



# President's Report

January 2025



# CapMetro in the Community



# Decker Pick Up Celebration

CapMetro

# Frontline Winter Graduation





What's Being Said?

# CapMetro in the News



CapMetro to kick off testing of two new rapid routes ahead of spring launch

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CapMetro bringing tap-to-pay to Austin's buses and trains by March | KUT Radio, Austin's NPR Station

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CapMetro to ring in new year with tap to pay, new app system

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CapMetro app will retire in March 2025 after system update



CapMetro offering free transit on New Year's Eve to ensure safe celebrations

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CapMetro proposes removal of app, other changes for 2025

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CapMetro begins testing new MetroRapid bus lines

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New CapMetro rapid routes making huge impact, report says

Source: [CapMetro's New Rapid Routes](#)  
quote: KUT News

# CapMetro Customer Care

What We're Hearing  
from our Riders  
this Month

- A lower call volume  
for December
- December holiday  
season

9,706 Calls

Call Volume Down 3%

11,915 Total Contacts for Nov

# Where Dottie Has Been



CapMetro

Thank You!

January 2025