

CapMetro

Customer Satisfaction Advisory Committee

October 2026



Service Standards and Guidelines Update 2026

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Agenda

Service Standards Overview

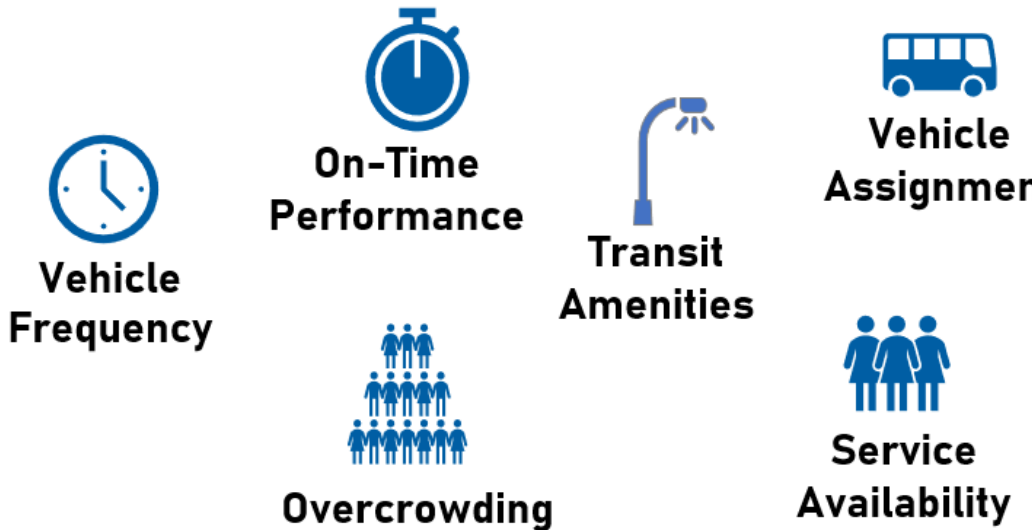
What's Being Updated

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)

Why Update the Service Standards and Guidelines?



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
holistically for
CapMetro service



New service type
categories for
service monitoring



Tweaks to most
fixed route bus
standards



New bus and rail
on-time
performance



The information covered on this slide is not finalized. Final proposed changes to the Service Standards and Guidelines will be available online on October 30, 2026.

Next Steps

- Public Engagement
 - Document available online in English and Spanish for public comment, October 30 – December 14
- Public Hearing on December 14, 2026
- Board Adoption in January 2027

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Thank you!