

CapMetro

Customer Satisfaction Advisory Committee

September 2026



Proposed January 2027 Service Changes

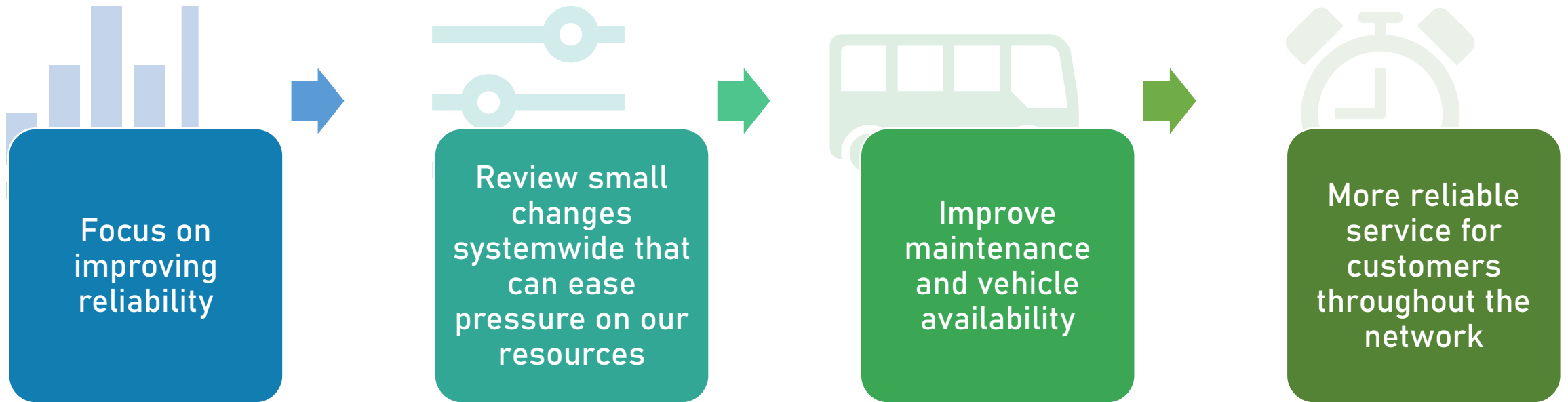
Jordan McGee, Senior Transportation Planner

Service Evaluation Process



January Service Changes

Minor updates to our bus and rail schedules to improve reliability and service delivery



January Service Changes



Rapid 803 Burnet/South Lamar: Weekday service would run every 12-13 minutes from 7 a.m. to 7 p.m., instead of every 10-11 minutes



Route 337 Koenig/Colony Park: Weekday service would run every 20 minutes from 7 a.m. to 6:30 p.m. and every 25 minutes from 6:30 p.m. to 8 p.m., instead of every 15 and 20 minutes, respectively



CapMetro Rail: Weekday trains would run every 37 minutes for a more consistent schedule. Service hours would stay the same (including the midday freight window)



Minor Pickup Zone Adjustment: To improve access to public meetings, CapMetro is proposing an expansion of the Pickup East ATX zone to include the expanded CapMetro campus

If approved, changes would be implemented on Sunday, January 10th





Minor Weekday Frequency Adjustments

Route 337 Koenig/Colony Park

Weekday service would run every 20 minutes from 7:00 a.m. to 6:30 p.m., and every 25 minutes from 6:30 p.m. to 8:00 p.m., instead of every 15 and 20 minutes, respectively



Rapid 837 Expo Center and Pickup Decker offers overlapping and supporting service in Northeast Austin



Route 337 Koenig/Colony Park

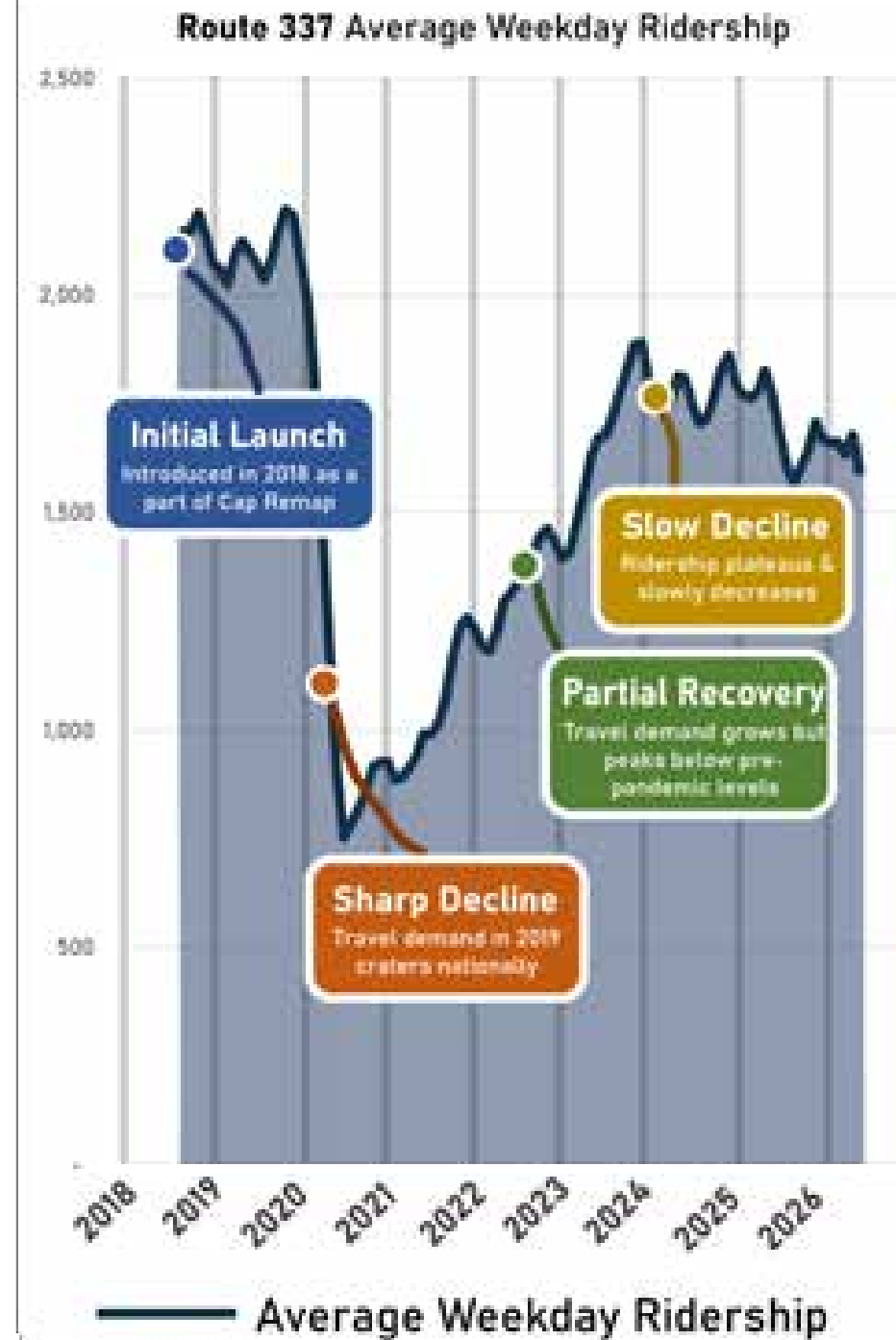
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Does not meet its productivity standards for most of the day with ongoing ridership declines



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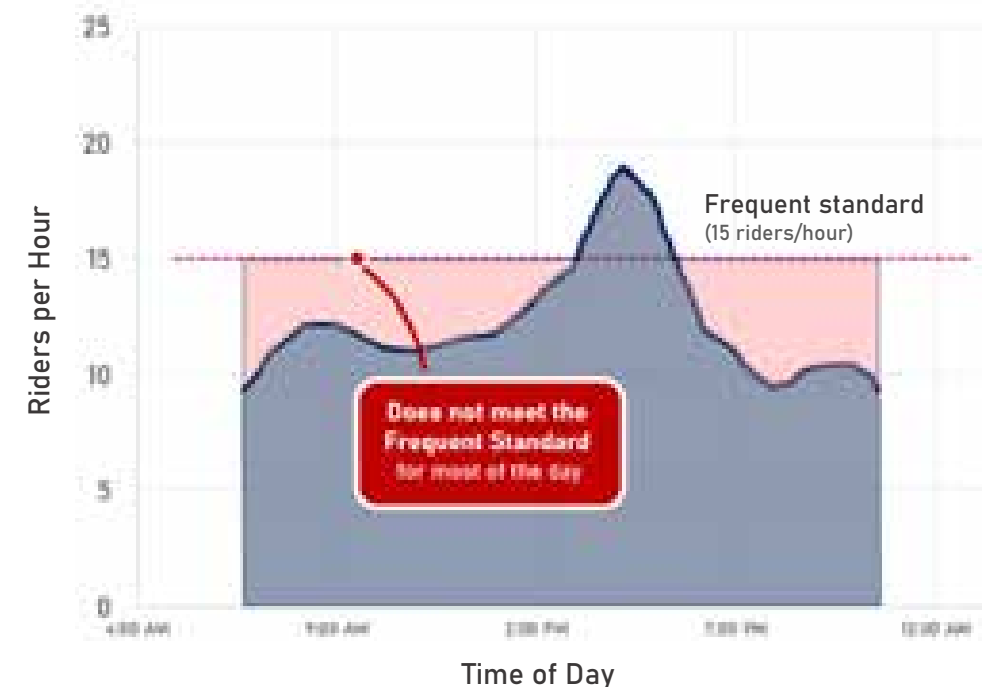


Does not meet its productivity standards for most of the day with ongoing ridership declines



Adjustments better align service levels with ridership while preserving multiple underlying alternatives on these corridors

Route 337 Weekday Productivity by Hour (April '26)

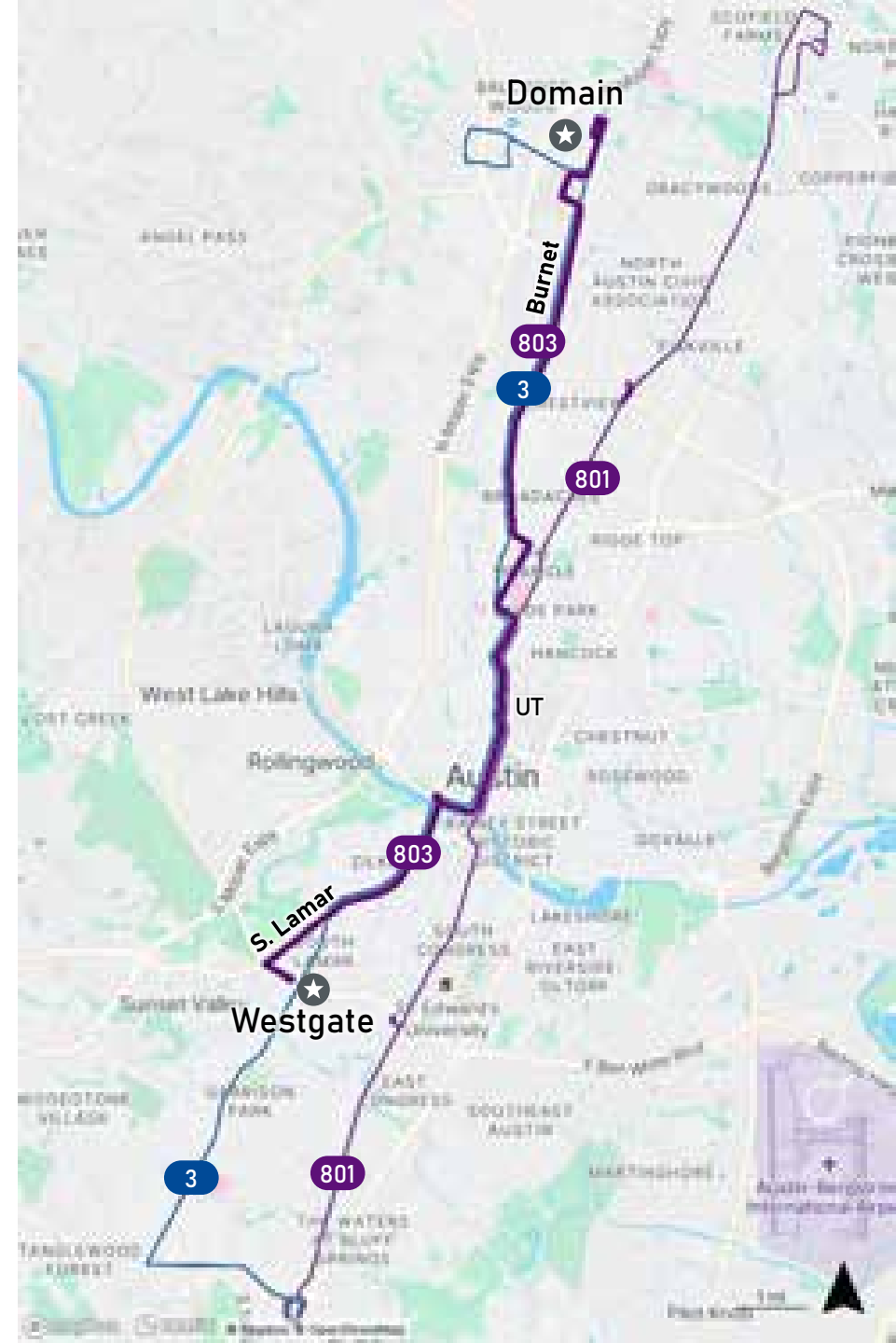


Rapid 803 Burnet/South Lamar

Weekday service would run every 12-13 minutes from 7:00 a.m. to 7:00 p.m., instead of every 10-11 minutes



Local Route 3 Burnet/Menchaca provides underlying service for most of the alignment, and Rapid 801 provides parallel support



Rapid 803 Burnet/South Lamar

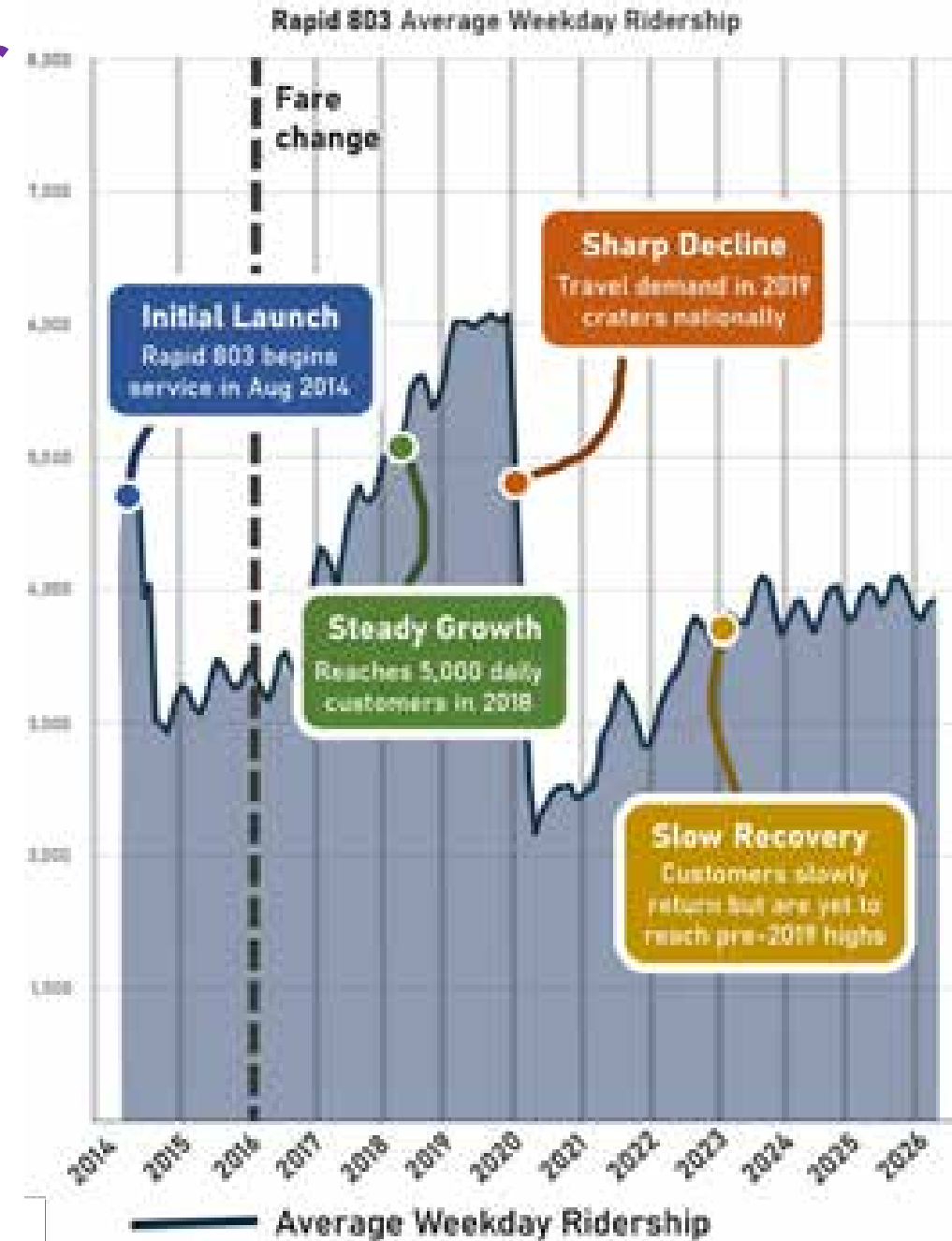
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Does not meet its productivity standards for most of the day and ridership recovery has been slow



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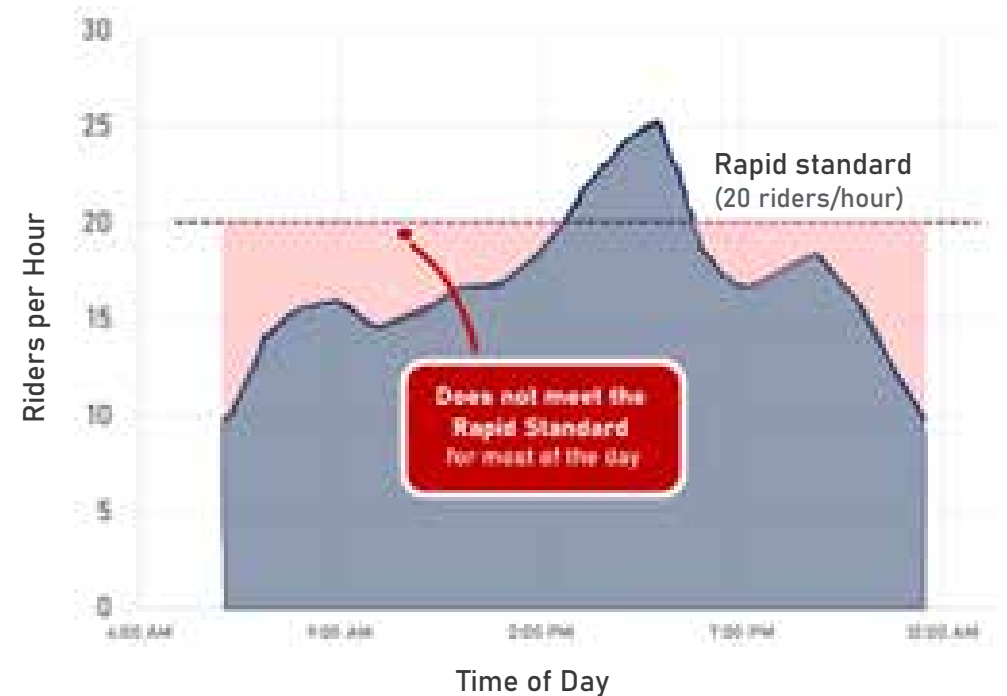


Does not meet its productivity standards for most of the day and ridership recovery has been slow



Adjustments better align service levels with long-standing plateauing in ridership and maintains the service frequency required by the FTA grant

Rapid 803 Weekday Productivity by Hour (April '26)

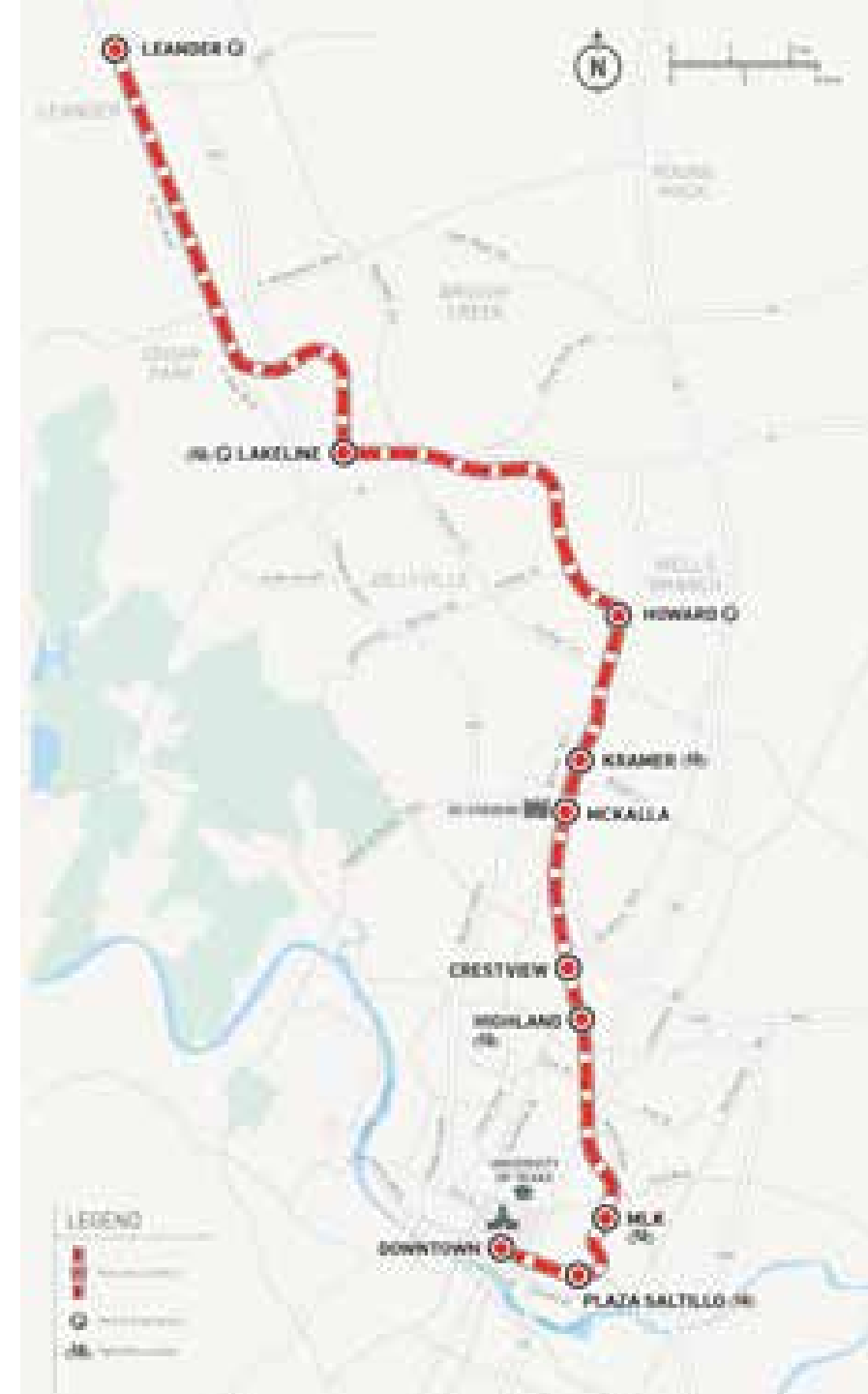


CapMetro Rail

Weekday trains would run every 37 minutes for a more consistent schedule. Service hours would stay the same (including the midday freight window).



Feedback reflected that its frequency variability can create challenges for customers

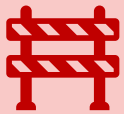


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During construction of upcoming projects, temporary service impacts are expected, resulting in the need for a more flexible and sustainable schedule

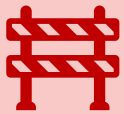


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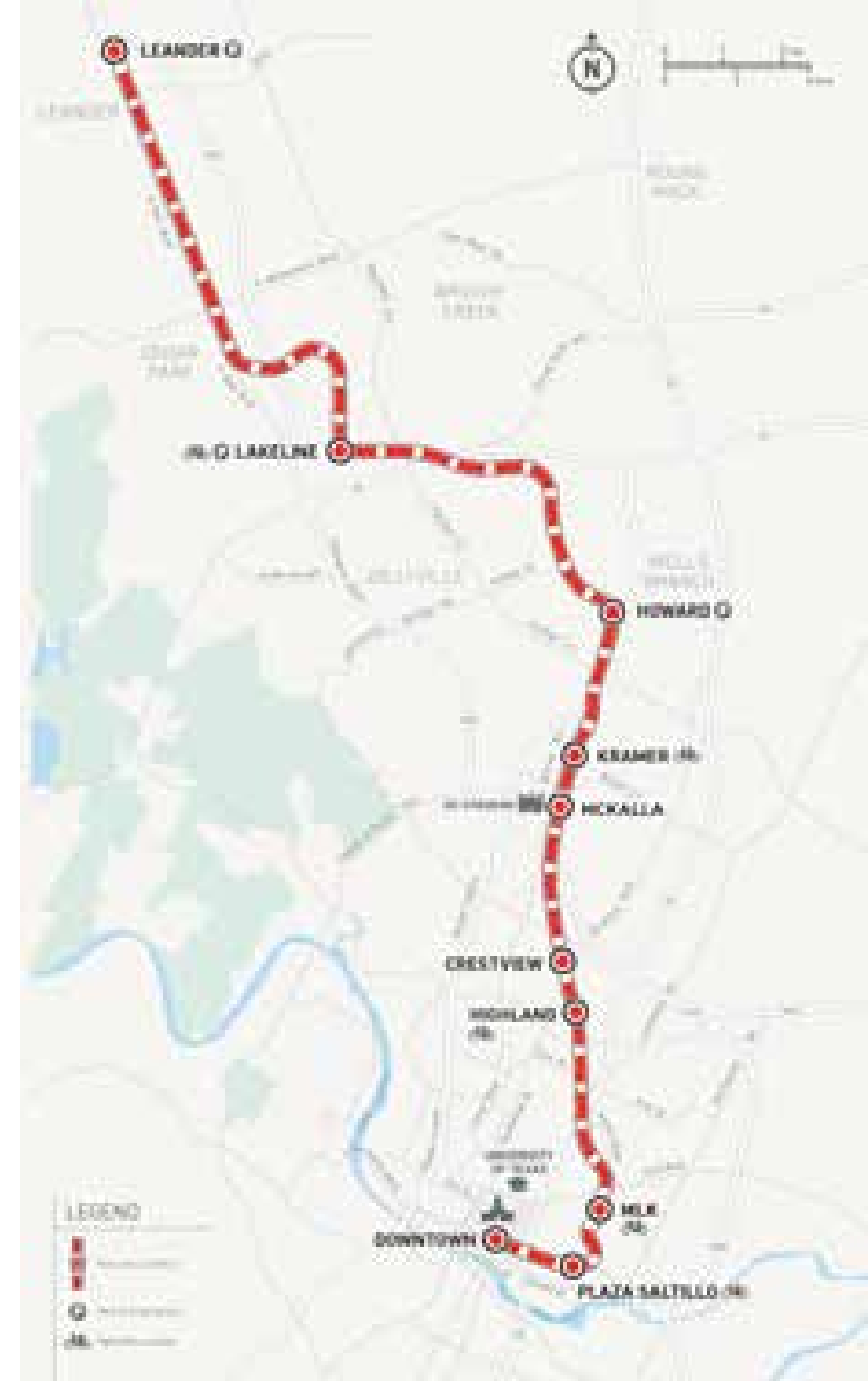
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During construction of upcoming projects, temporary service impacts are expected, resulting in the need for a more flexible and sustainable schedule



Provides a more consistent, clear, and reliable schedule and aligns with long-term service recommendations

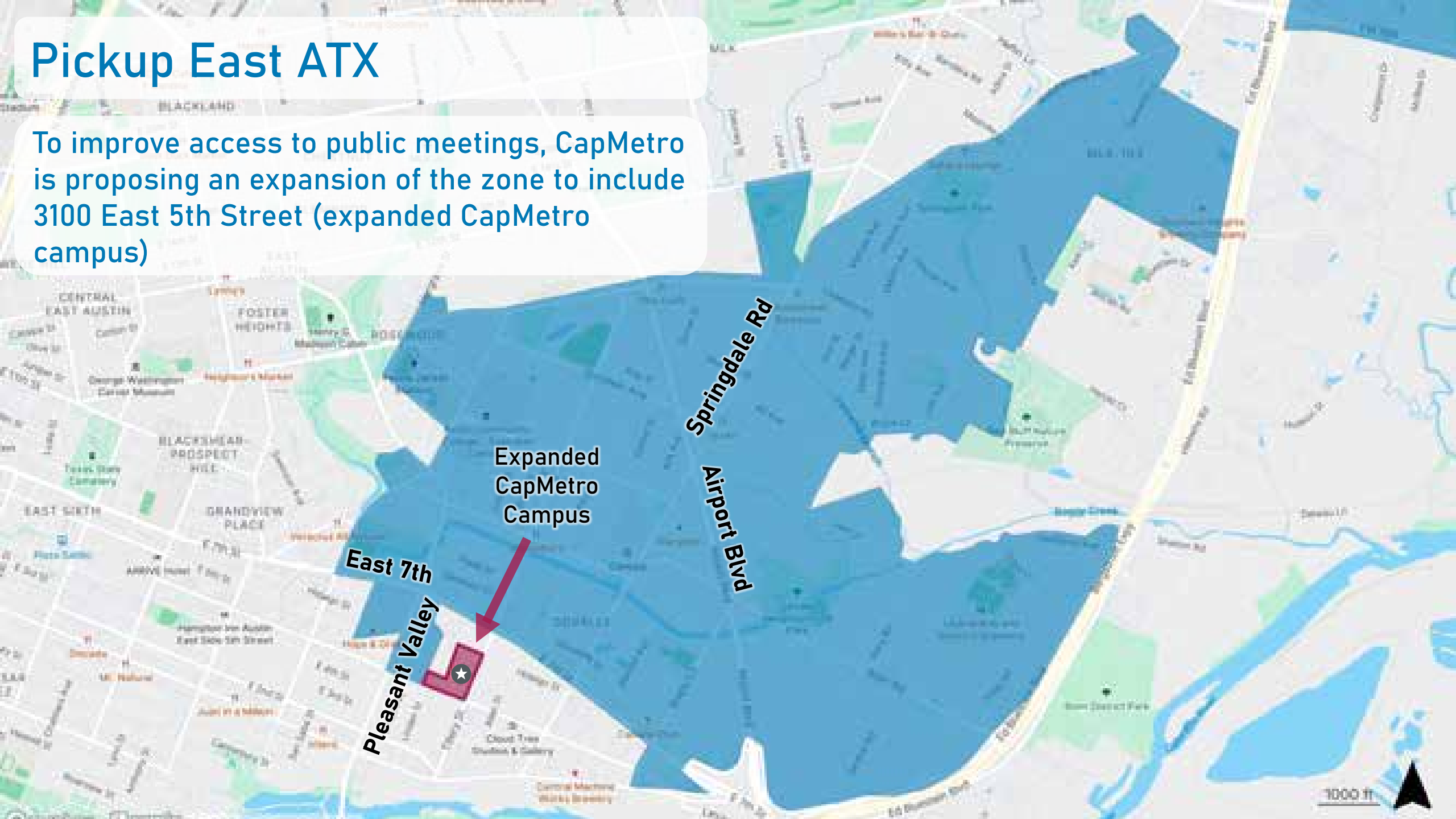




Minor Pickup Zone Adjustment

Pickup East ATX

To improve access to public meetings, CapMetro is proposing an expansion of the zone to include 3100 East 5th Street (expanded CapMetro campus)



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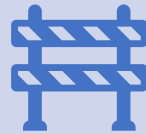


Minor Bus Schedule Adjustments

Minor Schedule Adjustments



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



Due to IH-35 construction, potential detours may occur





Community Engagement

Outreach & Public Feedback



August

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

September

- 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

CapMetro

Thank you!