

UPDATE: City of Austin

Community Technology & Telecommunications Commission



METRO

Capital Metro Information Technology

Charlie Jackson – Director of Transit Technology Systems



Cap Metro's Civic Purpose



To transform the daily lives of Central Texans by providing a robust, sustainable, transportation network that connects people and communities to jobs and opportunities.

2014-2019 Strategic Plan

Cap Metro Fast Facts



- **History:** Established in 1985.



- **Current Ridership:** 27.7 M boardings
(21,095 per day)



- **FY2020 Budget:** \$361,247,984
(funded in part by a 1% sales tax)



- **Staffing:** 1,400+ overall



- **Vehicles:** 819 (bus, rail, express, vanpools, paratransit)



Cap Metro Transit Systems

- **Staff:** 6 Application Administrators, supported by 2 DBAs, a GIS specialist, 3 IT project managers, and a dozen software companies.
- **FY2020 Budget:** \$12 M
(OPEX/CAPEX)
- **Systems:** 22 different systems for Bus, Rail, Paratransit, and Customers



Civic Priorities



- Increase transit ridership
- Reduce vehicle traffic
- Prepare for Austin's growth

Continued Ridership Gains

- Ridership up 4.5% for the year since Cap Remap, including a 14% increase on MetroRapid
- 8% increase over September 2018, including a 38% increase on MetroExpress
- Ridership has increased across all Pickup zones, with record high numbers last week in the Walnut Creek and Northeast Austin zones



New Initiatives: Updated Mobile App

- Easier Fare/Pass Purchasing
- Apple Pay and Google Pay
- Quicker Pass Access
- Faster Real-Time Tracking
- More Robust Trip Planner

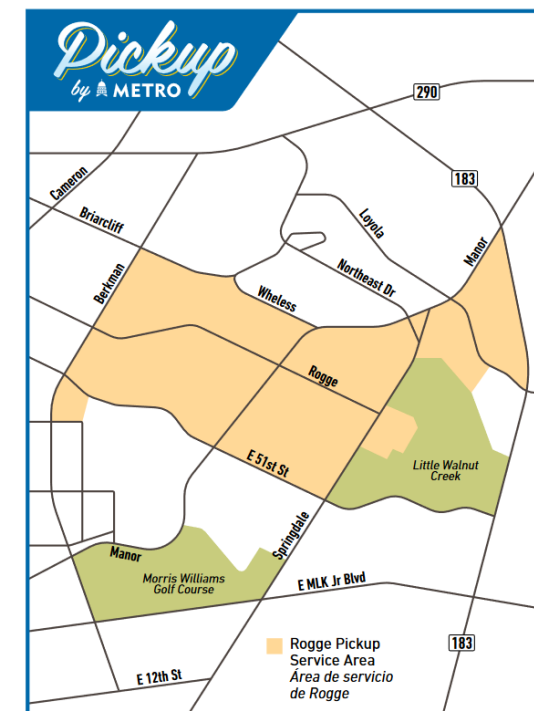


New Initiatives: Pickup Zones

- Door-to-Door service for price of regular fares
- Five zones operational (East ATX, Exposition, Manor, Northeast ATX, Walnut Creek)
- More zones in the future



Pickup East ATX



Pickup Northeast
ATX



New Initiatives: Ticket Vending Machines

- Replacements for existing TVMs at Rail Stations
- Additional TVMs at other transit centers



New Initiatives: E-paper DMS Signs

Real-time Departures



PSAs

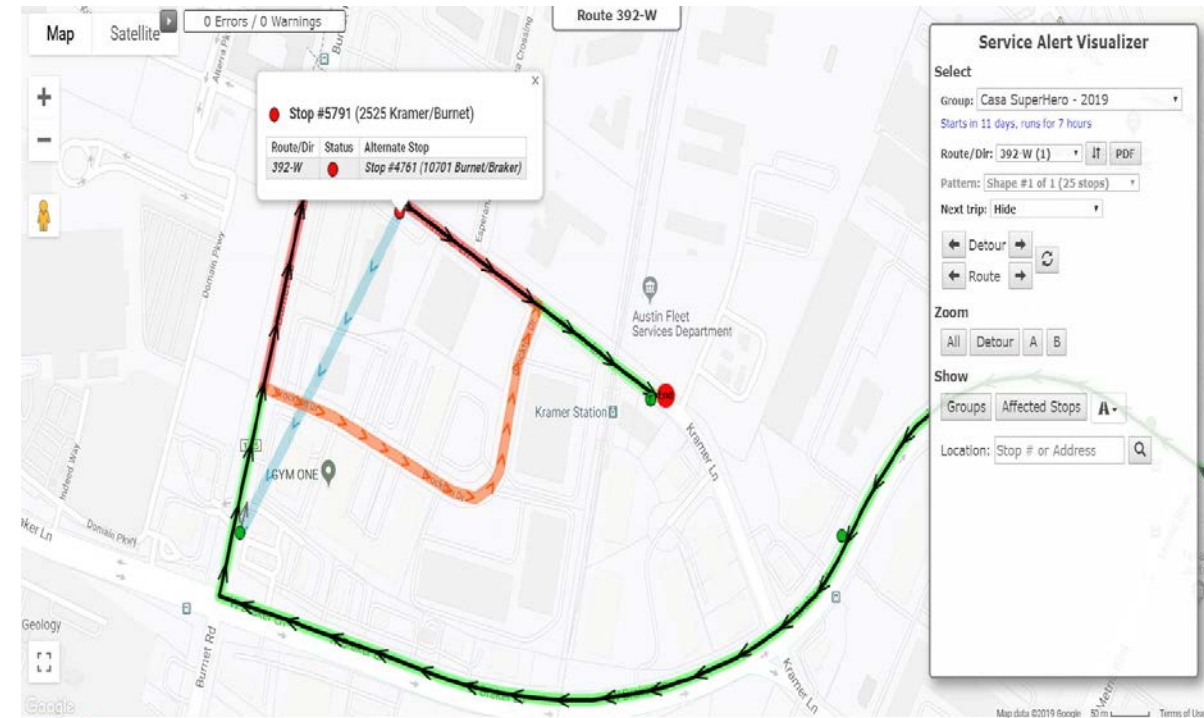


Wayfinding



New Initiatives: Detour aware real-time data

- Blocks are enumerated by calendar day with time slices
- Correlation & assignment of unique IDs
- GTFS Merged data
- Available to Mobile App and internal systems
- Award-winning!



New Initiatives: Onboard Information Displays

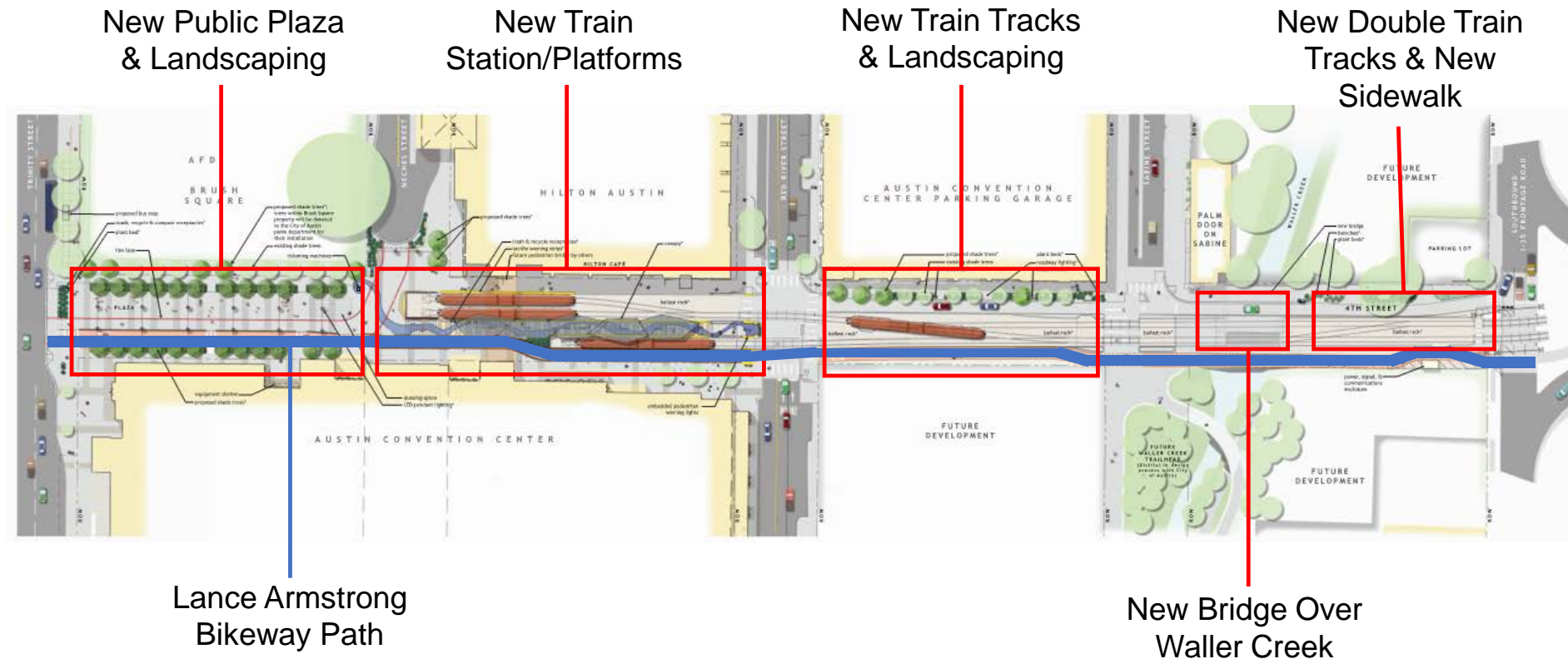


New Initiatives: Electric Buses

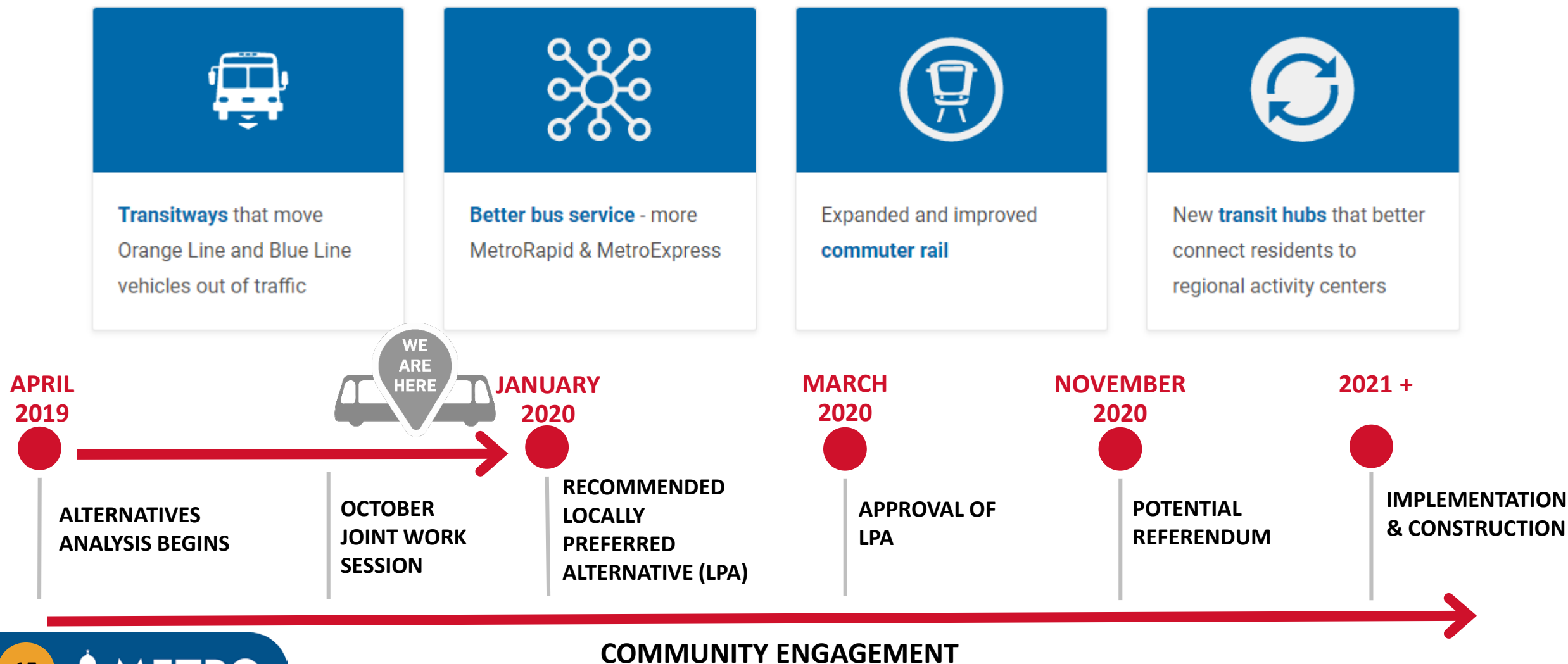
- Fleet plan requires replacement of 33 buses in FY20
- 10 of these will be electric buses



New Initiatives: New Downtown Rail Station



New Initiatives: Project Connect





METRO

THANK YOU!