

GUIDING PRINCIPLES

For employees of Capital Metro and our service providers, delivering exceptional service is the heart of our business. Each of us contributes to our mission by embracing these guiding principles:



COLLABORATION

We seek partnerships that share our values and support our mission.

ADAPTABILITY

We are willing and eager to learn, listen and look for ways to do better.

PARTICIPATION

We believe in our service enough to ride it frequently. We empower ourselves to speak up to improve our service.

MISSION

We are guided by our focus on exceptional service and being the leader to solve mobility challenges.

ENGAGEMENT

We involve all segments of our diverse and amazing community. We encourage our team to serve with a spirit of fun.

TRANSPARENCY

We openly communicate with each other and those we serve. Each day is an opportunity to earn trust.

RESPECT

We appreciate the value everyone brings. We are polite and helpful to each other and to our customers.

OWNERSHIP

We are accountable to our mission and strive for improvement. We are responsible stewards of the limited resources entrusted to us.