

CapMetro

Service Guidelines & Standards

April 13, 2022

Background

- **Purpose of Service Guidelines & Standards:** establish clear, consistent guidelines for how CapMetro identifies when and where to place transit amenities
 - Last updated by CapMetro Board adoption in 2015 (Resolution: CMTA-2015-88)
 - Current guidelines do not include digital amenities, such as wifi
- **SG&S update process has been initiated**
 - Fall 2022: Public involvement & review by CapMetro Diversity, Equity and Inclusion Director
 - Winter 2022/23 : Updated guidelines presented to CapMetro Board for consideration
- **FY 2023-2027 CIP process is further along**
 - Interim guidelines will be used for budget development and will guide amenity investments until new standards approved by CapMetro Board (Est. Winter 2022/23)

Passenger Amenity Service Guidelines

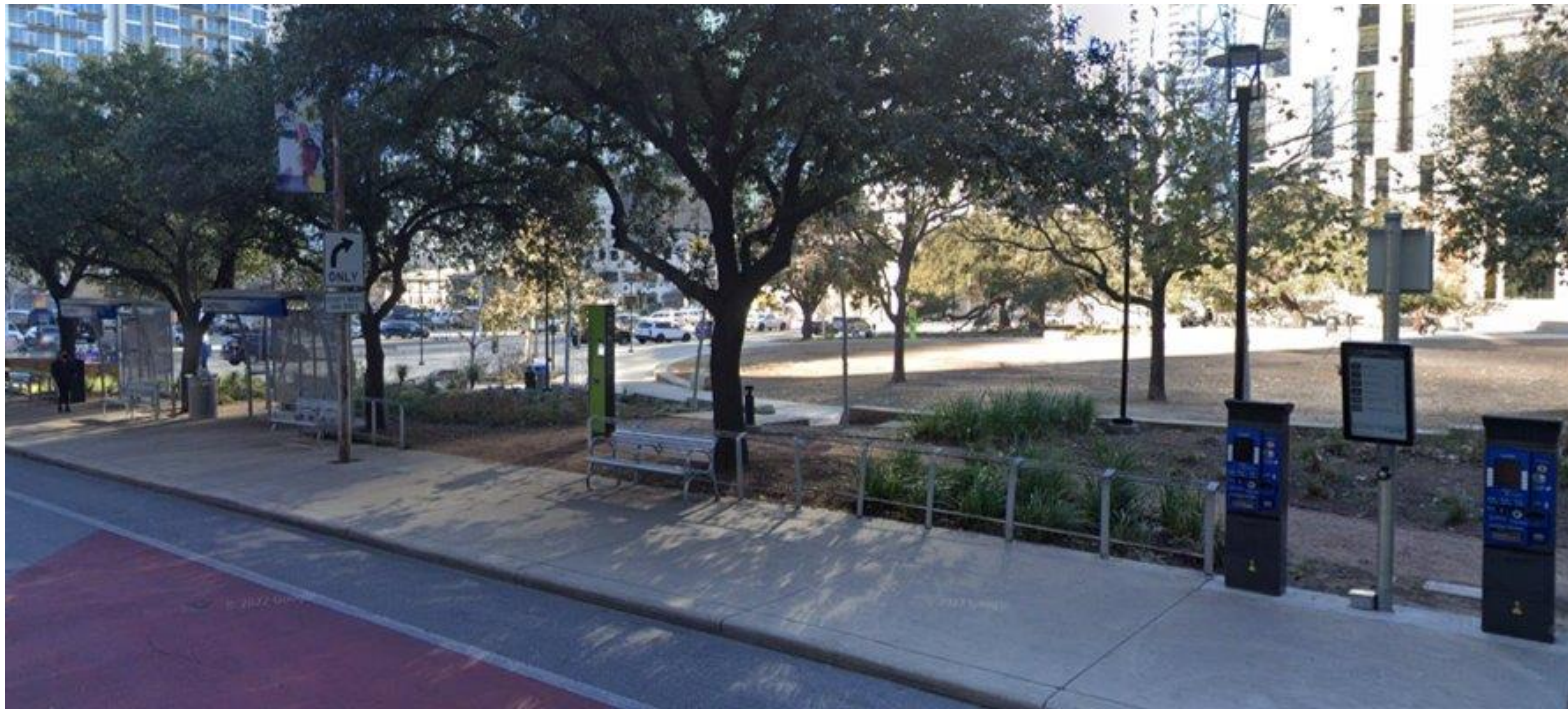
- Current Amenity Guidelines:
 - Shelter – 50+ Boardings per day
 - Bench – 15+ Boardings per day
- Current Passenger Facilities
 - Bus Stops: 2253
 - Park & Ride / Transit Centers: 16
 - Rail Stations: 9
- No Current Standard:
 - ePaper – Digital Message Sign
 - Ticket Vending Machine
 - Bike Rack/MetroBike
 - Lighting
 - Camera
 - WiFi



Passenger Improvement Program – Proposed Budget

	2023	2024	2025	2026	2027
Annual Capital	\$3.3M	\$3.3M	\$3.3M	\$3.3M	\$3.3M
Annual Addit. Operating	\$67,000	\$67,000	\$67,000	\$67,000	\$67,000

- While guidelines have not been updated, we expect to continue investing in amenities



CapMetro

Thank you!