



City of MADISON ACTION ITEM DETAIL

July 29th, 2026

ACTION TITLE: Metro Transit – Service Standards and Design Guidelines

PRESENTER: Connor Mountford, Interim Planning & Scheduling Manager

CONTACT FOR QUESTIONS: Connor Mountford, Interim Planning & Scheduling Manager

ACTION SUMMARY: Approve Service Standards and Design Guidelines

BACKGROUND:

Metro adopts service standards on a triennial basis in accordance with Federal Transit Administration (FTA) regulations. Historically, service standards have been updated as part of Metro's Title VI Program. In conjunction with the service standards update, Metro staff propose establishing a formal internal process for evaluating service changes and establishing service design guidelines to promote consistent service design and delivery. This is the first time these elements have been combined into one document, and doing so is intended to improve transparency and preserve institutional knowledge.

DESCRIPTION:

The Service Standards and Design Guidelines include the following:

- Classify service changes as minor scheduling changes, minor service changes, and major service changes
- Establish process for internal review and approval of minor scheduling changes, minor service changes, and major service changes
- Classify routes based on service goals and functions
- Establish service standards for FTA required categories: Service Span, Vehicle Load, On-Time Performance, Route Frequency, Distribution of Bus Stop Amenities
- Establish service design guidelines, including Route Directness, Serving Multiple Purposes and Destinations, Simple and Consistent Route Design, Coordinated Schedules, and Consistent Bus Stop Spacing

EQUITY GOAL IMPACTS:

The Service Standards and Design Guidelines work in conjunction with Metro Transit's Title VI Program, which establishes compliance with Title VI of the Civil Rights Act of 1964. The service standards adopted in this document will be carried forward into the Title VI Program update. Additionally, the service change process provides transparency into Metro's decision-making process.