

# Reaching Higher: Recent News & Reports



The past year's been amazing, but look at what's still to come!

- In June, the Westgate Transit Center will provide South Austin with more transit connections; the ability to take B-cycle, Car2Go & scooters; and plenty of parking.
- We're creating a more modern fleet of vehicles, with 52 new buses being put into service this year, beginning in March.
- We'll break ground on our new Downtown Station in March.



## NEW COMMUNITY OFFICE NOW OPEN

Project Connect will deliver transformational changes for generations to come. After two years of community engagement, last year we introduced a vision for what regional transit could look like. We gathered your feedback, revised the Project Connect vision map and it was accepted by our board.

This year we'll begin preliminary engineering, environmental study and gather even more of your input.

Check out the map, attend a meeting, tell us what you think and visit [ProjectConnect.com](http://ProjectConnect.com). We need your voice!



It is an extraordinary time for Cap Metro and the service we provide Central Texas. Last June, we launched Cap Remap, the largest system-wide change in our agency's history.

- Cap Remap tripled the number of MetroBus routes in our High-Frequency Network.
- Cap Remap increased access to High-Frequency service for underserved communities by 50%.
- MetroExpress saw a 32% increase.
- MetroRapid saw a 24% increase with expanded service.



# METRO

[capmetro.org](http://capmetro.org)

To view an accessible version of this brochure, please visit [CapMetro.org](http://CapMetro.org).

Para ver este folleto en español, favor de visitar [CapMetro.org](http://CapMetro.org).



Our efforts to serve the community and to continue building a culture of transit brought great results:

- Launched a Free Rides for K-12 Students pilot program with great success and made it permanent in December.
- Our board voted to make free rides on Election Day & New Year's Eve permanent.
- During the government shutdown, we made sure federal employees traveled free of charge.

# Thanks to you, we are able to provide better connections and serve more Central Texans!

## New Program Free Rides for K-12 Students

**1,106,889 rides**

Jun 2018 – Jan 2019



## Customer Satisfaction



As of Dec 2018\*

Overall Satisfaction	<b>88%</b>
Likelihood to Recommend	<b>92%</b>
Likelihood for Continue Use	<b>97%</b>

\*Results from Dec. 2018 Customer Satisfaction Survey.

## Community Engagement



**151 events**

throughout the region providing support and transit training

**100,000 meals**

for the Central Texas Food Bank made possible through Stuff the Bus

New Program

**14 Art Boxes**

featuring works of art by **12 Central Texans** along MetroRapid Routes 801 and 803

## Ridership Summary

June 2018-January 2019  
Post-Cap Remap

Total System



**20,058,533**

3% increase over Jun 2017 – Jan 2018

MetroRapid



**3,242,668**

24% increase over Jun 2017 – Jan 2018

MetroExpress



**453,210**

32% increase over Jun 2017 – Jan 2018

MetroRail



**519,123**

2% increase over Jun 2017 – Jan 2018

MetroAccess

**458,129**



## New Neighborhood Mobility Zones

4 neighborhoods served:

- Exposition •
- Johnston Terrace •
- Springdale Road & Rogge Lane •
- North Austin Medical Center •



## Bus Shelter Improvement

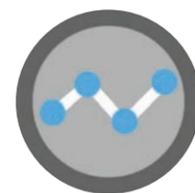
- 25** Newly designed MetroBus shelters with sunshade
- 13** New MetroRapid infill stations, fulfilling a longstanding customer request
- 4** Shelters piloted with solar-powered digital signs with real-time data (more coming in 2019)
- 83** New accessible bus stops built from the ground up in five months



## Transparency & Stewardship

### New Performance Dashboards

Our recently launched performance dashboards increase Cap Metro's transparency, for both our board of directors and the public. To dive in, visit [CapMetro.org/Dashboard](http://CapMetro.org/Dashboard):



Customers  
(Ridership)



Safety Report



Reliability Report



Finance Report

### Fully Funded Reserves



A strong economy and smart operations have let us add to Cap Metro's savings accounts. We have fully funded an additional month of budget stabilization (for the first time in 2018!) and established a new Capital Expansion Fund.