

To: CapMetro Board of Directors
From: Sharmila Mukherjee, EVP, Chief Strategic Planning and Development Officer
Date: February 6, 2025
Re: Proposed June 2025 Service Changes

Service changes provide CapMetro an opportunity to adjust its services to meet the needs of customers and efficiently use our resources. Service changes occur up to three times a year typically in January, June, and August to coincide with local school and university calendars. In the interim months between service change implementations, CapMetro continuously seeks and invites year-round feedback from the community.

The service change process is guided by the Board-approved [Service Standards and Guidelines](#). Additional information about how service changes are developed, evaluated, approved and ultimately implemented is available on our website at capmetro.org/service-change.

Summary of Proposed Changes & Process

The following is a high-level summary of the proposed minor service changes for June 2025. These changes are focused on minor adjustments to support day-to-day service. Future service changes could include more substantial service adjustments and various scenario options will be considered as part of our ongoing [Transit Plan 2035](#) process.

- **Summer Service Adjustments** – Typical transition to summer service levels will occur on UT Shuttle routes and select trips on local routes.
- **Minor Rail Schedule Adjustments** – Rail on weekdays and/or Saturdays may receive minor schedule adjustments to ensure more efficient and reliable service.
- **Minor Bus Schedule and Stop Adjustments** – To improve on-time performance, reliability and better serve customers, select routes may receive minor adjustments to their schedules and/or stops. This does not impact route locations.

In addition to the proposed changes outlined above, CapMetro is closely coordinating with partner agencies and monitoring projects that may impact CapMetro services, including I-35 construction and significant renovations of the Austin Convention Center. Any impacts to the Red Line service due to construction of these projects and potential mitigation options may be added to a future service change.

The proposed changes would be in accordance with CapMetro's proposed FY 2025 budget. This service change includes minor adjustments proposed for the system.¹ Although a Title VI analysis is not

¹ Board Policy "Title VI Major Service Change Policy OOD-103" defines a major service change as the establishment of new bus routes, a substantial geographical alteration on a given route of more than 25% of its route miles, the elimination of any bus service, or a major modification which causes a 25% or greater change in the number of daily service hours provided.

required for this service change, understanding and balancing our customers' needs with our operational resources is how we conduct our service change process. Equity is consistently considered throughout this process to ensure we are meeting our community's needs. If approved, the changes would be implemented on Sunday, June 1, 2025.

Engagement

The proposed June 2025 Service Changes process includes a public involvement plan to notify key stakeholders and communities and solicit input from potentially impacted riders. Community engagement will kick off on February 24. Input will also be solicited from advisory committees, customers, school communities, operators, among others. As part of our commitment to public involvement, the community will have an additional opportunity to engage by providing a formal comment opportunity on the proposed service changes during a scheduled public hearing on March 12, 2025, before the board considers action on this item. Engagement efforts will be summarized, and community feedback will be reviewed prior to bringing the service change proposal to the board for approval on March 24, 2025. Once the proposed changes are finalized after board review, we will promote final decisions on service through communications and marketing materials.

Regional Coordination

Collaborating with regional partners and member cities is essential to achieving CapMetro's vision. Together, we address concerns, assess service effectiveness, and work toward shaping a prosperous transit landscape for our region. The proposed June 2025 Service Changes aim to improve day-to-day service throughout our system, ensuring the schedule is reliable for customers and reflects regional feedback and conditions. The CapMetro Government Affairs team, in close coordination with Planning and Development staff, continues to facilitate engagement opportunities and ongoing communication with all cities within CapMetro's service area. Staff recently engaged with our regional partners to discuss scheduling and service planning needs in the near term and the longer term through Transit Plan 2035. Recent initiatives, including the launch of Pickup Decker via Travis County's Transit Development Plan and the expansion of the Pickup Leander zone, have garnered predominantly positive responses from the community and our regional partners. Staff continues to engage with elected and city leadership in Lago Vista about potential future adjustments to service, to be informed by the analysis and outcomes of Lago Vista's Comprehensive Plan and CapMetro's Transit Plan 2035, in addition to joint community engagement efforts. We continue to work with each jurisdiction to understand their feedback, evaluate existing and future services, model any potential service adjustment scenarios, and address issues as part of the Service Changes and Transit Plan 2035 processes. Staff will also coordinate with the Regional Planning team on communicating proposed service changes and upcoming Transit Plan 2035 progress to help facilitate an exchange of information and understanding among our regional partners and address any concerns.

Transit Plan 2035

[Transit Plan 2035](#) is underway to evaluate the entire system and will yield an initial set of scenario options for which CapMetro will engage the community around, culminating in phased recommendations over the next 5-10 years. Following the Plan's adoption in late 2025, a series of service change proposals will follow; and during each service change process, CapMetro will complete public engagement and board approval of each change prior to implementation. An additional memo update on Transit Plan 2035 will be provided in February 2025.

Should Board Members have any questions regarding the proposed changes, they can contact Ed.Easton@capmetro.org.