

Capital Metro Service Plan 2020

Date

 SERVICE PLAN



What is Service Plan 2020?

- Create roadmap for system to grow over the next 10 years
- Holistic view of system performance
- Improve system performance and address existing and projected unmet needs
- Assess passenger facility needs, including downtown transit center

SERVICE PLAN



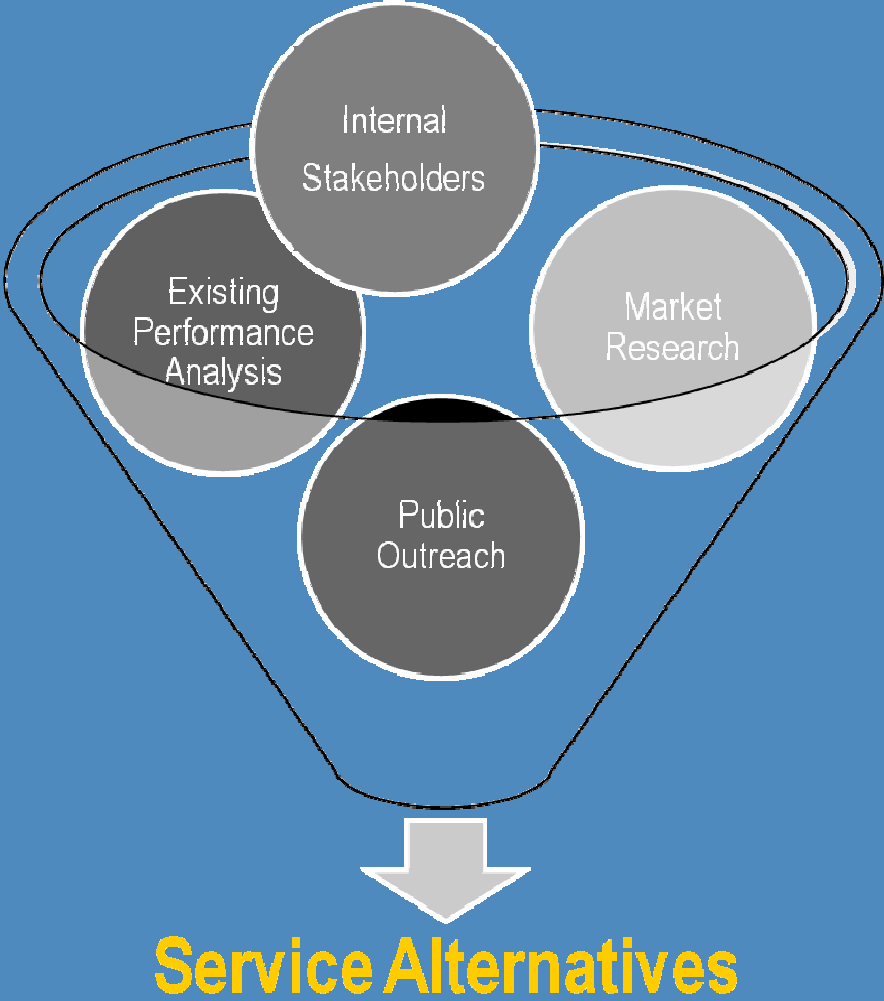
Why Do Service Plan 2020?

- Service has not been comprehensively reviewed for over 20 years
- Area growth and changes in travel patterns
- Meet needs of transit-dependent populations, identify new markets for service
- Connect people with jobs and places

SERVICE PLAN



Elements of Service Plan 2020



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Work Completed To Date

- Stop Level Ridership Analysis
- Review Customer Comments or Request for Service
- Operational Issues (through bus operators)
- Board Input
- Market Research
- Transit Competitiveness Index Analysis
- Initial Technical and Community Advisory Committee meetings

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Advisory Committees

- **Technical Advisory Committee**
 - Regional Transportation / Governmental Agencies
 - Educational Institutions
- **Community Advisory Committee**
 - Community Advocacy Groups
 - Social Service Organizations
 - Participating Suburban Communities
 - Transit Rider Groups

2020 SERVICE PLAN



Advisory Committee Role

- Provide input on issues in your areas affecting Service Plan 2020
- Respond to service concepts and recommendations before their presentation to the public
- Spread the word about Service Plan 2020

 SERVICE PLAN

2020 



Next Steps



Elements of Service Plan 2020

