



# Customer Satisfaction Advisory Committee

December 2025



# Farebox Replacement Project

---

Peter Breton, Sr. Community Engagement Coordinator

Jonathan Tanzer, Director of Technology Product Management

Pablo Sandoval, Interim Director of Fares and Revenue

Art Boulanger, Interim Manager of Technology Product Management

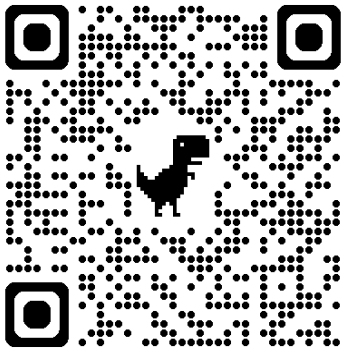
# Welcome & Agenda

- Overview of the Farebox Replacement Project
- Review of Title VI Analysis
- Review of New Farebox Technology



# Overview of the Farebox Replacement Project

# Project Overview



Scan QR code for a list of retail partners who carry Reloadable Fare Cards.

## Today

Our fareboxes can:

- Accept cash for single rides
- Print paper passes for customers who pay with cash.
  - Single Ride
  - 1-Day Pass

## Future: mid-2026

Fareboxes will still accept cash and allow for purchases of Single Rides.

- Change: Farebox will not print paper passes.
- Change: 1-Day Pass no longer available for purchase on farebox.
- No Change: Fares also available through the Umo app and Reloadable Fare Cards

# Why are Fareboxes Changing?



Our current fareboxes:

- Are approximately 20 years old
- Are at their end of life (no longer supported by the manufacturer)

Our new validators:

- Offer improved payment options which allow customers to take advantage of fare capping, such as:
  - The Umo app
  - Reloadable Fare Cards
  - Tap-to-pay (day caps only – available Early 2026)

# What is Fare Capping?

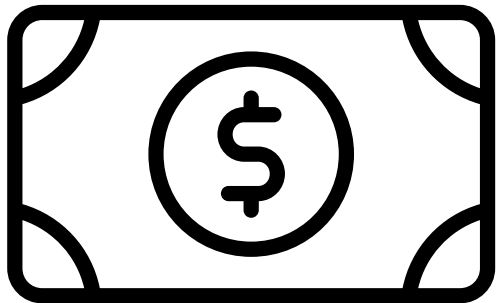
CapMetro uses pay-as-you-ride **fare capping** to make sure riders never pay more than the cost of a pass.

**Daily:** After a rider taps their card to pay for 2 rides in one service day (4:00 a.m. to 3:59 a.m.), they automatically earn unlimited rides for the rest of that day.

**Monthly:** If you ride twice a day for 17 or more days in a calendar month, you'll automatically earn unlimited rides for the rest of that month.

# Paying For Fares

## Will Cash Still Be Accepted Onboard?



Yes! With the new fareboxes, cash payment will still be accepted. However, printing the 1-Day Pass will not be available onboard. We encourage cash riders to:

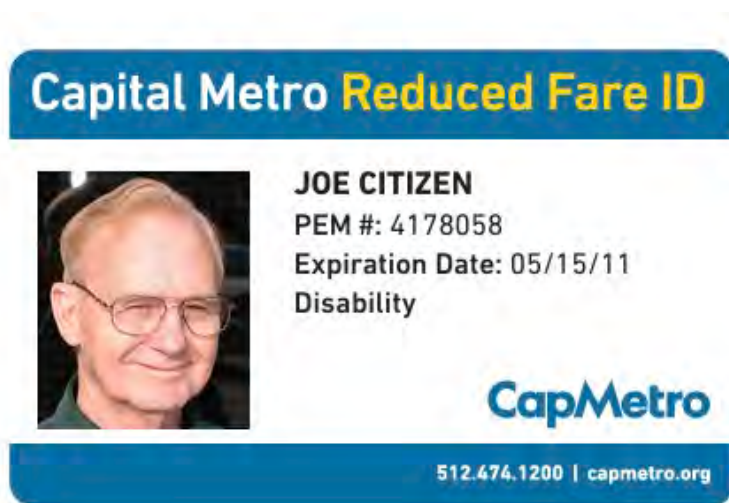
- Load cash onto a Reloadable Fare Card at a retail location or the CapMetro Transit Store.
- If you have a smartphone, download and use the Umo app to benefit from daily and monthly fare caps.
- (Early 2026) If you have a debit card or credit card, you'll be able to tap to pay at validators to benefit from daily fare caps.



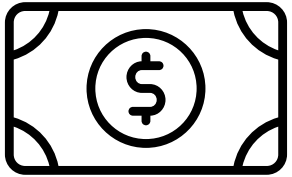
# Paying For Fares

Will discounted fares still be available for customers with Reduced Fare IDs and CapMetro Access IDs?

Yes! Customers who hold these IDs will still be able to receive the reduced fare rate at the farebox. *Discounted rates are not available using tap-to-pay.*

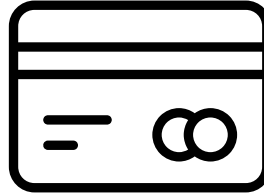


# Paying For Fares



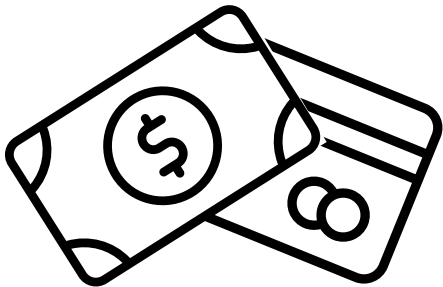
## Cash

- Onboard for single ride fares.
- At a Ticket Vending Machine.



## Credit or Debit Card

- Using the Umo website to add money (as little as \$1) to the Reloadable Fare Card or your Umo wallet.
- In Early 2026, using Tap-to-Pay on our validators (day capping only)



**BOTH** – On a Reloadable Fare Card or Umo wallet by refilling at participating retailers.



# Review of the Title VI Analysis

# Title VI Service Equity Analysis

A Title VI study is an analysis performed by organizations receiving federal funding to ensure their policies, programs, and services do not discriminate against people based on race, color, or national origin, as required by Title VI of the Civil Rights Act of 1964.

The analysis for this project shows that:

- More than 97% of trips will not see any fare change under this upgrade.
- Fewer than 3% of trips are affected, specifically riders who pay cash for a 1-Day Pass on board.
- For riders currently paying with cash, when they transition to Umo or Reloadable Fare Cards they'll now benefit from monthly fare capping.

# Title VI Analysis Results

Our Title VI analysis studied the demographics of our customers to determine:

- Whether **negative impacts** are disproportionately affecting minority or low-income riders; or
- Whether protected rider groups are not receiving **proportionate benefits**

1

When studying the potential impact to our minority customers, our study found NO DISPARATE IMPACT to them.

## ANALYSIS DETAILS

---

Average fare per boarding impact is minor, less than a penny, and less than 1% change across all race and ethnicity groups.

The expected percent increase for minority customers (1.3%) is greater than the expected impact to non-minority customers (0.1%).

Disparate impact to minority customers defined as 2% or greater difference in fare impact between minority and non-minority customers.

# Title VI Analysis Results

Our Title VI analysis studied the demographics of our customers to determine:

- Whether **negative impacts** are disproportionately affecting minority or low-income riders; or
- Whether protected rider groups are not receiving **proportionate benefits**

2

When we studied the potential burden to our low-income customers, we found **NO DISPROPORTIONATE BURDEN** to them.

## ANALYSIS DETAILS

---

Average fare per boarding impact is minor, less than a penny, and less than 1% change across all income groups.

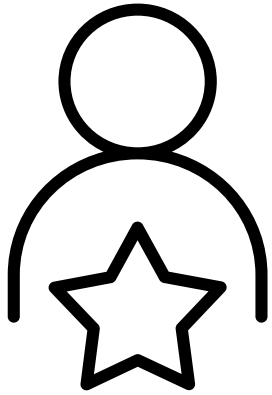
The expected percent increase for low-income customers (0.4%) is greater than the expected impact to non-low-income customers (-0.02%).

Disproportionate burden to low-income customers defined as 2% or greater difference in fare impact between low-income and non-low-income customers.

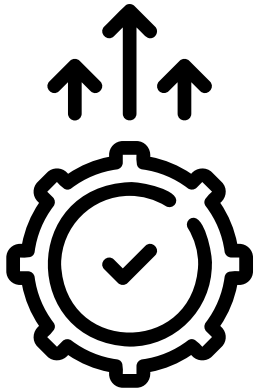


# Fare Payment Technology

# Fare Payment Technology



The new fareboxes and our validators are designed to be faster, more reliable, and easier for riders to use.



CapMetro is working to modernize our fare system, improve efficiency, and improve customer experience.



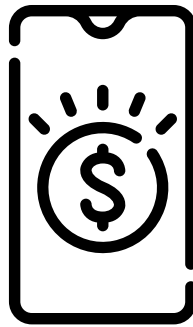
# Fare Payment Technology

By using Umo or a Reloadable Fare Card, riders benefit from:



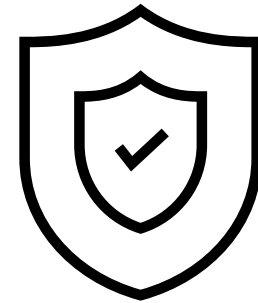
## Automatic Daily and Monthly Fare Capping

You'll never pay more than the cost of a day pass or a monthly pass.



## Speed & Convenience

Load your fare card or Umo account once, ride many times. Boarding with fare cards and the Umo app is faster, and you don't need exact change.



## Improved Security

Umo fare purchases are stored in the cloud, unlike paper fare cards which can be lost, damaged, or stolen.

# Reloadable Fare Cards and the Umo App



You can get a Reloadable Fare Card at the Transit Store or a local H-E-B.

You can also download the Umo app, create an account, and add money to your wallet to pay per ride.

Cards and the Umo wallet can be reloaded with cash at the Transit Store and participating retailers, including local H-E-Bs.



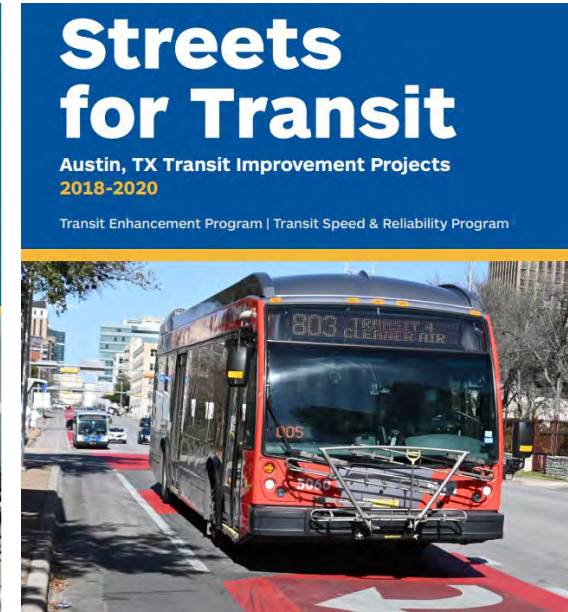
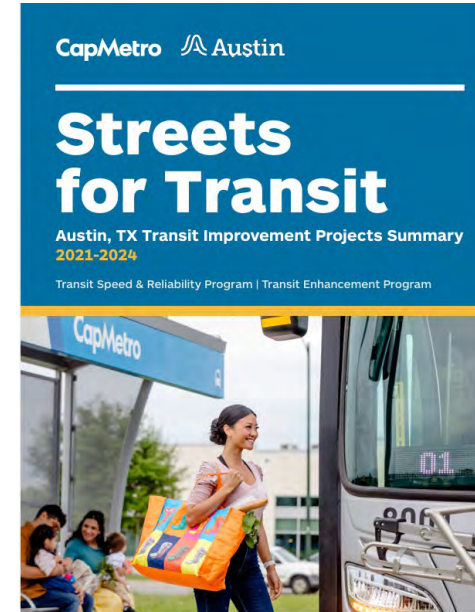
# Transit Speed & Reliability Update

---

Rhys Rea-Tucker, Transit Speed & Reliability Planner

# Background: Transit Speed & Reliability

- 2015: CapMetro + City of Austin workgroup formed
- 2018: CapMetro + CoA Interlocal Agreement - \$1M annually
- 2020: \$19M transit enhancement bond funds
- 2021: Streets for Transit Volume 1
- 2024: [Transit Enhancement Infrastructure Report](#)
- 2025: Streets for Transit Volume 2



# Strategic Plan 2030

## Our Critical Results

We have adopted these Critical Results to guide the choices we make, the resources we allocate, and how we characterize success for the next five years. Each result has a set of measures we will use to assess our progress and impact.



Reliable and Secure  
Service

Enhance service quality through reliability  
and security improvements



Fiscal  
Responsibility

Ensure fiscal responsibility guides all the  
organization's activities



Increased  
Ridership

Increase ridership in the region



Regional  
Significance

Work to make CapMetro a significant  
and integral component of  
transportation in the region

## Relevant Action Items:

- **1.1:** Increase CapMetro's service reliability by implementing a comprehensive reliability strategy.
- **1.5:** Communicate to the public proactively and effectively about CapMetro's performance, with a focus on customer outcomes.
- **1.6:** Improve the user experience for all CapMetro customers by continuing to implement placemaking principles such as wayfinding, accessibility, sidewalk, and amenity improvements.

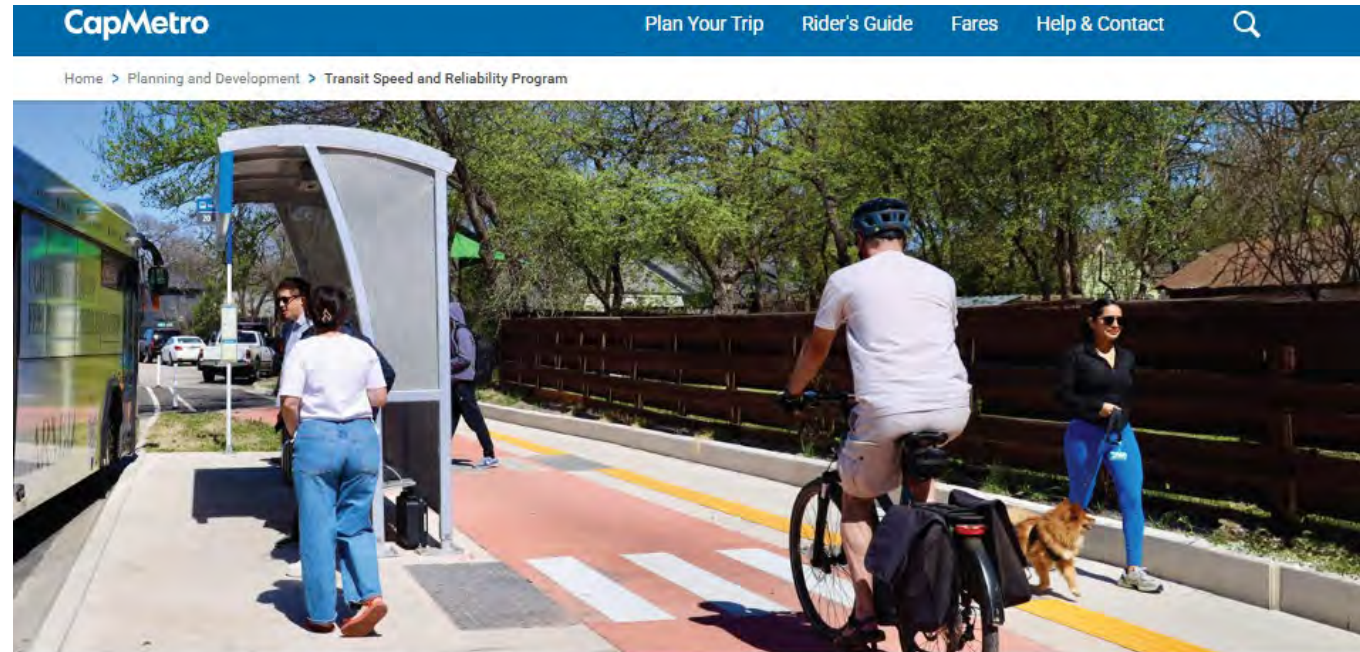


# Progress to Date



# Transit Speed & Reliability Webpage

- Program Overview
- Links to reports
- Project videos
- FAQs

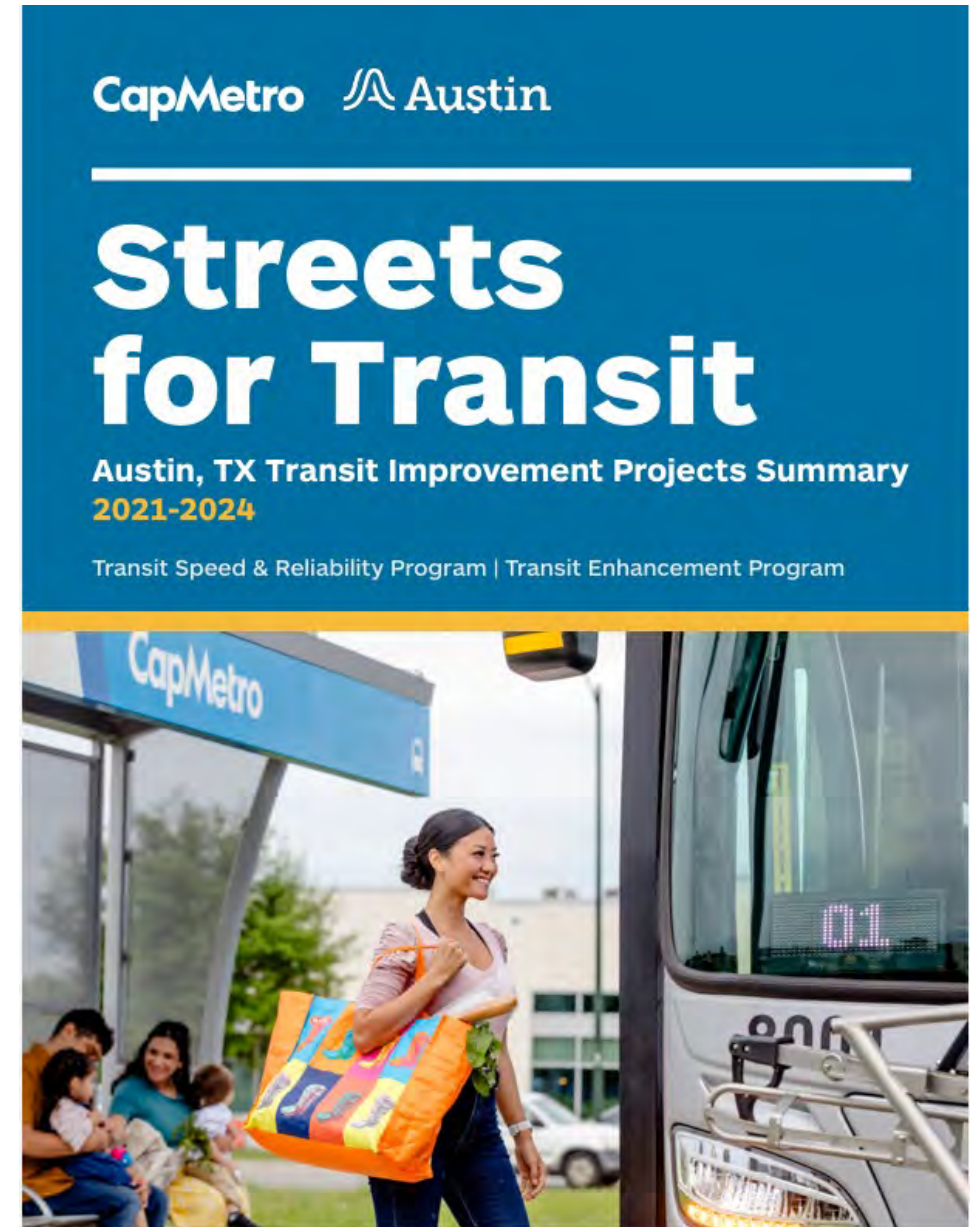


## Transit Speed and Reliability Program

CapMetro's Transit Speed & Reliability Program partners with the City of Austin's Transit Enhancement Program, to improve transit speed and reliability and deliver high-quality, safe and accessible public transportation for the Central Texas region.

# Streets for Transit, Vol. 2

- 30 projects from 2021-2024
- Over 9 miles of improvements
- Improve operations for:
  - 44 bus routes
    - 61% of CapMetro bus routes
  - ~69,000 daily weekday riders
    - ~77% of systemwide daily weekday ridership
- 20 active transportation improvements





# Streets for Transit, Vol. 2: Impacts



## Safety

- Up to 72% reduction in bus-related crashes and 65% reduction in vehicle crashes involving injuries or fatalities.
- Decreased repair and injury costs by up to 90%.
- 77% of projects were located along Austin's High Injury Network.



## Speed & Reliability

- 7 projects reduced average bus travel time by up to 43%.
- 4 projects improved on-time performance by up to 68%.



## Access

- Over 70 bus stops relocated or upgraded to improve multimodal access

# 2025 Transit Speed & Reliability Project Highlights

## Corridor Improvements



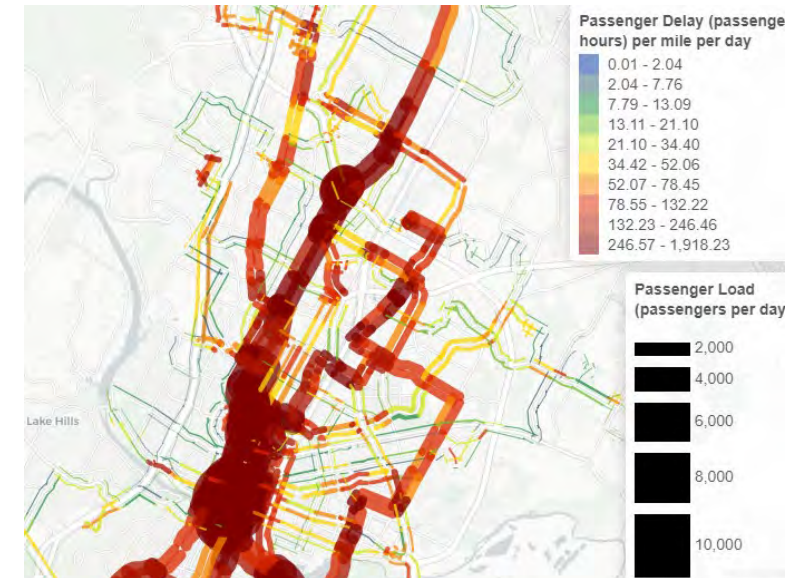
- Completed San Jacinto Blvd/Trinity St
- South 1<sup>st</sup> St
- Rundberg Ln
- Cameron Rd/Dessau Rd

## Stop Improvements / Bus Stop Optimization



- Integrated bus stops with bicycle facilities on Burton Road
- Improved stops on Parker Lane

## Bus Delay Analysis Tool



- Updated with Fall 2023 and Fall 2024 data
- Track and report on program progress

# 2026 Planned Transit Speed & Reliability Projects

## Corridor Improvements



- Continue Cameron/Dessau
- St. Johns Ave
- Woodward St

## Stop Improvements / Bus Stop Optimization



- Loyola Ln
- Springdale Rd/MLK Jr Blvd/Heflin Ln
- Montopolis Dr/Riverside Dr

## Corridor Design



- Preliminary design for Pleasant Valley Rd between Webberville Rd and Cesar Chavez St



# Ongoing Coordination

## Corridor Program Office

- Key transit corridors getting bus stop and access enhancements:
  - North Lamar Blvd
  - South Lamar Blvd
  - Burnet Road
  - Airport Blvd



## Austin Light Rail

- Ensuring bus service seamlessly integrated with future LRT lines



## Additional jurisdictional projects

- Corridor and intersection projects



## Private developers

- Engage in site plan review process to ensure adequate transit infrastructure is provided.



CapMetro

Thank you!