



ServicePlan2020 is a comprehensive analysis of the entire Capital Metro bus system that will provide a roadmap for growth over the next 10 years. While Capital Metro continuously strives to improve bus service, the ServicePlan2020 effort is essential in meeting the current and projected needs of the Central Texas region.

ServicePlan2020 will seek to improve *your* transit system, specifically:

- Design bus services to better meet the needs of the region
- Increase transit ridership to manage traffic congestion and improve air quality
- Increase cost effectiveness of bus operations

Elements of the **ServicePlan2020** study include:

- Existing system conditions analysis - *What works well and what does not*
- Market research - *Demographics, travel patterns, needs of existing and potential riders*
- Community Participation - *Advisory committees and public feedback*

Community participation is vital to the success of **ServicePlan2020**, which may eventually recommend significant changes to existing bus services. Capital Metro staff and consultants will work closely with two advisory committees representing technical and community stakeholder groups throughout the project. Community meetings and open houses will allow customers and the general public to provide valuable feedback on existing services, unmet needs, and ultimately help determine future service plans.

Community meetings and open house events will be held in August and November to seek your input on **ServicePlan 2020**.

Capital Metro will provide constant project updates and opportunities for feedback throughout the project.

ServicePlan2020 Milestones	
June 2009	Initial Recommendations
July 2009	Technical & Community Advisory Committee Workshops
August 2009	Open Houses & Community Meetings
September 2009	Refined Alternatives
October 2009	Technical & Community Advisory Committee Workshops
November 2009	Open Houses & Community Meetings
December 2009	Preferred Alternative
January 2010	Draft Plan
February 2010	Final Plan
August 2010	Plan Implementation