CapMetro

Draft Service Standards and Guidelines Review

November 12, 2026

Agenda

Service Standards Overview

What's Being Updated

Next Steps

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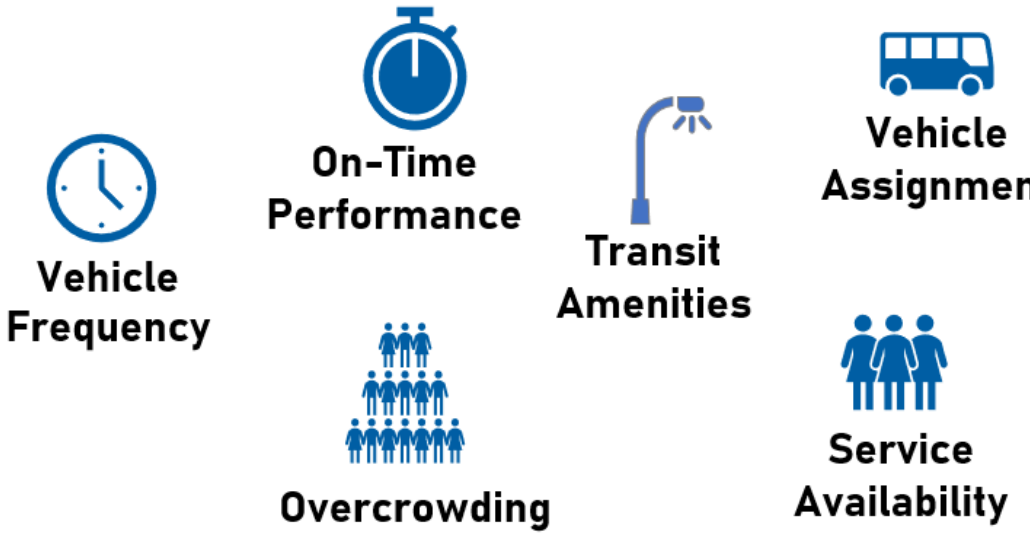
Why are Service Standards Important?

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 Changed

Restructured for readability



Set standards more wholistically for CapMetro service



Note: No LRT standards yet!

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



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What we'll focus on in today's meeting

Restructured for readability



Set standards more wholistically for CapMetro service



1. Includes New Pickup Standards

New service type categories for service monitoring



Tweaks to most fixed route bus standards



New bus and rail on-time performance



2. Affects all fixed route, including Rapid

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



3. Affects all transit stops, including future LRT EOL

Update to Amenity Distribution process



Pickup

New Guidelines, Standards, and Service Change Process

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Proposed Changes to Existing Standards

	Measures/KPI	Criteria	Point Values	Max Points Available
Community Characteristics	Population Age 65 and Over	Zone compared to overall population demographics (*2019 Block Group used: 9.2 Service Area Average*)	Baseline of service area metrics begins at midpoint of 3 points. For every 20% above service area average, the zone scores an extra point. For every 20% below the average the zone loses a point. These service averages will need to be adjusted as new yearly ACS/Census data is published.	5
	Zero Car Households	Zone compared to overall population demographics (*2019 Block Group used: 5.1% Service Area Average*)		5
	Median Household Income	% meeting affordable housing requirements, compared to overall population demographics (*2019 Block Group used: $85,471 Median Household Service Area Average*)		5
	Households in Poverty	Zone compared to overall population demographics (*2019 Block Group used: 10.13% Service Area Average*)		5
	Minority Population	Zone compared to overall population demographics (*2019 Block Group used: 26.7% % Service Area Average*)		5
	Essential Services (Medical, Grocery, School, Shopping, Affordable Housing)	Serve significant destination needs within the service zone not served by local bus	1/2 Point is awarded for each type of service contained within a zone	5
			COMMUNITY CHARACTERISTICS MAXIMUM TOTAL POINTS AVAILABLE:	**30**

	Measures/KPI	Criteria	Point Values	Max Points Available
Service Quality	**On Time performance** (15 min or less wait time)	% of trips that meet this 15 min or less threshold. (*92% or better OTP ideal*)	An increase in 2% OTP increases 1 point	10
	Square Mileage: Urban zone	Ideal = 3 square miles in-town or smaller	Points drop as size increases above 3 Sq Mi.	10*
	Square Mileage: Suburban + zone	Ideal = 6 square miles suburban or smaller	Points drop as size increases above 6 Sq Mi.	
	Ridership: Passenger per hour	Riders per service hour (4 passengers per hour or more is an ideal benchmark)	Each Increase of 0.5 pax/hr. increases score 1 point	10
			SERVICE QUALITY MAXIMUM TOTAL POINTS AVAILABLE:	**30**

	Measures/KPI	Criteria	Point Values	Max Points Available
Sustainability	**Cost Effectiveness**	Pre-designated generalized cost per passenger trip *(Based on zone experience)*	Lower cost per passenger = higher the score. *($15/ passenger is the median with 5 points)*	10
	MetroAccess Customers using Pickup	% in zone using Pickup *(Based on zone experience)*	Higher % of MA users on Pickup = Higher score. (*5% is the median and scores 5 points*)	10**
	Mobility impaired passengers Transported	% of disability assistance request trips *(Based on zone experience)*	Higher % of mobility impaired users = Higher score. (*2.5% is the median with 5 points*)	
	Shared Rides	% of trips shared with other passengers *(Based on zone experience)*	Higher % of shared rides = Higher zone score. (*30% is the median and scores 5 points*)	10
			SUSTAINABILITY MAXIMUM TOTAL POINTS AVAILABLE:	**30**

Keep	60 plus	**TOTAL COMBINED SCORE MAX POSSIBLE:** **90**
Adjust	41 - 59	
Discontinue	40 or less	

* Measure would be either for an in-town zone or a suburban plus zone.
** Total of 10 points split between two measures unless a zone has no MetroAccess customers. In that case mobility impaired passengers would account for all 10 points.

Guidelines for Designing Pickup Service

- Chapter 2: Guidelines for Designing a Good Transit System

Standards for Evaluating Pickup Service

- Chapter 3: Service Standards

Integrated Pickup into the **Service Change Process**

- Chapter 4: Service Changes

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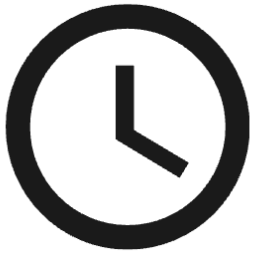
PROPOSED Pickup Guidelines and Standards

Pickup Design Guidelines

CapMetro Pickup Zones:

- Can be implemented in areas where it is difficult to operate fixed route.
- 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



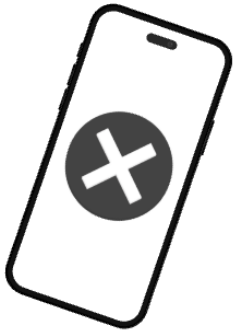
On-Time Performance



Productivity

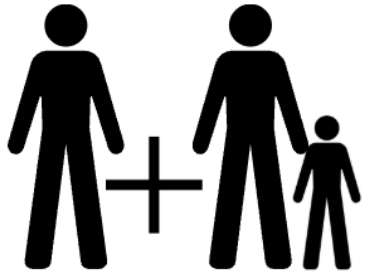


Access-User Trips



Service Reliability

NEW STANDARD



Shared Rides

On-Time Performance

For at least 80% of all trips within a zone, Pickup vehicles should arrive within 5 minutes of the quoted arrival time.

Arrives within 5 minutes of quoted time
80% of all trips

Productivity

Pickup zone productivity can be measured through how many people ride the service per hour.

Low	0 – 2.5 riders per hour
Medium	2.6 – 3.5 riders per hour
High	3.5 or more riders per hour

Access User Trips

For Pickup zones that overlay with the CapMetro Access boundary, we expect a certain percentage of trips in the Pickup Zone to be from CapMetro Access customers.

Zone Type	ADA Paratransit Trip Shifting
Partially served by Access	5% of trips
Fully served by Access	10% of trips

Service Reliability

No more than 2% of all trips should be denied.

Service Reliability Standard
<=1.9% of trip requests met with "seat unavailable"

Shared Rides

40% of total trips should be shared rides.

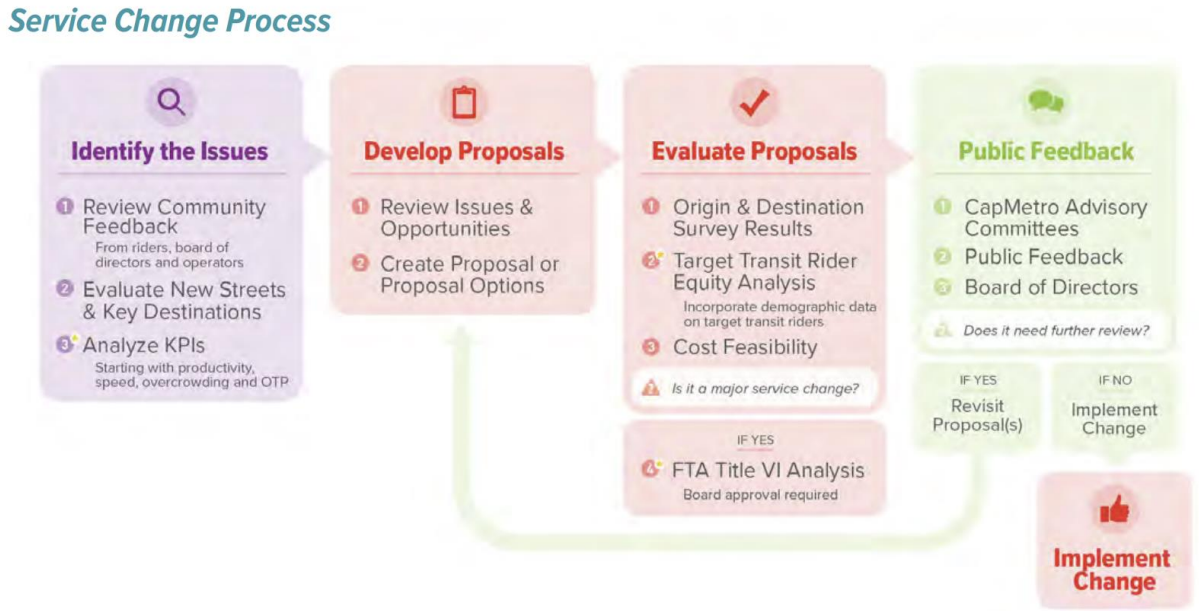
Shared Rides Standard
>=40% of total trips are shared rides

Pickup Service Changes

- **All** Pickup changes go through the Service Change Process that happens in January, June, and August.

- Major Pickup changes must be identified in the Transit Plan.

- Details the implications for
  - When underperforming fixed route service could be replaced with Pickup
  - When Pickup could transition into fixed-route service



Updated Fixed Route OTP

Better Matching Existing Daily Operations

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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 to 7 minutes	92%*
Bus	-0.5 to 5.5 minutes	80%*

*All OTP Standards are updated regularly in the Agency Scorecard.

Transit Stop Classification Changes

Levels 1, 2, 3, and 4

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Implications of Amenity Standard Changes

- **More stops qualify for shelters**, aligning with community priorities
- Substantially **lower maintenance costs** long term
- **Higher priority on customer requests** when prioritizing stops for upgrade
- Amenities still prioritized where **customers need them most**
- **Implementation is still context sensitive –** may change due to environmental constraints or operational needs



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Transit Stop Classification Changes

CURRENT STANDARDS

	STANDARD AMENITIES
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



Level 1
0-19 BOARDINGS

Landing Pad
Pole

+

Level 2
20-49 BOARDINGS

Seating
* Level 2 stops with a long wait time qualify for a shelter.

+

Level 3
50+ BOARDINGS
and Rapid and Rail Stations
and any stop w/in 500ft of Rail

Shelter
Lighting

+

Level 4
250+ BOARDINGS AND PROPENSITY FOR HIGH TRANSFER VOLUME
All transit and layover facilities and park and rides*

Security Camera
Bicycle Racks
Real Time Info
Waste Receptacles

Prioritizing Stops for Upgrade

People with High Amenity Need Indicators



Low-income households

Zero vehicle households

Individuals with low English proficiency



Older adults (65+)



Youth (14 and younger)



Individuals with disabilities

70% weight

Customer Feedback



20% weight

Proximity to Key Destinations



10% weight

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Next Steps

- **Public Engagement**
  - Document available online in English and Spanish for public comment, October 30 – Dec 14
  - Public Hearing December 14
- **Final Changes to Document**
- **Board Adoption in January 2027**

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Thank you!