entertainment districts of our city. I wish we had service during the peak entertainment hours after midnight. It could be one of the highest performing lines in the system.”

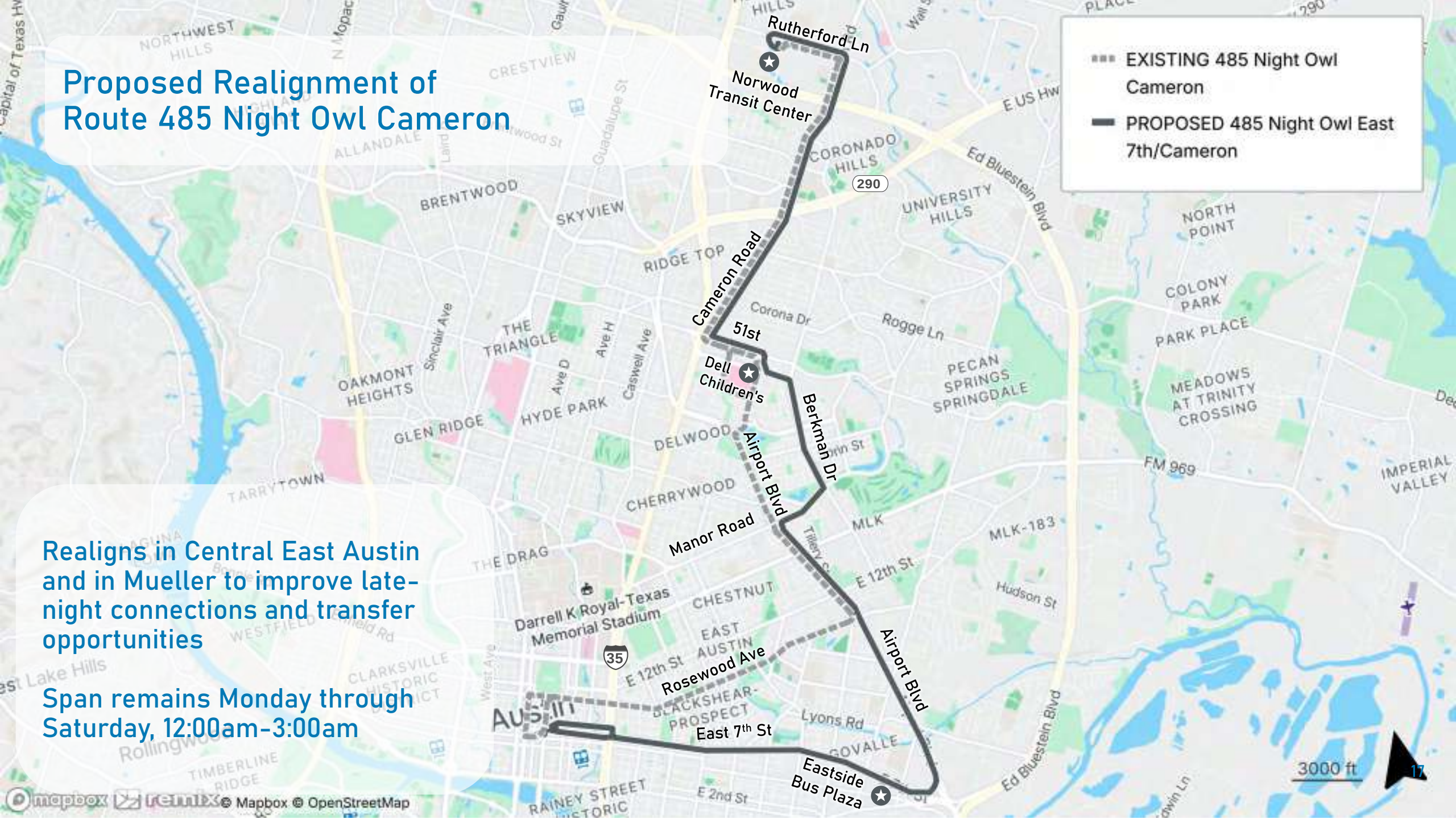
Proposed Realignment of Route 485 Night Owl Cameron

Realigns in Central East Austin and in Mueller to improve late-night connections and transfer opportunities

Span remains Monday through Saturday, 12:00am-3:00am

--- EXISTING 485 Night Owl Cameron

— PROPOSED 485 Night Owl East 7th/Cameron





Proposed Realignment of Route 935 Tech Ridge Express

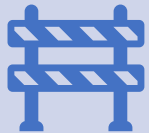
Approach to Major Construction Projects



Identifying potential service adjustments based on upcoming construction with strategic monitoring

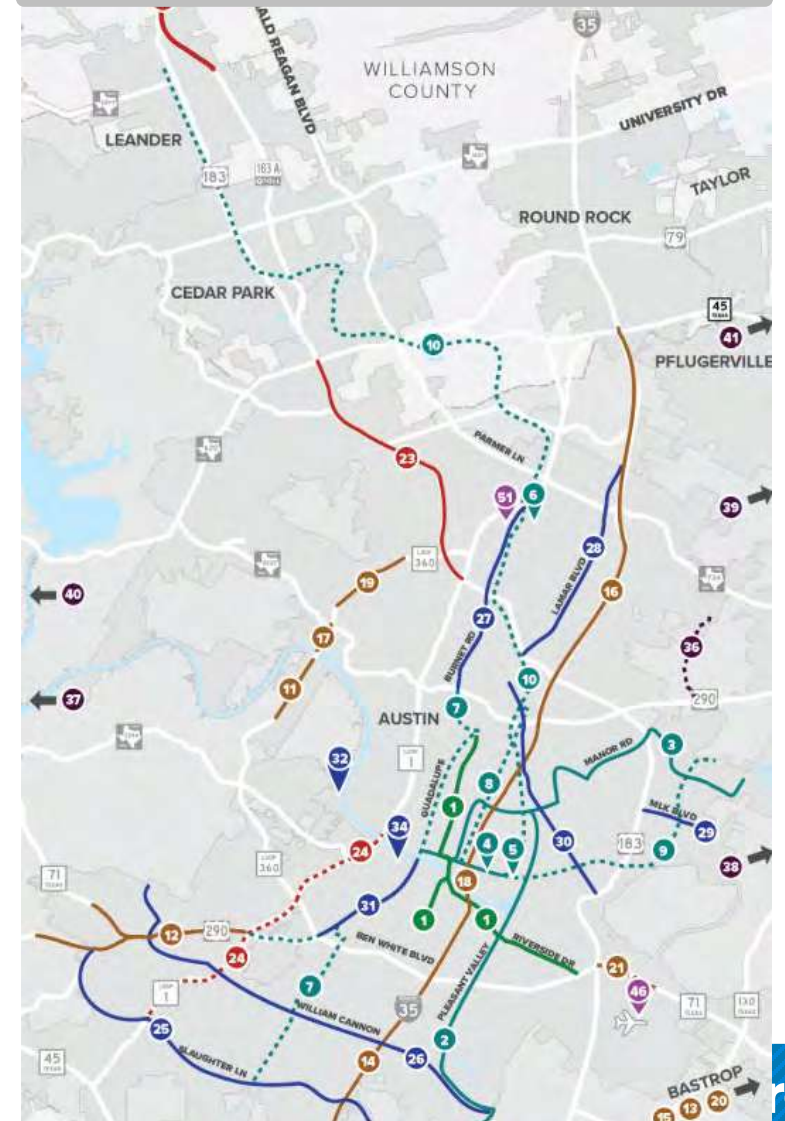


Coordinating with project stakeholders throughout the region to align on projects and timelines



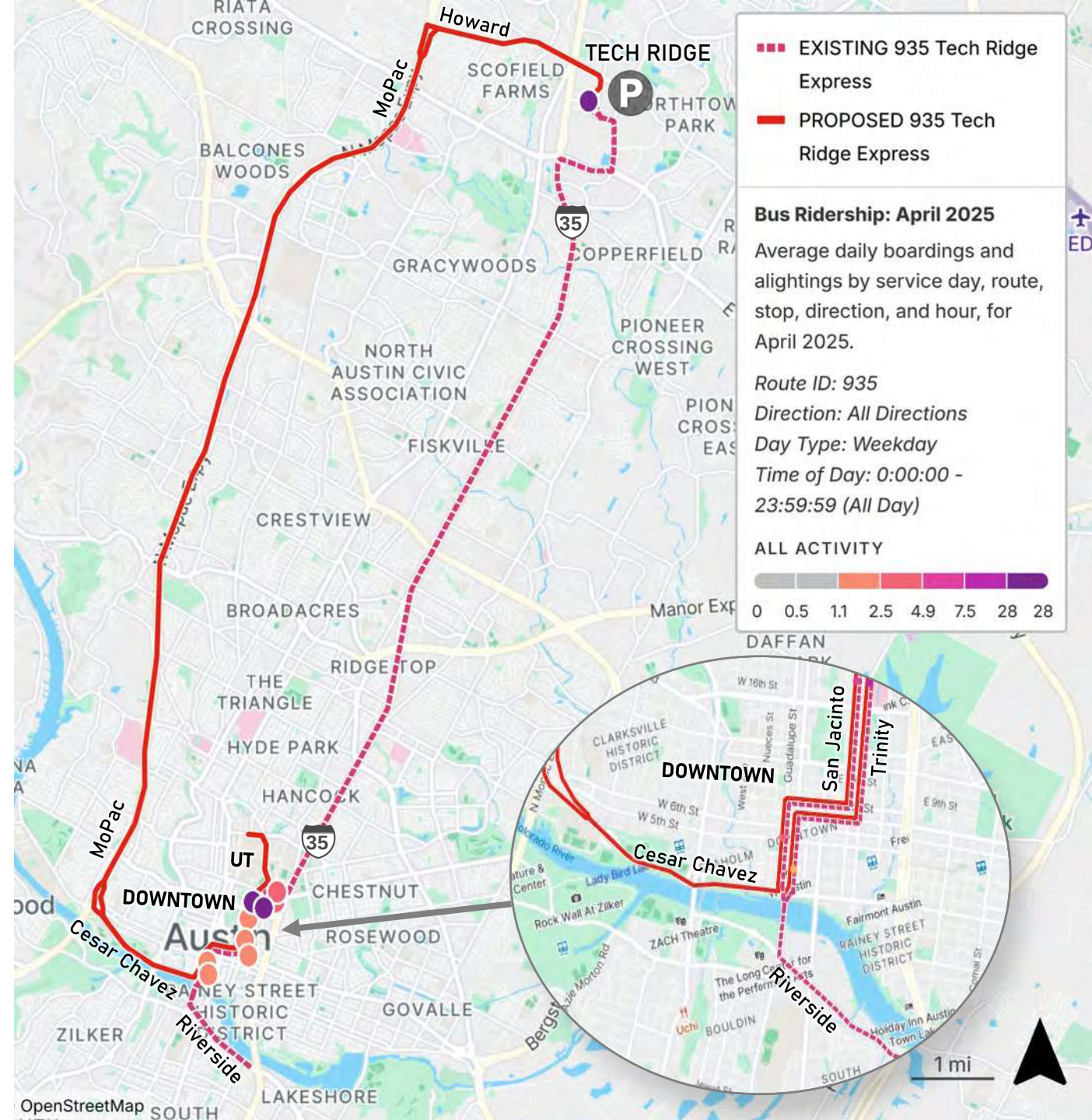
Managing day-to-day current operations with agility and nimbleness

Major infrastructure projects around Central Texas



Proposed Route 935 Realignment

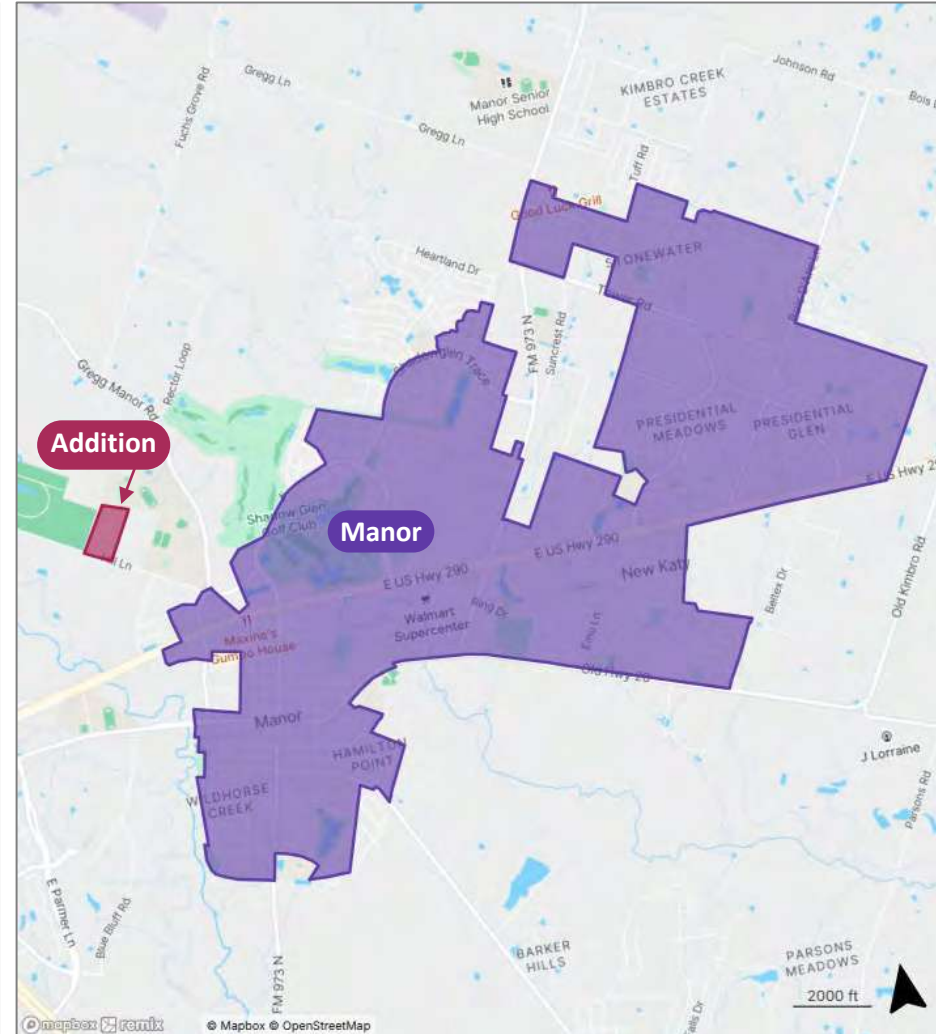
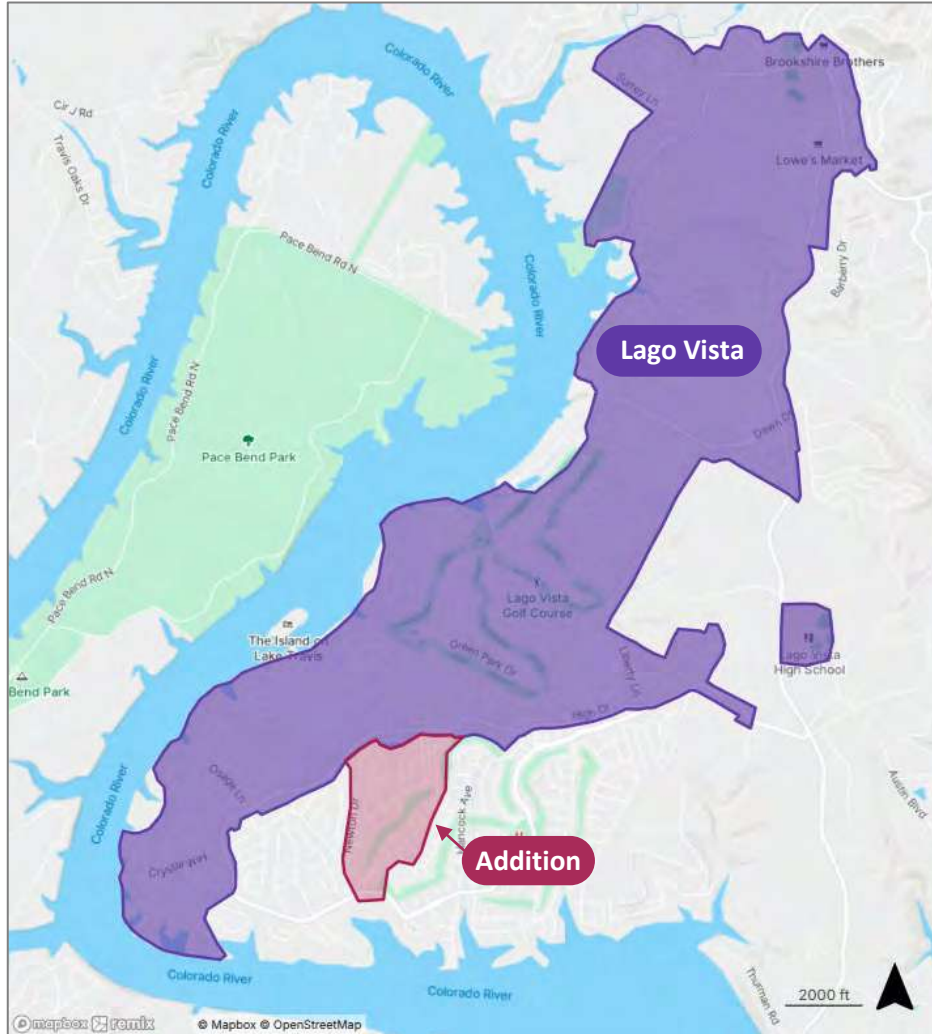
- Shifts non-stop service from IH-35 to MoPac
- Removes an unproductive segment along Riverside Drive due to office closures
- Provides travel-time savings and reduces congestion associated with IH-35 construction





Proposed Pickup Adjustments

Proposed Pickup Zone Adjustments



If approved, these resource-neutral changes would be implemented in October 2025 due to Pickup's operational flexibility



Public Engagement

Outreach & Public Feedback

Coincides with Transit Plan 2035 Engagement



August

- Board Memo
- At-Stop Outreach
- On-Board Outreach
- Meetings and Presentations (in coordination with Transit Plan 2035)
- Operator Notices
- Service Change Website with Comment Box

Sept.

- Signage at Specific Stops
- Posters at Key Locations
- CapMetro Customer Satisfaction Advisory Committee
- CapMetro Access Committee
- On-Bus Brochure
- On-Board Pickup Signage
- CapMetro Alerts
- Social Media and Emails
- Public Hearing
- Board Memo
- Board Approval

Regional Coordination



- Facilitating engagement opportunities and ongoing communication with all cities within CapMetro's service area
- Discussing scheduling and service planning needs in the near-term and longer-term throughout Transit Plan 2035

CapMetro

Thank you!