

To: CapMetro Board of Directors
From: Sharmila Mukherjee, EVP, Chief Strategic Planning and Development Officer
Date: September 15, 2025
Re: Updates on the Proposed January 2026 Service Changes

CapMetro staff provided a [memo](#) to the Board outlining our proposed January 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 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 Sunday, August 10, 2025, and a public hearing for the proposed service change was held on Wednesday, September 10, 2025.

This outreach period partially coincided with engagement for [Transit Plan 2035](#), where community members reviewed and commented on the [Draft Network](#). Transit Plan 2035 also shared the proposed realignments for Route 485 Night Owl Cameron and Route 935 Tech Ridge Express, providing the community with an additional opportunity to comment on this change.

During the public engagement period, CapMetro staff spoke with customers, operators and residents about the proposed January 2026 Service Change during at-stop and on-board outreach. The community also had an opportunity to comment on the [webpage](#), participate in the public hearing, and engage through other channels specified in the appendices of this memo.

Feedback on the service change has been positive and has reflected interest in the new or improved connectivity options, such as:

- "Love late-night access to Eastside Bus Plaza for the 3:00AM Greyhound."
- "Happy about late-night bus service to areas like East 4th-7th Street."
- "I like the proposals, and I am very happy for the change in my area in my community. All the information was great."

A community member requested more details on the proposed stop locations for the service change. [An interactive map](#) with precise stop locations was added to the webpage and will be specified in future webpages. The webpage also includes a detailed list of the minor schedule adjustments currently under evaluation, further specified in the appendices of this memo.

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, September 22, 2025. If approved, these changes would start on Sunday, January 11, 2026, with Night Owl adjustments starting on Monday, January 12, 2026. Due to operational flexibility, the minor Pickup zone adjustments would be

implemented in advance in October 2025 (which would be after approval by the Board and earlier than the implementation date for the overall January 2026 Service Changes).

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

Appendix A: Engagement for the Proposed January 2026 Service Changes

The following is a list of all engagement efforts conducted for the proposed January 2026 Service Changes, including tailored outreach to ensure customers potentially affected by the proposed changes are informed and able to provide feedback.

- **Regional Meetings with our Member Cities (June 5, 2025 – Ongoing)**
 - Collaborated with our member cities to proactively discuss service change concepts and feedback.
- **Board Memo (August 5, 2025)**
- **Service Change Webpage with Comment Box (August 10, 2025 – September 10, 2025)**
 - The CapMetro [webpage](#) provides details of the proposed service changes and included an opportunity to provide comments and sign-up to speak at the scheduled public hearing.
- **CapMetro Alerts Text Messages (August 18, 2025 - Ongoing)**
 - Email and text went out to all subscribers.
- **Email to CapMetro’s Contact List and Listserv (August 18, 2025 - Ongoing)**
 - Email updates were provided to 10,725 customers, stakeholders and interested members via our contact list and listserv.
- **Operator Communications (August 20, 2025 - Ongoing)**
 - All operators with Keolis and MTM 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, on-board outreach, and Transit Plan 2035 engagement activities.
- **Public Hearing Notice (August 24, 2025)**
- **At-Stop Outreach with Flyers (August 25, 2025 – August 30, 2025)**
 - Discussed the proposed service changes with 746 customers and operators during at-stop and late-night on-board outreach. Customers and operators were provided a double-sided one-page flyer in English and Spanish.
- **Flyers Placed at Select Community Locations (August 25, 2025 – Ongoing)**
 - Flyers were placed at select community locations to notify residents about proposed changes.
- **Social Media Posts (August 26, 2025 – Ongoing)**
- **Rack Cards (August 27, 2025 – Ongoing)**
 - Brochures are available onboard at the front of buses.
- **Message Centers (August 27, 2025 – Ongoing)**
 - Signage was placed onboard directly behind drivers’ seats.
- **Late-Night On-Board Outreach for Route 485 Night Owl Cameron (August 28, 2025 – August 30, 2025)**
 - Conducted late-night on-board outreach on Route 485 Night Owl Cameron and discussed the proposed service changes.
- **At-Stop Signage (August 29, 2025 – Ongoing)**
- **CapMetro Advisory Committees (September 3, 2025 – September 10, 2025)**
 - Presented at the CapMetro Access Advisory Committee on September 3, 2025, and the CapMetro Customer Satisfaction Advisory Committee (CSAC) on September 10, 2025.
- **Public Hearing (September 10, 2025)**
- **Upcoming Board Meeting (September 22, 2025)**

Appendix B: Email Sent to Customers on the January 2026 Service Changes

Subject: Proposed Service Changes for January 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.

The proposed service changes for January 2026 include:

- Realignment of Route 485 Night Owl Cameron
- Realignment of Route 935 Tech Ridge Express
- Pickup Zone Adjustments for Manor Pickup and
- Pickup Zone Adjustments for Lago Vista Pickup
- Minor Bus and Rail schedule adjustments.

If approved by the CapMetro Board on September 22nd, 2025, the minor Pickup Zone adjustments would be implemented in October 2025, realignment of Route 935 and minor bus and rail schedule adjustments on January 11th, 2026, and Night Owl Adjustments on January 12th, 2026

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

Share your Feedback or Questions in our comment box [here](#) or by attending a Public Hearing.

Public Hearing: On September 10th 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 September 10th, 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.

Reasonable modifications and equal access to communications including auxiliary aids and services are provided upon request. Please provide notice at least two days in advance by contacting engage@capmetro.org.

For additional questions contact engage@capmetro.org.

Thank you!

CapMetro Team

En español

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 cómo nuestros clientes utilizan el servicio.

Los cambios de servicio propuestos para enero de 2026 incluyen:

- Realineación de la Ruta 485 Night Owl Cameron
- Realineación de la Ruta 935 Tech Ridge Express
- Ajustes en la zona de Manor Pickup
- Ajustes en la zona de Lago Vista Pickup
- Ajustes menores en los horarios de autobús y tren

Si son aprobados por la junta directiva de CapMetro el 22 de septiembre de 2025, los ajustes menores de las zonas de Pickup se implementarían en octubre de 2025, la realineación de la Ruta 935 y los ajustes menores de los horarios de autobuses y tren el 11 de enero de 2026, y los ajustes de Night Owl el 12 de enero de 2026.

[Aquí](#) encontrará información detallada, incluyendo mapas de los cambios propuestos.

Comparte tus preguntas y/o comentarios en nuestra caja de comentarios [aquí](#) o asistiendo a una Audiencia Pública.

Audiencia Pública: Asista a una audiencia pública el 10 de septiembre en la sede de CapMetro (2910 E 5th St.), que está servida por las Rutas 2, 4, 300, 800 y Pickup. Los oradores 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 registrarse para hablar de manera remota es a las 8 a.m. del 10 de septiembre de 2025. Las instrucciones sobre cómo participar virtualmente se enviarán por correo electrónico o teléfono justo 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 registrarse para hablar.

Se ofrecen modificaciones razonables y acceso igualitario a las comunicaciones, incluyendo ayudas y servicios auxiliares, previa solicitud. Por favor, notifique con al menos dos días de anticipación a engage@capmetro.org.

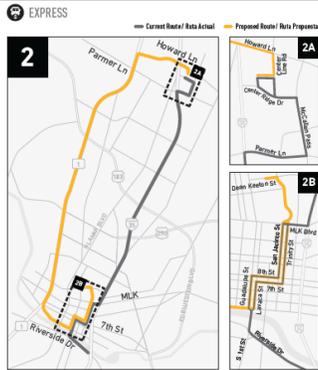
Para preguntas adicionales, contacte a engage@capmetro.org.

¡Gracias!

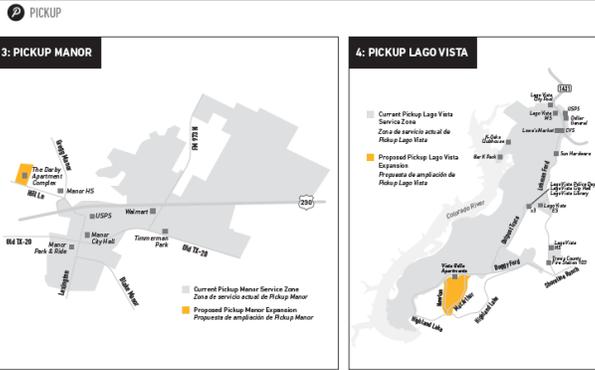
Equipo de CapMetro

Appendix C: Brochure for the January 2026 Service Changes

MAP 2, 2A & 2B Realignment of Route 935 Tech Ridge Express Cambio de recorrido de la Ruta 935 Tech Ridge Express



MAP 3 & 4 Pickup Zone Adjustments Ajustes de Zonas Pickup



CONTACT INFORMATION

CapMetro Web Site: capmetro.org
 Customer Service: 912-474-1200
 Routes & Schedules/GO Line: 912-852-7272
 CapMetro Access: 1-800-VAN-4WORK
 CapMetro Vanpool (call for pricing matching service): 912-389-7480
 CapMetro Administration Office: 912-389-7480
 CapMetro Transit Store: 912-389-7484
 1705 Guadalupe Street

INFORMACIÓN DE CONTACTO

Sitio Web de CapMetro: capmetro.org
 Servicio al Cliente: 912-474-1200
 Rutas y Horarios/GO Line: 912-852-7272
 CapMetro Access: 1-800-VAN-4WORK
 CapMetro Vanpool (servicio para conectar a personas que desean compartir vehículos personales, ya sea dentro o fuera del área de servicio): 912-389-7480
 Oficina de Administración: 912-389-7484
 1705 Guadalupe Street

Objetos Perdidos y Encontrados: CapMetro presta el servicio de objetos encontrados en CapMetro. Si usted pierde un objeto en un autobús, en un autobús de tránsito o en un autobús de tránsito, llame al 912-474-1200 o envíe un correo electrónico a lostfound@capmetro.org. Si usted encuentra un objeto, llame al 912-474-1200 o envíe un correo electrónico a lostfound@capmetro.org. CapMetro no se responsabiliza por objetos encontrados que no sean de CapMetro.

PROPOSED JANUARY 2026
PROPUUESTO ENERO DE 2026

PROPOSED JANUARY 2026 SERVICE CHANGE

Cambios de servicio propuestos para enero de 2026

CapMetro
912-474-1200 | capmetro.org

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 on Sunday, January 11 with Route 485 adjustments starting Monday, January 12.**

Due to operational flexibility, the minor Pickup zone adjustments would be implemented in advance in October 2025.

PROPOSED SERVICE CHANGES

REALIGNMENT OF ROUTE 485 NIGHT OWL CAMERON

The realignment would enable late-night connections to the active nightlife on East 4th, transfers to early morning Greyhound Bus service at Eastside Bus Plaza and improved connectivity within Mueller. The stops that would no longer be served have minimal ridership (0-1 average daily customers).

REALIGNMENT OF ROUTE 935 TECH RIDGE EXPRESS

The realignment would shift non-stop service from IH-35 to MoPac to proactively respond to ongoing construction and traffic impacts. We would remove the segment that serves the TxDOT Riverside campus because these offices have closed. The travel time savings aim to manage demand and reduce traffic associated with IH-35 construction.

This proposed change was developed in collaboration with the City of Austin and other key stakeholders as part of an implementation item under the Climate Pollution Reduction Grants (CPRG). See map 2, 2A and 2B for details.

PICKUP ZONE ADJUSTMENTS

In coordination with regional member cities, proposed zone adjustments to **Pickup Lago Vista** and **Manor** will expand boundaries in targeted areas to increase access and improve customer experience without impacting resources. Due to the operational flexibility with PickUp, this adjustment would be implemented in October 2025. These adjustments were developed in collaboration with member city stakeholders and informed by community and customer feedback.

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 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 of these schedule adjustments will be posted on the webpage once available.

ATTEND A PUBLIC HEARING

The community will have an opportunity to comment on the proposed service changes at a public in-person hearing on

September 10 at noon at **CapMetro Headquarters**, 2910 E 5th St, Served by Routes 2, 4, 300, 800 and Bus Rapid East ATX.

Reasonable modifications and equal access to communications are provided upon request at least two days in advance. Call **Martin Karanthi** at 912.389.7282 or send an email to karanthi@capmetro.org for more details or to request the info in another format.

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 11 de enero, con los ajustes a la Ruta 485 a partir del lunes 12 de enero.

Por temas de flexibilidad operativa, los pequeños ajustes en las zonas de pickup se implementarán antes, en octubre de 2025.

En el futuro, podrán realizarse ajustes más significativos conforme avanzamos con la actualización de nuestro plan a largo plazo. **Transit Plan 2035**, y la visión completa de las rutas rápidas **Rapid 800 Pleasant Valley** y **807 Expo Center**.

PROPUESTA DE CAMBIOS AL SERVICIO

CAMBIO DE RECORRIDO DE LA RUTA 485 NIGHT OWL CAMERON

Este cambio permitiría conexiones nocturnas con la vida nocturna activa en East 4th, transbordos al servicio temprano

CAMBIO DE RECORRIDO DE LA RUTA 935 TECH RIDGE EXPRESS

El recorrido sin paradas se trasladaría de la IH-35 a MoPac para adelantarnos a las obras y el tráfico que se anticipa. También se eliminaría el tramo que va al campus de TxDOT Riverside ya que esas oficinas han cerrado. Esta propuesta se elaboró en conjunto con la Ciudad de Austin y otros socios clave como parte de una acción del programa Climate Pollution Reduction Grants (CPRG).

AJUSTES DE ZONAS PICKUP

En coordinación con las ciudades miembro de la región, se proponen cambios en los zonas de **Pickup Lago Vista** y **Pickup Manor** para ampliar los límites en áreas específicas, aumentando el acceso y mejorando la experiencia de los clientes sin usar más recursos. Gracias a la flexibilidad operativa de Pickup, estos cambios se implementarán en octubre de 2025. Estos ajustes se desarrollaron en colaboración con representantes de las ciudades miembro y tomando en cuenta los comentarios de la comunidad y de los clientes.

ASISTE A UNA AUDIENCIA PÚBLICA

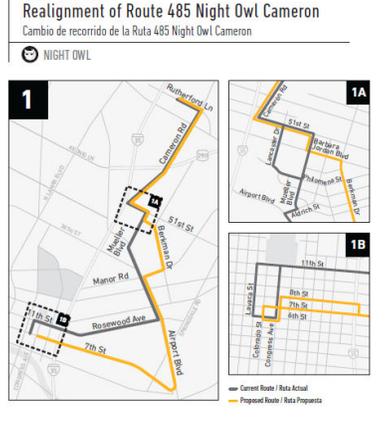
La comunidad tendrá la oportunidad de comentar sobre los cambios de servicio propuestos en una audiencia pública presencial el **10 de septiembre al mediodía en la sede de CapMetro**, 2910 E 5th St, donde pasan las Rutas 2, 4, 300, 800 y Pickup East ATX.

Se podrán realizar modificaciones razonables y brindar igualdad de acceso a las comunicaciones previa solicitud con al menos dos días de antelación. Llame a **Martin Karanthi** al 912.389.7282 o envíe un correo electrónico a karanthi@capmetro.org para obtener más información o solicitar información en un otro formato.

SHARE ANY CONCERNS OR QUESTIONS AT

COMPARTE SUS INQUIETUDES O PREGUNTAS EN

MAP 1, 1A & 1B Realignment of Route 485 Night Owl Cameron Cambio de recorrido de la Ruta 485 Night Owl Cameron



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 January 2026 Service Changes.

<i>Proposed <u>Minor</u> 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 1 • Route 2 • Route 3 • Route 4 • Route 325 • Route 465 • Route 656 • Route 661 • Route 672 • Rapid 801 • Rapid 803
<i>Additional Trip(s)</i>	May add individual scheduled trip(s) in response to passenger demand and need.	<ul style="list-style-type: none"> • Two additional evening trips for Route 271 Del Valle Feeder in coordination with Travis County • Additional trips in the afternoon for Rapid 801 North Lamar/South Congress to assist with passenger loads
<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"> • Ongoing discussions with Del Valle ISD regarding Route 271's Del Valle High School bus stops