

**CapMetro**

**Customer Satisfaction  
Advisory Committee**

April 2026



# Proposed August 2026 Service Change

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Jordan McGee, Senior Transportation Planner

# Service Evaluation Process



# August Service Changes

Improve connections and better match service with how people are riding today



Extension of Route 2 Rosewood/Cesar Chavez along Springdale Road, filling a gap in service



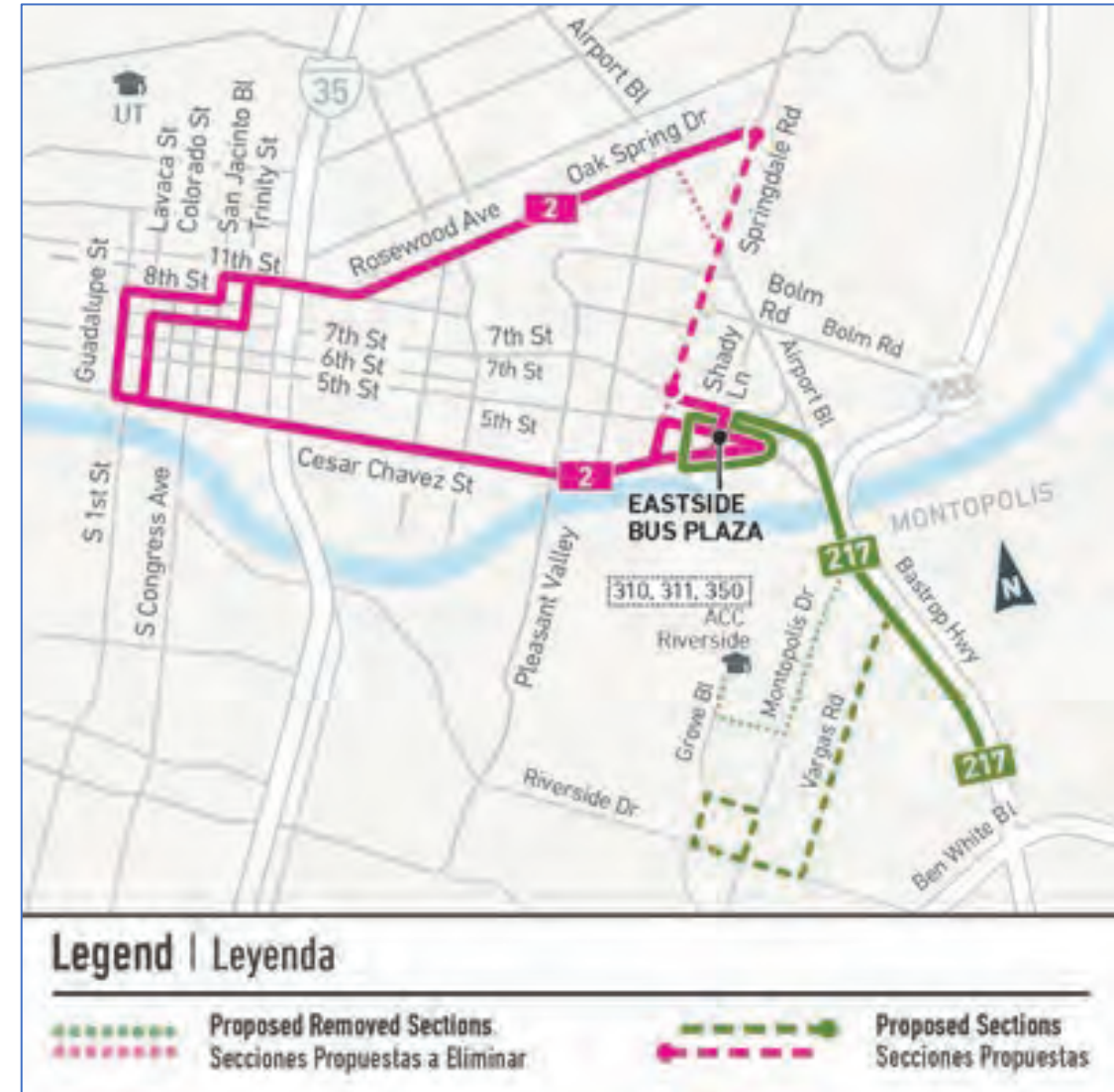
Route 217 Montopolis Feeder would travel along Vargas Road instead of Montopolis Drive



Change the weekday frequency of UT Shuttles 661 Far West and 670 North Riverside to every 15-20-minutes



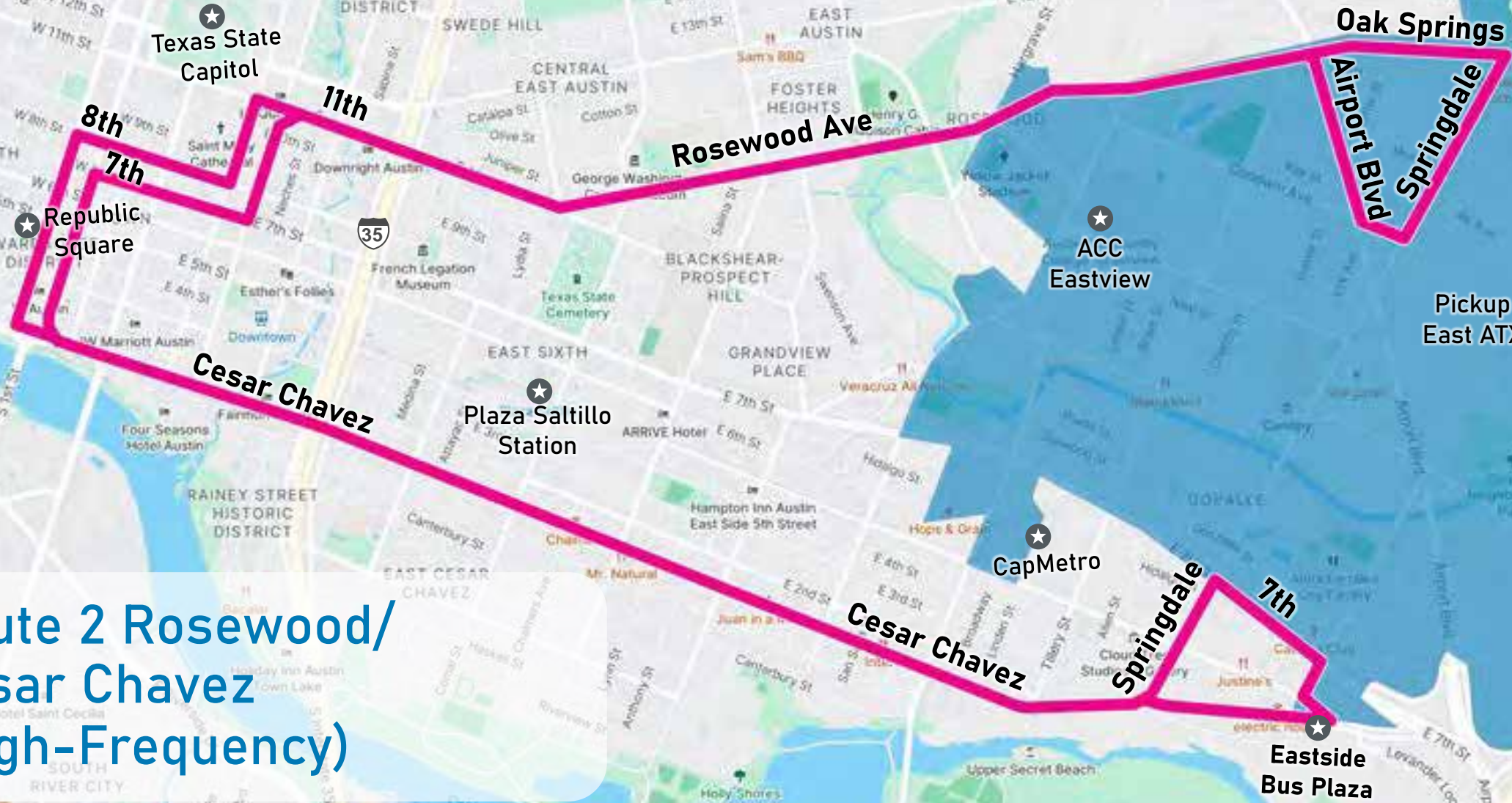
Transition to school service and minor schedule adjustments





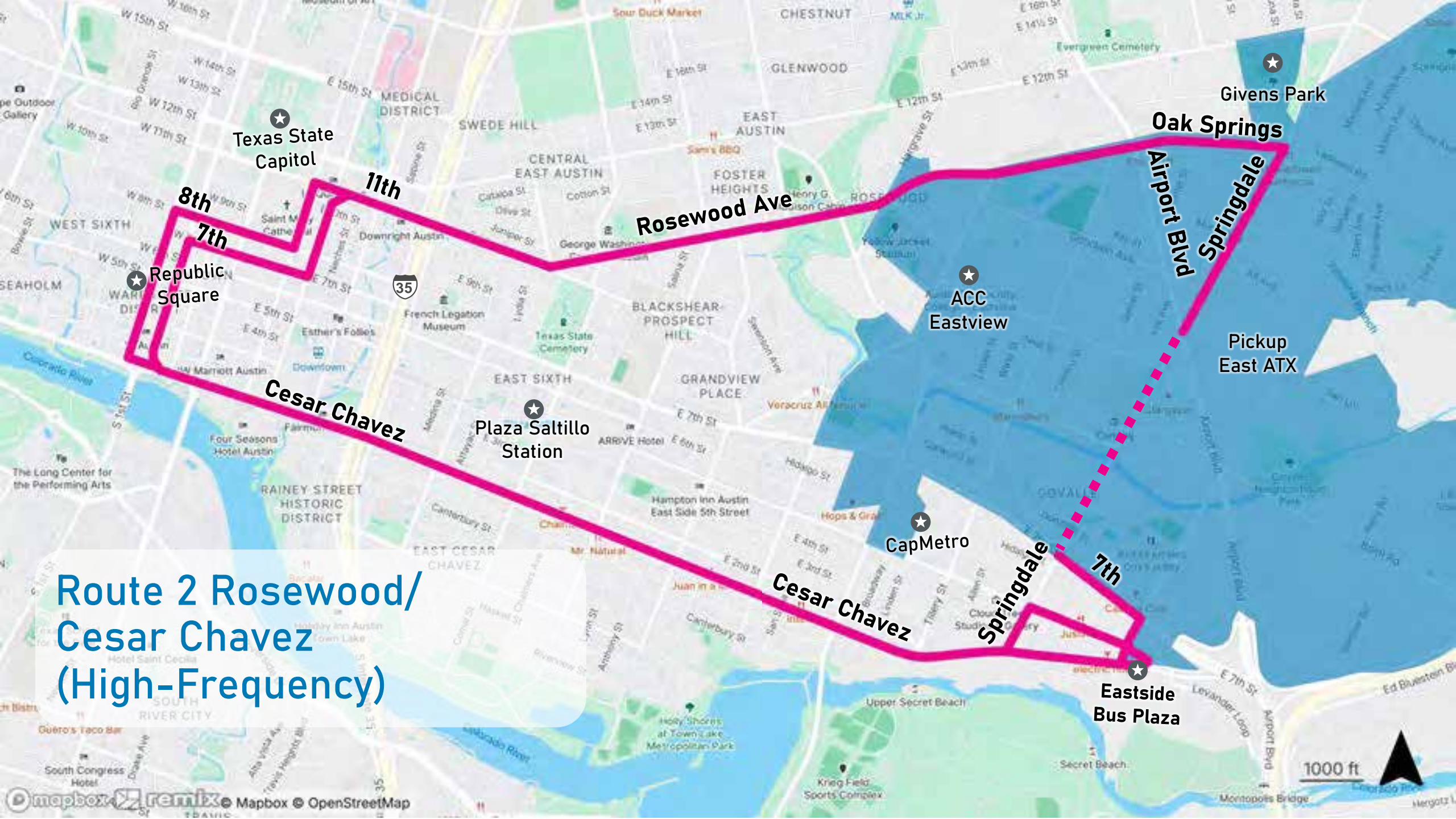
# Extension of Route 2 Rosewood/Cesar Chavez

**Route 2 Rosewood/  
Cesar Chavez  
(High-Frequency)**



1000 ft





**Route 2 Rosewood/  
Cesar Chavez  
(High-Frequency)**

★ Texas State Capitol

★ Givens Park

Oak Springs

8th  
7th  
★ Republic Square

Rosewood Ave

Airport Blvd  
Springdale

★ ACC Eastview

Pickup East ATX

Cesar Chavez

★ Plaza Saltillo Station

★ CapMetro

Cesar Chavez

Springdale

7th

★ Eastside Bus Plaza

1000 ft



# Community Support



“Having Route 2 go on Springdale makes it a lot more useful! I think it really helps connectivity on the eastside and connecting to downtown.”



“Completing the loop is a GREAT idea, especially for increasing access to Eastside Bus Plaza to get students to intercity bus services.”

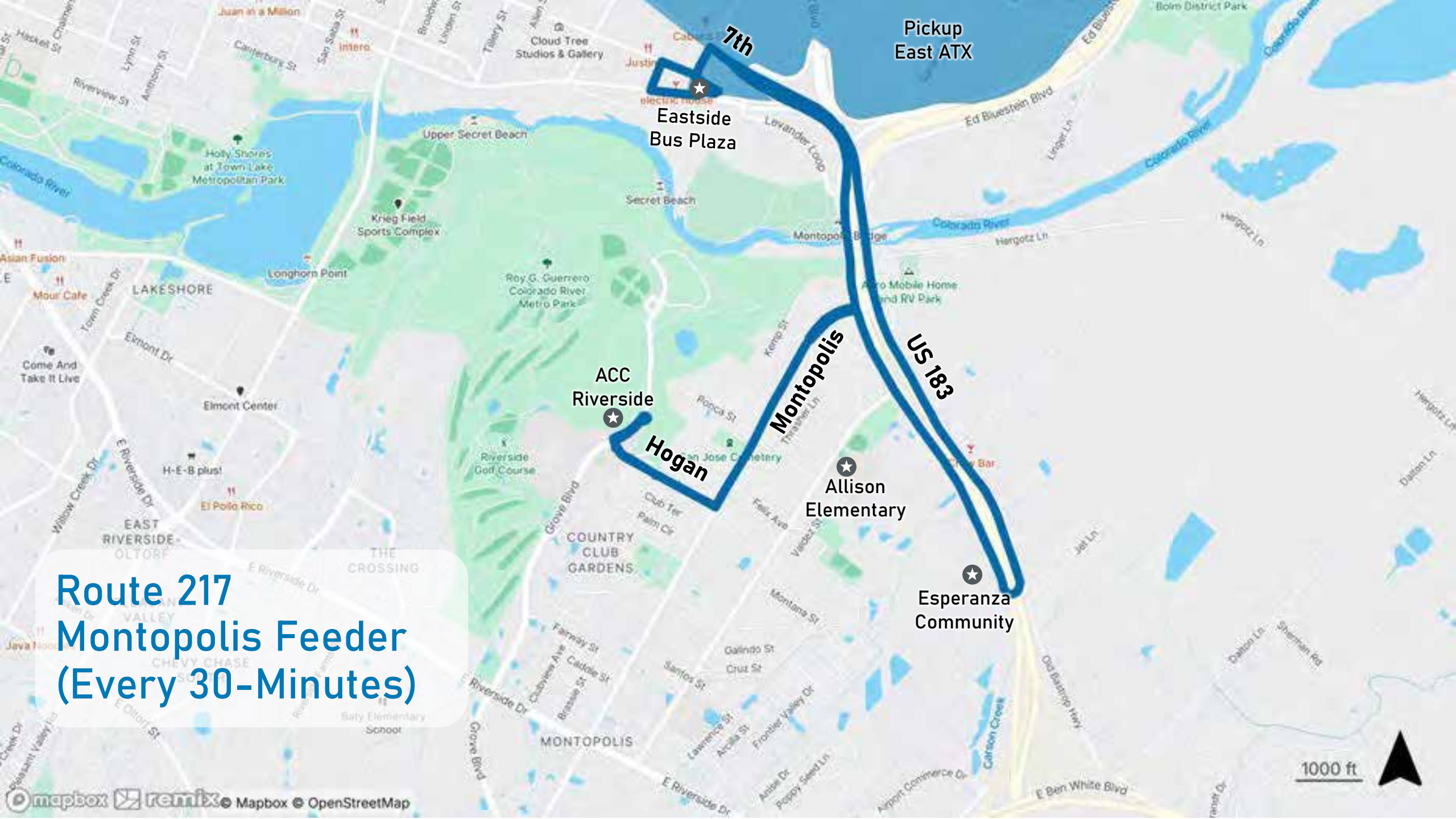


“Praise for the Route 2 concept, this makes travel easier and helps me get around faster. Can the layover be at Eastside Bus Plaza?”





# Realignment of Route 217 Montopolis Feeder



**Route 217  
Montopolis Feeder  
(Every 30-Minutes)**

7th  
★  
Eastside  
Bus Plaza

Pickup  
East ATX

★  
ACC  
Riverside

Hogan

Montopolis

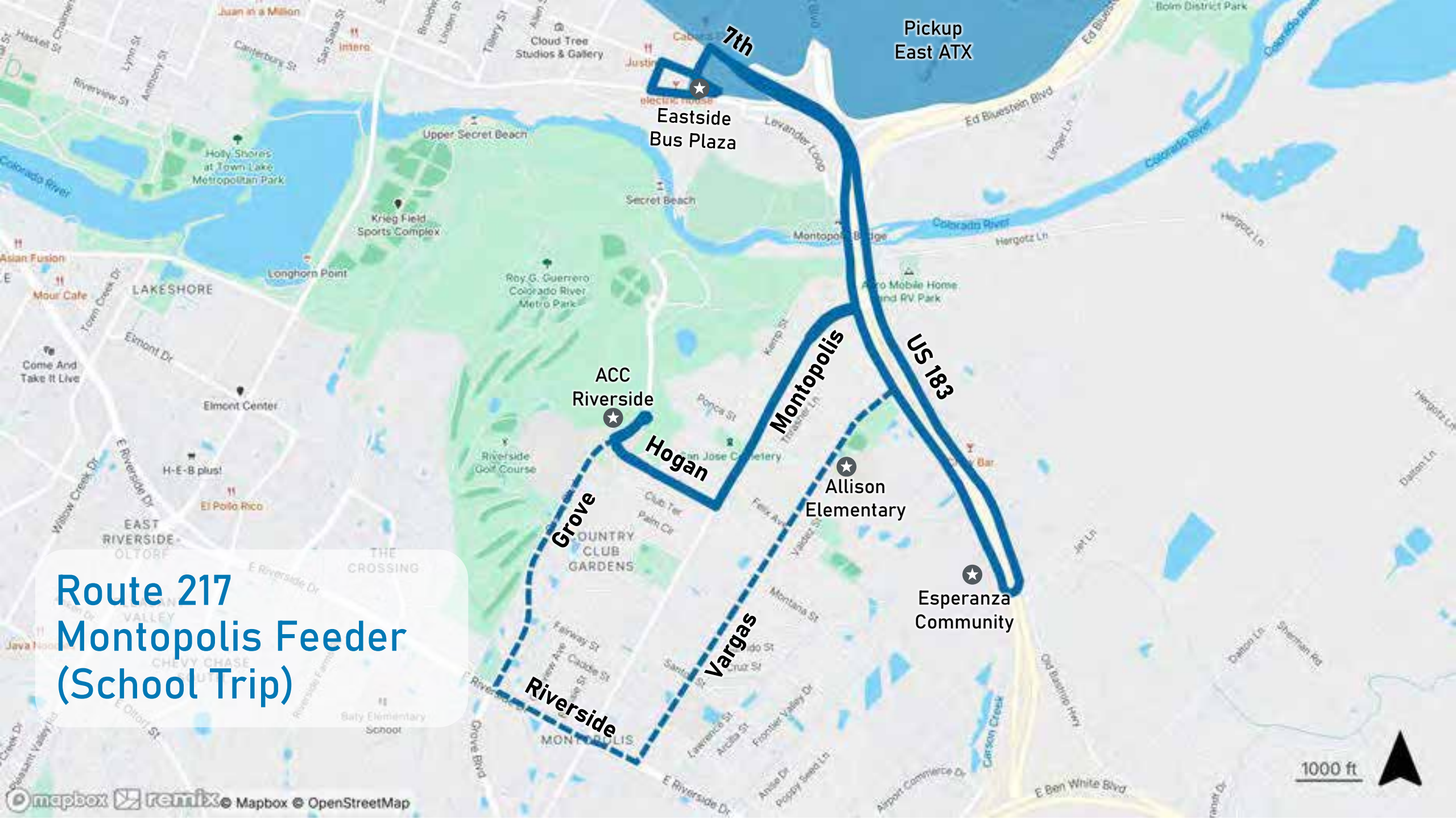
US 183

★  
Allison  
Elementary

★  
Esperanza  
Community

1000 ft





**Route 217  
Montopolis Feeder  
(School Trip)**

Eastside  
Bus Plaza

Pickup  
East ATX

7th

Montopolis

US 183

ACC  
Riverside

Hogan

Allison  
Elementary

Esperanza  
Community

Grove

Vargas

Riverside

1000 ft



# Community Driven



“It’s difficult to travel to the school. Please provide better service for younger customers for school access on Vargas.”



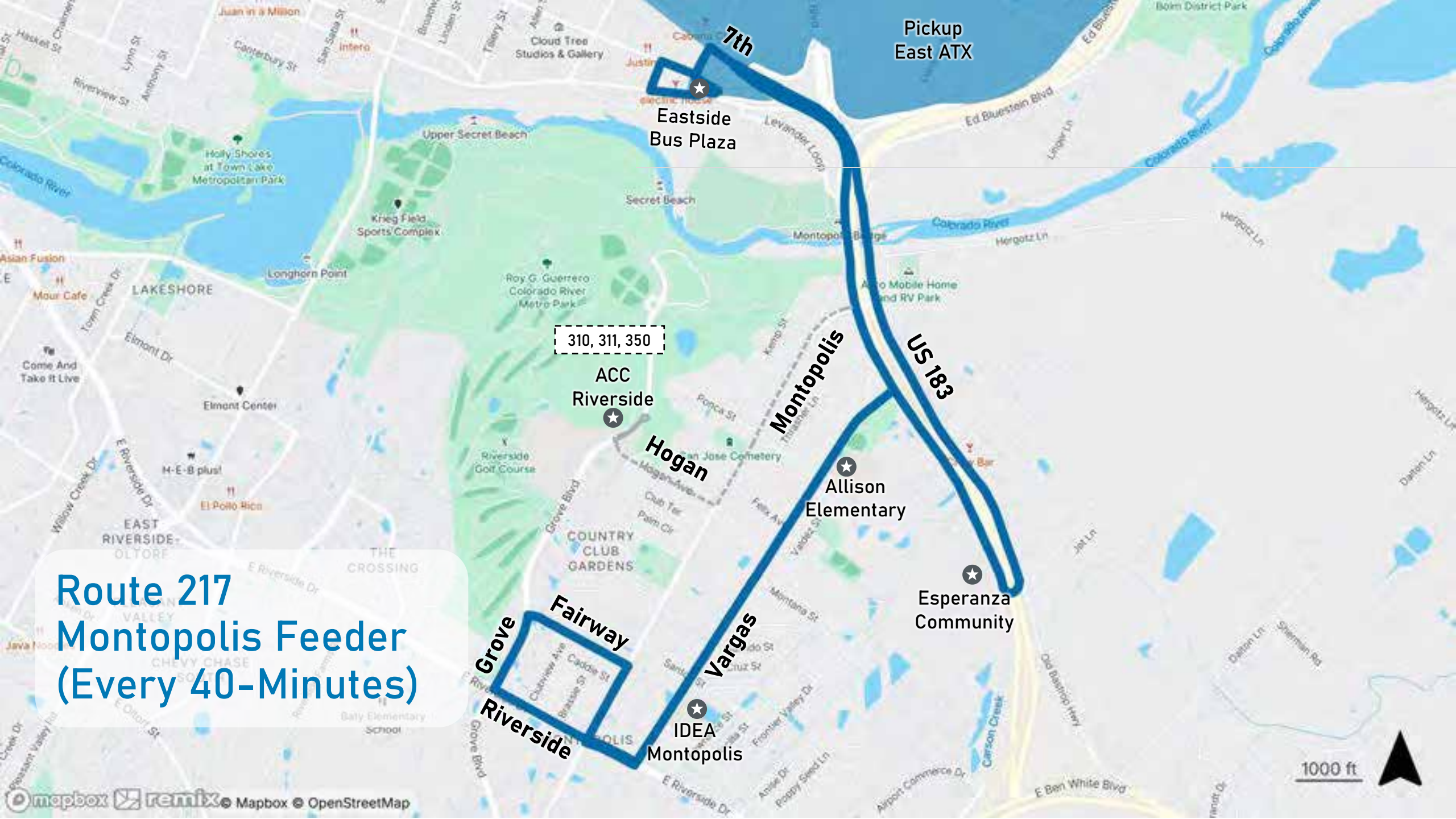
“Can Route 217 travel along the full length of Vargas Road instead? That would better serve the school for children and parents that may need to visit during different hours.”



“Adjusting this route in 5-10-years is too far. There are low-income residents from new housing in the neighborhood that’s expected to open soon.”



**Route 217  
Montopolis Feeder  
(Every 40-Minutes)**



1000 ft





# Frequency Adjustments on Select UT Shuttles

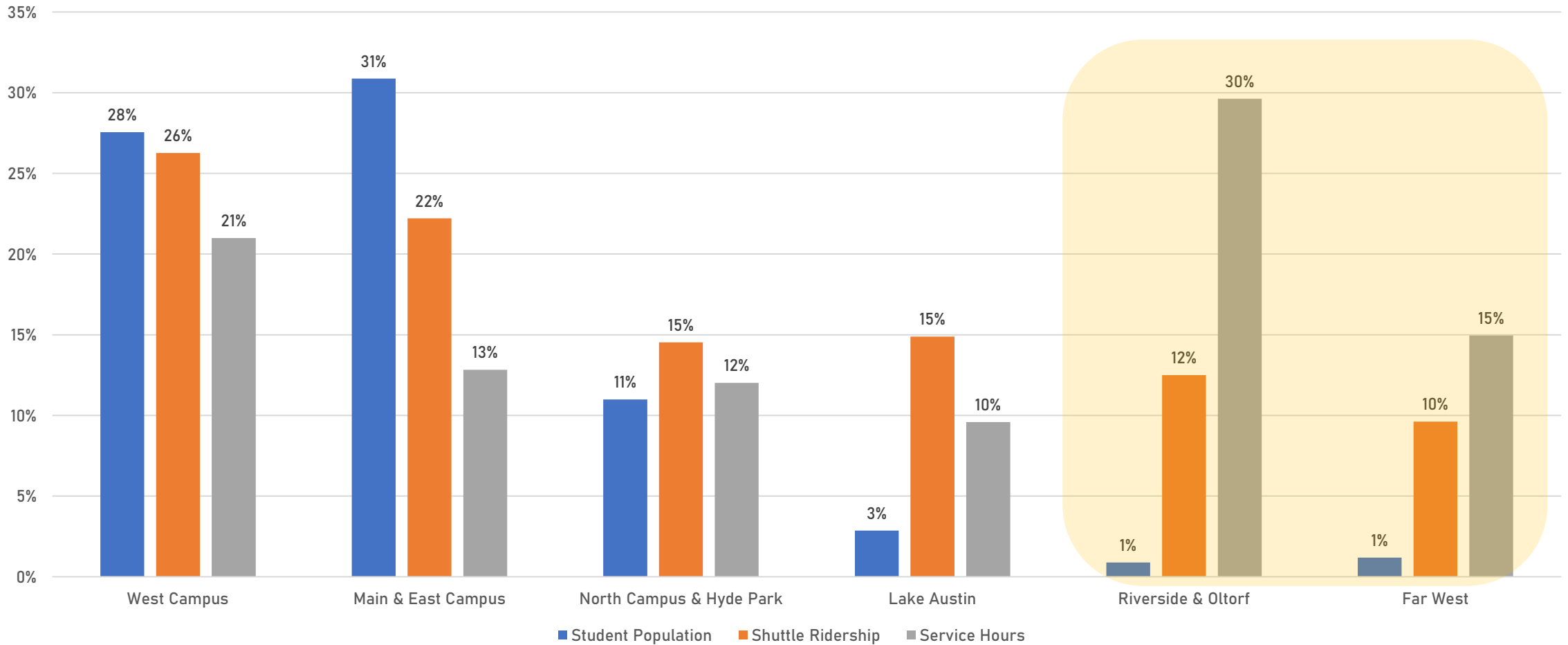
# UT Shuttle System

- Provides shuttles around campus and major residential areas
- Service is available when classes are in session
- Levels correspond to the academic calendar (e.g., Full, Finals, Summer)
- Cost share between UT and CapMetro



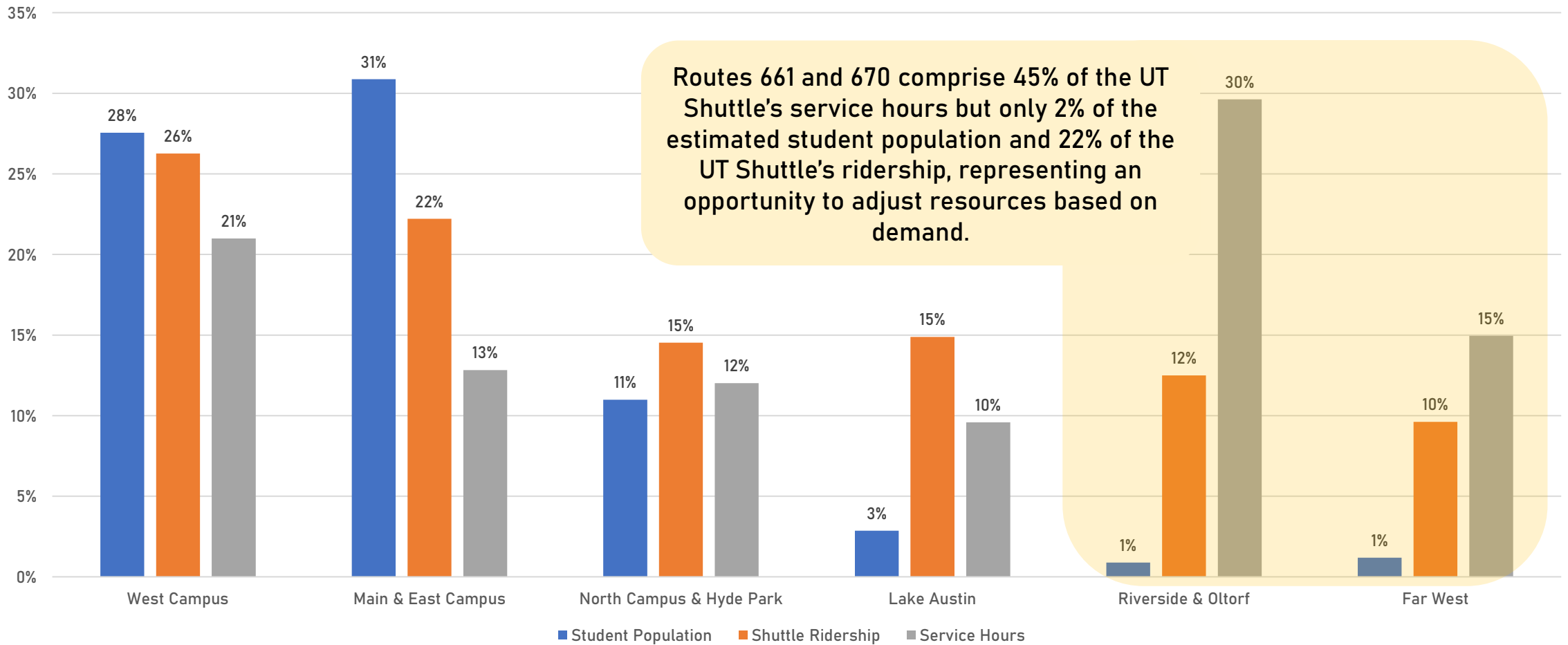
# Changing Resource Needs

Resource Allocation



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Resource Allocation



# Frequency Adjustment

Change the weekday frequency of UT Shuttles 661 Far West and 670 North Riverside to every 15-20-minutes



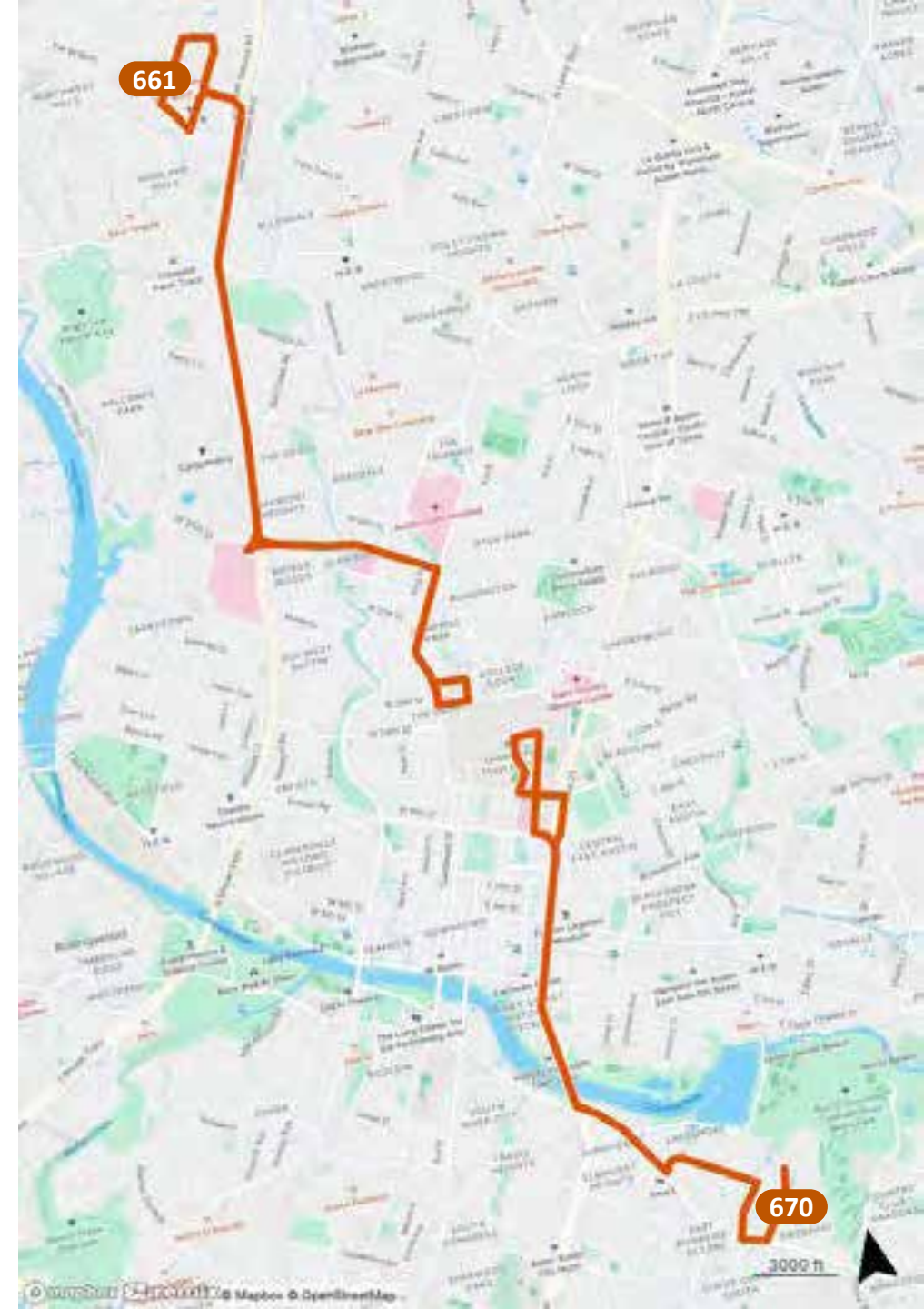
Better aligns service levels with long-standing declines in ridership, residential enrollment, and student housing in the Far West and Riverside areas



Allows for potential savings and resources to improve reliability and service delivery



Preserves multiple underlying alternatives for student in these corridors



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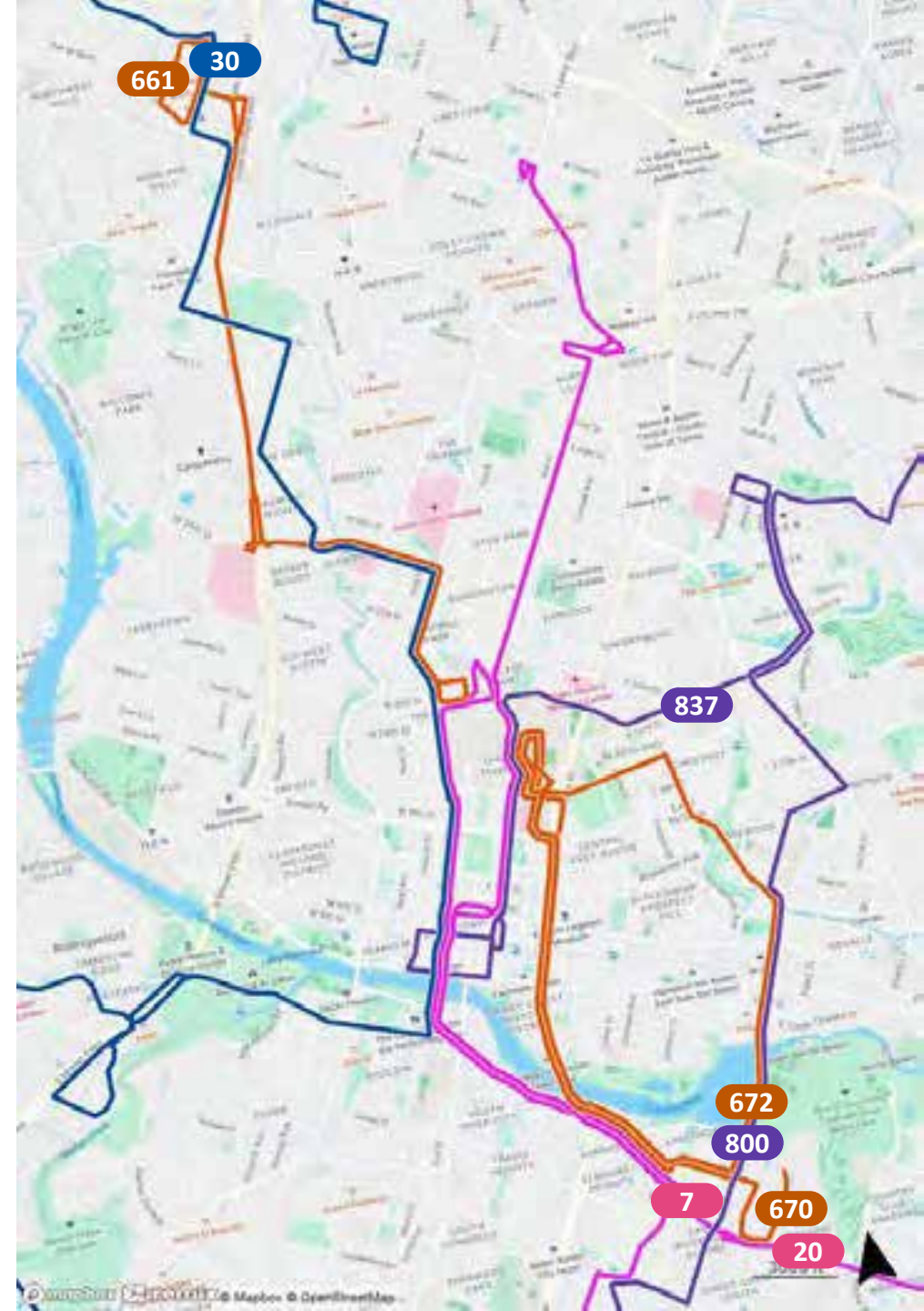
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# Minor Schedule Adjustments

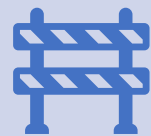
# Minor Schedule Adjustments



Routine transition back to school service (normal service levels on UT Shuttle routes and school-trips on local routes)



Some routes may receive minor adjustments to their schedules to improve on-time performance, reliability, and better serve customers



Managing daily operations with agility and strategic monitoring to reduce disruptions during major infrastructure projects



# Title VI Analysis

# Title VI Analysis – Routes 661 and 670

Route	Minority (Onboard Survey)	Low-Income (Onboard Survey)
Route 661 Far West	80.6%	50.8%
Route 670 North Riverside	75.2%	87.3%
Service Area Comparison	67.7%	49.5%



Total decrease in 88,942 annual revenue miles



Change from 8-10 min frequency to 15-20 min frequency

# Title VI Analysis – Routes 661 and 670

## Frequency Adjustment on Routes 661 and 670

- Decrease in 88,942 annual revenue miles
- Analysis findings:
  - Disparate Impact
  - Disproportionate Burden

- ✓ Both routes will maintain high frequency service.
- ✓ The existing routes don't currently meet UT shuttle route standards.
- ✓ Resources can be better allocated throughout the transit network.



# Community Engagement

# Outreach & Public Feedback



## March

- Board Memo
- Conversations with our Member Cities and Regional Partners
- Communication and Meetings with Stakeholders and the Community
- At-Stop Outreach
- Operator Notices
- Social Media and Emails
- Service Change Website with Comment Box

## April

- Signage at Specific Stops
- Posters at Key Locations
- CapMetro Customer Satisfaction Advisory Committee
- CapMetro Access Committee
- Community Advisory Committee
- On-Bus Brochure
- CapMetro Alerts
- 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

# Addition of July 2026 Meeting and Adjustment of November 2026 Meeting Date

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Committee Discussion

CapMetro

Thank you!