

CORE VALUES

Safety, Equity, Innovation,
Transparency and
Sustainability

Mission

To empower, enhance and serve the region and its communities through the responsible delivery of high-quality public transportation.

Vision

CapMetro is integral to the region and its communities, providing connectivity, fostering economic activity and ensuring safe, environmentally sustainable and equitable access to opportunity.

| Goals | Objectives |
|--|---|
| <p>Customer Provide a convenient, desirable and accessible option for mobility in the region and its communities.</p> | <ul style="list-style-type: none"> A Provide a reliable and safe transit service. B Continue to improve the customer experience. C Ensure the system is accessible for everyone in the region. |
| <p>Community Demonstrate our value to a growing region by collaborating with partners and communities.</p> | <ul style="list-style-type: none"> D Support sustainable growth through improved access to jobs, services and opportunities. E Continue to improve the environment by transforming into a fully carbon-neutral transit agency by 2040. F Engage the community, customers and stakeholders in a constant process to reflect their input in the transit system and respond to immediate needs. G Foster community conversations to improve regional mobility. |
| <p>Workforce Invest in a productive and valued workforce.</p> | <ul style="list-style-type: none"> H Recruit, hire and develop an engaged workforce from a diverse talent community. I Foster an inclusive, collaborative culture that develops a diverse and engaged workforce. J Expand and develop a highly skilled workforce to meet the changing needs of the agency and community. |
| <p>Org. Effectiveness Deliver responsibly and sustainably on the mission.</p> | <ul style="list-style-type: none"> K Be a fiscally responsible and transparent steward of public funds. L Advance the culture of safety throughout the organization. M Balance investments while prioritizing a state of good repair. |