Capital Metro in 2016

LIFE in MOTION

Capital Metro in 2016
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That’s a message we sometimes use because it’s a sharp, quick way to describe our purpose. But it’s also something of a mission statement for Capital Metro. We’re here to connect people, jobs and communities by providing quality transportation choices. Put another way, we help people to live, to work and to play.

And we all know the Austin region is a great place for all three.

In 2016, Capital Metro set a course to bring significant improvements to our service. We provided more than 30 million trips, signed up our 200th MetroRideShare vanpool group and reached a major milestone by signing agreements to provide transit to the non-member cities of Georgetown and Round Rock. But those kinds of things are our normal course of business. Last year was an exciting and momentous year for us in many new ways, though, because we’ve prepared the stage for a transformative future that will provide Central Texans even better alternatives.

Sincerely,

Linda Watson,
Capital Metro President/CEO
Connections 2025 is a comprehensive review and reimagining of our transit network that will result in a ten-year plan to optimize current bus services, as well as add new service in the future. The plan will better serve the community by dramatically increasing access to an expanded network of frequent-service routes, creating mobility innovation zones in less dense areas and upgrading existing and adding new MetroRapid services, with implementation beginning in FY2017.

Project Connect is a three-year planning effort to develop a long-term high-capacity transit plan for the region’s most congested corridors. With three major phases, the project will examine practical mobility solutions for the community. The expected result is a prioritized program of projects, and recommended funding plan, to address a doubling of current population and the need for increased people-carrying capacity and improved mobility options.

Completed more than 150 Bus Stop Accessibility projects, meaning nearly 100% of our bus stops are ADA compliant.

Launched Metro Access Online, enabling customers to book, confirm and cancel paratransit trips in real-time.

Redeveloped our website with a design that ensures the same experience on any sized screen, with built-in accessibility features and improved traveler tools.

Launched new CapMetro App traveler tools.

Sold more than $3 million in tickets through the CapMetro App, up 44% from 2015.

Provided Wi-Fi access for nearly 4 million sessions, a 6% increase over 2015.

Launched the Upper East Side Flex and the Manor Flex pilot routes, which allow riders to travel along fixed corridors but also request route deviations by appointment.

Approved Transit Development Plans in the non-member cities of Georgetown, Round Rock, Hutto and Buda, and began the process with Pflugerville — the culmination of more than five years of planning.

Negotiated Plaza Saltillo agreement with a developer to create a premier transit-oriented development (TOD) close to downtown. It will include commercial and residential space, community amenities, and significant revenue and ridership opportunities for Capital Metro.

Designed a TOD Priority Tool that provides support for federal grants, demonstrates the relationship between land use and transit and is available in a highly interactive manner online.

Received the “Fit-Friendly” award by the American Heart Association and were featured in Austin Fit magazine as one of the “5 Best Places to Work in Austin for Athletes.”

Some 2016 Highlights:

- Completed more than 150 Bus Stop Accessibility projects, meaning nearly 100% of our bus stops are ADA compliant.
- Launched Metro Access Online, enabling customers to book, confirm and cancel paratransit trips in real-time.
- Redeveloped our website with a design that ensures the same experience on any sized screen, with built-in accessibility features and improved traveler tools.
- Launched new CapMetro App traveler tools.
You’re not “sitting in traffic” when you drive alone in your car on I-35. You are traffic. At Capital Metro, we offer alternatives to becoming traffic. On the 400 buses that travel our 82 routes, we provide more than 30 million rides every year. Those riders choose Capital Metro for a variety of reasons.

VALUE OF TRANSIT

They’re teachers and students, construction workers and mechanics. This being Austin, they act, play music, DJ, write code, launch start-ups, tend bar, roll sushi and work in state jobs. They ride the bus and the train to get to work or school. They take transit to decrease their carbon footprint and to feel more a part of their city.

True value:

- Transit substantially reduces the cost of commuting and the stress of driving.
- Transit-rich areas reduce transportation costs to less than 10% of household budgets, compared to 30% for those dependent on cars.
- Transit lowers the investment needed for parking and encourages denser development.
- Transit-supportive areas enable improved public health because they are more walkable.
- Transit works in lower-income areas that rely on the bus as a mobility option ...
- But an upscale development like The Domain, too, is well served by MetroRapid Route 803 and MetroRail.

AND ... 30 MILLION RIDERS NOT IN THEIR CARS!
With MetroBus Local and MetroRapid service, we go just about everywhere. Our Local service runs from Lago Vista in the west to Manor in the east, from north of U.S. 183 to south of Slaughter Lane. Throughout our 535 square-mile service area, our buses take employees to work, students to school and grandmothers to the grocery store.

MetroRapid Routes 801 and 803 serve Austin’s busiest corridors, North Lamar to South Congress (801) and Burnet Road to South Lamar (803). Along the way, Route 801 will take you to Crestview Station, DPS Headquarters, Auditorium Shores and the St. Edward’s Campus. The 803 passes by the Pickle Research Campus, the burgeoning Lower Burnet neighborhood, the Seaholm District and Barton Springs.

**2016 Ridership**

<table>
<thead>
<tr>
<th>Service</th>
<th>Ridership</th>
</tr>
</thead>
<tbody>
<tr>
<td>MetroBus Local</td>
<td>21,265,783</td>
</tr>
<tr>
<td>MetroRapid</td>
<td>2,721,660</td>
</tr>
<tr>
<td>UT Shuttle</td>
<td>3,019,945</td>
</tr>
<tr>
<td>MetroRail</td>
<td>819,914</td>
</tr>
<tr>
<td>MetroAccess</td>
<td>669,154</td>
</tr>
<tr>
<td>Express</td>
<td>535,675</td>
</tr>
<tr>
<td>MetroRideShare</td>
<td>444,769</td>
</tr>
<tr>
<td>MetroAirport</td>
<td>284,813</td>
</tr>
<tr>
<td>Night Owl</td>
<td>203,039</td>
</tr>
<tr>
<td>Special Events</td>
<td>166,250</td>
</tr>
<tr>
<td>E-bus</td>
<td>107,324</td>
</tr>
<tr>
<td><strong>Total System:</strong></td>
<td><strong>30,238,326</strong></td>
</tr>
</tbody>
</table>
MetroAccess offered almost 700,000 rides last year, enabling riders to get where they need to go more easily. We’re committed to providing safe, comfortable, door-to-door service so our customers with the greatest needs can remain mobile and independent.

Our goal, though, is to integrate as many riders as possible onto Capital Metro’s regular, fixed-route service. One way we do that is to make sure our bus stops are accessible to all. In 2012, we identified 996 bus stops that needed improvement. By the end of 2016, the accessibility rate went from 66 percent to 97 percent. There are fewer than 70 stops to renovate, with work expected to be completed in 2017.

Highlights

- 4.6m service miles driven.
- 93% average on-time customer pick-ups.
- 97% of bus stops rated at or above ADA compliance for accessibility.

Providing Access

MetroAccess offered almost 700,000 rides last year, enabling riders to get where they need to go more easily. We’re committed to providing safe, comfortable, door-to-door service so our customers with the greatest needs can remain mobile and independent.
The dynamism of Central Texas is expressed most clearly in our economy and the tight job market. The tech and creative sectors have always been hot, it seems. But, the last several years have seen the life sciences, real estate development and clean energy industries booming throughout the area. And we all need to get to work, whether that’s to your retail job at Brodie Oaks (Route 803), your consulting firm downtown (MetroRail) or your office up near Tech Ridge (the 935).

Capital Metro’s Commuter services are provided by MetroRail and MetroExpress routes, and MetroRideShare offers vanpooling services to more than 1,400 commuters.

**Highlights**

4,438,005
Cumulative MetroRail ridership.

231
MetroRideShare vanpools, up 34% over 2015.

444,790
trips via MetroRideShare.

98%
MetroRideShare customers would recommend the service.

**MetroRail Ridership**

<table>
<thead>
<tr>
<th>Year</th>
<th>Ridership</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010</td>
<td>176,498</td>
</tr>
<tr>
<td>2011</td>
<td>439,293</td>
</tr>
<tr>
<td>2012</td>
<td>650,922</td>
</tr>
<tr>
<td>2013</td>
<td>769,262</td>
</tr>
<tr>
<td>2014</td>
<td>795,382</td>
</tr>
<tr>
<td>2015</td>
<td>787,084</td>
</tr>
<tr>
<td>2016</td>
<td>819,564</td>
</tr>
</tbody>
</table>

Total: 4,438,005
Commuting by transit benefits everyone. It gets riders to work without the frustration of dealing with rush hour traffic. It gets cars off the road. It frees employers from spending on subsidized parking. It’s great!

That’s why Capital Metro works with employers to develop transit benefits for their employees through our MetroWorks program. For riders, it saves on gas, parking, headaches and traffic-induced contributions to the swear jar. For employers, it saves money and offers an added benefit for happier workers.

### Highlights

<table>
<thead>
<tr>
<th>Category</th>
<th>Metric</th>
<th>Increase Over 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>MetroWorks revenue</td>
<td>$1,272,734</td>
<td>13%</td>
</tr>
<tr>
<td>MetroWorks memberships</td>
<td>67</td>
<td>63%</td>
</tr>
<tr>
<td>MetroWorks 31-Day Pass sales</td>
<td>11,189</td>
<td>73%</td>
</tr>
</tbody>
</table>

### MetroWorks Members

- AllClear ID
- Austin Community College
- Austin Presbyterian Theological Seminary
- Avenue Five Institute
- Brazos Technology District
- CAMPO
- Caritas of Austin
- City of Austin
- College of Healthcare Professionals
- Department of Veterans Affairs
- DPR Construction
- Driskill Hotel
- Embassy Suites Austin Central
- EnviroMedia
- ForeFlight
- Four Seasons Hotel
- Frost Bank
- Google, Inc.
- Harte Hanks
- Hilton Hotels & Resorts
- HomeAway
- Hotel Van Zandt
- House of Tutors
- Hunt Construction Group
- Huston-Tillotson University
- Hyatt Regency Austin
- Intercontinental Stephen F. Austin
- ITT Tech
- Jo’s Coffee
- Juiceland
- JW Marriott
- Le Cordon Bleu
- Maxwell Locke & Ritter
- NetSpend
- Omni Hotel
- Pacemaker Personnel Services
- Parsable, Inc.
- RackSpace
- Radisson Hotel & Suites Downtown
- RBECU
- RK Group
- Silicon Labs
- Skills Fund
- South Congress Improvement Association
- Southern Careers Institute
- SpareFoot
- St. Edward’s University
- State Bar of Texas
- Studio B Architects
- Texas Coffee Traders
- Texas Legislative Council
- Texas Public Employees Association
- Texas School for the Deaf
- Thinkery
- Travis County
- Trinkety
- United States District Courts
- University Medical Center Brackenridge
- Vigilante Bar
- W Hotel Austin Westin Downtown
- Whole Foods Global Offices
- Whole Foods Market
- Whole Foods Market Southwest Regional Office
There are many reasons Central Texas is great ... why tens of thousands move here and we make so many lists of the Best Places to Live. Top universities, a roaring job market, the weather ... all of those play a part in making the Austin area attractive. But, we all know the real reason ... it’s the third part of Live, Work, Play, isn’t it?

Austin’s music, film, food, outdoor and festival scenes all rank among the best in the country. But when you combine that with some of the worst traffic congestion nationwide, the importance of Capital Metro revs up a bit.

### Highlights

- **69,582**
  - MetroRail rides during SXSW
  - An 11% increase over 2015.

- **19,067**
  - MetroRail rides during ACL:
    - 56% increase over a typical September Friday.
    - 202% increase over a typical September Saturday.

- **65,036**
  - MetroRapid rides during ACL:
    - 77% increase over typical September Saturday (Route 801).
    - 93% increase over typical September Sunday (Route 801).
    - 157% increase over typical September Saturday (Route 803).
    - 193% increase over typical September Sunday (Route 803).

- **404,666**
  - trips with bikes systemwide, a 15% increase over 2015.
Capital Metro partners with the city on the Smart Trips Austin program and hosts Transit Adventures to get people who don’t typically take transit out onto a bus. That can be to a museum exhibit, a showing of Speed at the Alamo Drafthouse or a team lunch out of the office. The goal of the program is to provide transit training in a fun, low-stakes environment. We know talking about trying transit and actually trying transit are two different things. And we know the latter works much better.

344 PEOPLE PARTICIPATED IN A TRANSIT ADVENTURE.

Smart Trips Austin participants:

- Reduced their single occupancy vehicle trips by 3.3%
- Increased transit use by 5.9%
- 30% use transportation alternatives
Capital Metro has been an important part of the Central Texas community for more than 30 years, and we take that responsibility seriously. Public transit is for everyone. Through our Transit Empowerment Fund, we provide more than 84,000 trips per month to low-income and elderly riders. This gives them access to basic necessities — food, shelter, employment and safety — by committing time, money and transportation services. We work with the Austin Police and Fire Departments during emergencies to provide transportation to temporary shelters. And we collected enough donations in food and cash to equal 175,000 meals — far exceeding the goal of 50,000 — during our Stuff the Bus campaign.

**Highlights**

- **12,000+** Participants in our Reduced Fare ID program.
- **1 million** Rides annually through the Transit Empowerment Fund.
- **$1.9 million** Contributions to the fund since it was formed in 2011.
- **120 children** At Brooke Elementary received gifts through our Giving Tree program.
- Hosted the American Public Transportation Association (APTA) 2016 Sustainability Workshop in Austin.
- Awarded Silver Level for Sustainability Commitment by APTA.
One of the most important accomplishments of 2016 won’t really be felt until 2018 and beyond. Our Connections 2025 Transit Plan will be nothing less than a complete transformation of our bus system. Throughout the year, our planners and consultants worked behind the scenes to design a more frequent, more reliable and better connected bus network. Out in front, though, they went into the community to gather feedback, collect ideas and listen to what our riders thought about our transit future. For Project Connect, our team primarily spent 2016 with their heads down, planning. But they also got out to 16 events, talking to hundreds of people and collecting input. Beyond those two planning initiatives, our Community Involvement team and planners did even more outreach throughout the region all year long.

PUBLIC FEEDBACK FOR PUBLIC TRANSIT

Engaged the public throughout our service area, gathering input in Manor, Jonestown, Lago Vista, Leander and all 10 Austin City Council districts.

For Connections 2025 alone, we made 137 presentations throughout Central Texas at:
- Chambers of Commerce
- Churches
- Community centers
- Health fairs
- Libraries
- Neighborhood association meetings
- Schools
- Transit stations

Throughout the year, our Connections 2025 team met with nearly 4,000 people.
Above and beyond moving people on buses, trains and vans, Capital Metro connects with the region through social media, public events and outreach to regional partners. In 2016, we took major steps to connect the people of Central Texas with public transit, building new relationships with the cities of Georgetown, Round Rock, Hutto and Buda. Our board of directors approved Transit Development Plans (TDP) with those non-member cities, paving the way for them to receive public transit services.

For transit to work, it has to be convenient for riders. There’s just no getting around that. That’s why we began to implement our High-Frequency Route Network in 2015. We took our most popular route corridors and devoted more resources to them, increasing the frequencies to between 12 and 15 minutes, instead of 30 to 45 minutes. If riders know they can count on a bus being there shortly after they get to a stop, they don’t need to consult a schedule and can feel more confident in leaving their cars at home. And, it worked. Ridership increased on all four routes in 2016. By 2018, Connections 2025 will nearly triple the size of the High-Frequency Route Network, going from six to 17 routes.

We currently have more than 30,000 followers across our social media channels — more than any other transit agency in Texas.

Georgetown and Round Rock funded implementation of their TDPs and will begin service in 2017.

Pflugerville initiated its planning effort for transit service, which is scheduled to be completed in 2017.

Average weekday ridership on the Local MetroBus routes in the network increased year over year.

- Route 7 increased by 6%.
- Route 300 increased by 2%.
- Route 320 increased by 37%.
- Route 331 increased by 15%.

Social media campaigns resulted in increases of:

- 21% in Facebook followers.
- 13% in Twitter followers.
- Added Instagram to our social media channels.
Serious About Safety

Capital Metro’s priority is always the safety of our riders and everyone else on the roads. Our bus operators, on any given day, act as customer service agents, map readers, money takers, rules enforcers and — on top of all of that — safe drivers. They do a tremendous job, and all of our employees follow suit in making safety their priority.

Our late-night services provide safe and sober rides from downtown until 3 a.m. Night Owls go to outlying areas Monday-Saturday, and E-Bus routes serve UT student neighborhoods Thursday-Saturday.

Received commendation from American Public Transportation Association (APTA) Rail Safety Audit for our industry-leading practices.

Collaborated with CBS Austin to air public safety ads.

Added safety messages to the front and rear of buses.

Received a national APTA AdWheel award for our back-of-the-bus campaign. (see the photo at left)

Partnered with the Texas Transportation Institute to develop safety strategies.

Spoke to 2,723 students about safety around train tracks and buses.

Night Owl ridership was 203,039.

E-Bus ridership was 107,324.
Providing a public service is about making choices. We strive to work within our means to serve the community well and earn its trust. Capital Metro is committed to operating in a financially transparent and secure manner. Our current financial plans and transactions can be found at capmetro.org/transparency.

- Revenue: $301,247,662
  - Sales Tax: $221,290,639
  - Grant Income: $44,775,758
  - Fares: $24,864,799
- Operating Expenses: $263,351,918
  - MetroRapid: $70,051
  - Miscellaneous Projects: $98,461
  - Vehicle Maintenance: $290,865
  - IT: $1,830,622
  - Facilities: $6,075,107
  - Rail Infrastructure: $21,820,098
  - Vehicles: $22,550,777
- Capital Spending: $52,735,981
  - BCTA Project: $180,544
  - Casualty & Liability: $681,159
  - Mobility Planning: $1,709,281
  - Utilities: $2,678,320
  - Materials & Supplies/Other: $3,318,506
  - Leases & Other: $4,865,625
  - Fuel & Fluid: $14,186,826
  - Employee Benefits: $15,232,807
  - Services: $19,349,051
  - Salary & Wages: $20,661,429
  - Depreciation & Amortization: $25,561,903
  - Purchased Transportation: $145,024,467
- Investments: $1,304,041
- Other Income: $2,964,311
- Freight Rail: $4,756,994
- Fares: $24,864,799
- Grant Income: $44,775,758
- Sales Tax: $221,290,639
As great a year as 2016 was for Capital Metro, what comes next is going to be amazing. Last year laid the groundwork for 2017 and beyond. Here’s just a small taste of what you can expect from Capital Metro and our regional partners:

• The implementation of the Connections 2025 Transit Plan.
• Commencement of transit service in Round Rock and Georgetown.
• Groundbreaking on Plaza Saltillo District.
• Improvements to our rail infrastructure, enabling us to double the capacity and frequency of MetroRail service.
• Increased frequency on both MetroRapid routes and increased service past midnight on weekends.
• Final design plans for construction of a new Downtown Station.
• Even more community engagement events and planning related to Project Connect.
• MetroExpress service on MoPac’s managed lanes.
• Expanded Park & Ride capacity at Howard and Lakeline Stations.
• Groundbreaking on a new Park & Ride facility at Ben White and Westgate.

Wade Cooper
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Beverly Silas
Vice Chair

Juli Word
Secretary

Delia Garza

Rita Jonse

Ann Kitchen

Terry Mitchell

Sabino “Pio” Renteria
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Customer Satisfaction Advisory Committee (CSAC) meetings:
capmetro.org/csac

Access Advisory Committee (AAC) meetings:
capmetro.org/aac

Social Media

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