

To: CapMetro Board of Directors
From: Sharmila Mukherjee, EVP, Chief Strategic Planning and Development Officer
Date: April 15, 2025
Re: Updates on the Proposed August 2025 Service Changes

CapMetro staff provided a [memo](#) to the Board outlining our proposed August 2025 Service Changes and corresponding community engagement work. This memo provides an update on those activities.

Proposed adjustments to UT Shuttle services require advance review and approval by the University of Texas per our Interlocal Agreement. On March 31, 2025, the UT Shuttle Bus Committee reviewed and unanimously approved the proposed UT Shuttle route adjustments. The UT Shuttle Bus Committee solicits input from students, staff and faculty, and serves as a formal channel of communication and outlet for action on UT Shuttle services. The committee meeting had student representatives from the Tenant Advisory Board, the Graduate Student Assembly, and the Office of the Dean of Students, among others.

CapMetro's service change public involvement plan aims to keep customers informed on the potential changes and gather input to guide the decision-making process. Community engagement kicked off on March 18, 2025, and a public hearing was held on April 14, 2025. During this period, CapMetro staff directly spoke with over 175 customers and 25 operators during at-stop and on-board outreach. The community also had an opportunity to [comment on the webpage](#), participate in a virtual public meeting, and engage through other channels specified in the appendices of this memo.

Feedback from customers and operators has been positive and has reflected interest in the new or improved connectivity options, such as:

- "Very happy about 483 to AUS. It always bothered me that there was no bus from the airport after 11:30 pm when there's plenty of flights coming in after that. Great job addressing that gap!"
- "The night owl extension down Riverside for the 483 will be a game changer. Thank you!"

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 April 21, 2025. If approved, the changes would be implemented on Sunday, August 17, with Route 483 Night Owl Riverside adjustments starting Monday, August 18.

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

Appendix A: Community Engagement for August 2025 Service Changes

The following is a list of all engagement efforts conducted for the August 2025 Service Changes, including tailored outreach to ensure customers potentially affected by proposed changes are informed and able to provide feedback.

- **Communication and Meetings with the UT Shuttle Bus Committee (February 28, 2025 – Ongoing)**
 - On February 28, 2025, CapMetro staff reviewed the proposed UT Shuttle adjustments with the UT Shuttle Bus Committee. The committee provided feedback and unanimously approved proceeding with public engagement on the matter.
 - On March 31, 2025, CapMetro staff reviewed the proposed August 2025 Service Changes with the UT Shuttle Bus Committee and shared preliminary community feedback on the proposed UT Shuttle adjustments. The committee unanimously approved proceeding with the proposed changes.
- **Board Memo (March 18, 2025)**
- **Service Change Webpage with Comment Box (March 18, 2025 – April 14, 2025)**
 - The CapMetro [webpage](#) provides details of the proposed service changes and included an opportunity to provide comments, register for a virtual public meeting, and sign-up to speak at the scheduled public hearing.
- **CapMetro Alerts Text Messages (March 18, 2025 - Ongoing)**
 - Email and text went out to all subscribers.
- **Email to CapMetro's Contact List and Listserv (March 18, 2025 - Ongoing)**
 - Email updates were provided to 10,725 customers, stakeholders and interested members via our contact list and listserv.
 - Emailed applicable UT student organizations and stakeholders with feedback opportunities.
- **Operator Communications (March 25, 2025 - Ongoing)**
 - All operators with Keolis received notice of the proposed change through flyers in their mailboxes, flyers posted in the breakrooms and mailrooms, and TimePoint TV.
 - Discussed the proposed changes with operators during at-stop and on-board outreach and will be an upcoming item at the May 2025 Frontline Town Hall.
 - Discussed the proposed changes with the Amalgamated Transit Union (ATU).
- **At-Stop Outreach with Flyers (March 25, 2025 – April 1, 2025)**
 - CapMetro staff directly discussed the proposed service changes with 141 customers and 23 operators at-stops along the impacted routes. Customers were provided a double-sided one-page flyer in English and Spanish.
- **Late-Night On-Board Outreach for Route 483 Night Owl Riverside (March 26, 2025 – April 3, 2025)**
 - CapMetro staff conducted late-night on-board outreach on Route 483 Night Owl Riverside and directly discussed the proposed service changes with 30 customers and the operators.
- **Public Hearing Notice (March 30, 2025)**
- **Social Media Posts (March 31, 2025 – Ongoing)**
- **CapMetro Advisory Committees (March 31, 2025 – April 9, 2025)**

- Email updates were provided to the Project Connect Community Advisory Committee (CAC), the Diversity, Equity and Inclusion (DEI) Advisory Group, and the disabilities rights group ADAPT on March 31, 2025.
 - Presented at the CapMetro Access Advisory Committee on April 2, 2025, and the CapMetro Customer Satisfaction Advisory Committee (CSAC) on April 9, 2025.
- **Message Centers (April 2, 2025 – Ongoing)**
 - Signage was placed onboard directly behind drivers' seats.
- **At-Stop Signage (April 4, 2025 – Ongoing)**
- **Rack Cards (April 6, 2025 – Ongoing)**
 - Brochures are available onboard at the front of buses.
- **Virtual Public Meeting (April 9, 2025)**
- **Public Hearing (April 14, 2025)**
- **Upcoming Board Meeting (April 21, 2025)**

Appendix B: August 2025 Service Changes Email Sent to Customers

Subject: Service Change 2025 Updates

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.

The proposed major service changes for August 2025 include combining UT Shuttle Routes 670 Crossing Place & 671 North Riverside, extending Route 483 Night Owl Riverside to the airport and minor schedule adjustments. If approved by the CapMetro Board, these changes will start on Sunday, **August 17** with Route 483 Night Owl Riverside adjustments starting Monday, August 18.

More information about the changes is below, while detailed information, including maps of the proposed changes, can be found [here](#).

Route 483 Night Owl – Riverside to the Airport:

The Route 483 Night Owl is proposed to be extended to Austin-Bergstrom International Airport (AUS). This will help provide late-night rides to the airport and the Riverside area, both of which have many people riding late at night.

Combining UT Shuttle Routes 670 and 671:

UT Shuttle routes 670 and 671 are proposed to be combined to allow for service to run more often and more efficiently. This will remove a one-way loop that causes delays and slows down traffic. All current stops will still be served, and buses will run in both directions with only a small change in travel time. This change will help improve service and save resources.

Back to School Service and UT Shuttle Changes:

When school starts, regular service will return on UT Shuttle routes and certain school bus routes. School trips will not return on Route 337 because Rapid 837 services LBJ High School. During the time between Summer and Fall, service will be added for UT orientation and other events.

Small Adjustments to Bus and Rail Schedules:

To make sure buses and trains are on time and reliable, some small changes may be made to bus and rail schedules or stop locations. These changes won't affect the routes, just the times and stops.

Share your Feedback:

Public Meeting: We want to discuss feedback on the proposed August 2025 service changes with the community. Join a virtual public meeting on April 9 from 5-6 p.m. [REGISTER HERE](#).

Public Hearing: Attend a public hearing on April 14 at CapMetro Headquarters (2910 E 5th St.), which is served by Routes 2, 4, 300, 800 and Pickup. 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 14, 2025. 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.

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

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 martin.kareithi@capmetro.org for more info or to request info in another format.

For additional questions contact engage@capmetro.org.

Thank you!

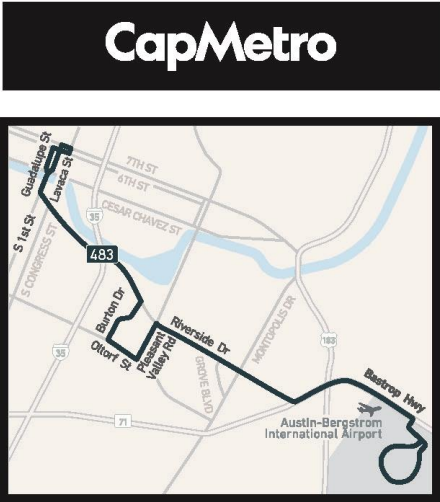
CapMetro Team

Appendix C: Flyer for June 2025 Service Changes Engagement (Double-Sided in Spanish)

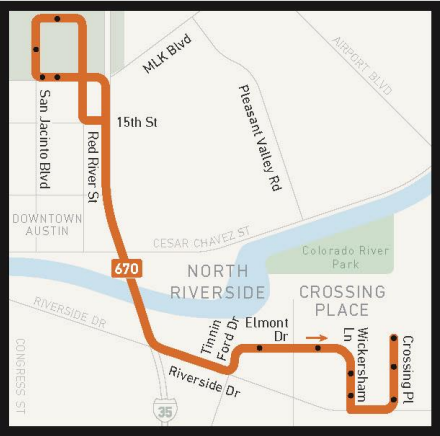
**PROPOSED
AUGUST 2025 SERVICE CHANGES**

CapMetro updates service three times a year to improve your ride and respond to how customers use transit. If approved by the CapMetro Board, the following changes take effect Sunday, August 17, with Route 483 adjustments starting Monday, August 18.

- **EXTENSION OF ROUTE 483 NIGHT OWL RIVERSIDE TO THE AIRPORT**
This extension improves late-night travel between the airport and the Riverside area—both high-ridership areas at night. Community feedback shows strong interest in better airport access, and this change helps late-night travelers, employees and customers.
- **COMBINATION OF UT SHUTTLE ROUTES 670 & 671**
We are combining these two routes to make service more frequent and efficient. The new combined route will be titled Route 670 North Riverside and still stop at the same places. It won't have a one-way loop that causes delays and traffic problems. This is like the successful combining of Routes 640 & 641.
- **SCHOOL SERVICE ADJUSTMENTS**
 - Regular **UT Shuttle and school-trip routes (4, 217, 315 & 333)** transition to normal service levels. School trips will not return on Route 337 because Rapid 837 services LBJ High School.
 - **UT Shuttle service** will operate from 8 a.m. to 6 p.m. every 35 minutes during the transition week between Summer and Fall semesters.
- **MINOR SCHEDULE CHANGES:**
Some routes will have small changes to their schedules to make them more reliable, taking into account traffic and construction. We will post updates online once these are finalized.



PROPOSED ROUTE 483



PROPOSED ROUTE 670 NORTH RIVERSIDE

SHARE YOUR FEEDBACK

- **Join a VIRTUAL public meeting**
April 9 from 5-6 p.m.
Register here:
publicinput.com/august2025
- **Attend a public hearing on the proposed August 2025 Service Changes!**
April 14 at noon.
CapMetro Headquarters (2910 E 5th St.)
Served by Routes 2, 4, 300, 800 and Pickup East ATX.



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 martin.kareithi@capmetro.org for more info or to request info in another format.



GET MORE INFO AT
CAPMETRO.ORG/AUGUST2025

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 2025 Service Changes, beyond the routine transition to school service levels.

<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 640 (Travel Time)
<i>Layovers & Timepoints</i>	May adjust the allocated time or location for a layover/timepoint	<ul style="list-style-type: none">• Route 640 (Layover)
<i>Additional Trip(s)</i>	May add individual scheduled trip(s) in response to passenger demand and need.	<ul style="list-style-type: none">• Route 271 (Evening)
<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">• Route 490 and Route 493 (Routing by Lakeside Apartments)• Rapid 803 (Domain Station)