

# Capital Metro Service Plan 2020

Date

 SERVICE PLAN



**METRO**

# 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

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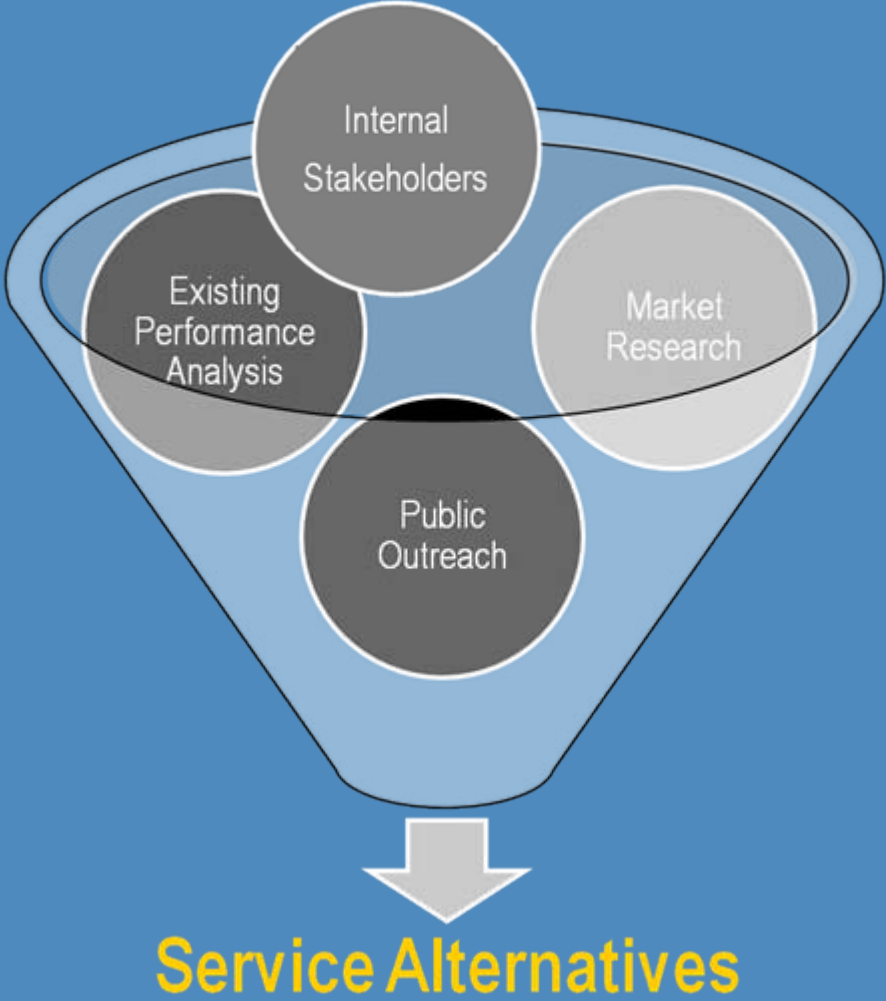
# Why Do Service Plan 2020?

- 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

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# 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

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# Advisory Committee Role

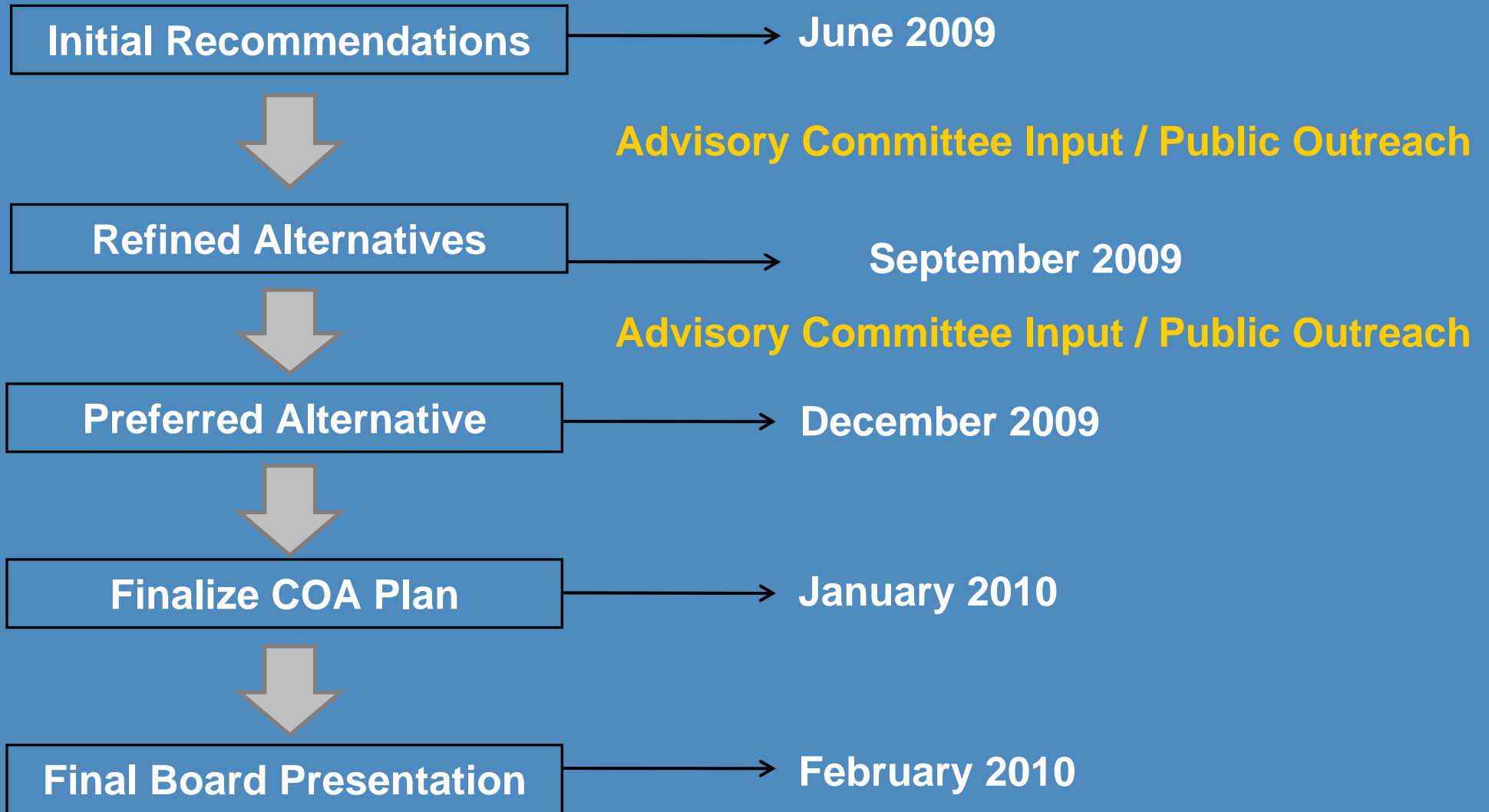
- Provide input on issues in your areas affecting Service Plan 2020
- Respond to service concepts and recommendations before their presentation to the public
- Spread the word about Service Plan 2020

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# Next Steps



# Elements of Service Plan 2020

