

CapMetro

Title VI Fare Equity Analysis

January 2026

Prepared by AECOM



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1 Introduction

Title VI of the Civil Rights Act of 1964 (“Title VI”) ensures that “no person in the United States shall, on the basis of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” Capital Metropolitan Transportation Authority (“CapMetro”) has committed to the Federal Transit Administration (FTA) Title VI objectives set forth in Circular 4702.1B, ensuring that FTA-assisted benefits and related services are made available and are equitably distributed without regard to race, color, or national origin. CapMetro has its own Title VI policy which expands on the federal policy with its own definition of Disparate Impact/Disproportionate Burden and related threshold.

In response to a proposed fare medium retirement, this analysis was carried out to comply with FTA and agency guidelines. The proposed fare change is to retire the Day Pass as part of CapMetro’s transition from a pass-based fare system to an account-based fare system.¹

The Fare Equity Analysis described herein assesses whether the proposed fare changes would result in either Disparate Impacts on minority customers or a Disproportionate Burden on low-income customers, as defined by CapMetro’s Disparate Impact/Disproportionate Burden policy (approved by the CapMetro Board on May 20, 2024). CapMetro has a 2% threshold as related to Disparate Impact/Disproportionate Burden, which was the guiding basis for this analysis. The proposed fare changes presented by CapMetro are the basis of this Fare Equity Analysis.

The analysis does not include Pickup by CapMetro, CapMetro Access, CapMetro Bikeshare, and CapMetro Rideshare services, as only fixed route service fare changes are subject to the Title VI guidelines in FTA Circular 4702.1B. The Average Fare Analysis conducted as part of this Fare Equity Analysis found that the proposed fare changes would not result in a Disparate Impact on minority customers or Disproportionate Burden on low-income customers. Given that there were no findings of Disparate Impact or Disproportionate Burden, no mitigations are needed to proceed with the implementation of the proposed fare collection equipment upgrade.

¹ CapMetro retired its 7-day and 31-day passes in 2024.

2 Overview of Proposed Fare Changes

Since 2022, CapMetro has been implementing several fare technology and policy changes to improve customer experience, streamline agency operations, and enhance equity among those who most experience mobility barriers. Some of these changes include the introduction of a retailer network for loading cash onto stored value media (smart card, app); the introduction of fare capping; and the introduction of new discounted fare programs.

Under this current proposal, CapMetro is upgrading fare collection equipment and retiring its Day Pass as part of its transition from a pass-based fare system to an account-based fare system. The proposed replacement equipment will not issue paper ticket media. Customers presenting the Umo app or tap card will be eligible for daily fare capping at a price point equal to the Day Pass. Customers can continue to pay for a single ride using cash at the fare box.

As described in Section 6.1, the retirement of the Day Pass fare product is considered a fare change under CapMetro and FTA policy.

3 Title VI Policies

Title VI of the Civil Rights Act of 1964, Section 601 states:

“No persons in the United States shall, on the basis of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

It is CapMetro’s objective to avoid, minimize, or mitigate disproportionately high and adverse impacts on minority and low-income populations. As a recipient of financial assistance from the FTA, CapMetro is required to comply with Title VI of the Civil Rights Act of 1964 and its own Title VI Program by evaluating major service and fare changes at the planning and programming stages to determine whether those changes have discriminatory impacts, including Disparate Impacts on minority populations and/or Disproportionate Burdens on low-income populations.

According to the [US Department of Transportation](#), equity in the provision of transit service is described as "providing equal levels of service to minority and non-minority residents of the urbanized area. Levels of service, in turn, are defined in terms of capital allocation and accessibility." The metrics of discrimination that could be monitored for disparate treatment include fare structures that could consistently cause minority-group customers to bear a higher fare burden than the overall riding public, access to specialized fare media, or methods of communication to populations with Limited English Proficiency. However, a Title VI Equity Analysis should not replace good program planning, which should be an on-going process that considers equity among other factors when designing fare changes, service changes, or discretionary policies and programs.

In May 2024, CapMetro’s Board of Directors adopted a set of new Title VI Policies as part of its triennial Title VI Program Update and in accordance with FTA Circular 4702.1B, Title VI Requirements and

Guidelines for FTA Recipients. CapMetro maintained its 2% threshold for determining a Disparate Impact or Disproportionate Burden of a fare modification as established in CapMetro's Disparate Impact Policy and Disproportionate Burden Policy. Accordingly, if the difference of the impact on minority to non-minority populations or low-income to non-low-income populations is more than 2%, then the proposed change would be determined to pose a potential Disparate Impact or Disproportionate Burden.

3.1 Disparate Impact and Disproportionate Burden Policies

FTA requires that transit agencies assess whether a proposed fare change or major service change would have a "Disparate Impact" on minority populations, or "Disproportionate Burden" on low-income populations, under Title VI of the Civil Rights Act of 1964, Title 49 C.F.R. Section 21.5(b)(2) and (b)(7), and Appendix C to Title 49 C.F.R. part 21. Pursuant to FTA Circular 4702.1B, the FTA requires fixed-route public transit agencies to clearly establish, with input through a public engagement process, threshold definitions for measuring Disparate Impacts and Disproportionate Burdens.

To comply with the requirements of FTA Circular 4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients, CapMetro sought public comment on its proposed Fare Change, Disparate Impact and Disproportionate Burden policies.

CapMetro's public involvement efforts for the 2024 Title VI Policy update included a two-phase plan to engage the community and stakeholders from February 15, 2024, through April 10, 2024. The first phase included broad outreach to inform and collect public feedback and lasted until March 15. The second phase involved an outreach campaign that engaged stakeholders, integrated public feedback, and culminated with a public hearing on April 10, 2024. The project team received board approval on May 20, 2024.

To encourage inclusivity, CapMetro followed its Language Assistance Plan for all outreach materials and activities. Engagement methods included a dedicated webpage, direct emails, printed flyers, text alerts, at-stop signage, outreach at stops, advisory committee presentations, and an online virtual open house. The engagement strategy was tailored and expanded to meet community feedback and needs.

The Board of Directors adopted the CapMetro Title VI Policies that include its Major Service Change Policy, Disparate Impact Policy, and Disproportionate Burden Policy on May 20, 2024. The adopted policies are included in **Appendix A**. The policies are to be used by CapMetro for analysis of proposed fare changes and major service changes.

The Disparate Impact and Disproportionate Burden policies establish threshold standards for evaluating the equity impacts and the distribution of adverse effects and benefits caused by any fare change or major service change. These thresholds enable CapMetro to determine whether minority and low-income customers would be disproportionately impacted by the adverse effects of the proposed change or whether non-minority and/or non-low-income customers would disproportionately benefit from the proposed change. These thresholds are based on the cumulative impact of the proposed service or fare change.

Disparate Impact on Minority Populations: Service or fare changes are determined to have a Disparate

Impact on minority populations if the adverse impacts experienced by minority riders is greater than 2% when compared to the adverse impacts experienced by non-minority populations. Additionally, if benefits associated with service or fare changes accrue to non-minority populations at a difference greater than 2% when compared to minority populations, then this change will be determined to have a Disparate Impact.

Disproportionate Burden on Low-Income Populations: Service or fare changes are determined to have a Disproportionate Burden on low-income populations if the adverse impacts experienced by low-income riders is greater than 2% when compared to the adverse impacts experienced by non-low-income populations. Additionally, if benefits associated with service or fare changes accrue to non-low-income populations at a difference greater than 2% when compared to low-income populations, then this change will be determined to have a Disproportionate Burden.

3.1.1 Fare Changes

CapMetro defines a fare change as any increase or decrease of fares, whether applicable to the entire transit system, or on certain fixed route transit modes, or by fare payment type or fare media. The definition of fare change does not include instances where all passengers ride free such as “Ozone Action Days”, or temporary fare reductions that are mitigating measures for other activities such as construction or promotional fare reductions, so long as the temporary fare reduction or promotional fare reduction does not last longer than six months.

Prior to adopting a fare change, CapMetro must conduct a fare equity analysis and analyze specific elements of the proposed structure, along with the recommended pricing schema, to determine whether the changes would result in impacts that exceed the threshold established by the policies.

3.1.2 Adverse Effects

For the fare equity analysis, adverse effects include an increase in cost or a reduction in accessibility of fare media. Meanwhile, benefits include a decrease in cost, an increase in discounts for certain fare types or customer populations, or an increase in accessibility of fare media. The analysis contained within this report uses CapMetro’s adopted thresholds for determining Disparate Impacts and Disproportionate Burdens.

4 Fare Equity Analysis Methodology

For proposed changes that would increase or decrease the fares on the entire system, or on certain transit modes, or by fare payment type or fare medium, CapMetro shall analyze any available information generated from on-board passenger surveys indicating whether minority and/or low-income customers are disproportionately more likely to use the mode of service, payment type, or payment media that would be subject to the fare change. This analysis used the 2023 Origin and Destination survey (“2023 OD Survey”).

The typical measure of Disparate Impact or Disproportionate Burden involves a comparison between the proportion of persons in the protected class (i.e., minority or low-income populations) who are adversely affected by the service or fare change and the proportion of persons not in the protected class

(i.e., non-minority or non-low-income) who are adversely affected by the service or fare change.

As per the CapMetro Disparate Impact Policy, this analysis must do the following:

For Service and Fare Equity Analyses, a Disparate Impact threshold of 2% will be used to determine if minority riders are more adversely affected or less positively affected by the proposed change.

- Service or fare changes are determined to have a Disparate Impact on minority populations if the adverse impacts experienced by minority riders is greater than 2% when compared to the adverse impacts experienced by non-minority populations.
- Additionally, if benefits associated with service or fare changes accrue to non-minority populations greater than 2% when compared to minority populations, then this change will be determined to have a Disparate Impact.

As per the CapMetro Disproportionate Burden Policy, this analysis must do the following:

For Service and Fare Equity Analyses, a Disproportionate Burden threshold of 2% will be used to determine if low-income riders are more adversely affected, or less positively affected, by the proposed change.

- Service or fare changes are determined to have a Disproportionate Burden on low-income populations if the adverse impacts experienced by low-income riders is greater than 2% when compared to the adverse impacts experienced by non-low-income populations.
- Additionally, if benefits associated with service or fare changes accrue to non-low-income populations greater than 2% when compared to low-income populations, then this change will be determined to have a Disproportionate Burden.

A fare equity analysis compares the existing fare to proposed changes and calculates the absolute change as well as the percent change. Utilizing the Disparate Impact and Disproportionate Burden Threshold, a determination will be made as to whether the fare change will result in adverse effects that are disproportionately borne by the minority or low-income populations, respectively. The thresholds are also used to assess whether the proposed changes disproportionately benefit non-minority or non-low-income populations.

By joining the 2023 OD survey with fare sales and utilization data, a model was developed to understand the demographic profile of current users of the changes in fare products that are the focus of this analysis (the retirement of the Day Pass). Those users were then reassigned to other fare products based on availability (e.g., this analysis assumes that current Day Pass customers who have a smartphone will use the Umo app) and the demographic profile of users of the other fare products. Ridership and revenue associated with Pickup by CapMetro, CapMetro Access, CapMetro Bikeshare, and CapMetro Rideshare services were excluded as they are not subject to current Title VI evaluation requirements.

4.1 Assumptions

While the 2023 OD survey is largely comprehensive, it does have some limitations, such as low response rates for some fare products, respondent error in reporting the type of passes they utilize, and how those passes were obtained – all of which posed challenges for the analysis. As such, the following assumptions were made:

- The change in Day Pass availability only affects cash paying customers that board more than two buses on a single day.
- The number of trips taken per pass was based on survey responses for: route type (commuter/local), the number of transfers, and whether a trip is made in the opposite direction.
- A percentage of on-board Day Pass trips (equivalent to the percentage of surveyed riders with a Smart phone) were assumed to transition from on-board purchase to Umo App. The remaining on-board Day Pass trips were assumed to transition to single ride cash transactions on the bus.
- All fares not changing were combined under "Every Other Pass". Demographics for this group were assumed to be the same as demographics systemwide.
- A fare usage calibration factor was implemented based on National Transit Database ridership information. This took the place of the survey expansion factor.

Fare data from March 1, 2025 through May 31, 2025 was used for the analysis and included farebox taps and Umo validations.

5 System Ridership Demographics Overview

The following provides an overview of CapMetro’s systemwide ridership taken from the 2023 OD Survey, which is the most recent onboard survey providing information for the Fare Equity Analysis. These demographic statistics were considered in the development of the proposed fare changes in order to minimize or avoid the potential for changes that result in Disparate Impacts on minority customers or a Disproportionate Burden on low-income customers.

5.1 Ethnicity Assumptions

For purposes of the Fare Equity Analysis, minority populations are those who have not identified themselves as only “White / Caucasian” on the 2023 OD Survey. While the survey allowed individuals to indicate mixed race by selecting more than one race, only those responding solely as “White / Caucasian” are listed as non-minority. The Disparate Impact analysis did not include those who did not respond to the ethnicity question. The ethnicity categories in the survey include:

1. Black / African American
2. Hispanic / Latino / Spanish
3. Asian / Pacific Islander

- 4. Native American / Alaska Native
- 5. White / Caucasian

5.2 Income Assumptions

For purposes of the Disproportionate Burden Policy, CapMetro defines low-income populations as those whose household income is at or below 125% of the U.S. Department of Health and Human Services (HHS) Poverty Guidelines. Because the 2023 OD Survey, which was conducted between November 2022 and April 2023, asked respondents for their total annual household income, the analysis uses the 2023 Poverty Guideline to determine which populations would be considered low-income. The Disproportionate Burden analysis did not include those who did not respond to the income and household size questions.

Table 1 provides the 2023 U.S. HHS Poverty Guidelines and the corresponding CapMetro low-income definitions by household size. Because the 2023 OD Survey asked both household size and household income, this analysis uses household size and income to categorize each individual survey respondent accurately using U.S. HHS Poverty Guidelines.

Table 1. 2023 HHS Poverty Guideline

Persons in Family/ Household	Poverty Guideline	125% of Poverty Guideline
1	\$14,580	\$18,225
2	\$19,720	\$24,650
3	\$24,860	\$31,075
4	\$30,000	\$37,500
5	\$35,140	\$43,925
6	\$40,280	\$50,350
7	\$45,420	\$56,775
8	\$50,560	\$63,200
9	\$55,700	\$69,625
10	\$60,840	\$76,050

Source: [Department of Health and Human Services Poverty Guidelines](#)

Note that the income categories on the survey did not precisely align with the categories from the 125% poverty guideline. As a result, any assumption would either undercount or overcount the number of low-income customers depending on the income bracket chosen. This analysis errs on the side of overcounting people as low-income so as to not exclude any customers who might be low-income from being classified as such.

6 Fare Change Proposal

As described in Section 2, proposed fare changes to be implemented in 2025 are primarily technology

changes associated with the replacement of fare collection equipment. The replacement equipment should have a minimal effect on the customer experience (i.e., the ease and convenience of paying fares), however the retirement of the Day Pass as an available pass product must be analyzed.

6.1 Fare Change Analysis

As per the CapMetro Fare Change Policy, changes requiring a Title VI fare equity analysis are:

- a. All fare changes, regardless of the amount of increase or decrease, are subject to a Fare Equity Analysis when contemplating a change; or
- b. For fare changes associated with the opening of a new fixed-guideway capital project, a Fare Equity Analysis must be completed six months prior to the commencement of the revenue service.

The fare change listed in Section 2 was evaluated to assess the potential impact on the amount of money customers pay to use the service. Because the analysis methodology focuses on disparate impacts or disproportionate burdens based on differences in how much different groups of people pay, fare changes with no quantifiable impact to fare levels were excluded from the analysis. The Fare Change (FC) analysis results are shown in **Table 2**.

Table 2. Fare Change Analysis Summary

Fare Change	FC?	Notes
Eliminate Day Pass sales	Y	CapMetro is upgrading fare collection equipment and retiring the Day Pass as part of its transition to an account-based fare system. This change will require riders to transition to a reloadable fare card, mobile payment app, or pay for each individual trip with a Single Ride fare with the continued ability to pay cash at the farebox.

Source: CapMetro, AECOM Analysis

Based on the findings of the Fare Change analysis, the elimination of the Day Pass was moved forward into the disparate impact and disproportionate burden analysis to assess the potential for adverse impacts to minority and/or low-income customers, respectively.

7 Public Outreach

With an engagement period spanning from Friday, November 7, to Wednesday, December 17, 2025, agency efforts on- and offline led to the engagement of over 2,800 community members; and direct communications sent which total over 6,700 engagements through CapMetro Alerts and emails to community-based organizations (CBOs). Additionally, social media efforts generated more than 15,500 impressions, 417 engagements, and over 40 website visits to learn more about the proposed changes

across all platforms. A complete summary of public outreach efforts is included in **Appendix B**.

8 Average Fare Analysis Findings

The Average Fare Analysis uncovered no Title VI equity concerns using CapMetro’s board-adopted Title VI Policies. While changes to some fare payment types would result in a greater percentage change for some populations, the systemwide change resulted in less than two percentage point difference between minority and non-minority customers and between low-income and non-low-income customers, below the 2% policy threshold.

The elimination of the Day Pass will result in a small group of passengers experiencing a fare increase. It was assumed that all smartphone users will transition from cash Day Pass purchase to the Umo app single day fare capping. However, there is a small subset of passengers that do not have access to a smartphone. For these people, their choices are limited to either purchasing a reloadable fare card at a retail outlet or paying for each trip individually as a Single Ride fare. The group of passengers experiencing a fare increase is small; approximately 2.5% of all trips taken are attributed to passengers without smartphone access. As such, no mitigations are recommended to proceed with the implementation of the proposed fare collection equipment replacement based on the Average Fare Analysis.

The Average Fare Analysis is focused primarily on the impact of the elimination of the Day Pass. While there is not a change in the fare rate for single day fare capping, the elimination of the Day Pass changes the availability of the comparable single day fare cap. This change will cause passengers to shift to alternative methods of fare payment or pay for each individual trip as a Single Ride fare. This analysis examined the effect of this change on a subset of the riding population. All unchanging fares were rolled up into the category “All Other Passes”. Error! Reference source not found. shows the changes between existing and proposed average fares per boarding. Systemwide, the average fare for all customers will increase slightly from \$0.482 to \$0.48.2 (0.10% increase).

Table 3: Change in Average Fare per Boarding

Fare Product	Avg. Fare per Boarding		Change in Average Fare	
	Existing	Proposed	Absolute	Percentage
Cash - Full: Commuter Day Pass	\$3.212	\$3.500	\$0.288	9.0%
Cash - Full: Local Day Pass	\$0.994	\$1.250	\$0.256	25.8%
Cash - Reduced: Commuter Day Pass	\$2.106	\$1.750	-\$0.356	-16.9%
Cash - Reduced: Local Day Pass	\$0.457	\$0.600	\$0.143	31.4%
All Other Passes	\$0.469	\$0.481	\$0.012	2.5%
Total	\$0.482	\$0.482	\$0.001	0.1%

Source: AECOM Analysis of FY23 Farebox, Sales, and On-Board Survey Data

Table 4 identifies the protected and non-protected classes that utilize the on-board purchase Day Pass; the assumptions are based on responses to the 2023 OD survey. Racial minorities utilize local passes in

greater volume than their racial majority counterpart; the inverse is true for commuter passes. The use pattern is similar for low-income and non-low-income riders with exception to the Local Day Pass which is used in near equal amounts by low-income riders and non-low-income riders. Of note is the rate of use for non-low-income riders using the Reduced: Commuter Day Pass which had a low response rate to the survey question for this pass type.

Table 4. Percent Fare Taps by Title VI Group

Fare Product	Minority	Non-Minority	Low-Income	Non-Low-Income
Cash - Full: Commuter Day Pass	39%	61%	13%	87%
Cash - Full: Local Day Pass	69%	31%	52%	48%
Cash - Reduced: Commuter Day Pass	17%	83%	0%	100%
Cash - Reduced: Local Day Pass	55%	45%	69%	31%
All Other Passes	68%	32%	57%	43%

Source: AECOM Analysis of FY23 Farebox, Sales, and On-Board Survey Data

Table 5 and **Table 6** show the difference in the minority vs. non-minority customers and low-income vs. non-low-income customers, respectively, regarding the number of boardings, fare revenue, and proposed fare revenue. Both tables include the average fare, percent change in average fare, and the difference between protected and non-protected customer demographics.

Table 5. Average Fare for Minority Customers

Minority Customers			Non-Minority Customers			
	Number of Boardings	Existing Fare Revenue	Proposed Fare Revenue	Number of Boardings	Existing Fare Revenue	Proposed Fare Revenue
Total	4,259,038	\$2,051,823.89	\$2,078,933.11	2,007,489	\$967,174.85	\$967,321.15
Average Fare		\$0.482	\$0.488	Average Fare	\$0.482	\$0.482
% Change in Average Fare			1.3%	% Change in Average Fare		0.1%
Difference between Protected and Non-Protected Customer Demographic			1.16%			

Source: AECOM Analysis of FY23 Farebox, Sales, and On-Board Survey Data

Table 6. Average Fare for Low-Income Customers

Low-Income Customers			Non-Low-Income Customers			
	Number of Boardings	Existing Fare Revenue	Proposed Fare Revenue	Number of Boardings	Existing Fare Revenue	Proposed Fare Revenue
Total	3,566,866	\$1,713,249.24	\$1,722,081.98	2,699,661	\$1,305,749.51	\$1,300,485.87
Average Fare		\$0.480	\$0.482	Average Fare	\$0.484	\$0.483
% Change in Average Fare			0.4%	% Change in Average Fare		-0.2%
Difference between Protected and Non-Protected Customer Demographic			0.62%			

Source: AECOM Analysis of FY23 Farebox, Sales, and On-Board Survey Data

9 Cumulative Findings and Mitigations

A Title VI Fare Equity Analysis should not take the place of thoughtful planning at the earliest stages of project development. Part of the early planning and development process for this proposed fare change has been considering the impacts that plans, programs, or projects have on minority and low-income communities. The needs of CapMetro have been matched with the needs of the minority and low-income communities throughout the process to develop a balanced fare structure and retail strategy with equitable pricing and accessibility.

The Average Fare Analysis conducted as part of this Fare Equity Analysis did not find that the proposed fare change would result in a Disparate Impact on minority customers or a Disproportionate Burden on low-income customers. Given that there were no findings of Disparate Impact or Disproportionate Burden, no mitigations are needed to proceed with implementation of the proposed fare changes.

Appendix A. CapMetro Title VI Policies

 Policy Form	TITLE VI POLICIES: Major Service Change, Disparate Impact, Disproportionate Burden Policy and Procedure Strategic Planning and Development PLN-320	Effective: June 2021 Revised: May 2024 Approved By: Board of Directors Next Review: 6/1/2027
No.	Section Heading	
1.0	<u>Purpose</u> The purpose of this policy is to define what constitutes a “Major Service Change” and to establish thresholds for determining if service and fare changes would result in either a “Disparate Impact” on minority populations or a “Disproportionate Burden” on low-income populations. On October 1, 2012, the Federal Transit Administration (FTA) Title VI Circular 4702.1B became effective, requiring transit providers that have greater than 50 fixed-route vehicles in peak service operating fixed-route service to conduct equity analyses on fare changes or service changes that meet the agency’s definition of a “Major Service Change”. Title VI of the Civil Rights Act of 1964 (codified at 42 U.S.C. §2000D et seq.) prohibits discrimination on the basis of race, color, or national origin. As a recipient of federal funds, Capital Metropolitan Transportation Authority (CapMetro) must ensure that it provides its services without discrimination on the basis of race, color, or national origin.	
2.0	<u>Persons Affected</u> All employees and members of the CapMetro Board of Directors must adhere to the provisions set forth in this policy. The policy will affect CapMetro customers.	
3.0	<u>Major Service Change, Disparate Impact, and Disproportionate Burden Policy and Procedure</u> <u>Major Service Change Policy</u> The Major Service Change Policy has been developed in compliance with applicable federal requirements (Title VI of the Civil Rights Act 1964, 49 CFR Section 21 and FTA Circular 4702.1B). All Major Service Changes will be subject to a Service Equity Analysis that includes an analysis of adverse effects, as previously defined, along with any associated positive impacts. CapMetro shall consider the degree of adverse effects, and analyze those effects, when planning Major Service Changes. Additionally, when changes to service or fares involve improvements, the accrual of benefits should also be analyzed. CapMetro will conduct a Title VI Service Equity Analysis whenever there is a Major Service Change, as defined below. <i>A Major Service Change is defined as the following:</i> <ol style="list-style-type: none"> 1. The establishment of new fixed-route bus route; 2. The elimination of any fixed-route bus or rail route in its entirety; 3. A geographic change on a given transit route of 25% or more of its annual revenue miles; 4. A change of 25% or greater in the number of annual revenue hours provided; or 5. Six months prior to the opening of any New Start, Small Start, or other new fixed guideway capital project (e.g. BRT line or rail line) regardless of whether or not the amount of service being changed meets the requirements above, or whether the project is built by a different entity. This analysis shall include a comparative analysis of service levels pre- and post- the New Starts/Small Starts/new fixed guideway capital project. The analysis will be depicted in tabular format and shall determine whether the service changes proposed (including both reductions and increases) due to the capital project will result in a disparate impact on minority populations. 	



**TITLE VI POLICIES: Major Service Change, Disparate Impact, Disproportionate Burden Policy and Procedure Strategic Planning and Development
PLN-320**

Effective: June 2021
Revised: May 2024
Approved By: Board of Directors
Next Review: 6/1/2027

<p><i>A Major Service Change is not defined as the following:</i></p> <ul style="list-style-type: none"> • Temporary additions or changes to service lasting less than 12 months; • Route renumbering with no underlying change; • Schedule or service adjustments required by a third party that operates or controls the same right- of-way (such as road closure); • New fixed-route bus or rail "Break in period" prior to the commencement of revenue service, lasting less than 12 months; • Emergency service adjustments associated with weather or other emergency conditions; or • Operations that result from circumstances beyond the control of CapMetro (such as construction). <p>CapMetro will also conduct a Service Equity Analysis for changes which, when considered cumulatively over a three-year period, meet the Major Service Change threshold.</p> <p><u>Service Equity Analyses</u> CapMetro's Title VI goal is for minority and low-income populations to receive at least their share of the benefits in the case of a net service increase, and no more than their share of the adverse effects, in the case of net service reductions.</p> <p>When Major Service Changes are proposed, the Service Equity Analysis will assess the quantity and quality of service provided and populations affected.</p> <p>METHODOLOGY FOR SERVICE EQUITY ANALYSES</p> <p>CapMetro uses revenue miles to objectively quantify the effects of a service change. CapMetro computes the change in revenue miles for minority populations at the route level and in aggregate. This is compared to the minority percentage of CapMetro's overall ridership.</p> <p>When proposing to provide new service to a neighborhood or corridor not served by CapMetro, or when on-board survey data is unavailable, CapMetro will compare the population served by the proposed routes with the population in the service area using Census data.</p> <p>For example, assume CapMetro's overall ridership is 68 percent minority and that CapMetro proposed a major service increase. Minority populations would be expected to consume 68 percent of the new service, measured in revenue miles. Deviations from this goal exceeding the disparate impact threshold of 2% (see below) would be considered statistically significant. Therefore, if minority populations received less than 66% of the benefits, this would constitute a potential disparate impact.</p> <p>Service equity analyses will be based on the most recent on-board survey data, and census data may be used if on-board survey data is not appropriate for the analysis undertaken. Each analysis will (1) describe the data set used; and (2) describe what techniques or technologies were used to collect the data.</p> <p>When relying on census data instead of on-board survey data, CapMetro should choose the smallest geographic area that reasonably has access to the bus or rail stop or station. CapMetro shall document the reason for selecting a population and shall prepare maps of the routes that would be reduced, increased, eliminated, added or restructured, overlaid on a demographic map of the service area, in order to study the affected population. CapMetro may also prepare such maps when doing an analysis based</p>



**TITLE VI POLICIES: Major Service Change, Disparate Impact, Disproportionate Burden Policy and Procedure Strategic Planning and Development
PLN-320**

Effective: June 2021
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Approved By: Board of Directors
Next Review: 6/1/2027

	<p>on on-board survey data. A service change analysis shall be expressed as a percent change in tabular format.</p> <p>A service change analysis shall be expressed as a percent change in tabular format.</p> <p>Each Title VI Service Equity Analysis will be presented to the CapMetro Board of Directors for its consideration and approval. CapMetro will include such board resolution, meeting minutes, or similar documentation in the subsequent CapMetro Title VI Program Update with a record of action taken by the Board.</p> <p><u>Fare Equity Analyses</u> CapMetro's Title VI goal is for minority populations and low-income populations to receive at least their share of the benefits in the case of a fare reduction, and no more than their share of the adverse effects, in the case of fare increase.</p> <p>CapMetro will conduct a Fare Equity Analysis under Title VI whenever a Fare Equity Analysis is required, as defined below.</p> <p><i>A Fare Equity Analysis is required for the following:</i></p> <ul style="list-style-type: none"> a. All fare changes, regardless of the amount of increase or decrease, are subject to a Fare Equity Analysis when contemplating a change; or b. For fare changes associated with the opening of a new fixed-guideway capital project, a Fare Equity Analysis must be completed six months prior to the commencement of revenue service. <p><i>A Fare Equity Analysis is not required for the following exceptions:</i></p> <ul style="list-style-type: none"> a. "Ozone Action Days" or other instances when CapMetro has declared that all passengers ride free; b. Temporary fare reductions that are mitigating measures for other actions. For example, a reduced fare for passengers impacted by the temporary closure of a segment of a rail system for construction; or Promotional fare reductions. If a promotional or temporary fare reduction (such as response to emergency) lasts longer than six months, then FTA considers the fare reduction permanent and CapMetro must conduct a fare equity analysis. <p>METHODOLOGY FOR FARE EQUITY ANALYSES Fare equity Analyses will be based on the most recent on-board survey data for fare analyses, and other ridership or on-board data may be used if the most recent on-board survey data is not appropriate for the analysis undertaken.</p> <p>For fare changes, CapMetro shall analyze on-board survey data indicating whether minority and/or low-income riders are disproportionately more likely to use the mode of service, payment type, or payment media that would be subject to the fare change. CapMetro shall:</p> <ul style="list-style-type: none"> 1. Determine the number and percent of users of each fare media being changed; 2. Review fares before the change and after the change. 3. Compare the differences for each particular fare media between minority users and overall users; and 4. Compare the differences for each particular fare media between low-income users and overall users.
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TITLE VI POLICIES: Major Service Change, Disparate Impact, Disproportionate Burden Policy and Procedure Strategic Planning and Development PLN-320

Effective: June 2021
 Revised: May 2024
 Approved By: Board of Directors
 Next Review: 6/1/2027

	<p>Each analysis will (1) describe the data set used; and (2) describe what techniques or technologies were used to collect the data.</p> <p>Each Title VI Fare Equity Analysis will be presented to the Capital Metro Transit Authority Board of Directors for its consideration and approval. CapMetro will include such board resolution, meeting minutes, or similar documentation and the results will be included in the subsequent Capital Metro Title VI Program Update with a record of action taken by the Board.</p> <p><u>Disparate Impact Policy and Use</u> The Disparate Impact Policy establishes a threshold that identifies when the adverse effects of a Major Service Change (defined above) as well as any fare changes, are borne disproportionately by minority populations (defined above), discovered through the conduct of a Service or Fare Equity Analysis. Service and Fare Equity Analyses will compare existing services or fares to the proposed contemplated changes and calculate the absolute change and the percent change experienced by both minority and non-minority populations or riders.</p> <p>For Service and Fare Equity Analyses, a Disparate Impact threshold of 2% will be used to determine if minority riders are more adversely affected or less positively affected by the proposed change.</p> <ul style="list-style-type: none"> • Service or fare changes are determined to have a Disparate Impact on minority populations if the adverse impacts experienced by minority riders is greater than 2% when compared to the adverse impacts experienced by non-minority populations. • Additionally, if benefits associated with service or fare changes accrue to non-minority populations greater than 2% when compared to minority populations, then this change will be determined to have a Disparate Impact. <p>DISPARATE IMPACT MITIGATIONS Should a proposed Major Service Change and/or Fare Change result in a Disparate Impact, CapMetro will consider modifying the proposed change to avoid, minimize, or mitigate the Disparate Impact of the change. If CapMetro finds potential Disparate Impacts and then modifies the proposed changes to avoid, minimize, or mitigate Disparate Impacts, CapMetro will reanalyze the proposed changes in order to determine whether the modifications actually removed the potential Disparate Impacts of the changes.</p> <p>After analyzing proposed mitigations, if a less discriminatory alternative does not exist, CapMetro may implement the proposed change <i>only</i> if:</p> <ul style="list-style-type: none"> • CapMetro has a substantial legitimate justification for the proposed change; and • CapMetro can show that it considered and analyzed alternatives and determined that the alternatives would not have a less disparate impact on minority riders while still accomplishing CapMetro's legitimate program goals. <p>Where disparate impacts are identified, CapMetro will provide a meaningful opportunity for public comment on any proposed mitigation measures, including the less discriminatory alternatives that may be available.</p> <p><u>Disproportionate Burden Policy and Use</u> The Disproportionate Burden Policy establishes a threshold that identifies when the adverse effects of a Major Service Change (defined above) as well as any fare changes are borne disproportionately by low-</p>
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TITLE VI POLICIES: Major Service Change, Disparate Impact, Disproportionate Burden Policy and Procedure Strategic Planning and Development PLN-320

Effective: June 2021
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	<p>income populations, discovered through the conduct of a Service or Fare Equity Analysis. While low-income populations are not a protected class under Title VI, there is a recognized overlap in environmental justice principles and the FTA requires transit providers to evaluate proposed service and fare changes to determine whether low-income populations will bear a disproportionate burden of the changes.</p> <p>Equity Analysis will compare existing service or fares to the proposed changes and calculate the absolute change as well as the percent change experienced by both low-income and non low-income populations or riders.</p> <p>For Service and Fare Equity Analyses, a Disproportionate Burden threshold of 2% will be used to determine if low-income riders are more adversely affected, or less positively affected, by the proposed change.</p> <ul style="list-style-type: none"> • Service or fare changes are determined to have a Disproportionate Burden on low-income populations if the adverse impacts experienced by low-income riders is greater than 2% when compared to the adverse impacts experienced by non low-income populations. • Additionally, if benefits associated with service or fare changes accrue to non low-income populations is greater than 2% when compared to low-income populations, then this change will be determined to have a Disparate Impact. <p>When completing a low-income service or fare equity analysis, CapMetro shall use the same comparison population (ridership data or population of the service area data) as it used for the minority population service or fare equity analysis.</p> <p>DISPROPORTIONATE BURDEN MITIGATIONS Should a proposed Major Service Change or Fare Change result in a Disproportionate Burden, CapMetro will take steps to avoid, minimize or mitigate impacts when practicable. CapMetro should also describe the alternatives available to low-income riders affected by service changes.</p>
<p>4.0</p>	<p><u>Definitions</u></p> <p><u>Adverse Effects/Impacts:</u> Adverse effects/impacts are defined as impacts that may have negative consequences as a result of a contemplated service or fare change. An adverse effect for service changes can be defined as a geographical or temporal reduction in service that includes but is not limited to: elimination of a route, rerouting an existing route, or a decrease in frequency or span of service. For fare changes, an adverse effect can include, but is not limited to: increases in average fare, reduction of discounts for passes or groups of riders, or a reduction in access to discounted fare products such as those that may result from the introduction of new fare payment technology, or other actions. CapMetro will consider the degree of adverse effects, and analyze those effects, when planning Major Service Changes and all fare changes.</p> <p><u>Disparate Impact:</u> A neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where CapMetro’s policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin.</p>



TITLE VI POLICIES: Major Service Change, Disparate Impact, Disproportionate Burden Policy and Procedure Strategic Planning and Development PLN-320

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	<p>Disproportionate Burden: A neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. A finding of disproportionate burden requires CapMetro to evaluate alternatives and mitigate burdens where practicable.</p> <p>Emergency Service Adjustment: Changes to routes, service frequencies, or service spans that may be necessitated by emergency situations (weather or otherwise) or a major catastrophe that severely impairs public health or safety, results in changes in access to public streets or rights-of-way, or restricts the ability to access CapMetro equipment needed to operate service.</p> <p>Environmental Justice: The fair distribution of the benefits and/or the burdens associated with Federal programs, policies, and activities, including recipients of Federal funding such as CapMetro.</p> <p>Equity Analysis: Analysis of proposed service or fare changes to determine if the burdens and benefits are equally distributed between minority and non-minority populations, and low-income and non-low-income populations.</p> <p>Fare Change: An increase or decrease in the riders' fare whether applicable to the entire system, or by mode, or by type of fare product or fare media. All fare changes regardless of the magnitude would require a Fare Equity Analysis, not including exceptions.</p> <p>Fixed-Route: Refers to public transportation service provided in vehicles operated along pre-determined routes according to a fixed schedule.</p> <p>Low-Income population: For purposes of this policy, low-income population is defined as any readily identifiable group of households who are at or below 125% of the United States Department of Health and Human Services Poverty Guidelines.</p> <p>Minority Persons: Persons who self-identify as being non-white under the United States Census Bureau guidelines. This includes American Indian and Alaskan Native, Asian, Black or African American, Hispanic, Latino or LatinX, and Native Hawaiian or Other Pacific Islander.</p> <p>Minority Population: Any readily identifiable group of minority persons who live in geographic proximity and if circumstances warrant, geographically dispersed/transient populations (such as migrant workers of Native Americans) who will be similarly affected.</p> <p>Service Adjustment: Any changes to service, such as reductions or increases to frequency, hours of operation (service span) or routing. Not all service adjustments will be considered Major Service Changes.</p> <p>Title VI: Title VI of the Civil Rights Act of 1964 (codified at 42 U.S.C. §2000D et seq.) prohibits discrimination on the basis of race, color or national origin by programs and activities receiving federal financial assistance.</p>
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TITLE VI POLICIES: Major Service Change, Disparate Impact, Disproportionate Burden
 Policy and Procedure
Strategic Planning and Development
PLN-320

Effective: June 2021
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5.0	<p><u>Responsibilities</u></p> <p><u>Board of Directors (the Board):</u> Reviews and amends Board-adopted policies as necessary per the Board of Director Bylaws.</p>												
6.0	<p><u>Revision History</u></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="4" style="text-align: center;">REVISION HISTORY TABLE</th> </tr> <tr> <th style="text-align: center;">REV LEVEL</th> <th style="text-align: center;">CHANGE(S) MADE BY:</th> <th style="text-align: center;">DATE OF CHANGES:</th> <th style="text-align: center;">SECTIONS IMPACTED – DESCRIPTION OF CHANGES</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1.0</td> <td style="text-align: center;">Board of Directors</td> <td style="text-align: center;">May 20, 2024</td> <td>Updated the the Service Equity Analyses process. Formatting changes for clarity.</td> </tr> </tbody> </table>	REVISION HISTORY TABLE				REV LEVEL	CHANGE(S) MADE BY:	DATE OF CHANGES:	SECTIONS IMPACTED – DESCRIPTION OF CHANGES	1.0	Board of Directors	May 20, 2024	Updated the the Service Equity Analyses process. Formatting changes for clarity.
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Appendix B. Public Involvement

Public Involvement Summary

With an engagement period spanning from Friday, November 7, to Wednesday, December 17, 2025, agency efforts on- and offline led to the engagement of over 2,800 community members; and direct communications sent which total over 6,700 engagements through CapMetro Alerts and emails to community-based organizations (CBOs). Additionally, social media efforts generated more than 15,500 impressions, 417 engagements, and over 40 website visits to learn more about the proposed changes across all platforms.

Summary of Public Comments

Overall, feedback from community members was mixed, with some expressing disappointment or anger at being unable to buy the 1-Day pass, while others supported the change to enable faster boarding times and additional monetary savings for customers with increased usage of the Umo system. At presentations to groups in advisory roles, most feedback expressed concerns related to the disruption to customers currently using the 1-Day pass and adoption of Reloadable Fare Cards or the Umo App.

Overview of Public Involvement Methods

The following sections reflect the opportunities for community members to be informed of the changes and to share their feedback. These public involvement methods spanned the range from pre-recorded presentations available online to engaging riders at stops and stations. For this project, Public Input (a platform used to engage community members) was used to collect and store comments, and Appendix A is a report of all submitted comments.

Presentations

Presentations allow staff to more deeply explain the proposed changes, and for live presentations, to answer questions and receive feedback in real time. A recorded presentation in English and Spanish was available online at the start of the engagement period, and live presentations were made to the Access and Customer Satisfaction Advisory Committees. Information about the live presentations is provided in the table below.

Name	Date and Time	Location	Number of Participants
Access Advisory Committee	Wednesday, December 3, 2025, at 5:30pm	Zoom	7

Customer Satisfaction Advisory Committee	Wednesday, December 10, 2025, at 6:00pm	Zoom	10
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Table 1: Information on Live Presentations

Tabling and Related Activities

At 8 events, CapMetro staff engaged approximately 1,710 community members about the proposed changes.

Name	Date and Time	Location	Approximate Engagements
Cyclovia ATX 2025	Saturday, November 8, 2025, from 10:00am-2:00pm	Marshall Middle School, 4401 Tilley St., Austin, TX 78723	80
Austin Energy Community Connections Resource Fair	Saturday, November 15, 2025, from 11:00am-4:00pm	Eastside Early College High School, 900 Thompson St., Austin, TX 78702	300
CapMetro November Board Meeting	Wednesday, November 17, 2025 at 12:00pm	CapMetro Headquarters, 2910 E. 5th St., Austin, TX 78702	5
H-E-B Feast of Sharing Resource Fair	Tuesday, November 25, 2025, from 4:00pm-8:00pm	Palmer Events Center, 900 Barton Springs Rd., Austin, TX 78704	1000
District 9 Year in Review Community Meeting	Monday, December 1, 2025, from 6:00pm-7:00pm	Austin Energy Headquarters, 4815 Mueller Blvd., Austin, TX 78723	20
Community Holiday Celebration	Saturday, December 6, 2025 from 10:30am-12:30pm	Pan American Recreation Center, 2100 E 3rd St., Austin, TX 78702	55
Colony Park Holiday Event	Saturday, December 6, 2025 from 5:00pm-7:30pm	Turner Roberts Recreation Center, Colony Loop Dr., Austin, TX 78724	250
CapMetro December Board Meeting	Wednesday, December 17, 2025 at 12:00pm	CapMetro Headquarters, 2910 E. 5th St., Austin, TX 78702	0
Approximate Engagements:			1,710

Table 2: Information on Tabling and Related Activities

At-Stop Outreach & Signage

At-stop outreach and signage was identified as a key engagement method to ensure that those most affected by the project were given extra opportunity to be notified. At-stop locations, as well as the times and days of shifts, were chosen to maximize potential engagements near high ridership stops and stations that also saw significant purchases of 1-Day passes on the bus. Enablement materials for each at-stop outreach shift included:

- 100 flyers in English and Spanish (Appendix B1)
- A laminated reference sheet which included QR codes to download the Umo app or to view the list of participating retailers, and text which explained fare capping in English and Spanish. (Appendix B2)
- A frequently asked questions document (Appendix B3), and
- A talking points document (Appendix B4).

More information on the at-stop outreach shifts is included in the table below.

Approximate Location	Date and Time
Riverside and Pleasant Valley	Tuesday, November 18, 2025, from 6:00am-10:00am
Oltorf at Burton	Tuesday, November 18, 2025, from 6:00am-10:00am
Rundberg at North Lamar	Tuesday, November 18, 2025, from 6:00am-10:00am
Westgate Transit Center	Tuesday, November 18, 2025, from 11:00am-3:00pm
Tech Ridge Park & Ride	Tuesday, November 18, 2025, from 6:00am-10:00am
William Cannon at Bluff Springs	Tuesday, November 18, 2025, from 6:00am-10:00am
Norwood Transit Center	Tuesday, November 18, 2025, from 7:00am-11:00am
Riverside and Pleasant Valley	Wednesday, November 19, 2025, from 6:00am-10:00am
Oltorf at Burton	Wednesday, November 19, 2025, from 6:00am-10:00am
Rundberg at North Lamar	Wednesday, November 19, 2025, from 6:00am-10:00am
Westgate Transit Center	Wednesday, November 19, 2025, from 11:00am-3:00pm
Tech Ridge Park & Ride	Wednesday, November 19, 2025, from 6:00am-10:00am
William Cannon at Bluff Springs	Wednesday, November 19, 2025, from 6:00am-10:00am
Norwood Transit Center	Wednesday, November 19, 2025, from 7:00am-11:00am
Riverside and Pleasant Valley	Thursday, November 20, 2025, from 12:00pm-4:00pm
Rundberg at North Lamar	Thursday, November 20, 2025, from 10:30am-2:30pm
Oltorf at Burton	Thursday, November 20, 2025, from 12:00pm-4:00pm
Tech Ridge Park & Ride	Thursday, November 20, 2025, from 12:00pm-4:00pm
Norwood Transit Center	Thursday, November 20, 2025, from 1:00pm-5:00pm
Approximate Engagements:	1,100

Table 3: Information on At-Stop Outreach Shifts

Signage (Appendix B5) was also posted at stops using the same prioritization method as in-person outreach and contained the essential information for riders to know in both English and Spanish. The list of locations and Stop IDs can be found in the table below.

Location	Stop ID #s
Riverside at Pleasant Valley	5779, 4288, 6367, 6442
Riverside at Town Creek	1032
Burton at Valley Hill	1243
Oltorf at Burton	6511, 6512, 1359, 1358
Crestview Station / North Lamar at Airport	5604, 5606, 5860
North Lamar Transit Center	6400, 5859
North Lamar at Fairfield	467, 6348
North Lamar at Rundberg	3148, 4540, 2583, 2821, 4539
Norwood Transit Center	6426
Rundberg at Marlborough	3134
Republic Square	2112, 5868, 5867, 5938, 2613, 2643
Westgate Transit Center	6373, 6374, 6375, 6377, 6379
Tech Ridge Park and Ride	5304, 5273, 5302
William Cannon at Bluff Springs	5377, 554, 5704
Austin Bergstrom Internation Airport	4326
South Congress Transit Center	5553, 5552, 5551, 5547, 5545, 5544

Table 4: Information on At-Stop Signage Placement

Digital Communications & Social Media

Digital communications are a key part of all engagement projects and are the most efficient way to notify potentially impacted or interested community members.

Email communications were crafted and distributed to notify community organizations about the proposed changes. The email (Appendix B6) was sent twice to Community Engagement’s list of contacts within community organizations using Public Input, and once to the City of Austin’s Neighborhood Services Unit listserv. The table below is a summary of the performance from both emails sent through Public Input.

Date	(Delivered) Recipients	Unique Opens	Unique Clicks
11/7	384	87	4
12/4	382	183	3

Table 5: Performance Summary for Project Emails

This email was also shared directly to contacts that Community Engagement staff had within the following organizations in efforts to reach Low English Proficiency customers:

- AVANCE
- Dolores Catholic Church
- Austin Public Library
- El Buen Samaritano
- LULAC
- Foundation Communities
- Network of Asian American Organizations
- On Point Re-Entry
- North Austin Muslim Community Center
- Islamic Center of Greater Austin (ICGA)
- Casa Marianella
- Vietnamese American Community of Austin

In addition to detailed emails, CapMetro Alerts were sent to over 6,500 subscribers either by email, text, or RSS feed. Key highlights of the two Alert reports (Appendix B7 and B8) are found in the table below.

Date	(Delivered) Recipients	Unique Opens	Unique Clicks
11/7	6,335	622	27
12/2	6,288	604	42

Table 6: Performance Summary for CapMetro Alerts

Lastly, the metrics of the social media campaign can be found in the table below.

Date	Platform	Impressions	Engagement	Link Clicks
11/7	Facebook	3,121	131	10
11/7	Twitter/X	5,865	123	12
11/20	Facebook	713	24	9
11/20	Twitter/X	281	6	1
12/3	Facebook	631	24	5
12/3	Twitter/X	279	18	5
11/7 – 12/17 (Pinned Post)	Instagram	4,705	91	4

Table 7: Performance Summary for Social Media Posts

Additional Communications of Note

Outside of Community Engagement’s direct public involvement activities, CapMetro staff from various departments make communications to key partners to facilitate strong relationships and wider community awareness of projects. These messages are often crafted to fit the needs of each department, sent directly to personal contacts (rather than in bulk), and lack the tracking of metrics typical of project communications due to their adjusted focus. A summary of these communications are listed in the table below, and do not necessarily include all communications made from CapMetro staff to external partners.

Date	Department	Audience	Notes
<p>Monday, November 17, 2025</p>	<p>Public Safety (Community Intervention)</p>	<p>Collaboration Technologies for Organizations Serving the Homeless (CTOSH) listserv</p>	<p>Included note about 1-Day pass roll-off.</p>
<p>Friday, November 21, 2025</p>	<p>Government Affairs</p>	<p>Member City Mayors + City Managers, City of Austin Council Offices</p>	<p>Postponed from original engagement launch date due to November elections.</p>
<p>Monday, November 24, 2025</p>	<p>Finance</p>	<p>Organizations enrolled in the Discount Pass Program (DPP)</p>	<p>November DPP meeting summary. Included note about 1-Day pass roll-off.</p>
<p>Tuesday, December 9, 2025</p>	<p>Finance</p>	<p>Organizations enrolled in the Discount Pass Program (DPP)</p>	<p>December DPP meeting summary. Included note about 1-Day pass roll-off.</p>

Table 8: Summary of Additional Non-Public Involvement Communications

Appendix B1: Outreach Flyer



Important Update for CapMetro Riders Who Pay Bus Fare with Cash

We're replacing our bus fareboxes in 2026 — here's how it affects you

There is no change to the price you pay. You will still be able to pay cash for single rides, but **day passes will no longer be sold on the bus.**

Get the same cost benefits of a day pass through fare capping with these payment methods:

- Use the Umo app on your phone
- Pick up a reloadable CapMetro fare card at H-E-B or the CapMetro Transit Store. **You can reload your card with cash at many stores like H-E-B, 7-Eleven, Dollar General, Walgreens and CVS.**
- Tap-to-pay with your credit or debit card (Coming 2026)



GET MORE INFO AND SHARE FEEDBACK

capmetro.org/farebox

如果您對以上的資料有興趣，而需要中文版的話，請發電郵至 engage@capmetro.org

정보가 다른 언어로 필요하신 경우, engage@capmetro.org 으로 이메일을 보내주시기 바랍니다

Nếu thông tin này cần thiết bằng ngôn ngữ khác, vui lòng gửi email đến engage@capmetro.org

यदि यह जानकारी किसी अन्य भाषा में चाहिए, तो कृपया engage@capmetro.org पर ईमेल करें।

إذا كنت بحاجة إلى هذه المعلومات بلغة أخرى، يُرجى إرسال بريد إلكتروني إلى engage@capmetro.org

Si vous avez besoin de ces informations dans une autre langue, veuillez envoyer un courriel à engage@capmetro.org

Если эта информация нужна на другом языке, пожалуйста, отправьте письмо на адрес engage@capmetro.org

หากต้องการข้อมูลนี้ในภาษาอื่น โปรดส่งอีเมลไปที่ engage@capmetro.org

Reasonable modifications and equal access to communications, including auxiliary aids, services, and translation assistance, are provided upon request. Please provide notice at least two days in advance.

Contact: engage@capmetro.org



Importante: Actualización para quienes pagan el pasaje del autobús en efectivo

Estamos reemplazando las terminales de pago de cobro en 2026 — esto es lo que necesitas saber

Todavía podrás pagar en efectivo por viajes singulares, pero ya **no podrás comprar pases de día en el autobús.**

Reciba los mismos beneficios de costo de un pase diario a través del límite de tarifas con estos métodos de pago:

- Usar la app Umo en tu teléfono
- Conseguir una Tarjeta Recargable de CapMetro en H-E-B o en la Tienda de CapMetro. **Puedes recargar tu tarjeta con efectivo en muchos lugares como H-E-B, 7-Eleven, Dollar General, Walgreens y CVS.**
- Pagar con tarjeta de crédito o débito (Próximamente en 2026)



**OBTÉN MÁS INFO Y
COMPARTE TU OPINIÓN**

capmetro.org/farebox

Se ofrecen modificaciones razonables y acceso equitativo a las comunicaciones, incluyendo ayudas auxiliares, servicios y asistencia de traducción, previa solicitud. Por favor, notifique con al menos dos días de anticipación.

Contacto: engage@capmetro.org

Appendix B2: Fare Capping Reference Sheet



What is fare capping?

CapMetro uses pay-as-you-ride fare capping to make sure riders never pay more than the cost of a pass.

Daily: After a rider taps their card to pay for 2 rides in one service day (4:00 a.m. to 3:59 a.m.), they automatically earn unlimited rides for the rest of that day.

Monthly: If you ride twice a day for 17 or more days in a calendar month, you'll automatically earn unlimited rides for the rest of that month.

¿Qué es el Límite de Tarifas?

CapMetro utiliza el sistema de límite de tarifas por uso para garantizar que los pasajeros nunca paguen más que el costo de un pase.

Diario: Después de que un pasajero paga por 2 viajes en un mismo día de servicio (de 4:00 a.m. a 3:59 a.m.), automáticamente obtiene viajes ilimitados por el resto del día.

Mensual: Si viajas dos veces al día durante 17 días o más en un mes calendario, automáticamente obtendrás viajes ilimitados por el resto del mes.



Participating Retailers
tiendas participantes



Appendix B3: Farebox Replacement FAQ



Farebox Replacement FAQ

Why are the fareboxes being replaced?

Our current fareboxes are approximately 20 years old; the new fareboxes will make your ride smoother and faster.

Tap-to-pay

Tap-to-pay with credit or debit cards, as well as Google and Apple Pay, will be coming in Early 2026. If you use this option, you'll get fare capping just for the day, not the month like with the Reloadable Fare Cards or the Umo app.

Why is CapMetro getting rid of the day pass?

The new fareboxes don't support printing, which means they will not print passes. Customers will still have access to daily and monthly caps through Umo app and reloadable fare cards.

I only use cash. How will this affect me?

You can still pay cash for single trips on board. You will need to pay with exact change every time you ride. If you usually ride more than twice in a service day, you'll want to get a reloadable fare card from H-E-B or from the CapMetro Transit Store. These can be loaded with cash at our retail partners such as H-E-B, 7-Eleven, CVS Pharmacy, Walgreens, or at the Transit Store. The full list of more than 220 retailers is on our website at capmetro.org/retailers

Where can I share my thoughts / complain / ask questions of staff?

If you'd like to share your thoughts, our Community Engagement team is collecting feedback through December 15 on our website at capmetro.org/farebox - or you can email them at engage@capmetro.org.

Is CapMetro raising fares?

Our prices are not changing– this only affects the way riders can pay fare with cash on board buses.

Can I still pay with cash on the bus?

Yes - riders can still pay cash for single trips on board. If you ride more than twice in a day, you'll want to use:

- The Umo app, available in smartphone app stores (e.g. Apple, Google, and Samsung) or
- A reloadable fare card available at H-E-B or at the CapMetro Transit Store.
 - Cash can be added to your Umo app or a reloadable fare card at one of our retail partners including H-E-B, 7-Eleven, Walgreens, CVS Pharmacy or Dollar General.
 - A full list of partners and their locations are available on [CapMetro.org/retailers](https://www.capmetro.org/retailers)
- In early 2026, you will be able to tap-to-pay using your credit/debit card, Apple Pay or Google pay

When will the new fareboxes be installed?

Replacement of our fareboxes will start around mid-2026. More information, including a specific date, will be available as we get closer to that time.

Will bus operators sell day passes in another way?

No, operators will not be able to sell paper day passes with the new fareboxes.

Appendix B4: Farebox Replacement Talking Points



Farebox Replacement Talking Points

EXTERNAL: Reasons for the Farebox Replacement

- Current fareboxes are approximately 20 years old and have reached their end of life; they are no longer supported by the manufacturer.

EXTERNAL: Payment Options for Customers

- Riders can still pay cash for single trips on board.
- Riders can access fare capping by using:
 - The Umo app, available in smartphone app stores (e.g. Apple, Google, and Samsung).
 - A reloadable fare card available at H-E-B or at the CapMetro Transit Store. Cash can be added to the reloadable fare cards at one of our retail partners including H-E-B, 7-Eleven, Walgreens, CVS Pharmacy or Dollar General. A full list of partners and their locations are available on [CapMetro.org/retailers](https://www.capmetro.org/retailers)
 - (Daily fare capping only) Tap-to-pay with credit or debit cards, Apple pay and Google pay.

EXTERNAL: Purpose of the Title VI Analysis

- Title VI of the Civil Rights Act requires CapMetro to ensure that changes to fare collection do not result in discrimination based on race, color, or national origin.
- The analysis also evaluates whether low-income riders experience a disproportionate burden from fare changes.
- For the farebox replacement, the focus is on the removal of the option to purchase a 1-Day Pass with cash on the bus.

EXTERNAL: Key Findings from the Analysis

- More than 97% of trips will see no change in fares.

- Fewer than 3% of trips are affected, specifically riders who buy a 1-Day Pass with cash on board.
- For riders affected:
 - Minority riders: The average impact is less than a penny per boarding. The projected difference (1.3% vs. 0.1% for non-minority) is well below the 2% threshold for disparate impact. No disparate impact found.
 - Low-income riders: The average impact is also less than a penny per boarding. The difference (0.4% vs. -0.02%) is well below the 2% threshold for disproportionate burden. No disproportionate burden found.

Appendix B5: Farebox Replacement Signage



Paying your fare with cash?

New fareboxes are coming for our buses in mid-2026! You'll still be able to pay cash for single rides, but day passes will not be sold on the bus.

¿Pagas tu pasaje en efectivo?

¡En mediados de 2026 tendremos nuevas terminales de pago para pagar en los autobuses! Todavía podrás pagar en efectivo por viajes singulares, pero ya no se el autobús.



GET MORE INFO AND SHARE FEEDBACK
OBTÉN MÁS INFO Y COMPARTE TU OPINIÓN

capmetro.org/farebox

Reasonable modifications and equal access to communications, including auxiliary aids, services, and translation assistance, are provided upon request. Please provide notice at least two days in advance.
Contact: engage@capmetro.org

Se ofrecen modificaciones razonables y acceso equitativo a las comunicaciones, incluyendo ayudas auxiliares, servicios y asistencia de traducción, previa solicitud. Por favor, notifique con al menos dos días de anticipación.
Contacto: engage@capmetro.org

Appendix B6: Community Engagement Email

Firefox

<https://publicinput.com/Email/x266605>



Bus Farebox Replacement mid-2026

CapMetro is replacing our outdated fareboxes on buses in mid-2026. There is no change to the price you pay. You will still be able to pay cash for single rides, but day passes will no longer be sold on the bus.

To get the same cost benefits of a day pass, you will be able to:

- Use the Umo app on your phone
- Pick up a CapMetro reloadable fare card at H-E-B or the Transit Store at 1705 Guadalupe St.
- Tap-to-pay with personal phones and credit/debit cards (Coming in early 2026)

You can reload your fare card with cash at many stores like H-E-B, 7-Eleven, Dollar General, Walgreens and CVS.

[See Full List of Supporting Retailers](#)

We want to hear from you

We'll answer your questions in person outside the Rosa Parks Boardroom at 2910 East 5th Street on November 17 at noon or December 17 at noon. We'll also be at busy stops to help you in person and answer your questions.

[GET MORE INFO AND SHARE FEEDBACK](#)



Reemplazo de cajas de pago en autobuses – Mitad de 2026

CapMetro va a reemplazar las cajas de pago viejas en los autobuses a mediados de 2026. El precio del pasaje no cambia. Todavía podrás pagar en efectivo por viajes sencillos, pero ya no se venderán pases diarios en el autobús.

Para seguir aprovechando el mismo descuento de un pase diario, podrás:

- Usar la app Umo en tu teléfono
- Conseguir una tarjeta recargable de CapMetro en H-E-B o en la Transit Store (1705 Guadalupe St.)
- Pagar con tu teléfono o tarjeta de crédito/débito con solo acercarla (llega a inicios de 2026)

Podrás recargar tu tarjeta con efectivo en muchas tiendas como H-E-B, 7-Eleven, Dollar General, Walgreens y CVS.

Mira la lista completa de tiendas participantes:

Queremos escucharte

Estaremos respondiendo preguntas en persona afuera del Rosa Parks Boardroom (2910 East 5th Street) el 17 de noviembre al mediodía o el 17 de diciembre al mediodía. También estaremos en paradas con mucho tráfico para ayudarte y responder tus preguntas.

Obtén más info y comparte tus comentarios aquí:

Firefox

<https://publicinput.com/Email/x266605>

Sent on behalf of Capital Metropolitan Transportation Authority by PublicInput
2409 Crabtree Blvd, Suite 107, Raleigh, NC 27604

[Unsubscribe](#) | [My Subscriptions](#)

[View this email in a browser](#) | [Translate](#)

Appendix B7: Email Metrics – 11/07/2025

Capital Metropolitan Transportation Authority TX - Bulle... **GOVDELIVERY**

Subject: Important Update for CapMetro Riders Who Pay Bus Fare with Cash
 Sent: 11/07/2025 09:36 AM CST
 Sent By: madhu.singh@capmetro.org
 Sent To: 96 Topics



Email Delivery Stats

Minutes	Cumulative Attempted
3	98%
5	99%
10	99%
30	99%
60	99%
120	99%

Delivery Metrics - Details

- 6,738** Total Sent
- 6,335 (94%)** Delivered
- 0 (0%)** Pending
- 403 (6%)** Bounced
- 0 (0%)** Unsubscribed

Bulletin Analytics

- 961** Total Opens
- 622 (13%)** Unique Opens
- 35** Total Clicks
- 27 (1%)** Unique Clicks
- 15** # of Links

Delivery and performance —

These figures represent all data since the bulletin was first sent to present time.

	Progress	% Delivered	Recipients	# Delivered	Opened Unique	Bounced/Failed	Unsubscribes
Email Bulletin	Delivered	96.4%	4,917	4,738	622 / 13.1%	179	0
Digest	n/a	n/a	0	0	0 / 0.0%	0	0
SMS Message	Delivered	87.7%	1,821	1,597	n/a	224	n/a

Link URL	Unique Clicks	Total Clicks
http://capmetro.org/farebox?utm_medium=email&utm_source=govdelivery	9	13
http://capmetro.org/retailers?utm_medium=email&utm_source=govdelivery	5	7
https://capmetro.org/help/?utm_medium=email&utm_source=govdelivery	2	4
https://capmetro.org/?utm_medium=email&utm_source=govdelivery	2	2
https://twitter.com/CapMetroATX?utm_medium=email&utm_source=govdelivery	1	1
https://www.facebook.com/capmetroatx?utm_medium=email&utm_source=govdelivery	1	1
https://www.youtube.com/user/iridecapmetro?utm_medium=email&utm_source=govdelivery	1	1
https://www.instagram.com/capmetroatx/?utm_medium=email&utm_source=govdelivery	1	1
https://capmetroblog.com/?utm_medium=email&utm_source=govdelivery	1	1
https://capmetro.org/help?utm_medium=email&utm_source=govdelivery	1	1
https://public.govdelivery.com/accounts/TXCAPMETRO/subscriber/new?preferences=true	1	1
https://subscriberhelp.govdelivery.com/	1	1
https://subscriberhelp.granicus.com/?utm_medium=email&utm_source=govdelivery	1	1
https://public.govdelivery.com/accounts/TXCAPMETRO/subscriber/one_click_unsubscribe?verification=%5B%5BVERIFICATION%5D%5D&destination=%5B%5BEMAIL_ADDRESS%5D%5D	0	0

Appendix B8: Email Metrics – 12/02/2025

Capital Metropolitan Transportation Authority TX - Bulle... **GOVDELIVERY**

Subject: Important Update for CapMetro Riders Who Pay Bus Fare with Cash
 Sent: 12/02/2025 10:42 AM CST
 Sent By: madhu.singh@capmetro.org
 Sent To: 96 Topics



Email Delivery Stats

Minutes	Cumulative Attempted
3	98%
5	99%
10	99%
30	99%
60	99%
120	99%

Delivery Metrics - Details

- 6,696** Total Sent
- 6,288 (94%)** Delivered
- 0 (0%)** Pending
- 408 (6%)** Bounced
- 2 (0%)** Unsubscribed

Bulletin Analytics

- 909** Total Opens
- 604 (13%)** Unique Opens
- 49** Total Clicks
- 42 (1%)** Unique Clicks
- 15** # of Links

Delivery and performance

These figures represent all data since the bulletin was first sent to present time.

	Progress	% Delivered	Recipients	# Delivered	Opened Unique	Bounced/Failed	Unsubscribes
Email Bulletin	Delivered	96.3%	4,876	4,697	604 / 12.9%	179	2
Digest	n/a	n/a	0	0	0 / 0.0%	0	0
SMS Message	Delivered	87.4%	1,820	1,591	n/a	229	n/a

Link URL	Unique Clicks	Total Clicks
http://capmetro.org/retailers?utm_medium=email&utm_source=govdelivery	7	9
http://capmetro.org/farebox?utm_medium=email&utm_source=govdelivery	7	7
https://capmetro.org/?utm_medium=email&utm_source=govdelivery	5	6
https://capmetro.org/help/?utm_medium=email&utm_source=govdelivery	3	6
https://public.govdelivery.com/accounts/TXCAPMETRO/subscriber/one_click_unsubscribe?verification=%5B%5BVERIFICATION%5D%5D&destination=%5B%5BEMAIL_ADDRESS%5D%5D	2	3
https://capmetro.org/help?utm_medium=email&utm_source=govdelivery	2	2
https://public.govdelivery.com/accounts/TXCAPMETRO/subscriber/new?preferences=true	2	2
https://subscriberhelp.govdelivery.com/	2	2
https://capmetroblog.com/?utm_medium=email&utm_source=govdelivery	2	2
https://www.instagram.com/capmetroatx/?utm_medium=email&utm_source=govdelivery	2	2
https://subscriberhelp.granicus.com/?utm_medium=email&utm_source=govdelivery	2	2
https://twitter.com/CapMetroATX?utm_medium=email&utm_source=govdelivery	2	2
https://www.facebook.com/capmetroatx?utm_medium=email&utm_source=govdelivery	2	2
https://www.youtube.com/user/iridecapmetro?utm_medium=email&utm_source=govdelivery	2	2