

**CapMetro**

**Customer Satisfaction  
Advisory Committee**

September 2024



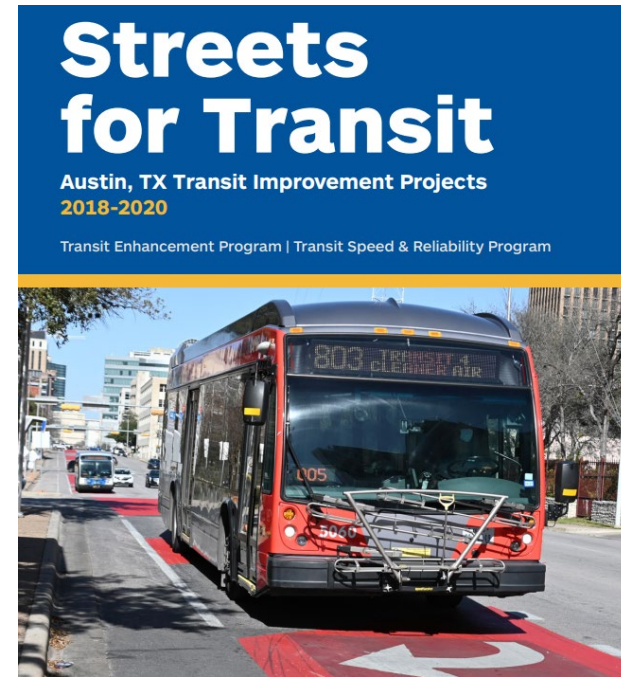
# Transit Speed and Reliability Update

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Nadia Barrera-Ramirez, Manager of Cross Agency Programs for Transit and Mobility

# Background: Transit Speed and Reliability

- 2015: CapMetro + City of Austin collaborative workgroup to prioritize transit within the City's ROW
- 2018: CapMetro dedicates \$1M/year for capital projects that prioritize transit through an ILA
- 2020: Safety and Mobility Bond dedicates \$19M in transit enhancement funds (separate from Project Connect)
  - [Streets for Transit Report](#)
- 2024: Produced the [Transit Enhancement Infrastructure Report](#) helps allocate and plan for spending of 2020 Bond funds.



# Progress to Date



# 2024 Transit Speed and Reliability Projects

## E 12<sup>th</sup> at Airport



- Added bus only lanes
- Added queue jumps
- Improved bike facilities on both sides of intersection

## Dean Keaton at Lafayette



- Relocated two stops
- Improved bicycle facilities and sidewalks
- Improved curb ramps and crosswalks

## S Congress at Stassney/Little Texas

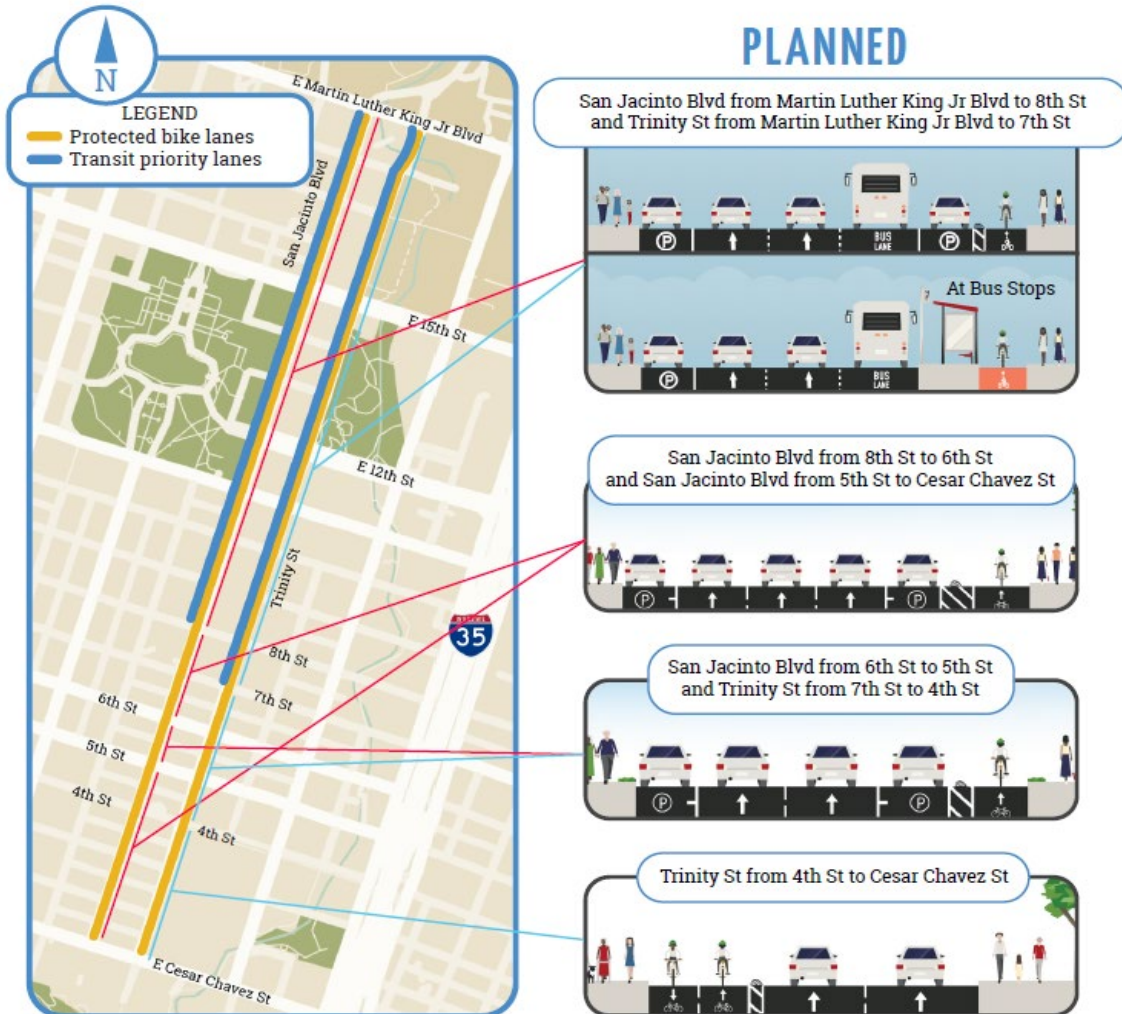


Added infill Rapid stops

Relocated stop closer to signal

# 2024 Transit Speed and Reliability Projects

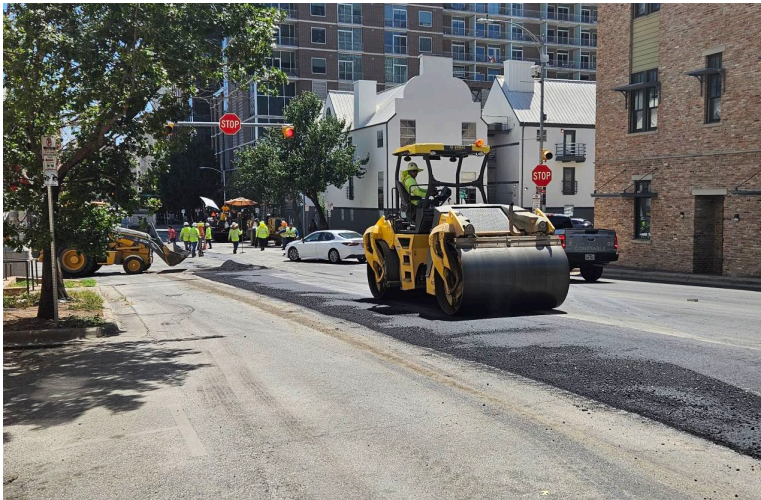
## San Jacinto Boulevard and Trinity Street Transit Priority Lanes



- Partnership with City of Austin to implement a series of multimodal improvements
  - New bus lanes
  - Protected bicycle lanes
  - Enhanced pedestrian crossings
- Improvements will:
  - Enhance bus operations for 10 existing bus routes
  - Support upcoming Project Connect Expo Center Rapid line
  - Improve bicyclist and pedestrian comfort and safety
  - Maintain parking and vehicle access
- Public outreach began in July 2024
- Anticipated completion in November 2024

# Planned Projects: Transit Speed and Reliability

## Corridor Improvements



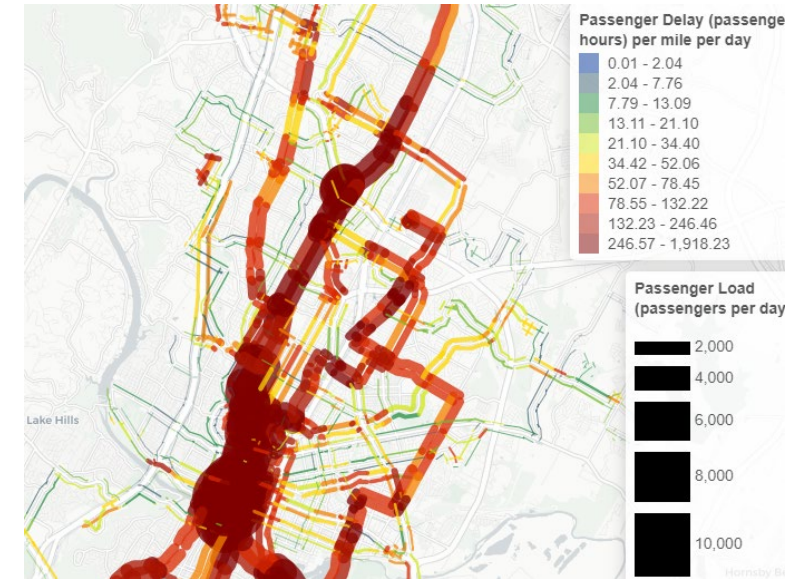
- Complete San Jac/Trinity
- South 1<sup>st</sup> Street
- Rundberg Lane

## Stop Improvements / Bus Stop Optimization



- Integrate bus stops with bicycle facilities on Burton Road
- Improve stops on Parker Lane

## Bus Delay Analysis Tool



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



# Transit Plan 2035

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Rose Lisska, Principal Planner



# Overview

- What is a Transit Plan?
- Transit Plan Analysis
- Transit Plan Community Engagement
- Transit Plan Schedule
- Next Steps

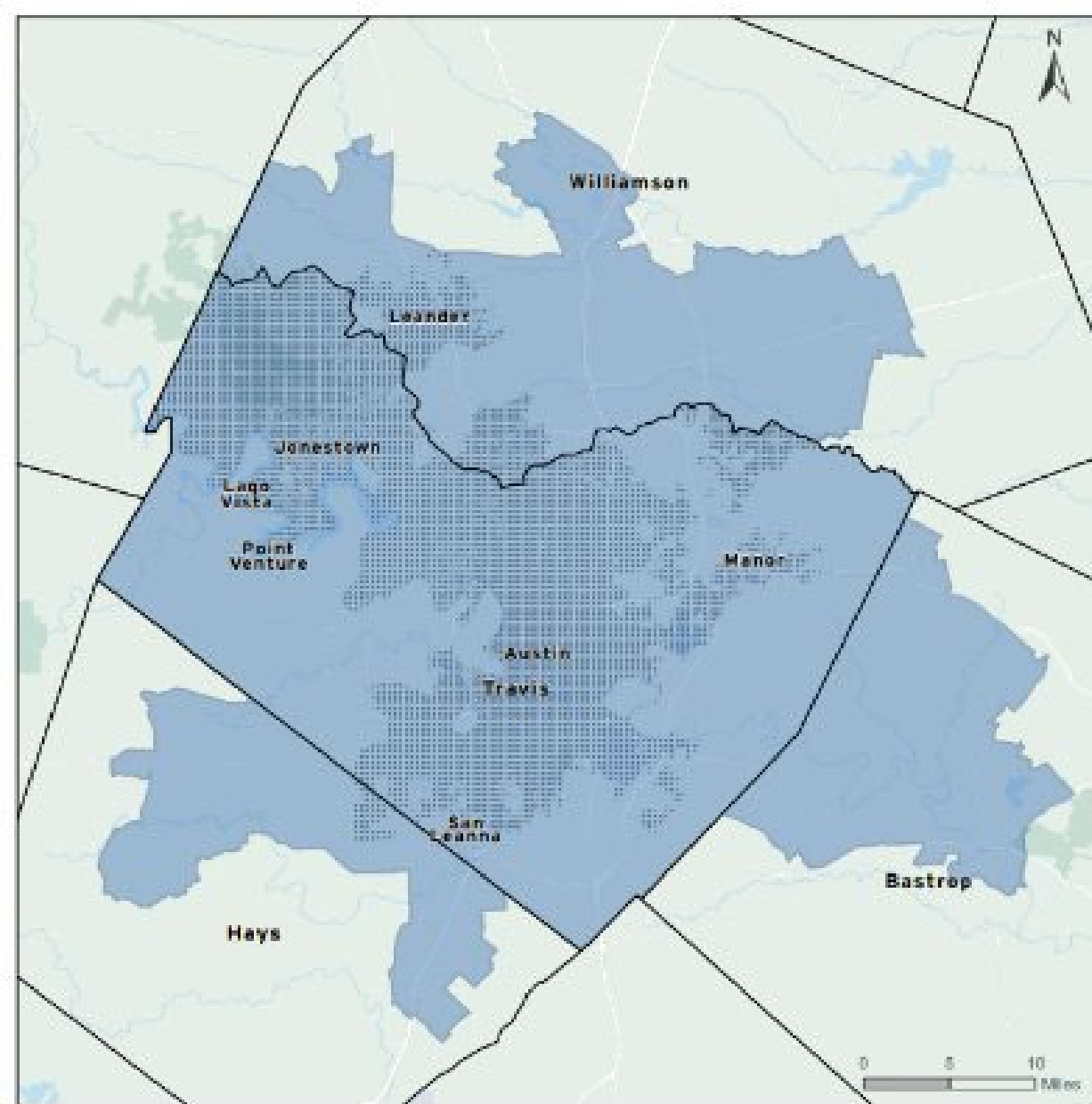


# What is a Transit Plan?

- Transit Plan 2035 is our vision and roadmap for the CapMetro System over the next 5 to 10 years.
- We typically update our transit plan every 5 years
  - Last updated in 2015 with a scheduled 2020 update
  - Connections 2025 Service Plan → CapRemap
- We want to work with the community, and stakeholders to co-create a guiding document for Central Texas' transit system.

# Transit Plan Analysis

- Understand needs of existing riders and wider community
- Analyze changing travel within the region today.
- Analyze region and identify transit service needs and gaps
- Conduct a review of CapMetro Bus, CapMetro Rail and Pickup



Transit Plan 2035 Study Area

Market Analysis Area

LEGEND

- Market Analysis Area
- CapMetro Service Area

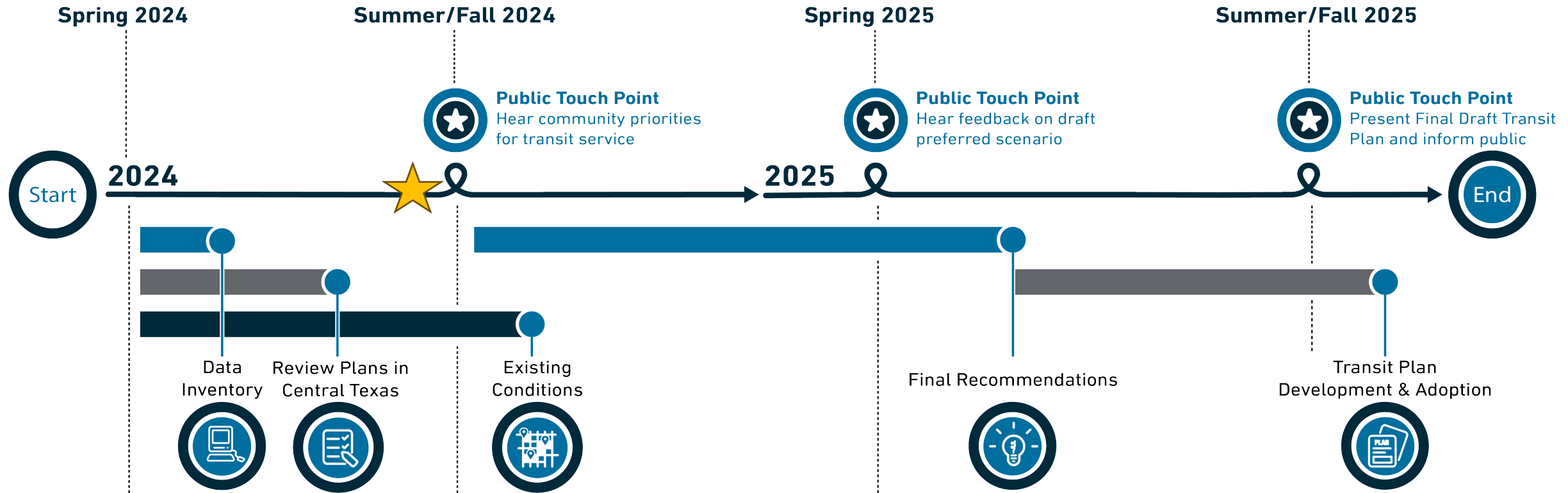
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# Transit Plan Community Engagement

- Round 1: Visioning, transit service tradeoffs, constraints, and opportunities
- Timeframe: September 16 – October 18, 2024
- Methods:
  - Survey
  - Focus groups
  - Community events and meetings
  - Community Connectors Program
- Community Night Open House
  - Free skating, bowling, and food!
  - Date: Oct. 10 from 4-8 PM
  - Location: Millennium Youth Entertainment Complex
  - RSVP at: [capmetro.org/transitplan2035](https://capmetro.org/transitplan2035)



# Transit Plan Schedule



★ Sept 2024

# Next Steps

- Community Engagement Round 1
  - Survey
  - Focus groups
  - Community events and meetings
  - Community Connectors Program
  - Community Night Open House
- Stay tuned for an invite to the Advisory Committee Workshop!
- For project details and to sign up for updates visit:  
[capmetro.org/transitplan2035](https://capmetro.org/transitplan2035)

# Proposed Spring 2025 Service Change

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Jordan McGee, Senior Transportation Planner

# Overview of Proposed Spring Service Changes

- Proposed Spring Service Changes

**SUNDAY, JANUARY 12**

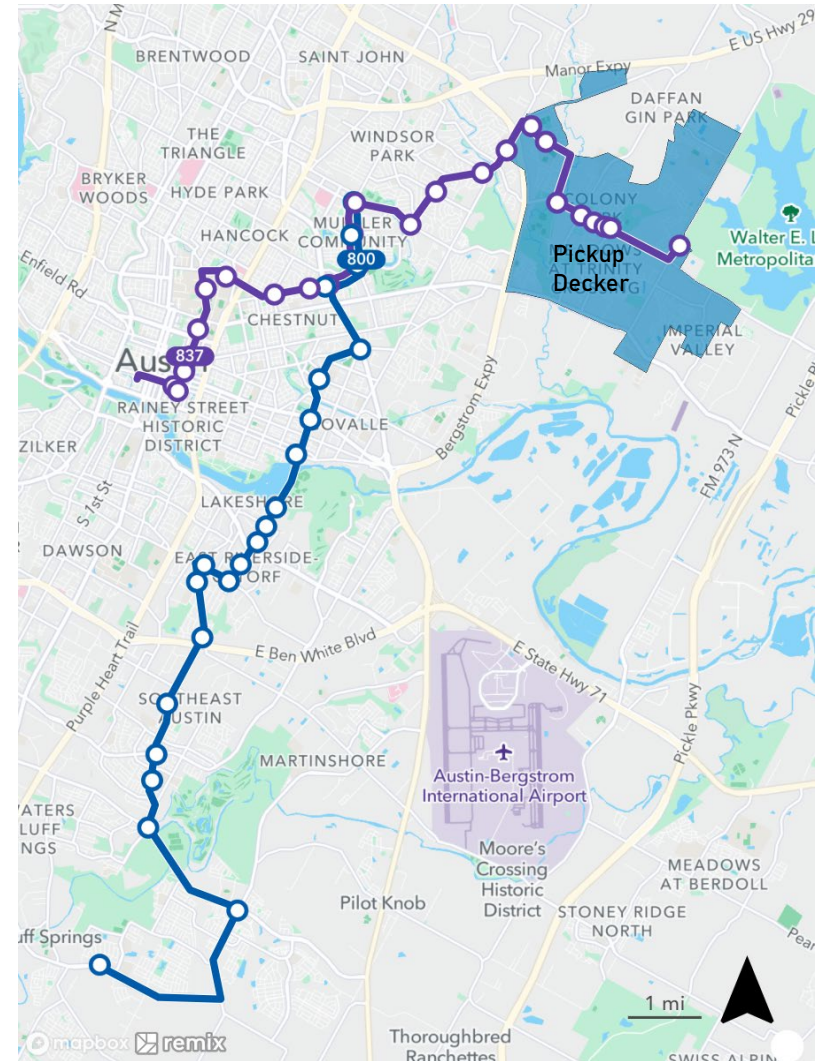
- Minor Schedule Adjustments to Bus and Rail

**MONDAY, JANUARY 13**

- Pickup Decker (New Service)

**SPRING 2025, PENDING TESTING**

- Introduction of Rapid 800 Pleasant Valley and Rapid 837 Expo Center (New Service)

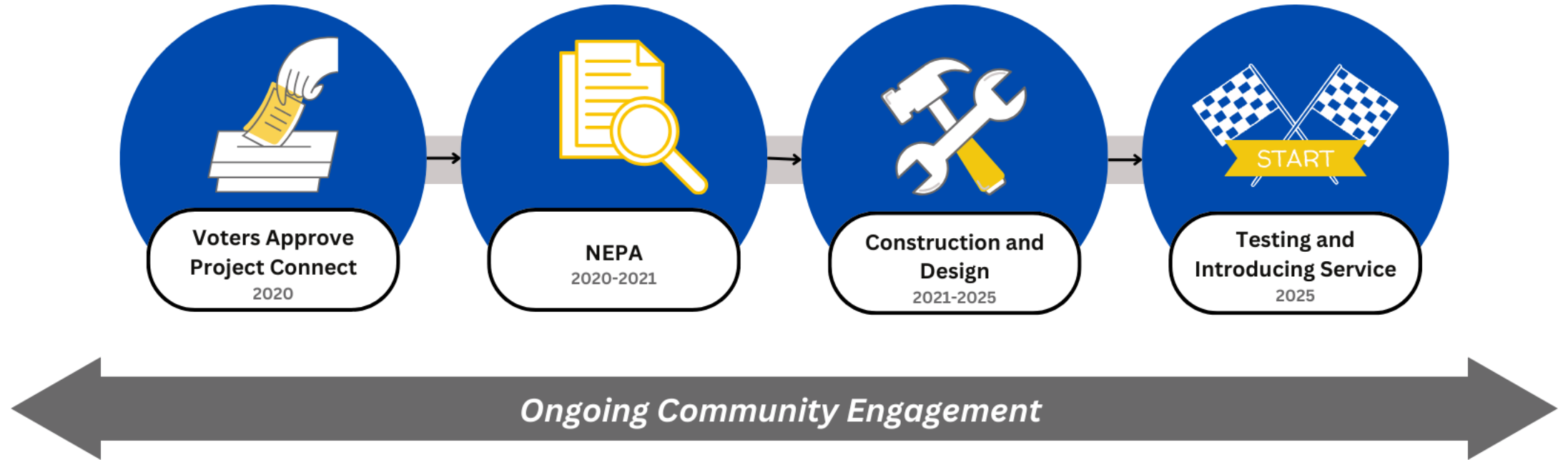






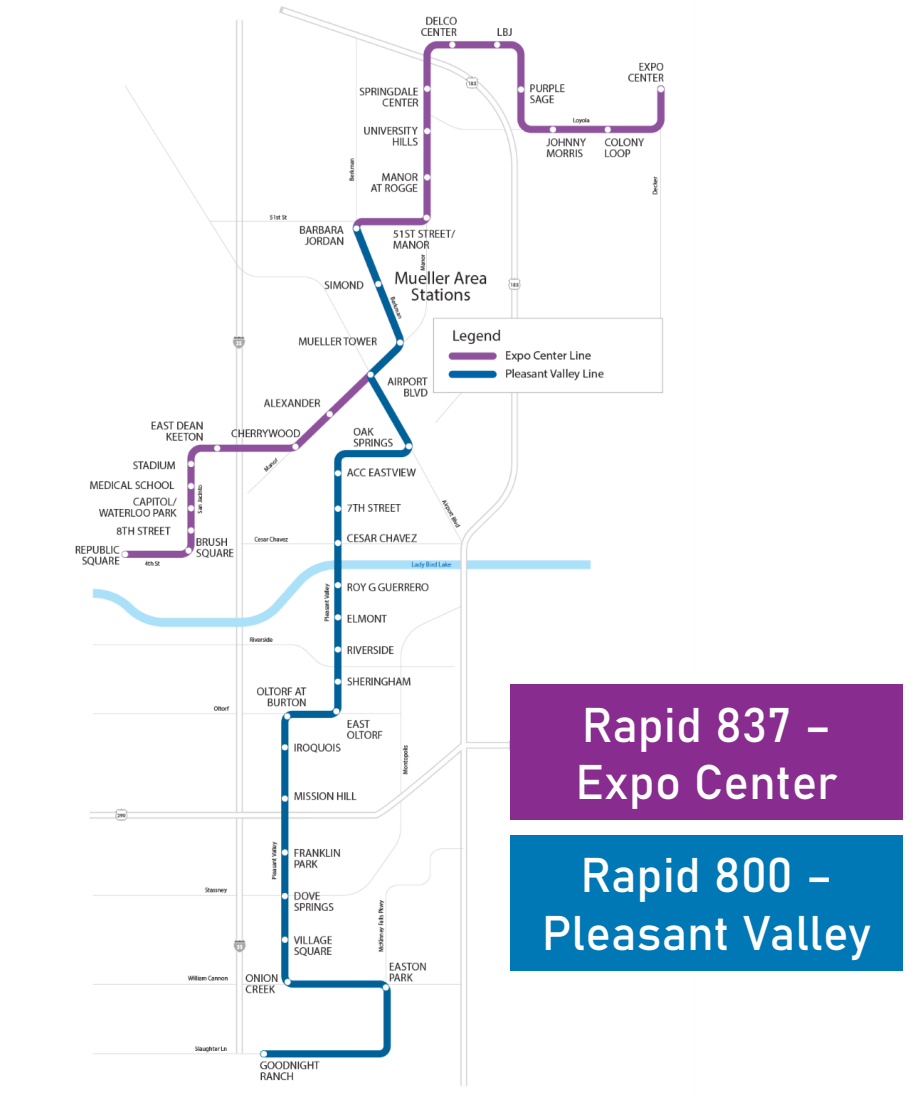
# Introduction of New CapMetro Rapid Lines

# Project Development



# New CapMetro Rapid Service

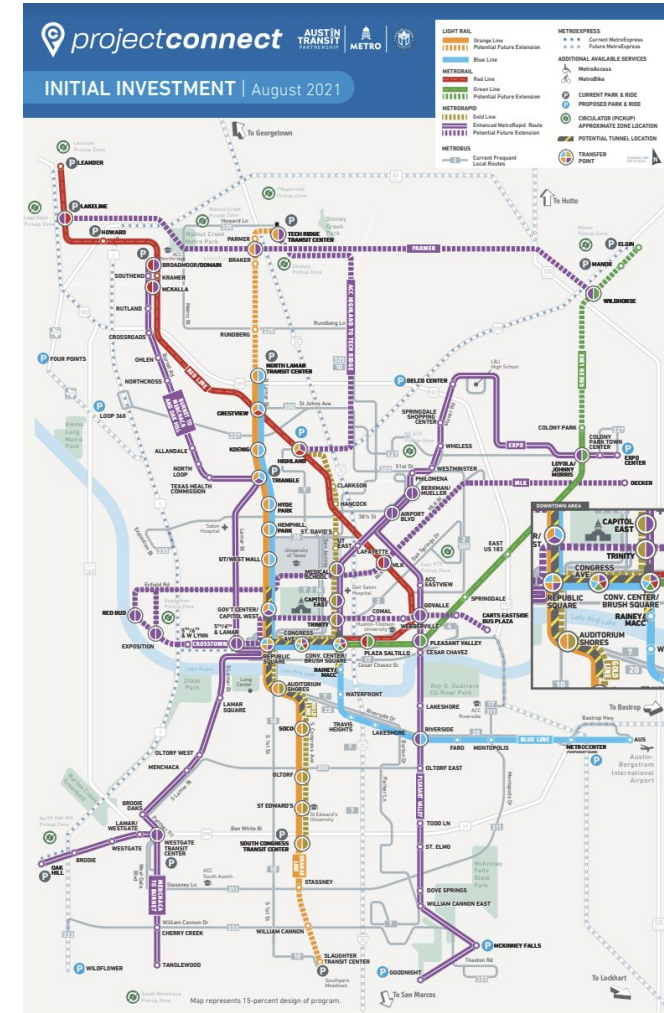
- \$65.60 million grant via FTA's Small Starts Program (~60% Federal Share)
- New transit connections, particularly in east Austin
- Initial phased service anticipated to begin Spring 2025 with available resources and infrastructure
- Full service programmed to be implemented in 2026



# Previous Engagement for CapMetro Rapid

## Previous Engagement Completed 2021 – 2022

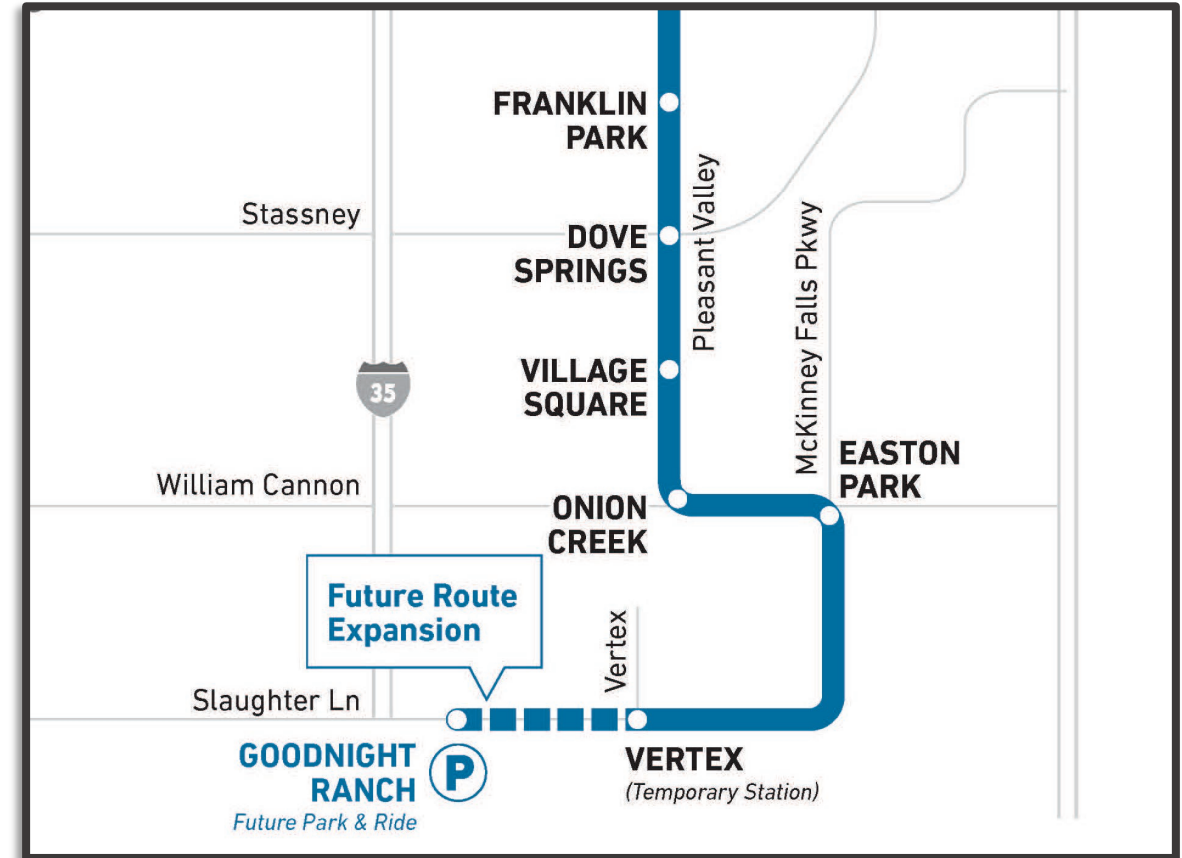
- Virtual Public Meetings
  - With Live Q&A and Survey
- Meetings with Stakeholders and Advisory Groups
- Various Updates and Notifications
  - Monthly e-Newsletters
  - Social media and digital engagement
  - Tabling at community events
  - Direct feedback email, project hotline, and in-person Project Connect Office






# Rapid 800 and 837 Initial Service

- Routes will initially utilize diesel vehicles
- Strategic use of battery electric buses (BEBs)
- Park and Ride construction is ongoing
  - Expo Center- 140 spaces
  - Goodnight Ranch - 65 spaces
  - Will include end-of-line charging

Route 800 Temporary End-of-Line



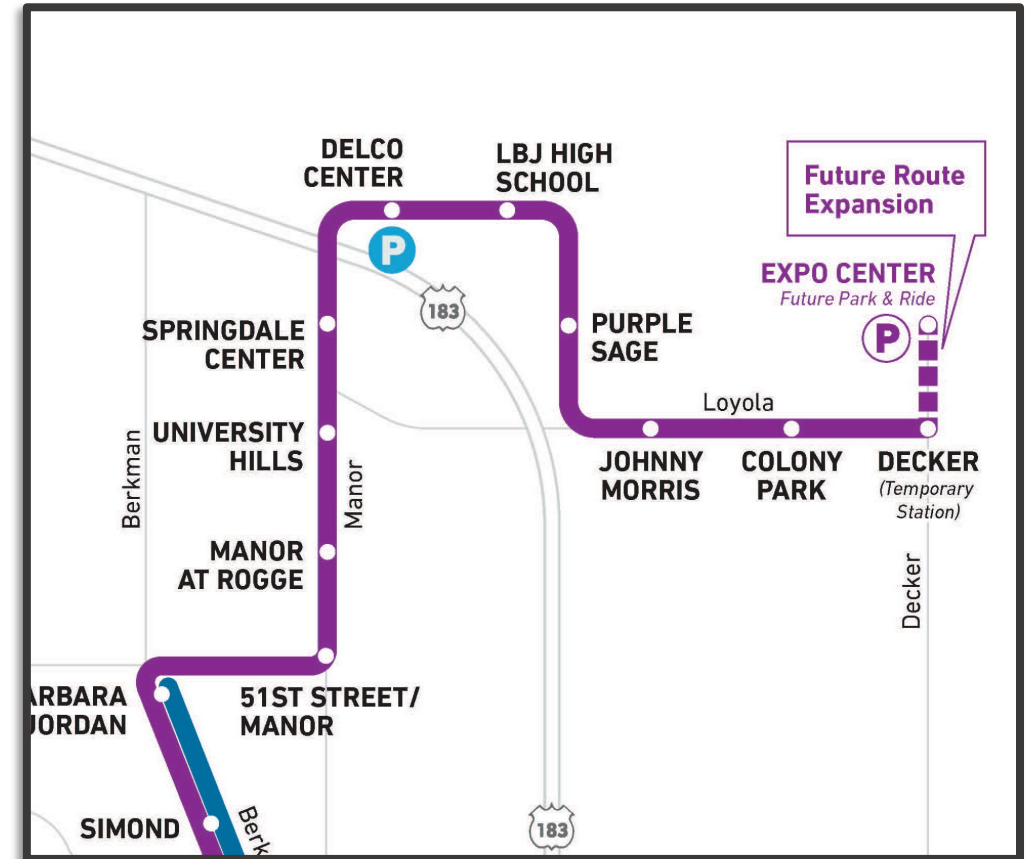
## Legend

-  Expo Center Line
-  Pleasant Valley Line
-  Proposed Park & Ride

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Route 837 Temporary End-of-Line



Legend

- Expo Center Line
- Pleasant Valley Line
- Proposed Park & Ride

# Rapid 800 and 837 Initial Service

- Stations Under Construction
  - Adding ~80 stations
  - All unfinished Rapid Stations will have a temporary or existing local stop
  - Stations are currently under construction and opening as completed
- Essential amenities being installed as Rapid stations constructed:
  - Shelters
  - Benches



# Rapid 800 and 837 Initial Service Levels

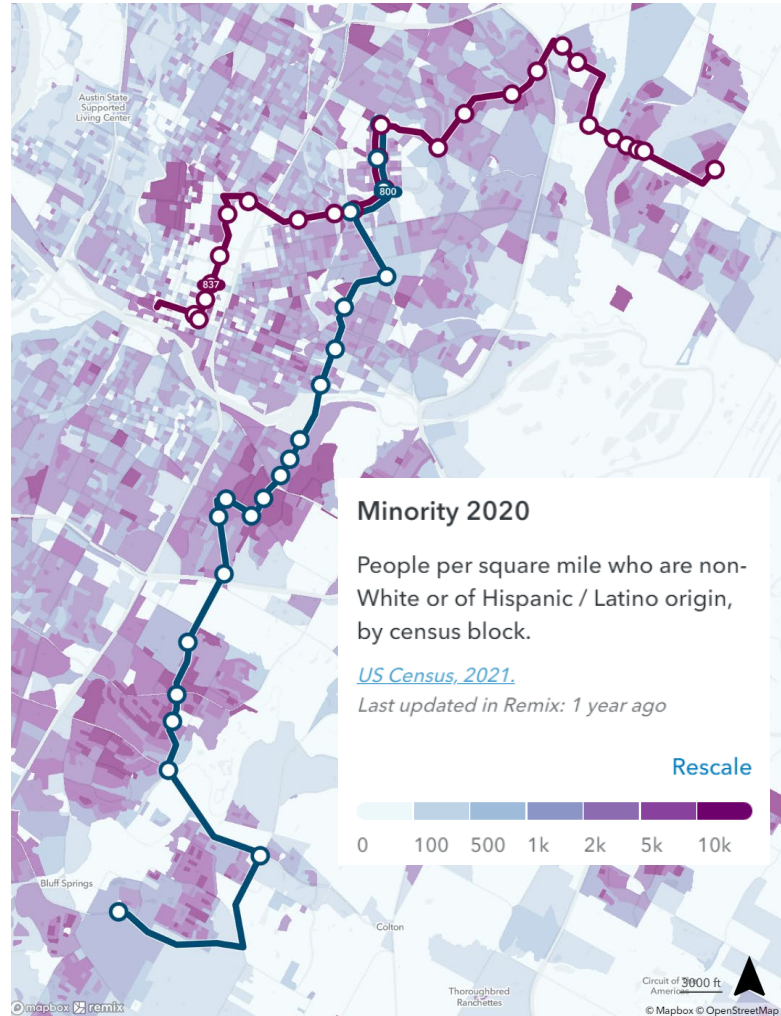
	Span	Daytime Frequency	Late Night Frequency
Weekdays	5:00am – 12:30am	5:00am – 10:00pm	10:00pm – 12:30am
		<b>20 minutes</b>	<b>30 minutes</b>
Saturdays	6:00am – 12:00am	6:00am – 8:00pm	8:00pm – 12:00am
		<b>20 minutes</b>	<b>30 minutes</b>
Sundays	6:00am – 11:30pm	6:00am – 7:00pm	7:00pm – 11:30pm
		<b>20 minutes</b>	<b>30 minutes</b>

The full vision is anticipated in 2026, with the goal of providing 10-15-minute frequency on weekdays, new Park & Rides, and zero-emission vehicles on the lines.

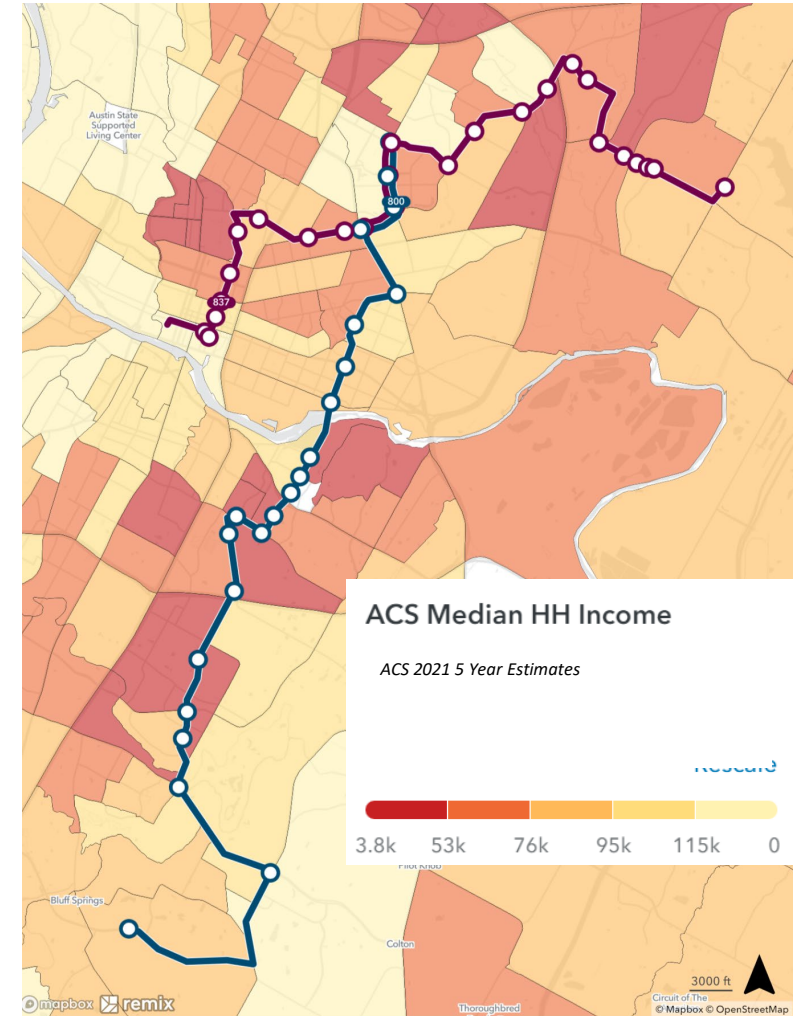


# Title VI Analysis

## Minority Population

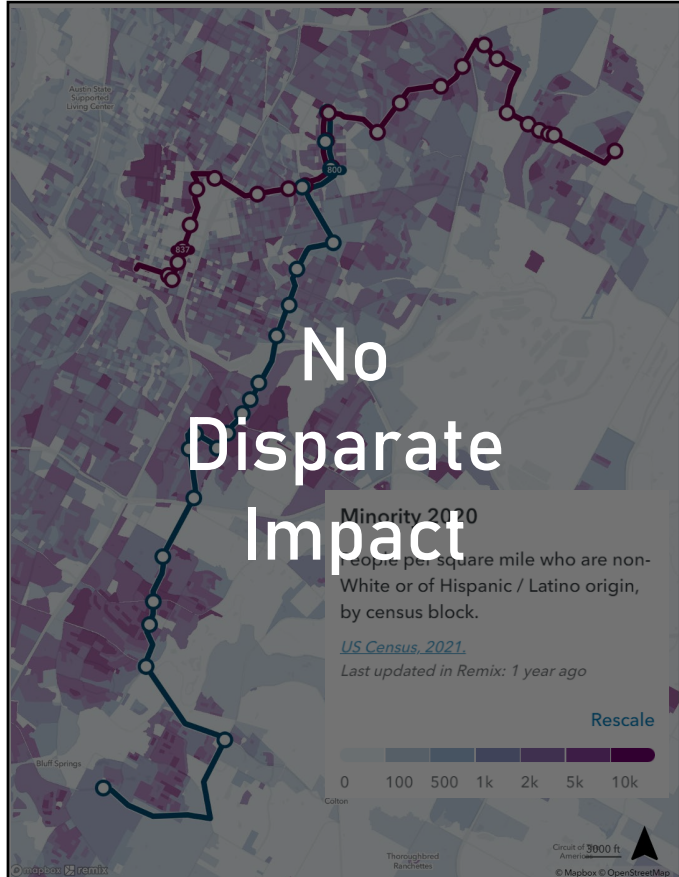


## Median Household Incomes

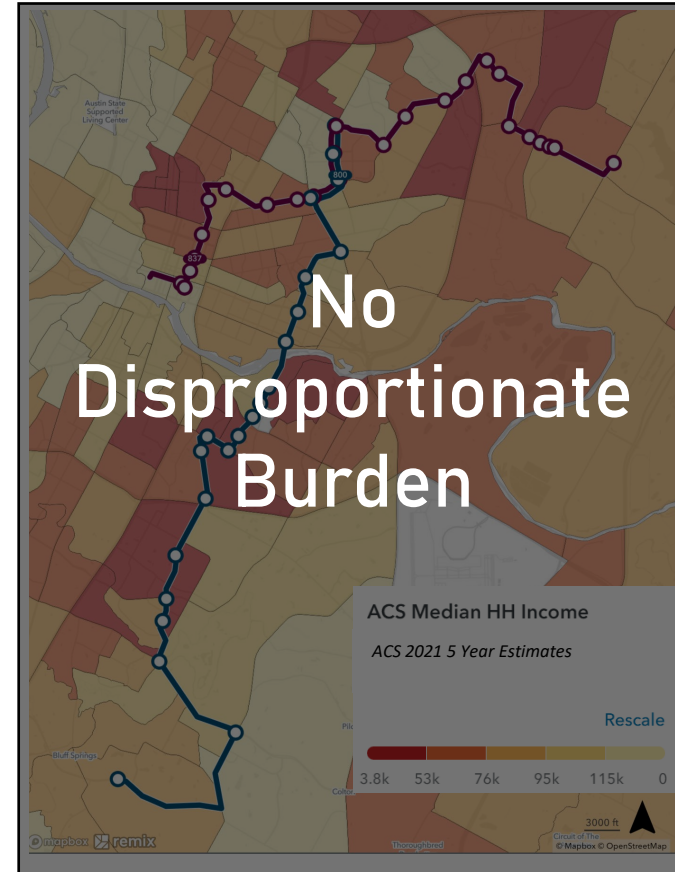


# Title VI Analysis

## Minority Population



## Median Household Incomes



Initial launch of service (adding +1M revenue miles) will benefit customers and those who frequent the east Austin community.

# Rapid Engagement

## Phase 1

### Project Connect Engagement

- 2019-2021
- Virtual Public Meetings
  - With Live Q&A and Survey
- Meetings with Stakeholders and Advisory Groups
- Various Updates and Notifications
  - Monthly eNewsletters
  - Social media and digital engagement
  - Tabling at community events
  - Direct feedback email, project hotline, and in-person Project Connect Office

## Phase 2

### Spring 2025 Service Change

- August 12– September 11, 2024
- Service Change Website with Comment Box
- At-Stop Signage
- In-Person and Virtual Public Meetings
- Emails and Presentations to Stakeholder Groups
- Advisory Committees
- Operator Engagement
- On-Board Brochures
- CapMetro Alerts Text Messages
- Social Media Posts
- Public Hearing

## Phase 3

### Implementation

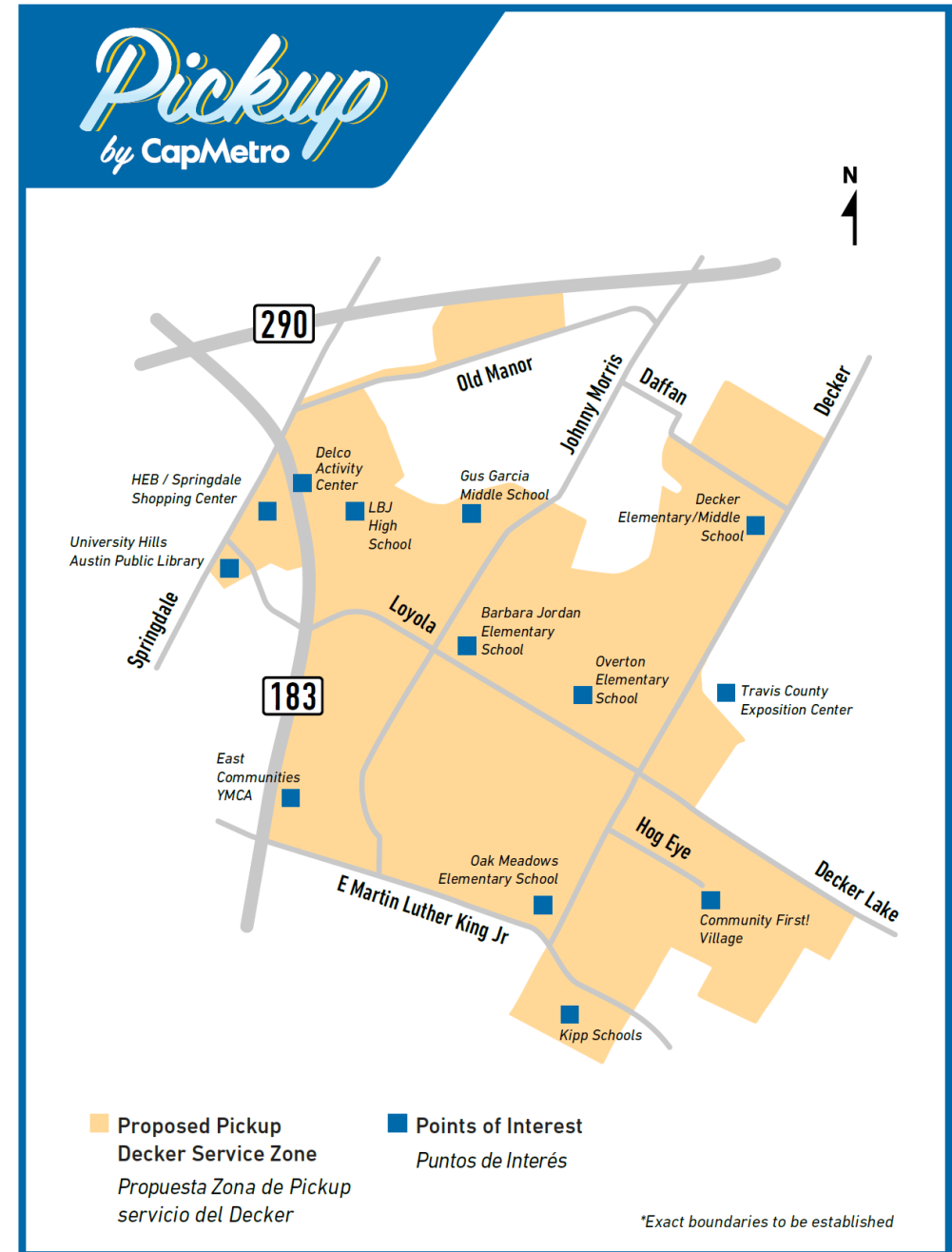
- Anticipated Spring 2025
- CapMetro Text Alerts
- Targeted social media campaign
- Advisory Committees
- At-stop signage and outreach
- Blockwalking



# Decker Pickup Zone

# Decker Pickup

- Connectivity to northeast Austin destinations
- First- and last-mile connections
  - Proposed Rapid 800 and Rapid 837
  - Routes 20, 233, 237, and 339
  - No current modifications to nearby services
- Service:
  - Weekdays: 7am – 7pm
  - Saturdays: 10am – 6pm
- Partnership with Travis County to plan and operate service



# Decker Pickup Engagement

## Phase 1

### Learning About Pickup

- March – April 2024
- Public Input Site Launched (2/6/24)
- Tabling at Community Events

## Phase 2

### Collecting Feedback

- June – September 2024
- CapMetro Text Alerts
- Social Media
- Tabling at Community Events
- Stakeholder emails
- Block walking
- Virtual presentations
- At-stop outreach
- In-person engagement

## Phase 3

### Implementation

- January 2025
- CapMetro Text Alerts
- Targeted social media campaign
- Postcards
- In person demonstrations
- At-Stop Outreach
- Neighborhood Engagement
- Community Events

# Summary of Proposed Spring Service Changes



- **Proposed Spring Service Changes**

**SUNDAY, JANUARY 12**

- **Minor Schedule Adjustments to Bus and Rail**

**MONDAY, JANUARY 13**

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Thank you!