



Customer Experience Enhancements

April 2022

Operations, Planning and Safety Committee

Night Time Courtesy Stop

- CapMetro has launched a pilot program that lets you request a drop-off in between regular stops. The Courtesy Stop pilot is in effect each day after 9 p.m. on all MetroBus and MetroRapid routes, and it's designed to give riders a chance to select spots to exit the bus closer to their destination.
- Customers might request a mid-stop drop-off because it is closer to where they're going, or because it has lighting or sidewalk connectivity that makes them more comfortable using transit at night
- All Courtesy Stops are at the discretion of bus operators, and operators may decline a stop if they determine the requested location is unsafe for someone to exit the bus.



Nighttime Courtesy Stop Example



Riding Rules Review – Strollers

- CapMetro Riding Rules currently require strollers to be closed upon boarding a transit vehicle
- In-line with nationwide trend to review these policies, CapMetro is kicking off a listening period to hear from customers about how this impacts them
- Outreach April and May
 - Advisory Committees (CSAC and Access) in April
 - ADAPT, Mayor's Committee on People with Disabilities
 - Virtual public meeting for customers
 - Bus Operators
- Plan to report back at June OPS committee with final answer

CapMetro

Thank you!