

To: CapMetro Board of Directors
From: Sharmila Mukherjee, EVP, Chief Strategic Planning and Development Officer
Date: September 13, 2024
Re: Updates on the Proposed Spring 2025 Service Changes

CapMetro staff previously advised the board (via [memo](#) – August 5th) about the proposed Spring 2025 Service Changes, which represent one of the most significant service changes in recent years. These changes feature two new CapMetro Rapid lines and a new Pickup zone in the Decker and Colony Park area, all of which are Project Connect investments.¹ CapMetro staff initiated a public engagement campaign to keep riders informed on the potential changes and gather input to guide the decision-making process. This memo summarizes the recent outreach efforts, and the feedback received. Further details of the engagement efforts can be found in the appendices of the memo.

The proposed service changes build upon the extensive outreach and feedback gathered during the development of the voter-approved Project Connect System Plan. CapMetro initiated preliminary outreach for the new Pickup Decker service on June 27, 2024, to seek input on destinations, service levels and zone boundaries. Feedback was primarily provided through direct communication with key stakeholders and community leaders, at-stop outreach, and an online survey.

In response to community feedback, staff refined the planned Pickup Decker zone boundary (see Appendix A). The 6.9 square-mile zone will operate weekdays from 7 a.m. to 7 p.m. and Saturdays from 10 a.m. to 6 p.m. Community input highlighted the service's role as a key first-last mile connection to several local routes² and the proposed Rapid 837 Expo Center. The zone will also provide direct access to nearby grocery stores, libraries, schools, and retail centers. Additionally, the zone overlaps with [Pickup Northeast Austin](#) east of US-183, offering transfer opportunities to additional Local routes³ and the proposed Rapid 800 Pleasant Valley.

Following the initial public engagement period, focused on refining Pickup Decker service details, CapMetro launched a comprehensive public engagement period for the Spring 2025 Service Changes that included both the new Pickup service and the two Rapid lines (Appendix B). From August 12th through September 11th, 2024, community members provided feedback via an online comment box on the [CapMetro webpage](#). Community members also had the opportunity to speak at a public hearing on the proposed service changes on Wednesday, September 11th.

Staff received 45 comments through the public comment webpage. Of these:

- 14 comments requested 10-to-15-minute frequency for the proposed Rapid lines. We are committed to delivering 10-to-15-minute frequency as soon as possible and anticipate delivering the full vision in 2026. As presented, these lines will start with 20-to-30-minute

¹ Pickup Decker was planned and is partially funded in partnership with Travis County ([Travis County TDP](#)) to provide a neighborhood and activity-centered transit solution in an area of Austin that has been historically underinvested. The Travis County partnership is contingent upon approval of an interlocal agreement between CapMetro and the County for FY 2025.

² Local Routes [20 Manor Road/Riverside](#), [233 Decker/Daffan Ln](#), [237 Northeast Feeder](#) and [339 Tuscany](#).

³ Local Routes [10 South 1st/Red River](#), [300 Springdale/Oltorf](#) and [335 35th/38th](#).

frequency using the resources and infrastructure we have available to create new and important transit connections for the community and support our sustainability goals.

- 13 comments inquired about or requested an adjustment in service levels for other bus routes. Additionally, 6 comments requested additional Pickup service in different areas. We informed commentors that CapMetro is currently updating its 10-year Transit Plan, which will look at all current services and future needs. The feedback provided will be further evaluated in this plan.

CapMetro also implemented an engagement campaign to inform and gather feedback from operators regarding the proposed changes. Communication channels included direct emails, posters in the breakrooms, and TimePoint TV broadcasts, all featuring a dedicated comment box for operator input. Staff also discussed the proposed changes with operators during at-stop outreach and breakroom sessions. A key concern raised by operators was the availability of end-of-line bathroom facilities for the proposed Rapid lines. The new end-of-line Park & Rides are being designed and constructed with dedicated operator bathroom facilities. Until these facilities are completed, staff are actively identifying and securing access to public or private locations along the lines to ensure adequate facilities are available. CapMetro recognizes that providing accessible bathroom facilities is fundamental to operator safety and comfort, and we are fully committed to having these essential amenities in place before the introduction of the new Rapid lines.

Public input is considered and reviewed throughout the engagement process leading up to final recommendations. The CapMetro Board of Directors will consider approving the service change proposal on Monday, September 23rd, 2024, at the regularly scheduled board meeting.

If approved, the minor schedule adjustments would start on Sunday, January 12th, the Pickup Decker zone would begin on Monday, January 13th and the two Rapid lines would launch later in Spring 2025 after essential infrastructure and testing are completed. The introduction of Rapid 800 Pleasant Valley will result in a slight expansion of the CapMetro Access service boundary in southeast Austin, as well as increased hours of operation in some parts of the existing Access service area. CapMetro Access, which provides paratransit service within $\frac{3}{4}$ of a mile of fixed-route services, complements the bus system with comparable hours, days and service area. The CapMetro Access adjustment would take effect alongside the new Rapid line.

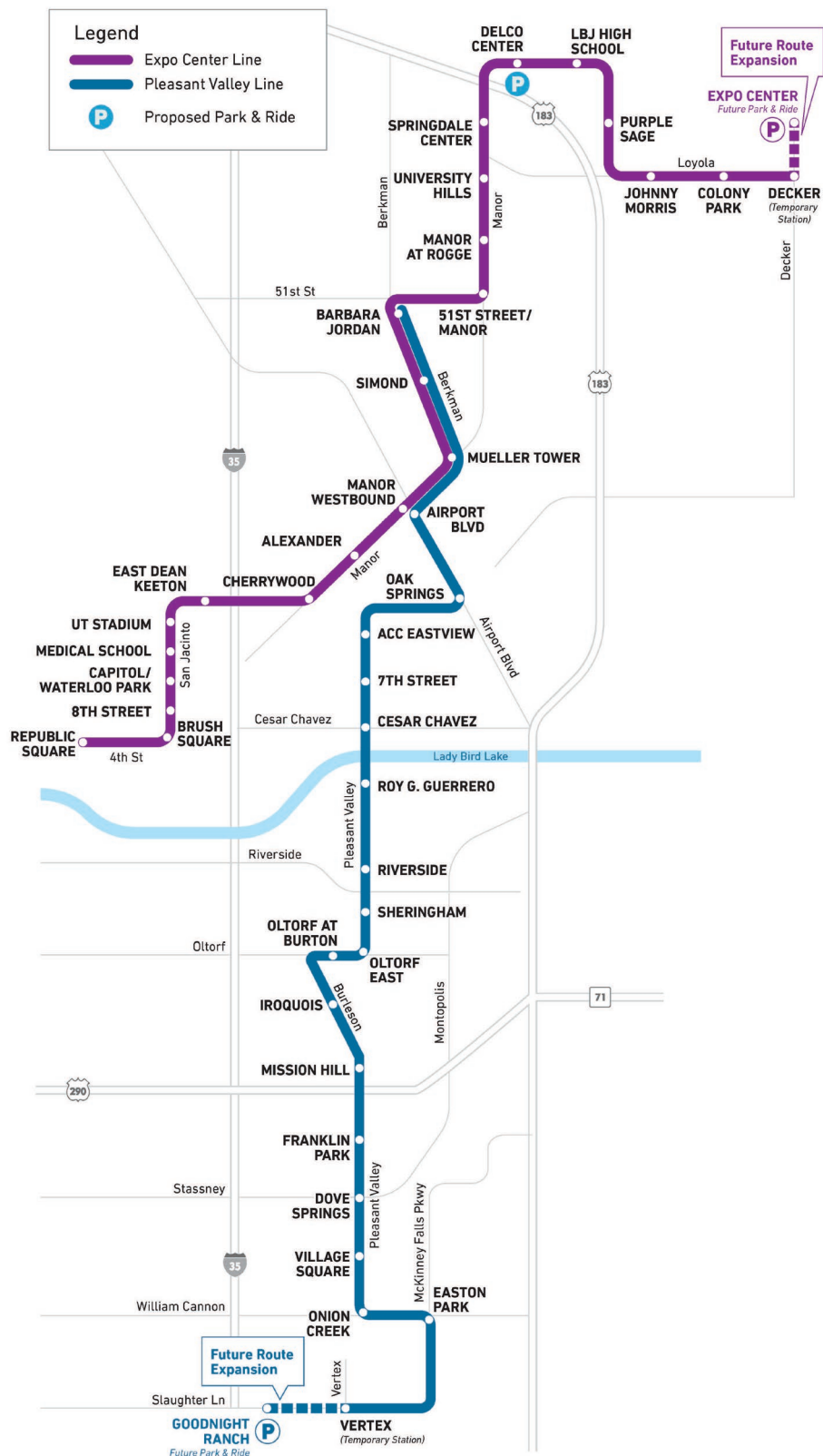
Following board approval, finalized changes will be communicated through promotional materials to promote the final decisions on service adjustments. Further details of engagement efforts for the Spring 2025 Service Changes can be found in the appendices of this memo.

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

Appendix A: Proposed Pickup Decker Service Area



Appendix B: Proposed CapMetro Rapid Routes 800 and 837



Appendix C: Community Engagement for the Pickup Decker Zone

The following is a list of engagement efforts conducted and planned for the proposed Pickup Decker zone, including tailored outreach to ensure customers are informed and able to provide feedback. All print and online materials will be available in Spanish and other languages upon request.

Summary of Community Outreach

- **Survey with Associated Promotion:** CapMetro sent 12,000 postcards to Decker businesses and residents encouraging survey participation, held two public meetings, conducted at-stop outreach, and promoted the survey on social media.
- **Social Media Posts:** A campaign was created to inform the community—riders and non-riders about potential future changes. Targeted social media posts for the associated zip codes occurred between 7/9-7/20.
- **At-Stop Signage:** Placed at key stops throughout the proposed Pickup zone.
- **Pickup App Alerts:** Email and app alerts sent to all registered Pickup and fixed route customers.
- **Flyers:** Informational flyer created for organizations, elected officials, or other community members to disseminate to their networks.
- **Service Change Webpage:** Webpage with information about the proposed change, including the public hearing details and CapMetro contact information for questions
- **Decker Pickup Public Input Page:** A [public input page](#) was created and linked from the [proposed Spring 2025 Service Changes webpage](#) to inform community members about the proposal and allow for them to get involved by providing feedback and information on events to learn more. The page included information in English and Spanish.
- **Advisory Committees:** Members of the CapMetro Customer Satisfaction Advisory Committee (CSAC), the Project Connect Community Advisory Committee (CAC), and Access Advisory Committee received a presentation on the Pickup Decker proposal in September 2024. Email updates were also provided to the Public Safety Advisory Committee (PSAC), the Diversity, Equity and Inclusion (DEI) Advisory Group, and the disabilities rights group ADAPT.
- **Public Hearing Notice and Public Hearing:** September 11, 2024
- **Ongoing Communication & Engagement with Area Leadership:** including but not limited to government affairs outreach and notifications to key community stakeholders and elected officials comprising the local, state and federal delegation that represents CapMetro's service area.
- **In-Person and Virtual Public Meetings:** Hosted several public meetings to discuss proposed changes, ensuring community members had the opportunity to provide input on the proposed zone and ask questions.

Phase I Engagement (Educational Demonstrations about Pickup), March – April 2024

- **Public Input Website**
 - Launched 2/6
- **Community Events and Meetings**
 - Tabling at STEM Night at Overton Elementary — 2/29 from 4:30PM-7PM
 - Colony Park "It's My Park Day" Event Sponsor — 3/2 from 7AM-12:30PM
 - Tabling at Spring Fling at Turner Roberts Recreation Center— 3/23 from 10AM-12:30PM
 - Tabling at Equidad ATX Food Distribution Event at Turner Roberts Recreation Center — 3/28 from 10AM-11AM
 - Tabling at Equidad ATX Food Distribution Event at Turner Roberts Recreation Center — 4/2 from 10AM-11AM
 - Presentation at Equidad Voices— 4/5 from 9:45AM-10:45AM

- **Communication and Meetings with Stakeholders and the Community**
 - CapMetro emailed and provided presentations for stakeholders, neighborhood groups, and community-based organizations

Phase II Engagement (Feedback Collection), June – September 2024

- **Pickup Decker Website**
 - Included information about the proposed changes, including the public hearing and public meeting details.
 - Community members provided feedback about Pickup Decker through the comment box on the webpage.
- **Targeted Social Media posts**
 - Targeted social media posts between 6/26-7/31 with a campaign to inform the community-riders and non-riders about the potential future Pickup zone and solicit surveys
 - Targeted social media posts between 8/12-9/11 with a campaign to inform the community-riders and non-riders about the proposed changes
- **Communication and Meetings with Stakeholders and the Community**
 - Flyers were provided at tabling opportunities and relevant community events
 - Notified businesses and residents via postcards and digital communications week of 7/16
 - Tabling at Equidad ATX Food Distribution Event at Turner Roberts Recreation Center — 6/27 from 10AM-11AM
 - Virtual Presentation at Colony Park Core Team Meeting- 7/2 from 10AM-11:30AM
 - Virtual Presentation at Community Outreach Leaders Meeting- 7/3 from 10AM-11AM
 - In-person engagement at Community First! — 7/24 from 1PM-3PM
 - Emails were sent to businesses and neighborhood associations throughout the week of 07/01
- **Advisory Committees:**
 - CapMetro presented at the September 2024 CapMetro Customer Satisfaction Advisory Committee (CSAC), the Access Advisory Committee and the Project Connect Community Advisory Committee (CAC)
 - Email updates were provided to the Public Safety Advisory Committee (PSAC), the Diversity, Equity and Inclusion (DEI) Advisory Group, and the disabilities rights group ADAPT
- **Communication and Engagement with Area Leadership**
 - Included but not limited to government affairs outreach and notifications to key community stakeholders and elected officials comprising the local, state and federal delegation that represents CapMetro's service area.
- **CapMetro Alerts Text Messages:**
 - Email and text went out to associated subscribers on 6/26, 7/22 and 08/15
- **Block-walking**
 - On 7/3, 7/8, & 7/17 notified 50 homes and businesses in the proposed zone and solicited surveys
- **At-Stop Signage and Outreach**
 - Notified customers through at-stop signage at 48 stops in the proposed area
 - Engaged at 5 highly populated stops in the proposed Pickup zone 7/8-7/11
- **In-Person and Virtual Public Meetings:**
 - CapMetro hosted an in-person public meetings on September 5th from 3:30PM-6:30PM at the Austin Public Library University Hills Branch
 - Virtual Public Meeting held on September 10th from 6PM-7PM
- **Operator Communications**
 - All operators received notice through posters in breakrooms, direct email, and TimePoint TV with comment box for operators to leave feedback and questions

- CapMetro discussed the proposed changes with operators during at-stop outreach
- CapMetro engaged 40 operators in the breakrooms the week of 8/11 and 8/19 to discuss the proposed changes.
- **Message Centers and Brochures**
 - Signage was placed onboard directly behind operator's seats
 - Brochures are available onboard at the front of the bus
- **Public Hearing Notice and Public Hearing: 9/11**

Phase III Engagement (Implementation), January 2025

- **CapMetro Alerts Text Messages:**
 - Email and text will go out to associated subscribers to inform them of the introduction of service
- **Social Media Posts:**
 - Targeted social media posts
 - A campaign created to inform the community—riders and non-riders about introducing Pickup service
- **Message Centers:**
 - Signage will be placed onboard directly behind operator's seats
- **Brochures:**
 - Brochures will be available onboard at the front of the bus
- **Communication and Meetings with Stakeholders and the Community:**
 - CapMetro will email and provide presentations for stakeholders, neighborhood groups and community-based organizations
 - Flyers will be provided at tabling opportunities and relevant community events
- **Ongoing Communication & Engagement with Area Leadership**
 - Included but not limited to government affairs outreach and notifications to key community stakeholders and elected officials comprising the local, state and federal delegation that represents CapMetro's service area.
- **At-Stop Signage and Outreach:**
 - Notify businesses and residents through at-stop signage, postcards and digital communications.
- **Educational Demonstrations**
 - In-person Educational Demonstrations of Pickup: Equidad ATX Food Distribution at Turner Roberts Recreation Center January 23rd, 2025 from 10AM-11AM and Community First! in January 2025

Appendix D: Community Engagement for New Rapid 800 Pleasant Valley and 837 Expo Center

Completed and planned engagement efforts for Rapid services build upon extensive outreach and feedback gathered during the development of the voter-approved Project Connect System Plan. Below is a summary of key engagement activities conducted and planned for Rapid 800 Pleasant Valley and 837 Expo Center, both priority investments under Project Connect. Engagement included tailored outreach to ensure customers are informed and able to provide feedback. All print and online materials were available in Spanish and other languages upon request.

Prior Engagement Activities (Engagement Phase I), 2021-2022

- **Virtual Public Meetings with Live Q&A and Surveys:**
 - [Rapid Virtual Public Meetings, February 2021 to March 2021](#)
 - Approximately half of the feedback was related to project elements and design. Feedback from these public meetings was directly associated with the new station design.
 - [Rapid Virtual Community Update with Live Q&A and Survey, September 2021](#)
 - Detailed information and artist renderings were shared. The meeting was designed to communicate upcoming project details while providing an opportunity for real-time interaction and feedback.
 - [Rapid Community Update Meeting with Live Q&A and Survey, February 2022](#)
 - An overview of the planned Rapid routes and Park & Rides were shared, including project timelines, service amenities and characteristics, and funding. After the presentation, feedback on the importance of amenities was gathered through an online pooling tool.
- **Meetings with Stakeholder Groups and Advisory Committees:**
 - Project updates were discussed with the Project Connect Ambassador Network (PCAN), Interagency Technical Advisory Group and CapMetro Advisory Committees
 - Meetings with community groups, non-profit organizations and neighborhood homeowner associations
- **Various Updates and Notifications:**
 - Monthly eNewsletter and Corridor Program Office eNewsletter
 - Social media posts and event notifications
 - Rapid promotional videos and Fact Sheets
 - Tabling at events, such as the Festival of Good at Goodnight Ranch
 - Direct feedback email, project hotline, and in-person Project Connect office
 - In-person outreach during the groundbreaking in 2022

Recent Service Change Engagement (Engagement Phase II): August 12th-September 11th, 2024

- **Service Change Webpage with Comment Box:**
 - [Webpage](#) includes information about the proposed changes, including the public hearing and public meeting details
 - Community members provided feedback about the proposed Rapid lines through the public comment box.
- **At-Stop Signage:**
 - Signage was posted at key locations along the corridor.
- **In-Person and Virtual Public Meetings:**
 - CapMetro hosted two in-person public meetings at community centers along the routes, including September 4th from 9:30AM-11:30AM at the Austin Public Library Southeast

branch and September 5th from 3:30PM-6:30PM at the Austin Public Library University Hills Branch

- CapMetro also hosted a virtual public meeting on September 10th from 6PM-7PM

- **Communication and Meetings with Stakeholders and the Community:**

- CapMetro emailed and provided presentations for stakeholders, neighborhood groups and community-based organizations
- Flyers were provided at tabling opportunities and relevant community events

- **Ongoing Communication & Engagement with Area Leadership:**

- Included but not limited to government affairs outreach and notifications to key community stakeholders and elected officials comprising the local, state and federal delegation that represents CapMetro's service area.

- **Advisory Committees:**

- CapMetro presented at the September 2024 CapMetro Customer Satisfaction Advisory Committee (CSAC), the Access Advisory Committee and the Project Connect Community Advisory Committee (CAC)
- Email updates were provided to the Public Safety Advisory Committee (PSAC), the Diversity, Equity and Inclusion (DEI) Advisory Group, and the disabilities rights group ADAPT

- **Operator Communications:**

- All operators with Keolis received notice through posters in breakrooms, direct email, and TimePoint TV with comment box for operators to leave feedback and questions
- CapMetro discussed the proposed changes with operators during at-stop outreach
- CapMetro engaged 40 operators in the breakrooms the week of 8/11 and 8/19 to discuss the proposed changes.

- **Message Centers:**

- Signage was placed onboard directly behind operator's seats

- **Brochures:**

- Brochures were available onboard at the front of the bus

- **CapMetro Alerts Text Messages:**

- Email and text went out to associated subscribers.

- **Social Media Posts:**

- Targeted social media posts between 8/12-9/11 with a campaign to inform the community-riders and non-riders about the future potential changes

- **Block-walking:**

- On 09/09, notified 200 homes in the Goodnight Ranch area, next to the future Park and Ride.

- **Public Hearing Notice and Public Hearing:** 9/11

Future Engagement Activities for Implementation (Engagement Phase III): Anticipated Spring 2025

- **CapMetro Alerts Text Messages:**

- Email and text will go out to associated subscribers to inform them of the introduction of service

- **Social Media Posts:**

- Targeted social media posts
- A campaign to inform the community-riders and non-riders about introducing Rapid service

- **Message Centers:**

- Signage will be placed onboard directly behind operator's seats

- **Brochures:**

- Brochures will be available onboard at the front of the bus
- **Communication and Meetings with Stakeholders and the Community:**
 - CapMetro will email and provide presentations for stakeholders, neighborhood groups and community-based organizations
 - Flyers will be provided at tabling opportunities and relevant community events
- **Ongoing Communication & Engagement with Area Leadership:**
 - Including but not limited to government affairs outreach and notifications to key community stakeholders and elected officials comprising the local, state and federal delegation that represents CapMetro's service area.
- **Advisory Committees:**
 - Email updates will be provided to the CapMetro Customer Satisfaction Advisory Committee (CSAC), the Access Advisory Committee, the Project Connect Community Advisory Committee (CAC), Public Safety Advisory Committee (PSAC), the Diversity, Equity and Inclusion (DEI) Advisory Group, and the disabilities rights group ADAPT
- **At-Stop Signage and Outreach:**
 - Notify businesses and residents through at-stop signage, postcards and digital communications.
- **At-Stop Outreach:**
 - Engaging at stops along the CapMetro Rapid Lines to let riders know about new service.
- **Block-walking:**
 - Notifying key businesses along the CapMetro Rapid Lines about the new service.

Subject: CapMetro's Spring 2025 Proposed Service Changes Coming to Your Area!

We are excited to share **CapMetro's Proposed Spring 2025 Service Changes** with you. These changes will provide more transportation options for your area. Please **share this information and flyer attached with your community**. Questions? Learn more at an upcoming public meeting (see information below)! Also, I'm happy to set up a meeting you and your organization to talk through these changes and their impacts more.

Introducing Rapid 800 Pleasant Valley and Rapid 837 Expo Center, **starting in Spring 2025**, after essential infrastructure and testing are completed. These lines will provide frequent service (every 20-30 minutes) and connect key areas in east Austin, including Mueller, ACC Eastview, and Republic Square.



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Minor Schedule Adjustments

Improving reliability on select Bus and Rail routes, effective **Sunday, January 12**.

Public Meetings

We have several opportunities for community members to learn more about these proposed services and ask questions. Register [here](#). Please join us at one of our come and go public meetings:

- **September 4, 9:30 AM-11:30 AM**, Southeast Branch Public Library, 5803 Nuckols Crossing Road.
 - Served by Route 7 and Pickup Dove Springs
 - Kids can enjoy Bilingual Story Time while you attend.
- **September 5, 3:30 PM-6:30 PM**, University Hills Public Library, 4721 Loyola Ln.
 - Served by Routes 30 and 337
 - Kids can enjoy Lego Lab while you attend.
- **September 10, 6 PM-7 PM**, via [Zoom](#)
- **September 11 at noon**, Public Hearing, CapMetro Headquarters, 2910 E. 5th St.
 - Served by Routes 4 and 300.

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

Learn more and submit your feedback at www.capmetro.org/spring2025. Please let me know if you'd like to set up a meeting and/or presentation with your organization. Look forward to hearing from you! Thank you!

Appendix F: Flyers for Spring 2025 Service Changes Engagement

PROPOSED SERVICE CHANGES SPRING 2025



To meet the needs of our customers, CapMetro is proposing the following changes:

CAPMETRO RAPID LINES

Introducing Rapid 800 Pleasant Valley and Rapid 837 Expo Center, **starting in Spring 2025** after essential infrastructure and testing are completed. These lines will provide frequent service (every 20-30 minutes) and connect key areas in east Austin, including Mueller, ACC Eastview and Republic Square.

NEW PICKUP DECKER ZONE

Pickup Decker would start service on **Monday, January 13** and provide on-demand service in Northeast Austin, connecting riders to bus stops and the new Rapid 837.

MINOR SCHEDULE ADJUSTMENTS

Improving reliability on select Bus and Rail routes, **effective Sunday, January 12.**

SHARE YOUR FEEDBACK

Email: engage@capmetro.org

Attend a Public Meeting:

Register for a Public Meeting at:
publicinput.com/spring2025

(Registration is encouraged,
but not required)

- » **September 4, 9:30-11:30 a.m.**
 - Southeast Branch Public Library, 5803 Nuckols Crossing Rd.
 - Kids can enjoy bilingual story time while you attend.
 - Served by Route 7 and Pickup Dove Springs
- » **September 5, 3:30-6:30 p.m.**
 - University Hills Public Library, 4721 Loyola Ln.
 - Kids can enjoy Lego Lab while you attend.
 - Served by Routes 20 and 337

- » **September 10, 6-7 p.m.**
 - Virtual Public Meeting on Zoom

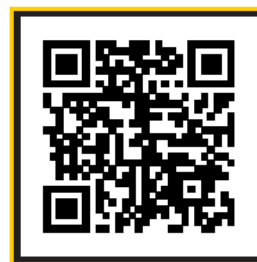
Attend the Public Hearing:

- » **September 11 at noon**
 - CapMetro Headquarters, 2910 E. 5th St.
 - Served by Routes 4 and 300



zoom

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



CapMetro

LEARN MORE : capmetro.org/spring2025

SPRING 2025 PROPOSED SERVICE CHANGES

PROPUESTA DE PRIMAVERA DE 2025 CAMBIOS AL SERVICIO



CAPMETRO IS PROPOSING THE FOLLOWING CHANGES:

- **CapMetro Rapid Lines:** CapMetro Rapid 800 Pleasant Valley and Rapid 837 Expo Center are proposed to begin service in Spring 2025 after essential infrastructure and testing are completed.
- **New Pickup Decker Zone:** Pickup Decker would start service on Monday, January 13 and provide on-demand service in Northeast Austin, connecting riders to bus stops and the new Rapid 837.
- **Minor Schedule Adjustments:** Routine adjustments across the transit system, effective Sunday, January 12.



CAPMETRO ESTÁ PROPONIENDO ESTOS CAMBIOS:

- **Las líneas de CapMetro Rapid:** Se propone que CapMetro Rapid 800 Pleasant Valley y 837 Expo Center empiecen a brindar servicios en la primavera de 2025, luego de completar la infraestructura y las pruebas esenciales.
- **Nueva zona de Pickup en Decker:** Pickup Decker comenzaría el servicio el lunes 13 de enero y brindaría servicio a pedido en el noreste de Austin, conectando a los pasajeros con las paradas de autobús y el nuevo Rapid 837.
- **Cambios menores en los horarios:** Ajustes de rutina en todo el sistema de tránsito, a partir del 12 de enero.

SHARE YOUR COMMENTS OR ATTEND A PUBLIC MEETING

COMPARTA SUS COMENTARIOS ASISTA A REUNION PÚBLICA

capmetro.org/spring2025



Appendix H: Spring 2025 Service Changes Engagement Photos

