

To: CapMetro Board of Directors
From: Sharmila Mukherjee, EVP, Chief Strategic Planning and Development Officer
Date: April 13, 2026
Re: Updates on the Proposed August 2026 Service Changes

CapMetro staff provided a [memo](#) to the Board outlining our proposed August 2026 Service Changes and corresponding community engagement work. This memo provides an update on those activities and includes the minor schedule adjustments currently under evaluation.

CapMetro's August 2026 Service Changes Public Involvement Plan builds upon extensive outreach and feedback gathered during the development of the Board-approved [Transit Plan 2035](#). The realignments of Route 2 Rosewood/Cesar Chavez and Route 217 Montopolis Feeder were developed in collaboration with frontline staff, community members, and school and regional partners as part of the Board-approved Transit Plan 2035, reflecting a community-driven step towards improved connectivity.

Subsequently, the realignment of Route 2 Rosewood/Cesar Chavez was further developed in partnership with the City of Austin as part of the delivery of the [Climate Pollution Reduction Grant](#) (CPRG). The realignment would allow more riders to make crosstown and downtown trips without getting onto I-35 and make it more practical for people to utilize transit in lieu of driving. As such, the CPRG program proposes contributing to constructing new bus stops along the gap and supporting the operational cost difference through an amendment to the existing Interlocal Agreement (ILA). The amendment to the ILA was [unanimously approved](#) at the Austin City Council on Thursday, March 26, 2026, and the CapMetro Board of Directors will consider approval of the amendment on Monday, April 20, 2026 (AI-2026-1795).

Community engagement kicked off on Friday, March 20, 2026, and a public hearing for the proposed service change was held on Wednesday, April 8, 2026. Throughout the outreach period, staff met with customers, operators, and residents about the proposed changes through at-stop and on-board outreach, neighborhood meetings, and other channels detailed in the appendices of this memo. The public was also invited to provide comments on our [webpage](#) and participate in the public hearing.

Community sentiment primarily included excitement about the proposed realignment of Route 2 for providing more connections and access, and concerns about the frequency reductions on select UT Shuttles due to reliability issues on those routes. Representative feedback included:

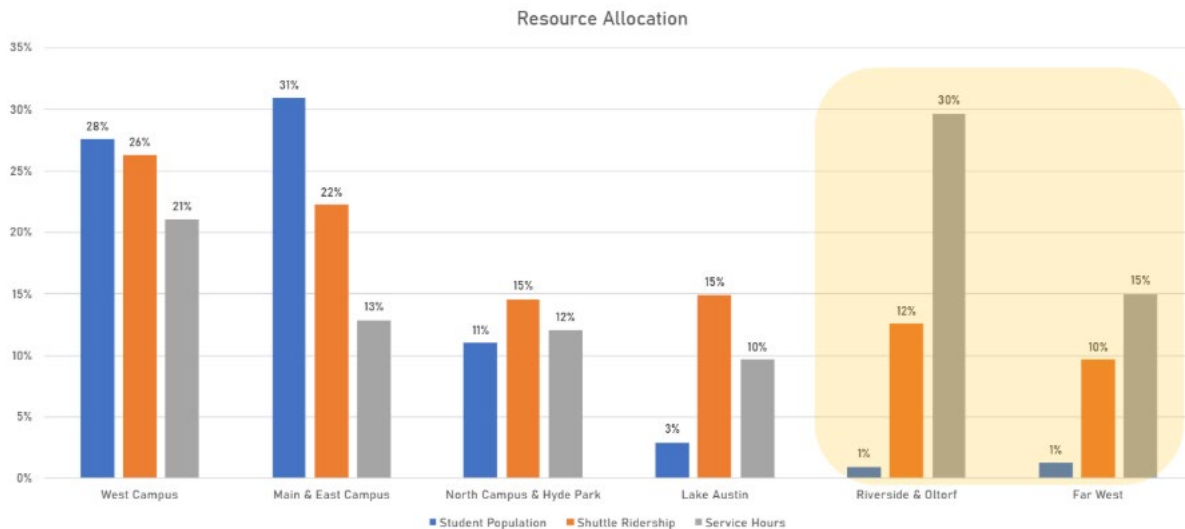
- *Route 2 Rosewood/Cesar Chavez:*
 - "Just weighing in to say I love the idea of extending Route 2 onto Springdale. Thanks CapMetro! Keep it up!"
 - "I support extending the 2 on Springdale."
 - "Let's do it! Let's get more connections for the 2!"
- *Frequency Adjustments on Route 661 Far West and 670 North Riverside*
 - "Bus 670 does not run every 8-10 minutes. From my experience it is already closer to 15-20."

- “If you claim [Routes 661 and 670] are every 15 minutes in peak hours, that will turn into every half hour or worse.”
- “Instead of focusing on reducing how often the buses come, you should focus on timing them correctly.”

CapMetro staff proposed reducing the weekday frequency on UT Shuttle Routes 661 Far West and 670 to allow for potential savings and resources to improve reliability and service delivery on these services. The weekday frequency adjustment from every 8-10-minutes to every 15-20-minutes also aims to reduce instances of missed or lost service and thereby improve on-time performance and overall dependability of the UT Shuttle service, while preserving multiple underlying alternatives for students in these corridors. In addition to the frequency adjustment, CapMetro staff propose evaluating the route’s schedule to ensure that trip times still match evolving traffic conditions and construction in the region and will continue to closely monitor these routes.

Notably, these routes emerged as an area of focus due to continued declines in ridership, resource efficiencies, and number of students living within the area. Among the UT Shuttle system, these routes require the most service hours to gain each rider, as represented in the figure below. Combined, these two UT Shuttle routes comprise 45% of the UT Shuttle’s service hours but only 2% of the estimated student population and 22% of the UT Shuttle’s ridership, representing a mismatch of resources. As such, CapMetro staff recommend proceeding with this service adjustment.

Figure 1: UT Shuttle Resource Allocation



Public input is considered and reviewed throughout the engagement process leading up to the final recommendations. Following board approval, finalized changes will be communicated through promotional materials to promote the final decisions on service adjustments. The CapMetro Board of Directors will consider approval of the proposal on Monday, April 20, 2026. If approved, these changes would start on Sunday, August 16, 2026.

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

Appendix A: Community Engagement for the Proposed Service Changes

Recent engagement efforts for the proposed August 2026 Service Changes build upon extensive outreach and feedback gathered during the development of the voter-approved Project Connect System Plan and Board-approved Transit Plan 2035. Below is a summary of key recent engagement activities for the proposed service change, which includes tailored outreach to ensure customers are informed and able to provide feedback. All print and online materials are available in Spanish and other languages upon request.

- **Regional Conversations with our Member Cities and Regional Partners:**
 - Collaborating with our member cities and regional partners to proactively discuss service change concepts and feedback.
- **Communication and Meetings with Stakeholders and the Community:**
 - Meetings with community groups, non-profit organizations and neighborhood homeowner associations, such as, but not limited to: PODER Austin, Govalle Elementary School, Montopolis Recreation Center, LULAC, Esperanza Community, Allison Elementary School, IDEA Montopolis Charter School, ADAPT, among others.
 - CapMetro has emailed and provided presentations for stakeholders, neighborhood groups, and community-based organizations.
 - Flyers have been provided at tabling opportunities and relevant community events.
- **Advisory Committees:**
 - CapMetro presented at the Access Committee Meeting on April 1, 2026, and at the Customer Satisfaction Advisory Committee (CSAC) Meeting on April 8, 2026.
 - Email updates were provided to the Public Safety Advisory Committee (PSAC).
- **Operator Communications:**
 - All operators with Keolis received notice through posters in breakrooms, direct email, and TimePoint TV.
 - CapMetro has also discussed the proposed changes with operators during at-stop outreach.
- **Service Change Webpage with Comment Box:**
 - The CapMetro [webpage](#) provides details of the proposed service changes and includes an opportunity to provide comments (via Public Input open comment box) and sign-up to speak at the scheduled public hearing.
- **Public Hearing Notice and Public Hearing:**
 - Legal Notices were posted on March 22, 2026, promoting the Public Hearing on April 8, 2026.
- **At-Stop Outreach with Flyers:**
 - CapMetro conducted at-stop outreach for proposed route changes from April 3, 2026, to April 6, 2026.
- **At-Stop Signage:**
 - Signage was posted at key locations along the corridor.
- **Blockwalking:**

- Block walking will be conducted as part of phase III of the engagement plan once the changes are implemented, in August, if approved.
- **Message Centers:**
 - Signage was placed onboard directly behind operator's seats.
- **Brochures:**
 - Brochures are available onboard at the front of the bus.
- **CapMetro Alerts Text Messages:**
 - Email and text went out to associated subscribers on March 24, 2026, and April 1, 2026.
- **Email to CapMetro's Contact List and Listserv**
 - Email updates provided to 12,000+ customers, stakeholders, and interested members via our contact list and listserv.
- **Social Media Posts:**
 - General and targeted social media posts to inform the community, riders and non-riders, about the future potential changes.

Appendix B: Email Sent to Customers on August 2026 Service Changes

Subject: Proposed August 2026 Service Changes | Cambios del servicio propuestos para agosto del 2026

Dear Community Members,

CapMetro makes planned changes to our service three times a year to improve your riding experience and respond to shifts in how our customers use the service today.

The proposed changes include:

- **Extension of Route 2 Rosewood/Cesar Chavez** along Springdale Road (see map 1)
- **Route 217 Montopolis Feeder** would travel along Vargas Road instead of Montopolis Drive (see map 2)
- **Change the Weekday Frequency of UT Shuttles 661 & 670** from 8-10 minutes to 15-20 minutes
- **Transition to School Service & Minor Schedule Adjustments**

If approved by the CapMetro Board, the proposed changes would take effect Sunday, August 18, 2026.

More detailed information about the proposed changes can be found [on our website](#).

Share your Feedback or Questions:

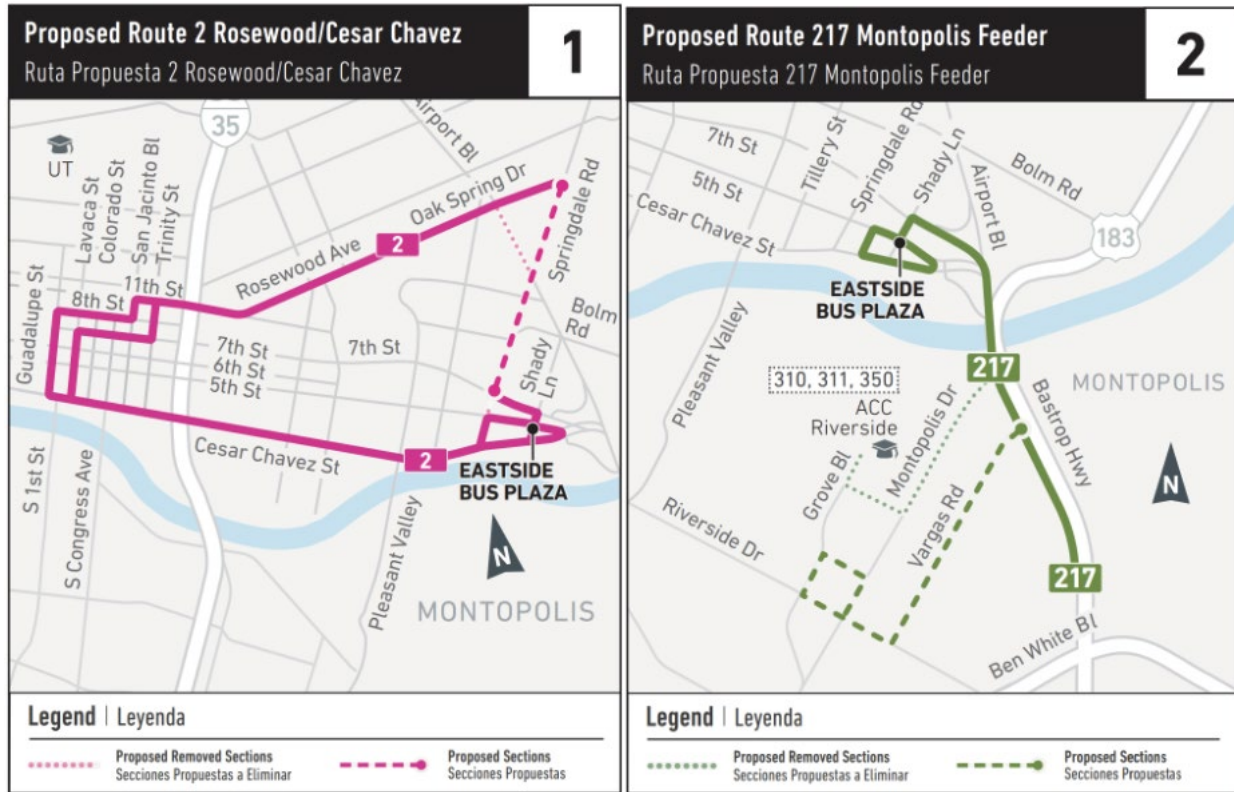
Comment Box: Share your questions and/or feedback in our comment box [here](#).

Public Hearing: Attend a public hearing on April 8 at noon at CapMetro Headquarters (2910 E 5th St.), which is served by Routes 2, 4, 300, 800 and Pickup East ATX. Speakers may sign up by emailing boardofdirectors@capmetro.org, or by calling (512) 369-6040 and leaving a message with your name and telephone number. The deadline to sign up to speak remotely is 8 a.m. on April 8, 2026. Instructions on how to participate virtually will be provided via email or phone just after 8 a.m. on the day of the hearing. For in-person participation, please arrive at least 15 minutes before the hearing to sign up to speak.

Reasonable modifications and equal access to communications are provided upon request at least two days in advance. Call Martin Kareithi at (512) 389-7583 or email engage@capmetro.org for more info or to request info in another format.

For additional questions contact engage@capmetro.org.

Thank you!



Estimados miembros de la comunidad:

CapMetro realiza cambios planificados en nuestro servicio tres veces al año para mejorar su experiencia de viaje y responder a los cambios en la manera en que nuestros clientes utilizan el servicio actualmente.

Los cambios propuestos incluyen:

- **Extensión de la Ruta 2 Rosewood/César Chávez** a lo largo de Springdale Road (ver mapa 1)
- La **Ruta 217 Montopolis Feeder** circularía por Vargas Road en lugar de Montopolis Drive (ver mapa 2)
- **Cambiar la frecuencia entre semana de los UT Shuttles 661 y 670** de 8–10 minutos a 15–20 minutos
- **Transición al servicio escolar y ajustes menores de horario**

Si la Junta Directiva de CapMetro los aprueba, los cambios propuestos entrarían en vigor el domingo 18 de agosto de 2026.

Puede encontrar información más detallada sobre los cambios propuestos en nuestro [sitio web](#).

Comparta sus comentarios:

Buzón de comentarios: Comparta sus preguntas y/o comentarios en nuestro buzón de comentarios [aquí](#).

Audiencia pública: Asista a una audiencia pública el 8 de abril al mediodía en la sede de CapMetro (2910 E 5th St.), atendida por las rutas 2, 4, 300, 800 y Pickup. Las personas que deseen hablar pueden inscribirse enviando un correo electrónico a boardofdirectors@capmetro.org o llamando al (512) 369-6040 y dejando un mensaje con su nombre y número de teléfono. La fecha límite para inscribirse para hablar de forma remota es a las 8 a.m. del 8 de abril de 2026. Las instrucciones para participar virtualmente se proporcionarán por correo electrónico o teléfono poco después de las 8 a.m. el día de la audiencia. Para la participación en persona, por favor llegue al menos 15 minutos antes de la audiencia para inscribirse.

Se ofrecen modificaciones razonables y acceso igualitario a las comunicaciones, incluyendo ayudas y servicios auxiliares, previa solicitud con al menos dos días de anticipación. Llame a Martin Kareithi al (512) 389-7583 o envíe un correo electrónico a engage@capmetro.org para obtener más información o para solicitar información en otro formato.

Para preguntas adicionales, contacte a engage@capmetro.org.

¡Gracias!

Equipo de CapMetro

Appendix C: Brochure for the Proposed August 2026 Service Changes

CHANGE FREQUENCY OF UT SHUTTLES & TRANSITION TO SCHOOL SERVICE

Weekday service on UT Shuttle Routes 661 Far West & 670 North Riverside routes is proposed to run every 15 to 20 minutes instead of every 8 to 10 minutes. Ridership and student housing patterns in these areas have changed over time, and this update helps match service to current demand while improving reliability.

Typical transition to normal service levels would occur on UT Shuttle routes and school-trips on Routes 4, 217, 315 and 333.

TRANSICIÓN AL SERVICIO ESCOLAR Y AJUSTE MENOR DE LOS UT SHUTTLES

Se propone que el servicio entre semana en las rutas de UT Shuttle 661 Far West y 670 North Riverside opere cada 15 a 20 minutos en lugar de cada 8 a 10 minutos. Con el tiempo, el número de pasajeros y los patrones de vivienda estudiantil en estas zonas han cambiado, y esta actualización ayuda a ajustar el servicio a la demanda actual y mejorar la puntualidad.

La transición típica a los niveles de servicio normales se produciría en las rutas de UT Shuttle y en los viajes escolares de las rutas 4, 217, 315 y 333.

MINOR SCHEDULE ADJUSTMENTS

To improve on-time performance and reliability, select routes may receive minor adjustments to their schedules and/or bus stop locations. Minor schedule adjustments entail small tweaks to timepoints, layovers, bus stops, travel times and/or similar items to support day-to-day service.

Minor adjustments are determined later in the service changes process to accurately respond to evolving traffic conditions and construction. This timing makes sure the schedule best serves customers, more closely reflects available resources and improves on-time performance. The details will be posted on the webpage once available.

AJUSTES MENORES DE HORARIOS

Para mejorar el desempeño y la fiabilidad en cuanto a la puntualidad, es posible que se realicen ajustes en los horarios y/o ubicaciones de las paradas de autobús de determinadas rutas. Los ajustes en los horarios implican pequeños ajustes a los puntos de control de tiempo, las paradas de descanso, las paradas de autobús, los tiempos de viaje y/o elementos similares para respaldar el servicio diario.

Los ajustes de horarios se determinan más adelante en el proceso de cambios de servicio para responder con precisión a las condiciones cambiantes del tráfico y la construcción. Este calendario garantiza que el horario se adapte mejor a los clientes, refleje más fielmente los recursos disponibles y mejore la puntualidad. Los detalles se publicarán en la página web una vez estén disponibles.

ATTEND A PUBLIC HEARING

The community will have an opportunity to comment on the proposed service changes at the following:

- Public comment on our website
- A public in-person hearing on **April 8 at noon** at CapMetro Headquarters, 2910 E 5th St. Served by Routes 2, 4, 300, 800 & Pickup East ATK.

Reasonable modifications and equal access to communications are provided upon request at least two days in advance. Call Martin Kareithi at (512) 389-7563 or send an email to martin.kareithi@capmetro.org for more details or to request the info in another format.

ASISTA A UNA AUDIENCIA PÚBLICA

La comunidad tendrá la oportunidad de comentar sobre los cambios de servicio propuestos en:

- Comentarios públicos en nuestro sitio web
- Una audiencia pública presencial el **8 de abril a las mediodía**, en la sede de CapMetro, 2910 E 5th St., donde pasan las Rutas 2, 4, 300, 800 y Pickup East ATK.

Se podrán realizar modificaciones razonables y brindar igualdad de acceso a las comunicaciones previa solicitud con al menos dos días de antelación. Llámame a Martin Kareithi al (512) 389-7563 o envía un correo electrónico a martin.kareithi@capmetro.org para obtener más información o solicitar información en un otro formato.



SHARE ANY CONCERNS OR QUESTIONS AT

COMPARTA SUS INQUIETUDES O PREGUNTAS EN CAPMETRO.ORG/AUGUST2026

CONTACT INFORMATION

CapMetro Web Site capmetro.org
 Customer Service Routes & Schedules/GO Line 512-474-1200
 CapMetro Access 512-852-7272
 CapMetro Vanpool 1-800-VAN 4 WORK (car/vanpool matching service) 512-389-7400
 CapMetro Administration 512-389-7400
 Administration Office: 512-389-7454
 CapMetro Transit Store 1705 Guadalupe Street

Lost and Found Articles lost on vehicles and returned to CapMetro may be picked up at the Transit Store at 1705 Guadalupe Street Monday through Friday, 8:00 am-5:00 pm, 512-389-7454.

CapMetro is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin as protected by Title VI of the Civil Rights Act of 1964. If you believe you have been discriminated against under Title VI, you may file a written complaint - Attn: Title VI Complaints, 3915 E. 5th Street, Austin, TX 78702.

INFORMACIÓN DE CONTACTO

Sitio Web De CapMetro capmetro.org
 Rutas y Horarios/GO Line 512-474-1200
 CapMetro Access 512-852-7272
 CapMetro Vanpool (servicio para conectar a personas que desean compartir vehículos personales, ya sea autos o camionetas) 1-800-VAN 4 WORK
 Administración de CapMetro 512-389-7400
 Oficina de Administración: 512-389-7454

Tienda de Tránsito 512-389-7454
 1705 Guadalupe Street

Objetos Perdidos y Encontrados Los objetos perdidos en los vehículos que se entregan a CapMetro pueden recogerse en la Tienda de Tránsito en 1705 Guadalupe St. de lunes a viernes, de las 8:00 am a las 5:00 pm, 512-389-7454.

De acuerdo con las disposiciones del Título VI (Título VI de la Ley de Derechos Civiles de 1964), CapMetro se compromete a asegurar que sus servicios y programas no estén excluidos por raza, color u origen nacional. Si usted cree que ha sido discriminado por raza, color u origen nacional, puede presentar una queja por escrito, ante CapMetro, en la atención de Title VI Complaints, 3915 E. 5th Street, Austin, TX 78702.

CapMetro
 512.474.1200 | capmetro.org

PROPOSED AUGUST 2026
 PROPUESTO AGOSTO DE 2026

PROPOSED AUGUST 2026 SERVICE CHANGE

Cambios de servicio propuestos para agosto de 2026

CapMetro makes planned changes to our service three times a year to improve your riding experience and respond to shifts in how our customers use the service. If approved, these changes will start Sunday, August 18.

CapMetro realiza cambios planificados en nuestro servicio tres veces al año con el fin de mejorar su experiencia de viaje y responder a las variaciones en la forma en que nuestros clientes utilizan el servicio. Si se aprueban, estos cambios comenzarán el domingo 18 de agosto.

EXTENSION OF ROUTE 2 ROSEWOOD/CESAR CHAVEZ

We propose to extend Route 2 along Springdale Road, filling a gap in service. This would make it easier to travel between East Austin neighborhoods, Eastside Bus Plaza, and Downtown without extra transfers. It would also create more consistent, two-way service along the route.

See map A for details.

EXTENSIÓN DE LA RUTA 2 ROSEWOOD/CESAR CHAVEZ

Proponemos extender la Ruta 2 a lo largo de Springdale Road para cubrir un tramo sin servicio. Esto facilitaría viajar entre los vecindarios del este de Austin, Eastside Bus Plaza y Downtown sin transbordos adicionales. También crearía un servicio más consistente en ambos sentidos a lo largo de la ruta.

Consulte el mapa A para detalles.

ROUTE 217 MONTOPOLIS FEEDER

This route would move from Montopolis Drive to Vargas Road. This change would give more people direct access to schools, housing, and community spaces like Allison Elementary School, IDEA Montopolis Academy and the library. The route would still connect riders to Riverside, Esperanza Crossing and Eastside Bus Plaza.

Route 217 would no longer serve ACC Riverside. However, Routes 310, 311 and 350 would continue to serve the campus.

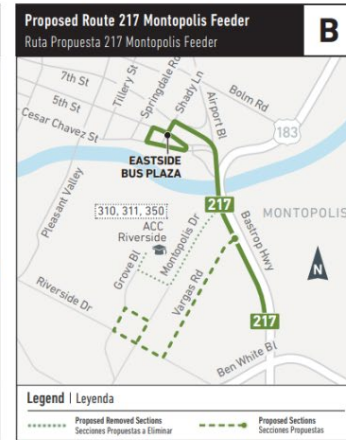
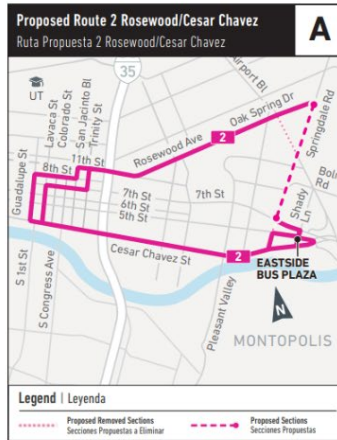
See map B for details.

RUTA 217 MONTOPOLIS FEEDER

Esta ruta se trasladaría de Montopolis Drive a Vargas Road. Con este cambio, más personas tendrían acceso directo a escuelas, viviendas y espacios comunitarios como Allison Elementary School, IDEA Montopolis Academy y la biblioteca. La ruta seguiría conectando a los pasajeros con Riverside, Esperanza Crossing y Eastside Bus Plaza.

La Ruta 217 ya no llegaría a ACC Riverside. Sin embargo, las Rutas 310, 311 y 350 continuarán brindando servicio al campus.

Consulte el mapa B para detalles.



Appendix D: Proposed Minor Schedule Adjustments

Specific schedule adjustments are determined further in the service changes process to more accurately respond to evolving traffic conditions and construction in the region. This timing makes sure the schedule best serves customers, more closely reflects available resources, and improves on-time performance. The following is a summary of the minor schedule adjustments under evaluation for the August 2026 Service Changes. Additional routes may be included based on community feedback.

<i>Proposed Minor Schedule Adjustments</i>	Details	Routes under Evaluation
<i>Scheduled Time with Potential Minor Frequency Adjustments</i>	May adjust the scheduled time to respond to traffic conditions or operational needs. Based on existing resources, may result in minor frequency adjustments for specific periods of the day (typically a few minutes within a limited window).	<ul style="list-style-type: none"> • Route 2 • Route 7 • Route 10 • Route 311 • Route 333 • Route 337 • UT Shuttles (640-672) • Rapid 803 • Route 985
<i>Additional Trip(s)</i>	May add individual scheduled trip(s) in response to passenger demand and need.	<ul style="list-style-type: none"> • N/A
<i>Minor Routing Adjustments & Updated Bus Stops</i>	May include minor routing and/or minor bus stop location adjustments.	<ul style="list-style-type: none"> • CapMetro is exploring potential utilization of the 183 Managed Lanes for Express routes (no changes to their bus stops)
<i>Minor Pickup Zone Boundary Adjustments</i>	May include minor zone boundary adjustments to Pickup zones in response to community feedback and/or operational needs.	<ul style="list-style-type: none"> • Minor adjustment to Pickup Manor to reduce the zone boundary by .005 square miles in response to community feedback. Due to the operational flexibility with Pickup, this adjustment would be implemented on April 27, 2026, pending Board approval. The specific boundary adjustment can be viewed on the map here.