Project Connect Program History

Project Connect Program

- $7.1 B investment in Transit
- Includes a variety of services
  - Light Rail
  - MetroRapid
  - MetroRail
  - Pickup

MetroRapid Service

- 4 new lines
- 10 min peak frequency
- All-electric fleet
- Updated shelter design
Project Descriptions

Expo Center Line
- 12 miles
- Republic Square to Expo Center
- 23 station pairs (44 platforms)

Pleasant Valley Line
- 15 miles
- Mueller to Goodnight Ranch
- 22 station pairs (36 platforms)
MetroRapid Project Status

Station Construction
- Expo Center Line – Under Construction
  - 7 platforms completed & 30 in final design or permitting
- Pleasant Valley Line – Under Construction
  - 3 platforms completed & 27 in final design or permitting

Electric Bus Fleet
- 7 of 37 buses have been delivered

Schedule
- Service anticipated to begin in 2025
MetroRapid Project Enhancements

Charging Strategy Change
• Moving electric bus charging from CapMetro depots only to end-of-line charging at Park & Rides

Expanded Station Designs
• Per design review feedback from City, extending MetroRapid station length and project areas to accommodate enhanced bike, pedestrian and ADA connections

Diagrams for illustration purposes only. Not to scale. Not intended to depict a specific stop/station.
Fares Update

Edna Parra, Manager of Community Engagement
2023 MetroAccess Eligibility Appeals Calendar

Martin Kareithi, Director of Systemwide Accessibility
Self-Evaluation and ADA Compliance Update

Martin Kareithi, Director of Systemwide Accessibility
MetroAccess Operations Technology

Julie Lampkin, Director of Demand Response
Demand Response Technology Update

Goal:

To implement a modern web-based scheduling and dispatch solution that produces an accessible and more efficient mobility service.
Demand Response Technology Update

What to expect with CapMetro’s New Technology:

• Optimizes schedules automatically, in real-time.
• ADA-accessible for customers AND staff.
• Self-service trip booking/cancellation by app and web (Not limited to client favorites).
• See vehicle on a map as it is enroute to pick you up.
• Voice, SMS, email notification for imminent vehicle arrival, next day trip reminder, no shows and pending expiration of eligibility.
• If rider photo is on file, operator will now see it thru app – no longer need to show ID to board.
• Rate your ride right on the app.
• Improve access to application and ease of eligibility application submittals with online submission.
Future Considerations:
• IVR trip booking/cancellation discontinued for lack of use. BUT, in addition to contacting agents by phone, there’s a separate effort to stand up email, SMS, and webchat with agent.
• Pay fares by paper ticket or pass, CapMetro app digital ticket or pass, OR automatically using an on-file credit card.
• If rider photo is on file, operator will now see it thru app – no longer need to show ID to board.
• We may pilot ability for operator to call customer when they have trouble locating them at pickup (both numbers masked for security).
Demand Response Technology Update

Timeline:

Currently in development. Testing anticipated for March. Targeting a late spring launch.

We welcome Access members willing to participate in testing.
Thank you!