Ridership Overview

Sharmila Mukherjee

EVP, Chief Strategic Planning and Development Officer
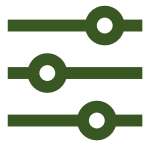
July 28, 2025

Agenda

- Ridership Data Collection
- Ridership Trends & Ridership by Mode
- Ridership & Key Performing Routes
- Approach to Major Construction Projects

CapMetro Ridership

Ridership metrics help our agency assess route performance, evaluate route design and determine the service type, stop amenities and how to allocate resources

Tools for Continuous Route Performance Assessment:
- Service Standards and Guidelines
- Weekly Evaluation
- Service Change
- Transit Plan 2035 – *Currently evaluating route performance and the network as a whole*
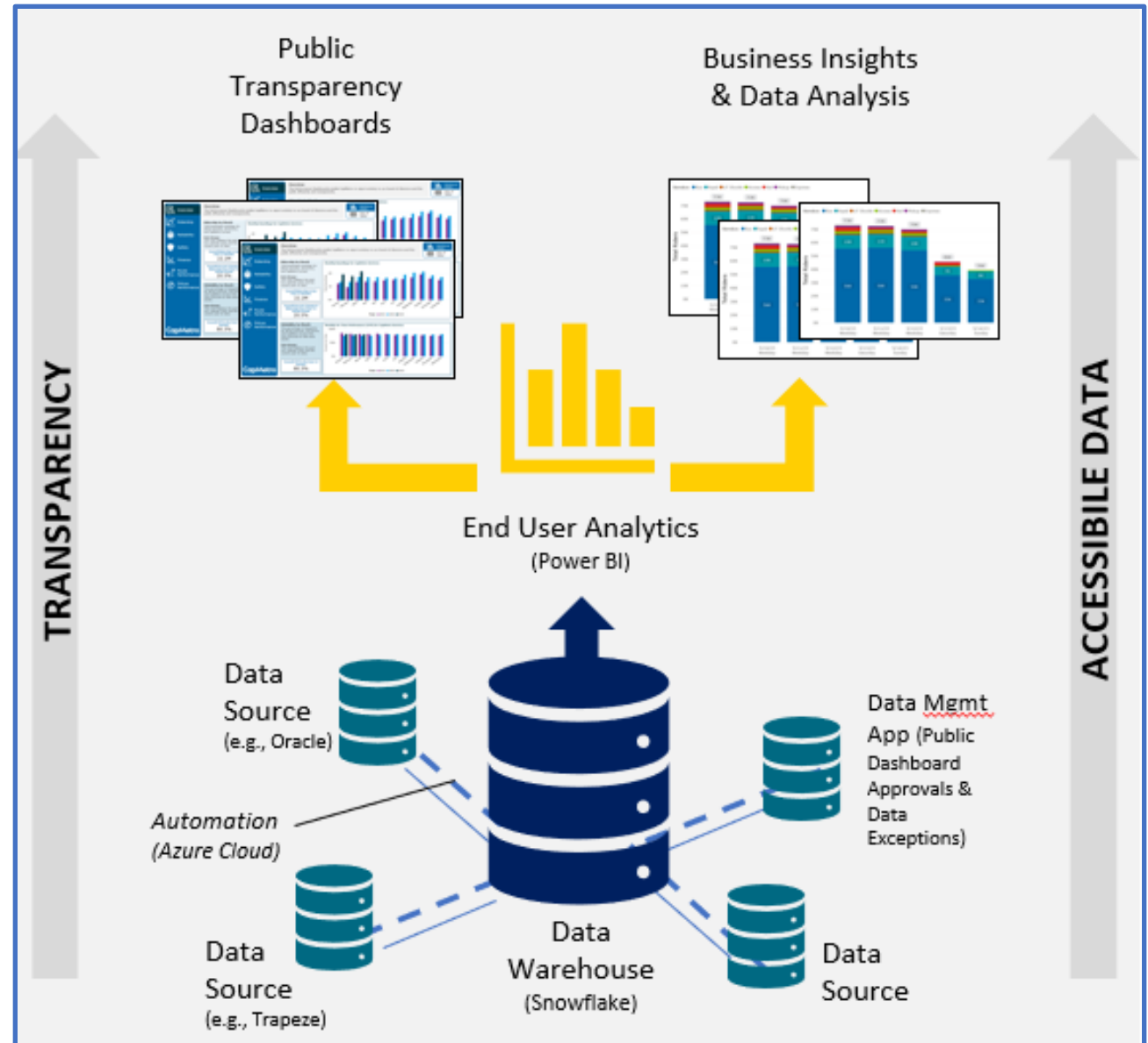
Ridership Data Collection

Ridership Data Collection

Enterprise Data Analytics Platform (EDAP)

- Automatic Passenger Counter (APC) on vehicle
  - Data off-load and processing
  - Diagnostics
  - Ridership data
- Automatic Vehicle Location (AVL)
  - Swiftly data set
  - On-time Performance
  - Targeted analysis

Ridership Trends & Ridership by Mode

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Annual Bus Ridership Trends

Bus ridership recovery has outpaced peer agencies (9%) and the national average (2%) since 2021.

- Ridership recovery may be contributed to resiliency and consistency of service, a result of the successful implementation of Cap Remap.
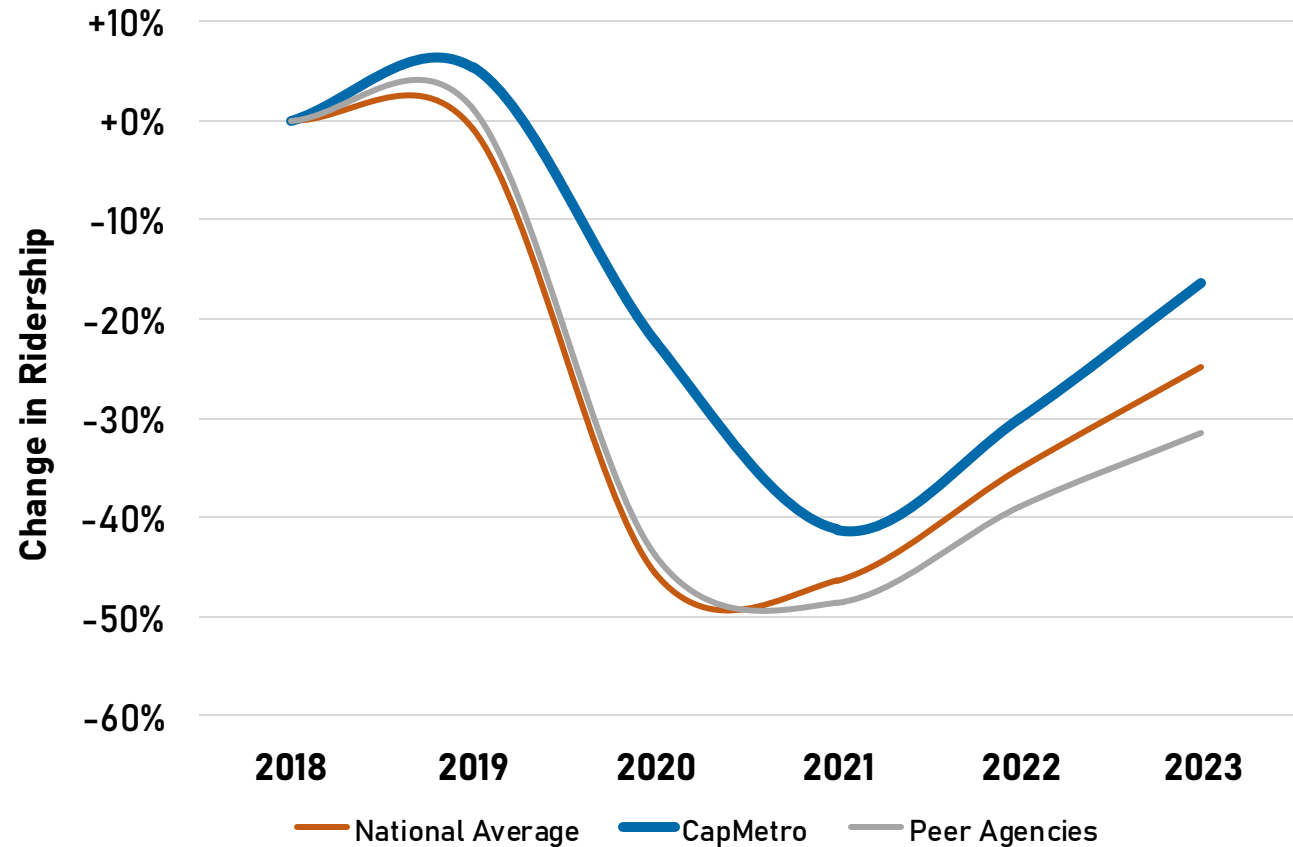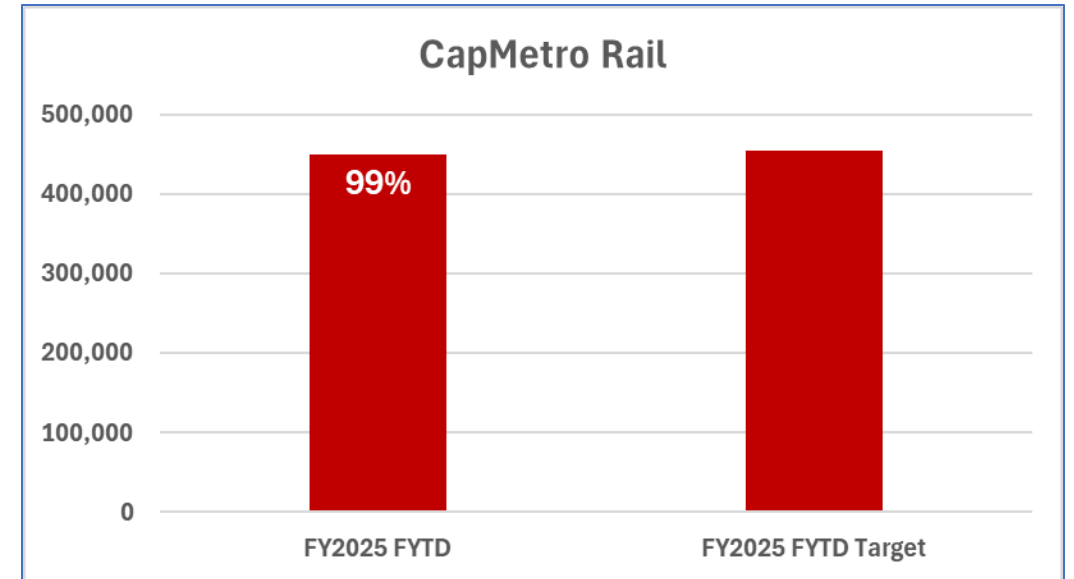
-20%
Since 2019

42%+
Since 2021

Bus Ridership Change

Fixed-Route Bus Ridership (% change since 2018)

Change in Ridership

+10%
+0%
-10%
-20%
-30%
-40%
-50%
-60%

2018   2019   2020   2021   2022   2023

— National Average   — CapMetro   — Peer Agencies

Source: NTD, 2018-2023

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FYTD 2025 Ridership Target

CapMetro Bus
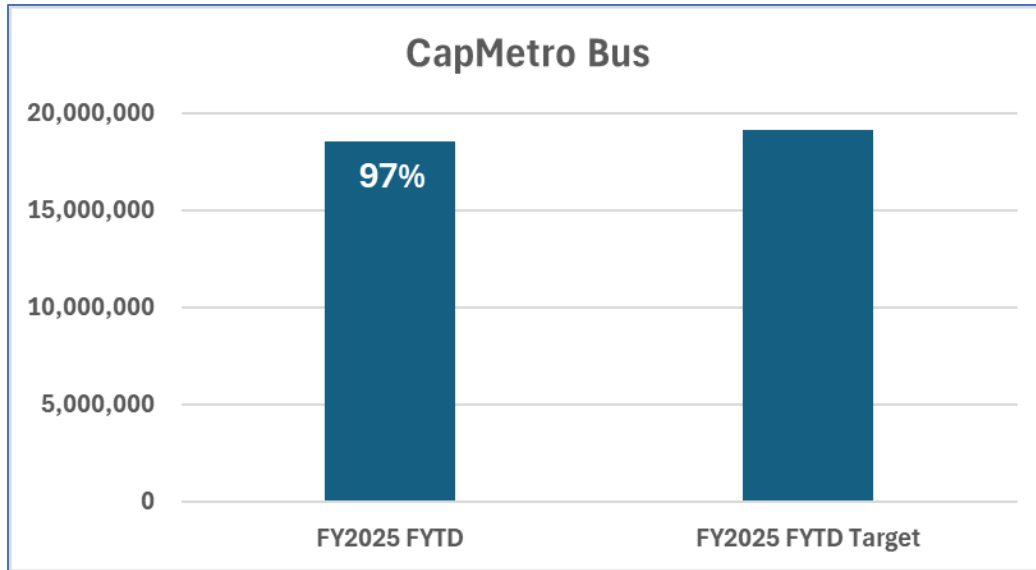
CapMetro Rail

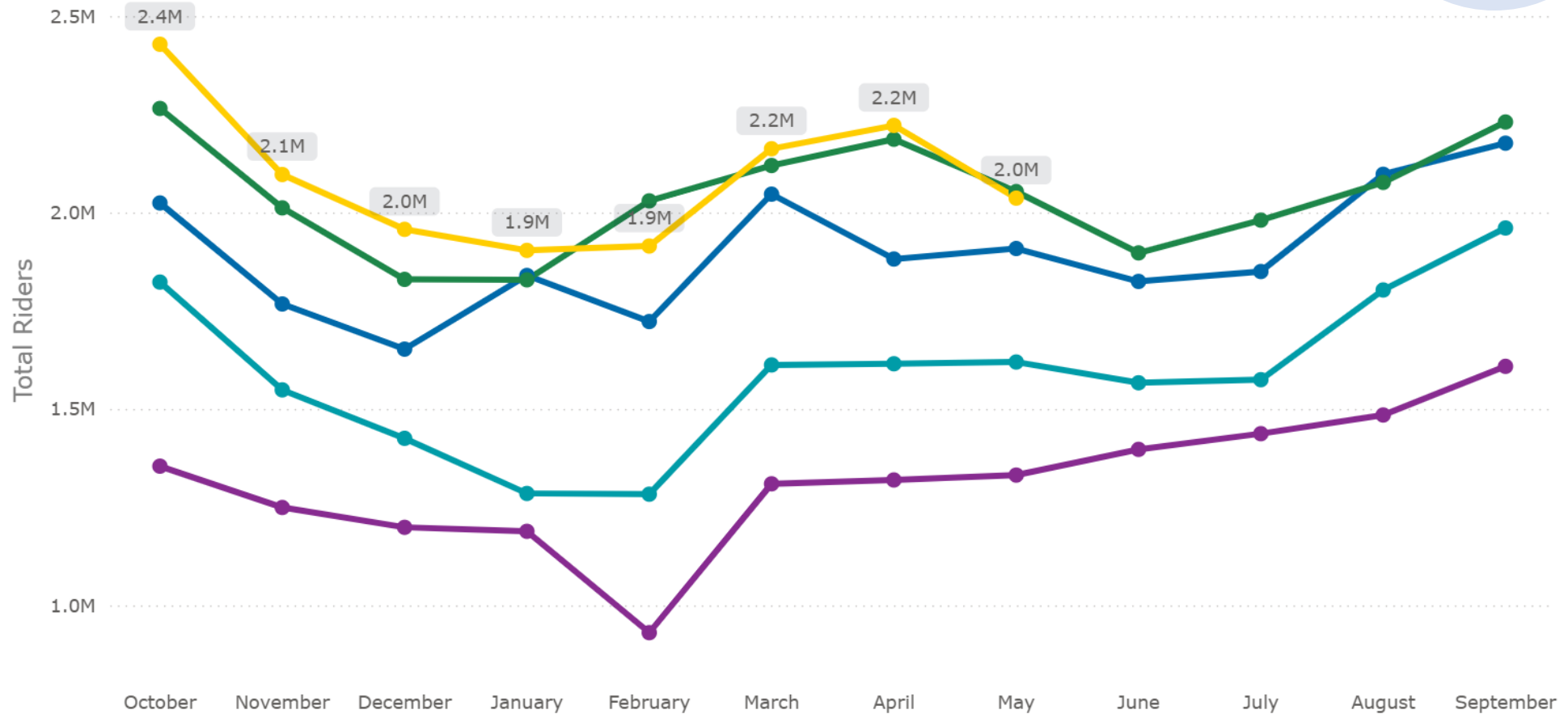|	FY2025 FYTD	FY2025 FYTD Target	% to Target
CapMetro Bus	18,530,429	19,077,532	97%
CapMetro Rail	449,264	455,117	99%

Through June 2025

Ridership by Mode: Fixed Route

Total Ridership for Fixed Route Bus Service
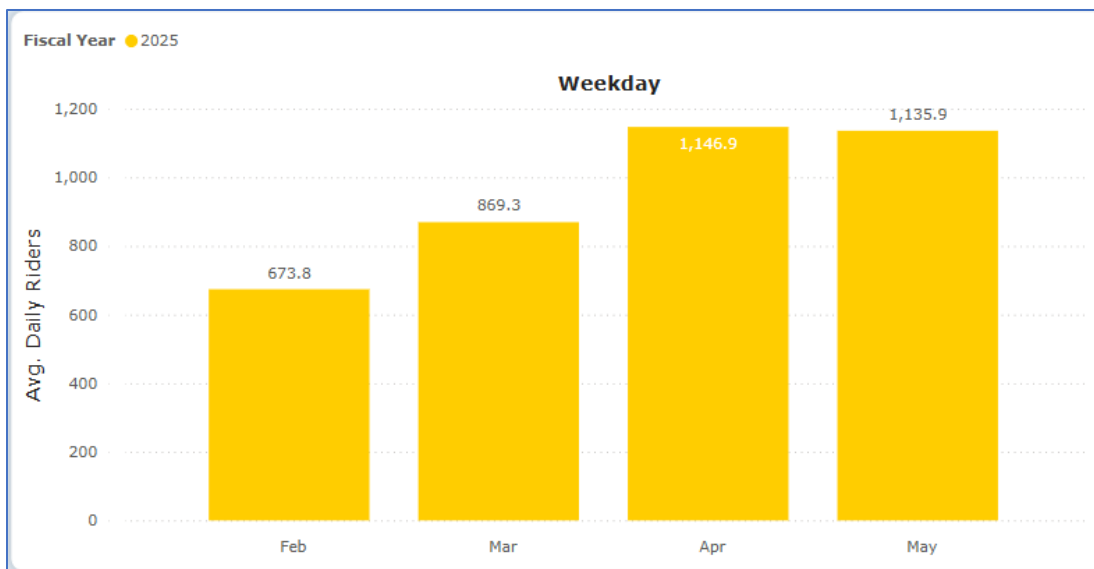Includes: Bus, Express, Rapid, and UT Shuttle Routes

Ridership by Mode: NEW Rapid 800 and 837

Rapid 800 Pleasant Valley

Fiscal Year ● 2025

Weekday

Avg. Daily Riders

Feb	Mar	Apr	May
673.8	869.3	1,146.9	1,135.9

Month	Average Weekday Ridership
Feb '25	674
March '25	869
Apr '25	1,147
May '25	1,136

Rapid 837 Expo Center

Fiscal Year ● 2025

Weekday

Avg. Daily Riders

Feb	Mar	Apr	May
469.6	601.1	714.5	711.0
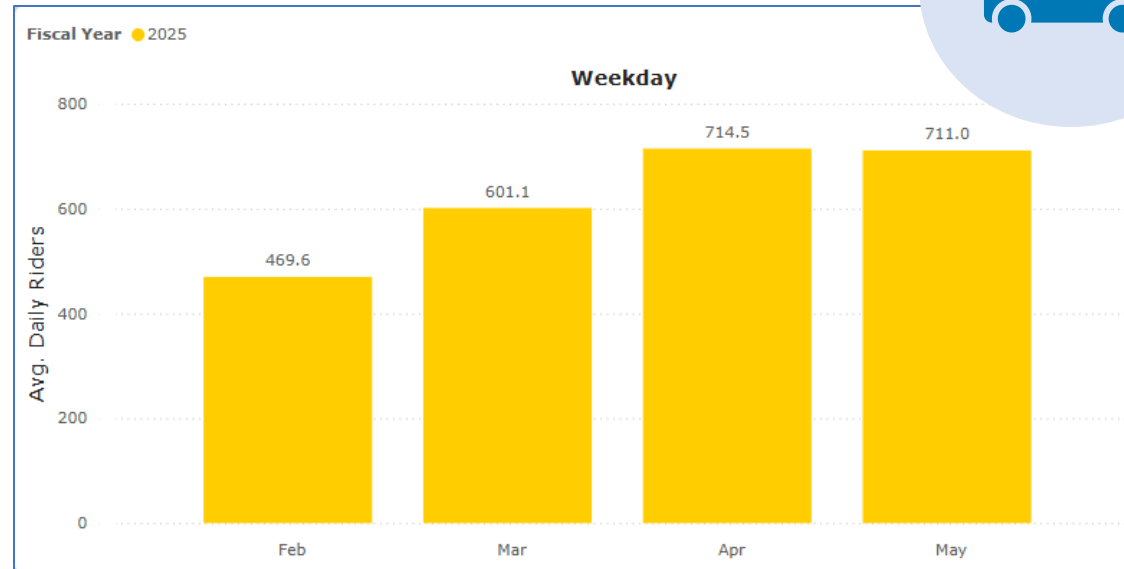
Month	Average Weekday Ridership
Feb '25	470
March '25	601
Apr '25	714
May '25	771

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Ridership by Mode: Rail

Total Ridership for Rail Service
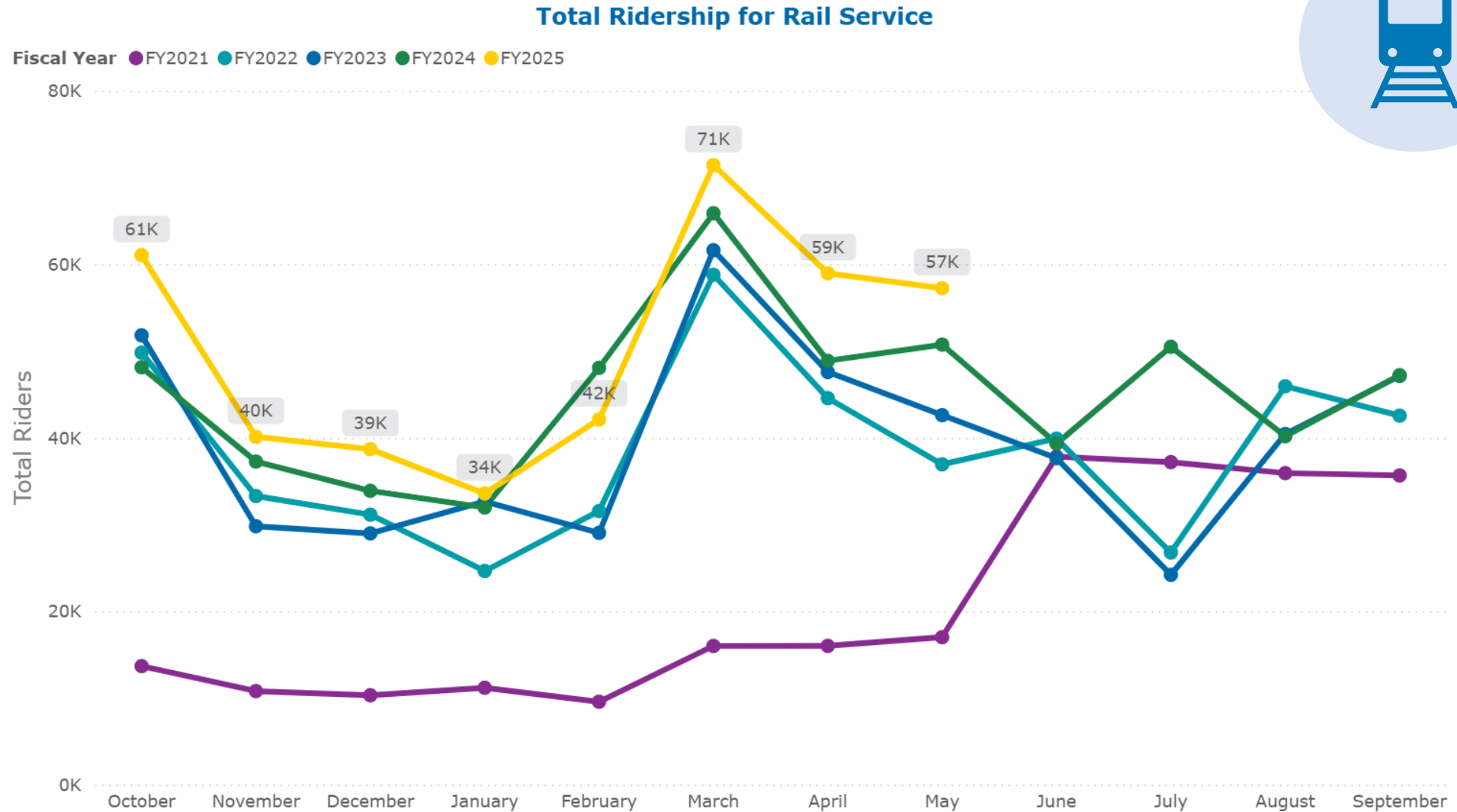
Ridership by Mode: Express

Total Ridership for Express Service

Ridership by Mode: Pickup

Total Ridership for Pickup Service

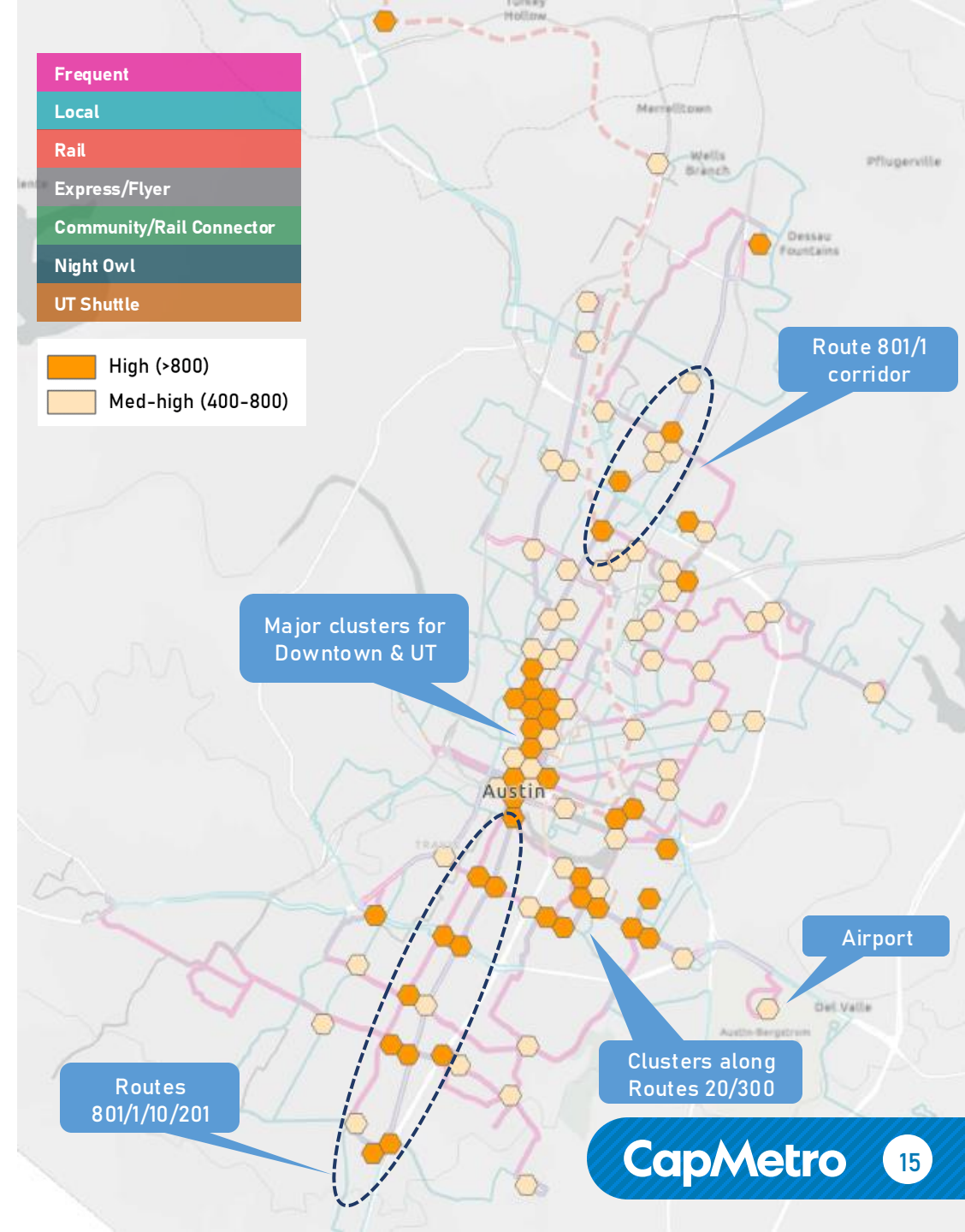**Fiscal Year** ● FY2021 ● FY2022 ● FY2023 ● FY2024 ● FY2025

Ridership & Key Performing Routes

CapMetro
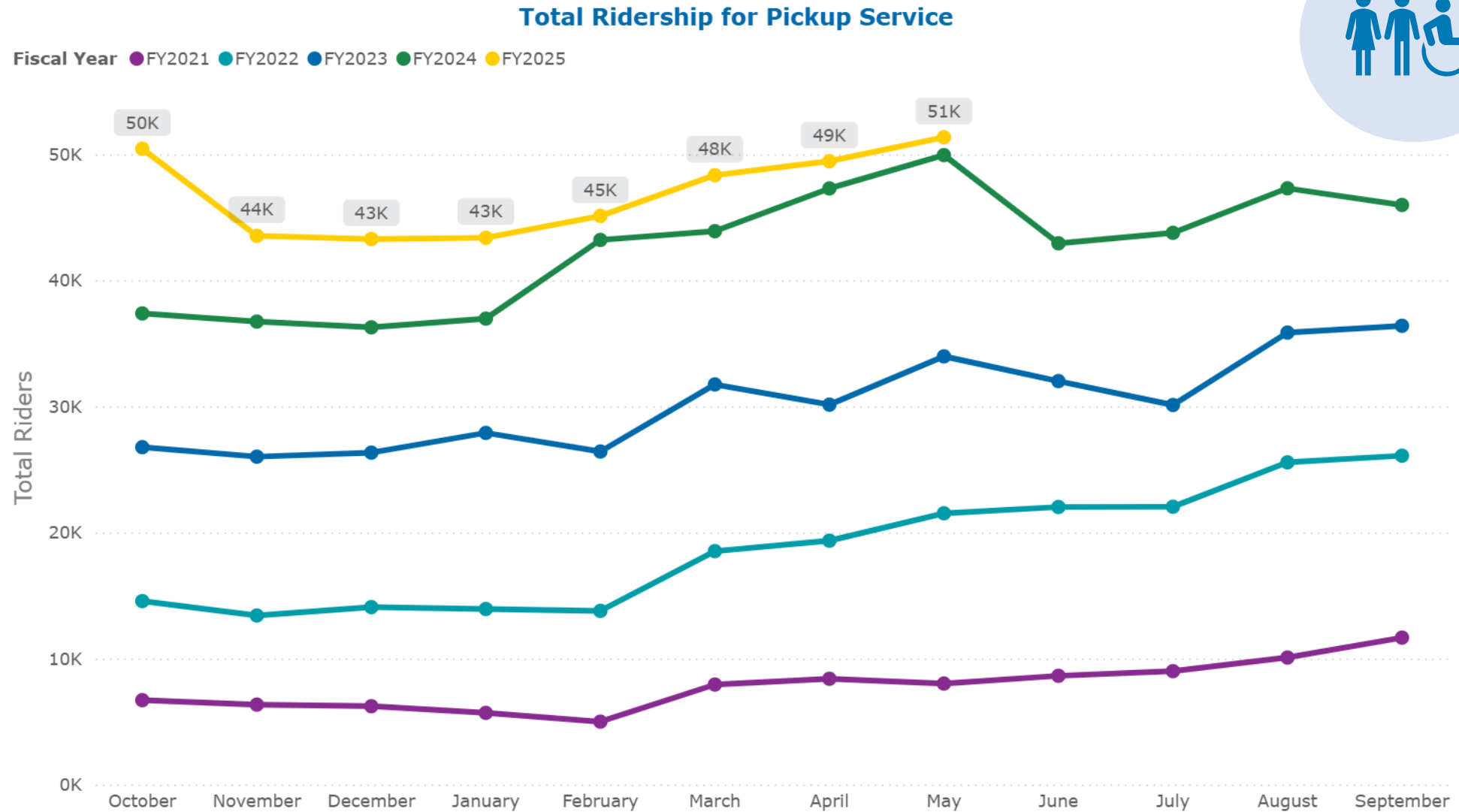
Where is Ridership Concentrated?

Major generators of ridership are in Downtown Austin, around UT, major north/south corridors, and southeast of Downtown.

- Ridership activity is heavily concentrated along Frequent routes/connections, UT Shuttles, and the Red Line.

Frequent
Local
Rail
Express/Flyer
Community/Rail Connector
Night Owl
UT Shuttle

High (>800)
Med-high (400-800)

Route 801/1 corridor

Major clusters for Downtown & UT

Airport

Clusters along Routes 20/300

Routes 801/1/10/201

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Top Performing Routes

Route	Length (appx)	Wkdy Freq	Average Daily Ridership*
801 – N Lamar S Congress	22 mi	10 min	8,000
300 – Springdale/Oltorf	17 mi	15 min	6,888
20 – Manor/Riverside	18 mi	15 min	5,948
7 – Duval/Dove Springs	16 mi	15 min	5,571
10 – South 1st/Red River	18 mi	15 min	5,430

|	
Average Weekday Ridership (total)	31,837
System Ridership (percent)	42%
Population Served (within 1/4 Mile)	~181,200
Service Area Population (percent)	13.3%

*Ridership data is from the month of April 2025 (as a representative sample)

Population & Job Density

JOBS + POP PER ACRE

0 2 5 10 15 30 343
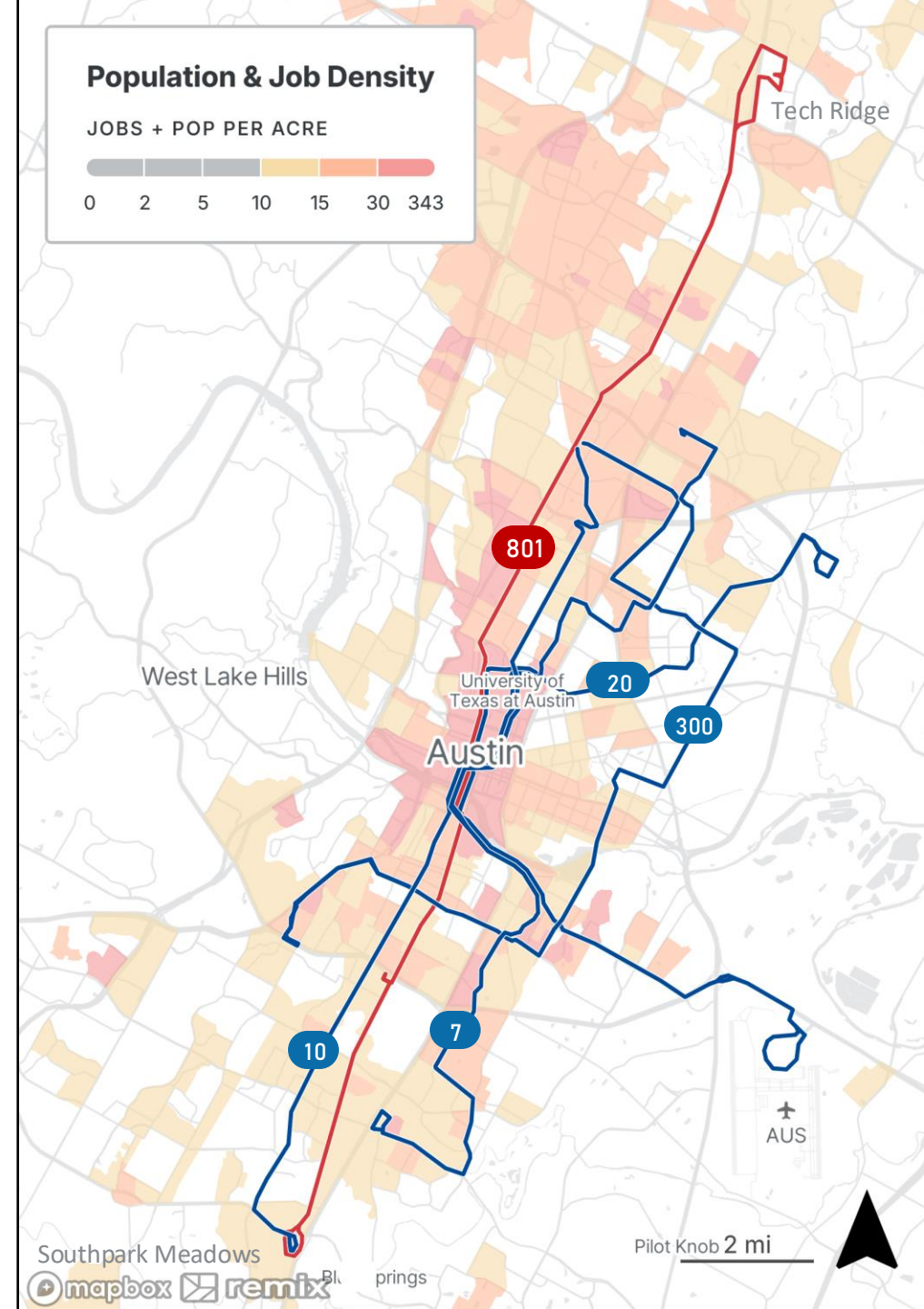
Bottom Performing Routes

Route	Length (appx)	Wkdy Freq	Average Daily Ridership*
237 – Northeast Feeder	6 mi	60 min	253
217 – Montopolis Feeder	3 mi	30 min	232
345 – 45th	2.5 mi	30 min	171
233 – Decker/Daffan Ln	6 mi	60 min	78
214 – Northwest Feeder	19 mi	60 min	56

Average Weekday Ridership (total)	1,261	
System Ridership (percent)	4%	
Population Served (within 1/4 Mile)	~26,200	
Service Area Population (percent)	1.9%	

*Ridership data is from the month of April 2025 (as a representative sample)

Population & Job Density

JOBS + POP PER ACRE

0   2   5   10   15   30 343
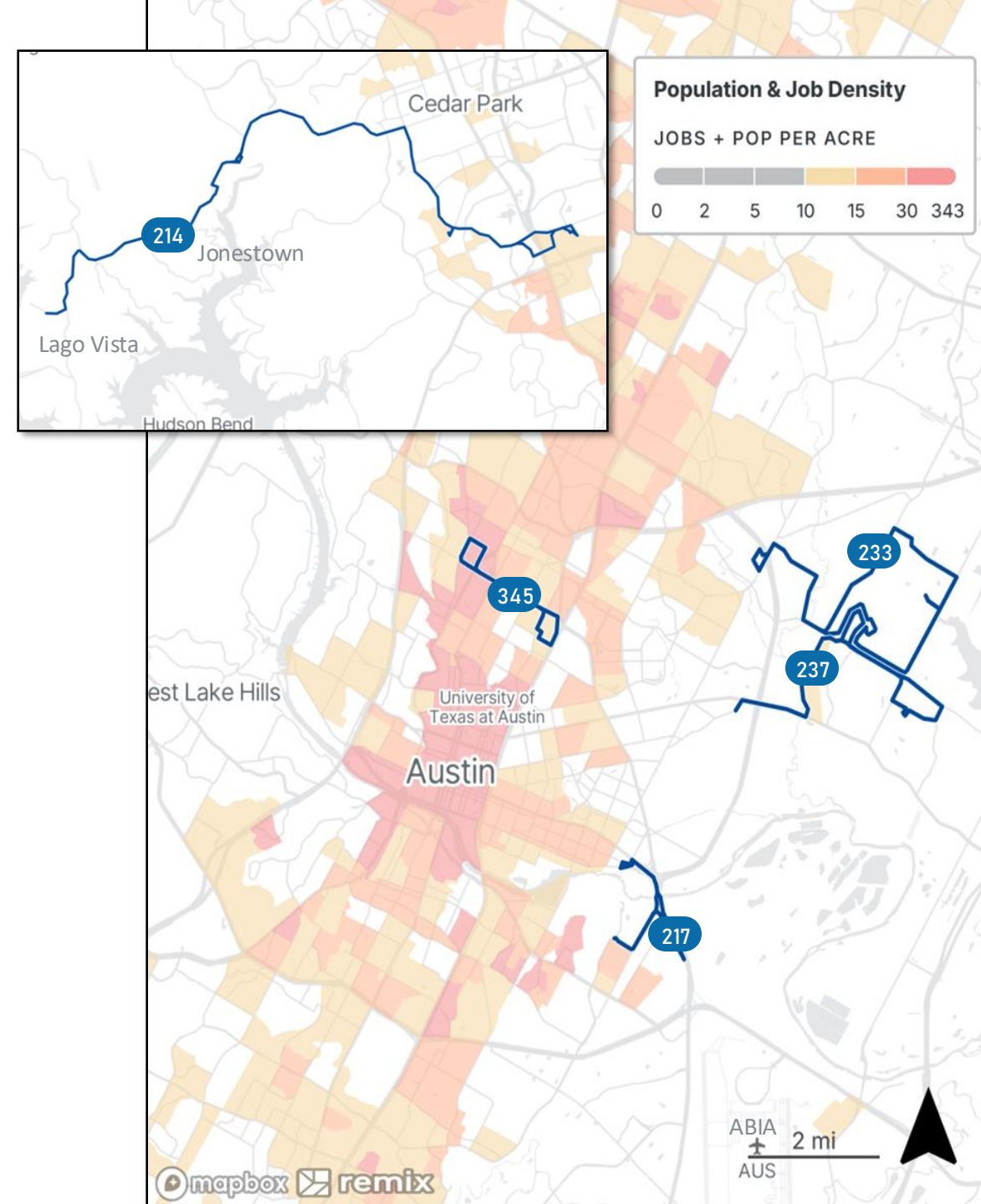
Looking Beyond Ridership

- Other criteria for evaluating the success of a route:
  - Coverage
  - Network connectivity
  - Reliability
  - Vulnerable populations
  - Specific destinations

Transit Plan 2035 is evaluating the transit network as a whole, using these factors alongside other demographic and community evaluation metrics

High Capacity

High Capacity routes are designed to carry more passengers per hour, faster. Stops are spaced further apart and are distinct from other routes in the system, with stations that can accommodate more people. This service can also use larger vehicles that accommodate more riders at a time. High Capacity routes are often implemented along highly traveled regional corridors where ridership is historically high and higher transit vehicle capacity is necessary to accommodate the travel demand.

Rail: MetroRail Red Line

Rapid: MetroRapid 801 and 803

Frequent

Bus routes that operate every 15 minutes or better during the day on weekdays and Saturdays, at least.

Local

Bus routes that typically operate every 30 minutes on weekdays, serving major destinations including downtown Austin, universities, shopping centers, and transit hubs.

Examples of CapMetro Service Types
Source: CapMetro Service Standards and Guidelines

CapMetro

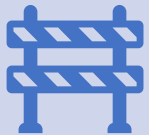# Approach to Major Construction Projects

CapMetro

Approach to Major Construction Projects

Identifying potential service adjustments based on upcoming construction with strategic monitoring
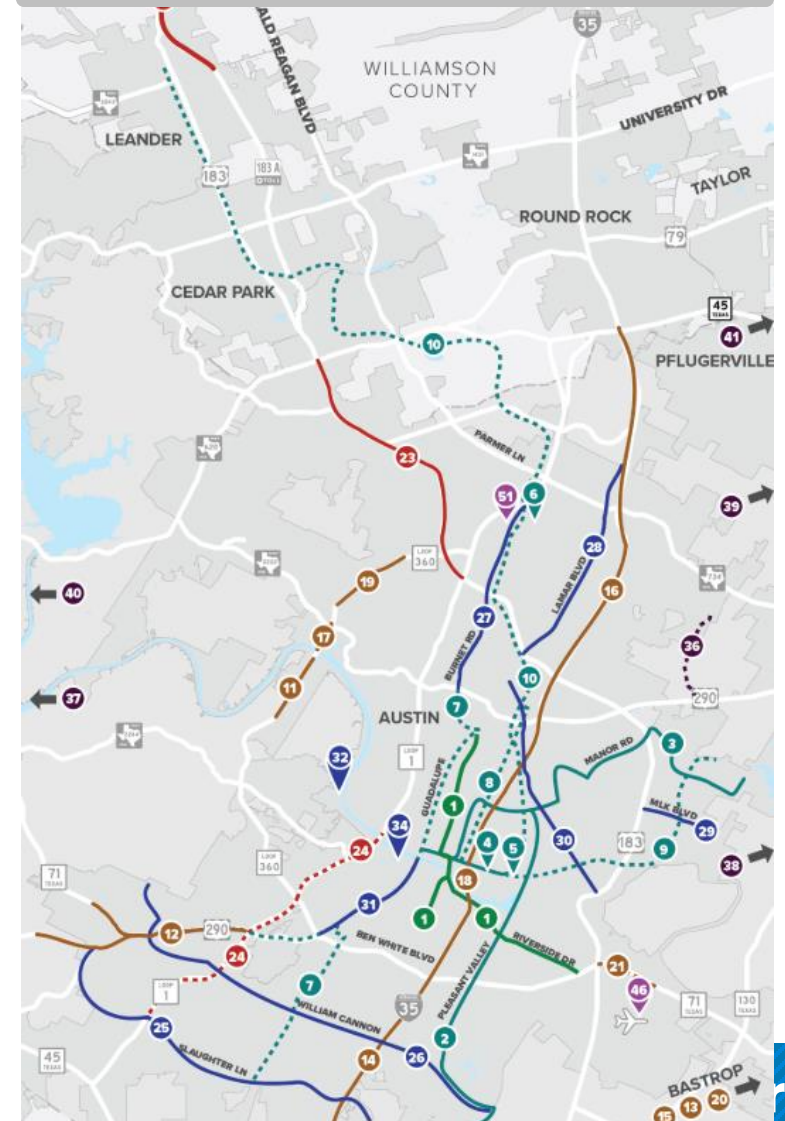
Coordinating with project stakeholders throughout the region to align on projects and timelines

Managing day-to-day current operations with agility and nimbleness

Major infrastructure projects around Central Texas

CapMetro

Thank you!