



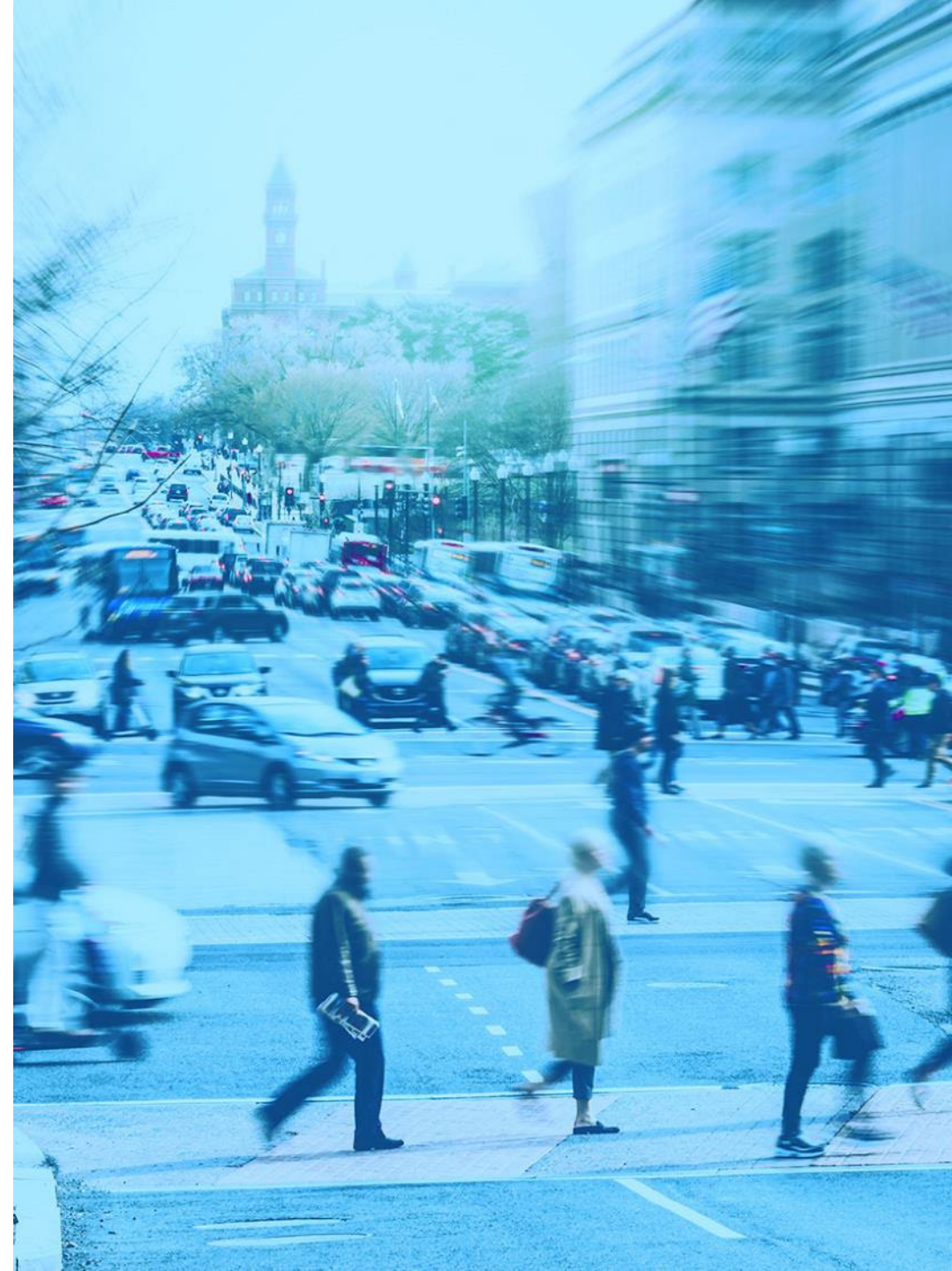
Moving our region forward, together.

Update on Service Guidelines and Performance Metrics

TPB Technical Committee

July 1, 2026

Agenda Item 5



DMVMoves Service Guidelines and Performance Measurement

- DMVMoves Plan and Regional Integration
- Service Guidelines
 - Activity Tiers
 - Service Guidelines
 - Metro Adoption
- Regional Measures and Reporting
 - Use Statements
 - Performance Measures
- Next Steps
 - Working Group
 - Transportation Planning Board

DMVMoves Regional Integration

- The [DMVMoves Plan](#) calls for the region's governments to take action to improve regional integration and includes a detailed Action Plan
- Six areas for integration, each with several actions and sub-actions
 - *TPB to adopt regional service guidelines, creating consistent expectations for customers across jurisdictions.*

TPB R9-2026
January 21, 2026


NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD
777 North Capitol Street, N.E.
Washington, D.C. 20002

RESOLUTION IN SUPPORT OF THE DMVMOVES REGIONAL TRANSIT INITIATIVE

WHEREAS, the National Capital Region Transportation Planning Board (TPB), as the federally

Detailed Action Plan for
Regional Transit Integration

Washington region, has the
ce Transportation (FAST) Act,
vestment and Jobs Act (IIJA),
ontinuing, cooperative and
litan area; and
in the region's transit assets
repair; and
e frequency and capacity of
ng travel times on all public
ail and commuter rail; and
ty (WMATA) faces a capital
e of good repair which could
additional, dedicated capital
hallenges including, but not
ng gaps, raising the potential
rogress on economic growth,
gh the 2024 launch of the
il of Governments (COG) and
establishing DMVMoves as a
planning for regional transit;
ials, assisted by two Advisory
nd developed a shared vision
on of sustainable, long-term,



Service Guidelines and Reporting

Regional Benefits:

- Sets clear, consistent expectations for customers across the region, with flexibility to meet local needs
- Supports more seamless, coordinated service planning
- Enhances customer understanding and confidence in the system and encourage increased ridership
- Enhances transparency and accountability

| | | |
|-----------------------|--|-------------------------|
| Recommendation | Regional Service Guidelines: Establish shared service guidelines across the region’s transit agencies. | |
| Summary | TPB and region’s transit agencies adopt regional service guidelines, creating consistent expectations for customers across jurisdictions. | |
| Key Actions | (a) DMVMoves Working Group develops regional bus service guidelines by service and activity tier. | Completed |
| | (b) TPB, Metro, local transit agencies, and local and state governments adopt regional guidelines. | Complete in Fall 2026 |
| Recommendation | Annual Performance Reporting: Establish a common set of performance measures and a standard format and timeline for reporting. | |
| Summary | Transit agencies use a common set of performance measures to improve transparency in transit decision-making across the region. TPB reports system results through the annual State of Public Transportation Report. | |
| Key Actions | (a) Metro convenes a transit agency working group that develops a common set of performance measures to be reported on annually. | Complete in Spring 2026 |
| | (b) Regional operators agree to report on the common performance measures annually, a summary of which will then be included in TPB’s annual State of Public Transportation Report. Metro can support local transit agencies on data collection as needed. | Spring 2026 and ongoing |
| | (c) The working group assesses opportunities to be more integrated and cost-effective in regional transit performance reporting through development of a regional database maintained by TPB. | In 2026 |

REGIONAL BUS GUIDELINES

Regional Bus Service Guidelines

Completed

- ✓ Defined common service classifications and activity tiers
 - ✓ Two service criteria: span (hours per day) of service and service frequency
 - ✓ Established minimum span and frequencies for each grouping
- ✓ Developed “use” statement for guidelines
- ✓ WMATA Board adoption in June 2026

To do:

- Multiple paths for adoption (Fall 2026):
 - Transit Strategic Plan update (e.g., Fairfax Connector)
 - Internal guidance
- Agencies can adopt stricter standards

**DMVMoves Working
Group of regional transit
providers has met
biweekly since March**

Activity Tiers and Route Classifications Help Unify Levels of Service Across the Region

Activity Tier 1

Activity Tier 2

Activity Tier 3



Higher Density Requires More Service

Lower Density Requires Less Service



Regional Bus Service Guidelines

At least 50% of bus stops along a route are within a census block that has populations and employment density of:

Core routes

Serve major corridors with moderate frequency and all day service. Tend to be more direct

Coverage routes

Serve lower density residential communities with lower access to transit and connect them to higher density areas, activity centers, and/or transit hubs.

Peak routes

Use regular buses to provide service or connections to transit hubs/high frequency lines, central business districts, or employment centers

Other routes

Don't meet above definitions

Minimum Hours of Service and Frequency Standards

Tier 1

30 or more units
(residents+ jobs per acre)

Tier 2

15 or more units
(residents+ jobs per acre)

Tier 3

5 or more units
(residents+ jobs per acre)

| | | |
|-------------------------------------|-------------------------------------|-------------------------------------|
| 16 hrs per day Bus every 15 mins | 14 hrs per day Bus every 20 mins | 12 hrs per day Bus every 30 mins |
| 14 hrs per day Bus every 30 mins | 12 hrs per day Bus every 30 mins | 10 hrs per day Bus every 60 mins |
| 4 hrs per weekday As needed | 4 hrs per weekday As needed | 4 hrs per weekday As needed |
| No regional standards | | |

Eliminate different standards for peak and off-peak, applying one frequency standard for all day service.

Metro is Incorporating Regional Guidelines

Regional guidelines developed in Spring 2025 by DMVMoves working group composed of all regional providers

Updated Classifications and Activity Tiers to Use Consistent Definitions





Updated Minimum Hours of Service and Frequency Standards

Tier 1

Tier 2

Tier 3

Eliminate different standards for peak and off-peak, applying one frequency standard for all day service. Bolded items represent change from current WMATA standard

| | | | | |
|---|---|---|---|---|
| Framework <i>Major corridors, direct connections</i> |  Major Core | 17 → 16 hrs per day Bus every 6-12 mins | 17 → 16 hrs per day Bus every 6-12 mins | |
| |  Core | 17 → 16 hrs per day Bus every 15 mins | 13 → 14 hrs per day Bus every 20 mins | 13 → 12 hrs per day Bus every 30 mins |
| Coverage <i>Arterial corridors, provide access</i> |  Coverage | 14 hrs per day Bus every 30 mins | 12 hrs per day Bus every 30 mins | 12 → 10 hrs per day Bus every 60 mins |
| Commuter <i>Rush hour service to activity centers</i> |  Peak | 4 hrs per weekday As needed | 4 hrs per weekday As needed | 4 hrs per weekday As needed |

“Use” Statement for Service Guidelines

- A. Service guidelines set expectations [standards] for frequency and span by route purpose and the density of the areas the routes serve.
- B. They are used by transit agency staff to design or restructure service, to inform resource requests, and to prioritize improvements when resources become available.
- C. Resource limitations may require transit staff to make trade-offs between meeting these route-level guidelines and meeting standards for network accessibility – i.e., ensuring that most of the service area has access to at least some level of transit service within walking distance.
- D. As a result, transit agencies operate routes for different goals; therefore, there may be cases where certain routes do not meet the service guidelines, but do meet other agency-specific goals or legal requirements.
- E. It can be valuable to track adherence to the guidelines to (1) understand the level of additional resources that would be needed for the existing network to comply and (2) establish priorities for future investments.

PERFORMANCE MEASURES AND REPORTING

Regional Performance Measures and Reporting

Completed:

- ✓ Defined three core audiences for performance reporting (transit agency leadership, broader public/ DMV residents, elected officials) and recommendations for how information is used
- ✓ Identified a core set of performance measures with recommendations for how they will be displayed in the annual TPB State of Public Transportation Report
 - ✓ Leverage existing data sets to minimize costs of collection
 - ✓ Align with TCRP Transit Capacity and Quality of Service Manual – 4th edition

To do:

- Discussing opportunities to further align around common definitions for measures like on-time performance, vehicle load
- Final product: written recommendations

Measures by Interested Stakeholders (1/2)

- = primary interest area
- = secondary interest area

Based on TCRP Transit Capacity and Quality of Service Manual – 4th Edition, Exhibits 4-1 and 5-39. **Bold measures** identified as particularly good for peer benchmarking.

| Interest Area | Measure | Passengers | Transit Agency | DOT and roadway users | Community | Funders |
|----------------------|--|------------|----------------|-----------------------|-----------|---------|
| Service Availability | Access to jobs/destinations | ● | ● | | ● | ● |
| | Population (riders) within X miles of a stop | ● | ● | | ● | ● |
| | Frequency (adherence to guidelines) | ● | ● | | ● | ● |
| Transit benefits | Commute mode share | | ○ | ○ | ● | ○ |
| Safety & Security | Fatality, Collision, or Injury Rate | ● | ● | ○ | ○ | ○ |

Measures by Interested Stakeholders (2/2)

- = primary interest area
- = secondary interest area

| Interest Area | Measure | Passengers | Transit Agency | DOT and roadway users | Community | Funders |
|------------------|--|------------|----------------|-----------------------|-----------|---------|
| Service Delivery | On-Time Performance | ● | ● | | | ○ |
| | Customer Satisfaction | ● | ● | | | ○ |
| Capacity | Vehicle Load | ○ | ● | | ● | ○ |
| Travel Time | Vehicle Speeds | ● | ● | ● | | ○ |
| Economics | Ridership and Passenger Miles Travel. | | ● | | ○ | ● |
| | Passengers per Revenue Hour | | ● | | ○ | ● |
| | Operating Cost per Revenue Hour | | ● | | ○ | ● |

“Use” Statement for Performance Measures

- A. Performance measures can communicate the role that different modes and service types play as part of a network providing access to jobs/destinations and effective regional connectivity.
- B. Trends over time are useful to understand the impact of regional investments in transit and changes in mobility patterns.
- C. Context to understand regional connectivity and differences between modes (e.g. rail or bus), service areas (e.g., downtown or suburb), and service types (e.g., peak period commuter) is critical to inform opportunities for improvement.
- D. Each transit agency has unique priorities and operating parameters, therefore agency-to-agency comparisons are not an effective use of these metrics.

Next Steps

Service Guidelines

- ▶ Adoption and use of guidelines by each agency

Performance Measures

- ▶ Regional working group will continue biweekly meetings into Summer 2026 to finalize and agree on performance measure attributes and discuss/determine which other measures make sense to include

What Was Agreed On

Definition, reporting level, time period, sources

- Access to jobs/destinations
- Population (riders) within X miles of a stop
- Commute mode share
- Fatality, Collision, or Injury Rate
- Adherence to frequency guidelines
- Customer satisfaction
- Ridership
- Passenger miles travelled

What Will Be Discussed Further

Is there room for a regional methodology/definition?

- On-Time Performance
- Vehicle load
- Bus speeds [Vehicle speeds]
- Passengers per revenue hour
- Operating Cost per revenue hour

TPB: Next Steps

- Brief Regional Bus Service Guidelines – July 15
- Approve Regional guidelines – September 16

This Fall

- Bus Priority Network Plan – October
- DMVMoves Annual Report – November
 - Will include initial set of regional Performance Measures

APPENDIX

Defining Audience and Intended Outcomes

- Performance metrics will be incorporated in TPB Annual State of Public Transit Report.
- Desired outcomes of Service Guidelines and Reporting are:
 - Transparent regional accountability for providing consistent service quality for similar types of service
 - Transparency in transit decision-making across the region, including identifying improvements

| Audience Level | Intended Outcomes |
|--------------------------------|--|
| Elected Officials | <ul style="list-style-type: none"> • Legislative support for increased transit funding by focusing on outcomes and opportunities • Understand how the network (different modes, agencies) work together to serve entire region’s needs as efficiently as possible • Understand and communicate benefits of regional investment in transit |
| Broader Public / DMV Residents | <ul style="list-style-type: none"> • Learn about the benefits of transit to the region • Understand how the network (different modes and agencies) work together to serve entire region • Communicate progress towards making transit more seamless |
| Agency Leadership | <ul style="list-style-type: none"> • Transparency over progress and opportunities to improve service |

Regional Network Measures (data only presented for regional network)

| Measure | Messages | Data sources (options) | Level of effort to collect | Working Group Coordination Required |
|--|--|---|--|--|
| Access to jobs | Transit delivers value by connecting residents to jobs. Investments in past year have increased access by Z% | Agency: GTFS file WMATA or COG: Remix | Low for agency – data already publicly shared WMATA or COG to calculate | Review definition/methodology. Determine definition of region |
| Population (riders) within X miles of a stop | Transit network serves entire region; transit network serves most dense areas | Agency: GTFS file COG: Census | Low for agency – data already publicly shared WMATA or COG to calculate | Determine appropriate distance from stop by mode. Determine definition of region |
| Commute mode share | Transit is key part of regional transportation network | COG: State of Commute report | Low for agency – data already publicly shared WMATA or COG to calculate | None (share presentation options) |
| Fatality, collision or injury rate | Highlight changes over time; Transit is safer than alternate modes | Agency: NTD COG: annual target setting | Low for agency – data already publicly shared WMATA or COG to calculate | None (share presentation options) |

Service Quality

| Measure | Messages | Reporting level | Data sources (options) | Level of effort to collect | Working Group Coordination Required |
|-----------------------------------|---|---|--|---------------------------------------|---|
| On-time performance | OTP is top driver of customer satisfaction; how OTP varies by route class / tier; impact of investments in bus priority on OTP | Mode Agency Route class/tier Route | Agency-specific <i>Future: GTFS & GTFS-RT</i> | Medium – already tracked for Title VI | Discuss common definition |
| Load | Current investments in transit are/are not able to provide sufficient capacity to meet demand. XYZ agencies/routes may need to add capacity to meet demand. | Mode Agency Route class/tier Route | Agency-specific | Medium – already tracked for Title VI | Discuss common definition |
| Adherence to frequency guidelines | X% of customers have scheduled waits of less than 15 minutes. \$\$XX million needed to bridge gap between current schedule and guidelines. Average scheduled waits increased/decreased thanks to A, B, C. | Mode Agency Route class/tier | GTFS | Low COG to calculate based on GTFS | Each agency to allocate routes to a service classification. Discuss how will be presented |

Service Quality

| Measure | Messages | Reporting level | Data sources (options) | Level of effort to collect | Working Group Coordination Required |
|-----------------------|--|---------------------------------|-------------------------------|---|-------------------------------------|
| Average speed | Bus speeds increased thanks to investments in bus priority. Bus speeds decreased thanks to worsening traffic. XYZ routes/corridors are slowest in region for both buses and cars | Mode Agency Route | GTFS (scheduled speed) | Low WMATA or COG to calculate | Review definition / methodology |
| Customer satisfaction | Customers are/are not satisfied with the quality of transit service. Satisfaction varies and is driven by X, Y, Z. Agencies who made A, B, C investments saw an improvement in satisfaction. A,B,C should be regional priorities for improving the customer experience | <i>Local Bus only</i> Agency | WMATA survey or COG survey | Low if use WMATA survey (WMATA will administer and calculate) | Review question set |

Ridership, Productivity and Cost Effectiveness

| Measure | Messages | Reporting level | Data sources (options) | Level of effort to collect | Working Group Coordination Required |
|---------------------------------|---|-----------------|------------------------|----------------------------|-------------------------------------|
| Passengers per revenue hour | Passengers per revenue hour depends on the purpose of the route and the density of the areas it serves. Highlight changes year-over-year and communicate the impact of congestion on the results and the impact of investments in bus priority. | Mode Agency | NTD | Low | |
| Passenger miles traveled | Size of mode/agencies by distance travelled. Highlight changes year-over-year and differences between modes or agencies. | Mode Agency | NTD | Low | |
| Ridership | Communicate number of trips carried annually by mode (and agency) and how this has changed over time. | Mode Agency | NTD | Low | |
| Operating cost per revenue hour | Highlight changes over time and show impact of congestion and bus priority treatments. | Mode Agency | NTD | Low | Review presentation options |

Meetings Held

Service Guidelines

- December 19th, 2024
- January 23rd, 2025
- February 12th, 2025
- March 19th, 2025
- April 30th, 2025

Performance Reporting

- March 4th, 2026
- March 19th, 2026
- April 2nd, 2026
- April 6th, 2026
- April 30th, 2026
- May 14th, 2026 (Asynchronous)
- May 28th, 2026