

CapMetro

Access Advisory Committee

October 2026



Service Standards and Guidelines Update 2026

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Agenda

Service Standards Overview

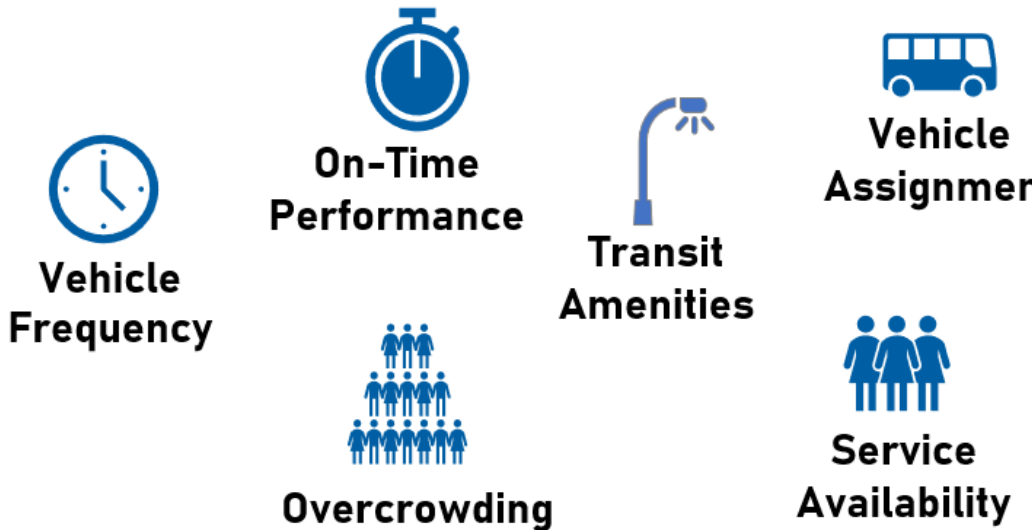
What's Being Updated

Next Steps

Why are Service Standards Important?

They are federally required for fixed route.

They provide the agency with tools to implement and evaluate good transit.



- **Guidelines** for what a good transit system is
- **How we measure and evaluate service**, and when a change is warranted
- **Service Change Process** (how we make decisions and implement them)

Goals of the 2026 Service Standards and Guidelines Update



Align Standards with Existing Operations



Ensure Standards are Feasible



Maintain Compliance with FTA Regulations



Provide Clear and Engaging Public-Facing Content

Overview of What's Being Updated

Restructured
for readability



Set standards more
wholistically for
CapMetro service



New service type
categories for
service monitoring



Tweaks to most
fixed route bus
standards



New bus and rail
on-time
performance



Major update to stop
level classifications
(1, 2, 3, and 4)



Update to Amenity
Distribution process



The information covered on this slide is not finalized. Final proposed changes to the Service Standards and Guidelines will be available online on October 23, 2026.

Key Accessibility Updates

- More detail on CapMetro Access, listed among other services CapMetro provides
- Information about the $\frac{3}{4}$ mile paratransit boundary
- Brief overview of federal accessibility requirements that impact all CapMetro services
- Updated stop and station design guidelines, with more clarity around tactile wayfinding and detectable warning strips

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PROPOSED Pickup Guidelines and Standards ✨

Pickup Design Guidelines

CapMetro Pickup Zones:

- Can be implemented in areas where it is difficult to operate fixed route services.
- Should increase access to the larger transit network.
- Should serve transit gaps and connect to key destinations.
- Should be a manageable size to ensure quality customer service.

Pickup Standards



On-Time
Performance



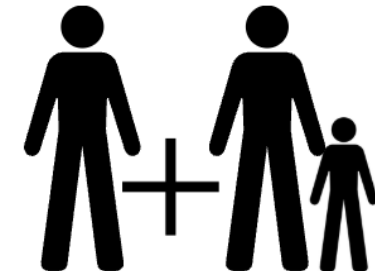
Productivity



Access Rider
Trips



Service
Reliability



Shared Rides

NEW STANDARD

Fixed Route On-Time Performance Metrics

Existing Standards

Service Type	On-Time Window	On Time Standards
Commuter Rail	0-3 Minutes	90%
Bus	0-6 Minutes	85%

Proposed Standards

Service Type	On-Time Window	On Time Standards
Commuter Rail	-0.5-7 minutes	92%
Bus	-0.5-5.5 minutes	80%

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Transit Stop Classification Changes Under Consideration

- Changing the wait time metric to increase ridership threshold and qualify stops for a shelter
- More well-defined thresholds for transit centers and end-of-line facilities
- Refined amenity distribution prioritization rubric
- More clarity on when an amenity might be removed
- Tweaks to ridership thresholds TBD
- Feasibility: A focus on implementing Standard amenities, though “Vital” and “Optional” classifications are still in place

CURRENT STANDARDS	
LEVEL 1  0-14 Riders	Landing Pad Pole
LEVEL 2  15 - 50 Riders or <15 with a long wait	Seating Waste Receptacle
LEVEL 3  50+ Riders or Rapid or Rail Station	Shelter Lighting Security Camera Real Time Info
LEVEL 4 Transit Center or Transit Hub	Landscaping Bike Racks

Next Steps

- Board Briefings
 - Memo with one-on-one meetings conducted upon request.
- Member Cities and Regional Partners
 - Engagement in October-November
- Advisory Committees
- Public Engagement
 - Document available online in English and Spanish for public comment, October 23 – November 22
- Board Adoption in January 2027

CapMetro

Thank you!