



Agenda - Final revised

Capital Metropolitan Transportation Authority

Board of Directors

2910 East 5th Street
Austin, TX 78702

Monday, May 20, 2024

12:00 PM

Rosa Parks Boardroom

Any items marked with * have been revised or added.

This meeting will be livestreamed at capmetrotx.legistar.com

I. Call to Order

II. Safety Briefing:

III. Recognition

- *1. Community Intervention Program Award

IV. Public Comment:

V. Advisory Committee Updates:

- 1. Customer Satisfaction Advisory Committee (CSAC)
- 2. Access Advisory Committee
- 3. Public Safety Advisory Committee (PSAC)

VI. Board Committee Updates:

- 1. Operations, Planning and Safety Committee
- 2. Finance, Audit and Administration Committee
- 3. CAMPO update
- 4. Austin Transit Partnership Update

VII. Consent Items:

- 1. Approval of minutes from the April 10, 2024 public hearing and April 22, 2024 board meeting.

2. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract for State Legislative Consulting Services with the offices of Marc A. Rodriguez for a base term of three (3) years, with one (1) two-year extension option, in a total amount not to exceed \$648,000.

VIII. Action Items:

1. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with World Wide Technology, LLC. for identity and access management for one (1) base year and four (4) option years in an amount not to exceed \$2,240,856.
2. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Vertosoft LLC. to provide Swiftly operational & customer “real time” vehicle information and analytics tools for a base period of six (6) months with three option periods through November 30, 2027, in a total amount not to exceed \$2,712,168.
3. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Ajimco Construction, Inc. for the purchase and installation of a fall protection system in CapMetro’s bus maintenance facilities in an amount not to exceed \$249,100.
4. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a modification to the contract with CFJ Manufacturing for uniform services, increasing the contingency funding by \$490,000, in a total amount not to exceed \$11,107,259.
5. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Silsbee Ford Inc. to purchase five (5) Ford Escape Vehicles for the CapMetro Non-Revenue Vehicle Fleet in an amount not to exceed \$279,213.
6. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract modification with Texas Disposal Systems, Inc. to increase the funding for their contract that expires February 26, 2025, by \$35,000, including contingency, in a new total not to exceed amount of \$182,434.
- *7. Approval of a resolution adopting the Revised Title VI Policies and approving the Title VI Service Monitoring Results, and approval of submission of the Triennial Title VI Program Update to the Federal Transit Administration.

Memo: Title VI Policy Update and Data Sources for Service Equity Analyses (April 22, 2024)

- *8. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a Purchase and Sale Agreement for the purchase of 0.5350 acres of Lot 1, Houston & Powell Addition, and 0.1480-acre of Lot 2, Houston & Powell Addition, tracts of land located at 621 North Pleasant Valley Road, Austin, Texas 78702, all other improvements, and any easements and rights appurtenant thereto, from Montwalk Holdings, Ltd. for new CapMetro facility, in an amount not to exceed \$1,500,000 plus closing costs, as well as the payment of a broker fee to CBRE, Inc. in an amount not to exceed \$7,480.

IX. Report:

- 1. President & CEO Monthly Update

X. Executive Session of Chapter 551 of the Texas Government Code:

Section 551.072 for deliberation regarding the purchase, exchange, or value of real property, and Section 551.071 for consultation with an attorney regarding related legal issues; also

Section 551.071 for consultation with an attorney regarding legal issues, including potential or contemplated litigation, related to contracts with vendors.

XI. Memos:

Note: Memos are for information only. Will not be discussed at meeting.

- 1. Memo: CapMetro Childcare Center Contract and Options Follow-up (April 25, 2024)
- 2. Memo: Amendment to Approved August 2024 Service Changes (May 13, 2024)

XII. Items for Future Discussion:

XIII. Adjournment

ADA Compliance

Reasonable modifications and equal access to communications are provided upon request. Please call (512) 369-6040 or email ed.easton@capmetro.org if you need more information.

BOARD OF DIRECTORS: Jeffrey Travillion, Chair; Leslie Pool, Vice Chair; Becki Ross, Secretary; Eric Stratton, Paige Ellis, Matt Harriss, Dianne Bangle and Chito Vela.

The Board of Directors may go into closed session under the Texas Open Meetings Act. In accordance with Texas Government Code, Section 551.071, consultation with attorney for any legal issues, under Section 551.072 for real property issues; under Section 551.074 for personnel matters, or under Section 551.076, for deliberation regarding the deployment or implementation of security personnel or devices; arising regarding any item listed on this agenda.



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2021-189

Agenda Date: 3/28/2022

Customer Satisfaction Advisory Committee (CSAC)

Capital Metropolitan Transportation Authority

Customer Satisfaction Advisory Committee (CSAC)

Wednesday, May 8, 2024

6:00 PM

Virtual Presentation

CapMetro Employees: Brian Alejandro, Penelope Ackling, Peter Breton, Kevin Manley, Edna Parra, Holly Winge, Marcella Wood.

Committee Members: Arlo Brandt, David Foster, Fangda Lu, David Shapiro, BJ Taylor, Ephraim Taylor, Diana Wheeler.

Guests: Ruven Brooks, Zenobia Joseph.

Meeting called to order at 6:05 PM

Welcome / Introductions / Call to Order

Chair Taylor

Approval of the minutes – Motion to approve by Diana Wheeler / 2nd by BJ Taylor – passes unanimously.

Public Communications

Arlo Brandt outlines issues he encountered during Kite Festival, specifically where a stop was not listed as closed on the app. **Marcella Wood** responds that CapMetro is continuously working to resolve app issues, and additional information would be helpful to pinpoint the issue. **Peter Breton** says he'll follow up.

BJ Taylor shares that she's had similar experiences surrounding detoured routes.

Tom Wald shares his concerns about the currently proposed Crestview Grade Separation project and recommends possible alternatives for different aspects of the project. **Peter Breton** explains that the project is on hold as CapMetro looks for sources of funding to continue the design process, and that he'll follow up to schedule a meeting.

David Foster shares his thoughts on how CapMetro should move forward with the project.

Zenobia Joseph shares an incident that they had with an operator, as well as their concerns and ideas around fares, CapMetro Board Packet documentation, wait times for Routes 237/339, documentation about Route 466, density at Braker Ln for Route 392, public awareness of GO Line hours during Austin FC games, and paratransit/accessible transportation for Austin FC games.

Marcella Wood says she'll follow up on GO Line information, options to reduce wait times for riders in wheelchairs, documentation about Route 466, and the incident with the operator.

BJ Taylor requests more info about a postcard sent by CapMetro to her place of residence. **Peter Breton** says he'll follow up.

Zenobia Joseph asks if the CapMetro board will vote on Title VI Policy changes at the May 20, 2024, Board Meeting, and **Enda Parra** confirms.

Transit Plan 2035

Penelope Ackling, Community Engagement Coordinator

Penelope Ackling overviews the upcoming Transit Plan 2035 initiative, overviewing recent planning efforts, previous transit plans, and the timeline for the initiative, and asks for input on how to engage the committee.

Ephraim Talyor asks how CapMetro is building a plan that takes future changes to the system (like completed light rail) into account. **Penelope Ackling** explains that there is a 10-year plan that focuses on the best possible changes to the system without taking into account the constraints such as financing, as well as a 5-year plan which does take those constraints into account.

Fangda Lu asks if other transit plans from other agencies could be shared with the committee in the next presentation, and **Penelope Ackling** says yes.

Committee Members discuss ways to share their feedback and make requests on how to engage the committee.

Public Safety Engagement Update

Peter Breton, Community Engagement Coordinator

Peter Breton highlights recent engagement activities for the Public Safety Program, including Public Safety Advisory Committee (PSAC) subcommittees, major feedback themes over the past year, and ways to engage in the future.

Ephraim Taylor shares his concerns about overlap between PSAC subcommittees, advisory committees, and other customer service avenues for customers trying to remediate issues surrounding their safety when using CapMetro's services. **Peter Breton** explains the options customers have at their disposal to remediate issues and what the role of the subcommittees and other advisory committees is.

Community Intervention Specialist Program Update

Holly Winge, Community Intervention Specialist II

Holly Winge overviews key points and highlights of year two of the Community Intervention Specialist program, including key performance indicators, new and continued partnerships in the community, and success stories.

David Foster asks if the team is doing proactive visits or is more reactive to incidents. **Holly Winge** explains that they used to be more proactive but have not had as much time to do so recently.

Public Safety Ambassador Program Update

Kevin Manley, Public Safety Supervisor

Kevin Manley updates the committee on the Public Safety Ambassador program, including the current staffing levels and newly hired ambassadors, special assignments and trainings, and events.

Meeting adjourned at 7:49 PM



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2021-190

Agenda Date: 3/28/2022

Access Advisory Committee

Capital Metropolitan Transportation Authority

Access Advisory Committee

Wednesday, May 1, 2024

5:30 PM

Virtual Presentation

CapMetro Employees: Penelope Ackling, Peter Breton, Louise Friedlander, Darryl Jamail, Martin Kareithi, Julie Lampkin, Kevin Manley, Edna Parra, Brian Robinson, Sara Sanford.

Supporting Staff: Nick Milum, Raul Vela.

Committee Members: Estrella Barrera, Andrew Bernet, Glenda Born, Audrea Diaz, Otmar Foehner, Mike Gorse, Paul Hunt, John McNabb.

Guests: Tracey Moody.

Meeting called to order at 5:34 PM

Welcome / Introductions / Call to Order

Chair Hunt

Approval of the minutes – John McNabb / 2nd by Glenda Born – passes unanimously

Public Communications

Glenda Born compliments an operator from a recent trip, and **Julie Lampkin** says she'll make sure they receive the compliment.

Otmar Foehner thanks the Public Safety Ambassadors at Tech Ridge Park and Ride for supporting his family with an ongoing safety concern.

Paul Hunt explains that on a recent trip to the East Side Bus Plaza he was impressed with the facility, but some accessibility features are nonfunctional or missing.

Tracey Moody explains that she is having issues with the complaint process and CapMetro staff and not addressing her concerns. **Edna Parra** says she will follow up.

Transit Plan 2035

Penelope Ackling, Community Engagement Coordinator

Penelope Ackling overviews the upcoming Transit Plan 2035 initiative, overviewing recent planning efforts, previous transit plans, and the timeline for the initiative, and asks for input on how to engage the committee.

Committee Members discuss ways to share their feedback and make requests on how to engage the committee.

Public Safety Ambassador Program Update

Brian Robinson, Public Safety Supervisor

Brian Robinson updates the committee on the Public Safety Ambassador program, including the current staffing levels and newly hired ambassadors, special assignments and trainings, and events. **Martin Kareithi** adds that he has coordinated disability sensitivity training for the Ambassadors as well.

Glenda Born asks about identifying characteristics of the Ambassadors. **Brian Robinson** explains that they are developing a new uniform to help differentiate them from operators.

Community Intervention Specialist Program Update

Darryl Jamail, Director of Public Safety and Emergency Management

Darryl Jamail overviews key points and highlights of year two of the Community Intervention Specialist program, including key performance indicators, new and continued partnerships in the community, and success stories.

Committee Members express their gratitude and appreciation for the program.

Public Safety Engagement Update

Peter Breton, Community Engagement Coordinator

Peter Breton highlights recent engagement activities for the Public Safety Program, including Public Safety Advisory Committee (PSAC) subcommittees, major feedback themes over the past year, and ways to engage in the future.

Otmar Foehner asks if the subcommittee meetings are in-person or virtual, and **Peter Breton** explains that currently the meetings are virtual, but some may be in-person in the future.

Tracey Moody asks how mental health is being considered. CapMetro staff overview some ways the Public Safety Program trains frontline staff to respond to mental health incidents.

Meeting adjourned at 7:15 PM



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2022-329

Agenda Date: 1/24/2022

Public Safety Advisory Committee (PSAC)

Capital Metropolitan Transportation Authority

Public Safety Advisory Committee (PSAC)

Friday, April 26, 2024

11:30 AM

Virtual Presentation

CapMetro Employees: Jeremy Benoit, Peter Breton, Nina Loehr, Eric Robins, Brian Robinson, Joesph Rose, Vaishnavi Tiwari, Yvonne Wilson, Holly Winge.

Committee Members: Kathryn Kalinowski, Luis Osta Lugo, Brent Payne, Adam Powell, Lauren Taylor, Leslie York.

Guests: Miguel Lopez.

Meeting called to order at 11:33 AM

Welcome / Introductions / Call to Order

Chair Taylor

Approval of the minutes – Motion to approve by Luis Osta Lugo / 2nd by Leslie York – passes unanimously.

Public Communications

Community Intervention Specialist Program Update

Holly Winge, Community Intervention Specialist II

Holly Winge overviews key points and highlights of year two of the Community Intervention Specialist program, including key performance indicators, new and continued partnerships in the community, and success stories.

Leslie York asks if CapMetro staff tracks the length of housing placements resulting from coordinated assessments. **Holly Winge** explains that staff stays connected with those that obtain housing, but tracking specifics is difficult, and that most placements are at Community First Village where most people have stayed since.

Subcommittee Update

Peter Breton, Community Engagement Coordinator

Peter Breton overviews the recent Program Strategies & Policies subcommittee meetings, sharing examples of feedback received and future expected dates.

Feedback Integration & Policy Process Update

Eric Robins, Chief Administrator

Leslie York asks if new vehicles are being purchased for the Transit Police Department. **Eric Robins** explains that CapMetro currently has TPD vehicles, but they are looking to transition to new vehicles in the future.

Yvonne Wilson shares an example of the new branding that will be on the vehicles.

Luis Osta Lugo asks if specific fleet vehicle requirements or specifications will be discussed, and if there is a possibility for officers using (e-)bikes for transportation. **Eric Robins** explains that while they're open to using bikes, motor vehicles will likely be the transportation option for most of the fleet.

Meeting adjourned at 12:18 PM



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2024-1173

Agenda Date: 5/20/2024

Approval of minutes from the April 10, 2024 public hearing and April 22, 2024 board meeting.



Minutes
Capital Metropolitan
Transportation Authority
Board of Directors

2910 East 5th Street
Austin, TX 78702

Wednesday, April 10, 2024

12:00 PM

Rosa Parks Boardroom

Public Hearing on 1. Proposed August 2024 Service Changes and 2. Proposed Changes to CapMetro Title VI Policy

I. Call to Order

12:03 p.m. Hearing Called to Order

Present:	Travillion, Harriss, Vela, Bangle, and Ellis
Absent:	Pool, Stratton, and Ross

II. Presentation:

1. Proposed August 2024 Service Changes Public Hearing

III. Public Comment:

Zenobia Joseph provided public comments.

IV. Presentation:

1. CapMetro Title VI Policy Changes Public Hearing

V. Public Comment:

Zenobia Joseph provided public comments.

VI. Adjournment

12:48 p.m. Hearing Adjourned

ADA Compliance

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BOARD OF DIRECTORS: Jeffrey Travillion, Chair; Leslie Pool, Vice Chair; Becki Ross, Secretary; Eric Stratton, Paige Ellis, Matt Harriss, Dianne Bangle and Chito Vela.

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Minutes
Capital Metropolitan
Transportation Authority
Board of Directors

2910 East 5th Street
Austin, TX 78702

Monday, April 22, 2024

12:00 PM

Rosa Parks Boardroom

I. Call to Order

12:07 p.m. Meeting Called to Order

Present:	Travillion, Ross, Harriss, Vela, Bangle, and Ellis
Absent:	Pool, and Stratton

II. Safety Briefing:

III. Public Comment:

Zenobia Joseph, Robert Battaile, Deb Miller, LaNell Nixon Johnson, and Ed Ireson provided public comments.

IV. Advisory Committee Updates:

1. Customer Satisfaction Advisory Committee (CSAC)
2. Access Advisory Committee
3. Public Safety Advisory Committee (PSAC)

V. Board Committee Updates:

1. Operations, Planning and Safety Committee
2. Finance, Audit and Administration Committee

There was no committee meeting in April, so no report was given.

3. CAMPO update
4. Austin Transit Partnership Update

VI. Consent Items:

A motion was made by Secretary of the Board Ross, seconded by Board Member Ellis, to approve the Consent Agenda. The motion carried by the following vote:

Aye: Travillion, Ross, Harriss, Vela, Bangle, and Ellis

1. Approval of minutes from the March 18, 2024 public hearing and March 25, 2024 board meeting.
2. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Jamail & Smith Construction LP to renovate 7,749 square feet of office space at 1705 Guadalupe, Austin, TX 78701 for \$1,574,920 plus 20% contingency for a total amount not-to-exceed \$1,889,904.
3. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract modification with MTM, Inc. (formerly Ride Right, LLC) for operation of the North Demand Response Operation that will extend the contract for three additional months from October 1 to December 31, 2024, in a total amount not to exceed \$1,602,430.
4. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute the grant of an electric utility easement to the City of Austin on CapMetro-owned property located at 7001 Decker Lane, Austin, Texas 78724, for the purpose of placing, constructing, reconstructing, installing, operating, repairing, maintaining, inspecting, replacing, upgrading or removing electric distribution and electric telecommunications lines and systems to serve the battery electric bus charging infrastructure as set forth in the easement, which, after final construction, shall be limited to an area extending five feet on all sides of the actual installed location of the facilities/improvements.
5. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute the grant of a drainage easement to the City of Austin on CapMetro-owned property located at 7001 Decker Lane, Austin, Texas 78724, for the purpose of directing offsite stormwater through CapMetro property. The easement will allow the city of Austin to access, install, construct, operate, use, maintain, repair, modify, upgrade, monitor, inspect, replace, make connections with, remove, and decommission the facilities which include drainage channels, drainage conveyance structures, and detention and water quality controls with all associated roads, gates, bridges, culverts, erosion control structures, and other appurtenances. CapMetro will be responsible for the ongoing operations and maintenance of the stormwater infrastructure.
6. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute the grant of a restrictive covenant to the City of Austin on CapMetro-owned property located at 7001 Decker Lane, Austin, Texas 78724, for the purpose of creating an Integrated Pest Management plan for an onsite stormwater treatment pond with biofiltration.

7. Approval of a resolution authorizing the President & CEO, or her designee, to renew licensing and hosting services for Salesforce Service Cloud for a period of one (1) year in an amount not to exceed \$442,231, under an Interlocal Contract with the State of Texas Department of Information Resources Shared Technology Services.
8. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute an amendment to the property management agreement with CIM TX Management, LLC for property management services for 3100 E. 5th Street, Austin, Texas to extend the agreement through December 31, 2024, for a total amount not to exceed of \$217,500, plus related pass-through building expenses.

VII. Action Items:

1. Ratification of the Board's prior approval, at its meeting on March 25, 2024, of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with M.A. Smith Contracting Company, Inc. for construction of the Expo Center Park and Ride for \$17,318,834, plus \$3,463,767 representing 20% contingency for a total amount not to exceed \$20,782,602.

A motion was made by Board Member Bangle, seconded by Board Member Harriss, that this Resolution be adopted. The motion carried by the following vote:

Aye: Travillion, Ross, Harriss, Vela, Bangle, and Ellis

2. Approval of a resolution authorizing the President & CEO, or her designee, to implement the August 2024 Service Changes.

A motion was made by Board Member Vela, seconded by Board Member Ellis, that this Resolution be adopted. The motion carried by the following vote:

Aye: Travillion, Ross, Harriss, Vela, Bangle, and Ellis

Memo: August 2024 Service Changes (March 14, 2024)

3. Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a Purchase and Sale Agreement for the purchase of a 1.79-acre tract of land located at 2401 East Slaughter Lane, Austin, TX 78744, together with certain off-site drainage and slope easements and any rights appurtenant thereto, from Austin Goodnight Ranch, L.P., for the future Goodnight Ranch Park and Ride, in an amount not to exceed \$2,000,000 plus closing costs.

A motion was made by Secretary of the Board Ross, seconded by Board Member Harriss, that this Resolution be adopted. The motion carried by the following vote:

Aye: Travillion, Ross, Harriss, Vela, Bangle, and Ellis

Memo: August 2024 Service Changes Board Update (April 15, 2024)

VIII. Report:

1. President & CEO Monthly Update

IX. Executive Session of Chapter 551 of the Texas Government Code:

Into Executive Session: 1:09 p.m.

Out of Executive Session: 1:50 p.m.

Texas Government Code Chapter 551, Sections 551.076 and 551.089 for deliberation regarding security devices or security audits, including the deployment, or specific occasions for implementation, of security personnel, critical infrastructure, or security devices, and Section 551.071 for consultation with an attorney regarding related legal issues; also

Section 551.071, for consultation with an attorney regarding pending or contemplated litigation or settlement offers.

X. Memo:

Note: Memo is for information only. Will not be discussed at meeting.

1. Memo: Board Follow Up on Customer Payments for CapMetro Access and Pickup (April 19, 2024)

XI. Items for Future Discussion:

XII. Adjournment

1:50 p.m. Meeting Adjourned

ADA Compliance

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BOARD OF DIRECTORS: Jeffrey Travillion, Chair; Leslie Pool, Vice Chair; Becki Ross, Secretary; Eric Stratton, Paige Ellis, Matt Harriss, Dianne Bangle and Chito Vela.

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Board of Directors

Item #: AI-2024-1118

Agenda Date: 5/20/2024

SUBJECT:

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract for State Legislative Consulting Services with the offices of Marc A. Rodriguez for a base term of three (3) years, with one (1) two-year extension option, in a total amount not to exceed \$648,000.

FISCAL IMPACT:

Funding for this action is available in the FY2024 Operating Budget.

STRATEGIC PLAN:

Strategic Goal Alignment:

- 1. Customer 2. Community
- 3. Workforce 4. Organizational Effectiveness

Strategic Objectives:

- 1.1 Safe & Reliable Service 1.2 High Quality Customer Experience 1.3 Accessible System
- 2.1 Support Sustainable Regional Growth 2.2 Become a Carbon Neutral Agency
- 2.3 Responsive to Community and Customer Needs 2.4 Regional Leader in Transit Planning
- 3.1 Diversity of Staff 3.2 Employer of Choice 3.3 Expand Highly Skilled Workforce
- 4.1 Fiscally Responsible and Transparent 4.2 Culture of Safety 4.3 State of Good Repair

EXPLANATION OF STRATEGIC ALIGNMENT: This contract aims to help CapMetro achieve its Strategic Priority of building *Agency Trust, Presence, and Reputation*, by engaging with elected officials, stakeholders, and the community proactively and strategically all Central Texas. This engagement is designed to address the requirements, challenges, and benefits of public transportation as an integral part of the overall regional transportation system, promoting the agency's role, presence, and goodwill.

BUSINESS CASE: CapMetro has augmented in-house resources with specifically skilled consultants to assist with state legislative consulting services for several years previously. By retaining a consultant to assist the agency with state legislative consulting services, we help to ensure that during the regular and interim sessions of the Texas Legislature, the agency is promptly notified of issues which may impact current capital projects or other operations. During the interim, consultants will work with CapMetro staff to develop and

maintain relationships with state leaders that are crucial to the continued success of the agency.

COMMITTEE RECOMMENDATION: This item was presented and recommended for approval by the Finance, Audit and Administration Committee on May 8, 2024.

EXECUTIVE SUMMARY: Staff is requesting approval for the President & CEO, or their designee, to finalize and sign a contract with the offices of Marc A. Rodriguez for state legislative services. The cost of the contract should not exceed \$648,000.

The purpose of this contract is to provide lobbying and other professional and governmental relations services. These services aim to advance and protect CapMetro's interests at the state level. The contractor will advise and assist CapMetro with developing and maintaining constructive relations and providing continuous communications with members of the State Legislature and other relevant entities. The contractor will also provide additional related services, including communicating on the agency's behalf with state agency executives and industry counterparts on state matters.

Currently, CapMetro is contracting with K&L Gates. However, their contract is expiring on May 31, 2024. Therefore, on December 26, 2023, a Request for Proposal was issued and advertised for the performance of State Legislative Consulting Services. By the deadline of February 06, 2024, four proposals were received.

After a five-member staff review team evaluated the proposals, the Office of Marc A. Rodriguez was chosen as the best value proposer to represent CapMetro.

If approved by the board, a contract with the Offices of Marc A. Rodriguez will be finalized for a base term of three years. The contract will have one two-year extension option that can be exercised by CapMetro.

DBE/SBE PARTICIPATION: A 3% SBE goal was assigned to this contract. The contractor awarded is a certified SBE and will perform 100% of the work, which will exceed the 3% SBE goal.

PROCUREMENT: On Dec 26, 2023, a Request for Proposal was issued for State Legislative Consulting Services, with four proposals received by the closing date, Feb 06, 2024. Evaluation factors included expertise in the Texas Transportation Code (Ch. 451), relevant work experience, demonstrated ability to interact with key state legislators and executives, and an understanding of the project scope. The proposal from Marc A. Rodriguez's Offices, totaling \$648,000.00, was deemed the best value, considering price and other factors. Contract term: three years from the Notice of Proceed (NTP) with a two-year option period from the Notice to Proceed (NTP).

RESPONSIBLE DEPARTMENT: Government Affairs

**RESOLUTION
OF THE
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS**

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2024-1118

WHEREAS, the Capitol Metropolitan Transportation Authority Board of Directors recognizes the importance of effective representation at the state legislative level to advance its mission and objectives; and

WHEREAS, CapMetro desires to develop and maintain constructive relationships and continued communications with members of the state legislature, agency executives, and state leadership; and

WHEREAS, securing legislative services is vital for building these relations, advocating for CapMetro's interests, and ensuring alignment with state transportation policies.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, or her designee, is authorized to finalize and execute a contract with the offices of Marc A. Rodriguez for state legislative services in an amount not to exceed \$648,000.

Date: _____

**Secretary of the Board
Becki Ross**

Board of Directors

Item #: AI-2023-933

Agenda Date: 5/20/2024

SUBJECT:

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with World Wide Technology, LLC. for identity and access management for one (1) base year and four (4) option years in an amount not to exceed \$2,240,856.

FISCAL IMPACT:

Funding for this action is available in the FY2024 Capital Budget

STRATEGIC PLAN:

Strategic Goal Alignment:

- 1. Customer 2. Community
- 3. Workforce 4. Organizational Effectiveness

Strategic Objectives:

- 1.1 Safe & Reliable Service 1.2 High Quality Customer Experience 1.3 Accessible System
- 2.1 Support Sustainable Regional Growth 2.2 Become a Carbon Neutral Agency
- 2.3 Responsive to Community and Customer Needs 2.4 Regional Leader in Transit Planning
- 3.1 Diversity of Staff 3.2 Employer of Choice 3.3 Expand Highly Skilled Workforce
- 4.1 Fiscally Responsible and Transparent 4.2 Culture of Safety 4.3 State of Good Repair

EXPLANATION OF STRATEGIC ALIGNMENT: The Sailpoint identity and access management system will build on CapMetro’s cybersecurity strategy to serve as the security foundation for all physical and digital technology services provided by CapMetro Information Technology to provide a high quality customer experience and needs for a culture of safety.

BUSINESS CASE: The Sailpoint identity and access management system provided by World Wide Technology, LLC. builds on CapMetro’s cybersecurity strategy to serve as the security foundation for all physical and digital technology services provided by CapMetro Information Technology.

COMMITTEE RECOMMENDATION: This item will be presented to the full board on May 20, 2024.

EXECUTIVE SUMMARY: Identity and access management (IAM) has become the security foundation for a remotely connected world. Identity has become the ultimate control surface, combining context, continuousness and consistency to provide a complete understanding of the identity of the user and the device. This approach enables secure and reliable access by establishing explicit trust in a zero trust world. Recent developments in generative and classic AI are introducing new opportunities and threats that will continue to drive IAM transformation that CapMetro works to stay ahead of as part of our cybersecurity strategy. Gartner has placed World Wide Technology’s Sailpoint solution in the top right corner of their magic quadrant and is one of the top customer recommended identity and access management solutions.

DBE/SBE PARTICIPATION: No SBE goal was assigned to this procurement, which is for software services.

PROCUREMENT: On September 28, 2023, a Request for Proposal (RFP) was issued and formally advertised. By the due date of December 7, 2023, 6 proposals were received. The evaluation team met on December 20, 2023, to discuss the matrix results of evaluations of all proposals and requested oral discussions with three firms. Following oral presentations, a Final Proposal Revisions (FPR) was requested from one firm. The evaluation team met on March 21, 2024 and determined the following firm to be recommended for contract award to the CapMetro Board of Directors: World Wide Technology, LLC. This firm was deemed responsive and responsible to the solicitation and contractual requirements. Pricing was deemed fair and reasonable based on adequate competition. The resulting contract will be a fixed-price contract for a one (1) base year with four (4) option years for a total not-to-exceed amount of \$2,240,856.

RESPONSIBLE DEPARTMENT: Information Technology

**RESOLUTION
OF THE
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS**

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2023-933

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and CapMetro management endeavor to implement an identity and access management system; and

WHEREAS the Capital Metropolitan Transportation Authority Board of Directors and CapMetro management recognize the need to procure and implement a best-in-class identity and access management solution that will support CapMetro’s cybersecurity strategy to meet current and future business needs.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, of her designee, is authorized to finalized and execute a contract with World Wide Technology, LLC. for identity and access management for one (1) base year and four (4) option years in an amount not to exceed \$2,240,856.

Date: _____

**Secretary of the Board
Becki Ross**

Board of Directors

Item #: AI-2024-1131

Agenda Date: 5/20/2024

SUBJECT:

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Vertosoft LLC. to provide Swiftly operational & customer “real time” vehicle information and analytics tools for a base period of six (6) months with three option periods through November 30, 2027, in a total amount not to exceed \$2,712,168.

FISCAL IMPACT:

Funding for this action is available in the FY2024 Operating Budget.

STRATEGIC PLAN:

Strategic Goal Alignment:

1. Customer 2. Community
 3. Workforce 4. Organizational Effectiveness

Strategic Objectives:

- 1.1 Safe & Reliable Service 1.2 High Quality Customer Experience 1.3 Accessible System
 2.1 Support Sustainable Regional Growth 2.2 Become a Carbon Neutral Agency
 2.3 Responsive to Community and Customer Needs 2.4 Regional Leader in Transit Planning
 3.1 Diversity of Staff 3.2 Employer of Choice 3.3 Expand Highly Skilled Workforce
 4.1 Fiscally Responsible and Transparent 4.2 Culture of Safety 4.3 State of Good Repair

EXPLANATION OF STRATEGIC ALIGNMENT: The Swiftly system processes GPS vehicle location received every few seconds to provide accurate predictive arrivals for customer-facing systems. This system has provided a high-quality customer experience since it was first used on the CapMetro fixed-route and MetroRail fleets.

BUSINESS CASE: This system generates a real-time data feed utilizing GPS from vehicle routers providing accurate real-time vehicle location information. This has increased accuracy of the predictive arrivals for customer-facing systems, trip-planning and next departure traveler tools. Analytics tools have allowed operations to make improvements to schedules for operational efficiency and service reliability.

COMMITTEE RECOMMENDATION: This item will be presented to the full board on May 20, 2024.

EXECUTIVE SUMMARY: The contract will ensure continued operation of the Swiftly system. Services provided under the contract include the generation of a real-time data feed, web-based dashboard and analytics tools for the measurement of key performance indicators.

DBE/SBE PARTICIPATION: No DBE goal was assigned to this procurement which is for a software application.

PROCUREMENT: CapMetro will utilize The Interlocal Purchasing System (TIPS), Cooperative Contract No. 220105, held by Vertosoft LLC. for Technology Solutions Products and Services, to purchase Swiftly Software Licensing.

TIPS awarded contracts are made available for use by Capital Metro via Title 7, Intergovernmental Relations Chapter 791, Interlocal Cooperation Contracts, and the Texas Interlocal Cooperation Act.

Purchases made using TIPS contracts satisfy otherwise applicable competitive bidding requirements. Pricing for Swiftly Software Licensing was determined to be fair and reasonable by the TIPS organization during its solicitation and award process.

The following is TIPS pricing provided by Vertosoft LLC. for Swiftly Software Licensing, for one (1) six-month base period and three (3) one-year option periods:

Description	Amount
Swiftly Licensing - Base Period (May 28, 2024, to November 30, 2024)	\$258,168.00
Swiftly Licensing - Option Period 1 (November 30, 2024, to November 30, 2025)	\$778,472.00
Swiftly Licensing - Option Period 2 (November 30, 2025, to November 30, 2026)	\$817,318.72
Swiftly Licensing - Option Period 3 (November 30, 2026, to November 30, 2027)	\$858,208.96
Grand Total Not-to-Exceed for Base and Options:	\$2,712,167.68

This is a fixed price contract.

RESPONSIBLE DEPARTMENT: Information Technology

**RESOLUTION
OF THE
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS**

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2024-1131

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and CapMetro management recognize the need to provide a high quality customer experience with CapMetro services.

NOW, THEREFORE, BE IT RESOLVED the President & CEO, or her designee, is authorized to finalize and execute a contract with Vertosoft LLC. to provide Swiftly operational & customer “real time” vehicle information and analytics tools for a base period of six (6) months with three option periods through November 30, 2027 in a total amount not to exceed \$2,712,168.

**Secretary of the Board
Becki Ross**

Date: _____

Board of Directors

Item #: AI-2024-1134

Agenda Date: 5/20/2024

SUBJECT:

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Ajimco Construction, Inc. for the purchase and installation of a fall protection system in CapMetro’s bus maintenance facilities in an amount not to exceed \$249,100.

FISCAL IMPACT:

Funding for this action is available in the FY2024 Capital Budget

STRATEGIC PLAN:

Strategic Goal Alignment:

- 1. Customer
- 2. Community
- 3. Workforce
- 4. Organizational Effectiveness

Strategic Objectives:

- 1.1 Safe & Reliable Service
- 1.2 High Quality Customer Experience
- 1.3 Accessible System
- 2.1 Support Sustainable Regional Growth
- 2.2 Become a Carbon Neutral Agency
- 2.3 Responsive to Community and Customer Needs
- 2.4 Regional Leader in Transit Planning
- 3.1 Diversity of Staff
- 3.2 Employer of Choice
- 3.3 Expand Highly Skilled Workforce
- 4.1 Fiscally Responsible and Transparent
- 4.2 Culture of Safety
- 4.3 State of Good Repair

EXPLANATION OF STRATEGIC ALIGNMENT: The installation of the fall protection system is required for performing work on top of diesel and electric vehicles which is in alignment with promoting a culture of safety. The current fall arrest systems are beyond their useful life and in need of replacement ensuring the maintenance facilities are in a state of good repair.

BUSINESS CASE: Implementing fall protection systems offers a significant return on investment for our organization. These systems reduce costs associated with fall injuries by minimizing medical expenses, lost productivity, and regulatory fines. Additionally, fall protection fosters a more productive environment through reduced worker downtime.

COMMITTEE RECOMMENDATION: This item will be presented to the full board on May 20, 2024.

EXECUTIVE SUMMARY: Installation of fall protection systems to prioritize worker safety and comply with regulations. This will significantly reduce fall injuries and related costs. The project will encompass installation of fall protection systems at 509 Thompson Lane, 2910 East 5th Street, and 9315 Old McNeil Road. The project will be completed by Ajimco Construction, Inc, who is qualified to perform this work and has successfully completed similar projects in the transit realm. This investment aligns with our commitment to safety and will yield a positive return through cost savings and improved productivity.

DBE/SBE PARTICIPATION: A 3.5% goal was assigned to this project. The vendor selected is SBE certified and will be self-performing. SBE credit will be received for the full amount against this contract.

PROCUREMENT: On February 5, 2024, an Invitation for Bids was issued and formally advertised for the Fall Protection Systems. By the closing date of March 13, one (1) bid was received. The lowest responsive and responsible bidder is Ajimco Construction, Inc. Ajimco was able to demonstrate having adequate financial resources and the requisite capacity, capability, and facilities to perform the contract for the fall protection systems. They have both a satisfactory record of performance on other comparable projects, and a satisfactory record of integrity and business ethics. Ajimco is qualified and eligible to receive an award under the solicitation and laws or regulations applicable to the procurement. Accordingly, the total contract will be \$294,100 with a period of performance of ninety (90) days.

RESPONSIBLE DEPARTMENT: Capital Construction, Engineering & Design (CCED)

**RESOLUTION
OF THE
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS**

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2024-1134

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management endeavor to provide reliable vehicle maintenance in a safe work environment; and

WHEREAS, it is an industry best practice to provide safety protection for maintenance personnel, in the form of fall protection;

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, or her designee, is authorized to finalize and execute a contract with Ajimco Construction, Inc. for the purchase and installation of a fall protection system in CapMetro's bus maintenance facilities in an amount not to exceed \$249,100.

Date: _____

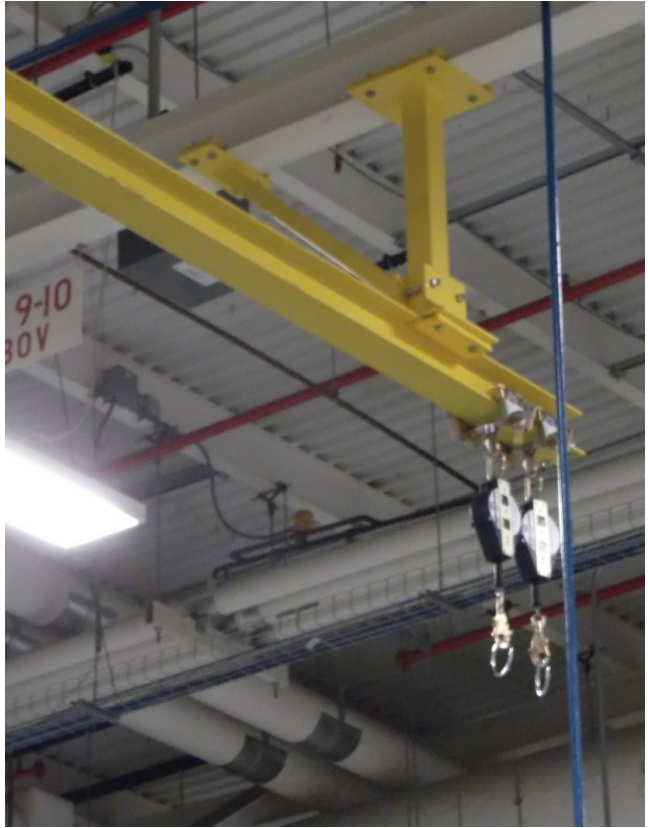
**Secretary of the Board
Becki Ross**

CapMetro

Fall Protection System

OPS Committee 5/8/2024

Fall Protection System



Board of Directors

Item #: AI-2024-1148

Agenda Date: 5/20/2024

SUBJECT:

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a modification to the contract with CFJ Manufacturing for uniform services, increasing the contingency funding by \$490,000, in a total amount not to exceed \$11,107,259.

FISCAL IMPACT:

Funding for this action is available in the FY2024 Operating Budget.

STRATEGIC PLAN:

Strategic Goal Alignment:

- 1. Customer
- 2. Community
- 3. Workforce
- 4. Organizational Effectiveness

Strategic Objectives:

- 1.1 Safe & Reliable Service
- 1.2 High Quality Customer Experience
- 1.3 Accessible System
- 2.1 Support Sustainable Regional Growth
- 2.2 Become a Carbon Neutral Agency
- 2.3 Responsive to Community and Customer Needs
- 2.4 Regional Leader in Transit Planning
- 3.1 Diversity of Staff
- 3.2 Employer of Choice
- 3.3 Expand Highly Skilled Workforce
- 4.1 Fiscally Responsible and Transparent
- 4.2 Culture of Safety
- 4.3 State of Good Repair

EXPLANATION OF STRATEGIC ALIGNMENT: Providing quality uniforms and uniform services to CapMetro and CapMetro service provider staff ensures our agency is well represented while providing transit service to the community, and also ensures our team members are supported in their roles.

BUSINESS CASE: CapMetro strives to provide excellent customer experiences and to provide our team members with a top-notch working environment.

COMMITTEE RECOMMENDATION: This item will be presented to the full board on May 20, 2024.

EXECUTIVE SUMMARY: A revision to a Board approved resolution to increase the contingency amount for option year 3 of the Uniform Services contracts by \$490,000 to provide uniforms for Contractor employees for

the remainder of the calendar year 2024. The original contract was for \$2,435,620.33 beginning 1/1/2022. The contract was calculated at \$365 per employee per year. This change is needed to keep pace with increasing costs. One such example is that the current collective bargaining agreement for fixed route bus services increased the annual allotment for uniforms to \$500 per Contractor employee. We have been growing rapidly, adding items and departments to our contract. The request is for an additional \$490,000, based on the monthly average billing of \$70,000 for Operations and Maintenance. The addition of these contingency funds adds a hedge to the overall contract amount that is expected to cover costs for the remainder of the contract.

DBE/SBE PARTICIPATION: The DBE goal will remain as 12% and will apply to this modification

PROCUREMENT: On November 23, 2020, the CapMetro Board of Directors authorized CapMetro to enter into a contract with the CFJ Manufacturing for one base year and two option periods of 12 months each for the not-to-exceed amount of \$2,435,620.33, which included a 10% contingency. A contract was subsequently awarded to on December 4, 2020. CapMetro is in Option Period 3, final year of the contract through December 31, 2024, CapMetro is now seeking board approval to increase the contingency funding for the contract \$490,000 total, increasing the not-to-exceed amount to \$11,107,259.

RESPONSIBLE DEPARTMENT: Operations and Maintenance

**RESOLUTION
OF THE
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS**

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2024-1148

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management endeavor to educate and inform its customers and the larger public of its service offerings, changes and improvements; and

WHEREAS; the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to maintain uniform contract with the flexibility to provide a full range of services to accomplish its goals and objectives.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, or her designee, is authorized to finalize and execute a contract modification of the uniform contract services contract approved by Resolution AI-2020-1371 by \$490,000, in a total amount not to exceed \$11,107,259.

**Secretary of the Board
Becki Ross**

Date: _____

Board of Directors

Item #: AI-2024-1154

Agenda Date: 5/20/2024

SUBJECT:

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract with Silsbee Ford Inc. to purchase five (5) Ford Escape Vehicles for the CapMetro Non-Revenue Vehicle Fleet in an amount not to exceed \$279,213.

FISCAL IMPACT:

Funding for this action is available in the FY2024 Capital Budget

STRATEGIC PLAN:

Strategic Goal Alignment:

- 1. Customer
- 2. Community
- 3. Workforce
- 4. Organizational Effectiveness

Strategic Objectives:

- 1.1 Safe & Reliable Service
- 1.2 High Quality Customer Experience
- 1.3 Accessible System
- 2.1 Support Sustainable Regional Growth
- 2.2 Become a Carbon Neutral Agency
- 2.3 Responsive to Community and Customer Needs
- 2.4 Regional Leader in Transit Planning
- 3.1 Diversity of Staff
- 3.2 Employer of Choice
- 3.3 Expand Highly Skilled Workforce
- 4.1 Fiscally Responsible and Transparent
- 4.2 Culture of Safety
- 4.3 State of Good Repair

EXPLANATION OF STRATEGIC ALIGNMENT: The purchase of five (5) vehicles is in alignment with financial and environmental sustainability through resource optimization and a culture of safety. The replacement of life-expired non-revenue vehicles ensures that CapMetro employees can perform operational functions enhancing the safety of passengers and operators, and creating a more attractive environment for the riding public.

BUSINESS CASE: CapMetro has identified a need to replace five (5) non-revenue vehicles that have been in the fleet for over fifteen years and are beyond their planned life. The life-expired vehicles are experiencing decreasing reliability issues and increasing maintenance costs.

COMMITTEE RECOMMENDATION: This item will be presented to the full board on May 20, 2024.

EXECUTIVE SUMMARY: CapMetro operations uses the non-revenue vehicle fleet for various operational functions. This vehicle purchase will provide for the replacement of five (5) life-expired vehicles used to support CapMetro’s mission. Given the planned use of the vehicles, the Ford Escape Vehicles is the most appropriate vehicle.

DBE/SBE PARTICIPATION: A 0% SBE goal is assigned to this contract as it is for the procurement of vehicles.

PROCUREMENT: CapMetro will utilize the Interlocal Purchasing System (TIPS) Cooperative Contract #210907 held by Silsbee Ford Inc. for Automobiles.

TIPS awarded contracts are made available for use by CapMetro via Title 7, Intergovernmental Relations Chapter 791, Interlocal Cooperations Contract and the Teas Interlocal Cooperation Act.

Purchases made using TIPS contracts satisfy otherwise applicable competitive bidding requirements. Pricing for the Ford vehicles was determined to be fair & reasonable by the TIPS organization during its solicitation and award process.

The contract is a fixed price contract for delivery of (5) Ford, 4 Door, All Wheel Drive, Gasoline Engine vehicles in the Total Not to Exceed amount described below.

Description	Quantity	Price Per Vehicle	Total Not to Exceed
Ford 4 Door All Wheel Drive, Gasoline Engine	5	\$55,792.43	\$279,212.15

RESPONSIBLE DEPARTMENT: Operations & Maintenance Oversight

**RESOLUTION
OF THE
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS**

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2024-1154

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors recognizes the need to purchase vehicles for the CapMetro non-revenue vehicle fleet.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, or her designee, is authorized to finalize and execute a contract with Silsbee Ford Inc. to purchase five (5) Ford Escape Vehicles for the CapMetro Non-Revenue Vehicle Fleet in an amount not to exceed \$279,213.

Date: _____

**Secretary of the Board
Becki Ross**

Board of Directors

Item #: AI-2024-1161

Agenda Date: 5/20/2024

SUBJECT:

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a contract modification with Texas Disposal Systems, Inc. to increase the funding for their contract that expires February 26, 2025, by \$35,000, including contingency, in a new total not to exceed amount of \$182,434.

FISCAL IMPACT:

Funding for this action is available in the FY2024 Capital Budget

STRATEGIC PLAN:

Strategic Goal Alignment:

1. Customer 2. Community
 3. Workforce 4. Organizational Effectiveness

Strategic Objectives:

- 1.1 Safe & Reliable Service 1.2 High Quality Customer Experience 1.3 Accessible System
 2.1 Support Sustainable Regional Growth 2.2 Become a Carbon Neutral Agency
 2.3 Responsive to Community and Customer Needs 2.4 Regional Leader in Transit Planning
 3.1 Diversity of Staff 3.2 Employer of Choice 3.3 Expand Highly Skilled Workforce
 4.1 Fiscally Responsible and Transparent 4.2 Culture of Safety 4.3 State of Good Repair

EXPLANATION OF STRATEGIC ALIGNMENT: Waste management services are crucial for keeping CapMetro facilities clean and well-maintained, supporting a better customer experience and a culture of safety.

BUSINESS CASE: Additional required waste management services for properties such as 4811 East 7th Street, 8200 Cameron Road, 9715 Burnet Road, and potentially 5315 East Ben White have resulted in these additional services, exceeding the annual \$150k Board threshold and necessitating board action on this item.

COMMITTEE RECOMMENDATION: This item will be presented to the full board on May 20, 2024.

EXECUTIVE SUMMARY: CapMetro is seeking Board approval to provide additional waste management services at existing and proposed facilities that costs more than the \$150k annual Board limit.

DBE/SBE PARTICIPATION: This is a modification to the contract. No SBE goal was assigned to this contract due to lack of subcontract opportunities.

PROCUREMENT: Does not apply.

RESPONSIBLE DEPARTMENT: Facilities Management

**RESOLUTION
OF THE
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS**

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2024-1161

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and CapMetro management recognize the need to protect the safety of all employees and Capital Metro assets and provide all city, state and federal code requirements; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and CapMetro management recognize the need to provide for the environmental needs of the workforce, and the environmental needs of the patrons utilizing the public areas of the facilities.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, or her designee, is authorized to finalize and execute an increase of funds via a contract modification with Texas Disposal Systems, Inc. to increase the funding for their contract that expires February 26, 2025, by \$35,000, including contingency, in a new total not to exceed amount of \$182,434.

Date: _____

**Secretary of the Board
Becki Ross**

Board of Directors

Item #: AI-2024-1163

Agenda Date: 5/20/2024

SUBJECT:

Approval of a resolution adopting the Revised Title VI Policies and approving the Title VI Service Monitoring Results, and approval of submission of the Triennial Title VI Program Update to the Federal Transit Administration.

FISCAL IMPACT:

This action has no fiscal impact.

STRATEGIC PLAN:

Strategic Goal Alignment:

- 1. Customer 2. Community
- 3. Workforce 4. Organizational Effectiveness

Strategic Objectives:

- 1.1 Safe & Reliable Service 1.2 High Quality Customer Experience 1.3 Accessible System
- 2.1 Support Sustainable Regional Growth 2.2 Become a Carbon Neutral Agency
- 2.3 Responsive to Community and Customer Needs 2.4 Regional Leader in Transit Planning
- 3.1 Diversity of Staff 3.2 Employer of Choice 3.3 Expand Highly Skilled Workforce
- 4.1 Fiscally Responsible and Transparent 4.2 Culture of Safety 4.3 State of Good Repair

EXPLANATION OF STRATEGIC ALIGNMENT: A Title VI program that complies with federal regulations is required for receiving federal funds. In general, Title VI policies and procedures are in place to monitor and ensure equitable CapMetro transit services. The proposed policy changes are consistent with peer benchmarking and state of practice. The service monitoring is conducted based on the guidance provided in FTA Circular 4702.1B to identify if there are any disproportionate impacts on services to minority routes. The policy and other updates are designed to meet CapMetro’s Strategic Plan goals.

BUSINESS CASE: Federal regulations require Transit Providers that operate 50 or more fixed route vehicles in peak service and are located in a UZA of 200,000 or more in population to review and approve a Title VI Program every three years, including monitoring services, Language Assistance planning, and any changes to the Title VI policies.

COMMITTEE RECOMMENDATION: This item will be presented to the full board on May 20, 2024.

EXECUTIVE SUMMARY: Title VI prohibits recipients of Federal financial assistance, such as CapMetro, from discriminating on the basis of race, color, or national origin in their programs or activities, and it obligates Federal funding agencies to enforce compliance. FTA regulations establish a program and process to ensure and measure compliance with Title VI of the law.

2024 Title VI Program Update

The FTA requires that all direct and primary recipients document their compliance with the Department of Transportation's Title VI regulations by submitting a Title VI Program to their FTA regional civil rights officer once every three years or as otherwise directed by FTA. The FTA Circular 4702.1B, as implemented on October 1, 2012, also requires that the Title VI Program be approved by the recipient's board of directors or appropriate governing entity or officials responsible for policy decisions prior to submission to FTA.

Title VI Policy Revision

The Circular requires that the Title VI policy update be approved by the board and done only during the triennial Title VI Program submission. Staff developed and presented proposed changes to these policies to the board at the April 10, 2024 Public Hearing and at several community meetings. Based on analysis and feedback from the public input process, staff recommends the following changes to Title VI Policies:

1. Clarify that, where feasible, demographic analysis should be based on current on-board survey data rather than Census data; and,
2. Update the analysis to include the service area average as the baseline for determining potential adverse impacts.

Title VI Service Monitoring Report

To ensure equity in fixed route services, FTA requires recipients that meet the above-mentioned thresholds to monitor the performance of fixed route services related to their system-wide service standards and policies at least once every three years. This monitoring compares performance of minority routes to non-minority routes for service standards and policies. These are: Vehicle Load, Vehicle Frequency, On-Time Performance (OTP), Service Availability, Transit Amenities, Vehicle Assignments.

Results of the service monitoring analysis were varied. No disparate impacts were identified for vehicle load, on time performance, and service availability. Within certain service types, disparate impacts were identified for vehicle frequency, vehicle assignments, and amenity distribution analyses. CapMetro is actively working to improve underlying issues that contributed to the disparate impacts.

Language Assistance Plan Update

CapMetro updated its Language Assistance Plan (LAP) for persons with Limited English Proficiency (LEP) in accordance with the requirements. It has conducted a four- factor analysis using the census data and various

surveys as required by the Circular to provide meaningful access to LEP persons for CapMetro services. The LAP identifies the languages that meet the threshold for translation, identifies the vital documents that need to be translated and provides the recommendations for short-term and long-term implementation.

Currently, CapMetro translates documents to Spanish, with nine additional language translations available upon request (Vietnamese, Chinese (Mandarin), Korean, Arabic, Telugu, Punjabi, Burmese, French, and Pashto). The CapMetro website was updated to include a language selection option at the bottom of the website.

Several early action items have been identified as improvements to our LAP, such as making translation availability more prominent and clearer on websites, digital materials, and printed materials, and phone applications.

Various long-term action items have also been identified, such as updating the CapMetro apps to include more languages, updating at-stop and on-board hardware to include Spanish and pictographs where necessary, and translation of audible announcements into more languages.

The Title VI Program is required to be submitted to FTA by June 1, 2024, when the existing Title VI approval for Capital Metro will expire.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply.

RESPONSIBLE DEPARTMENT: Diversity and Compliance

**RESOLUTION
OF THE
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS**

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2024-1163

WHEREAS, Capital Metropolitan Transportation Authority (CapMetro) is the recipient of Federal transit funds; and

WHEREAS, 49 CFR Section 21.9(b) requires CapMetro to have a Title VI Program; and

WHEREAS, the CapMetro Board of Directors is required to have board adopted Major Service Change, Disparate Impact and Disproportionate Burden polices under Federal Transit Administration (FTA) Circular 4702.1B; and

WHEREAS, these policies establish thresholds for when to conduct an analysis for service and fares to determine their impacts on minority and low-income populations; and

WHEREAS, the polices must be updated to reflect the demographic changes in CapMetro’s service area; and

WHEREAS, the FTA requires that recipients of FTA funding that operate 50 or more fixed route vehicles in peak service and are located in a UZA of 200,000 or more in population to monitor its fixed-route services comparing minority and non-minority routes; and

WHEREAS, the FTA requires that recipients of FTA funding prepare and submit a Title VI Program Update every three years.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the revised Title VI Policy, Title VI Service Monitoring Results, and the 2024 Title VI Program update in the attached documents are hereby approved for submittal to the Federal Transit Administration.

Date: _____

**Secretary of the Board
Becki Ross**

CapMetro

CapMetro Title VI Program Update 2024

June 2024

Agenda and Action Items

Items	Board Action
Triennial Title VI Program Update	Board Approval
Language Assistance Plan	Update Only
Service Monitoring Updates	Board Approval
Title VI Policy Updates	Board Approval

Title VI of the Civil Rights Act of 1964

“No person in the United States shall, on the ground 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.”

- Title VI applies to CapMetro because CapMetro receives Federal funding.
- If an agency is found in violation of Title VI, that agency may lose its Federal funding unless the violation is resolved.
- An agency must submit an updated Title VI Program every three years.
- CapMetro’s Title VI Program is due June 1, 2024.



Title VI Program

- Title VI Notice to the Public
- Title VI Complaint Procedures
- Title VI Investigations, Lawsuits, and Complaints
- Inclusive Public Participation Plan
- Demographics of Board-appointed Committees
- Language Assistance Plan (**Briefing Only**)
- Subrecipient Monitoring Procedures
- Determination of Site/Location of Facilities
- System-wide Service Standards and Policies
- Demographic Data, Maps, Charts, and Ridership Analysis
- Revised Title VI Policies and Summary of Equity Analyses (**Board Approval Required**)
- Service Monitoring Results (**Board Approval Required**)

Triennial Title VI Program Update (**Board Approval Required**)

Language Assistance Plan (LAP) Update



Language Assistance Plan (LAP)

The FTA requires a LAP to guide how CapMetro reaches out to Limited English Proficiency (LEP) communities

Limited English Proficiency (LEP)

LEP Individuals are those that respond with “less than very well,” “not well,” or “not at all.” on US census language fluency questions.

Safe Harbor Provision states: If any language group constitutes 5% or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then translation of vital documents may be required

LAP Update

It is updated on a 3-year cycle

The LAP update targeted outreach to *non-English speaking* communities



Four Factor Analysis



The **number and proportion** of LEP persons to be served or likely to encounter a program, activity or service of CapMetro

FACTOR

1



The **frequency** with which LEP individuals come into contact with CapMetro programs or services

FACTOR

2



The **nature and importance** of the program, activity, or service provided by CapMetro to people's lives; and

FACTOR

3



The **resources available** to CapMetro for LEP outreach and costs for translation services

FACTOR

4

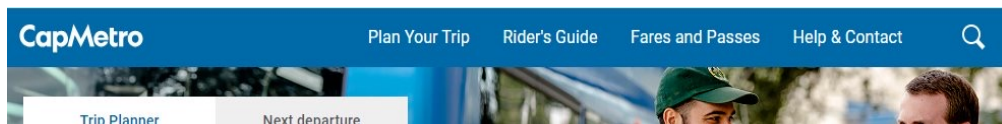
Required per Federal Register Volume 70, Number 239

Language Assistance Plan (LAP) Update

- Using the Four Factor Analysis, the plan was formulated based on outreach, analysis of data, and demographics.
- The Four Factor Analysis Included:
 - Surveys conducted with Community Based Organizations (CBO) & Frontline Staff (i.e., Contracted Service Providers, CapMetro Customer Service, & Other CapMetro Staff that encountered customers regularly).
 - Analysis of CapMetro practices to address changes to population in the service area
 - Research of peer agencies
 - U.S. Census (Travis & Williamson County),
 - CapMetro's Origins & Destination Data
- Safe Harbor Languages (17 Translations)
 - Current translations are in English & Spanish
 - Translations available upon request for: Vietnamese, Chinese (Mandarin), Korean, Arabic, Telugu, Punjabi, Myanmar(Burmese), French, & Pashto (Afghani).
 - New Languages Included: Russian, German, Hebrew, Italian, Hindi, Urdu, & Gujarati

LAP Progress

- Added Safe Harbor languages to Google Translate.
- Updated the website to ensure access to LEP populations.
- Notice to beneficiaries of Title VI protections translated into Safe Harbor languages
- Translated Title VI complaint forms into Safe Harbor languages.
- **In progress:** Providing notice of Free Language Assistance in Safe Harbor languages on the website.



LAP Progress

- **Website and Mobile App**

- Information on CapMetro's website is translated into Safe Harbor Languages
- Information on CapMetro's app is only available in English and Spanish, but in the next iteration of the app we'll explore adding other languages
- Considering simultaneous translation equipment to offer greater flexibility for language translation.

- **Infrastructure and Stop/Station**

- Provide translations at TVMs, Fareboxes, Bus Stops, and Onboard Equipment into Spanish and use pictographs where possible
- Use pictographs as much as practicable for Safety and Security Information
- Translate audible announcements into other languages (English & Spanish)

- **Community Engagement**

- Enhance relationships with Community Based Organizations to improve communication methods and engagement with customers through advisory committees

Service Monitoring



Service Types

High Capacity

- Rapid
- Rail

Frequent

- Routes with 15-minute service.

Local

- Routes with 30-minute service.

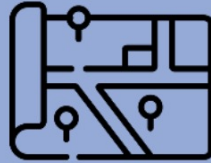
Limited

- Express
- Flyer
- Rail Connectors

Community

- Community Shuttles
- University Routes

Service Monitoring



Standard	Vehicle Load	Vehicle Frequency	On-Time Performance	Service Availability	Transit Amenities Policy	Vehicle Assignment Policy
What We Measure	What is the ratio of passengers to total seated capacity?	How often does a bus pass by a bus stop during an hour?	Are buses departing from timepoints on time?	How much of the transit-supportive service area has bus stops within walking distance?	How are bus stop and station amenities distributed?	How are vehicles assigned to routes?
Indications of Adverse Impacts	Are buses on minority routes more crowded than on non-minority routes?	Are buses on minority routes coming less frequently than on non-minority routes?	Are buses on minority routes arriving late more often than on non-minority routes?	Within the transit-supportive service area, is service provided equally to areas of minority and non-minority populations?	Are stops in minority census tracts receiving fewer amenities?	Do minority routes receive incorrect vehicle assignments more often than non-minority routes?

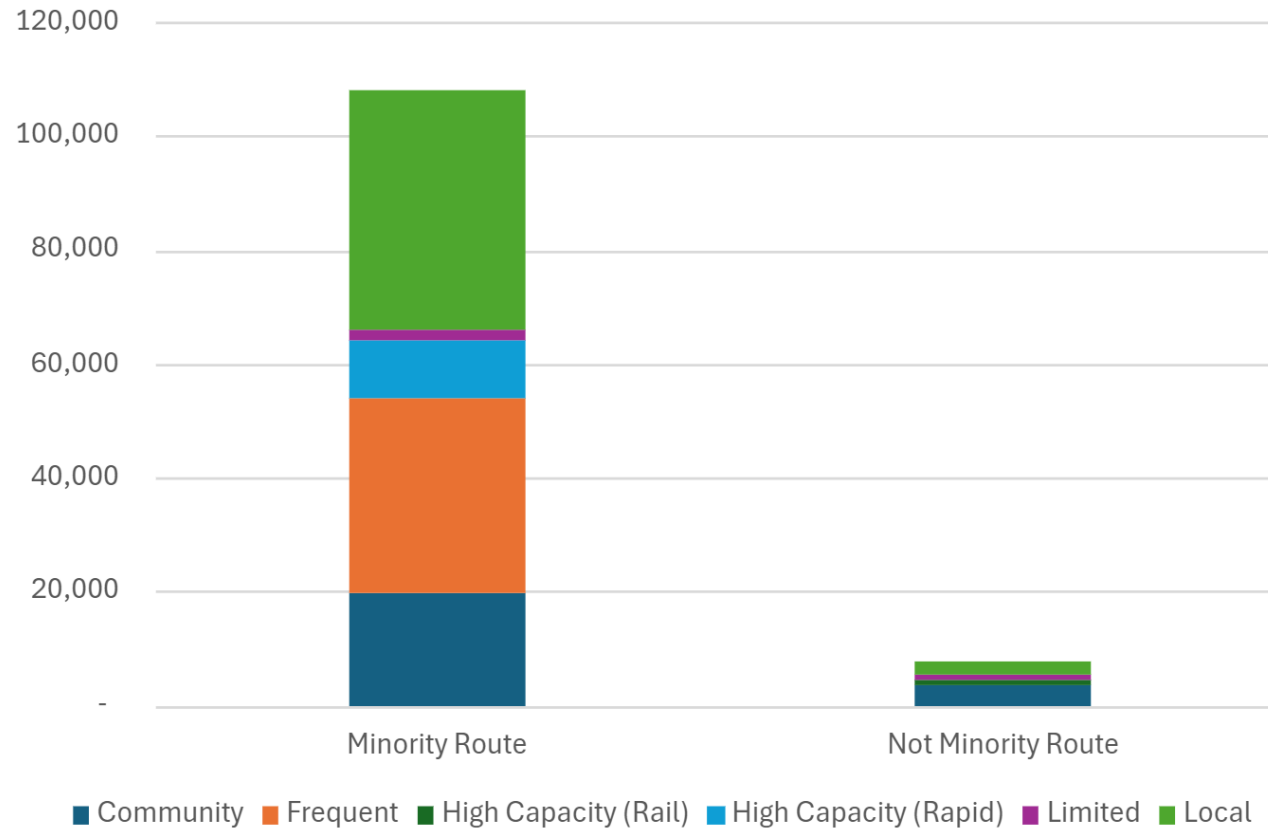
59 Minority routes

71 Routes total




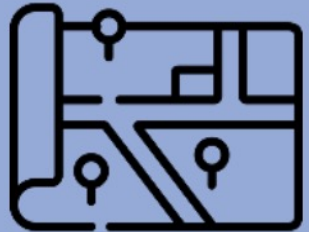


51.39%
Minority population in the CapMetro service area

Minority Trips vs Non-Minority Trips

Number of Trips Operated in Each Service Type in Sept. 2023, Minority and Non-Minority



Service Monitoring Summary

					
Vehicle Load	Vehicle Frequency	On-Time Performance	Service Availability	Transit Amenities Policy	Vehicle Assignment Policy
No Disparate Impacts	Disparate Impact	Disparate Impact	No Disparate Impacts	Disparate Impact	Disparate Impact

A **disparate impact** occurs when minority populations are disproportionately impacted. Per CapMetro policy, the disparate impact threshold is **2 percent**.

On Time Performance Standards and Summary

	Disparate Impact
High Capacity (Rail)	No Disparate Impact
High Capacity (Rapid)	No Disparate Impact
Frequent	No Disparate Impact
Local	Disparate Impact
Limited	No Disparate Impact
Community	Disparate Impact
Systemwide	Disparate Impact

On Time Performance Results

	Row Labels	Percent On Time	Differences	Disparate Impact
Local	Minority Route	78.0%	17.8%	Disparate Impact
	Not Minority Route	95.8%		

Local Minority Routes	
1-North Lamar/South Congress	310-Parker/Wickersham
	315-Ben White
3-Burnet/Manchaca	318-Westgate/Slaughter
5-Woodrow/East 12th	322-Chicon/Cherrywood
18-Martin Luther King	323-Anderson
30-Barton Creek/Bull Creek	324-Georgian/Ohlen
201-Southpark Meadows	335-35th/38th
228-VA Clinic	339-Tuscany
233-Decker/Daffan Ln	345-45th
237-Northeast Feeder	350-Airport Blvd
243-Wells Branch	383-Research
271-Del Valle	392-Braker

Non - Minority Community Routes
217 - Montopolis Feeder

On Time Performance Results

	Row Labels	Percent On Time	Differences	Disparate Impact
Community	Minority Route	73.8%	2.01%	Disparate Impact
	Non-Minority Route	75.8%		

Minority Community Routes

483-Night Owl Riverside
 485-Night Owl Cameron
 486-Night Owl South Congress
 640-Forty Acres
 642-West Campus/UT
 656-Intramural Fields/UT
 661-Far West/UT
 663-Lake Austin/UT
 670-Crossing Place
 671-North Riverside
 672-Lakeshore

Non - Minority Community Routes

641-East Campus
 484-Night Owl South Lamar
 481-Night Owl North Lamar

*Routes 490, 491, 492, and 493 (Senior Shuttles) had insufficient OTP data.

On Time Performance Results

	Row Labels	Percent On Time	Differences	Disparate Impact
Systemwide	Minority Route	78.7%	3.24%	Disparate Impact
	Non-Minority Route	81.9%		

Minority Routes, Systemwide

1-North Lamar/South Congress	171-Oak Hill Flyer	323-Anderson	485-Night Owl Cameron	672-Lakeshore
2-Rosewood/Cesar Chavez	201-Southpark Meadows	324-Georgian/Ohlen	486-Night Owl South Congress	801-N Lamar S Congress
3-Burnet/Manchaca	228-VA Clinic	325-Metric/Rundberg	490-HEB Shuttle*	803-Burnet/S Lamar
4-7th Street	233-Decker/Daffan Ln	333-William Cannon	491-Allandale*	935-Tech Ridge Express
5-Woodrow/East 12th	237-Northeast Feeder	335-35th/38th	492-Delwood*	980-North Mopac Express
7-Duval/Dove Springs	243-Wells Branch	337-Koenig/Colony Park	493-Eastview*	982-Pavilion Express
10-South 1st/Red River	271-Del Valle	339-Tuscany	640-Forty Acres	
18-Martin Luther King	300-Springdale/Oltorf	345-45th	642-West Campus/UT	
20-Manor Rd/Riverside	310-Parker/Wickersham	350-Airport Blvd	656-Intramural Fields/UT	
30-Barton Creek/Bull Creek	311-Stassney	383-Research	661-Far West/UT	
105-South 5th Flyer	315-Ben White	392-Braker	663-Lake Austin/UT	
111-South Mopac Flyer	318-Westgate/Slaughter	465-MLK/University of Texas	670-Crossing Place	
135-Dell Limited	322-Chicon/Cherrywood	483-Night Owl Riverside	671-North Riverside	

Non-Minority Routes, Systemwide

217-Montopolis Feeder	103-Manchaca Flyer	985-Leander/Lakeline Direct
550-Metro Rail Red Line	466-Kramer/Domain	484-Night Owl South Lamar
641-East Campus	142-Metric Flyer	481-Night Owl North Lamar

Vehicle Frequency Standards and Methodology

Community Routes

University Shuttles	Span	Frequency (minutes)				
		Early AM	AM Peak	Midday	PM Peak	Night
Weekday	7:00 AM to 11:30 PM	-	15	15	15	15
Sunday	3:00 PM to 10:00 PM	-	-	-	60	60

Example – Route A

Actual Frequency: 16.2 minutes

Standard Frequency: 15 minutes

= 108% of the standard frequency

Vehicle Frequency Results Summary

Route Type	Results
Rapid	No Disparate Impacts (All Minority Routes)
Commuter Rail	No Disparate Impacts (All Non-Minority Routes)
Frequent	No Disparate Impacts (All Minority Routes)
Night Owls	Disparate Impact
UT Shuttles	Disparate Impact
Limited Routes	Disparate Impact
Local Routes	Disparate Impact
Senior Routes	No Disparate Impacts (All Minority Routes)

Vehicle Frequency Analysis

NIGHT
OWLS

STANDARDS

Night Owl	Span	Frequency (minutes)				
		Early AM	AM Peak	Midday	PM Peak	Night
Weekday	12:00 AM to 3:30 AM	-	-	-	-	30
Saturday	12:00 AM to 3:30 AM	-	-	-	-	30

ROUTES

Minority Community Routes

483-Night Owl Riverside

485-Night Owl Cameron

486-Night Owl South Congress

Non - Minority Community Routes

484-Night Owl South Lamar

481-Night Owl North Lamar

Vehicle Frequency Analysis

NIGHT
OWLS

RESULTS

	NIGHT	Difference Expressed as Percentage Points
WEEKDAYS	Average Minutes Between Buses	
Minority Routes	33.6	18%
Non-Minority Routes	28.3	

	NIGHT	Difference Expressed as Percentage Points
SATURDAYS	Average Minutes Between Buses	
Minority Routes	35.3	27%
Non-Minority Routes	27.2	

Vehicle Frequency Analysis

UT
SHUTTLES

STANDARDS

University Shuttles	Span	Frequency (minutes)				
		Early AM	AM Peak	Midday	PM Peak	Night
Weekday	7:00 AM to 11:30 PM	-	15	15	15	15
Sunday	3:00 PM to 10:00 PM	-	-	-	60	60

ROUTES

Minority Community Routes

- 640-Forty Acres
- 642-West Campus/UT
- 656-Intramural Fields/UT
- 661-Far West/UT
- 663-Lake Austin/UT
- 670-Crossing Place
- 671-North Riverside
- 672-Lakeshore

Non - Minority Community Routes

- 641-East Campus

Vehicle Frequency Analysis

UT
SHUTTLES

RESULTS

		Average Minutes Between Buses			
WEEKDAYS		AM PEAK	MIDDAY	PM PEAK	NIGHT
Minority Route		12.0	13.2	16.7	26.3
Non-Minority Route		14.1	12.3	14.9	30.6
Difference Expressed as Percentage Points		-13.72%	6.07%	12.14%	-28.27%

		Average Minutes Between Buses	
SUNDAYS		PM PEAK	NIGHT
Minority Route		42.1	42.0
Non-Minority Route		25.0	24.9
Difference Expressed as Percentage Points		28.48%	28.42%

Vehicle Frequency Analysis

STANDARDS

Limited Routes

Limited	Span*	Frequency (minutes)				
		Early AM	AM Peak	Midday	PM Peak	Night
Weekday	6:00 AM to 9:00 AM 3:00 PM to 7:00 PM	-	20	-	20	-

**Minimum span – Some Limited routes operate throughout the day*

ROUTES

Minority Community Routes

- 105-South 5th Flyer
- 111-South Mopac Flyer
- 135-Dell Limited
- 171-Oak Hill Flyer
- 465-MLK/University of Texas
- 935-Tech Ridge Express
- 980-North Mopac Express
- 982-Pavilion Express

Non – Minority Community Routes

- 103-Manchaca Flyer
- 466-Kramer/Domain
- 142-Metric Flyer
- 985-Leander/Lakeline Direct

Vehicle Frequency Analysis

LIMITED

RESULTS

	Average Minutes Between Buses	
WEEKDAYS	AM PEAK	PM PEAK
Minority Route	234.8	257.8
Non-Minority Route	60.4	49.2
Difference Expressed as Percentage Points	872%	1043%

Vehicle Frequency Analysis

STANDARDS

Local Routes

Local	Span	Frequency* (minutes)				
		Early AM	AM Peak	Midday	PM Peak	Night
Weekday	5:00 AM to 11:00 AM	30	30	30	30	30
Saturday	6:00 AM to 11:00 AM	30	30	30	30	30
Sunday	6:00 AM to 11:00 PM	30	30	30	30	30

**Typical frequencies – some Local routes run at lower frequencies at different times of day based on demand*

ROUTES

As a reminder, CapMetro operates 23 routes classified as minority local routes and only **one non-minority local route**.

Vehicle Frequency Analysis

RESULTS

WEEKDAY	Early AM	AM Peak	Midday	PM Peak	Night
Minority	31	35.2	35.5	36.2	35.9
Non-Minority	30	30	30.5	33.3	34

SATURDAY	Early AM	AM Peak	Midday	PM Peak	Night
Minority	36.4	35.8	35.5	36	34.7
Non-Minority		30	30.2	30	31.2

SUNDAY	Early AM	AM Peak	Midday	PM Peak	Night
Minority		35.6	36	35.6	34
Non-Minority		30.5	29.8	30	30

Vehicle Frequency Analysis

RESULTS

	Early AM	AM Peak	Midday	PM Peak	Night
Weekday	3%	18%	17%	10%	6%
Saturday		19%	18%	20%	12%
Sunday		17%	21%	19%	13%
	Disparate Impact	Disparate Impact	Disparate Impact	Disparate Impact	Disparate Impact

Vehicle Assignments Analysis

		Incorrect Assignment Percentage	Difference	Disparate Impact
Community	Minority	36.2%	36.2%	Disparate Impact
	Non-Minority	0.0%		
Frequent	Minority	3.7%	Not Applicable	No Disparate Impact
	Non-Minority	Not Applicable		
High Capacity	Minority	71.7%	Not Applicable	No Disparate Impact
	Non-Minority	Not Applicable		
Limited	Minority	22.5%	-8.9%	No Disparate Impact
	Non-Minority	24.7%		
Local	Minority	4.9%	4.9%	Disparate Impact
	Non-Minority	0%		
Systemwide	Minority	18.5%	-43.3%	No Disparate Impact
	Non-Minority	61.7%		

Amenity Enhancement Process



Identify Amenity Needs

- 1 Classify Stops**
Assign the appropriate amenities to each stop based on ridership, route frequencies, and service type.
- 2 Identify the Gaps**
Review the data and document where amenities are missing.



Prioritize Stops

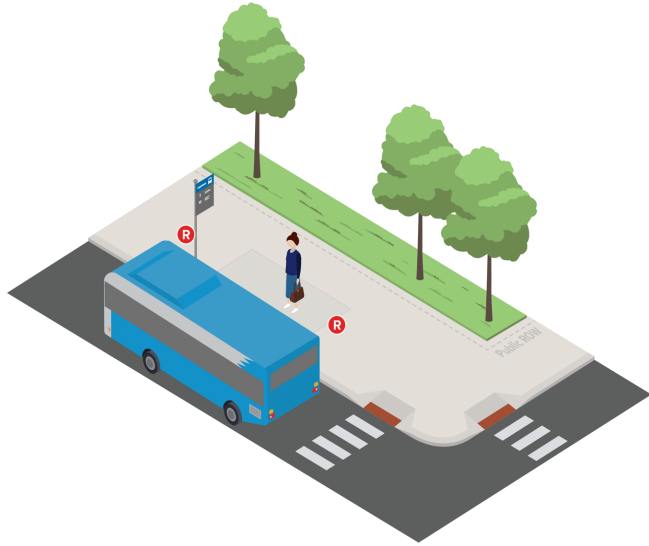
- 1 Score Stops**
Staff use a formula to score the stop based on how the stop is used and who is using it. The higher the score, the higher priority.
 - a Review Community Feedback**
 - b Consider Who the Stop is Serving**
 - c Consider Use and Accessibility**
- 2 Examine Feasibility**
Some stops may have ROW constraints that prevent particular improvements.



Allocate Resources

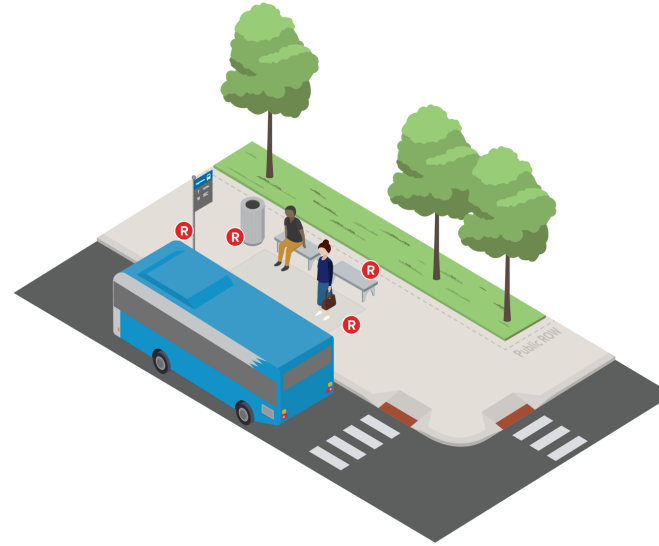
- 1 Identify Existing Funding**
Some stops may have existing funding through developer's impact fees, another municipality's programming, or service changes.
- 2 Allocate CapMetro Resources and Implement**

Transit Amenities Standards



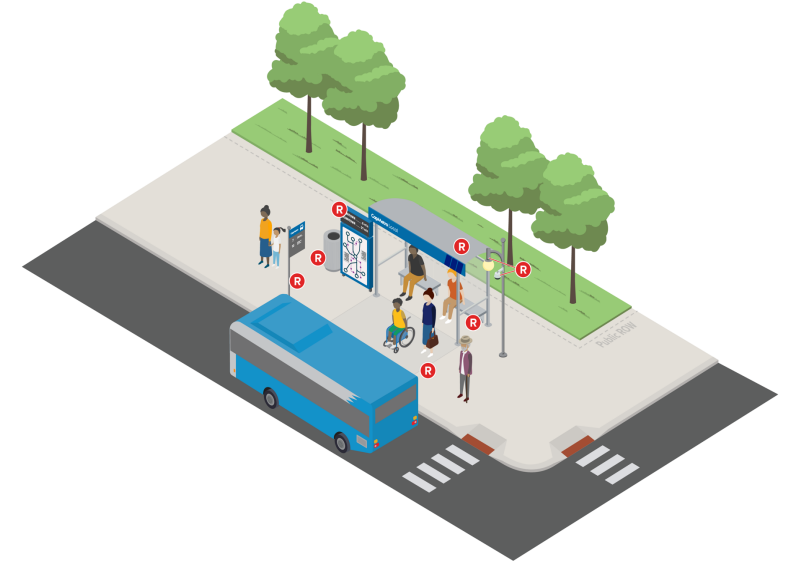
**Level 1
Transit Stop**


**MODERATE
RIDERSHIP**



**Level 2
Transit Stop**


**HIGH
RIDERSHIP**



**Level 3
Transit Station**


**HIGHEST
RIDERSHIP**

Transit Amenities Standards

Amenity		Level 1	Level 2	Level 3
		Transit Stop	Transit Stop	Transit Station
Access	Landing Pad/Platform	Required	Required	Required
	Shared Mobility	Optional	Optional	Vital
	Bike Racks	Optional	Vital	Vital
	Wheelchair Charging	Optional	Optional	Vital
Comfort & Safety	Seating	Vital	Required	Required
	Shelter	Vital	Vital	Required
	Lighting	Vital	Vital	Required
	Waste Receptacles	Vital	Required	Required
	Landscaping	Optional	Optional	Vital
	Security Camera	Optional	Optional	Required
	Security Booth/Attendant	N/A	N/A	Optional
Information	Sign and Pole	Required	Required	Required
	Real Time Info	Optional	Optional	Required
	Wayfinding	Optional	Optional	Vital
	Personal Charging	Optional	Optional	Vital
	Public Wifi	Optional	Optional	Vital
	Fare Machine	Optional	Optional	Vital

Transit Amenities Results

Amenity Level	Amenities Required in Guidelines	Minority Stops Adhering to Guidelines	Non Minority Stops Adhering to Guidelines	Difference	Disparate Impact
Level 1	Landing Pad/Platform, Sign and Pole	100.00%	100.00%	0.00%	No Disparate Impact
Level 2	Landing Pad/Platform, Sign and Pole, Seating, Waste Receptacles	64.30%	57.90%	-6.40%	No Disparate Impact
Level 3	Landing Pad/Platform, Sign and Pole, Seating, Waste Receptacles, Shelter, Lighting, Real Time Info, Security Camera*	15.50%	31.50%	16.00%	Disparate Impact

Service Monitoring Next Steps

- Operations & Planning staff meet weekly to monitor route performance.
- Bus Stop Program is being implemented.
- Actively working to evaluate and improve service through the 2035 Transit Service Plan.



Revised Title VI Policies



Summary of Updates to the Title VI Policy



Use data from our on-board survey, conducted every 5 years

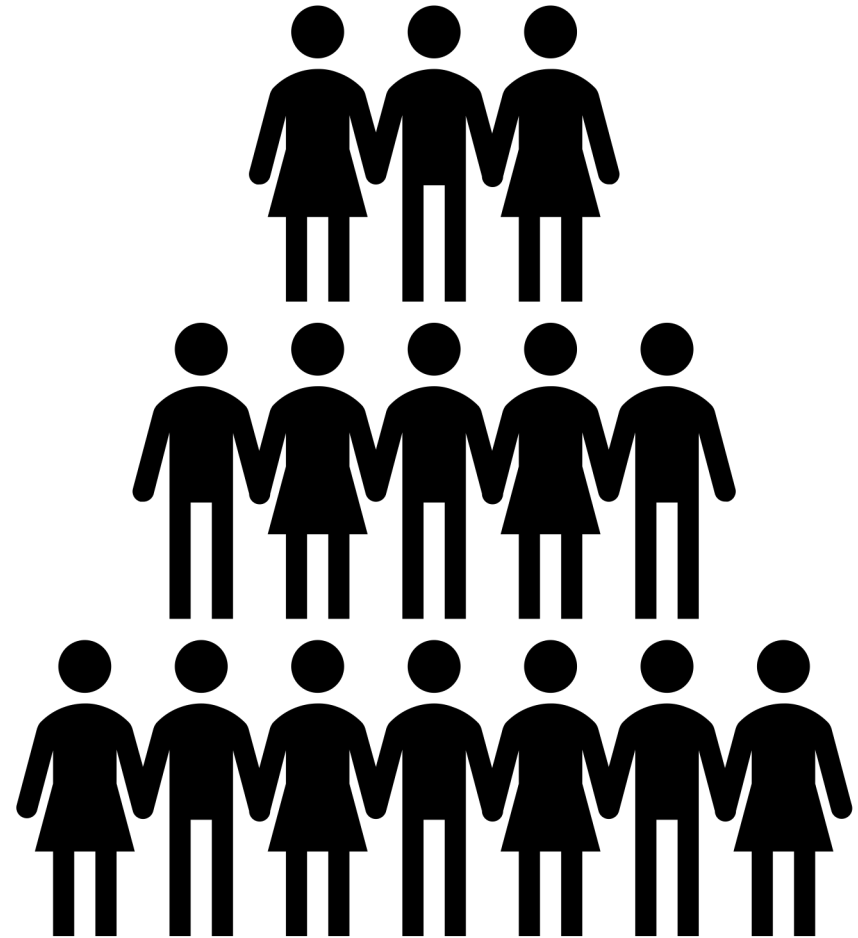


Update the analysis to include the service area average as the baseline for determining potential adverse impacts

Updates to the Title VI Policy

Use data from our on-board survey, conducted every 5 years

- Utilizing the recent on-board survey data
- Statistically significant demographic info
- Most accurate picture of our riders
- Can vary from Census data



Using Census and On Board Data

Census Data

- Data gathered **within proximity** to future route alignment of **potential users** in the area
- Changes are typically **geographic** in nature
- Changes primarily affects **potential riders** or those who currently lack access to transit

On Board Data

- Data collected at the **route level** and of **current users**
- Changes are typically **non-geographic** in nature
- Changes primarily affects **current riders** of an existing transit route

Updates to the Policy - Example 1

Update the analysis to include the service area average as the baseline for determining potential adverse impacts

Hypothetical Example:

	Minority Riders on Route (On Board Survey)	Minority Riders in the Service Area (On Board Survey)	Disparate Impact Threshold	Difference	DI?
Route A	72%	69%	2%	3%	YES

$$72\% - 69\% = 3\%$$

Updates to the Policy – Example 2

Update the analysis to include the service area average as the baseline for determining potential adverse impacts

Hypothetical Example:

	Low-Income Riders on Route (On Board Survey)	Low-Income Riders in the Service Area (On Board Survey)	Disproportionate Burden Threshold	Difference	DB?
Route B	80%	49%	2%	31%	YES

$$80\% - 49\% = 31\%$$

Updates to the Policy – Example 3

Update the analysis to include the service area average as the baseline for determining potential adverse impacts

Hypothetical Example:

	Minority Riders on Route (On-Board Survey)	Minority Riders in Service Area (On-Board Survey)	Disparate Impact Threshold	Difference	DI?
Route C	30%	69%	2%	-39%	NO

$$30\% - 69\% = -39\%$$

What happens when there is a finding?



REVISIT



MITIGATE



IMPLEMENT

Public Engagement Efforts



WEBPAGE



EMAILS



PRINTED FLYERS



TEXT ALERTS



AT-STOP SIGNAGE



**OUTREACH AT
STOPS**



**ADVISORY
COMMITTEE
PRESENTATIONS**



**ONLINE VIRTUAL
OPEN HOUSE**



**PUBLIC HEARING
(APRIL 10TH)**



**BOARD ACTION (MAY
20TH)**

Action Items Summary



Summary and Action Items

Items	Board Action
Triennial Title VI Program Update	Board Approval
Language Assistance Plan	Update Only
Service Monitoring Updates	Board Approval
Title VI Policy Updates	Board Approval

Thank you!

CapMetro

Thank you!

Title VI Program

2024



CapMetro

TITLE VI PROGRAM UPDATE REPORT

CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY

Response to the Federal Transit Administration
Circular 4702.1B Regarding
Title VI of the Civil Rights Act of 1964

June 2024

CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
2910 EAST FIFTH ST
AUSTIN, TX 78702
(512) 474-1200
WWW.CAPMETRO.ORG

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I. INTRODUCTION

A. PROGRAM OVERVIEW

Capital Metropolitan Transportation Authority (“CapMetro”) complies with Title VI of the Civil Rights Act of 1964, as amended, 42 U.S.C. §2000d, et seq (“Title VI”), which provides that:

[n]o person in the United States shall, on the ground 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.

CapMetro’s responsibility is to guarantee that access to all transit services is equitably distributed and provided without regard to race, color, or national origin. To ensure its transit services do not have any adverse and discriminatory impacts on minority and low-income populations within the system, CapMetro has compiled this triennial Title VI Program Update Report (this “Report”) as required by the Federal Transit Administration (FTA).

This Report contains information on transit services administered by the CapMetro and its subrecipients and is intended to document compliance with Title VI of the 1964 Civil Rights Act regarding nondiscriminatory delivery of services and benefits under federally funded programs or activities. In accordance with FTA Circular 4702.1B (the “Circular”), various data, assurance statements, maps, and transit-related information and analyses are provided.

This Report begins with a profile of CapMetro and a description of its services. It then responds to the general requirements of the Circular. There are additional requirements for a transit provider which operates 50 or more fixed route vehicles in peak service and is located in an Urbanized Area (UZA) of 200,000 or more in population. Accordingly, this Report includes required additional program-specific reports, analyses, and policies on CapMetro services. Appendices are provided at the end for additional information.

B. PROFILE OF CAPMETRO

CapMetro was formed in 1985 in accordance with Chapter 451 of the Texas Transportation Code to provide transit services within the Central Texas area. It is the major public transportation provider of this area. The transit authority serves Austin and the surrounding communities of Leander, Lago Vista, Jonestown, Manor, San Leanna, and Point Venture, as well as the unincorporated area of Travis County Precinct 2 and the Anderson Mill area of Williamson County. CapMetro services include bus, rail, ride-share programs, special event services, and special transit services for the mobility impaired. Service area communities participate in the one percent (1%) sales tax levied to support CapMetro service. The CapMetro service area extends across approximately 549 square miles and includes a population of 1,359,922.

CapMetro’s Board of Directors (the “Board”) is an 8-member body responsible for making policies about the operation, control, and management of CapMetro. It is authorized to hire the President & CEO to operate CapMetro effectively.

The Board consists of:

- Three members appointed by the Capital Metropolitan Planning Organization (CAMPO), including an elected official; one appointee with a business background; and one appointee with a financial background.
- One member representing the smaller cities within CapMetro's service area.
- One member each appointed by the Travis County commissioners and Williamson County commissioners.
- Two members appointed by the Austin City Council, one of whom is an elected official.

CapMetro operates 71 fixed bus routes and 13 high-frequency routes (2 rapid & 11 local) with a requirement of approximately 300 vehicles during peak service. The fixed route system includes: 416 Buses, 55 Rapid vehicles, 49 Pickup vehicles, 10 diesel electric trains, 94 vanpools, 181 paratransit vehicles, and 75 MetroBike stations. CapMetro also operates at 2,500 bus stops, 26 park & rides/transit centers, 10 commuter rail stations along 32 miles of track between Leander and downtown Austin, 162 freight lines between Giddings and Llano, and 26 rapid station pairs along each of the two rapid corridors (North Lamar to South Congress (Route 801) & from the Domain to the Westgate Transit Center (Route 803))¹.

CapMetro's planning activities are included in the Unified Planning Work Program (UPWP), which is adopted annually by CAMPO which serves the Austin metropolitan area. Capital, operating, and planning activities of CapMetro are also reflected in various CapMetro plans on the capmetro.org website and in the short-range Transportation Improvement Program (TIP) as well as in the region's long-range transportation plan (LRTP).

¹ Fast Facts on CapMetro website at <https://www.capmetro.org/facts>

II. GENERAL REPORTING REQUIREMENTS

A. TITLE VI NOTICE TO THE PUBLIC

CapMetro is committed to ensuring that the public is aware of the rights and protections afforded to them under Title VI. In accordance with Title 49 CFR Section 21.9(d) and guidance provided in FTA Circular 4702.1B, CapMetro’s Title VI Notice to the Public (the “Notice”) includes:

1. A statement that CapMetro operates programs without regard to race, color, or national origin;
2. A description of the procedures that the public should follow in order to request additional information regarding CapMetro’s Title VI obligations; and
3. A description of the procedures that the public needs to follow in order to file a Title VI discrimination complaint.

CapMetro’s Title VI Program information can be found on the website at: <https://capmetro.org/titlevicompliance>. The Notice is posted on all CapMetro buses used for fixed-route services. In addition, CapMetro has posted the Notice at its rail stations, CapMetro Rapid stations, notice boards of various administrative buildings, park & ride locations, transit centers, and transit store (See **Table 1**). The Notice contains an e-mail and surface mailing address for customers to file a Title VI discrimination complaint and a phone number for customers to call if they need assistance with filing a complaint or for more information.

Table 1. Facilities where Title VI notice is posted.

Facility, Park& Ride, Metro Rail, & Other Stations	Address	City	State	Zip
CapMetro Administrative Annex/Child Care Facility	624 Pleasant Valley	Austin	TX	78702
Crestview Rail Station	7200 N. Lamar Blvd.	Austin	TX	78752
Downtown Rail Station	209 E. 4th St.	Austin	TX	78701
Highland Rail Station	6420 1/2 Airport Blvd	Austin	TX	78751
Howard Rail Station	3710 W. Howard Ln.	Austin	TX	78727
Kramer Station	2427 ½ Kramer Lane	Austin	TX	78758
Lakeline Park & Ride	13625 Lyndhurst St.	Austin	TX	78729
Lakeline Station	13701 Lyndhurst St.	Austin	TX	78717
Leander Park & Ride	800 North U.S. Highway 183	Leander	TX	78641
Manor Park and Ride	201 W. Carrie Manor Rd.	Manor	TX	78653
McKalla Rail Station	10612 Delta Dr.	Austin	TX	78758
MLK Jr. Rail Station	1717 Alexander Ave.	Austin	TX	78702
North Operations Facility	9315 McNeil Road	Austin	TX	78758
Norwood Transit Center	1030 Norwood Park Blvd.	Austin	TX	78753
Pavilion Park and Ride	12400 N. Hwy. 183	Austin	TX	78759
Plaza Saltillo Station	412 Comal St	Austin	TX	78702
South Congress Transit Center	301 W. Ben White Blvd.	Austin	TX	78704

South Park Meadows Park & Ride	9300 S IH35 Frontage Rd.	Austin	TX	78748
Techridge Park and Ride	900 Center Ridge Dr.	Austin	TX	78753
Transit Store	209 W. 9 th St.	Austin	TX	78701
Triangle Park and Ride	4600 Guadalupe St.	Austin	TX	78751
Westgate Transit Center	2027 W. Ben White Blvd	Austin	TX	78767

In order to help the Limited English Proficiency (LEP) population, the Notice is translated into Spanish. Resulting from the American Community Survey 2018 data of the CapMetro service area, additional languages that meet the Safe Harbor provision threshold of 1,000, received translation of vital documents. These are: Vietnamese, Chinese (Mandarin), Korean, Arabic, Telugu, Punjabi, Burmese, Pashto, and French. To fulfil the Title VI requirement, the contact information is provided in Vietnamese, Chinese (Mandarin), Korean, Arabic, Telugu, Punjabi, Burmese, Pashto, and French, if the information is needed in those languages (See page 19). CapMetro provides translations of the Notice in the aforementioned languages on its website.

Digital copies of CapMetro’s Notice on the bus and website are provided on the following pages.

A-1. Title VI Notice

TITLE VI: NOTICE/AVISO



Capital Metro is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services on the basis of race, color or national origin as protected by Title VI of the Civil Rights Act of 1964, as amended ("Title VI").

If you believe you have been subjected to discrimination under Title VI, you may file a complaint with Capital Metro by submitting a completed complaint form —

via mail: Title VI Complaints, 2910 E. 5th Street, Austin, TX 78702
via e-mail: titlevicomplaints@capmetro.org **For assistance or for more info:** (512) 474-1200

If this information is needed in another language, please contact (512) 474-1200.

如果您對以上的資料有興趣，而需要中文版的話，請聯絡 (512) 474-1200。

정보가 다른 언어로 필요한 경우, (512) 474-1200 로 연락 주시기 바랍니다.

Nếu thông tin này cần thiết trong ngôn ngữ khác, xin vui lòng liên lạc số (512) 474-1200.

شكراً جزيلاً. في حال الحاجة لهذه المعلومات بلغة أخرى، الرجاء الإتصال ب (512) 474-1200. نو مهرباني وكري په 512-474-1200 باندي تماس ونيسى. كه دا معلومات په بله ژبه كي پكار وي، نو مهرباني وكري په 512-474-1200 باندي تماس ونيسى.

Capital Metro se compromete a que ninguna persona sea excluida de participar, o se le niege beneficios de sus servicios a base de raza, color o origen de nacionalidad como protección del Título VI (Title VI) del Acto de Derechos Civiles, como amendado ("Title VI").

Si usted considera que ha sido objeto de discriminación de acuerdo con lo establecido en el Título VI, puede presentar una queja ante Capital Metro completando y enviando un formulario de queja —

por correo postal a: Title VI Complaints, 2910 E. 5th Street, Austin, TX 78702
por correo electrónico a: titlevicomplaints@capmetro.org
por solicitar ayuda o más información: (512) 474-1200

ဤအချက်အလက်ကို အခြားဘာသာစကားတစ်ခုဖြင့် လိုအပ်ပါက ကျေးဇူးပြု၍ ဆက်သွယ်ပါ - 512-474-1200

मेवत त्रुवातुं एत न्नाटकाती वमि तेत त्रामा दँचि चातीसी ते, त्रं वरिपा वरवे 512-474-1200 'ते मँपतव वते।

ဤသတင်းအချက်အလက်ကို အခြားဘာသာစကားဖြင့် ရရှိလိုပါက ကျေးဇူးပြု၍ 512-474-1200 သို့ ဆက်သွယ်ပါ။

Si ces informations sont requises dans une autre langue, veuillez appeler le 512-474-1200.

A-2. Title VI Notice on the CapMetro Website


Following are screenshots of the Title VI Notice and Title VI information on the CapMetro website at www.capmetro.org/titlevicompliance/.

CapMetro Official Title VI Notice

CapMetro is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services on the basis of race, color or national origin as protected by Title VI of the Civil Rights Act of 1964, as amended ("Title VI").

[View Title VI Notice](#)

If you believe you have been subjected to discrimination under Title VI, you may file a complaint with CapMetro or get more information –
via mail: Title VI Complaints, 2910 E. 5th Street, Austin, TX 78702
via e-mail: titlevicomplaints@capmetro.org
via phone: (512) 474-1200

CapMetro Plan Your Trip Rider's Guide Fares and Passes Help & Contact 

[Home](#) > [About CapMetro](#) > [Diversity](#) > [Title VI Compliance](#)

What is Title VI?

Your rights under Title VI of the Civil Rights Act of 1964:

Title VI, [42 U.S.C. § 2000d et seq.](#), was enacted as part of the Civil Rights Act of 1964. It prohibits discrimination on the basis of race, color or national origin in programs and activities receiving federal financial assistance.

Compliance with Title VI of the Civil Rights Act of 1964 is a federal mandate for all agencies providing public services. Title VI applies to all aspects of the services provided by CapMetro, which are required to be provided without regard to race, color or national origin. In addition, agencies must also comply with Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency."

CapMetro is required to comply with Title VI by evaluating major service changes and their Title VI impacts on minority and low-income groups. (This evaluation is called a service equity analysis, and it helps CapMetro determine if the effect of a service change is discriminatory.

- When a change disproportionately affects minority populations, it is called a disparate impact.
- When a change disproportionately affects low-income populations, it is called a disproportionate burden.

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.

Update to Title VI Policy

CapMetro uses the Title VI page on the website to notify the public of proposed updates to its Title VI Policy and provide notices for public participation.

The following is a screenshot of the notice to the public of proposed updates to CapMetro’s Title VI Policy which is on CapMetro’s website.

Proposed Updates to Title VI Policy

As recommended by a consulting team after a peer review, CapMetro is proposing to update our Service Equity Analysis process, effective August 1, in the following ways:

1. Clarify that, where feasible, demographic analysis should be based on current on-board survey data rather than Census data
2. Update the analysis to include the service area average as the baseline for determining potential adverse impacts.

By updating and clarifying our methodology, we can more clearly understand potential negative impacts on minority and low-income populations and, in so doing, make better and more informed decisions in how we provide service.

Questions? Read our FAQ: [English](#) | [Spanish](#)

[Proposed Policy Updates \(English\)](#)

[Actualizaciones de políticas propuestas](#)

We Want to Hear from You

Watch recordings of our policy update presentation on YouTube: [English](#) | [Spanish](#)

Attend a CapMetro Public Hearing

Share your thoughts on proposed updates to our Title VI policy. Sign up to attend via phone, email or in person before the hearing begins. You can attend virtually by registering before 9 a.m. on April 10th.

Wednesday, April 10 at 12 p.m.
CapMetro Headquarters
Rosa Parks Boardroom at 2910 E. 5th Street

Want to speak? Contact boardofdirectors@capmetro.org or call (512) 369-6040, leave your name and telephone number.

To ensure accommodations are met or to request information in alternative formats, please send a request at least 2 days in advance to Martin Kareithi at (512) 389-7583 or via email at martin.kareithi@capmetro.org. To request interpretation services and materials in other languages, please contact engage@capmetro.org 72 hours in advance.

B. TITLE VI COMPLAINT PROCEDURES

This section provides CapMetro’s Title VI complaint procedures. The Title VI complaint process is posted on CapMetro’s website in the following languages: English, Spanish, Vietnamese, Chinese, Korean, Arabic, Telugu, Punjabi, French, Myanmar (Burmese), and Pashto (Afghani). Individuals can receive a copy of the Title VI complaint process in any other language by contacting a member of the Diversity, Equity and Inclusion Department. Following is a screenshot of the Title VI complaint process in all of the identified languages from CapMetro’s website at www.capmetro.org/titlevicompliance/.



Home > About CapMetro > Diversity > Title VI Compliance

via phone: (512) 474-1200

Title VI Complaint Process

If you need the following information in any other language besides those listed below, contact Carlos A. Balderas at carlos.balderas@capmetro.org.

- [+ \(English\) Title VI Complaint Process](#)
- [+ Proceso de Quejas del Titulo VI \(Title VI\) Programa de Derechos Civiles - Spanish](#)
- [+ QUI TRÌNH KHIẾU NẠI DƯỚI ĐIỀU KHOẢN SỐ VI \(TITLE VI\) - Vietnamese](#)
- [+ 民權法案第六項\("Title VI"\)的申訴程序 - Chinese](#)
- [+ 시민권법 6장" 위반 불평 제기 절차 - Korean](#)
- [+ الباب السادس إجراءات الشكوى - Arabic](#)
- [+ టైటిల్ 6 ఫిర్యాదు ప్రక్రియ - Telugu](#)
- [+ ਸਿਰਲੇਖ VI ਦੇ ਤਹਿਤ ਸ਼ਿਕਾਇਤ ਦਰਜ ਕਰਨ ਦੀ ਵਿਧੀ - Punjabi](#)
- [+ Procédure de plainte en vertu du titre VI - French](#)
- [+ Title VI တိုင်ကြားမှု လုပ်ထုံးလုပ်နည်း - Myanmar \(Burmese\)](#)
- [+ سرلیک VI د شکایت پروسه - Pashto \(Afghani\)](#)

B-1. Title VI Complaint Process



— (English) Title VI Complaint Process

Capital Metropolitan Transportation Authority is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as protected by Title VI of the Civil Rights Act of 1964, as amended ("Title VI").

If you believe you have been discriminated against on the basis of race, color, or national origin, you may file a complaint with CapMetro by completing CapMetro's [Title VI complaint form](#) and submitting it by:

- **Mail or hand delivery to Attn:** Title VI Complaints at 2910 E. 5th Street, Austin, TX 78702; or
- **E-mail to:** titlevicomplaints@capmetro.org

If you need assistance filing a written complaint, please contact 512-474-1200.

CapMetro investigates completed complaints on the Title VI Complaint Form that are received no more than 180 days after the alleged incident.

CapMetro will take the following steps once a complaint is received:

1. The complaint is reviewed by the Office of Diversity Equity and Inclusion (DEI) to determine if CapMetro has jurisdiction. CapMetro will provide a letter informing the complainant whether the complaint will be investigated within 15 calendar days of receipt of the complaint.
2. CapMetro will use its best efforts to investigate the complaint within 90 calendar days of its receipt. If additional information is needed, the Office of DEI will contact the complainant by phone or in writing. Failure of the complainant to respond within 15 calendar days of the request for information may result in the administrative closure of the complaint. A case can be administratively closed also if the complainant no longer wishes to pursue their case.
3. CapMetro will issue one of the following determination letters:
 - A closure letter that states that there was not a Title VI violation and that the case will be closed.
 - A letter of finding that explains whether any disciplinary action, additional training, or other action will occur.

If you disagree with the determination, you can appeal and submit your complaint to:

Federal Transit Administration, Office of Civil Rights
819 Taylor Street, Room 8A36
Fort Worth, TX 76102



— Proceso de Quejas del Título VI (Title VI) Programa de Derechos Civiles - Spanish

Capital Metropolitan Transportation Authority se compromete a que ninguna persona sea excluida de participar, o se le niegue beneficios de sus servicios a base de raza, color o origen de nacionalidad como protección del Título VI (Title VI) del Acto de Derechos Civiles, como amendado ("Title VI").

Si usted considera que ha sido objeto de discriminación de acuerdo con lo establecido en el Título VI, puede presentar una queja ante CapMetro completando y enviando un formulario de queja **por correo postal** a:

Title VI Complaints

2910 E. 5th Street

Austin, TX 78702

O **por correo electrónico** a titlevicomplaints@capmetro.org

O llame al (512) 474-1200.

[Formulario de quejas del Título VI](#)

Las quejas bajo el Título VI deben presentarse dentro de los 180 días posteriores a la fecha de la alegación de discriminación. CapMetro revisará la queja y tomará una decisión. Si no está de acuerdo con la decisión, puede apelar y enviar su queja a la siguiente dirección:

Federal Transit Administration, Office of Civil Rights

819 Taylor Street, Room 8A36

Fort Worth, TX 76102

o llamar al 817-978-0558.



— QUI TRÌNH KHIẾU NẠI DƯỚI ĐIỀU KHOẢN SỐ VI (TITLE VI) - Vietnamese

Cơ quan Giao thông Vận tải Thủ đô cam kết đảm bảo rằng không có người nào bị loại trừ khỏi việc tham gia hoặc bị từ chối các lợi ích từ các dịch vụ của họ trên cơ sở chủng tộc, màu da hoặc nguồn gốc quốc gia, như được bảo vệ bởi Tiêu đề VI của Đạo luật Quyền Công dân năm 1964, đã được sửa đổi ("Tiêu đề VI").

Nếu bạn tin rằng bạn đã bị phân biệt đối xử theo Tiêu đề VI, bạn có thể nộp đơn khiếu nại với CapMetro bằng cách gửi mẫu đơn khiếu nại hoàn chỉnh qua đường bưu điện đến Cơ quan:

Khiếu nại Tiêu đề VI
2910 E. 5th Street
Austin, TX 78702

HOẶC qua e-mail tới titlevicomplaints@capmetro.org
HOẶC gọi (512) 474-1200.

[Mẫu đơn khiếu nại Tiêu đề VI](#) [PDF]

Khiếu nại theo Tiêu đề VI phải được nộp trong vòng 180 ngày kể từ ngày bị cáo buộc phân biệt đối xử. CapMetro sẽ xem xét đơn khiếu nại và sẽ đưa ra quyết định. Nếu bạn không đồng ý với quyết định này, bạn có thể khiếu nại và gửi đơn khiếu nại đến địa chỉ sau:

Federal Transit Administration, Office of Civil Rights
819 Taylor Street, Room 8A36
Fort Worth, TX 76102
hoặc gọi 817-978-0558.

**—** 民權法案第六項("Title VI")의申訴程序 - Chinese

依《民權法案》第六章提出的歧視申訴應於歧視事發當日起 180 天內提出。奧斯丁首都捷運局, 依據1964年的民權法案第六項("Title VI")的修正規定, 致力於確保沒有任何一個人會因為其種族、膚色或其原住國家的不同, 而被排除於活動參與之外, 或被拒絕提供其所應享有的福利。如若您受到前述第六項中的任何歧視, 請向奧斯丁首都捷運局的下列管道申訴:

信件請寄 Title VI Complaints at 2910 E. 5th Street, Austin, TX 78702,

寄電子郵件至 titlevicomplaints@capmetro.org 或打電話至 512-474-1200.

[Title VI complaint form](#) [PDF]

第六類投訴必須在涉嫌歧視之日起180天內提出。CapMetro 將調查投訴並做出裁決。如果您不同意該裁決, 可以提出上訴並將投訴提交至:

Federal Transit Administration, Office of Civil Rights
819 Taylor Street, Room 8A36
Fort Worth, TX 76102
或致電817-978-0558.

**—** 시민권법 6장" 위반 불평 제기 절차 - Korean

타이틀 VI[Title VI] 소장은 주장하는 차별혐의가 있던 일자로부터 반드시 180일 이내에 접수되어야 합니다. 오스틴 시 캐피탈 메트로 교통공단은 1964년의 시민권법 제 6장에 따라 어느 누구도 인종, 피부색, 또는 국적에 근거하여 당사에서 제공하는 서비스 혜택을 받지 못하는 일이 없도록 합니다. 만약 시민권법 6장을 위반하는 차별대우를 받았을 경우, 우편이나 이메일, 혹은 전화로 불평을 제기하실 수 있습니다.

주소:

Attn: Title VI Complaints
2910 E. 5th Street, Austin, TX 78702

이메일: titlevicomplaints@capmetro.org 전화번호: 512-474-1200

[Title VI complaint form](#) [PDF]

타이틀 VI 이의제기는 반드시 주장하는 차별행위가 발생한 일자로부터 180일 이내에 접수해야 합니다. CapMetro에서는 해당 이의제기에 관한 조사를 실시하고 결정을 내립니다. 결정 내용에 동의하지 않으실 경우, 귀하는 다음으로 이의제기 및 불만사항의 제기도 가능합니다:

Federal Transit Administration, Office of Civil Rights
819 Taylor Street, Room 8A36
Fort Worth, TX 76102
또는 817-978-0558 번으로 전화하십시오.



- الباب السادس إجراءات الشكوى - Arabic

تلتزم هيئة النقل في العاصمة بضمنان عدم استبعاد أي شخص من المشاركة في خدماتها أو حرمانه من الاستفادة منها على أساس العرق أو اللون أو الأصل القومي، على نحو ما. يحميه الباب السادس من قانون الحقوق المدنية لسنة 1964، وتعديلاته (المشار إليه باسم "الباب السادس")

E. 5th إذا كنت تعتقد أنك قد تعرضت للتمييز بمقتضى الباب السادس، يمكنك تقديم شكوى لدى مترو العاصمة -معنوناً الشكوى باسم: شكوى الباب السادس، على عنوان 2910 Street, Austin, TX 78702 ، أو من خلال الاتصال بالرقم ، 1200-474-512 أو عبر البريد الإلكتروني: titlevicomplaints@capmetro.org

[Title VI complaint form \[PDF\]](#)

يجب تقديم شكوى الباب السادس في غضون 180 يوماً من تاريخ ادعاء التمييز. ستقوم مترو العاصمة بالتحقيق في الشكوى واتخاذ القرار. إذا لم توافق على القرار، يمكنك الاستئناف وتقديم شكواك إلى: مكتب الحقوق المدنية، إدارة النقل الفيدرالية

819 Taylor Street, Room 8A36

Fort Worth, TX 76102

أو الاتصال بالرقم 817-978-0558.



- టైటిల్ 6 ఫిర్యాదు ప్రక్రియ - Telugu

సవరించబడిన 1964 సివిల్ రైట్స్ చట్టం ("టైటిల్ 6")లో పరిరక్షించబడ్డ హక్కులకు అనుగుణంగా, జాతి, చర్మ రంగు లేదా జాతీయ మూలం ఆధారంగా తాము అందించే ఏదైనా సేవలో పాల్గొనడాన్ని లేదా దాని నుండి అందే ప్రయోజనాలను పొందడాన్ని నిరోధించేలా చేసే వివక్షను ఏ ఒక్కరూ ఎదుర్కొనకుండా చూసేందుకు క్యాపిటల్ మెట్రోపోలిటన్ ట్రాన్స్పోర్టేషన్ అథారిటీ కట్టుబడి ఉంది.

టైటిల్ 6 ప్రకారం, మీరు ఏదైనా వివక్షకు గురైనట్లు విశ్వసిస్తే, క్యాపిటల్ మెట్రో సంస్థకు ఈ అడ్రస్ వద్ద ఫిర్యాదు చేయవచ్చు :
Attn: Title VI Complaints, 2910 E. 5th Street, Austin, TX 78702 లేదా titlevicomplaints@capmetro.org అడ్రస్కు ఈ-మెయిల్ పంపవచ్చు లేదా 512-474-1200 నంబర్కు కాల్ చేయవచ్చు.

[Title VI complaint form \[PDF\]](#)

టైటిల్ 6 ఫిర్యాదులను, వివక్ష జరిగిందని ఆరోపిస్తోన్న తేదీ నుండి 180 రోజుల లోపు తప్పక దాఖలు చేయాలి. క్యాపిటల్ మెట్రో సంస్థ ఆ ఫిర్యాదును దర్యాప్తు చేసి తగు నిర్ణయానికి వస్తుంది. ఆ నిర్ణయంతో మీరు విభేదిస్తే, దానిని అప్పీల్ చేస్తూ మీ ఫిర్యాదును ఈ అడ్రస్ వద్ద సమర్పించవచ్చు :

Federal Transit Administration, Office of Civil Rights

819 Taylor Street, Room 8A36

Fort Worth, TX 76102

లేదా 817-978-0558 నంబర్కు కాల్ చేయవచ్చు.



— ਸਿਰਲੇਖ VI ਦੇ ਤਹਿਤ ਸ਼ਿਕਾਇਤ ਦਰਜ ਕਰਨ ਦੀ ਵਿਧੀ - Punjabi

ਕੈਪੀਟਲ ਮੈਟਰੋਪੋਲੀਟਨ ਟ੍ਰਾਂਸਪੋਰਟੇਸ਼ਨ ਅਥਾਰਿਟੀ ਇਹ ਯਕੀਨੀ ਬਣਾਉਣ ਲਈ ਵਚਨਬੱਧ ਹੈ ਕਿ 1964 ਦੇ ਨਾਗਰਿਕ ਅਧਿਕਾਰ ਐਕਟ ਦੇ ਸਿਰਲੇਖ VI ਹੇਠ ਪ੍ਰਾਪਤ ਹੱਕਾਂ ਦੀ ਪਾਲਣਾ ਕਰਦਿਆਂ, ("ਸਿਰਲੇਖ VI") ਵਿੱਚ ਕੀਤੀ ਸੇਧ ਮੁਤਾਬਿਕ, ਕਿਸੇ ਵੀ ਵਿਅਕਤੀ ਨੂੰ, ਜਾਤੀ, ਰੰਗ ਜਾਂ ਰਾਸ਼ਟਰੀ ਮੂਲ ਦੇ ਅਧਾਰ 'ਤੇ ਸੇਵਾਵਾਂ ਦੇ ਲਾਭ ਤੋਂ ਵਾਂਝਾ ਨਹੀਂ ਰੱਖਿਆ ਜਾ ਸਕਦਾ ਅਤੇ ਨਾ ਹੀ ਉਸ ਨੂੰ ਸੇਵਾਵਾਂ ਦੇਣ ਤੋਂ ਮਨ੍ਹਾ ਕੀਤਾ ਜਾ ਸਕਦਾ ਹੈ।

ਜੇਕਰ ਤੁਹਾਨੂੰ ਲੱਗਦਾ ਹੈ ਕਿ ਸਿਰਲੇਖ VI ਦੇ ਅਧੀਨ ਤੁਹਾਡੇ ਨਾਲ ਵਿਤਕਰਾ ਹੋਇਆ ਹੈ, ਤਾਂ ਤੁਸੀਂ ਕੈਪੀਟਲ ਮੈਟਰੋ ਕੋਲ ਇਸ ਦੀ ਸ਼ਿਕਾਇਤ - Attn: Title VI Complaints at 2910 E. 5th Street, Austin, TX 78702 'ਤੇ ਪੱਤਰ ਭੇਜ ਕੇ ਜਾਂ titlevicomplaints@capmetro.org 'ਤੇ ਈਮੇਲ ਕਰਕੇ ਜਾਂ 512-474-1200 'ਤੇ ਫ਼ੋਨ ਕਰਕੇ ਦਰਜ ਕਰਵਾ ਸਕਦੇ ਹੋ।

[ਸਿਰਲੇਖ VI ਦੇ ਤਹਿਤ ਸ਼ਿਕਾਇਤ ਦਰਜ ਕਰਵਾਉਣ ਲਈ ਫਾਰਮ \[PDF\]](#) ਇਹ ਜ਼ਰੂਰੀ ਹੈ ਕਿ ਸਿਰਲੇਖ VI ਨਾਲ ਸੰਬੰਧਿਤ ਸ਼ਿਕਾਇਤ, ਵਿਤਕਰਾ ਹੋਣ ਤੋਂ ਲੈ ਕੇ 180 ਦਿਨਾਂ ਦੇ ਅੰਦਰ-ਅੰਦਰ ਦਰਜ ਕਰਵਾਈ ਜਾਵੇ। ਕੈਪੀਟਲ ਮੈਟਰੋ ਮਾਮਲੇ ਦੀ ਪੜਤਾਲ ਕਰੇਗਾ ਅਤੇ ਆਪਣਾ ਫ਼ੈਸਲਾ ਦੇਵੇਗਾ। ਸਾਡੇ ਫ਼ੈਸਲੇ ਨਾਲ ਸਹਿਮਤ ਨਾ ਹੋਣ 'ਤੇ, ਤੁਸੀਂ ਹੇਠ ਲਿਖੇ ਪਤੇ 'ਤੇ ਅਪੀਲ ਕਰ ਸਕਦੇ ਹੋ ਅਤੇ ਆਪਣੀ ਸ਼ਿਕਾਇਤ ਦਰਜ ਕਰਵਾ ਸਕਦੇ ਹੋ:

Federal Transit Administration, Office of Civil Rights
819 Taylor Street, Room 8A36
Fort Worth, TX 76102
ਜਾਂ 817-978-0558 'ਤੇ ਕਾਲ ਕਰ ਸਕਦੇ ਹੋ।



— Procédure de plainte en vertu du titre VI - French

Capital Metropolitan Transportation Authority s'engage à faire en sorte qu'aucune personne ne soit exclue de la participation ou ne soit privée des avantages de ses services en raison de sa race, de sa couleur de peau ou de son origine nationale, comme le protège le titre VI du Civil Rights Act de 1964, tel qu'amendé (« Titre VI »).

Si vous pensez avoir été victime de discrimination en vertu du titre VI, vous pouvez déposer une plainte auprès de CapMetro - Attn: Title VI Complaints à l'adresse postale 2910 E. 5th Street, Austin, TX 78702, par e-mail à titlevicomplaints@capmetro.org ou appeler le 512-474-1200.

[Formulaire de plainte en vertu du titre VI \[PDF\]](#)

Les plaintes en vertu du titre VI doivent être déposées dans les 180 jours suivant la date de l'allégation de discrimination. CapMetro examinera la plainte et rendra une décision. En cas de désaccord concernant la décision, vous pouvez faire appel et envoyer votre plainte à l'adresse suivante:

Federal Transit Administration, Office of Civil Rights
819 Taylor Street, Room 8A36
Fort Worth, TX 76102
ou appeler le 817-978-0558.



Title VI တိုင်ကြားမှု လုပ်ထုံးလုပ်နည်း - Myanmar (Burmese)

Capital Metropolitan Transportation Authority (မမီပီတီတာ့ မက္ကတိုပိုလီတန် သယံဇာတပို့ဆောင်ရေးအာဏာပိုင်အဖွဲ့) သည် ("Title VI") ဟု ဂျပန်အက္ခရာများဖြင့် Title VI ဂျပန်အက္ခရာများဖြင့် အကုသပေဒ 1964 မှ ကာကြယပေးထားသည့်အတိုင်း လူမျိုး၊ အသားရောင် သို့မဟုတ် ဝါဒီစံနှုန်းများမတူသော အချစ်အမြတ် မညီမျှတစွာ တစ်စုံတစ်ရာ ငုဏ် ဝန်ဆောင်မှု၊ ခံစားခြင်း၊ ကြား ဝါဒီများမှ ခံစားရခြင်း သို့မဟုတ် ဘုရားငွေပံ့ပိုးမှုများမရှိစေရေးအကြံပြု ဆက်သွယ်ပေးဆောင်ကြည့်ပါသည်။

သင့်အား Title VI အရ ခြံချခံရခြင်းခံရသည့် ယုံမှန်ကညာက သင့်အား CapMetro ထံ လိမ္မော် - Title VI တိုင်ကြားခန်းကုန် 2910 E. 5th Street, Austin, TX 78702 ကြား လည်းကောင်း သို့မဟုတ် titlevicomplaints@capmetro.org အီးမေးလ်တစ်စုံတစ်ခု သို့မဟုတ် 512-474-1200 သို့မဟုတ် ဖုန်းခေါ်ဆိုခြင်းလည်းကောင်း တိုင်ကြားမေးတစ်ခု ပြုလုပ်ပေးနိုင်ပါသည်။

[Title VI တိုင်ကြားခန်းကုန် \[PDF\]](#)

Title VI တိုင်ကြားခန်းကုန် ခြံချခံရခြင်းခံရသည့် ဆိုထားသည့် ဝန်ဆောင်မှု ရကုပေးခြင်း 180 အကြောင်း တိုင်ကြားရမည်။ CapMetro မှ တိုင်ကြားခန်းကုန် စုံစမ်းစစ်ဆေးစဉ် ဆုံးဖြတ်ခံရမည့်အတိုင်း သင့်အား ဆုံးဖြတ်ခံရမှု သဘာဝတူပါက အယူခံဝင်ပေးခြင်း ဝန်ဆောင်မှု အာဏာပိုင်အဖွဲ့ တစ်ဖွဲ့အဖွဲ့ -

Federal Transit Administration, Office of Civil Rights (ဖက်ဒရယ် တစ်ဖွဲ့အဖွဲ့ဝန်ထမ်းရေး စီမံဌာန၊ လူ့အခြေခံရေးရာ) 819 Taylor Street, Room 8A36 Fort Worth, TX 76102 သို့မဟုတ် 817-978-0558 သို့မဟုတ် ခေါ်ဆိုခြင်းပေးပါ။



سرلیک VI د شکایت پروسه

د پلازمینې میټروپولیتین ترانسپورت اداره ژمنه ده چې ډاډ تر لاسه کړی چې هیڅ څوک د نژاد، رنګ یا ملی اصل پر اساس د دې خدماتو کټو کې له کډون څخه نه ایستل کېږي ("سرلیک VI") سرلیک لخوا خوندي شوی، لکه څنګه چې تعدیل شوی VI یا ردیږي، لکه څنګه چې د ۱۹۶۴ د مدنی حقونو قانون

د شکایت CapMetro یا د پلازمینې میټروپولیتین سره د CapMetro که تاسو باور لرئ چې تاسو سره د نژاد، رنګ یا ملی اصل پر بنسټ تبعیض شوی، تاسو کولی شئ د فورم په ډګولو خپل شکایت درج کړئ او واستوئ VI سرلیک

او یا 78702 E. 5th Street TX, Austin شکایت په 2910 VI پوستي خدماتو او یا لاسی تحویل: سرلیک

برېښنالیک: titlevicomplaints@capmetro.org

که تاسی د لیکلې شکایت په ثبتولو کې مرستی ته اړتیا لرئ، مهربانی وکړئ اړیکه ونیسئ ##

CapMetro بشپړ شکایتونه چې به سرلیک VI شکایت فورم کې لیکل شوی وی او د پېښې نه ۱۸۰ ورځې لږ تر شوی وی څیري.

کله چې شکایت تر لاسه شوی CapMetro به لاندې ګامونه پورته کوي:

به د یو لیک په ذریعه شکایت CapMetro قضایې واک لري CapMetro لخوا بیاکتنه کېږي تر څو چې بنکاره شی (DEI) د شکایت د تنوع مساوات او شمولیت دفتر کونکي ته خبر ورکړي چې آیا شکایت به ورسره د شکایت تر لاسه کولو په ۱۵ ورځې کې وځیرل شي

دفتر به شکایت کونکي سره د DEI به د شکایت درسیډلو په ۹۰ ورځو کې دننه د څیړنې لپاره خپل ټولې هڅې وکاروي. که اضافي معلوماتو ته اړتیا وي، د CapMetro تلیفون یا لیک له لارې اړیکه ونیسئ. د معلوماتو لپاره د غوښتنې په ۱۵ ورځو کې د شکایت کونکي پاتې راتلل، ممکن د شکایت اداري بندیدو لامل شي. که چیرې شکایت کونکي نه غواړي خپل قضیه تعقیب کړي، قضیه په اداري ډول هم تړل کېدی شي

به د لاندې پرېکړه لیکونو څخه یو خپور کړئ CapMetro

سرلیک څخه سرغړونه نه ده شوی او قضیه به وتړل شي VI د تړلو لیک، چې پکې ویل شوی چې د

د موندنو یو لیک، چې دا تشریح کوي چې آیا کوم انضباطي عمل، اضافي روزنه، یا نور کوم عمل به تر سره شي

که تاسو د پرېکړې سره موافق نه یاست، تاسی کولی شئ د استیناف غوښتنه وکړئ او خپل شکایت دې آدرس ته واستوئ:

د فدرالی لیرد اداره، د مدنی حقونو دفتر

Federal Transit Administration, Office of Civil Rights 819 Taylor Street, Room 8A36 Fort Worth, TX 76102

B-2. Title VI Complaint Form in English

CapMetro's Title VI complaint form in English is set forth below. This form is available on CapMetro's website and as a hardcopy. The complaint form is available on CapMetro's website in the following languages: English, Spanish, Vietnamese, Chinese, Korean, Arabic, Telugu, Punjabi, French, Myanmar (Burmese), and Pashto (Afghani). Individuals can receive a copy of the Title VI complaint form in any other language by contacting a member of the Diversity, Equity and Inclusion Department.

CapMetro

Title VI Complaint Form Capital Metropolitan Transportation Authority

CapMetro is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as provided by the Title VI of the Civil Rights Act of 1964, as amended. Title VI complaints must be filed within 180 days from the date of the alleged discrimination.

The following information is necessary to assist us in processing your complaint. If you require assistance in completing this form, please contact the Title VI Officer at (512) 369-6255 or titlevicomplaints@capmetro.org. The completed form must be returned to CapMetro, ATTN: Title VI Complaints, 2910 E. 5th Street, Austin, TX 78702.

SECTION 1

Your Name

E-mail address

Daytime phone

Evening phone

Address

Accessible format requirements (select all that apply):

- Large print
- Audio tape
- TDD
- Other (specify): _____

Are you filing this complaint on your own behalf? Yes No

If yes, go to SECTION 2.

If not, please supply the following information

- Name of person for whom you are complaining _____
- Relationship to you _____
- Please explain why you have filed for this person _____

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- o Please confirm that you have obtained the permission of this person to file this complaint on their behalf. Yes No

SECTION 2

Date of incident: _____

Which of the following best describes the reason the alleged discrimination took place? (Check one)

- o Race
- o Color
- o National Origin (including limited English proficiency)

Please describe the alleged discrimination incident. Include any specific details if available including names, dates, times, route numbers, witnesses and any other information that would assist us in our review of your complaint. Explain what happened and whom you believe was responsible. Please use additional pages if additional space is required.

Have you filed a complaint with any other federal, state or local agencies? Yes No .
If yes, please provide the following information:

- o Agency Name: _____
- o Agency Address: _____
- o Contact Name: _____
- o Phone: _____

I affirm that I have read the above complaint and that it is true to the best of my knowledge, information and belief.

Signature of Complainant

Date

For internal use only:

Date Received: _____

Received by: _____

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B-3. Title VI Complaint Form in Spanish



Formulario de Quejas del Título VI Autoridad de Transporte Capital Metropolitan

Capital Metro está comprometido a garantizar que ninguna persona sea excluida de participar en o de recibir los beneficios de sus servicios, debido a raza, color u origen nacional, conforme establece el Título VI de la Ley de Derechos Civiles de 1964 y enmiendas. Las quejas conforme al Título VI deben presentarse en el transcurso de 180 días de haber ocurrido la supuesta discriminación.

Es necesario obtener la siguiente información para ayudarnos a procesar su queja. Si requiere ayuda para llenar este formulario, por favor, llame al representante del Título VI, al (512) 369-6255 o visite titlevicomplaints@capmetro.org. El formulario completo debe enviarse a Capital Metro, ATTN: Title VI Complaints, 2910 E. 5th Street, Austin, TX 78702.

SECCIÓN 1

Su nombre

Correo electrónico

Teléfono diurno

Teléfono nocturno

Dirección

Requisitos accesibles del formulario (seleccione todos los que apliquen):

- Letra grande
- Cintas de audio
- TDD
- Otro (especifique): _____

¿Presenta esta queja a nombre propio? Sí ____ No ____

Si la respuesta es sí, vaya a la SECCIÓN 2.

Si la respuesta es no, por favor, incluya la siguiente información:

- Nombre de la persona por la que presenta la queja
- Relación con usted
- Por favor, explique por qué presenta la queja para esta persona
- Por favor, confirme que haya obtenido permiso de esta persona para presentar esta queja en su nombre. Sí ____ No ____

SECCIÓN 2

HB 672963

Fecha del incidente: _____

¿Cuál de lo siguiente describe mejor la razón por la que ocurrió la supuesta discriminación?
(Marque una)

- Raza
- Color
- Origen nacional (incluyendo manejo limitado del idioma inglés)

Por favor, describa el incidente de la supuesta discriminación. Incluya cualquier detalle específico, si lo tiene, incluyendo nombres, fechas, horas, números de rutas, testigos y cualquier otra información que pueda ayudarnos a revisar su queja. Explique qué sucedió y a quién considera responsable. Por favor, use páginas adicionales si requiere más espacio.

¿Ha presentado queja de este incidente ante otras agencias federales, estatales o locales? Sí ____
No ____

De ser sí, por favor proporcione la siguiente información:

- Nombre de la agencia: _____
- Dirección de la agencia: _____
- Nombre del contacto: _____
- Teléfono: _____

Declaro que leí la queja anterior y que es verdadera en la medida de mi conocimiento, información y consideración.

Firma de la persona presentando la queja

Fecha

Sólo para uso interno:

Fecha de recepción: _____

Recibido por: _____

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C. RECORD OF TITLE VI INVESTIGATIONS, LAWSUITS, OR COMPLAINTS

CapMetro has not been involved in any Title VI investigations or lawsuits since the time of the last submission. CapMetro has not received any formal Title VI complaints through its Title VI Complaint Process since the last submission.

CapMetro received customer complaints through its Customer Care lines during the relevant period that relate to race, color, or national origin. While these customers did not make Title VI complaints through CapMetro's established Title VI complaint process, CapMetro takes all of these complaints seriously and investigates the customer complaints as part of its normal Customer Care Response process.

D. INCLUSIVE PUBLIC PARTICIPATION PLAN

This section includes CapMetro's Community Involvement Policy along with a summary of CapMetro's public outreach and engagement activities.

D-1. Community Involvement Policy

The CapMetro Board of Directors Community Involvement Policy is a central component of the Board Operating Procedures Policy, which governs the administration and operation of the Board and Board meetings. Specifically, the Community Involvement Policy sets the framework for CapMetro's community involvement program to ensure the knowledge and opinions of the public are integrated, in a meaningful way, in CapMetro's decision-making process. A screenshot of the Community Involvement Policy follows.

III. COMMUNITY INVOLVEMENT POLICY

The Board believes that effective community involvement improves the quality of decision-making processes and builds trust in Capital Metro. This policy ensures that Capital Metro integrates, in a meaningful way, the knowledge and opinions of its many stakeholders into its decision-making processes.

- (1) *Community Involvement Program.* Capital Metro will maintain a comprehensive community involvement program that includes plans for receiving public comment for major decision-making processes including, but not limited to, policy development, strategic planning, budgeting, capital projects planning, fare adjustments, and transit service changes. Capital Metro's Community Involvement Program will include:
 - a. Methods to provide the public with access to accurate, understandable, and timely information to facilitate effective involvement in the decision-making process.
 - b. Methods to ensure a diverse range of stakeholders are engaged in the process.
 - c. Methods of providing the community with a sound understanding of the pertinent issues and options Capital Metro is considering.
 - d. Methods to ensure information and activities are accessible to stakeholders with disabilities and/or limited English proficiency.
 - e. Methods to ensure that the public has an opportunity to comment on Board matters before a vote on the matters occur.

- (2) *Board Consent Agenda.* The Board shall not utilize a consent agenda nor expedite consideration of Board matters at Board meetings unless it is for routine, noncontroversial matters. "Routine, noncontroversial matters" for placement on the Board Consent Agenda include, but are not limited to, the following items:
 - a. Contracts and agreement for the normal operation of a business, such as business services or furniture purchases, regardless of the dollar value.
 - b. All other contracts with a value less than \$5 million.

Items that should not be considered for placement on the Board Consent Agenda include, but are not limited to, the following items:

 - a. Substantive changes to Board adopted policies.
 - b. Actions requiring a public hearing such as fare and service changes.

- (3) *Annual Community Involvement Workplan and Quarterly Updates.* Capital Metro staff will annually provide the Board with a workplan memorandum outlining major opportunities for the public to provide comments on significant Board matters and a quarterly memorandum updating the Board on current outreach activities. Significant board matters for which Capital Metro will always seek community input include, but are not limited to, the approval of the annual budget, service changes, and fare changes.

- (4) *Community Input.* Capital Metro will seek community input that reflects all points of view and will carefully consider this input when making decisions.

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- (5) *Decision-Making Processes.* Capital Metro will work to ensure that decision-making processes are open and accessible to all interested parties, including but not limited to:
 - a. Those with limited financial and technical resources.
 - b. Persons with limited English proficiency.
 - c. Persons with disabilities.
 - d. Those with limited past experience participating in transportation decision-making.

THE BOARD OF DIRECTORS RESERVES THE RIGHT TO WAIVE THIS POLICY AND THESE PROCEDURES WHEN NECESSARY TO CONDUCT BOARD MEETINGS EFFICIENTLY AND EFFECTIVELY.

D-2. Process of Community Engagement and Outreach

The following represents a compilation of the CapMetro Community Engagement Team's work plans and is a general reflection of activities undertaken to ensure CapMetro has more than sufficiently met the objectives of Title VI and further made aware, presented an opportunity, and meaningfully involved groups traditionally unengaged around policy decision-making and participatory transit planning processes, that could potentially impact said groups from 2021 through 2023. These efforts are realized and driven by the CapMetro Board's Community Involvement Policy. This policy is inclusive to ensure that decision-making processes are open and accessible to all interested parties, including but not limited to, minorities and low-income populations as well as persons with Limited English Proficiency (LEP) and disabilities.

The Community Engagement Team is deployed geographically throughout CapMetro's service area and outlying areas. Each individual Community Engagement Team member also is responsible for liaising with stakeholder groups across the service area that include, but are not limited to seniors, youth, refugees, ethnic minorities, LEP populations, persons with disabilities, individuals experiencing homelessness, schools, and many other business and neighborhood organizations.

When CapMetro seeks feedback on an agency-wide initiative or decision, a cross-departmental team is assembled to coordinate meaningful engagement of stakeholders in the decision-making process. Before each community outreach or engagement activity hosted by CapMetro, the team prepares with appropriate departments such as Planning, Communications, Marketing, Office of Diversity, Equity and Inclusion, Government Relations, Customer Service, and Operations to determine the best methods to reach targeted populations and ensure inclusion of minority, disabled, and LEP populations. Staff develops and implements plans to proactively engage populations that traditionally do not participate in public involvement activities, including minorities, low-income, LEP groups and persons with disabilities. Methods include conducting on-board and at-stop outreach at strategic locations where such populations are typically present, including ad-hoc meetings at bus stops and transit facilities, public libraries, and community recreation centers, surveys, and general outreach at community-wide and targeted events. Further, the Community Engagement Team partners with several non-profit, social-service, higher education, and business organizations to provide information regarding public involvement activities to their clients, who are typically, comprised of populations traditionally under-represented in public involvement activities. A representative list of partner organizations is provided later in this section.

CapMetro public meetings are only held in locations that are accessible to persons with disabilities and via transit. The CapMetro Access call center is given advanced notice for the purposes of facilitating paratransit reservations. A representative listing of public meeting locations is included in this Report. Public meeting materials are made available in accessible formats upon request, and outreach and engagement staff, both of which are represented on CapMetro's Planning and

Community Involvement teams, provide opportunities for interpretation in multiple languages to facilitate communication with LEP groups. CapMetro Access staff are also readily available to assist with special arrangements to accommodate for persons who experience disabilities.

As a part of our outreach efforts regarding public participation processes, CapMetro routinely updates its partners and reminds groups of opportunities to engage in the decision-making process. Furthermore, CapMetro encourages its partners to pass along information about opportunities to participate via newsletters, list serves, social media platforms, and any other information/media channels partner organizations utilize to reach each of the partners' respective constituencies. When appropriate, CapMetro directly collaborates with its various partners to involve and engage stakeholders in public participation opportunities.

Outreach occurs via several methods when CapMetro undertakes comprehensive public participation efforts. Staff engages the public in multiple ways, with emphasis on meeting stakeholders where they congregate, and using innovative methods to involve stakeholders in the decision-making process, which is aligned with CapMetro's Strategic Plan Goals. Since 2020, like other agencies, CapMetro conducts outreach in-person and virtually via the Zoom platform, and continues to offer this online engagement. Language interpretation services are available at all public meetings. CapMetro also works with partner organizations to reach individuals who might not be able to engage via computer or mobile device. CapMetro has conducted more than 12,00 outreach activities during the last three years. Community Engagement staff have also increased participation in service planning surveys, which are also made available in multiple languages.

Below is a sample list of communication and engagement methods deployed when involving the public, along with a sample list of partner organizations.

- Online discussion forums
- Social Media
 - Facebook: [facebook.com/capitalmetro](https://www.facebook.com/capitalmetro)
 - Twitter: @CapMetroATX
 - Instagram: @CapMetroATX
- Email: feedback@capmetro.org
- Email: engage@capmetro.org
- Public open houses
- At-stop outreach
- On-board outreach
- Bilingual brochures aboard vehicles
- Webinars
- Project-specific webpages on www.capmetro.org
- At-stop signage
- Legal print notices
- Blogposts
- Community Calendars
- Media Advisories
- Infographics
- Rider alerts via subscriber list
- Partner newsletters
- Passenger notices aboard vehicles
- Direct mail
- Block-walking
- Bus Wraps
- Bus placards
- Television Talk Shows
- Billboard Advertisements
- Capital Metro Mobile App
- Advertisements
- Web Advertisements

- Radio
- Print

- Videos

D-3. List of Partner Organizations

- ADAPT of Central Texas
- Austin Community College (ACC)
- Alliance for Public Transportation
- Austin Area Heritage Council
- Austin Cycling Association
- Austin Justice Coalition
- Austin Transit Partnership
- Austin Transportation Department
- AURA
- AVANCE
- Bike Austin
- Bike Advisory Council (BAC)
- Capital Area Metropolitan Planning Organization (CAMPO)
- Community Advancement Network (CAN)
- City of Austin
- Creative Action
- Downtown Austin Alliance
- DivInc
- Dress for Success
- Greater Austin Chamber of Commerce
- Greater Austin Hispanic Chamber of Commerce
- Austin Young Chamber of Commerce
- Greater Austin Black Chamber of Commerce
- Greater Austin Asian Chamber of Commerce
- Austin Gay and Lesbian Chamber of Commerce
- Network of Asian American Organizations
- Congress for the New Urbanism Central Texas Chapter
- Sixth Street Merchants
- Austin Independent School District
- Del Valle Independent School District
- Round Rock Independent School District
- Manor Independent School District
- Pflugerville Independent School District
- Lago Vista Independent School District
- Leander Independent School District
- American Youthworks
- Adapt of Texas
- AGE of Central Texas
- AIDS Services of Austin
- Any Baby Can
- ARC of the Capital Area
- ARCIL
- Assistance League of Austin
- Austin Area Urban League
- Austin Community College
- Austin Council of the Blind (ACB)
- Austin Energy
- Austin Groups for the Elderly
- Austin Housing Authority
- Austin Interfaith
- Austin Latino Lesbian/Gay Organization (ALLGO)
- Austin Pain Associates
- Austin Steam Train Association
- Austin Task
- Austin Tenants' Council
- Austin Travis County Integral Care
- Austin Travis County MHMR Center
- Austin Travis County MHMR Center CARE Unit
- African-American Youth Harvest Foundation
- Austin/Travis County HHS
- Ballet Austin
- Paramount Theater
- Big Brothers Big Sisters of Central Texas
- Blackland Community Development Corporation
- Central Health
- Capital Area Food Bank of Texas

- Capital Area Mental Health Center
- Williamson County Probation Office
- Capital IDEA, Inc.
- Care Communities
- Caritas of Austin
- Casa Marianella
- Casa of Travis County
- Catholic Charities of Central Texas
- Center for Child Protection
- Central Texas VA Clinic
- Central Texas Veterans Health Care System
- Child, Inc.
- Children at Heart Foundation
- Children's Dialysis Clinic of Central Texas
- City of Austin ADA Office
- City of Round Rock
- Coalition for Texans with Disabilities
- Communities in Schools (CIS)
- Con Mi Madre
- Conference of Minority Transportation Officials (COMTO)
- Conley-Guerrero Center
- Creative Action
- Criss Cole Rehabilitation Center
- DaVita Dialysis clinics
- Downtown Commission (DAC)
- Dove Springs Proud
- Disability Rights Texas
- Down Syndrome Association of Central Texas
- Earth Day ATX
- East Cesar Chavez Planning Team
- Easter Seals Central Texas
- ECHO
- Elder Haven
- Environmental Corps - Youth Works
- Faith in Action Caregivers
- Family Eldercare
- Farmshare Austin
- Financial Health Pathways
- Foundation for the Homeless
- Front Steps
- Go Austin! Vamonos Austin! (GAVA)
- Georgetown Health Foundation
- Georgetown Special Education Foundation
- Goodwill
- Greater Calvary Rites of Passage Development, Inc.
- Habitat for Humanity of Williamson County
- Health South Rehabilitation Center
- Drive-a-Senior
- Hispanic Women's Network of Texas - Austin Chapter
- Hispanic Advocates Business Leaders of Austin
- Home Builders Association of Greater Austin
- Housing Authority of the City of Austin
- iACT
- Inter-Agency Council on Aging
- Intellectual and Developmental Disabilities Coalition
- Jewish Family Services
- LULAC
- Lakeside Development
- Leadership Enrichment Arts Program
- Lifeskills
- Lifeworks
- Lighthouse for the Blind
- Liveable City Austin
- LiveStrong Cancer Navigation Center
- Mary Lee Foundation
- Más Cultura
- Meals on Wheels and More
- Movability Austin
- NAACP
- National Federation for the Blind of Central Texas
- Neighborhood Association list serves

- One Voice Central Texas
- Out Youth Austin
- Pedestrian Advisory Council (PAC)
- People United for Mobility Action (PUMA)
- Planned Parenthood of Texas Capital Region
- Project Transitions
- Reading is Fundamental of Austin
- Rebecca Baines Johnson Center
- River City Youth Foundation
- Round Rock Area Serving Center
- Rotary Club of Austin
- Safe Place
- Self-Help Advocacy Center (SHAC)
- Salvation Army
- Seton Family of Hospitals
- Seton Total Health Partners
- Skillpoint Alliance
- Society of Saint Vincent de Paul
- St. Edwards University
- St. John's Recreational Center
- Sustainable Food Center
- Texas Fair Defense Project
- Texas School for the Blind and Visually Impaired
- Texas School for the Deaf and Hard of Hearing
- Texas Youth Commission
- The New Philanthropists
- The Real Estate Council of Austin, Inc.
- The University of Texas at Austin
- Todos Juntos Learning Center
- Travis County Department of Health & Human Services
- Travis County Health & Human Services, Family Support Services
- Travis County Health and Human Services & Veteran Services
- Travis County Hospital District
- Travis County Juvenile Court - Probation Department
- Travis County Services for the Deaf
- Travis County Veterans Services
- Trinity Center
- United Way Capital City
- United Way for Greater Austin
- United Way of Williamson County
- University of Texas - Services for Students with Disabilities
- Vaughn House
- Veteran's Administration
- Village of Marbridge/Marbridge Foundation, The
- Waterloo Greenway
- WellMed
- Williamson County and Cities Health District
- Women's Business Council
- Workers Assistance Program, Inc.
- Workforce Solutions
- WorkSource
- Young Women's Alliance
- Young Men's Business League
- Zilker Theatre Production

D-4. List of Outreach Activities (2021-2023)

The past three years were unusual for CapMetro, as there were several high-profile initiatives for which public participation processes were conducted with stakeholders, customers, and the public. These included CapMetro’s launch of a new fare program for the unhoused community, the launch of new Pickup by CapMetro zones; public safety department development, and Project Connect, a tri-party joint powers agreement for long-range high-capacity service plan. Each of these came with a wide variety of public participatory opportunities in addition to typical engagement done for budget, capital projects and other service initiatives. CapMetro also welcomed a new President & CEO in January of 2023.

CapMetro has hosted numerous public involvement opportunities across the service area to engage customers and non-customers alike, including but not limited to, minorities and low-income populations as well as LEP persons and persons with disabilities. The majority of these opportunities involved going to where people were, rather than expecting them to attend the typical public meetings. These included at-stop outreach, on-board outreach, pop-up meetings, small group meetings, presentations, tabling at community events and virtual engagement opportunities.

Below is a sample list of just the publicly posted engagement activities categorized by year and by initiative. It is by no means exhaustive.

Table 2. Outreach Activities (2021-2023)

2021

Project Connect

Meeting	Date	Venue
Blue Line Public Meeting	Tuesday, August 3, 2021	Virtual
Orange Line - North - Public Meeting	Tuesday, August 3, 2021	Virtual
Orange Line - South - Public Meeting	Thursday, August 5, 2021	Virtual
Project Connect Open House -- Central Library	Saturday, August 7, 2021	Central Library: 710 W Cesar Chavez St, Austin, TX 78701
MetroRapid Update	Thursday, September 9, 2021	Zoom
Community Design Workshop - Riverside Station	Thursday, September 16, 2021	Zoom
Project Connect Overview for the South Central Waterfront Commission	Monday, September 20, 2021	Austin City Hall: 301 W 2nd St, Austin, TX 78701
Project Connect Community Advisory Committee (CAC) (copy)	Wednesday, September 22, 2021	Zoom
ADAPT - Riverside Station Design Workshop	Thursday, September 23, 2021	Zoom

Project Connect Overview ULI TOD Committee	Thursday, September 23, 2021	Zoom
JPA Tri-Party Meeting - discussion only	Monday, October 4, 2021	Central Library: 710 W Cesar Chavez St, Austin, TX 78701
Project Connect Virtual Public Meeting (JPA)	Tuesday, October 5, 2021	Zoom
Univision Townhall for Upcoming Workshops and Meetings	Thursday, November 4, 2021	Univision Town Hall - Virtual
North Lamar Transit Center Community Design Workshop	Wednesday, November 10, 2021	Zoom
ETOD #1 Community Meeting	Tuesday, November 16, 2021	Zoom
ETOD #2 Community Meeting	Wednesday, November 17, 2021	Zoom

Proposed FY2022 Budget

Budget Outreach August 23	Monday, August 23, 2021	Westgate: 2027 W Ben White Blvd, Austin, TX 78704
Budget Outreach August 24	Tuesday, August 24, 2021	Leander: 800 North U.S. Highway 183 Leander, TX
Budget Outreach August 25	Wednesday, August 25, 2021	Republic Square: 422 Guadalupe St, Austin, TX 78701
Budget Outreach August 26	Thursday, August 26, 2021	Norwood: 1030 Norwood Park Blvd. Austin, TX 78752
Budget Outreach August 27 - Virtual Option	Thursday, August 26, 2021	Virtual
CapMetro Budget Public Hearing	Wednesday, September 15, 2021	Virtual

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2022

Project Connect

MetroRapid Community Update	Monday, February 7, 2022	Zoom
Public Meeting: Project Connect Themes 1	Tuesday, March 29, 2022	Zoom
Public Meeting: Project Connect Themes 2	Thursday, March 31, 2022	Zoom
Lady Bird Lake Bridge workshop	Tuesday, April 26, 2022	Virtual
Project Connect Presentation (Live + Recorded) to Austin ISD Parent Support Specialists	Thursday, May 12, 2022	Zoom

Riverside / Pleasant Valley Community Design Workshop	Wednesday, May 18, 2022	Zoom
Tri Party Annual Meeting (CapMetro/ATP/COA)	Wednesday, November 30, 2022	COA Planning & Development Center: 505 Barton Springs Rd # 175, Austin, TX

Proposed FY2023 Budget

FY23 Budget Outreach #1	Monday, August 22, 2022	Lakeline Plaza: 13701 Lyndhurst St. Austin, TX 78717
FY23 Budget Outreach #2	Tuesday, August 23, 2022	Westgate: 2027 W Ben White Blvd, Austin, TX 78704
FY23 Budget Outreach #3	Wednesday, August 24, 2022	Norwood: 1030 Norwood Park Blvd. Austin, TX 78752
FY23 Budget Outreach #4	Thursday, August 25, 2022	Republic Square: 422 Guadalupe St, Austin, TX 78701

Facilities

Combined Maintenance Facility Meeting	Tuesday, May 10, 2022	Zoom
Combined Maintenance Facility workshop #2	Wednesday, June 8, 2022	Zoom

Fares

Fares In-Person Community Meeting (Phase 1)	Thursday, April 14, 2022	624 Pleasant Valley, Austin TX 78702
Potential Fare Programs - Community #2 - In-Person	Thursday, April 14, 2022	624 Pleasant Valley, Austin TX 78702
Fares Virtual Community Meeting (Phase 1)	Wednesday, April 27, 2022	Zoom
Fares In-Person Community Meeting (Phase 1)	Thursday, April 28, 2022	624 Pleasant Valley, Austin TX 78702
Fares Presentation to Commission on Seniors and Mayors Committee for People with Disabilities	Tuesday, May 10, 2022	Virtual
Fares Partner Agency Meeting	Tuesday, May 17, 2022	Zoom

Fares Virtual Community Meeting (Phase 2)	Wednesday, May 25, 2022	Zoom
Fares Virtual Community Meeting (Phase 2)	Thursday, June 2, 2022	Zoom
Fares Virtual Community Meeting (Phase 2)	Wednesday, June 8, 2022	Zoom
Fares In-Person Community Meeting (Phase 2)	Thursday, June 9, 2022	624 Pleasant Valley, Austin TX 78702
Fares Presentation to Commission on Seniors Working Group	Friday, June 10, 2022	Virtual
Fares Presentation to Hispanic/Latino QoL Commission	Tuesday, June 28, 2022	Virtual
Fares Virtual Community Meeting (Phase 3)	Tuesday, June 28, 2022	Zoom
Fares Meeting with Free Transport Working Group / Sunrise Navigation	Thursday, June 30, 2022	Teams
Fares Presentation to LGBTQ+ QoL Commission	Monday, July 11, 2022	Virtual
Fares Presentation to African American Resource Advisory Commission	Tuesday, July 12, 2022	Virtual
Fares Virtual Community Meeting (Phase 3)	Wednesday, July 13, 2022	Zoom
Fares Partner Agency Meeting	Thursday, July 14, 2022	Zoom
Fares In-Person Community Meeting (Phase 3)	Friday, July 29, 2022	624 Pleasant Valley, Austin TX 78702
Fares Presentation to Asian American QoL Commission	Tuesday, August 16, 2022	Virtual

2023

Project Connect

Project Connect Virtual Community Meeting	Thursday, April 6, 2023	Virtual
Community Conversation w/CM Fuentes: Dove Springs Pickup	Tuesday, May 23, 2023	6507 Circle S Rd, Austin, TX 78745
Plaza Saltillo & Pleasant Valley Virtual Public Meeting	Monday, July 31, 2023	Virtual
ETOD North Lamar Transit Center Business Walk	Wednesday, October 18, 2023	North Lamar Transit Center: 8001 US-183, Austin, TX 78758
ETOD Community Workshop - North Lamar Transit Center	Thursday, October 19, 2023	T.A. Brown Elementary School: 7801 Guadalupe St, Austin, TX 78752

ETOD Community Workshop - South Congress Transit Center	Saturday, October 21, 2023	St. Elmo Elementary School: 600 W St Elmo Rd, Austin, TX 78745
ETOD Virtual Workshop South Congress Center	Wednesday, March 1, 2023	Zoom

Proposed FY2024 Budget

FY24 Budget Outreach- Lakeline Plaza	Monday, August 21, 2023	Lakeline Plaza: 13701 Lyndhurst St. Austin, TX 78717
FY24 Budget Outreach- Westgate	Tuesday, August 22, 2023	Westgate: 2027 W Ben White Blvd, Austin, TX 78704
FY24 Budget Outreach- Norwood	Wednesday, August 23, 2023	Norwood: 1030 Norwood Park Blvd. Austin, TX 78752
FY24 Budget Outreach- Republic Square	Thursday, August 24, 2023	Republic Square: 422 Guadalupe St, Austin, TX 78701

Facilities

North Base Demand Response Facility and Centralized Warehouse Virtual Open House	Wednesday, September 13, 2023	Zoom
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E. MEANINGFUL ACCESS TO PERSONS WITH LIMITED ENGLISH PROFICIENCY

This section details CapMetro's Language Assistance Plan (LAP) to provide meaningful access to CapMetro services and programs to Limited English Proficiency (LEP) individuals. CapMetro recently updated its LAP and its implementation in the transit services due to the innovation in technology and changes in demographics. CapMetro conducted a four-factor analysis to create a LAP. The highlights of this LAP are included in this Report. This LAP will be submitted to FTA along with this Report.

E-1. Language Assistance Plan and Four-Factor Analysis to address Limited English Proficiency

Introduction and Background

CapMetro recently conducted a four-factor analysis and updated its LAP to address individuals with LEP as required by Title VI of the Civil Rights Act of 1964, Federal Executive Order 13166 and the Department of Transportation's LEP Guidelines. The LAP is a working plan that includes examples of LEP practices and procedures that are already implemented or recommended for future implementation at CapMetro.

CapMetro takes all reasonable steps to provide meaningful access to LEP individuals who use its services, facilities, programs, and attend meetings. The policy is to ensure that language will not prevent staff from communicating effectively with LEP clients and others to ensure safe and orderly operations, and that limited English proficiency will not prevent clients or any member of the public from accessing important programs and information; understanding rules, participating in proceedings; or gaining eligibility for programs and/or services.

The following document serves as the Title VI Language Assistance Plan (LAP) for Limited English Proficient (LEP) Populations for Capital Metropolitan Transportation Authority (CapMetro) and demonstrates the CapMetro's commitment to provide meaningful access to all individuals accessing service provided by CapMetro. The plan is intended for managers and staff who interact directly or indirectly with LEP individuals. Title VI prohibits discrimination by recipients of Federal financial assistance on the basis of race, color, and national origin, including the denial of meaningful access for Limited English Proficient people. As a sub-recipient of Federal funds, CapMetro must "take reasonable steps to ensure meaningful access to their programs and activities by LEP persons."¹

On August 11, 2000, President William Jefferson Clinton signed Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" that requires Federal agencies and recipients of Federal funds to examine the services they provide, identify any need for services to those with limited English proficiency, and develop and implement a system to provide those needed services so that LEP persons can have meaningful access to them. Further guidance was

¹ Federal Register Volume 70, Number 239 (Wednesday, December 14, 2005)

provided in 2012 with the release of the Federal Transit Administrations (FTA) circular FTA C 4702.1B that further codified the FTA’s objective to “promote full and fair participation in public transportation decision-making without regard to race, color, or national origin; and ensure meaningful access to transit-related programs and activities by persons with limited English proficiency.”²

As a means of ensuring this access, the FTA Office of Civil Rights has created a handbook³ for public transportation agencies that provides step-by-step instructions for conducting the required LEP needs assessment and developing a LAP. The LAP becomes a blueprint for ensuring that language does not present a barrier to access to the agency’s programs and activities.

To develop the LAP necessary to comply with the guidance, an individualized agency assessment is required that balances the following four factors:

1. Factor 1: The number or proportion of LEP persons eligible to be served or likely to encounter a program, activity, or service of the recipient or grantee;
2. Factor 2: The frequency with which LEP individuals come in contact with the program;
3. Factor 3: The nature and importance of the program, activity, or service provided by the recipient to people's lives; and
4. Factor 4: The resources available to the recipient and costs for language access services.

To ensure compliance with federal guidance, CapMetro undertook an assessment with the goal that all reasonable efforts should be made to ensure that customers are not denied access to their services due to a limited ability to speak, read, write and understand English. CapMetro believes in the rights of all residents within its community, and furthermore supports the overriding goal of providing meaningful access to its services to LEP persons. Given the diverse nature of the service area, eliminating the barrier to persons with limited English-speaking ability will have a positive impact not only on LEP individuals themselves, but also on the impact that CapMetro services have on the community.

Methodology and Recommendations

The development of the LAP and associated Four Factor Analysis included the following components:

1. Research of peer agencies Data analysis;
2. Survey participation from Community Based Organizations (CBOs);

² FTA Circular 4702.1B- TITLE VI REQUIREMENTS AND GUIDELINES FOR FEDERAL TRANSIT ADMINISTRATION RECIPIENTS, October 1, 2012.

³ Implementing the Department of Transportation’s Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons: A Handbook for Public Transportation Providers. The Federal Transit Administration Office of Civil Rights, April 13, 2007

3. Survey participation from Frontline Staff (i.e., Contracted Service Providers, Customer Service, Planning, and other staff that encountered customers) surveys; and,
4. General plan findings that include the Four Factor Findings and Top Languages and Safe Harbor languages.

Based on the Four Factor Findings, the following are categories of recommendations that would improve the level of service that CapMetro provides to its LEP customers and that can be implemented over time as budget and staff permits:

1. Internal awareness and public outreach strategy and training;
2. Materials and Documents review to ensure clarity;
3. Translation and Interpretation tools and protocols for employees and contracted service providers; and,
4. Employees, including training or incentives to empower employees to provide assistance.

Four Factor Analysis Overview

The cornerstone of the LAP is the Four Factor Analysis that serves as a needs assessment for developing language assistance measures for those with a limited ability to read, write, speak or understand English. These LEP populations are those who reported to the U.S. Census that they speak English “less than very well,” “not well,” or “not at all.” It’s important to note that LEP status may be context-specific – an individual may have sufficient English language skills to communicate basic information (name, address etc.) but may not have sufficient skills to communicate detailed information (trip planning needs, origin and destination needs) in English.

The FTA circular FTA C 4702.1B provides guidance to recipients on how to ensure that they provide meaningful access to persons who are LEP. The guidance notes that recipients shall use the information obtained in the Four Factor Analysis to determine the specific language services that are appropriate to provide. The analysis can help CapMetro determine if it communicates effectively with LEP persons and will inform the development of the LAP.

The Four Factor Analysis is an individualized agency assessment that balances the following four factors: 1) determining the number or proportion of LEP persons in the service area who may be served or are likely to encounter a CapMetro program, activity or service; 2) the frequency with which LEP Populations come in contact with CapMetro’s programs, activities and services; 3) the nature and importance of the program, activity, or service provided by the recipient to people’s lives; and 4) the resources available to CapMetro and costs associated with language access services. This section describes the step-by-step instructions for conducting the required LEP needs assessment according to the FTA’s handbook as it applies to CapMetro.

Data Sources and Use

A variety of data sources were consulted for each of the steps in the Four Factor Analysis. This section presents a description of each of the data sources and what they were used for in the analysis.

Data that were consulted to determine the most prevalent languages spoken in the service area, as well as those that may benefit from language assistance for the Factor 1 analysis included:

1. American Community Survey (ACS) 2022 one-year sample languages of people that speak English less than “Very Well” for Travis County, Table B16001
2. ACS 2015 five-year sample of languages of people that speak English less than “very well” for Williamson County, Table B16001
3. ACS 2022 one-year sample of LEP Households, Table S1602
4. Austin Independent School District English Language Learner Data (Bilingual and English as a Second Language Programs and Demographic Summary Report 2024, Austin Independent School District)
5. CapMetro Customer Service Information
6. Origin and Destination Survey 2023, Figure 7 and Figure 8

Because the service area includes both portions of Travis and Williamson County, the data includes different data years by county, as the most recent available data for Williamson County is from 2015 and the most recent available data for Travis County is 2022. Each county is displayed independently so that the differences can be compared. Had 2022 data been available for both counties, a cumulative display could be presented. However, the data is separated for accuracy.

The data that were consulted for Factors 2 and 3 (the frequency with which LEP Populations come in contact with CapMetro’s programs activities and services, and the nature and importance of the program, activity, or service provided by the recipient to people's lives) included:

1. Frontline survey data
2. Language Line telephone data
3. CBO survey data
4. ACS 2022 one-year sample of commuting characteristics for Travis and Williamson counties, Table S0802
5. Origin and Destination survey data

Data that were consulted for the Factor 4 analysis to determine the resources available to CapMetro and costs associated with language access services included:

1. Department budgets for translation and interpreting expenses
2. Language Line telephone data costs
3. Document translation services costs

1. Factor 1 Overview

Factor 1 includes determining the number or proportion of LEP persons in the service area who may be served or are likely to encounter a CapMetro program, activity or service.

The first step in the LAP development process is to quantify the number of persons in the service area who do not speak English fluently and would benefit from language assistance. This process includes examining the agency’s prior experience with LEP populations and using census and other available data to identify concentrations of LEP persons in the service area, including those that qualify under the “Safe Harbor Languages” definition.

Safe Harbor languages are defined by FTA Circular 4702.1B as languages spoken by at least 1,000 individuals with Limited English Proficiency within the service area, stating, “if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient’s written translation obligations.”

To determine Safe Harbor languages in the CapMetro service area, the most recent available ACS data was used from Travis County and Williamson County as described above. While the data is not as contemporary as desired, it represents the most recent data available with the granularity necessary to review the specific languages for consideration.

The 2024 Austin Independent School District’s Language Learner data also provided corroborating data to support the findings.

1.1. Data Analysis

Linguistic Isolation

The first data reviewed related to the percentage of limited English-speaking households within the two counties in which no member 14 years or older (1) speaks only English or (2) speaks a non-English language and speaks English “very well.” In other words, all members 14 years old and older have at least some difficulty with English. ⁴ Previous Census Bureau data products have referred to these households as “linguistically isolated.”

About 5% of all Travis County households would be considered LEP households, while about 3% of Williamson County households would fall into that category (see **Table 3: Linguistic Isolation for Households in Travis and Williamson Counties**). Similar differences in the two counties reveal that of the total Spanish-speaking households in Travis County, about 17% of those are LEP households, or linguistically isolate. This compares to about 10% of the Williamson County Spanish-speaking households.

What is notable is that the percentage of households that speak Asian and Pacific Island languages and are LEP are also about 18% of the total in Travis County. However, in Williamson County, the percentage of Asian language speaking households is almost double that of Spanish speaking households at almost 13%.

While this data presents the broad language categories of those LEP households, it is necessary to review other census data tables to determine the languages of the LEP population. The most current ACS data was reviewed for this analysis, which includes Table B16001, that presents the population’s ability to speak English.

Table 3. Linguistic Isolation for Households in Travis and Williamson Counties

	Travis County, Texas			Williamson County, Texas		
	Total Households	Limited English-speaking households	Percent limited English-speaking households	Total Households	Limited English-speaking households	Percent limited English-speaking households
All households	<u>586,136</u>	<u>29,212</u>	<u>5.0%</u>	<u>258,095</u>	<u>8,751</u>	<u>3.4%</u>
Households speaking --						
Spanish	<u>124,392</u>	<u>20,925</u>	<u>16.8%</u>	<u>43,138</u>	<u>4,096</u>	<u>9.5%</u>
Other Indo-European languages	<u>24,834</u>	<u>2,120</u>	<u>8.50%</u>	<u>13,580</u>	<u>1,444</u>	<u>10.6%</u>
Asian and Pacific Island languages	<u>29,145</u>	<u>5,126</u>	<u>17.6%</u>	<u>18,140</u>	<u>2,385</u>	<u>13.1%</u>
Other languages	<u>8,400</u>	<u>1,041</u>	<u>12.4%</u>	<u>4,456</u>	<u>826</u>	<u>18.5%</u>

Source: ACS, 2022 one-year sample Table S1602.

ACS Safe Harbor Languages

The Safe Harbor language determination began with a review of the 2022 ACS one-year sample data, Table B16001 for Travis County and the 2015 ACS five-year sample data, and Table B16001 for Williamson County. As previously mentioned, it was necessary to consult two different sample years for the analysis, as the most current data for Williamson County was 2015. As a result, these two counties are presented independently, as shown in **Table 4: Travis County LEP Population (ACS 2022 1-Year Sample)** and **Table 5: Williamson County LEP Population (2015 ACS 5-Year Sample)** below. However, comparisons for languages that may have been under the 1,000 or the 5% threshold in one county were compared to the same language in the other county to see if the threshold could be reached. This data, below, is slightly different than the “Linguistic Isolation” table, above, as that data considers only those 14 years of age and older.

Seventeen unique Safe Harbor languages meeting the 1,000 or 5% threshold were identified using the 2022 and 2015 ACS data:

1. Spanish
2. Punjabi
3. Telugu
4. Chinese
5. Korean
6. Vietnamese
7. Arabic

8. French
9. German
10. Italian
11. Russian
12. Hebrew
13. Hindi
14. Urdu
15. Gujarati
16. Tagalog
17. Tamil

English-only is still spoken by the majority of the population in the service area, with about 70% in Travis County and 79 % in Williamson County. Spanish, by a large margin, continues to be the most prevalent LEP language in the service area, at 29% of the LEP population in Travis County and 24% of the LEP population in Williamson County. However, while Spanish is the most prevalent LEP population, this only accounts for about 8% of the entire population in Travis County and 5% in Williamson County.

Several other language groups also met the threshold but were in groups of languages rather than in discrete, unique languages. For example, over 1,000 residents indicated they spoke English less than “very well” in the Nepali, Marathi or other Indic languages (languages of India). However, that group includes greater than 10 common languages, including Hindi. As a result, while specific languages within the group are not included in the Safe Harbor list, there may a need to investigate whether there are unmet needs within this or other of these language groups that may result in some languages being included for written translations. This will be further discussed in Factors 2 and 3.

One language, Punjabi, was included as a Safe Harbor language even through it did not meet the 1,000 or 5% threshold due to the fact that it was included as a Safe Harbor language in the last LAP due to close proximity to meeting this threshold. Should new data be available in the next LAP update, it can be reviewed for relevance at that time.

Table 4: Travis County LEP Population (ACS 2022 1-Year Sample) presents the Travis County LEP population and **Table 5: Williamson County LEP Population (2015 ACS 5-Year Sample)** presents the Williamson County LEP population.

Table 4: Travis County LEP Population (ACS 2022 1-Year Sample)

Travis County LEP Population			
Languages	Population	Percent of Total	Percent of LEP
Total:	1,253,905		
Speak only English	884,089	70.50%	
Spanish:	257,494		
Speak English "very well"	157,697		
Speak English less than "very well"	99,797	7.95%	29.02%
Punjabi:	382		
Speak English "very well"	382		
Speak English less than "very well"	0	0%	0.27%
Nepali, Marathi, or other Indic languages:	4,183		
Speak English "very well"	3,103		
Speak English less than "very well"	1,080	0.08%	0.31%
Other Indo-European languages:	2,261		
Speak English "very well"	1,904		
Speak English less than "very well"	357	0.03%	0.31%
Telugu:	5,943		
Speak English "very well"	5,227		
Speak English less than "very well"	716	0.05%	0.32%
Chinese (incl. Mandarin, Cantonese):	15,641		
Speak English "very well"	11,570		
Speak English less than "very well"	4,701	0.37%	1.09%
Korean:	4,281		
Speak English "very well"	2,513		
Speak English less than "very well"	1,768	0.14%	0.43%
Vietnamese:	10,602		
Speak English "very well"	5,397		
Speak English less than "very well"	5,207	0.42%	1.34%
Arabic:	3,282		
Speak English "very well"	2,427		
Arabic Speak English less than "very well"	2,427	0.07%	0.63%
Yoruba, Twi, Igbo, or other languages of Western Africa:	8,025		
Speak English "very well"	6,960		
Speak English less than "very well"	1,065	0.08%	0.28%
Hindi:	9,214		
Speak English "very well"	7,777		
Speak English less than "very well"	1,437	0.11%	0.39%
French (incl. Cajun):	5,500		
Speak English "very well"	3,753		
Speak English less than "very well"	1,747	0.14%	0.47%
Russian:	3,945		
Speak English "very well"	2,460		
Speak English less than "very well"	1,485	0.12%	0.40%
Tamil:	3,682		
Speak English "very well"	2,802		

Speak English less than "very well"	880	0.07%	0.24%
German:	3,522		
Speak English "very well"	3,167		
Speak English less than "very well"	355	0.03%	0.10%
Tagalog (incl. Filipino):	3,028		
Speak English "very well"	2,674		
Speak English less than "very well"	354	0.02%	0.10%
Other Languages of Asia:	2,526		
Speaks English "very well"	1,1315		
Speaks English less than "very well"	1,211	0.10%	0.33%
Persian (incl. Farsi, Dari):	2,524		
Speak English "very well"	1,661		
Speak English less than "very well"	863	0.07%	0.23%
Thai, Lao, or other Tai-Kadai languages:	2,472		
Speaks English "very well"	1,258		
Speak English less than "very well"	1,214	0.010%	0.33%
Malayalam, Kannada, or other Dravidian languages:	2,396		
Speaks English "very well"	1,848		
Speaks English less than "very well"	548	0.04%	0.15%
Other Indo-European languages:	2,261		
Speaks English "very well"	1,904		
Speaks English less than "very well:	357	0.03%	0.10%
Urdu:	2,083		
Speaks English "very well"	1,758		
Speaks English less than "very well:	325	0.03%	0.09%
Gujarati:	1,894		
Speaks English "very well"	1,651		
Speaks English less than "very well:	243	0.02%	0.07%
Hebrew:	1,570		
Speak English "very well"	1,498		
Speak English less than "very well"	72	0.0%	0.02%
Italian	1,468		
Speaks English "very well"	1,166		
Speaks English less than "very well:	302	0.02%	0.08%
Amharic, Somali, or other Afro-Asiatic languages:	1,436		
Speak English "very well"	1,033		
Speak English less than "very well"	403	0.03%	0.11%
Swahili or other languages of Central, Eastern, and Southern Africa:	1,281		
Speak English "very well"	825		
Speak English less than "very well"	456	0.04%	0.12%
Polish:	1,009		
Speaks English "very well"	815		
Speaks English less than "very well:	194	0.02%	0.05%

Source: ACS, 2022 one-year sample Table B16001.

Table 5: Williamson County LEP Population (2015 ACS 5-Year Sample)

Williamson County LEP Population			
Languages	Population	Percent of Total	Percent of LEP
Total:	440,120		
Speak only English	349,018	79.3%	
Spanish or Spanish Creole:	64,037		
Speak English "very well"	42,227		
Speak English less than "very well"	21,810	5.0%	23.9%
Chinese:	3,226		
Speak English "very well"	1,858		
Speak English less than "very well"	1,368	0.3%	1.5%
Korean:	1,398		
Speak English "very well"	626		
Speak English less than "very well"	772	0.2%	0.8%
Vietnamese:	2,411		
Speak English "very well"	1,203		
Speak English less than "very well"	1,208	0.3%	1.3%
Hindi:	1,894		
Speaks English "very well"	1,636		
Speaks English less than "very well"	258	0.06%	0.3%
German:	1,592		
Speaks English "very well"	1,422		
Speaks English less than "very well"	170	0.04%	0.2%
Urdu:	1,589		
Speaks English "very well"	1,157		
Speaks English less than "very well"	432	0.10%	0.5%
French:	1,326		
Speaks English "very well"	1,074		
Speaks English less than "very well"	252	0.06%	0.3%
Gujarati:	1,209		
Speaks English "very well"	693		
Speaks English less than "very well"	516	0.12%	0.6%
Tagalog:	1,187		
Speaks English "very well"	966		
Speaks English less than "very well"	221	0.05%	0.2%
Arabic:	577		
Speak English "very well"	414		
Speak English less than "very well"	163	0.0%	0

Source: ACS, 2015 one-year sample Table B16001.

According to the guidelines set forward by the FTA, the LEP analysis should also review alternate and local sources of data to assist in Factor 1 findings. To provide further understanding of the

languages that may require language assistance, the Austin Independent School District data on bilingual and English language learners was reviewed. The English Learner survey does not provide the most useful data for the LEP analysis, as it is collected among students and not the population as a whole. However, it provides another means of cross-checking census data analyses. As anticipated, Spanish remains the top language spoken by language-learners at 87% of the language learners. While this list does not present any unique observations, it does provide more clarity on several findings:

- 1) Mandarin is the Chinese language most spoken by language learners, which is not specified in the ACS data.
- 2) Several of the languages coincide with the ACS data and corroborate the findings, including: Spanish, Arabic, Vietnamese, Korean, and Telugu.
- 3) Several other languages are not represented in the ACS data but were further evaluated to determine if they should be considered languages requiring written translations, and following review were determined to be add, which including Burmese and Pashto.

Table 6: Austin Independent School District Language Learner Data 2024 provides a breakdown of the primary languages of the Austin Independent School District English Learners reported for the school district.

Table 6. Austin Independent School District Language Learner Data 2024

2024 Austin Independent School District English Learner Data				
Number	Languages	Number of Learners	% of LEP	Rank
1	Spanish	20611	86.64%	1
2	Pashto	509	2.14%	2
3	Vietnamese	345	1.45%	3
4	Arabic	301	1.27%	4
5	Chinese, Mandarin	196	0.82%	5
6	Dari	174	0.73%	6
7	Portuguese	119	0.50%	7
8	Russian	89	0.37%	8
9	Korean	83	0.35%	9
10	French	81	0.34%	10
11	Tegulu	72	0.30%	11
12	Burmese	69	0.29%	12
13	Hindi	64	0.27%	13
14	Kinyarwanda	64	0.27%	14
15	Tamil	56	0.24%	15
16	Urdu	53	0.22%	16
17	Q'eqchi	50	0.21%	17
18	Farsi	47	0.20%	18
19	Japanese	41	0.17%	19
20	Nepali	37	0.16%	20

Source: Bilingual and English as a Second Language Programs and Demographic Summary Report 2024, Austin Independent School District

Using a compound analysis of the three data sources, we find that all of the most prevalent languages are represented in the data. **Table 7: Composite of LEP Languages** presents the ranking of the three data sets that were used to help identify the safe harbor languages. Based on Factor 2

and 3, additional languages may be added to reflect the better understanding of the service area’s language needs.

Table 7: Composite of LEP Languages

Language	Travis County ACS Ranking	Williamson County ACS Ranking	AISD Learner Ranking
Spanish	1	1	1
Vietnamese	2	2	3
Chinese	3	3	5
Arabic	4	NA	4
French	5	7	10
Korean	6	4	9
Russian	7	NA	8
Hindi	8	7	13
Thai (Burmese), Lao, Or Other Tai-Kadai	9	NA	12
Other Languages of Asia	10	NA	NA
Telugu	11	NA	NA
Other Indo-European Languages	12	NA	NA
Nepali, Marathi or other Indic Languages	13	NA	20
Yoruba, Twi, Igbo, or other languages of Western Africa	14	NA	NA
Punjabi	15	NA	NA
Tamil	16	NA	15
Persian(Farsi, Dari)	17	NA	18
Malayalam, Kannada, or other Dravidian languages	18	NA	NA
Amharic, Somali, or other Afro-Asiatic Languages	19	NA	NA
Swahili or other languages of Central, Eastern, and Southern Africa:	20	NA	NA
Burmese	NA	NA	12

Sources: ACS, 2022 one-year sample Table B16001; Source: ACS, 2015 five-year sample Table B16001; and Bilingual and English as a Second Language Programs and Demographic Summary Report 2024, Austin Independent School District.

Past Practice

In the past several years, the Community Advancement Network (CAN) in Austin has provided guidance to CapMetro on ways to enhance their language assistance measures to refugee and immigrant populations in the area. CAN is a partnership of government, non-profit, private and faith-based organizations who work together to enhance the social, health, educational and economic well-being of Central Texas. CAN provides a collaborative forum to enhance awareness of issues, strengthen partnerships, connect efforts across issue areas, and facilitate development of collaborative strategies.

Based on past information sharing from the Community Advancement Network (CAN) in Austin, prregarding the language assistance needs of several immigrant and refugee populations that have been underrepresented in census data, but whose language assistance needs may represent a barrier to using CapMetro’s service, CapMetro will continue to include as Safe Harbor languages French, which is used by a number of countries including Haiti and a variety of African counties, Burmese which is spoken in Myanmar, and Pashto which is spoken in Afghanistan and parts of Pakistan. CapMetro has provided targeted translations for these languages.

1.2 Factor 1 Findings

As a result of the Factor 1 analysis, the following languages are included in CapMetro’s language assistance plan (no change from the last submission):

- Primary: Spanish represents the language spoken in the heaviest concentration within the service area.
- Safe Harbor languages:
 - i. Vietnamese,
 - ii. Chinese (Mandarin),
 - iii. Korean,
 - iv. Arabic,
 - v. Telugu,
 - vi. Punjabi,
 - vii. French,
 - viii. Myanmar (Burmese), and
 - ix. Pashto (Afghani).

2. Factor 2 Overview

Factor 2 includes the frequency with which LEP Populations come in contact with CapMetro’s programs activities and services. This factor can also influence the languages that are included in the LAP, as some language groups may require language assistance even though they are not identified by data.

Assessing the frequency with which LEP populations come in contact with CapMetro’s programs, activities and service helps the agency determine which languages need to be considered for language services. Generally, “the more frequent the contact, the more likely enhanced language services will be needed.”⁵ Strategies that help serve an LEP person on a one-time basis will be very different than those that may serve LEP persons on a daily basis. This analysis provides more clarity on the languages encountered and can help refine the languages requiring language assistance. This

⁵ Implementing the Department of Transportation’s Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons--A Handbook for Public Transportation Providers, 2007

can also include adding languages for potential language assistance based on the agency employee’s interaction with specific language populations.

For purposes of estimating the frequency of contact with LEP individuals, CapMetro programs and services were reviewed, and front-line employees that have direct connection with LEP populations were surveyed and/or interviewed. Surveys and interviews with CBOs were also reviewed for relevance. Other data sources were also consulted including ACS data and the CapMetro Origin and Destination Survey (2023).

CapMetro Services and Programs

CapMetro provides a variety of services and programs that were reviewed to better understand the populations that CapMetro may serve. In addition to bus and light rail transit service, the agency also offers a number of customer-service related programs that assist the community to access their services. This includes, trip-planning, providing information on how to purchase tickets or ride transit, ADA paratransit trip-scheduling, Pickup trip scheduling, lost and found, MetroBike scheduling, planning and marketing their services and general management of the system. **Table 8: CapMetro Programs and Services** provides an overview of the broad categories of services that CapMetro provides, along with the activities that may be relevant to LEP populations.

Table 8. CapMetro Programs and Services

Program	Description of Relevant Activities
General Administration, Planning and Marketing Activities	Includes outreach to communities on new projects or programs, communication with community on important decision-making, safety and security of system, general administration and system management.
Fixed Route Bus and Rail Service	Bus and rail transit service to bus stops and stations within the service area.
Customer Service Activities	Trip Planning, wayfinding, information on fares, schedules and service disruptions, lost and found and other essential information.
CapMetro Access	Service provision of demand-responsive ADA paratransit service. Trip scheduling of paratransit trips.
Pickup by CapMetro	App or Phone based general demand responsive service in select neighborhoods.
CapMetro Vanpool	Vanpool subscription service for a group of 4 or more, managed by Enterprise
Park & Ride	CapMetro maintained parking lots and transit stations to help connect riders to transit lines.
CapMetro Bikeshare	Public bikeshare and secure bike parking for personal bicycles.
Guaranteed Ride Home	Provides registered Express, Flyer, Rail and Vanpool customers with a taxi ride home from work in the event of an emergency.

UT Shuttles	Bus service connecting the University of Texas campus and residential areas.
Late Night Routes	Provides a transit option for riders in central Austin between 12-3am.
CARTS	The Capital Area Rural Transportation System provides transit to rural communities outside of CapMetro's service area.

Source: CapMetro, 2023.

CapMetro On-site Language Assistance Services

The majority of the agency-wide language assistance services are accomplished in one of two ways: Staff-derived translations or interpretations, or the telephone Language Line service.

CapMetro contracts with Language Line phone service for interpretation assistance that can be used by CapMetro employees that need interpreters for languages for which no CapMetro staff is available to provide interpretations. Currently, there are multiple CapMetro Customer Service and Marketing staff that speak Spanish, which can provide direct customer communication if they are available. There are no dedicated staff for this function, as staff fulfills translations and interpretation as part of their general duties. When CapMetro staff is assisting other calls or is not available, Language Line services provides interpretation.

Customer Service employees are trained on how to handle the Language Line transactions, which require that the customers be placed on hold, then added to a three-way call between the customer, the Customer Service staff and the language line interpreters. If the Customer Service staff can recognize the language, Spanish for example, the Customer Service employee can request that language from Language Line operators prior to adding the customer to the call. For languages that are not recognized, Language Line staff speak directly with the customer to identify the language.

Both fixed route and paratransit customer service staff use Language Line service. While 65% of Paratransit trips booked per day are handled by customer service, there are times when Language Line services are required; when Spanish-speaking staff are not available, or when staff does not speak the language requested. The Paratransit customer service database of riders includes a note related to languages, so even languages that are not common can be addressed in an effective and efficient manner. Spanish speaking customers can also book trips using the automated system. Paratransit eligibility is typically handled by service representatives. However, contractors can provide functional assessments and the contractors are required to have at least one Spanish speaker to address language access.

Marketing and Planning typically provide language assistance when conducting public meetings, including holding meetings in Spanish or having Spanish/English simultaneous interpretation. Many outreach campaigns also include Spanish translations for targeted materials for service changes along with information documents such as the Destinations Schedules Book and CapMetro Access Rider Guide. Capital Planning also includes both meetings in Spanish, as well as translated outreach materials in other languages intended to help the community understand the contemplated capital projects and the public's role in decision-making. These efforts include

advertising the meetings in foreign language newspapers and social media posts that can be translated within the app.

Information campaigns can also include videos aimed at improving the rider's understanding of the service or program that have been translated into Spanish. There are a number of embedded videos in Spanish on CapMetro's website, in addition to videos on YouTube that provide Spanish subtitles on a variety of subjects, including Project Connect, safety and other issues. There are also YouTube videos in English that provide Spanish subtitles on basic riding attributes (e.g., fare payment methods).

Spanish translations also are provided on CapMetro bus stop signs and occur within the ticket vending machines so that Spanish speaking riders can purchase tickets in their preferred language. Real time information signs located at stops and stations also include Spanish translations, as do the automated announcements on-board vehicles and at stations. Currently the Pickup mobile application includes Spanish translation.

CapMetro Website

While CapMetro primarily operates fixed route bus and rail service, and federally required complementary paratransit service, it also offers a number of other services that may have unique language access needs that should be considered. As a result, a review of the web-based forms and informational materials posted on the CapMetro website was undertaken to help establish which documents would need to have appropriate translations.

The CapMetro website currently uses Google Translate for a variety of languages that have historically been requested. Google Translate provides cost effective methods of addressing the immediate needs of LEP populations that speak lightly used languages. It can also be used as a method of translating text in a rough manner that can then be corrected by native speakers, thereby saving time on translations.

Translation of language on CapMetro's website has been addressed with the addition of a Google Translate bar with translatable languages at the bottom of the web page, requiring users to scroll to the bottom to select the language. A notice to provide Free Language Assistance in Safe Harbor languages will be included on the website.

Additionally, some programs and some functions of the website have pdf fact sheets or participation guidelines that cannot be translated using the Google Translate function and would take multiple steps to translate with other third-party applications. One example is the "Report a Problem" and "Customer Contact Form", which does not translate even after the user has selected a language. This is especially problematic, as customers may wish to report a Title VI complaint, but would be unable to unless they had additional assistance.

Another example is the MetroBike Shelter program, whose participation form does not translate using Google Translate. Similar issues exist with the Guaranteed Ride Home program in which pdfs related to how to register are not translated. As CapMetro moves ahead with additional ground-

breaking services, ensuring that all website applications and forms can be translated using Google Translate will help ensure that LEP populations have access to all of the CapMetro services.

Frontline Staff Consultation

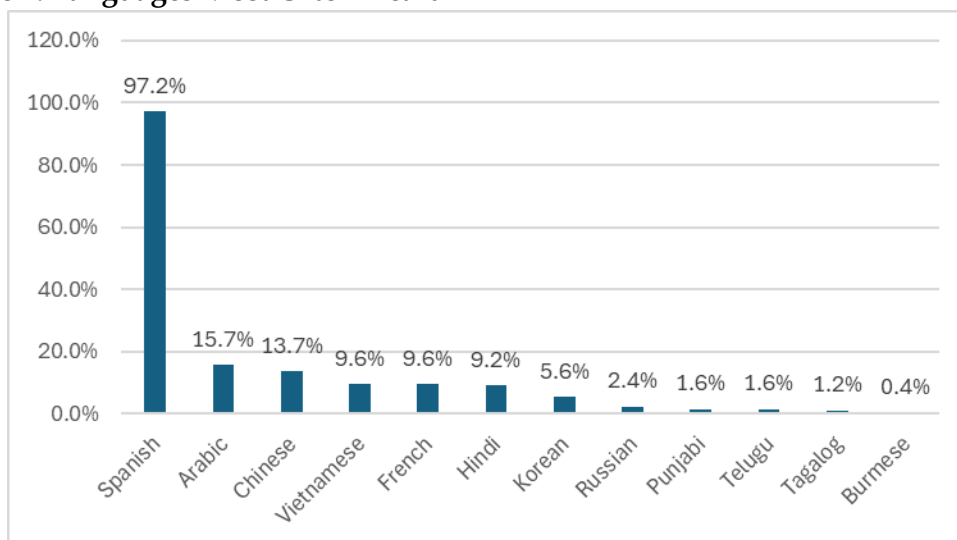
To better understand the languages that are most encountered by Frontline Staff (i.e., Contracted Service Providers, Customer Service, Planning, and other staff that encountered customers), surveys were conducted, which provided some broad understanding of the frequency of contact. The survey asked questions on methods that could improve CapMetro’s outreach and communication to LEP communities.

The employee survey was posted online via SurveyMonkey.com to ensure that all employees would be able to participate. CapMetro publicized and distributed the survey to Frontline Staff. Frontline Staff received the internal survey through an email and had verbal reminders during their team meetings. Contracted service providers received the internal survey via email, distributed via operator mailboxes, social media platforms, and via text. Promotional material was also available on Timepoint TV.

Approximately 260 surveys were conducted, representing about 10% of the employees surveyed. However, the departments having the most direct communication with the public, are CapMetro contracted bus operations and maintenance contractor, Keolis, employees, had much better response rates,

The survey results found that Spanish was the predominant language most often heard when interacting with the customers or members of the public. This corresponds to the ACS data and on-board survey data discussed in Factor 1. Other languages from Factor 1 are also heard in significant numbers, including Chinese, Vietnamese, French, Hindi, Korean, Punjabi, Telugu, Tagalog and Burmese. **Figure 1: Languages Most Often Heard** provides the survey results for the languages heard most often by frontline customers.

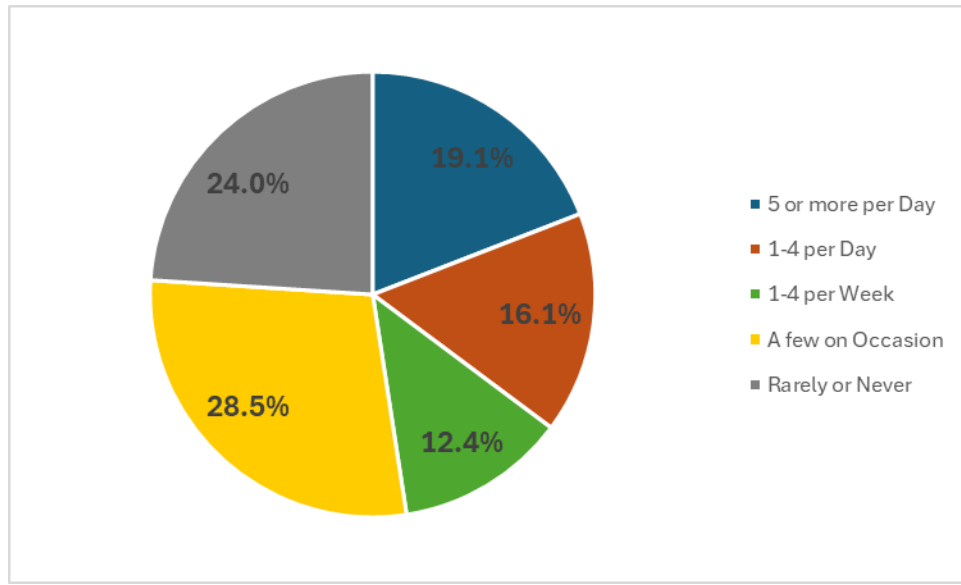
Figure 1. Languages Most Often Heard



Note: Does not add to 100%, as respondents could choose as many as applied.
Source: Language Assistance Plan Agency Survey Results, 2024.

About 35% of the survey respondents indicate that they encounter LEP customers fairly frequently (between 1-4 per day, and 5 or more per day). The survey results show that 24% of respondents rarely or never encounter customers and/or members of the public who are seeking assistance and are unable to communicate well in in English. About 12% indicate that they encounter LEP customers about 1-4 per week. **Figure 2: Frequency of LEP Customer Encounters** presents the frequency of contact with LEP customers.

Figure 2. Frequency of LEP Customer Encounters



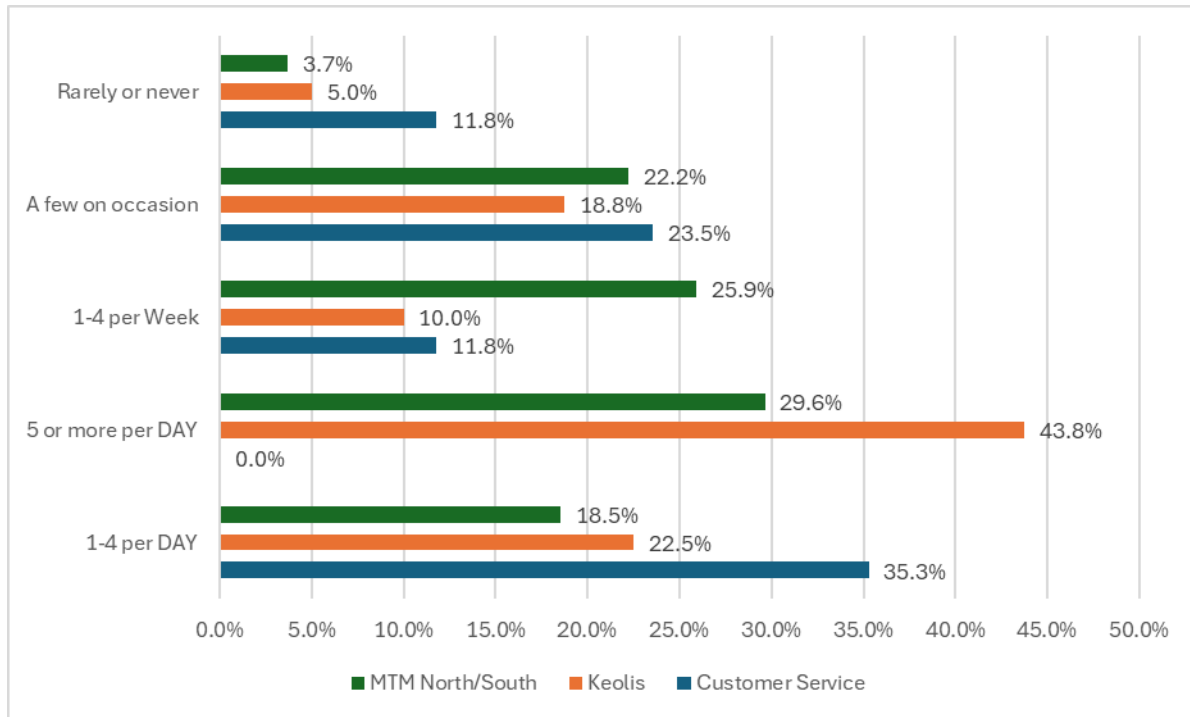
Source: Language Assistance Plan Agency Survey Results, 2024.

Keolis, MTM, and CapMetro Customer Service employees are the respondents who have the most public-facing interaction on a daily basis. To best serve the purpose of this survey, it was important to see if there was commonality in their experience. No survey responses were received from Herzog, CapMetro’s rail operations and maintenance contractor. Only 5% of Keolis respondents Service staff indicated that they have little to no interaction with LEP individuals, while 14.3% Customer Service staff indicated that they have no LEP interactions, and 3.7% of MTM respondents indicated that they have little to no interaction with LEP individuals.

Based on the survey results: 43.8% of the Keolis respondents interact with customers and/or members of the public who request language assistance 5 or more times per day, 0% of the Customer Service respondents interact with customers and/or members of the public who request language assistance 5 or more times per day, and 29.6% of MTM respondents interact with customers and/or members of the public who request language assistance 5 or more times per day. Respondents listed Spanish as the language most often heard by customers and/or members of the public, followed by Arabic, Chinese, and then Vietnamese. 22.5% of the Keolis respondents encounter LEP customers and/or members of the public 1-4 times per day, 35.3% of Customer Service respondents encounter

LEP customers and/or members of the public who request language assistance 1-4 times per day, and 18.5% of MTM respondents encounter LEP customers and/or members of the public who request language assistance 1-4 times per day. **Figure 3: Customer Service, Keolis & MTM Operators' Frequency of LEP Encounters**, presents the Keolis bus operators', MTM, and Customer Service representative's frequency of contact.

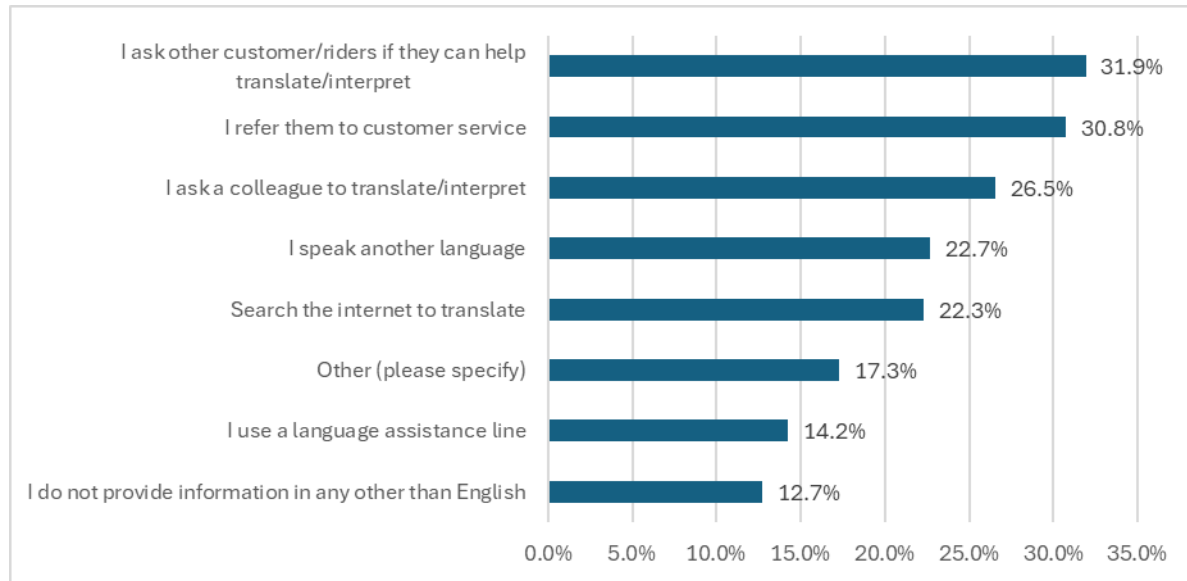
Figure 3: Customer Service, Keolis, & MTM Operators' Frequency of LEP Encounters



Source: Language Assistance Plan Agency Survey Results, 2024.

The employee survey also provided insight into how the agency handles requests for language assistance, which can help refine how CapMetro can improve their language assistance measures. When asked about how they currently provide information to customers who do not communicate well in English, the vast majority of respondents indicate that they provide some level of direction so that customers can be helped. Only 12.7% indicated that they do not provide information in anything other than English, although these respondents could have also asked other riders for help or other methods to provide assistance. **Figure 4: Methods of Providing Information to LEP Customers** provides the survey responses for how employees provide information to LEP customers.

Figure 4. Methods of Providing Information to LEP Customers



Note: Does not add to 100%, as respondents could choose as many as applied.

Source: Language Assistance Plan Agency Survey Results, 2024.

Community Based Organization Consultation

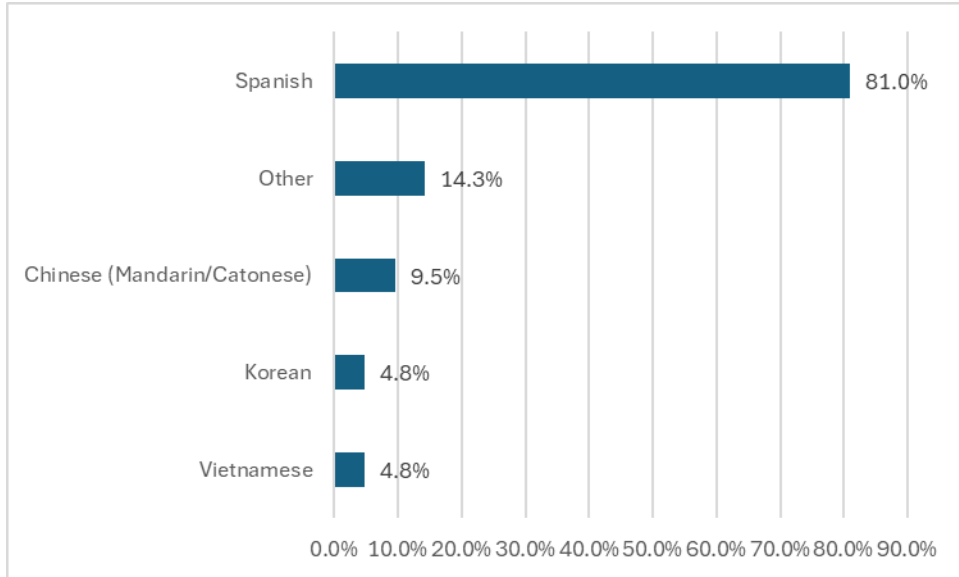
Feedback from employees was not the only feedback obtained as CapMetro sought to update its Language Assistance Plan. Via an online survey, up to 500 CBOs maintained in CapMetro’s database were asked to speak for the communities they represent and offer their insights about the needs of community members with LEP and how CapMetro could better meet those needs.

CBOs were also consulted so that we could understand how their constituents both used CapMetro services, the languages their constituents speak and what types of language access services would be useful. Due to the high number of CBOs, it was not feasible to speak to LEP populations in person through focus groups. As a result, we relied on CBOs to represent their clients’ needs.

The survey was designed to include people representing non-profit organizations, such as those providing social services, immigration or legal information as well as other governmental agencies and educational and business organizations. In total, 24 representatives of 24 different CBOs completed the survey.

When asked which languages that the CBOs typically translate to provide information to their community, the overwhelming response was Spanish at 81%, followed by Chinese, Korean, and Vietnamese. Other responses included Braille. This corresponds to the Austin Independent School District English Learner data reviewed in Factor 1. **Figure 5: Translated Languages by CBOs** below, provides the full CBO responses.

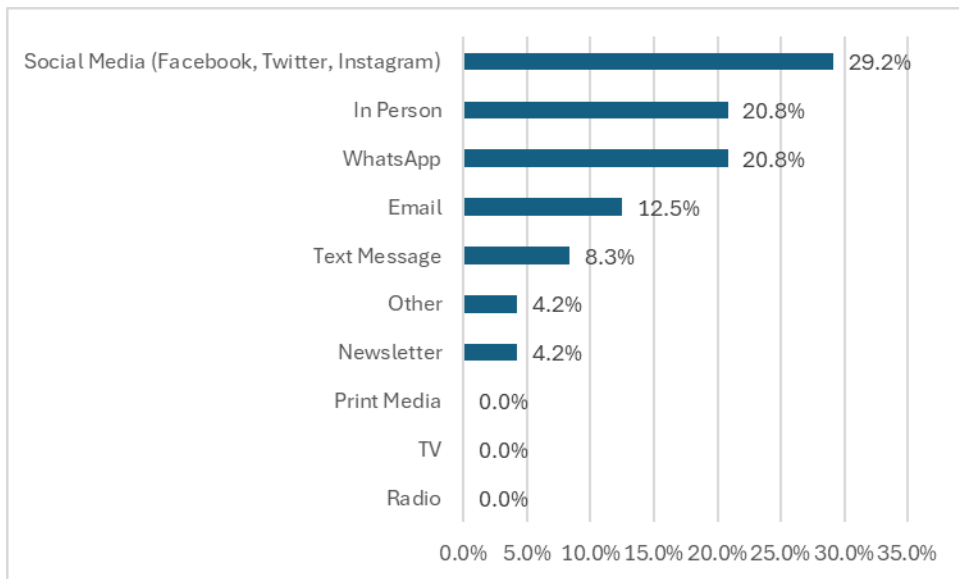
Figure 5. Translated Languages by CBOs



Source: Community Based Organizations Survey Results, 2024.

The CBO survey also provided insight into how their clients wanted to receive communications. The most common response was Social Media at 29%, followed by In Person at 21%. Those who responded "other" indicated that a website was the preferred method of communication. Due to the popularity of online methods (social media, WhatsApp, text) the historical methods of communication that transit agencies have used (print, radio, or TV) may not reach the LEP populations. **Figure 6: Preferred Method of Communication for LEP Clients** presents the preferred method of communication for LEP clients.

Figure 6. Preferred Method of Communication for LEP Clients



Source: Community Based Organizations Survey Results, 2024.

Language Line Data

Language Line call data for October 2022 through September 2023 was reviewed to understand the languages that were requested within the last year and the frequency that the service was used. Additional data will be reviewed in Factor 4, as the costs and resources to provide this service will be considered. The Language Line data includes general customer service calls, trip planning for fixed route bus and paratransit trip scheduling. **Table 9: Language Line Calls October 1, 2022 to September 30, 2023** presents the Language Line usage. As expected, Spanish remains the predominant language, followed by Swahili and Farsi; 1. Further follow-up with the Paratransit department has revealed that the calls in Swahili relate to one customer who uses the Language Line services regularly to schedule their trip.

Three languages were not represented in any significant concentrations in any of the other data reviewed: Rundi, Kinyarwanda, and Portuguese. For these customers, Language Line may be the most efficient way to provide language assistance.

Table 9: Language Line Calls October 1, 2022 to September 30, 2023

Language	Minutes	Calls	Average Length of Call	% Total (Minutes)	Sum of Connect Time (sec)	Average of Connect Time (sec) ²
SPANISH	30,200	3,978	7.6	96.4%	39,717	9.98
SWAHILI	443	15	29.5	1.4%	240	16.00
FARSI	154	9	17.1	0.5%	144	16.00
ARABIC	136	9	15.1	0.4%	76	8.44
KOREAN	90	6	15.0	0.3%	341	56.83
MANDARIN	72	5	14.4	0.2%	215	43.00
KINYARWANDA	62	4	15.5	0.2%	290	72.50
FRENCH	61	7	8.7	0.2%	16	2.29
VIETNAMESE	43	3	14.3	0.1%	58	19.33
PORTUGUESE	28	6	4.7	0.1%	22	3.67
URDU	24	1	24.0	0.1%	3	3.00
RUSSIAN	9	1	9.0	0.0%	18	18.00
RUNDI	5	2	2.5	0.0%	68	34.00
PORTUGUESE BRAZILIAN	5	1	5.0	0.0%	128	128.00
DARI	2	1	2.0	0.0%	2	2.00
Total	31,334	4,048	7.7	100.0%	41,338	10.21

Source: Language Line Services, Inc. Invoices; October 1, 2022 to September 30, 2023

Origin and Destination Survey

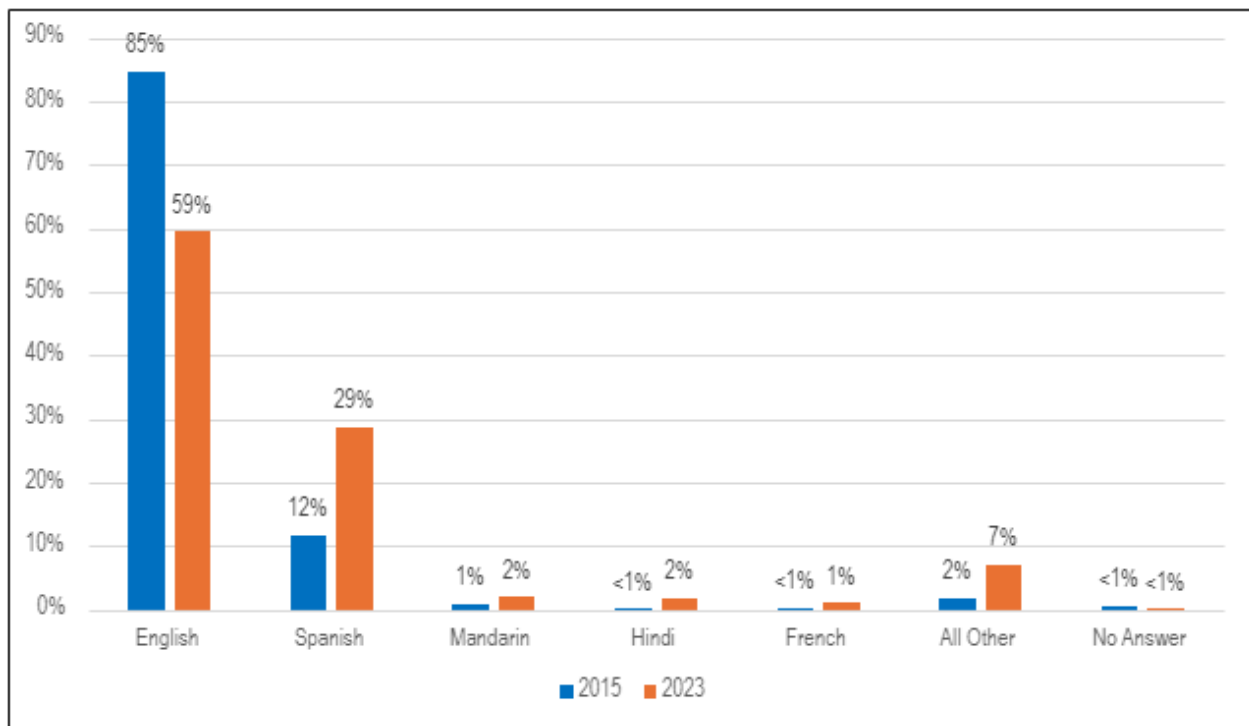
The Origin and Destination Survey conducted in 2023 provides a unique view of the ridership with regard to language and other characteristics that are useful to the Four Factor Analysis. Approximately 25,126 surveys were collected via intercept in the spring of 2023. The questionnaire

was developed to determine riders’ origins, destinations, fare payment and other information to develop models of travel patterns as well as profiles of the riders.

Question 27 of the survey asked riders to select the language they preferred to speak in the home. While not a surrogate for LEP status, it does provide a better understanding of the ridership of the system compared to the general countywide data contained in the ACS data.

Figure 7: Preferred Home Language 2015 and 2023 provides a comparison between 2015 and 2023 survey results, showing that approximately 29 % of the rider population prefer to speak Spanish in the home, followed by about 2% of Mandarin. Spanish is up a few percentage points from 2015, which may signal that Spanish language needs may be growing.

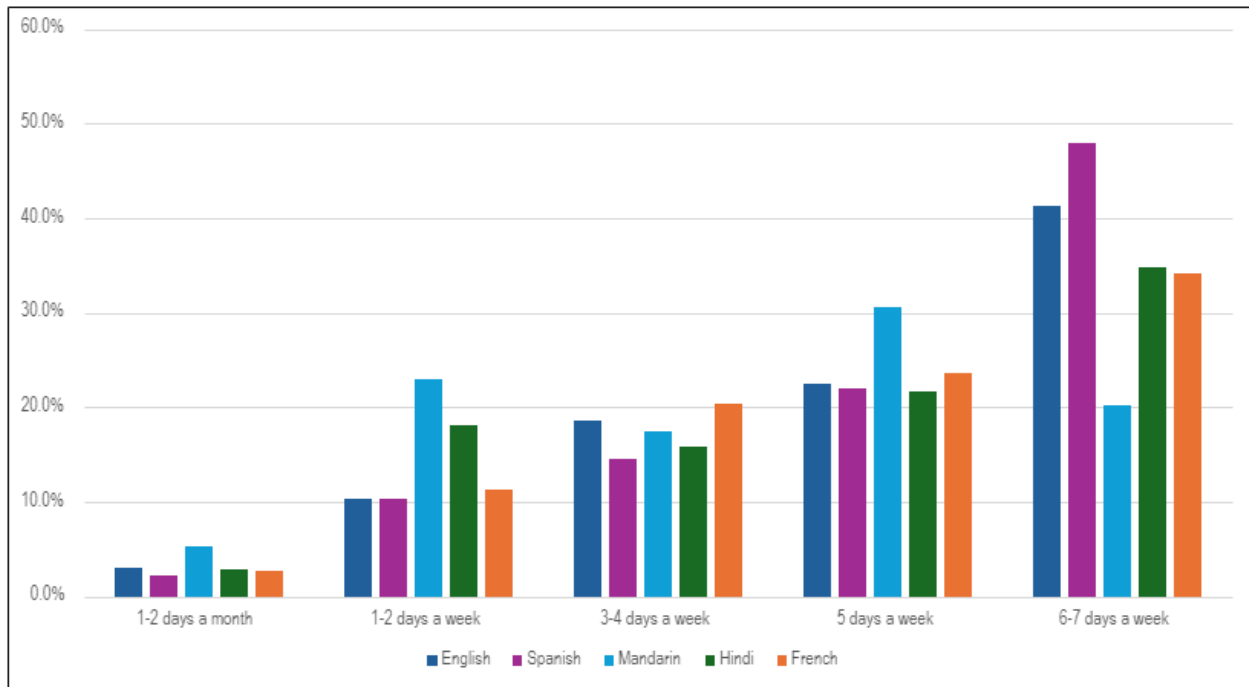
Figure 7: Preferred Home Language 2015 and 2023



Source: CapMetro Origin and Destination Survey Findings 2023

The Origin and Destination Survey also provided a snapshot of transit use among those who prefer to speak other language at home (see **Figure 8: Frequency of Transit Use by Preferred Language**). Question 16 asked how often users rode the system. This response was cross tabulated with those who prefer to speak another language at home. While not a surrogate for LEP status, Spanish speakers are frequent transit users of the systems with 48% indicating that they use the system 6-7 days a week. Over 30% of Hindi and French speaking riders also indicate they use the system 6-7 days per week and 30% of the Mandarin speaking population indicate they use the service at least 5 days a week. This helps provide a better understanding of the importance of the transit system, as well as how frequently staff may encounter LEP riders on board their vehicles.

Figure 8: Frequency of Transit Use by Preferred Language



Source: CapMetro Origin and Destination Survey Findings 2023

2.1. Factor 2 Findings

Contact with people who do not speak English very well was assessed through the Factor 2 analysis, and the findings confirm that the LEP community frequently uses CapMetro services, and that CapMetro employees often cross paths with persons needing language assistance. About eight out of ten employees who responded to the survey have some level of contact with the public. More than a third of them also encounter people who do not speak English very well on a daily basis.

Asked what people with LEP are typically seeking, employees most often point to bus or other connections (61%), schedules (48%), fares (38%), routes/wayfinding (36%), service changes/detours (35%), and ticket purchasing instructions (31%).

The languages encountered by CapMetro employees and contractors mirror those identified in the Factor 1 analysis: 97% say Spanish is one of the top languages spoken by people who do not speak English very well. All other languages rank between 2% and 15%, with several lightly spoken languages reaching only 1%.

CBO outreach also helped assess contact between the LEP population and CapMetro, with about 29% indicating that their LEP clients sought information from CapMetro at least monthly.

3. Factor 3 Overview

Factor 3 includes the nature and importance of the program, activity, or service provided by the recipient to people's lives. "The more important the activity, information, service, or program, or the greater the possible consequences of the contact to the LEP individuals, the more likely language services are needed. An LEP person's inability to utilize effectively public transportation may adversely affect his or her ability to obtain health care, education, or access to employment."⁶

While not a surrogate for LEP status, Spanish speakers are frequent transit users of the systems with more than 48% indicating that they use the system 6-7 days a week according to the Origin and Destination survey described in Factor 2. Over 30% of Mandarin speaking riders also indicate they use the system 5 days per week. This helps provide a better understanding of the importance of the transit system, as well as how frequently staff may encounter LEP riders on board their vehicles.

Several data sources were consulted in the development of this task, including ACS data, Employee Survey Data, and CBO survey data.

CapMetro Services

While CapMetro's services are predominantly fixed route bus service, there are a number of other services that must be considered when developing the Language Assistance Plan to ensure that language is not a barrier to participation. This includes a thorough understanding of the programs and activities that CapMetro operates, which includes fixed route services, Paratransit, Pickup demand responsive services, Metrobike, Vanpool, and the Guaranteed Ride Home program.

ACS Data

To understand the importance of public transit to the general population, ACS data was reviewed for LEP worker populations as well as for all workers over the age of 16. While this does not fully address the role that CapMetro's service play in overall mobility, it does present a snapshot of those commuters who rely on public transit within the two counties to access their jobs. As presented in **Table 10: Travis and Williamson County Transit Use** below, approximately 25.8% of the LEP population in Travis County use public transportation to commute to work, compared to almost 2% of the general population.

Table 10: Travis and Williamson County Transit Use

	Travis County Public Transit Use Percentage	Williamson County Public Transit Use Percentage
All Workers 16 years or over	1.8%	0.2%
Speak English Less Than Very Well	25.8%	8.3%

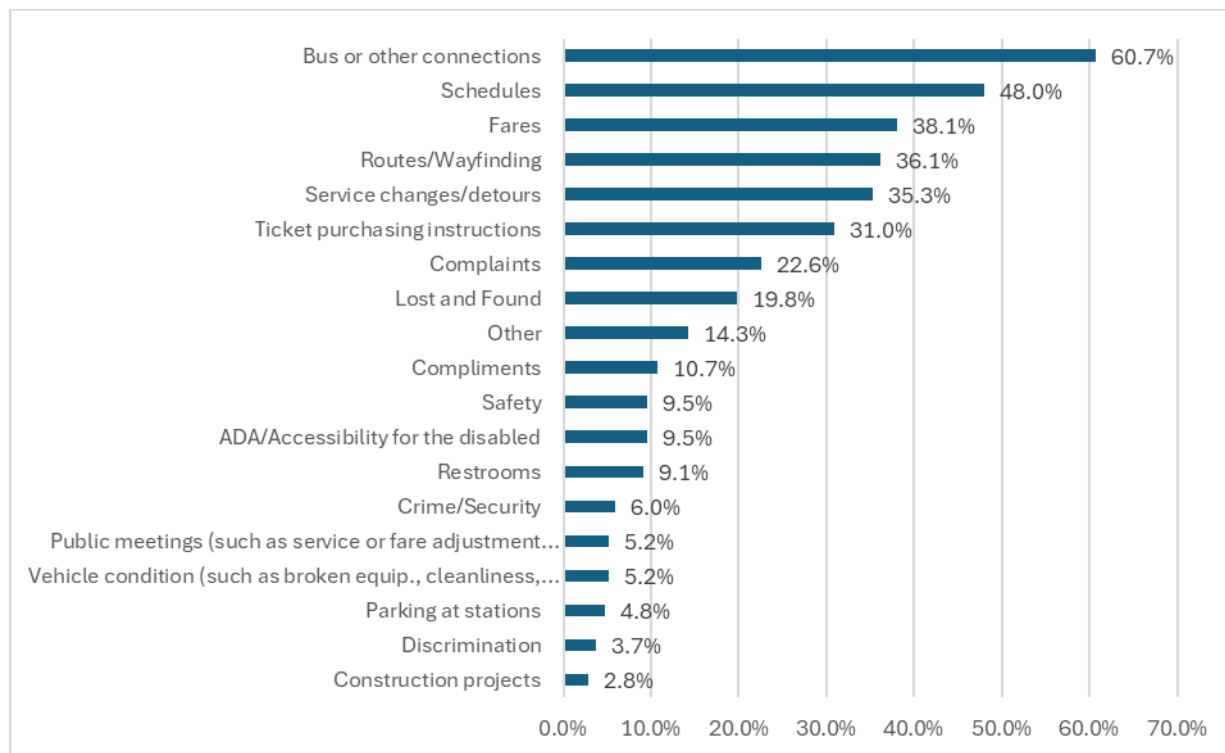
Source: ACS, 2022 one-year sample Table S0802

⁶ Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons--A Handbook for Public Transportation Providers, 2007

Employee Survey

Employees were asked what information was being sought by the LEP population which provides more clarity on how LEP riders may be interacting with the agency (see **Figure 9: Information Sought by LEP Customers**). Almost 60% of the respondents indicated that those who do not speak English very well are typically seeking information about schedules/routes/wayfinding followed by information on fares and ticket purchasing. This signals that customers calling into the service were actually using the services and were likely to need service-related language assistance. (see **Appendix A: LEP Public Involvement Summary** for the Agency Survey Questions).

Figure 9. Information Sought by LEP Customers

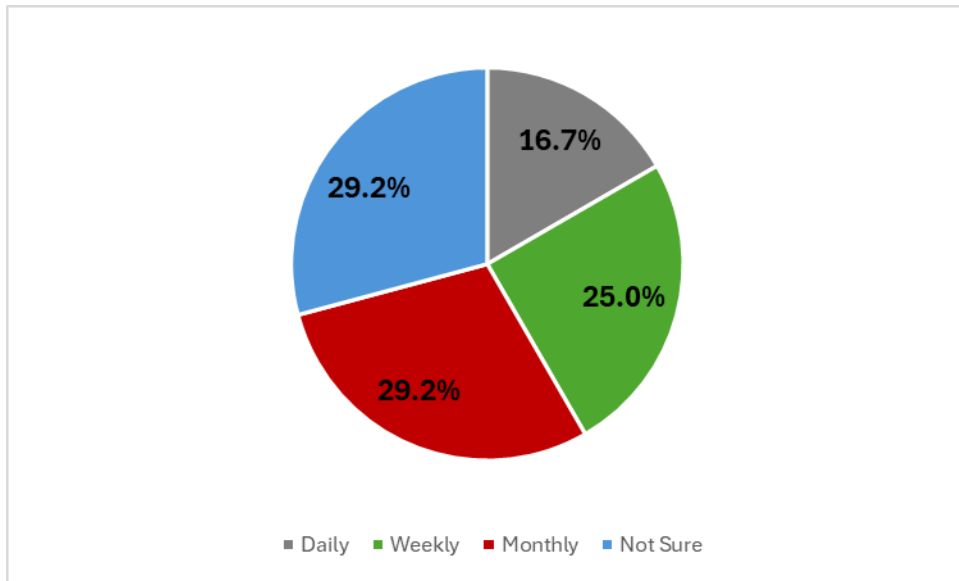


Source: Language Assistance Plan Agency Survey Results, 2024.

CBO Survey Results

The CBOs also provided information about their clients use of the CapMetro services that helps explain how important the services may be for them. Over 29% responded that their clients sought information about CapMetro’s services at least monthly or not sure, with 25% seeking information weekly, and 17% seeking information daily (see **Figure 10: Frequency of Seeking Information**).

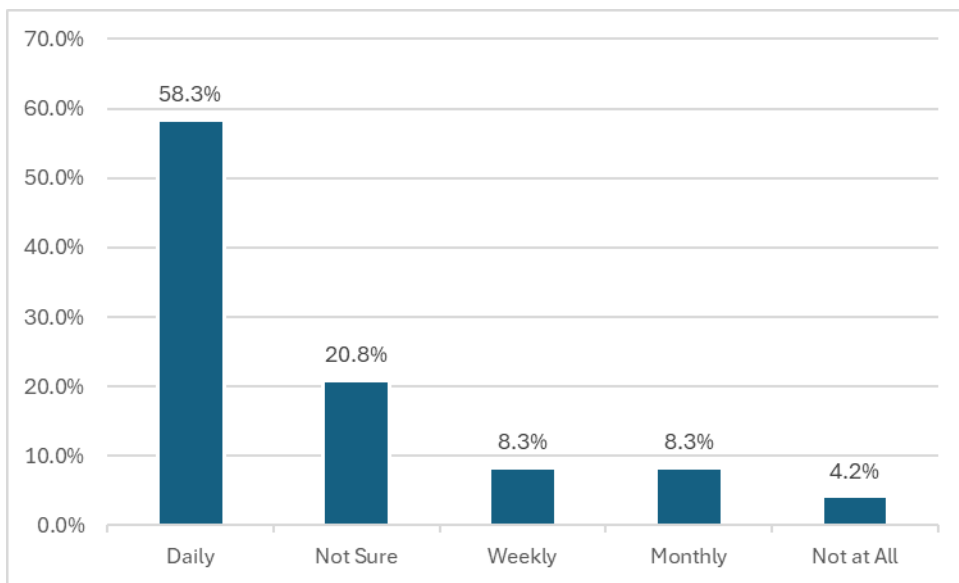
Figure 10. Frequency of Seeking Information



Source: Community Based Organizations Survey Results, 2024.

Even more crucial to our understanding of the LEP populations that the CBOs serve was how often their clients use CapMetro Service for general mobility (see **Figure 11: Frequency of Use of CapMetro Services**). 58% indicate that their clients use the service daily, and 8.3% indicate at least weekly and monthly. This signals that the CapMetro services are important to the LEP community that they serve and may represent the primary means of mobility.

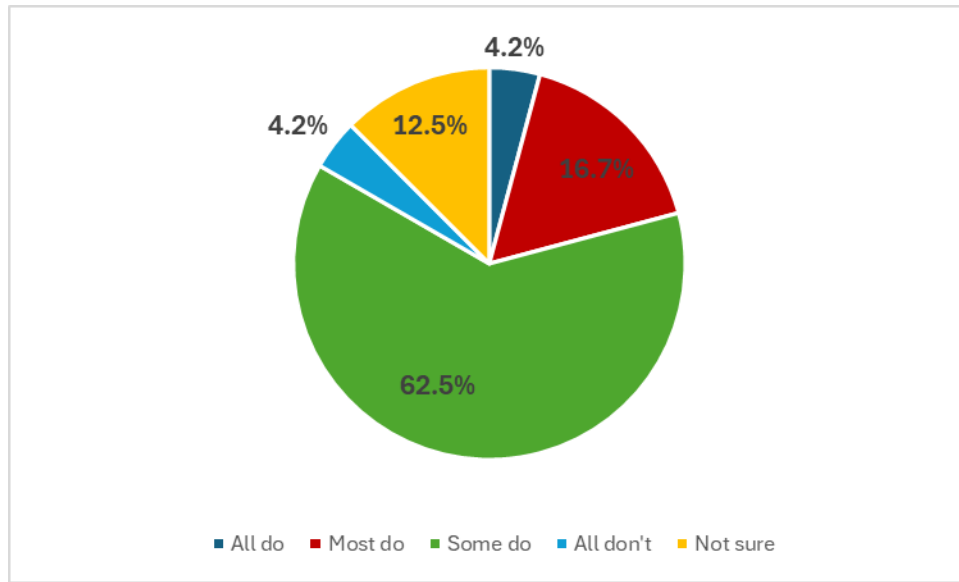
Figure 11: Frequency of Use of CapMetro Services.



Source: Community Based Organizations Survey Results, 2024.

CBOs also provided insight on auto availability and how important transit services might be to their community presented in **Figure 12: Auto Availability of CBO Clients**. Over 21% indicate that autos are mostly or not at all available to their clients. This is contrasted with 79% indicating that most or some of their clients do have an auto available. This may mean that most indicate that their clients used CapMetro services daily, they may also could have used a car for the trip.

Figure 12: Auto Availability of CBO Clients



Source: Community Based Organizations Survey Results, 2024.

3.1 Factor 3 Findings

Transit service is arguably an important public service for many riders. However, to LEP populations, CapMetro is a vital service that provides both commuting options as well as general mobility. When asked, 30% of the CBO respondents indicated that most of their clients do not have a car available for their use. As the research underscores, CapMetro service is a vital means of transportation for those who do not speak English very well. Employees and CBO leaders agree there is a need to ensure CapMetro is able to communicate with those who do not speak English very well and that the LEP community is able to successfully navigate using the system without knowing English.

Providing critical information in languages most commonly used by the LEP community ensures that LEP riders can access the services and programs that CapMetro provides. Frequent connection with CBOs serving these populations, with LEP riders themselves, and with the agency’s own employees will provide feedback on CapMetro’s success in continuing to ensure all have equal access to the services and programs that CapMetro provides.

4.0 Factor 4 Summary

The final step in the four-factor analysis is designed to weigh the demand for language assistance against current and projected financial and personnel resources. The DOT Guidance says, “A recipient’s level of resources and the costs imposed may have an impact on the nature of the steps it should take in providing meaningful access for LEP persons. Smaller recipients with more limited budgets are not expected to provide the same level of language services as larger recipients with larger budgets. In addition, “reasonable steps” may cease to be reasonable where the costs imposed substantially exceed the benefits. Recipients should carefully explore the most cost-effective means of delivering competent and accurate language services before limiting services due to resource concerns.”

Annual costs associated with the current measures to provide services and information in other languages for the last fiscal years are estimated below. CapMetro does not have a specific line item to capture the budgeted costs and expenditures that can be easily tracked. Language services are not specifically called out in departmental budgets, but rather are seen as a necessary effort within the greater department’s operation. This is the case in the audible announcement program, whose costs include interpreting as requested for up to 5 languages in addition to English. Additionally, translation or interpreting associated with the functional assessments of disabled individuals that are seeking Paratransit eligibility undertaken by a contractor are also included in that contractor’s budget. As such, these amounts are not the absolute costs, as some language service expenses are either included in other contractors’ budgets or are included in line items such as “Other Services.”

Additionally, no cost estimates exist for the interpreting assistance that are provided by existing staff who speak other languages and provide ad hoc interpreting services such as the Customer Service representatives that provide Spanish interpreting on wayfinding, schedules, and other customer requests. While Spanish interpreting is not the Customer Service representatives only function in the agency, it does represent a significant portion of their job and should be considered in the overall effort that CapMetro expends to provide language assistance. Further, the translation costs below do not take into consideration language services provided through Capital Projects contractors, which are internalized with the total contract costs and may be independently funded through grants. The greatest expense to the agency currently is associated with the provision of interpreting services through the third-party contract with Language Line services, indicated below. **Table 11: Estimated Translation Costs** and **Table 12: Language Line Costs October 1, 2022 to September 30, 2023** below, highlights the magnitude of costs associated with Spanish language services that were provided by the service in comparison to the other languages that are served.

Table 11: Estimated Translation Costs

Expenses	FY 2023
Total Agency Expenses	\$358,756,636
Language Line Services	\$18,230.42
Marketing/Communications	\$5,629.98
Total	\$23,860.40
% for Translations	0.01%

Source, CapMetro 2023

Table 12: Language Line Costs October 1, 2022 to September 30, 2023

Language	Sum of Charges
SPANISH	\$17,516.00
SWAHILI	\$279.09
FARSI	\$97.02
ARABIC	\$85.68
KOREAN	\$56.70
MANDARIN	\$45.36
KINYARWANDA	\$39.06
FRENCH	\$38.43
VIETNAMESE	\$27.09
PORTUGUESE	\$17.64
URDU	\$15.12
RUSSIAN	\$5.67
PORTUGUESE BRAZILIAN	\$3.15
RUNDI	\$3.15
DARI	\$1.26
Total	\$18,230.42

Source: Language Line Services, Inc. Invoices; October 1, 2022 to September 30, 2023

4.1 Factor 4 Findings

CapMetro understands that reducing barriers to services and benefits of CapMetro to the extent resources are available will reap symbiotic benefits for the LEP populations as well as the agency. With more LEP individuals using CapMetro, revenue may increase as well, likely making more funds available for increased language assistance programs. CapMetro commits to devoting resources – monetary and staff time – to enhance LEP persons’ use of the CapMetro programs and services. Insofar as it is practical, ensuring that critical information is available in languages most commonly spoken within the CapMetro service area is important to providing access to CapMetro’s services for LEP populations.

It may be impossible to determine the true costs of language services as many costs are unaccounted for or are included in line items that are hard to separate. Additionally, staff who currently speak another language and provide ad hoc language assistance are not accounted for in the agency's total costs. However, while there are some costs that are included in other budgets within the agency's operation, the agency has a relatively small translation budget associated with language services to LEP populations.

Having a separate line item for language services within the agency would help quantify the costs associated with additional assistance outside of providing staff-related interpreting. This way, costs can be tracked in the departments that have on-going expenses related to language services and planning for larger scale efforts could be more easily estimated, such as those associated with service or fare changes. Additionally, contracts that include outreach or scoping efforts should ensure that language services costs are budgeted and tracked throughout the life of the contract. This can be especially useful, as grant funds used for capital projects can help offset agency language services costs, particularly if grant funding is anticipated for projects included in the Project Connect Vision Plan.

5. Four Factor Findings and Strategies

The Four-Factor analysis provides clear support for CapMetro's approach to universal access to its services and system regardless of English language proficiency and language spoken. Among the highlights of this analysis are:

- **Factor One:** Over 9% of the population in the service area do not speak English very well and are considered to have Limited English Proficiency. One language—Spanish—remains the predominant LEP language in both counties, amounting to 8% of the population in Travis County and 5% in Williamson County. Seventeen languages are included as Safe Harbor languages including languages that were added for translations due to community and staff input. The languages are: **Spanish, Punjabi, Chinese, Korean, Vietnamese, Arabic, French, German, Italian, Russian, Hebrew, Hindi, Urdu, Gujarati, Telugu, Tagalog, Tamil**
- **Factor Two:** The LEP community frequently accesses CapMetro services and information, and CapMetro employees often cross paths with persons needing language assistance. About 20% of all surveyed employees encounter people who do not speak English very well on a daily basis, while almost 90% of Keolis Bus Operators, MTM operators, and Customer Service staff regularly encounter LEP populations. Additionally, almost 71% of the CBOs responded that their clients frequently sought information for CapMetro about their services and programs.
- **Factor Three:** CapMetro's services are important to the LEP community. The LEP population either regularly uses CapMetro, or uses it at least sometimes, according to the CBOs. Census data also shows that LEP populations use transit about 5 times more than non-LEP populations in Travis County. CBOs also indicated that about 1/3 of their LEP clients do not have a car available for their trip and must rely on CapMetro for their general mobility.

- **Factor Four:** The analysis shows that CapMetro plans for the myriad activities that they currently undertake to ensure that people who do not speak English very well are able to access the system as easily as the general population. While CapMetro only spends a little over 1/10th of the operating budget on language services, this does not include the hidden costs associated with staff providing on-site and ad hoc interpreting services. Recommended changes will help CapMetro plan into the future to monitor and budget their activities to ensure they are cost effective and help those with the greatest need.

6. Language Assistance Plan Overview

The Department of Transportation (DOT) LEP Guidance recommends that recipients develop an implementation plan to address the needs of the LEP populations they serve. The DOT LEP Guidance notes that effective implementation plans typically include the following five elements: 1) identifying LEP individuals who need language assistance; 2) providing language assistance measures; 3) training staff; 4) providing notice to LEP persons; and 5) monitoring and updating the plan.

This plan represents a continuing approach to providing language assistance. While some language assistance measures are in place, other methods of providing language assistance are being implemented over time to ensure continued compliance with federal requirements. This plan also includes recommendations that would assist CapMetro to reach best industry standards for providing language assistance for those needing to access CapMetro programs and services.

6.1 Identifying LEP Individuals Who Need Language Assistance

The Four Factor analysis considered a number of data sets to determine the languages that would require “Safe Harbor” consideration, in addition to languages predominantly used by CapMetro riders. These data included Census data (American Community Survey 5-year sample 2015 for Williamson County and 2022 1-year sample for Travis County), the Austin Independent School District English Learners data 2024 and the CapMetro 2023 Origin and Destination Survey. A little over 10% of the population in Travis County and 6% of the population in Williamson County speak English less than “Very Well” and would be considered the LEP population.

Based on the Four Factor analyses, the most frequently encountered languages broken into two groups:

- Primary: Spanish represents the language spoken in the heaviest concentration within the service area; and,
- Safe Harbor and additional languages: Punjabi, Telugu, Chinese (Mandarin), Korean, Vietnamese, Arabic, French, German, Italian, Russian, Hebrew, Hindi, Udu, Gujarati, Tagalog, Tamil.

6.2 Providing Language Assistance Measures

CapMetro is committed to providing meaningful access to information and services to its LEP customers. CapMetro uses various methods to accomplish this goal. Along with enabling persons who do not speak English very well to navigate the system with the same ease as the general population, it is necessary to provide a meaningful opportunity for LEP persons to participate in

the public comment process for planning activities and major capital projects. Specific methods pertaining to outreach will be discussed in CapMetro's Public Participation Plan.

Currently, the CapMetro primary language tools include the following:

- Providing Notice to Beneficiaries and Title VI Complaint procedures and forms in all Safe Harbor Languages;
- Providing Google Translate on the CapMetro website, allowing translations for most content;
- Providing bilingual customer service and marketing staff to provide on-site Spanish interpreting in a variety of settings;
- Making Language Line services available for any staff, including Customer Service staff, to address language assistance needs for any language;
- Holding public meetings in Spanish or with simultaneous English/Spanish translations;
- Offering interpreters by request for public meetings, public hearings or board meetings;
- Posting public meeting notices in foreign language newspapers to reach LEP populations;
- Providing Spanish translations and pictograms on board vehicles, on Ticket Vending Machines, at bus stops and at stations;
- Producing Spanish language video content;
- Creating Spanish translations for some informational brochures and marketing materials; and,
- Tapping into CBO assistance in outreach to LEP populations and language services.

The following are recommendations that would improve the level of service that CapMetro provides to its LEP customers and that can be implemented over time as budget and staff permits. Contained in **Appendix I: Language Assistance Plan** is a listing of all recommended activities that are either being implemented or are ones that CapMetro desires to undertake to fully support its Language Assistance Plan and corresponding Public Participation Plan. These activities are organized into four categories:

1. General, including such things as internal awareness and public outreach strategy;
2. Materials and Documents;
3. Translation and Interpretation Tools and Protocols; and,
4. Employees, including training or incentives to empower employees to provide language assistance.

General Title VI and LEP Awareness

Title VI and LEP awareness are the cornerstone of the entire Title VI program and provide further understanding within the agency. The following will be considered and monitored to improve the practice:

- ***Title VI Awareness Training***: integrate Title VI awareness into all activities of the agency.
- ***Public Engagement Needs and strategies***: draft a handbook with protocols and procedures for all departments that interact with the public including incorporating language assistance measures.

- **Project Charter:** develop a protocol to ensure that Title VI and/or LAP issues are acknowledged and addressed by each department's project manager, including a form outlining the LEP strategy that is submitted to the Title VI office for approval.
- **Demographic analysis of new project areas:** consider the attributes of the new projects' geography.
- **Eliminating English-only informational campaigns:** include "Free Language Assistance" text box at a minimum to ensure participation of LEP populations.
- **Develop or enhance relationships with Community Based Organization:** continue to expand the CBO database and engage CBOs to improve communication methods.
- **Contract compliance:** ensure that contract languages include requirements to provide public information that complies with Title VI LEP guidelines.

Materials and Documents

- **Title VI Public Notice, Complaint Form and Procedures** (Vital Document): notice should be in all Safe Harbor languages on the website and posted on-board vehicles, Board room, General Office lobby, Transit Store, stations, or other public areas.
- **Notice of Free Language Assistance** (Vital Document): notice of free language assistance should be located on mast head of website and included in all printed and digital materials; this should also be posted with the Title VI information in the Board room, at the General Office lobby, Transit Store, stations, or any location where riders may congregate.
- **Legal Notices** (Vital Document); translations of legal documents should be provided upon request.
- **Registration Forms** (Vital Document): make sure that all registration forms on the website can be translated using online tools (Google Translate or others) and for printed materials, forms should be translated into Spanish with "Free Language Assistance" printed at the bottom of all forms and should be translated into the other Safe Harbor languages upon request.
- **Fare and Service Change Information** (Vital Document): translate into Spanish with "Free Language Assistance" text box printed on all documents.
- **Safety and Security Information:** use pictographs as much as practicable
- **TVMs, fareboxes, bus stops and onboard equipment:** translate into Spanish as needed and use pictographs onboard vehicles when applicable. Translate bus/train/station announcements into Spanish and other languages as budget permits.
- **General Promotional Materials:** Translate into Spanish as budget permits or as required by issue. Print "Free Language Assistance" on all promotional materials.
- **Construction, Detour, Stop Move, and Other Courtesy Notices:** translate into Spanish when feasible, and other languages as determined by analysis of location.
- **Website Materials:** make sure that all content (including navigation buttons) is in a form that can be translated using online tools; upload documents in original form and not scanned so documents can be translated. Use pictograms as necessary instead of printed text. Develop a web page on the CapMetro website where vital documents can be found in Safe Harbor languages.

- **Rider Guides and Materials:** develop rider guides or other materials in Spanish and other languages as funding permits; incorporate illustration and pictograms as feasible; produce how to ride videos with translations, create “how to ride” curriculum for ESL schools in the area.

Translation Tools and Protocols

- **Language Line Service;** promote the use of service via “Free Language Assistance” text block, including on the website, in all printed and digital material; investigate options to improve language recognition on phone tree when engaging calls.
- **Line Item for Translation and Interpretation;** use budget codes to monitor and plan for translation and interpreting expenses, including grant-funded capital projects that can be used to help fund necessary translation and interpreting assistance.
- **Public Hearing Protocol:** provide Spanish interpreter for all public hearings and offer other interpreters for Safe Harbor languages with advanced notice.
- **Board Meeting Protocol:** provide requested interpreters with a 72-hour notice for all Safe Harbor languages.
- **Community Meetings Protocol;** provide Spanish interpreters for at least one meeting with in the outreach subject matter; offer interpretation or translation of materials in advance of the meetings.
- **Simultaneous Interpretation Equipment:** consider simultaneous interpreting equipment to offer greater flexibility for language services.
- **“Language ID Chart:** create and distribute language identification charts to all employees (and operators’ pouches) with Language Line phone and account numbers included for remote or emergency situations. Consider adding QR code that directs employees to Language Line.
- **Language Manual:** create language manual that includes common phrases used by riders in other languages that can be phonetically spelled out.
- **Digital Tools or Language Technology;** help employees take initiative to use new technology to provide language assistance for users; provide training on new apps and technology.
- **Mobile Apps;** ensure that new CapMetro sponsored apps allow for translation and interpreting into Safe Harbor languages.
- **Website Administration and Management:** move Google Translate to the top of the webpage and add all languages to the Google Translate function; Add “Free Language Assistance” in all Safe Harbor languages; Remove pictures with text that cannot be translated; Add Google Analytics to determine how LEP users interact with the website.

Employees

- **New Employees** (and contractors): Include ability to speak another language as a desired qualification in hiring.
- **Bilingual Employees:** Identify jobs where bilingual ability is required or desired; Investigate the ability to pay a shift differential for employees who speak another language and whose job requires customer contact.
- **Employee and Contractor Training:** hold Title VI and LEP training for all new hires (both agency and contractors), including operator refresher training; conduct training for planning and

marketing staff to integrate consideration of Title VI protected populations (including LEP) into planning.

- **Training for Title VI-Related Complaints for Employees and Contractors:** Expand diversity training for operators on the need to accommodate LEP populations to avoid Title VI-related complaints.
- **"I Speak" Cards:** Distribute "I Speak" cards to operators or other employees; Consider adding QR code that directs users to Language Line.
- **Employee Tuition Assistance:** Promote the availability of tuition-reimbursement for all employees who learn the primary languages in the CapMetro service area.
- **Employee Shift Differential:** Consider offering monetary shift differential for positions that require frontline contact with LEP populations for those who speak a Safe Harbor language fluently.

Training Staff

Training staff on the protocols to provide language assistance and Title VI in general helps to ensure that employees understand the guidance and consider the needs of LEP individuals in the course of doing their job. Currently, only transit operators receive general Title VI training, which does not specifically describe how drivers are to provide language assistance if requested. Customer Service staff are instructed on how to use the Language Line service but not on more general Title VI requirements and general language assistance measures. Other employees are not given formal Title VI training, nor are they given specific LEP training to help them understand the agency's role in language assistance.

It is recommended that both general Title VI training and specific LAP training occur within the following framework:

- **New Employee Orientation (Title VI):** all new employees should be provided with an overview of the agency's Title VI responsibilities, including general information about language assistance measures that the agency provides.
- **LEP Training:** All frontline employees (and contractors) should attend LEP-related training, with specific emphasis on elements under their job description at least upon orientation. Frontline employee classifications will be selected based on their likelihood to come in contact with the public or be in departments that have broad community engagement activities. This will likely include Customer Service staff, bus and rail operators, Marketing and Communication staff, ADA paratransit staff and contractors, Planning and Capital Projects; however, there may be other positions that would qualify and should undertake the training.

The training should be targeted to help the employees understand how to provide the language assistance measures that CapMetro offers. This could include new tools, existing or new technology that is available, or methods to provide language assistance to ensure competency. This should also be job-specific so that participants will come away from the training with real world understanding of how to provide language assistance given CapMetro's tools.

- **Refresher Training (Title VI):** Transit operators should attend Title VI training with an additional emphasis on providing language assistance as part of their normal refresher training series to

address any questions that they may have regarding either encounters with LEP populations or how to provide language assistance. Training on technology or tools that are available to operators should be included.

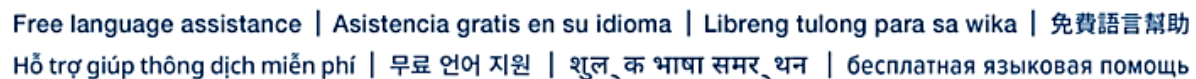
Training can be accomplished using methods such as video learning, PowerPoint presentations, or small group learning so that the task associated with staff training does not become onerous to the agency. Videos on the subject can be produced in a cost-effective way that can be used in new employee orientation, contractor training or refresher training. This would be especially helpful when demonstrating new technology that may be available for language assistance.

6.3 Providing Notice to LEP Persons of Language Assistance Measures

As the most far-reaching and important aspect of language assistance, providing notice to the public on the available language assistance is crucial. Consequently, ensuring that informing the public of how to seek language assistance plays a substantial role in the LAP.

Web-based information has taken center stage with most documentation about service disruptions or other crucial information. As a result, changes to the website are being undertaken to ensure that notices of free language assistance can be front and center in the users' CapMetro website experience. To ensure that notification of language assistance is undertaken with a comprehensive view, there are a number of recommendations that are being made to improve this practice.

One easy and effective method to provide notification of language assistance measures is to produce a text box with all the Safe Harbor languages that states "Free Language Assistance", and the customer service number that can be connected to Language Line. The text box can then be used on all printed materials and in the digital realm such as the example, below.



Free language assistance | Asistencia gratis en su idioma | Librang tulong para sa wika | 免費語言幫助
Hỗ trợ giúp thông dịch miễn phí | 무료 언어 지원 | शुल्क भाषा समर्थन | бесплатная языковая помощь

The establishment of vital documents also helps CapMetro communicate the language assistance measures and translations that should occur given the importance of the documents. **Table 13: Vital Documents Guidance** lists both vital and non-vital documents, categories of documents, and identifies the language category into which they should be translated. As has happened in the past, CapMetro may provide a summary of a vital document and/or notice of free language assistance for the "Safe Harbor" languages, rather than a word-for-word translation of each of the vital documents.

CapMetro should not limit itself to these guidelines, intending to translate documents into more languages as circumstances dictate and resources allow. As necessary, CapMetro may also rely on pictographs to communicate information regardless of language spoken.

Table 13: Vital Documents Guidance

Document	Languages	Vital Document?
Title VI Public Notice	All Safe Harbor Languages	Yes
Title VI Complaint Form and Procedures	All Safe Harbor Languages	Yes
Notice of Free Language Assistance	All Safe Harbor Languages	Yes
General Promotional Materials (such as FAQs or other materials that provide direction on how to access services and public meeting notices)	Spanish and Safe Harbor Languages as funding permits	Depends on content
Public Hearing Notices	Spanish, with written notice translated in Safe Harbor languages upon request	Yes
“Participation” or “Intake” forms (such as Paratransit Application, Determination letter and appeal forms, and incentive forms)	Spanish, with written notice in multiple languages that information will be translated upon request into all safe harbor languages	Yes
Ridership and/or Customer Satisfaction Surveys	Spanish, with written notice in multiple languages that information will be translated upon request into all safe harbor languages	Yes
Legal Notices, construction notices, or environmental findings notices	Spanish, with written notice in multiple languages that information will be translated upon request into all safe harbor languages	Depends on content

Source: CapMetro, 2024.

6.3 Monitoring and Updating the Plan

Monitoring the LAP is an important element of keeping the plan not only up to date but relevant to the population being served. New immigrant populations with languages that were not originally identified may require additional consideration in the LAP.

Additionally, new technology changes our understanding of the best methods to use in establishing a comprehensive approach to language assistance. For example, smart phones were not as prevalent in prior years, and translation applications were not as commonplace. Social media applications like TikTok, Facebook Live and Instagram are more recent advancements to public engagement that have changed the landscape of communication. We have also seen LEP populations move away from receiving information in more historically standard formats (print, radio, TV) and opt for more text-based communications. All of these changes would not have been considered without a comprehensive review of the plan.

While a review of the LAP every three years to coincide with the Title VI update is standard, it is also important to monitor the language assistance measures periodically, along with how well the outreach activities are engaging LEP populations, so that if mid-course corrections are needed, they can be accomplished within the framework of the overall language assistance plan. Keeping track of subtle changes in how LEP populations are engaging in outreach activities may also help understand new methods of assistance.

An annual review of the LAP would ensure that methods of outreach and communication consider small and large changes associated with the languages being requested for language assistance or to address changes in the most effective means of communicating.

This includes providing an opportunity for staff to provide feedback on the plan and the language assistance measures that may not be as effective. Informal “brown bag” sessions can provide an inviting forum that may encourage staff to become LEP experts and problem solvers for this serious concern. Community members may also play a role in the continual monitoring of the language assistance measures, as the broader community can often understand the issue in ways that the agency may not.

Informal focus groups can also be employed to help identify what language skills employees might have, how they might be able to employ them, and what activities they might best enjoy or be good at. These focus groups could include the general staff as well as job-specific staff as a way to further the LAP practice without significant cost.

Additionally, while the LAP provides guidance for how to approach LEP considerations in establishing new outreach campaigns, staff needs to be responsive to the community’s needs in providing language assistance. This may include a targeted outreach approach that reviews demographic changes in the area to anticipate language assistance needs.

F. MINORITY REPRESENTATION ON PLANNING AND ADVISORY BODIES

The CapMetro Board of Directors has established three advisory committees that consist of non-elected members of the public: the Customer Satisfaction Advisory Committee (CSAC), the Access Advisory Committee (AAC), and the Public Safety Ambassador Committee (PSAC). Functions of these three committees are provided later in this section. Within the Title VI Circular, FTA requires that CapMetro include a table (**See Table 14. Membership of CapMetro’s Advisory Committees Broken Down by Race/Ethnicity**) depicting the racial break-down of the members of all of its non-elected committees and advisory councils who were appointed to their current position by the CapMetro Board. It must also include a description of the process the agency uses to encourage participation of minorities on such committees. These requirements apply to the AAC, CSAC, and PSAC committees because all the positions on these committees are appointed by CapMetro Board members.

The advisory committees have the structure, duties, and responsibilities as may be determined by the Board. The Board may from time to time establish other advisory committees/taskforces that may include citizen members. The Board believes that although no one approach guarantees successful involvement, effectiveness in communication and building community trust stems from careful planning and attention to creating a balance between the needs of CapMetro and the needs of the community.

Table 14. Membership of CapMetro’s Advisory Committees Broken Down by Race/Ethnicity Body

Body	Caucasian	Hispanic	African American	Asian American	Others
CapMetro’s Service Area Population	73.6%	33%	10.1%	9.8%	25.2%
Access Committee	75%	25%	0%	0%	0%
CSAC	62.5%	0%	12.5%	12.5%	12.5%
PSAC	30%	20%	30%	10%	10%

Source: American Community Survey 2022: ACS 1-Year Estimate Comparison Profiles. Hispanic is considered as ethnicity.

F-1. The CapMetro Advisory Committees

The CapMetro Board has the authority to establish advisory committees consisting of resident citizens of CapMetro's territory and pursuant to Chapter 451 of the Texas Transportation Code. The Board has adopted an Advisory Committees Policy which sets forth the guidelines for establishing citizen advisory committees.

Both the Access and Customer Satisfaction advisory committees consist of nine members appointed by the CapMetro Board members; the Chairman of the Board has two appointments and each of the other Board members has one appointment. Committee members serve at the will of their appointing Board member and their term ends with the end of their appointing Board member's term. Currently, there are 8 members and 1 position open in 2024.

PSAC consists of 10 members, 8 of which are appointed by the CapMetro Board, and 2 of which are appointed by the President & CEO. The 2 members appointed by the President & CEO are a Designated ATU Local #1091 Representative, and a Retired Law Enforcement employee from within the CapMetro service area. All members of PSAC are confirmed by the CapMetro Board, and serve at the will of their appointer, with the terms of those that are appointed by Board members ending with the end of their appointing Board member's term.

Advisory committee representatives represent diverse backgrounds, abilities and interests, including, but not limited to, those who may be limited English speaking or who have disabilities, or who have different levels of experience with public policy and group decision making. These members must live in the CapMetro service area. There is a preference that members be transit users and may include residents, business owners, and other key stakeholders concerned about transit service in the service area.

As per statutory requirements, each member of the CapMetro Board selects their appointees based on a recommendation from CapMetro's President & CEO. The advisory committees report directly to the Board. A member of any one of the advisory committees may not act in an official capacity except through the action of the Board.

The AAC serves as a resource to CapMetro in promoting and educating the public regarding acceptance and usage of the transit system across jurisdictions and in suburban communities. AAC meets the first Wednesday of every month from 5:30 p.m. to 7:00 p.m. It meets once a month virtually over Microsoft Teams (except in July) and in-person once a year at the Capital Metro offices located at 624 N Pleasant Valley Rd.

The AAC regularly passes resolutions which advise the CapMetro Board on upcoming service changes, programs, and policies related to individuals with disabilities. The AAC's highest level of authority is to provide advice and recommendations to the Board.

The CSAC assists CapMetro in developing and maintaining a transit system that is convenient, dependable, and practical by providing advice and recommendations on planning, operations, services, and all other matters of concern to CapMetro customers. CSAC members regularly use transit.

CSAC meets the second Wednesday of every month from 6 p.m. to 7:30 p.m. unless otherwise noted in monthly CSAC announcements. The public is always encouraged to attend a meeting of the CSAC. -CSAC_ meets once a month virtually over Microsoft Teams (except in July) and in-person once a year at the CapMetro -offices located at 624 N Pleasant Valley Rd.

Table 15 shows the racial breakdown of the three advisory committees in comparison to the CapMetro service area. Currently, there are 2 vacancies to fill on the advisory committees. Both CapMetro staff and committee members have asked additional minority persons to participate on the committee. Emphasis in selecting AAC members is focused on diversity of disabilities and a balance between members utilizing different types of CapMetro services. Staff intends to increase its efforts to engage minority persons who have a strong interest in transportation for people with disabilities.

In an effort to bring diversity to CapMetro's advisory committees, staff reached out to many minority organizations. These include: the Asian American Resource Center (a division of the City of Austin's Parks and Recreation Department), African American Resource Advisory Commission, African American Quality of Life Initiative, Black Chamber of Commerce, and Greater Austin Hispanic Chamber of Commerce. CapMetro will continue its outreach to minority communities and organizations in order to improve minority representation in its advisory committees. CapMetro's elected official Board members have also assisted with minority recruitment for advisory committees.

G. ENSURING SUBRECIPIENTS' COMPLIANCE

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin for programs and activities receiving Federal financial assistance. Subrecipients, as part of the Interagency Agreement(s) with CapMetro, certify compliance with the requirements of Title VI laws and regulations. To ensure that all subrecipients comply with Title VI regulations, CapMetro provides assistance to all subrecipients and monitors their performance annually. The subrecipient monitoring process is summarized in the following pages.

G-1. Providing Assistance to Subrecipients

CapMetro has developed procedures to provide assistance to subrecipients, distribute funds in an equitable and non-discriminatory way, and to monitor subrecipients' compliance with Title VI. CapMetro is committed to ensuring that subrecipients agree to comply with the requirements of Title VI of the Civil Rights Act, 42 U.S.C. §2000d, and applicable regulations, in programs and activities receiving or benefiting from FTA funding. During the last three-year period, CapMetro has provided a variety of assistance to subrecipients regarding Title VI, including but not limited to training, site visits, guidance, and also assistance through e-mails and phone calls.

CapMetro required subrecipients to agree to and assure compliance with the requirements of Title VI by submitting certifications and assurances which are included in their subaward agreements. CapMetro also performed annual reviews which included site visits. The reviews required subrecipients to demonstrate compliance with the FTA requirement to prepare a Title VI program containing at least the following information:

Notice to beneficiaries of their rights under Title VI; Title VI complaint procedures and form; Title VI investigations, complaints, and lawsuits; inclusive public participation; meaningful access to persons with Limited English Proficiency (LEP); and minority representation on advisory bodies.

CapMetro will continue to provide subrecipients with assistance as needed in the form of supplemental materials including but not limited to:

- i. Sample documents: Title VI Program Updates, Notices to the Public, Complaint forms, Public Participation Plans, and Language Assistance Plans;
- ii. Demographic (Census) information.

G-2. List of CapMetro Subrecipients

As of January 2024, there were eleven subrecipients under CapMetro. **Table 15. Subrecipients with Active Projects** (below) lists CapMetro's subrecipients and the type of FTA assistance they receive.

Table 15. Subrecipients with Active Projects

Entity Name	Entity Type	Type of FTA Assistance Received
Austin Group for The Elderly of Central Texas	Private Non-Profit Organization	Section 5310
Bluebonnet Trails Community Mental Health and Mental Retardation Center	Local Government	Section 5310
Capital Area Rural Transportation System	Local Government	Section 5310
City of Austin Parks and Recreation Department	Local Government	Section 5310
City of Buda	Local Government	Section 5310
Drive a Senior Central Texas	Private Non-Profit Organization	Section 5310
Drive a Senior Austin Texas	Private Non-Profit Organization	Section 5310
Easter Seals Central Texas	Private Non-Profit Organization	Section 5310
Faith in Action Georgetown	Private Non-Profit Organization	Section 5310
Mary Lee Foundation	Private Non-Profit Organization	Section 5310
Senior Access	Private Non-Profit Organization	Section 5310

As a Designated Recipient of various FTA formula program grants, CapMetro passes through some of the federal funds to these entities and is responsible for monitoring their compliance with FTA requirements. One subrecipient, Capital Area Rural Transportation System (CARTS), is also a direct recipient of FTA funds. As such, the FTA is responsible for monitoring their compliance with federal requirements. For the rest of the subrecipients, CapMetro collects their approved Title VI programs and other related documents in a paper format or digitally. The detailed monitoring process is provided in the next section.

G-3. Subrecipient Monitoring Procedures

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin for programs and activities receiving Federal financial assistance. Subrecipients, as part of the Project Grant Agreements with CapMetro, are required to certify compliance with the requirements of Title VI laws and regulations. CapMetro collects Certification and Assurances from subrecipients prior to passing through FTA funds. This Title VI Assurance is included in the subaward agreement and is monitored annually. Additional items, as listed below, in relation to subrecipient’s compliance with Title VI, are monitored at a minimum once in three years.

1. **Approval of Title VI program:** Each subrecipient is responsible for providing CapMetro a document that shows the approval of its Title VI program by the governing body.
2. **Title VI Notice to Beneficiaries:** A notice that subrecipient complies with Title VI and procedures the public may follow to file a discrimination complaint. Such a notice should be posted on website, transit vehicles, transit centers, etc.
3. **Title VI investigations, complaints, or lawsuits:** A list of any Title VI investigations, complaints, or lawsuits filed against the subrecipient.
4. **Title VI Complaint Procedures:** A copy of their procedures related to filing of a Title VI complaint. It may include a complaint form, tracking system, and investigating procedures. These procedures must be available upon request.
5. **Minority Representation on Planning and Advisory Bodies:** In order to improve minority participation in the decision-making process, a subrecipient that has transit-related, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which is selected by the subrecipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees.
6. **Access to Services by Persons with LEP:** Either a copy of the LEP plan for providing access to meaningful activities and programs for persons with limited English proficiency which was based on the DOT LEP guidance or a copy of the alternative framework for providing access to activities and programs. It includes the identification and distribution of LEP persons as well as the guidance for language assistance measures.
7. **Summary of Outreach Efforts to Minority Population:** A public participation strategy that offers early and continuous opportunities for minority populations to be involved in transportation decisions. It involves outreach to community-based organizations serving minority and/or low-income populations through meetings and other means of communications.

G-4. Certification and Assurance – Title VI of The Civil Rights Act of 1964

CapMetro keeps subrecipients' Title VI Program documents digitally and/or in paper format. The following Title VI Certification and Assurance is included in the CapMetro grant agreement with its subrecipients:

“Article 15. TITLE VI PROGRAM

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin for the programs and activities receiving Federal financial assistance. In accordance with the requirements of Title VI of the Civil Rights Act, 42 U.S.C. § 2000d, and its implementing regulations, the Subrecipient shall adopt and submit to Capital Metro a Title VI Civil Rights Program (Title VI Program) that complies with the

requirements set forth in FTA Circular 4702.1B. Capital Metro shall have the right to monitor and audit Subrecipient's Title VI program and program records to ensure compliance with this provision. The below provides a high-level overview of some of the program requirements, but it does not replace the requirements set forth in the statute, regulations, and circular.

- A. The Subrecipient must provide Capital Metro a certificate and assurance of its compliance with Title VI on an annual basis. The Subrecipient is responsible for providing Capital Metro evidence of approval of its Title VI Program by its governing body.
- B. The Subrecipient must adopt procedures relating to how members of the public may file a Title VI complaint and make the procedures available to the public and Capital Metro upon request.
- C. The Subrecipient must post a notice that the Subrecipient complies with Title VI and the procedures for the public to request additional information on the Subrecipient's Title VI obligations and the procedures that members of the public should follow to file discrimination complaints against Subrecipient. Subrecipient shall post the notice on its website and prominently displayed in its facilities and if providing transportation services, in its vehicles and/or stations or stops.
- D. The Subrecipient shall compile and maintain a list of complaints, investigations, or lawsuits alleging discrimination on the basis of race, color, or national origin and submit such list to Capital Metro upon request.
- E. If Subrecipient has transit-related non-elected planning boards, advisory councils, or committees or similar bodies (Committees), the membership of which is selected by the Subrecipient, the Subrecipient must provide a table depicting the membership of those Committees broken down by race, and a description of efforts made to encourage the participation of minorities on such Committees. The Subrecipient must submit all the above information to the Capital Metro on a schedule requested by Capital Metro.
- F. The Subrecipient shall adopt a plan to provide meaningful access to benefits, services, information, and other important portions of Subrecipient's programs and activities for persons with limited English proficiency (LEP Plan), based on DOT guidance or a copy of the alternative framework for providing access to activities and programs which shall include the identification and distribution of persons with limited English proficiency as well as guidance for assistance for language assistance measures.
- G. The Subrecipient shall adopt a public participation strategy that offers early and continuous opportunities for minority populations to be involved with transportation decisions. Such outreach efforts shall include community based organizations serving minority and/or low-income population through meetings and other means of communications.
- H. The Subrecipient shall comply with other requirements as Capital Metro may request from time to time."

H. DETERMINATION OF SITE OR LOCATION OF FACILITIES

According to the FTA Circular, a Title VI equity analysis must be conducted if a federal recipient sites a facility, such as a vehicle storage garage, maintenance facility, or operations center, to determine the local environmental impacts on minority and low-income populations. This does not include bus stops or transit centers because these are classified as transit amenities. During the 2021-2023 reporting period, CapMetro conducted one site equity analysis for the North Base Demand Response Operations and Maintenance Facility.

1. North Base Demand Response Operations and Maintenance Facility

The purpose of proposed North Base Demand Response Operations and Maintenance Facility is to allow CapMetro to keep up with growth in the region and effectively serve disadvantaged communities and those with disabilities who rely on these services to access essential resources. The facility expansion and replacement will provide a new state-of-the-art site to operate and maintain the growing fleet of MetroAccess and Pickup vehicles, support operational efficiencies, advance sustainability goals, and prioritize community connectivity by incorporating a dedicated community space. An equity analysis was completed to determine whether the siting of the facility would result in disparate impacts. Based on the application of the tests for determining a disparate impact, the facility would not result in disparate impacts to the communities around the project. A copy of the equity analysis is included as **Appendix D**.

III. REQUIREMENTS FOR FIXED ROUTE TRANSIT PROVIDERS

A. SYSTEM-WIDE SERVICE STANDARDS AND POLICIES

Documentation addressing CapMetro's updated Service Standards and Guidelines including all appendices can be found in **Appendix C "CapMetro Service Standards & Guidelines 2023"**.

B. COLLECTION AND REPORTING OF DEMOGRAPHIC DATA

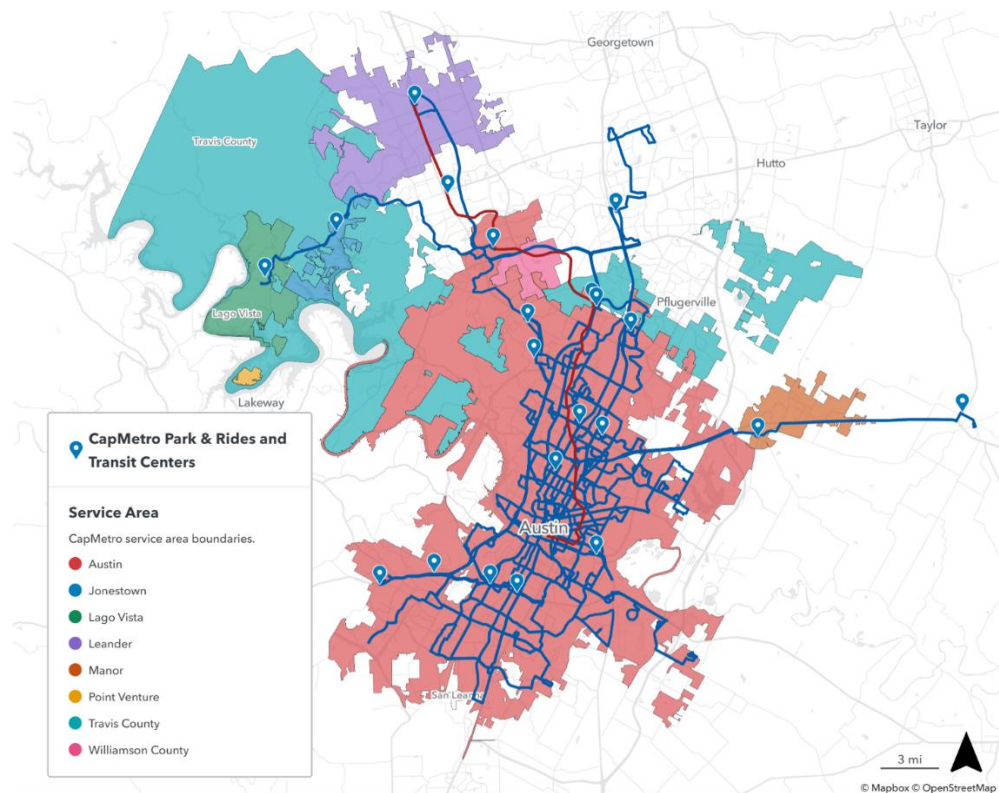
This section shows demographic service profile maps and information on travel survey.

B-1. Demographic and Service Profile Maps and Charts

Demographic Data

In order to assess the effects of the CapMetro services, various maps were produced, and data gathered on minority and low-income populations within the Austin service area (see maps below). Both a visual and database analysis of minority, median household income, and population density was accomplished by using Remix software. Census data from the American Community Survey 2018-2022 or Decennial Census data from 2020 was utilized in each case. **13. CapMetro Service Area.**

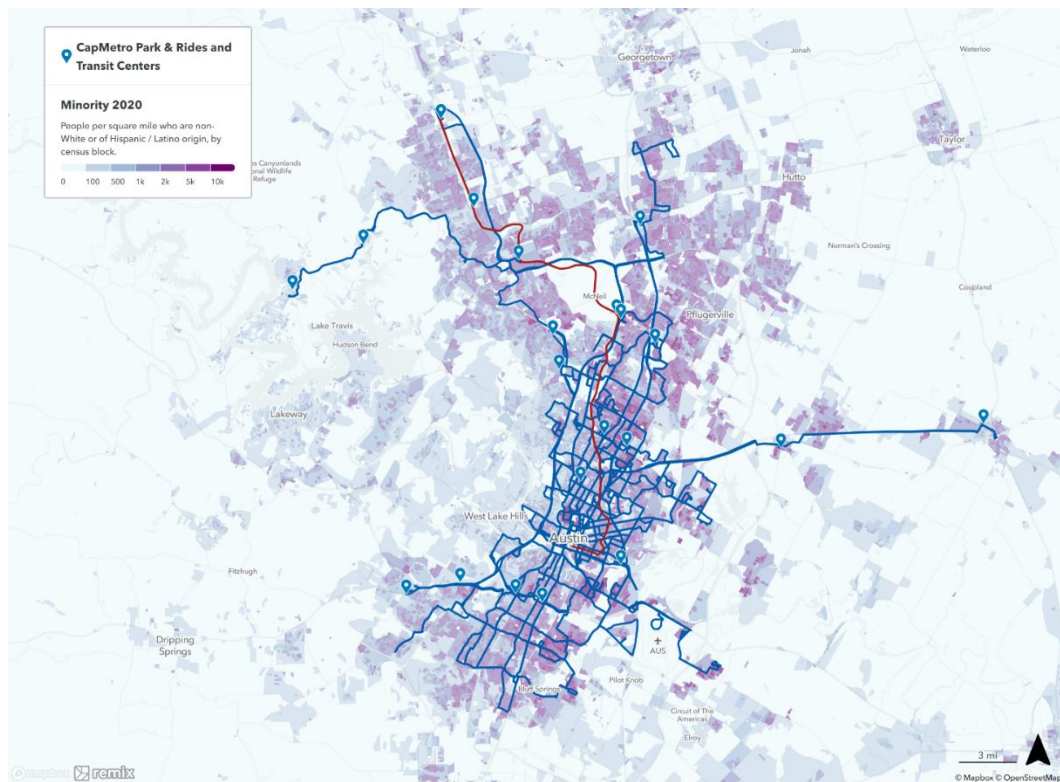
Figure 13: CapMetro Service Area



Minority Areas

The census definition of minority groups includes Black, Asian, American Indian, and Other (including individuals of Hispanic origin or multi-racial groups). The average percentage of minority population within the CapMetro service area is just over 50 percent. Figure 14 shows the percent minority by census tracts with CapMetro services overlaid. Minority areas become more concentrated east of I-35. These areas have relatively good access to public transit offerings as shown in **Figure 14. Minority Population** were spread throughout the west, north, and northwest, but were more prevalent on the periphery. Areas in northeast Austin have a high minority population, but not all of the area falls within CapMetro's service area (see Figure 1).

Figure 14: Minority Population



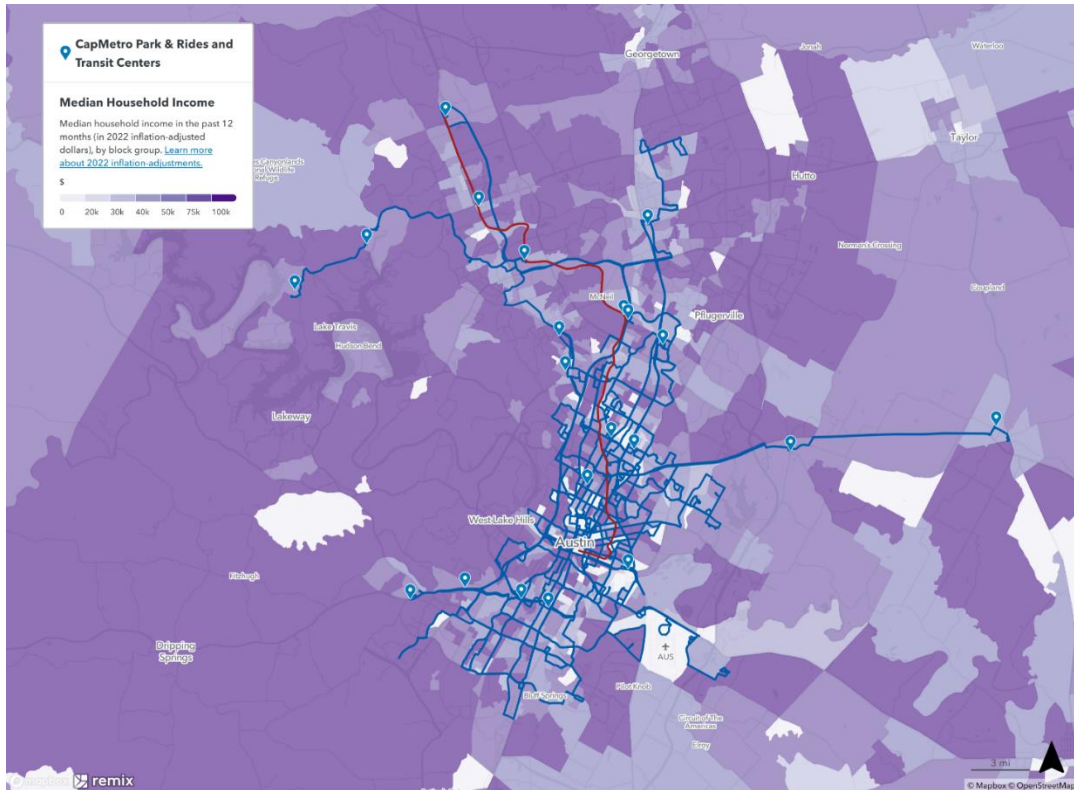
Source: Decennial Census Data, 2020, Census Blocks

Low-Income Population

Figure 15. Median Household Incomes shows the distribution of low-income population by tracts. Lower income areas were concentrated mostly in the center, north, and south parts of the service area. Lower income areas were concentrated in and around the University of Texas due to the concentration of students living in those areas. Most of these areas are adjacent or near multiple transit routes. Also, there is an isolated low-income area located in the extreme northwest part of the service area which does not have much access to transit. This area is very sparsely populated. High income areas were located throughout the west, north, and southwest parts of the CapMetro

service area and were more likely to be in the newer parts of Austin or the surrounding communities.

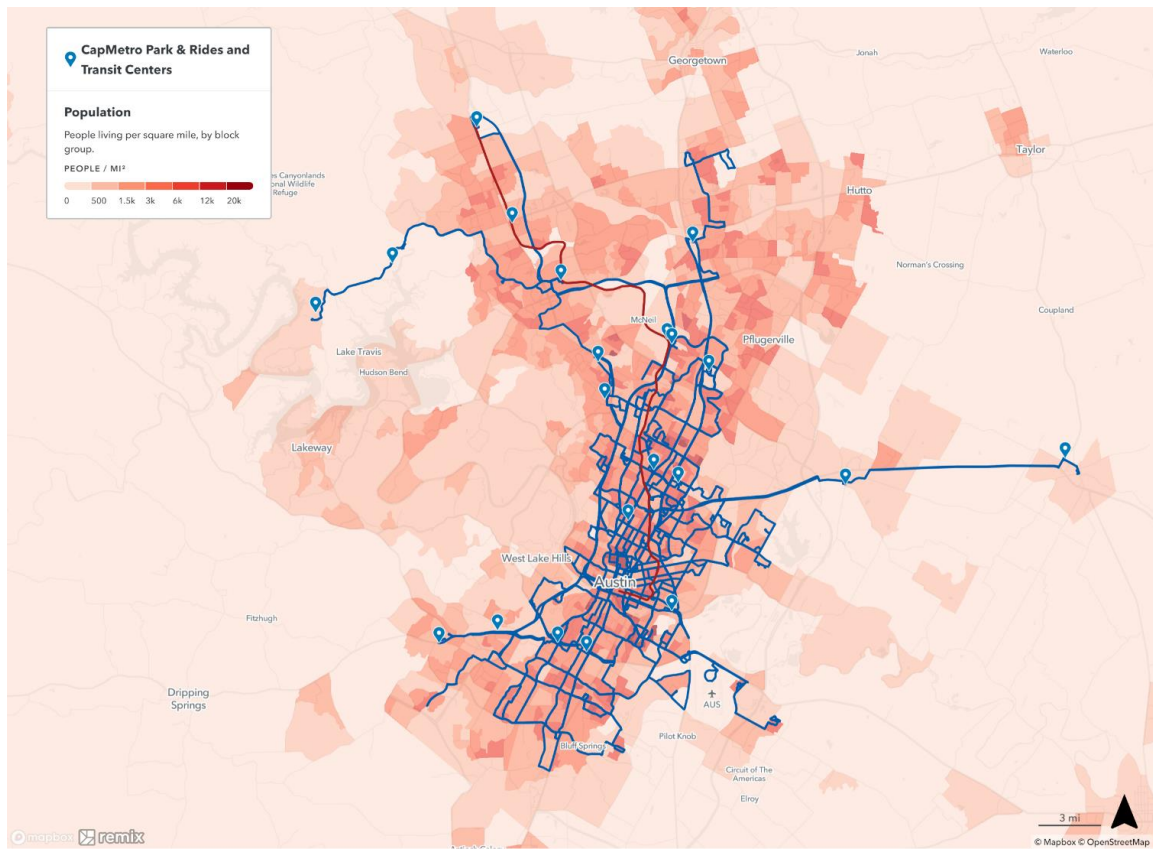
Figure 15: Median Household Incomes



Population Density

In 2020, the CapMetro service area included 1,159,200 people. The areas with the highest population density are those with higher concentrations of residential development and thus a greater demand for mobility. **Figure 16. People Living Per Square Mile** shows the population density of the Austin area. The highest density areas are clustered in central, south, and north parts of Austin metro area and have relatively good access to public transit. The most densely populated areas of the region include those with high concentrations of UT students (West Campus), affordable rental housing (Rundberg, St. John's, Riverside/Oltorf, Dove Springs), as well as areas that are densifying close to Downtown. Additional pockets of high residential density are scattered across the service area.

Figure 16: People Living Per Square Mile



Source: ACS Data, 2018-2022, Census Block Groups

B-2. Ridership Demographics and Travel Patterns

2023 Origin and Destination Survey

CapMetro completed the 2023 Origin and Destination Survey between January and April 2023. ETC Institute, a contractor hired by CapMetro to complete the survey, collected 25,126 passenger surveys completed on all routes and pickup zones. Origin and Destination survey data can be used to better understand who is using the CapMetro system and how they are traveling from their origin location to their destination. The survey currently provides the most up to date information on ridership demographics and trends such as age, income, race/ethnicity, fare payment, and access to a personal vehicle. This information assists in travel pattern analysis and development of ridership profiles.

Ridership Demographics:

- 32% of general riders are between the ages of 26-39, while an additional 32% of riders are between the ages of 40-64. Individuals between the ages of 19-25 account for 24% of CapMetro riders. Patrons who are 65 years and older account for only 6% of CapMetro ridership (See Figure 17).
- 39% of CapMetro riders have an annual income of \$23,000 or less. An additional 30% of riders make between \$23,000-\$51,000 and 13% of riders make between \$51,000 and \$100,000 annually. Only 4% of CapMetro's general riders make over \$100,000 (Figure 18).
- The survey also provides information about the gender of riders. For fixed bus routes (Bus, Rapid, Express, and UT Shuttle combined), about 62% of riders identify as male and 36% identify as female.
- Regarding race/ethnicity, 36% of CapMetro riders are Hispanic, 32% Caucasian, 18% African American, 10% Asian, and 4% belong to other groups.
- According to the FTA, low income is defined as a person whose median household income is at or below the Department of Health and Human Services' poverty guidelines. CapMetro's Planning Department has referenced poverty as 125% of the federal definition of poverty for a family of four. The 2023 poverty level for a family of four was \$30,000 and if a 125% measure, as noted above is applied, it would equate to a threshold of \$37,500. However, because income information from the survey is collected in varying increments, low-income will be referenced as individuals with an annual income of \$38,000 or less. CapMetro's Origin and Destination Survey does not have information to pinpoint the exact income threshold of \$37,500.

Figure 17. Age of Riders

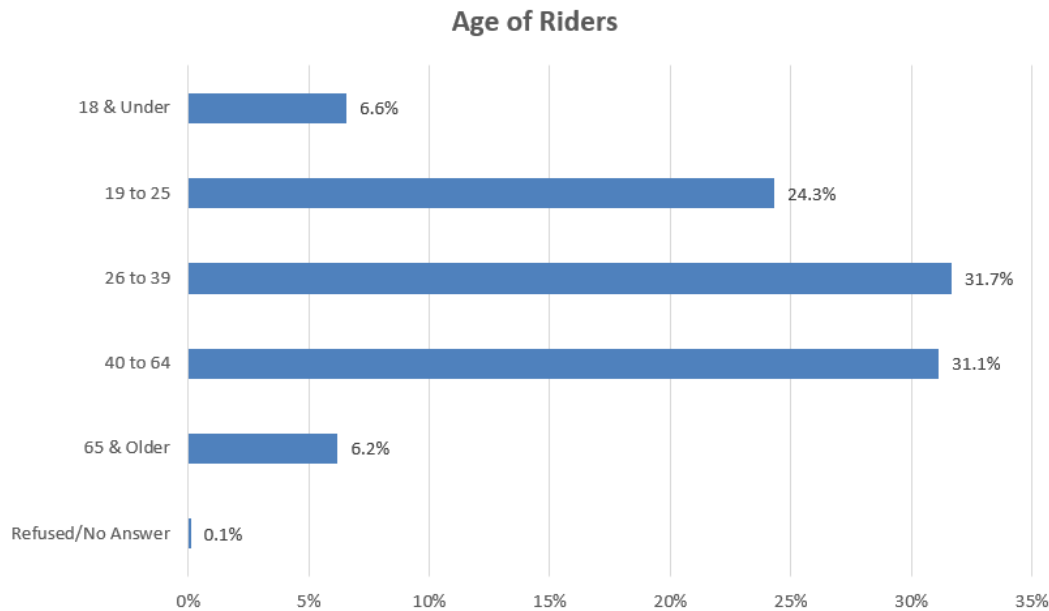


Figure 17. Age of Riders represents CapMetro ridership by age. 56% of CapMetro riders are between the age of 19 and 39, 31% are between the age of 40 and 64, and 6% of riders are 65 years of age or older.

Figure 18. Income of Riders

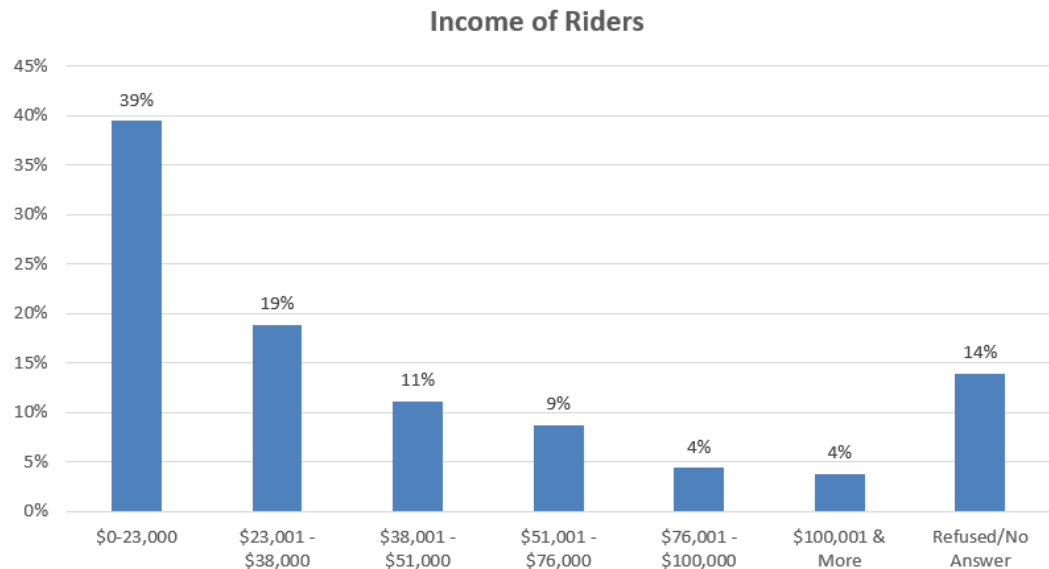


Figure 18. Income of Riders shows CapMetro ridership by income. 58% of CapMetro riders have an annual income of less than \$38,000, while 28% of riders reported an annual income greater than \$38,000.

Figure 19. Household Income of Riders by Service Mode

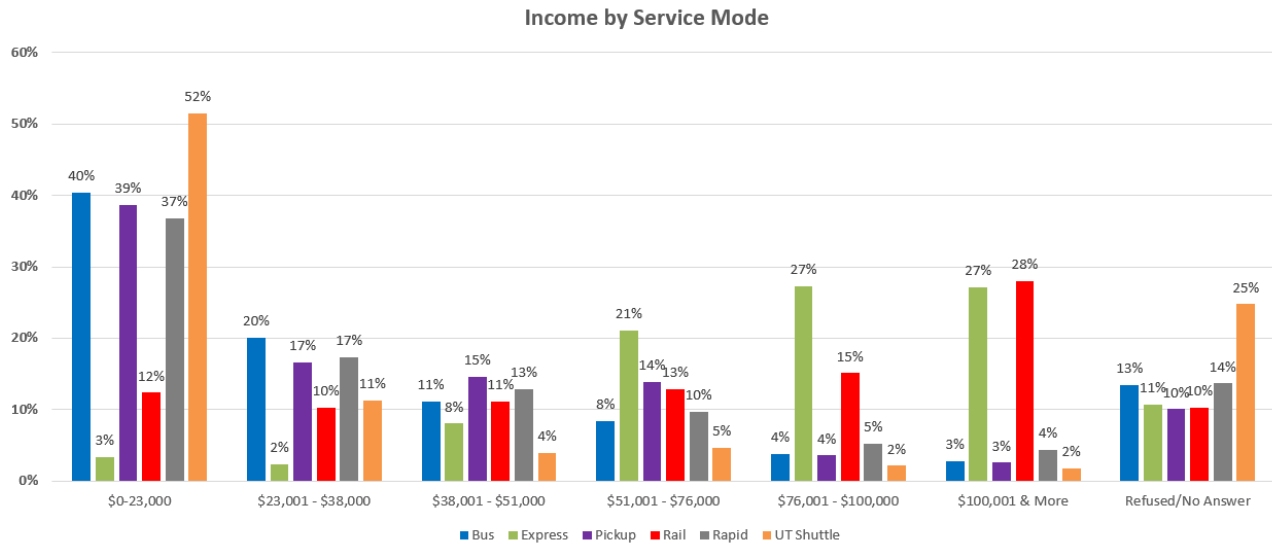


Figure 19. Household Income of Riders by Service Mode above shows CapMetro ridership by income and service mode. With the exception of Rail and Express service, a significant portion of riders have an annual income less than \$38,000.

Table 16. Age by Income for Riders

Age	\$0-\$23,000	\$23,001 - \$38,000	\$38,001 - \$51,000	\$51,001 - \$76,000	\$76,001 - \$100,000	\$100,001 or More	Refused/No Answer
18 & Under	6.1%	3.5%	2.5%	4.0%	3.2%	3.6%	18.7%
19 to 25	27.6%	22.5%	18.4%	19.6%	23.3%	12.0%	28.7%
26 to 39	24.4%	38.7%	39.3%	43.8%	40.6%	47.4%	22.0%
40 to 64	33.6%	30.1%	35.7%	28.8%	28.7%	31.3%	24.0%
65 & Older	8.1%	5.2%	4.2%	3.8%	4.1%	5.7%	6.0%
Refused/No Answer	0.1%	0.0%	0.0%	0.0%	0.1%	0.0%	0.5%
Grand Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Table 16. Age by Income for Riders provides a representation of CapMetro ridership cross-tabulated using age and income information.

Figure 20. Race/Ethnicity of Riders

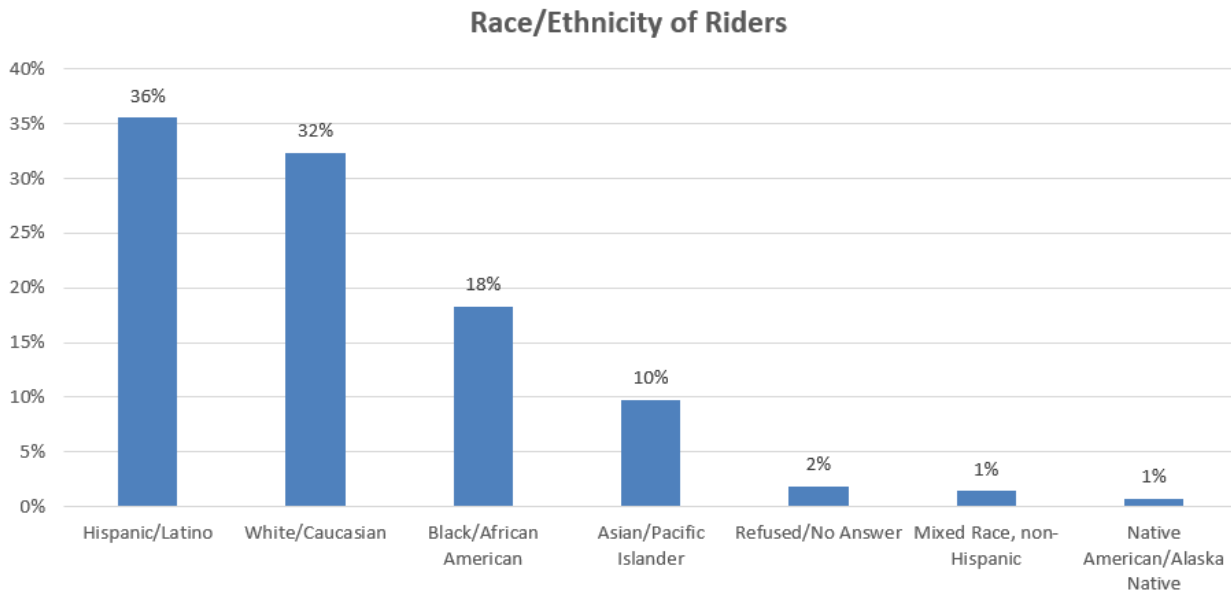


Figure 20. Race/Ethnicity of Riders and **Figure 21. Race/Ethnicity by Service Mode** display CapMetro ridership by race/ethnicity. Figure 20 shows that minority populations account for more than two-thirds of CapMetro ridership (68%). However, there are differences between the various modes of service. For example, 55% of riders on the Rail service are White/Caucasian, 38% of riders on local Bus service are Hispanic/Latino, 31% of riders on the UT Shuttle service are Asian, and 27% of riders on the Pickup service are Black/African American (Figure 21).

Figure 21. Race/Ethnicity by Service Mode

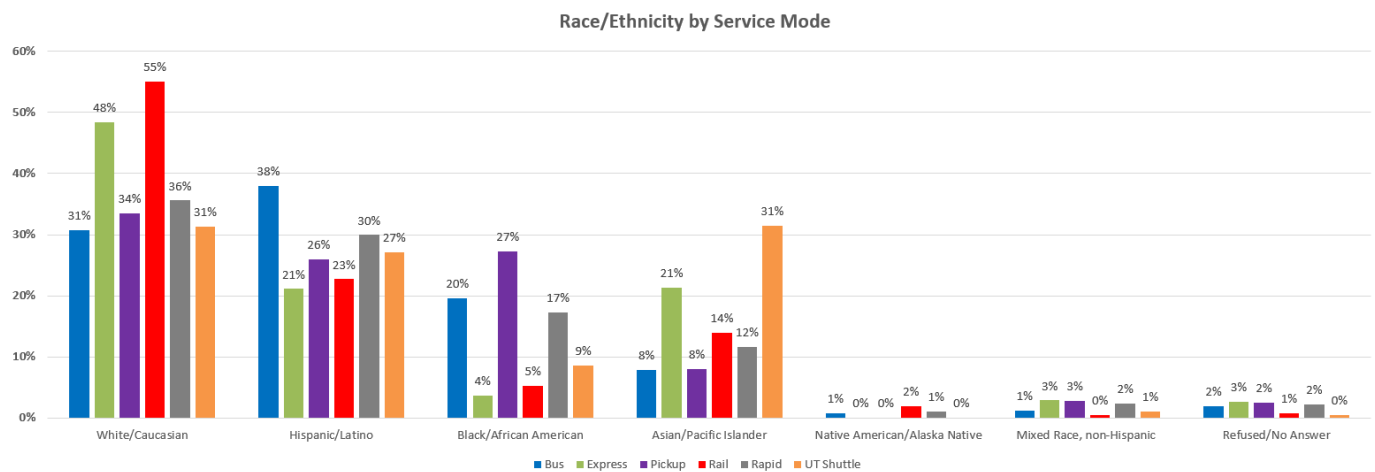


Table 17. Income by Race & Ethnicity

Race/Ethnicity	\$0-\$23,000	\$23,001 - \$38,000	\$38,001 - \$51,000	\$51,001 - \$76,000	\$76,001 - \$100,000	\$100,001 or More	Refused/No Answer	Grand Total
Asian/Pacific Islander	38.0%	15.8%	6.8%	8.7%	7.4%	6.8%	16.5%	100%
Black/African American	45.2%	19.0%	11.2%	7.2%	2.4%	1.3%	13.7%	100%
Hispanic/Latino	40.0%	22.4%	11.9%	7.6%	2.7%	1.7%	13.8%	100%
Mixed Race, non-Hispanic	36.5%	18.5%	15.3%	11.0%	4.2%	3.9%	10.6%	100%
Native American/Alaska Native	45.8%	12.9%	19.9%	6.2%	5.7%	0.0%	9.5%	100%
Refused/No Answer	36.8%	15.9%	9.6%	7.8%	4.5%	1.4%	24.1%	100%
White/Caucasian	36.1%	16.0%	11.0%	10.8%	6.4%	6.7%	13.0%	100%

Table 17. Income by Race & Ethnicity provides a representation of CapMetro ridership cross-tabulated using race/ethnicity and income information. 36% of CapMetro riders are Hispanic/Latino and about 66% of Hispanic/Latino riders make less than \$38,000 per year.

Figure 22. Transit Dependency (based on access to a household vehicle)

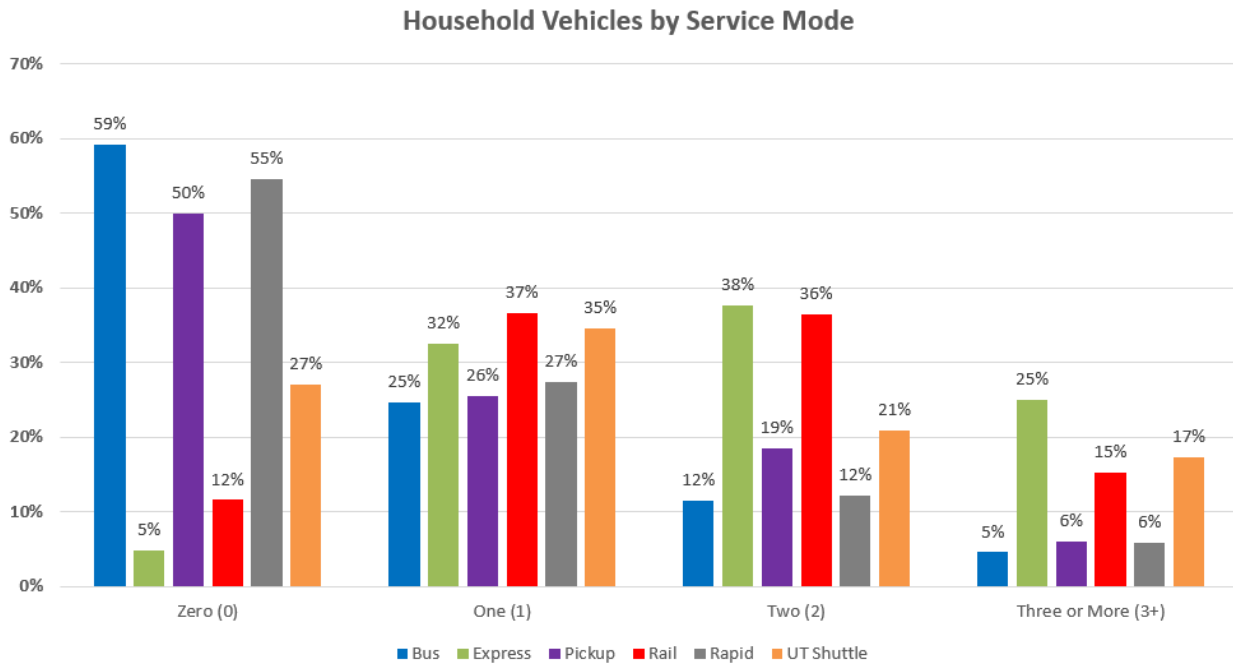


Figure 23. Option to Use Household Vehicle by Service Mode

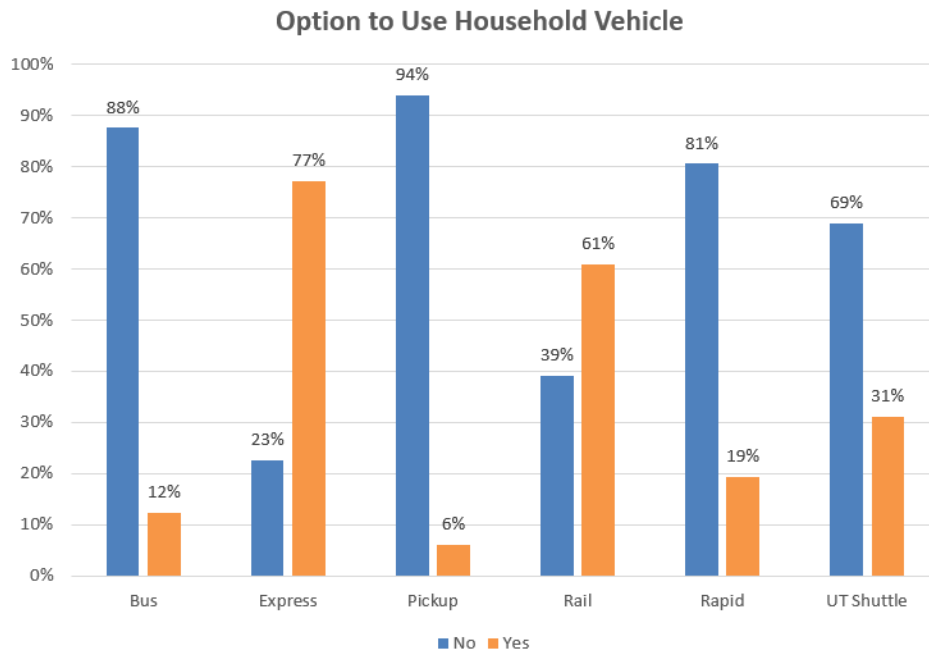
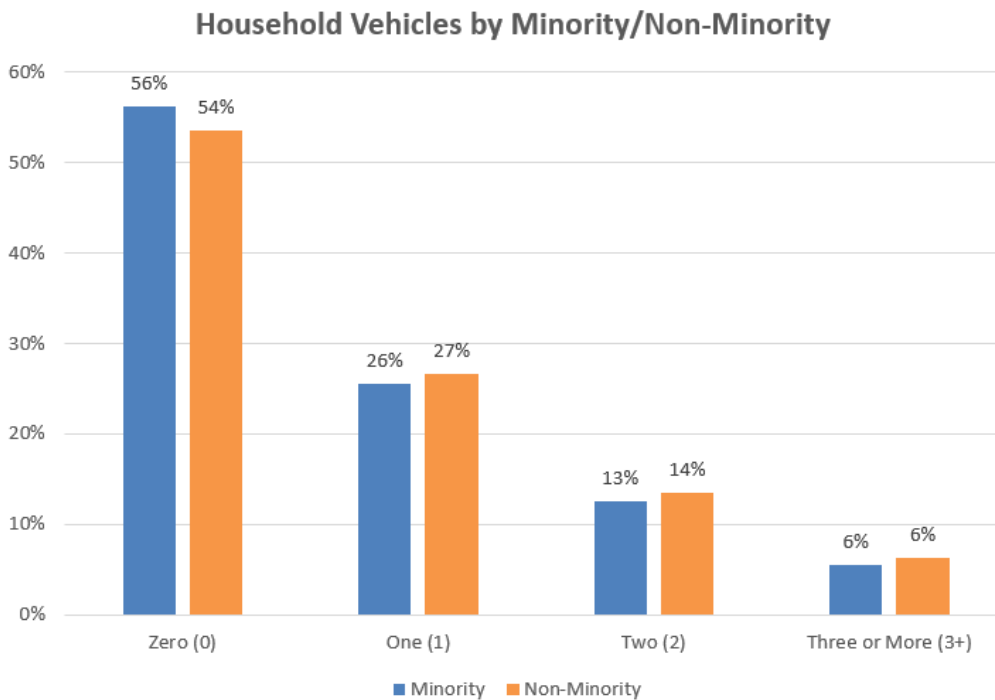


Figure 24. Household Vehicle by Minority/Non-Minority



Figures 22-24 provide information on transit dependency. Transit dependent riders are individuals who have no access to a vehicle outside of CapMetro to take a trip. Choice riders are riders who have other alternatives to make their trip. For the CapMetro system, 85% of riders are transit dependent whereas only 15% of riders have the option to use a household vehicle.

While the majority of those riding the local Bus and Rapid routes do not have a working vehicle available in their household, most CapMetro Rail and Express riders have at least one working vehicle in their household. 77% of Express riders and 61% of Rail riders chose to use the Express or Rail service when they could have used a personal vehicle. This contrasts with riders of the local Bus, Rapid, Pickup, and UT Shuttle services who have limited ability to use a personal vehicle for their daily travels (Figure 23).

Figure 24. Household Vehicle by Minority/Non-Minority shows minority and non-minority riders have a similar transit dependency based on ownership of vehicles. Minority is being defined as any rider who identified as being non-White/Caucasian.

Figure 25. Mobile App usage by Minority/Non-Minority

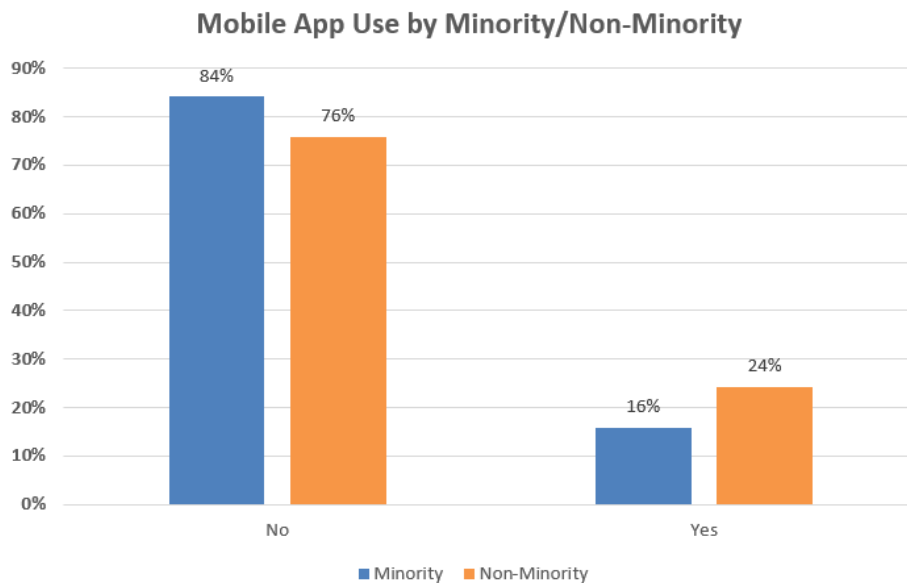


Figure 25. Mobile App usage by Minority/Non-Minority shows that a slightly higher percentage of non-minority riders use the CapMetro mobile app to purchase their fare, however the majority of riders do not use the mobile app.

C. EVALUATION OF SERVICE AND FARE CHANGES

This section provides information on CapMetro's policies regarding service and fare changes. The applicable Board-approved resolution is available in Appendix A.

C-1. Service And Fare Equity Analysis (SAFE) Policies

This section addresses CapMetro's proposed updates to its Title VI Policy, which can be found in the attachment titled "**2024 Title VI Policy Update**".

On May 20, 2024, CapMetro Board approved revised SAFE policies which is being submitted to the FTA as part of this Title VI Program Update Report. The highlights of changes are as follows:

- Changes to major service change policy include:
 - Clarify that, where feasible, demographic analysis should be based on current on-board survey data (which is collected every 5 years as required by the FTA) rather than Census data, and;
 - Update the policy to include the service area average as the baseline for determining potential adverse impacts (see Appendix A for examples).

By updating and clarifying CapMetro's methodology, CapMetro can more clearly understand potential negative impacts on minority and low-income populations and, in so doing, make better and more informed decisions in how CapMetro provides service.

No.	Section Heading
1.0	<p><u>Purpose</u></p> <p>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.</p>
2.0	<p><u>Persons Affected</u></p> <p>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.</p>
3.0	<p><u>Major Service Change, Disparate Impact, and Disproportionate Burden Policy and Procedure</u></p> <p><u>Major Service Change Policy</u></p> <p>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.</p> <p>CapMetro will conduct a Title VI Service Equity Analysis whenever there is a Major Service Change, as defined below.</p> <p><i>A Major Service Change is defined as the following:</i></p> <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.

	<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>
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	<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> <ol 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> <ol 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> <ol 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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	<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> <ol 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> <ol 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> <ol 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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	<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><i>DISPARATE IMPACT MITIGATIONS</i> 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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	<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><i>DISPROPORTIONATE BURDEN MITIGATIONS</i> 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>
4.0	<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>

	<p><u>Disproportionate Burden:</u> 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><u>Emergency Service Adjustment:</u> 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><u>Environmental Justice:</u> 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><u>Equity Analysis:</u> 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><u>Fare Change:</u> 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><u>Fixed-Route:</u> Refers to public transportation service provided in vehicles operated along pre-determined routes according to a fixed schedule.</p> <p><u>Low-Income population:</u> 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><u>Minority Persons:</u> 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><u>Minority Population:</u> 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><u>Service Adjustment:</u> 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><u>Title VI:</u> 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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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 style="background-color: #e0e0e0;"> <th colspan="4" style="text-align: center;">REVISION HISTORY TABLE</th> </tr> <tr style="background-color: #e0e0e0;"> <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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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.										

C-2. Public Outreach for the Title VI Policies

CapMetro conducted public outreach as required by the FTA Circular. Six meetings were held from February 9th through April 10th throughout the service area during day and evening hours. Presentations were in English and Spanish. For the virtual public presentations closed captioning was also available.

- Engagement/feedback dates: 2/15 - 3/15
 - Webpage and public comment box
 - Signage in English and Spanish notifying riders at bus stops
 - Outreach events hosted at bus stops
 - Metro alerts sent out to community based on the routes utilized by the highest percentage of low-income and minority riders via text message regarding the proposed service changes and feedback opportunities in both English and Spanish.
- DEI Advisory Committee Meeting: 2/29
- Virtual Public Meeting: 2/29 at 6pm
 - Zoom Meeting
- CAC Advisory Committee Meeting: 3/7
- CSAC Advisory Committee Meeting: 3/17
- Public Hearing: 4/10 at 12PM
 - Location: CapMetro Headquarters
Rosa Parks Boardroom at 2910 E. 5th Street
 - Virtual options were also offered to attend the hearing and submit written feedback

C-3. Processes for Conducting Equity Analyses

Chapter IV of the Title VI Circular 4702.1B talks about the requirements for all transit providers that operate 50 or more fixed route vehicles in peak service and are located in an urbanized area of 200,000 or more in population to prepare and submit service and fare equity analyses. CapMetro falls in this category and is required to evaluate the impacts that would result from a major service change or any fare changes, to ensure that minority populations are not disparately impacted from these changes.

CapMetro is also required to conduct such an analysis on the impacts to low-income populations. Low-income populations are not a protected class under Title VI. However, as mentioned in the circular, recognizing the inherent overlap of environmental justice principles in this area, and because it is important to evaluate the impacts of service and fare changes on passengers who are transit-dependent, 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.

CapMetro has adopted a Major Service Change policy as well as Disparate Impact and Disproportionate Burden policies which are identified at the beginning of this section. All service changes that meet CapMetro's threshold of a major service change as well as any fare changes that are proposed are required for conducting an impact analysis to determine whether a disparate impact toward minorities or a disproportionate burden toward low-income populations will

occur. CapMetro also defines its policies for what constitutes a disparate impact and a disproportionate burden in this section.

The following evaluation focuses on those changes where services will be either realigned, eliminated, or added. Our evaluation:

- Assesses the effects of the proposed changes on minority and low-income populations.
- Assesses the alternatives available for people affected by these changes.
- Determines which, if any of the proposals would have a disproportionately high effect on minority and low-income riders.
- Describes the actions CapMetro will take to minimize, mitigate or offset any adverse effect of these changes on minority and low-income riders.

Low-income is considered as 125% of the federal poverty level. CapMetro has identified household incomes less than \$29,999 as low-income. The threshold for this is set at 18% which is the reported percentage of Low-Income households for Travis County (of which over 95% of CapMetro's Service Area encompasses).

CapMetro combines information from Census Tract and Automatic Passenger Counter bus stop level data to evaluate impacts on routes that receive major service changes. To determine disproportionate impacts to populations within the CapMetro service area, minority and low-income populations are quantified by route for all impacted census tracts. For the analysis, CapMetro used 2010 Census for Minority identification and 2015 American Community Survey for Income.

The thresholds that are used in the equity analysis for CapMetro population demographics are 33% for minority population (which is changed to 50% in recent policy update) and 18% for low income population. When the percentages for impacted minority populations were higher than the threshold, impacts were considered disparate. When the percentages for impacted low-income populations were higher than the threshold, impacts were considered as a disproportionate burden on transit dependent low-income populations. CapMetro then has identified the actions and/or alternatives to minimize, mitigate or offset any adverse effect of these changes on minority and low-income riders.

The fare equity analysis examined the impact of the proposed fare changes on minority and low-income riders and whether that impact is of a disproportionate nature to the impact on the ridership as a whole. According to 2015 Origin & Destination Survey, CapMetro ridership demographics are 61% minority and 43% low-income. The analysis looked at the alternatives available for those affected by the increases and the attempts to minimize, mitigate or avoid any impacts to the protected classes and low-income. The document described CapMetro's efforts to engage the public in its decision-making process regarding the proposed fare changes. Equity analyses were conducted during the planning process and were submitted to the board for approval.

C-4. Summary of Equity Analyses for Service and Fare Changes and Facilities and Board Approved Resolutions 2021-2023

Since the last triennial update of the Title VI Program, there were two fare change equity analyses and two service change equity analyses completed. The two service changes met the adopted threshold of being considered a “major service change,” which requires a minimum of 25% service change of revenue hours or miles of any route, or a service elimination, or a service addition, and an equity analysis conducted for a facility. All other service changes were considered minor and a Title VI equity analysis was not required.

All equity analyses examined the impact of the proposed service or fare changes on minority and low-income riders and whether that impact had a disparate impact and/or disproportionate burden for the ridership as a whole. It looked at the alternatives available for those affected by the service or fare changes and attempted to avoid, minimize, or mitigate any impacts to the protected classes and low-income population. Finally, the analyses describe CapMetro’s efforts to engage the public in its decision-making process regarding the proposed service or fare changes.

CapMetro used the guidelines of Circular 4702.1B for these equity analyses. Changes were analyzed according to adopted policies and thresholds for disparate impact and disproportionate burden in order to comply with federal guidelines. The list of all equity analyses conducted during the last three years is provided below with summary of changes, mitigations if needed, timeframes, and boards approval dates.

FARE EQUITY ANALYSES

1. Amp Fare Equity Analysis

CapMetro undertook a Fare structure study to prepare for the launch of its new customer payment system, Amp, and to develop a fare strategy to guide CapMetro as it builds out its high-capacity transit plan, Project Connect. The proposed changes include the implementation of the new Amp customer payment system that enables customers to use a smartphone or a smart card to pay their fare. The system introduces new opportunities for CapMetro to restructure fares to promote equity by leveraging the fare capping capabilities of the new Amp customer payment system and introducing a new low-income discount category (“Equifare”) that provides a 15-20% discount on the standard CapMetro fare for customers in households at or below 200% of the federal poverty guidelines.

The Average Fare Analysis and Retail Access Analysis conducted as part of the Fare Analysis did not find that the proposed fare changes would result in a disparate impact on minority customers or a disproportionate burden on low-income customers. Given such, no mitigations were needed to proceed with the implementation of the proposed fare changes and the new Amp customer payment system.

The Board resolution approving the equity analysis follows and a copy of the fare equity analysis is attached hereto as **Appendix E**.

Board of Directors Item #: AI-2022-481 Agenda Date: 7/25/2022

SUBJECT:
Approval of a resolution adopting revisions to the CapMetro Fare Policy.

FISCAL IMPACT:
Refer to executive summary for clarification.

STRATEGIC PLAN:
Strategic Goal Alignment:
 1. Customer 2. Community
 3. Workforce 4. Organizational Effectiveness

Strategic Objectives:
 1.1 Safe & Reliable Service 1.2 High Quality Customer Experience 1.3 Accessible System
 2.1 Support Sustainable Regional Growth 2.2 Become a Carbon Neutral Agency
 2.3 Responsive to Community and Customer Needs 2.4 Regional Leader in Transit Planning
 3.1 Diversity of Staff 3.2 Employer of Choice 3.3 Expand Highly Skilled Workforce
 4.1 Fiscally Responsible and Transparent 4.2 Culture of Safety 4.3 State of Good Repair

EXPLANATION OF STRATEGIC ALIGNMENT: The policies adopted by the Board of Directors provide strategic direction to the President & CEO and the Authority with regard to policy matters within the purview of the Board. The Fare Policy ensures fair and equitable fares are charged for all public transportation services operated by the Authority and that the Authority produces revenue together with tax revenue sufficient to pay expenses necessary to operate and maintain the transit system.

BUSINESS CASE: This update to the Fare Policy furthers the objective of establishing equitable fares by adding the Equifare Program which offers discounted fares for low income-eligible customers, and a fare capping structure to increase the affordability of fares by capping the amount that a customer pays on a daily or monthly basis at the equivalent day or month pass price.

COMMITTEE RECOMMENDATION: This item will be presented to the full board on July 25, 2022.

EXECUTIVE SUMMARY: Section 8.6 of the Bylaws of the CapMetro Board of Directors requires the continuous review and update of all policies adopted by the Board over a five-year period, beginning in 2018. The Fare Policy was adopted by the Board on December 8, 2010, to ensure the Authority's financial sustainability. Staff reviewed the Fare Policy in conjunction with the fare strategy review conducted over the past several months with the goal of making fares more equitable for our community. Staff recommends the following substantive changes to the Fare Policy: (1) addition of the Equifare Program which offers discounted fares for low income-eligible customers; (2) addition of a fare capping structure to increase affordability of fares by capping the amount that a customer pays on a daily or monthly basis at the equivalent day or monthly pass; (3) defining the scope of the policy to apply to all transit fares established by CapMetro; (4) adding reference to CapMetro's enabling statute, Transportation Code Section 451.061(a), which requires the establishment of sufficient fare revenues to meet statutory obligations. Additional changes were made to update the structure, standardize the language, and align with current and best practices.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: [Click or tap here to enter text.](#)

RESPONSIBLE DEPARTMENT: Legal and Finance

**RESOLUTION
OF THE
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS**

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2022-481


WHEREAS, Section 9.6 of the Bylaws of the CapMetro Board of Directors requires review of all Board policies at least every five years.

WHEREAS, the Fare Policy was adopted by the Board in December 2010.

WHEREAS, Staff reviewed the Fare Policy in conjunction with the fare strategy review with the goal of making fares more equitable for our community.

WHEREAS, Staff recommends revisions to the Fare Policy to add the Equifare Program, a fare capping structure, and other changes set forth in the attached redlined and clean versions.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the attached proposed revisions to the Fare Policy are hereby adopted to supersede and replace the Fare Policy adopted in December 2010.

 E-SIGNED by Leslie Pool
on 2022-07-28 22:13:30 GMT

July 28, 2022

Date: _____

**Secretary of the Board
Leslie Pool**

2. Unhoused Community Transit Pass Fare Equity Analysis

CapMetro conducted a fare equity analysis to determine the impacts of proposed fare changes to provide no cost fares for unhoused or housing-insecure riders. Specifically, CapMetro intended to launch a chip-enabled fare card that is at no-cost to persons registered in the HMIS for use on all CapMetro Local Bus, Rapid Bus, Pickup service, and ADA paratransit services. The fare card would be linked to the customers' HMIS profile and would be valid for 2 years. The fare equity analysis found that no equity concerns. While the changes associated with the new transit pass resulted in a significant reduction to some riders, the systemwide changes resulted in less than a 0.2 percent difference between minority and non-minority customers and a 0.8 percent difference between low-income and non-low-income customers, which was within the 2% policy threshold. In fact, the proposed fare change is expected to benefit minority customers and low-income customers to a greater degree than non-minority and non-low-income customers. No mitigations were recommended to proceed with the implementation of the proposed fare changes.

A copy of the Board resolution approving the equity analysis follows and a copy of the equity analysis is attached as **Appendix F**.

Board of Directors

Item #: AI-2023-1019

Agenda Date: 12/18/2023

SUBJECT:

Approval of a resolution adopting amendments to CapMetro’s Fare Policy and Fare Structure to provide a no-cost, two-year transit pass for eligible unhoused or housing insecure customers for use on CapMetro local and Rapid bus, Pickup by CapMetro, and CapMetro Access services, approving the related Title VI Fare Equity Analysis, and authorizing the President & CEO, or her designee, to implement the fare change.

FISCAL IMPACT:

Refer to executive summary for clarification.

STRATEGIC PLAN:

Strategic Goal Alignment:

- 1. Customer 2. Community
- 3. Workforce 4. Organizational Effectiveness

Strategic Objectives:

- 1.1 Safe & Reliable Service 1.2 High Quality Customer Experience 1.3 Accessible System
- 2.1 Support Sustainable Regional Growth 2.2 Become a Carbon Neutral Agency
- 2.3 Responsive to Community and Customer Needs 2.4 Regional Leader in Transit Planning
- 3.1 Diversity of Staff 3.2 Employer of Choice 3.3 Expand Highly Skilled Workforce
- 4.1 Fiscally Responsible and Transparent 4.2 Culture of Safety 4.3 State of Good Repair

EXPLANATION OF STRATEGIC ALIGNMENT: An affordable, reliable transit pass for our unhoused and housing insecure community supports the development of future customers, increases ridership, and provides convenient and accessible transit options for the unhoused and housing insecure community. This new fare pass was developed in response to clear communication from customers and community members regarding the need to reduce barriers for people to access transit, to increase economic mobility, stability, and more.

BUSINESS CASE: This new fare type is proposed to be offered on a permanent basis by CapMetro to qualified individuals who may not otherwise participate in CapMetro’s existing fare structure. The pass has specific qualifications and requirements, as well as reporting and data collection opportunities that set CapMetro up for a higher chance of receiving grant funding to support this work.

COMMITTEE RECOMMENDATION: This item will be presented to the full board on December 18, 2023.

EXECUTIVE SUMMARY: In 2022, CapMetro Board and staff, The Transit Empowerment Fund (TEF) Board and staff, community members, and numerous local social service providers identified challenges to the existing TEF program framework that created burdens for social service providers and unintentionally restricted access to CapMetro's system for those who need it most. In an effort to increase mobility options for those who experience housing insecurity or homelessness, CapMetro has developed a new transit pass for unhoused community members who are registered and receiving services as part of the Homeless Management Information Systems (HMIS). The HMIS ties service providers with community members experiencing some form of housing insecurity or homelessness. This fare was developed after a year-long comprehensive and coordinated community engagement effort to ensure the solution met the needs of the unhoused as well as partner agencies that would be helping distribute the pass.

CapMetro launched a six-month pilot project offering a no-cost, two-year transit pass for use on all CapMetro local and Rapid bus, Pickup by CapMetro, and CapMetro Access services, to eligible customers who are (i) unhoused or experiencing housing insecurity within the CapMetro service area, and registered in the Homelessness Information Management System (HMIS). The six-month pilot of the transit pass has been a great success and has received many requests from the community to continue offering the fully-subsidized pass to eligible unhoused or housing insecure customers. If approved by the Board, CapMetro staff will present an update on implementation in June 2024, including volume of customers engaged, community partners involved, and more.

In accordance with Title VI of the Civil Rights Act of 1964, FTA Title VI Circular 4702.1B, and CapMetro policy, a Title VI Equity Analysis has been performed for the proposed fare change to assess whether the implementation of a no-cost, two-year transit pass for eligible unhoused and housing insecure customers has a disparate impact on minority populations or a disproportionate burden on low-income individuals. The analysis concludes this fare change does not have a disparate impact on minority populations or a disproportionate burden on low-income individuals. On the contrary, the proposed fare change is expected to benefit minority customers to a greater degree than non-minority customers and is expected to benefit low-income customers to a greater degree than non-low-income customers.

This proposed fare change aligns with the goal and objectives set forth in CapMetro's Fare Policy. The goal of the Fare Policy is to support CapMetro's overall strategic mission to provide quality public transportation choices for our community that meet the needs of our growing region. Specific objectives of the Fare Policy that are served by this proposed fare change are (1) establish equitable fares, and (2) enhance mobility and access.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply.

RESPONSIBLE DEPARTMENT: Executive Department

**RESOLUTION
OF THE
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS**

STATE OF TEXAS
COUNTY OF TRAVIS

AI-2023-1019

WHEREAS, pursuant to the Texas Transportation Code Section 451.061(D), the Capital Metropolitan Transportation Authority is required to impose reasonable and nondiscriminatory fares, tolls, charges, rents and other compensation for the use of the transit authority system sufficient to produce revenue, together with the tax revenue received by the authority, in an amount adequate to pay all expenses necessary to operate and maintain the transit authority system; and

WHEREAS, the CapMetro Board of Directors endeavors to accomplish the objectives of the Board-adopted Fare Policy; and

WHEREAS, the CapMetro Board of Directors desires to provide an affordable, reliable transit pass for the unhoused and housing insecure community to support the development of future customers, increase ridership, and provide convenient and accessible transit options for the unhoused and housing insecure community within the CapMetro service area.

WHEREAS, the CapMetro Board of Directors has sought input from the public at a public hearing as required by the Fare Policy; and

WHEREAS, CapMetro has conducted a Fare Equity Analysis for the proposed fare change as is required by FTA Title VI Circular 4702.1B and finds no disparate impact or disproportionate burden on minority and low-income populations.

NOW, THEREFORE, BE IT RESOLVED that the CapMetro Board of Directors approves the Title VI Fare Equity Analysis finding that the proposed fare change has no disparate impact on minority populations and no disproportionate burden on low-income populations.

NOW, THEREFORE, BE IT FURTHER RESOLVED that the CapMetro Board of Directors hereby adopts amendments to CapMetro's Fare Policy and Fare Structure in the form attached hereto, to provide a no-cost,

two-year transit pass for eligible unhoused or housing insecure customers for use on use on CapMetro local and Rapid bus, Pickup by CapMetro, and CapMetro Access services, and authorizes the President & CEO, or her designee, to implement the fare change.

E-SIGNED by Becki Ross
on 2024-01-10 19:49:32 GMT

January 10, 2024
Date: _____

Secretary of the Board
Becki Ross

SERVICE EQUITY ANALYSIS

During the 2021-2023 reporting period, two major service changes were completed. A major service change occurred in September of 2021 in response to COVID-19 pandemic conditions. The second major service change was approved in October 2023 for implementation in January 2024. Both of these analyses are detailed below.

1. September 2021 Service Equity Analysis

CapMetro's persistent staff shortage in the fall of 2021 was affecting the quality of service. On September 19, 2021, CapMetro implemented a service change to adjust the level of service to better match available labor. These changes impacted all 15 high-frequency routes, two local routes, and late-night E-Bus service. Changes included the following: **Frequency Reduction for High Frequency Network:** Previously, CapMetro had implemented the 10-12 minute frequencies before COVID vaccines were readily available and before new air filtration systems were installed on our vehicles. More frequent service ensured customers and operators had enough space between each other. With the September changes, those routes returned to their regular 15-minute service; **Routes 18, 217, & 335** changed from 15-minute frequency to frequency to 30-minutes on weekdays and multiple routes went to every 30-minutes on weekends; **Suspension of E-Bus Service:** E-Bus service was suspended for the fall semester but was supplemented by Night Owl routes.

In November of 2021, a service equity analysis was completed on changes made in response to the COVID-19 pandemic under emergency conditions earlier that year. No disparate impact was identified. A disproportionate burden was identified for the commuter bus service changes. The disproportionate burden impacts were minimized through an intentional approach to reducing service and the availability of alternatives. No disparate impacts or disproportionate burdens were identified.


This service change was an emergency service cut made during the COVID-19 pandemic. Pursuant to FTA guidance, transit agencies were not required to get board approval prior to implementing service cuts during COVID-19. Nonetheless, CapMetro notified the Board in a public meeting and a copy of the memo that was sent to the Board on November 15, 2021, that details the equity analysis and results is attached as **Appendix G**.

2. January 2024 Service Change Equity Analysis

The following is a high-level summary of the approved major service changes for January 2024. The proposed service change included permanent service suspension on Express routes 981 and 987, and E-Bus, and daily service frequency reductions on Routes 18, 217, & 335. These routes consistently had the lowest average daily ridership and lowest performance when compared to other High-Frequency Routes. The service change aimed to efficiently use CapMetro's resources by discontinuing service suspensions on Express routes 981 and 987, as well as the E-Bus service. These adjustments reflected a strategic reallocation of resources to ensure reliable service provision while

considering constraints such as operator availability and vehicle resources. No disparate impacts or disproportionate burdens were identified.

A copy of the board resolution approving the equity analysis follows and a copy of the equity analysis is attached as **Appendix H**.



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors	Item #: AI-2023-918	Agenda Date: 10/23/2023
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SUBJECT:
Approval of a resolution authorizing the President & CEO, or her designee, to implement the January 2024 Service Changes.

FISCAL IMPACT:
Funding for this action is available in the FY2024 Operating Budget.

STRATEGIC PLAN:
Strategic Goal Alignment:
 1. Customer 2. Community
 3. Workforce 4. Organizational Effectiveness

Strategic Objectives:
 1.1 Safe & Reliable Service 1.2 High Quality Customer Experience 1.3 Accessible System
 2.1 Support Sustainable Regional Growth 2.2 Become a Carbon Neutral Agency
 2.3 Responsive to Community and Customer Needs 2.4 Regional Leader in Transit Planning
 3.1 Diversity of Staff 3.2 Employer of Choice 3.3 Expand Highly Skilled Workforce
 4.1 Fiscally Responsible and Transparent 4.2 Culture of Safety 4.3 State of Good Repair

EXPLANATION OF STRATEGIC ALIGNMENT: Service changes are in accordance with CapMetro’s Service Standards and Guidelines as adopted by the Board in June 2023. The proposed January 2024 service changes are designed to meet Initiative 10: Bus Service Improvements in CapMetro’s Strategic Plan -- 10.1 Conduct ongoing service planning to improve reliability and service quality.

BUSINESS CASE: These changes are intended to formalize service levels as they have been operating for the last 2 years. Discontinuing service and operating reduced frequency is a necessary step to efficiently distribute limited resources to provide reliable service for our customers overall.

COMMITTEE RECOMMENDATION: This agenda item was presented at the Operations, Planning and Safety Committee meeting on September 13, 2023, and at a public hearing on October 11, 2023. In addition, this agenda item will be present to the full board on Monday, October 23, 2023.

Capital Metropolitan Transportation Authority	Page 1 of 3	Printed on 11/1/2023 powered by Legistar™
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EXECUTIVE SUMMARY: The January 2024 service changes make permanent the status of services as they are operating today and adds new service where possible.

Staff recommends the following changes for approval at the October board meeting:

- New Dove Springs Pickup Zone - An additional Pickup zone in Dove Springs is proposed to connect southeast Austin residents to frequent service, key destinations and the upcoming CapMetro Rapid Pleasant Valley Line.
- Removal of Express Routes 981, 987 and E-Bus Routes - Service has been suspended on these routes since 2020. We would discontinue these routes to save resources; alternative routes are available in these areas.
- Reclassification of Routes 18, 217, & 335 - Continue to operate these routes at a 30-minute frequency, instead of reinstating 15-minute service. There would be no change to existing service, these routes would be removed from the High Frequency Network due to low ridership.
- Minor Schedule Adjustments - Select Bus & Rail routes may receive minor adjustments to their schedules to improve on-time performance and reliability.

In accordance with FTA Circular 4702.1B and CapMetro's Title VI Policies, CapMetro completed Title VI service equity analyses for the proposed route changes that meet our definition of "Major Service Change" to determine whether the proposed changes will result in a disparate impact or disproportionate burden on minority populations or low-income populations, respectively. The service equity analysis for the proposed changes to Routes 18, 217, 335 and E-bus routes was completed in August 2023. This analysis revealed no disparate impact borne by minority populations or disproportionate burden borne by low-income populations. The service equity analysis for the proposed elimination of Routes 981 and 987 was completed in November 2021. This analysis revealed no disparate impact borne by minority populations, and a disproportionate burden borne by low-income populations. The disproportionate effect on low-income populations is mitigated by the existence of similar express and rail service.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply.

RESPONSIBLE DEPARTMENT: Planning and Development

**RESOLUTION
OF THE
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS**

STATE OF TEXAS
COUNTY OF TRAVIS

AI-2023-918

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and CapMetro management desire to efficiently distribute limited resources to provide reliable service for our customers; and

WHEREAS, the process for restoring suspended service has proven to be unpredictable given limited resources resulting in an indefinite suspension; and

WHEREAS, CapMetro desires to be transparent with its customers and needs to clearly communicate the status of these services; and

WHEREAS, the proposed changes meet the major service change threshold set forth in CapMetro's Title VI Policy, and thus service equity analyses were conducted in November 2021 and August 2023, as required by the Federal Transit Administration's Title VI Circular 4702.1B; and

WHEREAS, the service equity analyses found no disparate impact to minority populations, and the finding of a disproportionate burden on low-income populations for Routes 981 & 987 is mitigated by similar express and rail service; and

WHEREAS, a public hearing was held on October 11th; and

WHEREAS, CapMetro has the resources for a new Dove Springs Pickup zone, which is included in the Project Connect program of projects.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, or her designee, is authorized to implement January 2024 Service Changes described in the attached document beginning Sunday, January 14, 2024.

E-SIGNED by Becki Ross
on 2023-11-02 10:38:13 GMT

Date: November 02, 2023

Secretary of the Board
Becki Ross

D. MONITORING OF TRANSIT SERVICE

Introduction

Federal Transit Administration (FTA) Circular 4702.1B requires providers of public transportation that operate 50 or more fixed route vehicles in peak service and are located in a UZA of 200,000 or more to monitor the performance of their transit system relative to their system-wide service standards and policies at least once every three years. CapMetro meets this threshold and monitors its service every three years.

The FTA service monitoring program requires transit agencies to monitor the performance of minority routes compared to non-minority routes against their service standards. The FTA requires agencies to monitor:

1. Vehicle Load standard.
2. Vehicle Frequency standard.
3. On-Time Performance standard.
4. Service Availability standard.
5. Vehicle Assignment policy.
6. Transit Amenities policy.

Capital Metro's service monitoring process has two steps:

1. Determine minority routes.
2. Assess the performance of each selected route compared to the board approved Service Standards and Guidelines.
3. Determine if there are any disparate impacts.

Classification of Routes

The first step was to classify routes as minority and non-minority. The guidance from the FTA Circular 4702.1b regarding the definition of a minority transit route is as follows:

"A minority transit route is one in which at least one-third of the revenue miles are located in a Census block, Census block group, or traffic analysis zone where the percentage minority population exceeds the percentage minority population in the service area. Transit providers may supplement this with ridership data and adjust route designations accordingly. For example, a commuter bus that picks up passengers in generally non-minority areas and then travels through predominantly minority neighborhoods but does not pick up passengers who live closer to downtown might be more appropriately classified as a non-minority route, even if one-third of the route mileage is located in predominantly minority Census blocks or block groups. On the other hand, a light rail line may carry predominantly minority passengers to an area where employment centers and other activities are located, but the minority population in the surrounding Census blocks or block groups does not meet or exceed the area average. This route may be more appropriately classified as a minority transit route. Transit providers should ensure they have adequate ridership data before making these determinations and include that data in their analyses" (FTA Circular 4702.1b, IV-10)

Due to rapidly changing neighborhoods and demographics in Austin, CapMetro utilized statistically significant onboard survey data to identify minority routes. Minority routes were defined as a route with minority ridership greater than the average minority population in

CapMetro’s service area, which is **51.39%**. The service area average was calculated using ACS 2022 data.

Using this methodology, 59 of CapMetro’s 71 routes¹ are classified as minority routes. CapMetro chose to monitor all of its routes, as this provides a greater level of precision by avoiding “luck of the draw” issues if a random sample is used. Luck of the draw means that if well-performing routes are selected the results will be more positive; if poor-performing routes are selected, the results will be more negative. A list of all routes and their minority classification can be found at the end of this report.

The following sections assess the performance of minority routes to non-minority routes using CapMetro’s Board-approved [Service Guidelines and Standards](#) (adopted June 2023). All analyses used September 2023 data.

Vehicle Load

Vehicle Load Standards

A route exceeds CapMetro’s Vehicle Load standards when the average capacity exceeds the number of people in the table below, or when standing loads last for 20 minutes or more on a trip.

Table 18: Vehicle Load Standards

Service Type		Peak Max Load	
High Capacity	Commuter Rail	212 people	
	MetroRapid	60’ bus	110 people
		40’ bus	80 people
Frequent	60’ bus	110 people	
	40’ bus	80 people	
Local	40’ bus	80 people	
	35’ bus	60 people	
Limited and Community	40’ bus	80 people	
	35’ bus	60 people	
	Over the Road Coach	57 people	

Routes 152 and 50 are Round Rock routes and CapMetro is not responsible for their Title VI processes since Round Rock is a direct recipient. Routes 214 and 990 are operated by CARTS, and consistent data is not provided for those routes.

Vehicle Load Analysis

An analysis of September 2023 passenger load data showed that:

- Neither minority nor non-minority routes exceed the service standard.
- There are more trips that exceed vehicle load on minority routes in general because there are more minority routes.
- Overcrowding has been very limited across CapMetro’s system.

There was no disparate impact in any service type or cumulatively.

The following tables detail the percentage of trips over the vehicle load limit and the percentage of trips over seated capacity for more than 20 minutes in September 2023, disaggregated by service type.

Table 19: Percent of Trips Over Load Limit

Service Type	Minority Status	Total Operated Trips	Percent Trips with Passenger Loads Over Limit	Difference	Result
High Capacity (Rail)	Non-Minority Route	1097	0.09%	NA	No Disparate Impact
High Capacity (Rapid)	Minority Route	9870	0.00%	NA	No Disparate Impact
Frequent	Minority Route	34481	0.01%	NA	No Disparate Impact
Local	Minority Route	42331	0.01%	0.01%	No Disparate Impact
	Non-Minority Route	2248	0.00%		
Limited	Minority Route	1867	0.00%	-0.45%	No Disparate Impact
	Non-Minority Route	895	0.45%		
Community	Minority Route	19704	0.07%	0.07%	No Disparate Impact
	Non-Minority Route	3502	0.00%		

Table 20: Percent of Trips Over Seated Capacity for More than 20 Minutes

Service Type	Minority Status	Total Operated Trips	Percent Trips Over Seat Capacity for 20 minutes or more	Difference	Result
High Capacity (Rail)	Non-Minority Route	1097	0.18%	NA	No Disparate Impact
High Capacity (Rapid)	Minority Route	9870	0.99%	NA	No Disparate Impact
Frequent	Minority Route	34481	0.38%	NA	No Disparate Impact
Local	Minority Route	42331	0.05%	0.05%	No Disparate Impact
	Non-Minority Route	2248	0.00%		
Limited	Minority Route	1867	0.00%	-0.45%	No Disparate Impact
	Non-Minority Route	895	0.45%		
Community	Minority Route	19704	0.05%	0.05%	No Disparate Impact
	Non-Minority Route	3502	0.00%		

Vehicle Frequency

Vehicle Frequency Standards

Frequency describes how often the bus comes. Frequencies should be matched to the needs of the community; more service will be provided where there is a high number of transit customers (i.e., ridership) and less service where there is a lower number of transit customers to use resources efficiently. As the frequency of a route decreases it becomes more difficult for a customer to plan around, so all CapMetro fixed route services maintain at least a 60-minute frequency. The frequencies listed below are typical levels for each service type.

Vehicle Frequency Analysis

The analysis for vehicle frequency utilized September 2023 data and averaged the actual headways within each service type, day, and time category specified by the service standards (Early AM, AM Peak, Midday, PM Peak, and Night). Once the averages for each day and time category had been calculated, staff compared minority and non-minority routes within each service type using the percentage of adherence to the standard. For example, if the standard frequency was 10 minutes on Route A, and Route A actually operated every 11.2 minutes, Route A would be operating at 112% of the standard.

CapMetro service differed slightly from the standards as they were written. For this reason, some abbreviations are used throughout the following analyses to categorize different scenarios regarding service standards. "NS" indicates that "no service" was provided despite the existence of a standard for it. "AS" signifies that "additional service" was given, even though there isn't a set standard for it. Lastly, "NA" for "not applicable" denotes that neither service was provided nor was

there a standard applicable to the situation. These codes help track and evaluate service delivery against established standards, highlighting areas for improvement or adherence.

An analysis of September 2023 ridership data showed that:

- Both minority and non-minority routes exceed service standards.
- Within the local service type, minority routes run just as or more frequently than non-minority routes.
- The analysis showed disparate impacts for Night Owls and UT Shuttles. Each disparate impact is discussed below.
- Some adverse impacts may be caused by vehicle and operator shortages, making it more difficult for buses to run as frequently. CapMetro is actively working to recruit and retrain operators and mechanics and to grow the fleet of buses available for use.

Table 21: Summary of Frequency Analysis Results

Route Type	Results
Rapid	No Disparate Impacts (All Minority Routes)
Commuter Rail	No Disparate Impacts (All Non-Minority Routes)
Frequent	No Disparate Impacts (All Minority Routes)
Local Routes	Disparate Impact
Limited Routes	Disparate Impact
Night Owls	Disparate Impact
UT Shuttles	Disparate Impact
Senior Routes	No Disparate Impacts (All Minority Routes)

Rapid Routes

CapMetro Rapid routes (Routes 801 and 803) are both classified as minority routes, and thus no disparate impacts are identified. The standards and results of the analysis are shown below.

Table 22: High-Capacity Route Frequency Standards

High Capacity Routes

Rapid	Span	Frequency (minutes)				
		Early AM	AM Peak	Midday	PM Peak	Night
Weekday	5:00 AM to 12:30 AM	15	10	10	10	20
Saturday	6:00 AM to 12:00 AM	15	15	15	15	20
Sunday	6:00 AM to 11:30 PM	15	15	15	15	20

Table 23: Rapid Routes Analysis Results

Rapid Routes - All Minority Routes						
		Early AM	AM Peak	Midday	PM Peak	Night
Actual Headways	Weekday	15.1	11.8	10.6	11.6	19.5
	Saturday	15.0	15.3	15.8	16.5	20.4
	Sunday	15.7	15.3	16.4	16.8	20.6
Adherence to Standard as a Percentage	Weekday	100%	118%	106%	116%	97%
	Saturday	100%	102%	106%	110%	102%
	Sunday	104%	102%	109%	112%	103%
Differences	<i>Not Applicable</i>					
Disparate Impact	No Disparate Impact					

Commuter Rail

CapMetro operates one commuter rail line, which is classified as a non-minority route. No disparate impacts are identified. The standards and results of the analysis are shown below.

Table 24: Commuter Rail Frequency Standards

Commuter Rail	Span	Frequency (minutes)				
		Early AM	AM Peak	Midday	PM Peak	Night
Weekday	6:00 AM to 8:30 PM	30	25	60	30	-
Saturday	10:00 AM to 1:00 AM	35	35	35	35	35

Table 25: Commuter Rail Analyses Results

Commuter Rail - Non-Minority Route						
		Early AM	AM Peak	Midday	PM Peak	Night
Actual Headways	Weekday	NS	35.0	72.3	56.3	70.0
	Saturday	NS	NS	43.4	44.2	42.8
Adherence to Standard as a Percentage	Weekday	NS	140%	120%	188%	AS
	Saturday	NS	NS	124%	126%	122%
Differences	<i>Not Applicable</i>					
Disparate Impact	No Disparate Impact					

Frequent Routes

CapMetro Frequent routes (2, 4, 7, 10, 20, 300, 311, 325, 333, and 337) are all classified as minority routes, and thus no disparate impacts are identified. The standards and results of the analysis are shown below.

Table 26: Frequent Routes Frequency Standards

Frequent Routes

Frequent	Span	Frequency (minutes)				
		Early AM	AM Peak	Midday	PM Peak	Night
Weekday	5:00 AM to 12:00 AM	30	15	15	15	30
Saturday	6:00 AM to 12:00 AM	30	15	15	15	30
Sunday	6:00 AM to 11:00 PM	30	30	30	30	30

Table 27: Frequent Route Analysis Results

Frequent Routes – All Minority Routes						
		Early AM	AM Peak	Midday	PM Peak	Night
Actual Headways	Weekday	27.3	18.3	16.7	18.3	24.4
	Saturday	31.4	24.8	24.2	24.9	27.9
	Sunday		24.8	24.3	24.0	27.6
Adherence to Standard as a Percentage	Weekday	91%	122%	111%	122%	81%
	Saturday	105%	165%	161%	166%	93%
	Sunday	0%	83%	81%	80%	92%
Differences	<i>Not Applicable</i>					
Disparate Impact	No Disparate Impact					

Local Routes

CapMetro Local routes include minority routes 1, 3, 5, 18, 30, 201, 228, 233, 237, 243, 271, 310, 315, 318, 322, 323, 324, 335, 339, 345, 350, 383, and 392. Local non-minority routes include routes 214 and 217, and route 214 is operated by CARTS and not included in this analysis. When compared, local minority routes operate more frequently than non-minority route 217. **Though disparate impacts were identified, the disparate impacts are shown when comparing 23 minority routes to one non-minority route that is still 48 percent non-White, Route 217 Montopolis Feeder.** Of the riders on Route 217, more than 85% have low incomes, making less than \$38,000 per year.

Although headways operated during Saturday service are incongruent with service standards, it is important to note that frequency has not been fully restored since emergency service reductions that resulted from the COVID-19 pandemic. All route spans and frequencies are now being evaluated as part of the 2035 transit service plan to identify what types of service will best meet the demand for transit in the Central Texas region in the coming years.

Table 28: Local Routes Frequency Standards

Local Routes

Local	Span	Frequency* (minutes)				
		Early AM	AM Peak	Midday	PM Peak	Night
Weekday	5:00 AM to 11:00 AM	30	30	30	30	30
Saturday	6:00 AM to 11:00 AM	30	30	30	30	30
Sunday	6:00 AM to 11:00 PM	30	30	30	30	30

**Typical frequencies – some Local routes run at lower frequencies at different times of day based on demand*

Table 29: Local Routes Analysis Results

Local Routes - Minority Routes							Local Routes - Non-Minority Routes				
		Early AM	AM Peak	Midday	PM Peak	Night	Early AM	AM Peak	Midday	PM Peak	Night
Actual Headways	Weekday	31.0	35.2	35.5	36.2	35.9	30.0	30.0	30.5	33.3	34.0
	Saturday	36.4	35.8	35.5	36.0	34.7		30.0	30.2	30.0	31.2
	Sunday	NS	35.6	36.0	35.6	34.0		30.5	29.8	30.0	30.0
Adherence to Standard as a Percentage	Weekday	103%	117%	118%	121%	120%	100%	100%	102%	111%	113%
	Saturday	121%	119%	118%	120%	116%	NS	100%	101%	100%	104%
	Sunday	NS	119%	120%	119%	113%	NS	102%	99%	100%	100%

Differences	Weekday	3%	18%	17%	10%	6%					
	Saturday	NS	19%	18%	20%	12%					
	Sunday	NS	17%	21%	19%	13%					
Disparate Impact		Disparate Impact	Disparate Impact	Disparate Impact	Disparate Impact	Disparate Impact					

Limited Routes

Limited routes are routes that have limited stops and/or limited times for service. These services often have a specific purpose such as providing express service for commuters at peak times or connecting to/from the high-capacity network. Limited routes operate only on weekdays and include minority routes 105, 111, 135, 171, 465, 935, 980, and 982 and non-minority routes 103, 142, 466, and 985. While some routes within this category provide service during midday or nighttime periods, only peak periods were analyzed as those are the only categories specified within the service standards.

Table 30: Limited Routes Frequency Standards

Limited Routes

Limited	Span*	Frequency (minutes)				
		Early AM	AM Peak	Midday	PM Peak	Night
Weekday	6:00 AM to 9:00 AM 3:00 PM to 7:00 PM	-	20	-	20	-

*Minimum span – Some Limited routes operate throughout the day

Table 31: Limited Routes and Analysis Results, Minority and Non-Minority

	Minority Routes		Non-Minority Routes	
	AM Peak	PM Peak	AM Peak	PM Peak
Actual Headways	234.8	257.8	60.4	49.2
Adherence to Standard as a Percentage	1174%	1289%	302%	246%
Differences	872%	1043%		
	Disparate Impact			

The standards for Limited routes state that routes should be operating at 20-minute headways during both AM and PM peak periods. For minority routes, headways average 234.8 minutes during AM peak and 257.8 minutes during PM peak. Non-minority headways average 60.4

minutes during AM peak and 49.2 minutes during PM peak. Thus, when expressed as percentages, the difference is greater than two percentage points and there is a disparate impact during both the AM and PM peak. This is largely due to minority Route 980, which only runs once in each peak period, as well as a number of flyer routes that range in frequency from 50 to 115 minutes between buses. Route 985 (non-minority) has the highest ridership within the Limited Bus service type and runs between 33- and 36-minute frequencies.

As commuter travel patterns have changed after the COVID-19 pandemic, CapMetro is currently conducting a travel pattern analysis to assess the commuter transit market and identify equitable solutions that match the demand for transit. The results of this study will be used in development of the 2035 Transit Service Plan.

Night Owls

Night Owl service operates year-round from midnight until 3 a.m., Monday through Saturday nights. Buses run between late-night destinations downtown and local neighborhoods every 20 to 30 minutes, depending on the route. Minority routes include 483, 485, and 486, and non-minority routes include 481 and 484. As Night Owls only run at night, that is the only category analyzed and shown in the data below.

Table 32: Night Owl Frequency Standards

Night Owl	Span	Frequency (minutes)				
		Early AM	AM Peak	Midday	PM Peak	Night
Weekday	12:00 AM to 3:30 AM	-	-	-	-	30
Saturday	12:00 AM to 3:30 AM	-	-	-	-	30

Table 33: Night Owl Routes and Analysis Results, Minority and Non-Minority

		Minority Routes	Non-Minority Routes	Percentage Differences
Actual Headways	Weekday	33.6	28.3	
	Saturday	35.3	27.2	
Adherence to Standard as a Percentage	Weekday	112%	94%	18%
	Saturday	118%	91%	27%
Disparate Impact on Weekdays and Saturdays				

Minority routes on weekdays run at a frequency of 33.6 minutes (112%), while non-minority routes run 28.3 minutes (94%), which amounts to difference of 18 percentage points. On Saturdays, minority routes run at a frequency of 35.3 minutes (118%) and non-minority routes run at 27.2 (91%) minutes. This amounts to a difference of 27 percentage points. Both of these exceed CapMetro’s two-percent threshold and thus result in disparate impacts. The cause of this impact is

largely due to non-minority Route 481’s 20-minute frequency, which mimics the route alignments of our Rapid service.

UT Shuttles

University of Texas (UT) shuttles provide a way for students, faculty, staff and visitors to access the UT campus. Route 641 is the only non-minority route, and the remaining routes (640, 642, 656, 661, 663, 670, 671, 672) are classified as minority routes. Although the analysis showed weekday service often operating above its standards on weekdays, select time periods show disparate impacts: Weekday Midday and PM Peak Period service as well as PM Peak and Night service on Sundays.

Table 34: University Shuttle Routes Frequency Standards

University Shuttles	Span	Frequency (minutes)				
		Early AM	AM Peak	Midday	PM Peak	Night
Weekday	7:00 AM to 11:30 PM	-	15	15	15	15
Sunday	3:00 PM to 10:00 PM	-	-	-	60	60

Table 35: UT Shuttle Routes and Analysis Results, Minority and Non-Minority

UT Shuttles - Minority Routes						UT Shuttles - Non Minority Routes			
		AM Peak	Midday	PM Peak	Night	AM Peak	Midday	PM Peak	Night
Actual Headways	Weekday	12.02	13.23	16.68	26.33	14.07	12.32	14.86	30.57
	Sunday	NA	NA	42.13	41.98	NA	NA	25.04	24.92
Adherence to Standard as a Percentage	Weekday	80%	88%	111%	176%	94%	82%	99%	204%
	Sunday	NA	NA	70%	70%	NA	NA	42%	42%
Differences	Weekday	-13.72%	6.07%	12.14%	-28.27%				
	Sunday	NA	NA	28.48%	28.42%				
Disparate Impact		No Disparate Impact	Disparate Impact, Weekdays	Disparate Impact, Weekdays and Saturdays	Disparate Impact, Sundays				

Weekday Disparate Impact

Though staff have identified disparate impacts, it is important to note that both minority and non-minority routes often operate with faster headways than required, providing high-frequency service to the student population.

On weekdays during midday periods, minority routes operate with an average frequency of 13.23 minutes (88%), while non-minority routes maintain a 12.32-minute (82%) frequency, resulting in a disparity of just over six percentage points. During this period, both minority and non-minority routes are receiving faster headways than required.

During PM peak periods, buses run slightly less frequently; for minority routes, the average is 16.7 minutes (111%) and for non-minority routes the average is 14.86 minutes (99%). The result is a difference of 12.14%, which exceeds CapMetro’s two percent threshold and is thus a disparate impact. Minority routes have slightly more time in between buses than dictated by the standard of 15 minutes, while non-minority routes operate within the standard.

Sunday Disparate Impacts

On Sundays during the PM peak period, minority routes operate at 42.13 minute (70%) headways and non-minority routes operate at 25.04 minute (42%) headways. The difference is 28.48 percentage points, resulting in a disparate impact.

During Sunday night service, minority routes operate at 41.99 minute (70%) headways, and non-minority routes at 24.92 minute (42%) headways. Similarly to Sunday PM peak service, the difference is 28.42 percentage points, also resulting in a disparate impact.

CapMetro has recently taken made an effort to improve east-west connections in the UT community and respond to community feedback through the proposed consolidation of Routes 640 and 641, which was approved by the board in April 2024. Once the consolidation is implemented in August of this year, staff anticipate that the disparate impacts between Route 641 and the rest of the routes will likely be rectified.

Senior Routes

Tailored to meet the needs of seniors in specific neighborhoods, specialized bus routes operate once a week, providing direct access to essential services like grocery stores. All routes in this category—routes 490, 491, 492, and 493—are classified as minority routes, and thus there are no disparate impacts identified. A 60-minute standard was used to create the percentage of adherence to the standard. The table below shows the results of the analysis.

Table 36: Senior Route Analysis Results

		Early AM	AM Peak	Midday	PM Peak	Night
Actual Headways	Weekday	NA	NA	53.22	54.88	NA
	Saturday	NA	55.04	70.51	76.96	NA
Adherence to Standard as a Percentage	Weekday	NA	NA	89%	91%	NA
	Saturday	NA	92%	118%	128%	NA
Differences	<i>Not Applicable</i>					
Disparate Impact	No Disparate Impact					

On-Time Performance

On-Time Performance Standards

CapMetro considers buses on-time if they depart a designated timepoint between 0 seconds earlier and 6 minutes later than scheduled. System-wide on-time performance (OTP) should exceed 85%.

Table 37: OTP Standards

Service Type		On-Time Window	On-Time Standard
High Capacity	Commuter Rail	0-3 minutes	90%
	MetroRapid	0-6 minutes	85%
Frequent		0-6 minutes	85%
Local		0-6 minutes	85%
Limited		0-6 minutes	85%
Community		0-6 minutes	85%

On-Time Performance Analysis

Table 38: OTP Analysis Results

Row Labels		Sum of Total Trips	Sum of On-Time Trips	Percent On Time	Differences	Disparate Impact
High Capacity (Rail)	Non-Minority Route	6483	6057	93.4%	NA	No Disparate Impact
High Capacity (Rapid)	Minority Route	270899	220464	81.4%	NA	No Disparate Impact
Frequent	Minority Route	170673	128716	75.4%	NA	No Disparate Impact

Local	Minority Route	149951	116986	78.0%	17.8%	Disparate Impact
	Non-Minority Route	2236	2143	95.8%		
Limited	Minority Route	3439	2727	79.3%	0.4%	No Disparate Impact
	Non-Minority Route	2846	2269	79.7%		
Community	Minority Route	18111	13364	73.8%	2.01%	Disparate Impact
	Non-Minority Route	4090	3100	75.8%		
Totals	Minority Route	613073	482257	78.7%	3.24%	Disparate Impact
	Non-Minority Route	9172	220464	81.9%		

Systemwide, outside of rail service, we fell below our 85% threshold for OTP in September 2023. The analysis shows a disparate impact on Local routes, but that is because all but one of the local routes are classified as a minority route. Route 217, which is 48 percent non-white, has a high OTP due to the route being much shorter than some of our other local routes. Community routes also just barely show an impact; routes 670, 663, and 656 are all classified as minority routes and had OTP ranging from 64 to 70 percent in September of 2023. The analysis shows a disparate impact in OTP between minority and non-minority routes system-wide of a little over three percentage points.

CapMetro realizes that OTP is a critical measure of the quality and reliability of its services. A task force meets monthly to identify OTP root causes and make the appropriate running time adjustments at each service change. Additionally, we've been making an effort to improve OTP through the preventable maintenance standards and working with our new provider, Keolis, to recruit and train operators in the midst of a personnel and vehicle shortage.

Service Availability

Service Availability Standards

CapMetro measures service availability to identify the parts of the service area that have enough population density to support transit service, and to determine how well the transit service provided in those areas is distributed. CapMetro's service availability standard defines the transit-supportive service area as locations within the CapMetro service area with at least 16 people per acre (10,240 people/sq mile). The service availability standard measures the total number of

residents in the transit-supportive service area that can access transit stops within a 5-minute walk or roll (1/4 mile). The target indicates that 95% of residents living within a transit-supportive area should have access to at least one transit stop within .25 miles of their residence.

Table 39: Service Availability Standards

Service Area Definition	Density Threshold	Walk/Roll Distance from Transit Stop or Station	Target Percent of Residents
Transit-Supportive Area	16 people/acre (10,240 people/sq mi)	.25 miles	95%

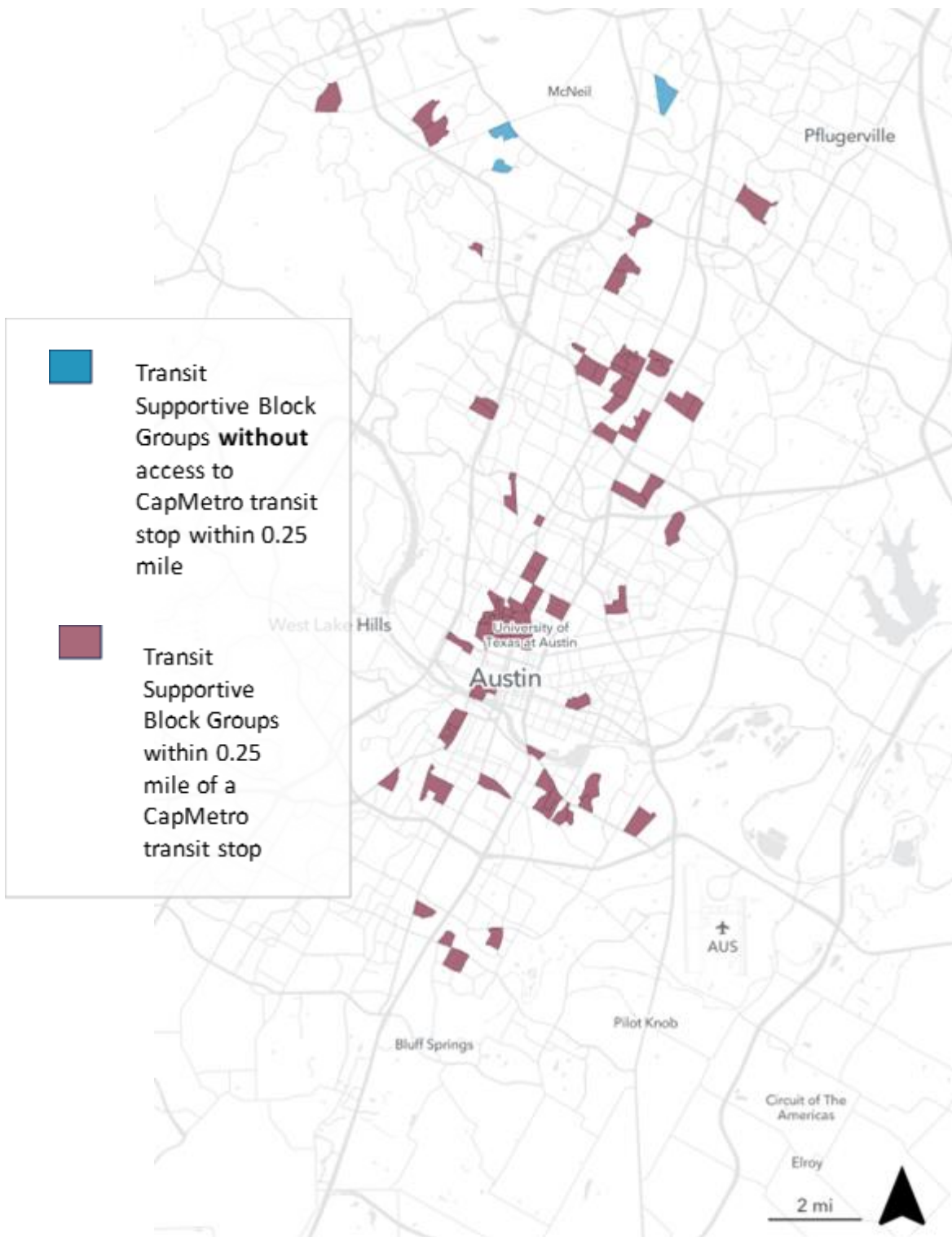
Service Availability Analysis

In total, 139,519 people reside in the transit supportive area, which is defined as a block group in CapMetro’s service area with density of 10,240 people per square mile. Minority residents make up 88,854 people within the transit supportive area, and White residents account for the remaining 50,665 people. In the transit supportive area, 95.4% of residents reside in a block group that is within a quarter mile of a CapMetro transit stop, including 95.14% of minority residents and 95.89% of non-minority residents. The difference results in 0.75 percentage points, so there is no disparate impact. Figure 26 shows a map of transit-supportive block groups and their proximity to active CapMetro transit stops.

Table 40: Percent of Minority and Non-Minority Residents in Transit Supportive Area

	Minority Residents	Non-Minority Residents	Totals
People in Transit Supportive Area	88,854	50,665	139,519
People in Transit Supportive Area with Access to Transit Stops	84,543	48,587	133,130
People in Transit Supportive Area with Access to Transit Stops Percent	95.14%	95.89%	95.4%
Difference	-0.75		
	No Disparate Impact		

Figure 26: Map of Transit Supportive Block Groups and Proximity to Transit Stops



Vehicle Assignments

Vehicle Assignments Standards

Vehicle assignment refers to the process by which transit vehicles are allocated to routes throughout the CapMetro network. Several factors are considered when determining the type of vehicle most appropriate for a route, including:

- **Service Type** – Generally, a fixed route bus service will require a 40' or 60' bus, while Commuter Rail routes require train cars known as diesel multiple units (DMUs). However, there are occasionally exceptions to this rule to meet community or operational needs. For example, express routes require a 45' Over the Road Coach (ORC). These vehicle types offer seating more suited for long distance travel.
- **Ridership and Vehicle Capacity** – Vehicle assignments are typically determined based on Automatic Passenger Counter (APC) data in CapMetro's scheduling software. The software ensures that vehicles that are the right size are available based on ridership data, service type, and any customer or operator feedback about crowded buses. For example, low ridership routes may be assigned a 35' bus whereas high ridership routes may be assigned a 40' bus.
- **Compliance with Grant Awards** – CapMetro is a proud recipient of discretionary federal grant funding, and as a result, must align with what was outlined in the original grant application. For example, current Rapid routes require specialized branding, and some future routes may require electric vehicles based on federal grant funding received.

In addition, the 2023 vehicle assignment standards were developed with the fleet plan in mind, which does not include 35' buses in the long-term. Thus, the actual vehicle assignments include 35' buses that have not met their useful life and thus are still regularly used to provide service.

Table 41: Vehicle Assignment Standards

Service Type		Vehicle Type	Appropriate Assignment Rate
High Capacity	Commuter Rail	DMU	100%
	MetroRapid	60' or 40' bus	80%
Frequent		60' or 40' bus	80%
Local		60' or 40' bus	80%
Limited	Express	45' Over the Road Coach*	80%
	Flyer & Rail Connector	60' or 40' bus	80%
Community		60' or 40' bus	80%

**These vehicles offer seating more suited for long distance travel. ORCs cannot be used for interlining due to their size.*

Vehicle Assignments Analysis

CapMetro vehicle assignments are guided by a memorandum previously reviewed by the FTA. Planning compared actual vehicle assignments to recommended assignments for September

2023. There were 5,659 total vehicle assignments with 1,101 incorrect assignments. Parts and mechanic labor shortages resulted in vehicle shortages during the fall of 2023. In order to provide reliable service for our customers, CapMetro chose to use any available vehicle on a route regardless of the actual vehicle assignment. This resulted in more instances of the wrong vehicle assigned to the route. However, CapMetro felt it was important to operate service even if it was with the wrong vehicle.

Table 42: Vehicle Assignments Analysis Summary

		Total Vehicle Assignments	Wrong Vehicle Assigned	Incorrect Assignment Percentage	Difference	Disparate Impact
Community	Minority	630	228	36.2%	36.2%	Disparate Impact
	Non-Minority	37	0	0.0%		
Frequent	Minority	1966	73	3.7%	Not Applicable	No Disparate Impact
	Non-Minority	0	0	Not Applicable		
High Capacity	Minority	808	579	71.7%	Not Applicable	No Disparate Impact
	Non-Minority	0	0	Not Applicable		
Limited	Minority	454	50	22.5%	-8.9%	No Disparate Impact
	Non-Minority	92	92	24.7%		
Local	Minority	1604	79	4.9%	4.9%	Disparate Impact
	Non-Minority	20	0	0%		
TOTAL	Minority	5,462	1,009	18.5%	-43.3%	No Disparate Impact
	Non-Minority	149	92	61.7%		

Overall, there were 5,462 instances of vehicle assignment to minority routes with 1,009 instances of the wrong vehicle being assigned (18.5%). When examining vehicle assignments by Service Type, there is a disparate impact for the Community & Local service type.

There were 630 instances of vehicle assignments to minority Community routes with 228 instances of the wrong vehicle assigned (36.2%). Since there are no incorrect vehicle assignments for the non-minority Community routes, the difference is 36.2%. This exceeds the 2% threshold for a Disparate Impact. However, there were 207 (91%) instances of a larger vehicle assigned to the route. This is when a 40' or 45' ORC vehicle is assigned to a route that typically operates with a 35' vehicle. CapMetro generally considers this an improvement as the vehicle is larger and/or more comfortable.

There were 1604 instances of vehicle assignments to minority Local routes with 79 instances of the wrong vehicle assigned (4.9%). Since there are no incorrect vehicle assignments for the non-

minority Local routes, the difference is 4.9%. This exceeds the 2% threshold for a Disparate Impact. However, there were 39 (49%) instances of a larger vehicle assigned to the route.

The High Capacity service type experienced the incorrect vehicle assigned 72% of all instances. This occurred only on CapMetro Rapid service since vehicle assignments were not analyzed for rail. CapMetro owns only one rail vehicle (Stadler Diesel Multiple Unit) and it is impossible to assign the incorrect vehicle to the rail service. When reviewing Rapid vehicle assignments, the following vehicle assignments were observed:

- 334 instances of a non-branded 40' vehicles assigned to Rapid 803. These vehicles are similar to the 40' branded vehicle that typically operate on Rapid.
- 245 instances of a smaller vehicle assigned to Rapid 801. CapMetro's 60' vehicle fleet, manufactured by Nova Bus, is less reliable and subject to more preventive maintenance and breakdowns resulting in fewer 60' vehicles available for service. CapMetro instead assigned 40' vehicles. The smaller vehicle has not resulted in increased overloaded trips as observed in the Vehicle Load section of this analysis.

Amenity Distribution Standards

In June 2023, CapMetro adopted new Service Standards and Guidelines that included significantly lower standards for distribution of shelters and benches, as well as additional standards for amenities that were previously not included in the standards. Much of this resulted from engagement with the community, who expressed a desire for improved bus stop conditions and a clearer process for equitable distribution. CapMetro also developed a way of prioritizing transit stop improvements, including a scoring process in which 60% of the score weight is based on demographic data that indicate populations where people are more likely to need transit. The results of this service monitoring are provided just under one year after the adoption of the new standards and guidelines, so levels of adherence to the guidelines may vary as CapMetro implements a new, robust Bus Stop Program.

Transit stops and station types are defined according to their operational, service, land use and utilization characteristics. All stops and stations are assigned a type and subsequent amenity level (Levels 1 – 4). These types provide CapMetro with a clear starting point and practical guidelines for the provision of amenities at stops and stations and a structured process to improve the customer experience across the transit system.

Stop Levels

Stops and stations are classified based on the average number of people who use the stop or station each day, the number of trips at a stop where people might experience wait times longer than 30 minutes or more and the type of transit service. Stops and stations are classified according to the following three types:

- **Transit Stop – Level 1:** These stops serve the lowest daily ridership and provides the most basic level of amenities.
 - **Average Ridership:** 0 – 14 riders per day
- **Transit Stop – Level 2:** These stops serve a mid-level of daily riders or riders who might have to wait a long time for the next bus or train, and therefore have additional amenities such as seating and a shelter.

- **Average Ridership:** 15 – 50 riders per day
- **Transit Station – Level 3:** This level of station serves a high level of daily riders and high frequency routes. The highest level of amenities are provided at transit stations.
- **Service Type:** Includes a MetroRapid or MetroRail service, and/or;
- **Average Ridership:** More than 50 riders per day Many transit agencies across the nation use riders per day to determine the level of amenities to provide at a stop.

After the initial classification of stops and stations, additional site context information is reviewed to inform what amenities should be present at a particular location. There are two additional definitions of transit facilities to consider depending on the location’s context. Both of these types would increase the expectations of amenities provided to Level 4. Transit Center – This is for stops or stations that support multiple transit routes and are typically owned or leased by CapMetro for an off-street location to support operational service needs.

- **Transit Hub – Level 4:** This is for stops that are located near dense, mixed-use areas or major community destinations that benefit from additional mobility options to support transit use. For example, a transit station might be located near a lot of mixed-use development and be recategorized in this step as a transit hub so that the appropriate level of amenities are provided. This additional step helps CapMetro to assess the needs of their different types of facilities based on their surroundings. Currently, CapMetro is still in the process of identifying and labeling stops that qualify for Level 4.

Required Amenities

The table below shows the required, vital and optional amenities for each stop and station type. CapMetro will consider the area constraints and fiscal constraints when placing amenities. Every reasonable effort should be made to meet the required amenities below, and thorough documentation should be recorded for any stop that does not meet required amenity levels. For vital amenities, good faith efforts should be made to include them at every stop, however physical or fiscal constraints may intervene, and should be recorded. Optional amenities should be included if the context of the stop allows. Refer to the Stop and Station Amenities section of the Service Standards and Guidelines for descriptions of each of these amenities.

Table 43: Amenity Standards

Amenity		Level 1	Level 2	Level 3	Level 4
		Transit Stop	Transit Stop	Transit Station	Transit Center or Hub
Access	Landing Pad/Platform	Required	Required	Required	Required
	Shared Mobility	Optional	Optional	Vital	Vital
	Bike Racks	Optional	Vital	Vital	Required
	Wheelchair Charging	Optional	Optional	Vital	Vital
Comfort & Safety	Seating	Vital	Required	Required	Required
	Shelter	Vital	Vital	Required	Required
	Lighting	Vital	Vital	Required	Required
	Waste Receptacles	Vital	Required	Required	Required
	Landscaping	Optional	Optional	Vital	Required
	Security Camera	Optional	Optional	Required	Required
	Security Booth/Attendant	N/A	N/A	Optional	Optional
Information	Sign and Pole	Required	Required	Required	Required
	Real Time Info	Optional	Optional	Required	Required
	Wayfinding	Optional	Optional	Vital	Vital
	Personal Charging	Optional	Optional	Vital	Vital
	Public Wifi	Optional	Optional	Vital	Vital
	Fare Machine	Optional	Optional	Vital	Vital

Analysis

The 2023 update to the Service Standards and Guidelines lowered the standards for some amenities, so what may have been compliant in the past now shows as non-compliant. CapMetro worked with the community to lower standards (particularly for shelters and seating) and anticipated the likelihood of a disparate impact finding due to the recent changes.

Staff analyzed transit stops that were located in a Census block with **above average** minority population when compared to all other stops in the system. Each stop was evaluated on its level of adherence to the Service Standards and Guidelines’ required amenities, as shown in Figure x above.

- The analysis results are shown below. Out of the 2204 active stops in CapMetro’s service area, 1185 are minority stops, and 1019 are non-minority stops. Level 1 and 2 stops did not show a disparate impact. Level 3 stops showed a disparate impact, as 15.5% of Level 3 minority stops adhered to the Service Standards and Guidelines’ amenity requirements while 31.5% of Level 3 non-minority stops adhered to these requirements. While Level 3

stops overall had a lower percentage of adherence to the guidelines of 21.8%, all Level 3 stops did adhere to Level 2 guideline requirements at a rate of 79.3%. When also including shelters, this adherence rate fell only to 72.1%.

Table 44: Total Amenities Analysis Results

Amenity Level	Amenities Required in Guidelines	Total Number of Stops	Stops Adhering to Guidelines	Percentage
Level 1	Landing Pad/Platform, Sign and Pole	792	792	100.0%
Level 2	Landing Pad/Platform, Sign and Pole, Seating, Waste Receptacles	1050	646	61.5%
Level 3	Landing Pad/Platform, Sign and Pole, Seating, Waste Receptacles, Shelter, Lighting, Real Time Info, Security Camera*	362	79	21.8%
Total		2204	1517	68.8%

Table 45: Analysis Results for Stops in Minority Block Groups

Amenity Level	Amenities Required in Guidelines	Minority Stops	Stops Adhering to Guidelines	Percentage
Level 1	Landing Pad/Platform, Sign and Pole	391	391	100.0%
Level 2	Landing Pad/Platform, Sign and Pole, Seating, Waste Receptacles	575	370	64.3%
Level 3	Landing Pad/Platform, Sign and Pole, Seating, Waste Receptacles, Shelter, Lighting, Real Time Info, Security Camera*	219	34	15.5%
Total		1185	795	67.1%

Table 46: Analysis Results for Stops in Non-Minority Block Groups

Amenity Level	Amenities Required in Guidelines	Non-Minority Stops	Stops Adhering to Guidelines	Percentage
Level 1	Landing Pad/Platform, Sign and Pole	401	401	100.0%
Level 2	Landing Pad/Platform, Sign and Pole, Seating, Waste Receptacles	475	275	57.9%
Level 3	Landing Pad/Platform, Sign and Pole, Seating, Waste Receptacles, Shelter, Lighting, Real Time Info, Security Camera*	143	45	31.5%
Total		1019	721	70.8%

Table 47: Summary of Transit Amenities Results

Amenity Level	Amenities Required in Guidelines	Minority Stops Adhering to Guidelines	Non-Minority Stops Adhering to Guidelines	Difference	Disparate Impact
Level 1	Landing Pad/Platform, Sign and Pole	100.00%	100.00%	0.00%	No Disparate Impact
Level 2	Landing Pad/Platform, Sign and Pole, Seating, Waste Receptacles	64.30%	57.90%	-6.40%	No Disparate Impact
Level 3	Landing Pad/Platform, Sign and Pole, Seating, Waste Receptacles, Shelter, Lighting, Real Time Info, Security Camera*	15.50%	31.50%	16.00%	Disparate Impact

*Security Camera data is incomplete and excluded from the analysis.

Table 48: CapMetro Routes and Minority Classification

Name	Route Number	Service Standards Categories	Final Minority Status	Final Minority Percentage
490-HEB SHUTTLE - Wed/Thu	490	Community	Minority Route	100.0%
491-ALLANDALE - Sat	491	Community	Minority Route	100.0%
152/50 -ROUND ROCK TECH RIDGE	152	Community	Minority Route (Round Rock)	90.9%
493-EASTVIEW - Mon	493	Community	Minority Route	90.2%
135-DELL LIMITED	135	Limited	Minority Route	85.7%
672-LAKESHORE	672	Community	Minority Route	82.8%
661-FW FAR WEST/UT	661	Community	Minority Route	80.6%
325-METRIC/RUNDBERG	325	Frequent	Minority Route	80.1%
324-GEORGIAN/OLHEN	324	Local	Minority Route	79.9%
339-TUSCANY	339	Local	Minority Route	79.3%
50/152-ROUND ROCK TECH RIDGE	50	Community	Minority Route (Round Rock)	79.1%
300-SPRINGDALE/OLTORF	300	Frequent	Minority Route	78.8%
7-DUVAL / DOVE SPRINGS	7	Frequent	Minority Route	78.2%
111-SOUTH MOPAC FLYER	111	Limited	Minority Route	78.0%
492-DELLWOOD - Fri	492	Community	Minority Route	77.2%
392-BRAKER	392	Local	Minority Route	76.7%
271-DEL VALLE FEEDER	271	Local	Minority Route	76.4%
201-SOUTHPARK MEADOWS	201	Local	Minority Route	76.1%

2-ROSEWOOD	2	Frequent	Minority Route	75.3%
670-CP CROSSING PLACE	670	Community	Minority Route	75.2%
310-PARKER/WICKERSHAM	310	Local	Minority Route	74.6%
311-STASSNEY	311	Frequent	Minority Route	74.5%
671-NORTH RIVERSIDE	671	Community	Minority Route	72.0%
642-WC WEST CAMPUS/UT	642	Community	Minority Route	71.6%
990-MANOR/ELGIN EXPRESS	990	Limited	Minority Route (CARTS)	71.4%
345-45TH	345	Local	Minority Route	71.1%
243-WELLS BRANCH	243	Local	Minority Route	70.8%
233-Decker/Daffan Ln	233	Local	Minority Route	70.7%
350-AIRPORT BLVD	350	Local	Minority Route	70.5%
4-7TH STREET	4	Frequent	Minority Route	70.1%
20-MANOR RD/RIVERSIDE	20	Frequent	Minority Route	69.7%
171-OAK HILL FLYER	171	Limited	Minority Route	69.7%
801-N LAMAR/S CONGRESS	801	High Capacity (Rapid)	Minority Route	69.5%
640-FA FORTY ACRES	640	Community	Minority Route	69.4%
663-LA LAKE AUSTIN/UT	663	Community	Minority Route	68.9%
337-KOENIG/COLONY PARK	337	Frequent	Minority Route	68.1%
383-RESEARCH	383	Local	Minority Route	67.2%
486-NIGHT OWL SOUTH CONGRESS	486	Community	Minority Route	66.6%
483-NIGHT OWL RIVERSIDE	483	Community	Minority Route	66.6%

465-MLK-UT	465	Limited	Minority Route	66.3%
10-SOUTH 1ST/RED RIVER	10	Frequent	Minority Route	65.9%
1-NORTH LAMAR/SOUTH CONGRESS	1	Local	Minority Route	64.0%
333-WILLIAM CANNON	333	Frequent	Minority Route	62.4%
5-WOODROW/LAMAR	5	Local	Minority Route	62.3%
935-TECH RIDGE EXPRESS	935	Limited	Minority Route	62.2%
30-BARTON CREEK SQ	30	Local	Minority Route	62.2%
335-35TH/38TH	335	Local	Minority Route	61.6%
18-MARTIN LUTHER KING	18	Local	Minority Route	59.4%
315-BEN WHITE	315	Local	Minority Route	59.1%
228-VA CLINIC	228	Local	Minority Route	59.0%
105-SOUTH 5TH FLYER	105	Limited	Minority Route	58.9%
982-PAVILLION EXPRESS	982	Limited	Minority Route	58.4%
3-BURNET/MANCHACA	3	Local	Minority Route	58.2%
803-BURNET/S LAMAR	803	High Capacity (Rapid)	Minority Route	57.9%
318-WESTGATE/SLAUGHTER	318	Local	Minority Route	57.8%
485-NIGHT OWL CAMERON	485	Community	Minority Route	57.8%
323-ANDERSON	323	Local	Minority Route	56.3%
980-NORTH MOPAC EXPRESS	980	Limited	Minority Route	54.5%
322-CHICON/CHESTNUT	322	Local	Minority Route	54.5%
237-NORTHEAST FEEDER	237	Local	Minority Route	53.0%
656-IF INTRAMURAL FIELDS/UT	656	Community	Minority Route	52.2%

214-NORTHWEST FEEDER	214	Local	Non-Minority Route (CARTS)	50.0%
217-MONTOPOLIS FEEDER	217	Local	Non-Minority Route	48.3%
550-METRORAIL RED LINE	550	High Capacity (Rail)	Non-Minority Route	47.2%
985-LEANDER LAKELINE DIRECT	985	Limited	Non-Minority Route	46.6%
641-EC EAST CAMPUS	641	Community	Non-Minority Route	45.8%
142-METRIC FLYER	142	Limited	Non-Minority Route	45.3%
466-KRAMER/DOMAIN	466	Limited	Non-Minority Route	44.7%
481-NIGHT OWL NORTH LAMAR	481	Community	Non-Minority Route	39.3%
484-NIGHT OWL SOUTH LAMAR	484	Community	Non-Minority Route	21.8%
103-MANCHACA FLYER	103	Limited	Non-Minority Route	0.0%

IV. APPENDICES

A. BOARD RESOLUTION APPROVING THE TITLE VI POLICIES, SERVICE MONITORING RESULTS, AND 2021 TITLE VI PROGRAM COMPLIANCE REPORT

B. ORIGIN AND DESTINATION SURVEY IN ENGLISH

CapMetro 2023 Transit On Board Survey

Please take a few minutes to be counted as we plan the future of your transit system.

All personal information will only be disclosed as required by law. Cap Metro will not sell this data.

What is your HOME ADDRESS (please be specific, ex: 123 W. Main St):

(If you are visiting the Austin area, please list the **hotel name** or address where you are staying)

Street Address _____

City _____

State _____

Zip Code _____

COMING FROM?

1. What type of place are you **COMING FROM NOW?**
(the **starting place** for your one-way trip)
 - Work
 - University of Texas (students only)
 - Non-UT College / University (students only)
 - School K-12 (students only)
 - Medical appointment (doctor, clinic, hospital), non-work
 - Personal / Recreational
 - Airport (passengers only)
 - Shopping (Grocery)
 - Shopping (Dining, Clothes, other)
 - Your **HOME/place I am staying** → Go to Question #4
 - Non-destination Trip → Go to Question #12
 - Other: _____

2. What is the **NAME** of the place you are coming from now?

3. What is the **EXACT ADDRESS** of this place? (OR Intersection if you do not know the exact address:)

City: _____ State: _____ Zip: _____

4. How did you **GET FROM** your origin (the place in Question #1) **TO THE VERY FIRST bus / train** you used for this one-way trip?
 - Walk Bike (personal)
 - Wheelchair Skateboard
 - Uber, Lyft, etc. Taxi
 - E-Bike (personal) E-bike (shared)
 - E-scooter (shared) E-Scooter (personal)
 - Was dropped off by someone (answer 4a)
 - Drove alone and parked (answer 4a)
 - Drove or rode with others and parked (answer 4a)
 - Other Specify _____

- 4a. Where did you board the first bus / train you used for this one-way trip (Nearest intersection / Park-n-Ride lot):

5. Where did you **get ON** this bus/train?
Please provide the nearest intersection / station name / Park-n-Ride lot:

GOING TO?

6. What type of place are you **GOING TO NOW?**
(the **ending place** for your one-way trip)
 - Work
 - University of Texas (students only)
 - Non-UT College / University (students only)
 - School K-12 (students only)
 - Medical appointment (doctor, clinic, hospital), non-work
 - Personal / Recreational
 - Airport (passengers only)
 - Shopping (Grocery)
 - Shopping (Dining, Clothes, other)
 - Your **HOME/place I am staying** → Go to Question #9
 - Other: _____

7. What is the **NAME** of the place you are going to now?

8. What is the **EXACT ADDRESS** of this place? (OR Intersection if you do not know the exact address:)

City: _____ State: _____ Zip: _____

9. How will you **GET TO** your destination (listed in Question #6) after you get off the **LAST bus / train** you will use for this one-way trip?
 - Walk Bike (personal)
 - Wheelchair Skateboard
 - Uber, Lyft, etc. Taxi
 - E-Bike (personal) E-bike (shared)
 - E-scooter (shared) E-Scooter (personal)
 - Be picked up by someone (answer 9a)
 - Get in a parked vehicle & drive alone (answer 9a)
 - Get in a parked vehicle & drive/ride w/others (answer 9a)
 - Other _____

- 9a. Where will you get off the last bus / train you are using for this one-way trip (Nearest intersection / Park-n-Ride lot):

10. Where will you **get OFF** this bus/train?
Please provide the nearest intersection / station name / Park-n-Ride lot:

11a. Did you transfer FROM another bus/train **BEFORE** getting on this bus/train? Yes No

11b. Will you transfer TO another bus/train **AFTER** getting off this bus/train? Yes No

11c. Please list the **BUS / TRAIN ROUTES** in the exact order you use them for this one-way trip

START → → → → → **END**

1st Route
2nd Route
3rd Route
4th Route
Continue

OTHER INFORMATION ABOUT THIS TRIP

12. What time did you BOARD this bus/train? _____ : _____ am / pm (circle one)
13. Will you (or did you) make this same trip using the same transit routes in exactly the opposite direction today? No Yes - At what time did/will you leave for this trip in the opposite direction? _____ : _____ am/pm (circle one)
14. How did you pay to ride the Bus or Train? Single Ride (cash) Day Pass (cash) 7 Day Pass
 31 Day Pass Business/College Pass (City of Austin, Travis County, CAMPO) MetroAccess
 College Pass (ACC Green Pass, St. Edwards University-Hill Topper) AMP Pass
 MetroWorks (Discounted pass from employer) UT ID Employee Dependent
 Free Other, specify _____
- 14a. Was this fare? Regular Reduced
- 14b. How did you purchase your pass? On the Bus / Train Cap Metro Smart Phone app (Mobile App)
 HEB Randalls Retail (Walgreens, Walmart, CVS, etc.) CapMetro Transit store (Downtown)
 CapMetro Ticket Vending Machine CapMetro Customer Web Portal (Online)
 Other, specify _____
15. How long have you used Capital Metro services? Less than 1 month 2-4 months 4-6 months
 6-12 months 13-24 months 2-3 years 4-5 years 5 or more years This is my first time
16. How often do you use Capital Metro? 6-7 days a week 5 days a week 3-4 days a week
 1-2 days a week 1-2 days a month Less than 1 day a month This is my first time
17. Did you use transit before the Pandemic? No Yes, 6-7 days a week 5 days a week
 2-3 years 3-4 days a week 1-2 days a week 1-2 days a month Less than 1 day a month
18. How long have you lived in the Austin area? Austin visitor Less than one year 1-2 years
 3-4 years 4-5 years 5-6 years 6-7 years 7 or more years
19. Do you identify as a person with a disability? Yes No
- 20a. Do you own a Smart Phone? Yes No
- 20b. Have a bank account? Yes No
- 20c. Did you use a Digital Wallet? Yes No

ABOUT YOU AND YOUR HOUSEHOLD

21. Including YOU, how many people live in your household? _____ people
22. How many vehicles (cars, trucks, or motorcycles) are available to your household? _____ vehicles
 22b. [If #22 is 1 or more] Could you have made this trip by car today? Yes No
23. Do you have a valid driver's license? Yes No
24. What is your employment status? (check the one response that BEST describes you)
 Employed full-time (paid, working 30 or more hours per week) Primarily self-employed
 Employed part-time (paid, working less than 30 hours per week) Unpaid volunteer or intern
 Employed, but not currently working (e.g. waiting for workplace to reopen, furloughed)
 Not currently employed, and looking for work Retired
 Not currently employed, and not looking for work Stay at home parent or caregiver
25. What is your student status? (check the one response that BEST describes you)
 Not a student Yes - Full-time College/University/Trade School student
 Yes - Part-time College/University/Trade School student Yes - High School (9th-12th grade)
 Yes - K - 8th Grade Other _____
26. What is your AGE? _____ years
27. Do you speak a language other than English at home? No Yes - Which language? _____
 27a. [If #27 is Yes] How well do you speak English? Very Well Well Less than well Not at all
28. What is your race / ethnicity? (check all that apply)
 Native American/Alaska Native Black/African American Hispanic/Latino/Spanish
 Asian/Pacific Islander White/Caucasian Prefer not to answer
 Other race: _____
29. What is your gender? (check all that apply) Male Female Transgender
 Non-binary/third gender Other/Prefer to self-describe Prefer not to say
30. Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2022 before taxes?
 Less than \$14,000 \$27,001 - \$32,000 \$46,001 - \$51,000 \$66,001 - \$71,000 \$86,001 - \$91,000
 \$14,001 - \$19,000 \$32,001 - \$38,000 \$51,001 - \$56,000 \$71,001 - \$76,000 \$91,001 - \$96,000
 \$19,001 - \$23,000 \$38,001 - \$41,000 \$56,001 - \$61,000 \$76,001 - \$81,000 \$96,001 - \$100,000
 \$23,001 - \$27,000 \$41,001 - \$46,000 \$61,001 - \$66,000 \$81,001 - \$86,000 \$100,001 or more

REGISTER TO WIN 1 of 20 CapMetro fare passes

People who submit an accurately completed survey will be entered in a random drawing for a CapMetro fare pass. You must provide your home address at the beginning of the survey and answer all questions to be eligible.

Your Name: _____

Phone Number: (____) _____

C. CAPMETRO SERVICE STANDARDS & GUIDELINES



CAPMETRO

SERVICE STANDARDS & GUIDELINES

2023

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GLOSSARY

Public Transit or Public Transportation: A transportation system that is available for use by the general public that moves groups of people. As opposed to a private vehicle that generally carries fewer people and has limited access.

Transit Service: A system or network that supplies public transportation in the form of rides to and from different locations provided by a transit agency.

Service Area: The area served by CapMetro transit. This includes cities and communities that have authorized a 1-cent sales tax to fund transit or an in-lieu partnership agreement. The CapMetro service area includes Austin, Jonestown, Lago Vista, Leander, Manor, Point Venture, San Leanna and parts of Travis and Williamson Counties.

Fixed Route: A transit route with a fixed schedule and designated stops for picking up and dropping off riders.

Service Types: Groups or categories of similar types of transit services according to their form or function used to manage and monitor service effectively. For CapMetro this includes High Capacity, Frequent, Local, Community, Limited, and more.

Transit Demand: Refers to the level of desire and need for public transportation services within a given area or population. It represents the quantity and frequency of individuals who choose or require the use of buses or trains to travel from one location to another. Transit demand is influenced by various factors, including population density, travel patterns, urbanization, land use, accessibility, and the availability and quality of public and private transportation options. Understanding transit demand is crucial for transportation planners and authorities to effectively design, optimize, and meet the transportation needs of communities.

Standard: A point of reference or benchmark used to compare how a transit service performs. If something “meets the standard” it has an acceptable level of performance.

Schedule: The schedule is how the span and frequency operate throughout the day. Most often, this lays out each trip and the expected time of service from the start of the line, at timepoints, and at the end of the line. A schedule helps riders plan when they would need to reach a stop in order to use transit service.

Span: The number of hours in a day that revenue service is provided. Time starts when the first bus arrives at its first timepoint to when the last departs from its last timepoint.

Frequency: How often (in minutes) a bus passes by a bus stop during an hour.

Service Change: Adjustments to CapMetro services made at regular intervals throughout the year based on analysis of performance measures, community and operator feedback and available resources.

Performance: How well or poorly a transit route carries out its function.

Evaluation: An assessment of service at a specific point in time to determine its performance.

Monitoring: Keeping an eye on route performance over time to assess when changes might need to be made.

Reporting: The process for giving an account of the process and results of an evaluation or monitoring.

Key Performance Indicators (KPIs): Data points used to measure outcomes determined to be important to the success of transit.

ABOUT THIS DOCUMENT

CapMetro connects the people, jobs and communities of the Austin area by providing quality transportation choices. The CapMetro **Service Standards & Guidelines** provide a framework for how the agency designs and monitors transit service, as well as the process for making changes. The document is divided into three main sections.



The **Guidelines & Best Practices** section defines the different types of fixed-route transit service and a set of principles for how they should be designed.



The **Service Standards** section provides guidance on how CapMetro measures service performance and determines if changes are needed. Standards help ensure that CapMetro is meeting the expectations of the guidelines moving forward.



The **Service Changes & Evaluation** section describes the steps and timeline for making changes to service, especially when the service is not meeting the standards.

How to Use & Update This Document

Service standards are developed by each transit agency in the United States to guide the design, implementation and evaluation of their services. CapMetro staff conducts a review of the **Service Standards & Guidelines** regularly, typically every 5 years. The document is required by FTA Circular 4702.1B to comply with [Title VI of the Civil Rights Act](#), which requires all transit agencies to develop service standards and guidelines. With each 5-year update, the **Service Standards & Guidelines** are updated to reflect the latest industry and agency best practices, recent service findings and experiences, feedback from the community, changes to service types and availability of resources. The document is then submitted to the CapMetro Board of Directors for approval.

In preparation for this update, CapMetro reviewed guidelines from 11 other transit agencies to develop an understanding of peer best practices, and completed internal and external engagement to determine what has worked well and what could be improved upon from previous guidelines.

ABOUT CAPMETRO

Each department within CapMetro works together to plan and operate transit service, ensure efficient use of funding, manage accessibility, safety, vehicles and capital investments, engage with the community, and more. Different departments have different roles and levels of involvement when it comes to the development of the **Service Standards & Guidelines** or in supporting adherence to these guidelines after their adoption.



CapMetro's Overarching Principles

Equity, Accessibility and Sustainability are key principles to designing an inclusive transit system. CapMetro strives to integrate these principles into each aspect of the planning and implementation processes. CapMetro conducted engagement with the public, detailed in the **Engagement Summary for the Service Standards and Guidelines Update**, as well as with internal staff to determine how accessibility, equity and sustainability can guide decision-making. The **Service Standards & Guidelines** were developed not only to ensure regulatory compliance or operational efficiency, but also to serve as a channel for advancing a more equitable, accessible and sustainable transportation system in the region.

Equity – As an agency, CapMetro is committed to delivering equitable and inclusive transit service. During the process of updating this document, the agency reviewed internal practices, standards and methodologies and codified considerations for people in the Central Texas region who rely on transit most. CapMetro also conducted internal interviews to discuss and document how service standards meet the needs of the community. Public engagement involving surveys, compensated focus group meetings, and a community advisory committee workshop also helped garner feedback on our processes. This document formalizes CapMetro planning processes and includes the following equity considerations in the guidelines:

- The service change process in the **Service Changes & Evaluation** section describes the steps for how CapMetro approaches service changes. The evaluation includes a demographic analysis that looks at the effects of a proposed change on the surrounding community. The evaluation includes an analysis of Black, Indigenous, people of color (BIPOC) populations, low-income, older adults, youth, individuals with disabilities, individuals with limited English proficiency, and zero car households. See page 38 for more details.

- CapMetro also outlines a data-driven methodology for evaluating how to distribute transit amenities across stops and stations. The process will guide CapMetro in placing these amenities based on community need. The analysis considers who a stop or station is serving and how it is being used. Please see the [Amenity Enhancement Process](#) for more detailed information.

Accessibility – CapMetro always strives to improve accessibility across services and is conducting a Self-Evaluation and ADA Transition Plan for accessibility across agency programs, services, facilities and technologies. CapMetro reviews all designs against Texas Accessibility Standards (TAS) and Public Rights-of-Way Accessibility Guidelines (PROWAG) to ensure compliance and that individuals with disabilities are able to safely access CapMetro services.

Sustainability – CapMetro works to integrate and track sustainability methods and treatments, including those outlined in the CapMetro Sustainability Vision Plan. CapMetro is also collaborating with the City of Austin and Austin Transit Partnership to develop sustainability-focused guiding principles and policies that provide resiliency in the face of a changing climate. These will assist planning, design and construction teams with integrating sustainability into agency processes and outcomes and summarize both mandatory requirements as well as additional voluntary measures that will help meet larger strategic goals.

REGIONAL COORDINATION

Central Texas is a growing region with transportation needs that go beyond the larger metropolitan areas. In 2013, CapMetro and Capital Area Rural Transportation System (CARTS), the regional rural transit provider for areas of Bastrop, Blanco, Burnet, Caldwell, Fayette, Hays, Lee, Travis and Williamson Counties, created the Office of Mobility Management (OMM). The OMM focuses on closing gaps in transit service by working with local jurisdictions, coordinating with service providers, and implementing new transportation tools in the region. The OMM strives to integrate the regional network of transit services in the Central Texas region. It is dedicated to meeting the transportation needs of senior adults, people with disabilities and veterans while addressing gap areas. The OMM also provides information to customers with travel requirements that cross jurisdictional boundaries or agency and service provider boundaries.

CapMetro adopted a Service Expansion Policy in June 2008 that was later revised in April 2014 and reaffirmed by the Board of Directors in November 2022 to provide guidance when there is a desire to add new service in the region in an area outside the existing service area. It defines approaches for service to jurisdictions within the region that are not currently served by CapMetro.

This policy defines the process for distributing federal transit funding in the region (Section 5307 Funds) and implementing transit service. Jurisdictions within the urbanized area, but outside the CapMetro service area, can participate. The program requires cities to first complete a Transit Development Plan (TDP) to identify transit service needs and assist in developing transit alternatives and financing. CapMetro currently coordinates with the cities of Buda, Hutto, Georgetown, Round Rock and Pflugerville as well as Travis County on updates to the required TDPs.

Future Services

This update to the [Service Standards & Guidelines](#) references future new modes of transit service, including Light Rail, which CapMetro will operate in the future with the implementation of [Project Connect](#) investments. However, this document does not set performance standards for these services yet. CapMetro will update its guidelines to include standards for new service types as they are implemented so that initial performance data can be used to set realistic thresholds.



CAPMETRO SERVICE TYPES

While all transit services are designed to connect riders to different destinations across the service area, different [CapMetro transit services](#) are a better fit for specific markets. All transit services function as part of the network, and different routes each have their own function within the network. This means that CapMetro’s services have unique characteristics, including how early or late the service runs, how often the service comes, how far apart the stops are and factors such as the type of activity along the route and the nearby land uses. This document focuses on fixed route bus and rail transit, services that have a fixed schedule and designated stops for picking up and dropping off riders.

Similar services were grouped into categories called service types. Service types allow each route’s performance to be evaluated relative to routes serving a similar purpose or with similar fundamental characteristics. Specific performance metrics for each route type are described in the [Service Standards](#) portion of the document. Routes can move between categories with changes over time. These service types are referenced throughout the document where detailed guidelines and standards for service quality and effectiveness are provided.

High Capacity

High Capacity routes are designed to carry more passengers per hour, faster. Stops are spaced further apart and are distinct from other routes in the system, with stations that can accommodate more people. This service can also use larger vehicles that accommodate more riders at a time. High Capacity routes are often implemented along highly traveled regional corridors where ridership is historically high and higher transit vehicle capacity is necessary to accommodate the travel demand.

Rail: MetroRail Red Line

Rapid: MetroRapid 801 and 803



Frequent

Bus routes that operate every 15 minutes or better during the day on weekdays and Saturdays, at least.



Local

Bus routes that typically operate every 30 minutes on weekdays, serving major destinations including downtown Austin, universities, shopping centers, and transit hubs.



Limited

Routes that have limited stops and/or limited times for service. These services often have a specific purpose such as providing express service for commuters at peak times or connecting to/from the high capacity network.

Express: Commuter bus service that brings outlying residents to and from Central Austin

Flyer: Limited-stop bus routes between downtown and various neighborhoods

Rail Connector: Circulators connecting neighborhoods to Red Line stations



Community

Routes tailored to specific populations, such as students and seniors, and their key destinations, or to meet a specific community need, such as providing essential connections to grocery stores or they are supported by community partnerships, e.g. University Routes. The frequency and span of community routes are tailored to the specific populations they serve.

Community Shuttles: Routes that connect neighborhoods to nearby destinations

University Routes: Frequent circulator routes that connect the University of Texas campus and residential areas

Night Owl: Late night local service



There are other local public transit services that are not covered in these guidelines.


Pickup – On-demand service available in designated zones located throughout the CapMetro service area. Service information and criteria for Pickup are available in the **Pickup Standards & Guidelines**.

Bikeshare – Public bikeshare program that provides first- and last-mile transportation to better connect the community to and from transit. MetroBike, Austin’s public bikeshare service is now operated and maintained by CapMetro. It has an initial guiding plan called the MetroBike Expansion Plan. As the service develops, more guiding documents will become available.

Access – Demand-response paratransit service complementary to fixed-route service provided in accordance with the Americans with Disabilities Act

Rideshare – Carpool and vanpool service for registered customers

Guaranteed Ride Home – Emergency taxi service for registered customers



SERVICE GUIDELINES & BEST PRACTICES

This section contains the CapMetro **Service Guidelines & Best Practices**, which describe strategies for how to design, implement, and modify fixed-route transit services. This section provides an overview of industry-wide principles for designing a transit network, routes and schedules that meet the community's needs and are easy to navigate for its riders.

The guidelines in this document apply to both rail and bus fixed-route transit. Due to the greater flexibility of bus service, more of this section will apply to bus service than rail. While much of the section details strategic best practices for staff, the core purpose of the guidelines is the matching of service types to the specific communities served. Allocating the appropriate amount of service is key to ensuring transit is both convenient for riders and a sustainable use of community resources.

SYSTEM DESIGN GUIDELINES

When designing a transit system it is important to consider where people live and where they are trying to go. To be an efficient steward of public dollars, CapMetro considers the purpose each route serves in the system, how each route supports the entire transit system and who each route is serving to better understand the unique needs of how transit can serve the community well.

The most efficient transit routes are designed to serve areas with high ridership potential. Efficient routes and networks serve areas where people are and where they want to go by linking together key destinations and providing service along corridors that have high levels of demand. This means that some routes may be oriented towards serving areas of very high ridership potential, while others in the network provide wider coverage in areas where people need it the most. All routes are designed to work together to strengthen ridership of the system while serving the community. The sections that follow will provide information on the principles and guidelines that support the design of a robust transit system.



Transit and land use are fundamentally connected.

Transportation and the ways communities have developed have been intricately linked throughout history. In Central Texas, people historically traveled by streetcars and railroads until personal vehicles became the most prominent mode. Widespread car use has caused the key destinations within the region to move further away from the center of cities and beyond walkable distances. Across the country, the reliance on personal vehicles has demonstrated how transportation options impact development and, in turn, how that pattern of development leads people to choose one mode of transportation or another. For transit to provide the most benefit, it must be well suited to the development pattern of the area it serves.

These guidelines identify key characteristics of the built environment that relate to transit demand, including density, demographic characteristics of the residents of an area, the connectivity of the existing transportation networks and the location of major activity centers that are common destinations within a community.

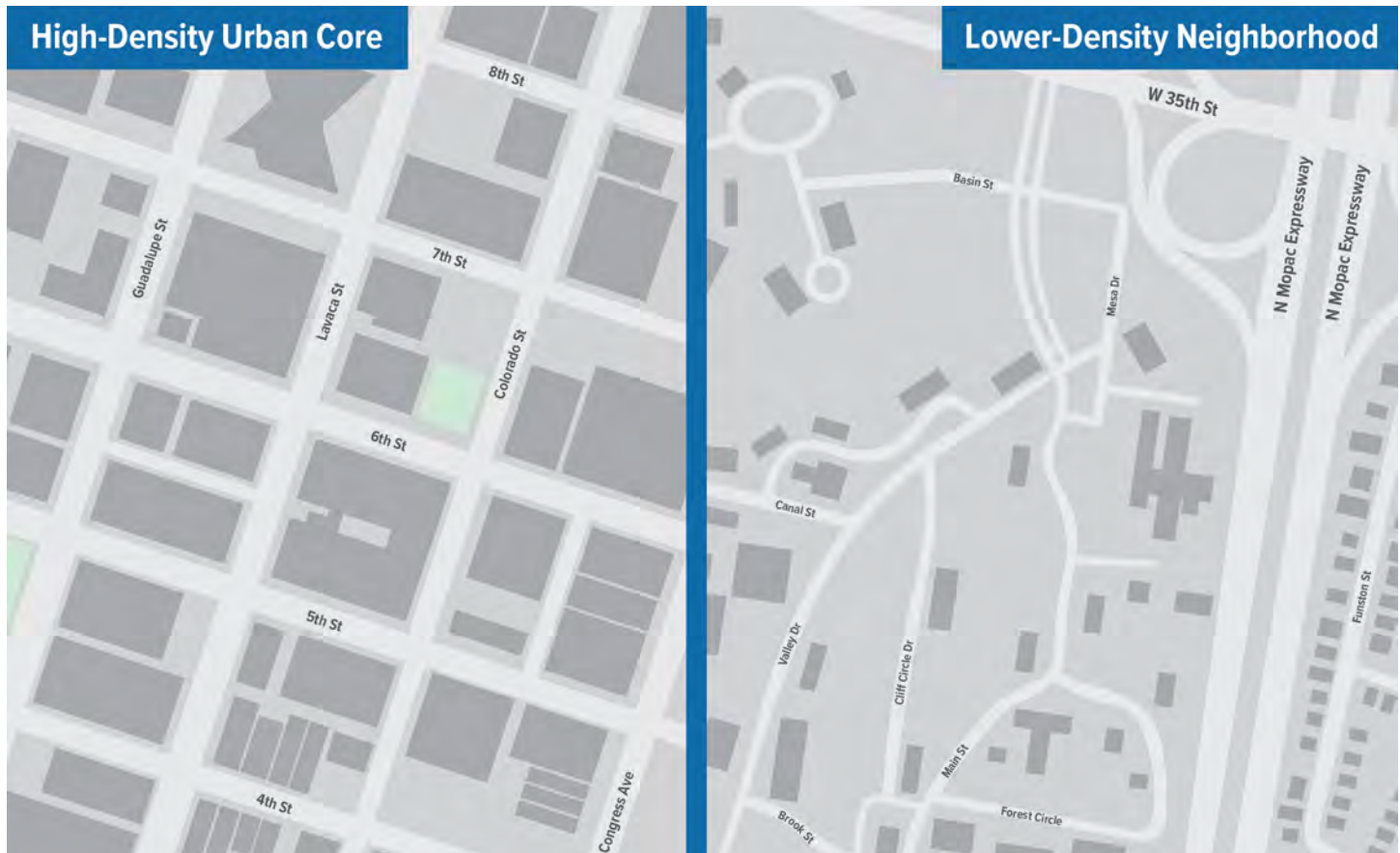
Transit is best supported by mixed uses and density.

Routes are more efficient when they serve areas of high transit demand, or areas where people live (i.e., residential density), and work (i.e., employment density). While density of jobs or residents are good indicators of transit demand, a mix of land use in the same areas can produce even more demand than either alone. Mixed-use areas create a steady demand for transit throughout the day and evening. Other transit-supportive land uses include commercial and institutional areas, which attract large numbers of employees, patrons and guests.

Transit Oriented Development in Austin

CapMetro has also been involved in planning for Transit Oriented Development by advocating for mixed-use development near transit and supporting zoning that permits this type of development.

CapMetro has been leading [Equitable Transit Oriented Development](#) efforts, working in coordination with local jurisdictions to ensure that high-capacity transit investments are supported by development that not only increases transit ridership, but also provides access and space for people who need it the most in our community.



Transit should serve well-defined markets.

CapMetro’s transit service strives to serve and connect multiple destinations using network design best practices. The most effective transit routes should be designed to serve areas with high ridership potential and provide access to key destinations. The strongest destinations for transit have intense activity throughout many times of the day; sometimes, activity centers and corridors with high ridership potential may be suitable as connection points for several transit services, such as downtown Austin or “The Drag” on Guadalupe Street near the University of Texas.

Well-defined markets may include:

- Large/high-density housing complexes
- Medical destinations (hospitals, doctor’s offices, dialysis centers)
- Groceries and retail (Walmart, H-E-B, etc.)
- Social services providers (workforce solutions, Social Security offices, disability services, etc.)
- Sporting arenas and event centers (Q2 Stadium, Moody Center, Exposition Center)
- Shopping/entertainment districts (Downtown, the Domain)
- Colleges and universities (Austin Community College, the University of Texas, St. Edwards University, Huston-Tillotson University, etc.)
- Employment centers (office buildings, major retailers)

To better understand travel trends and how riders are using transit services in Central Texas, CapMetro conducts an Origin and Destination Rider Survey every 5 years. This survey is generally conducted during the spring and collects thousands of responses from riders about where their trip begins and ends, how frequently they ride and other questions. The most recent results of this data-driven market study were completed in Summer 2023.

The transit network should be supported by infrastructure.

Transit moves people, but it's important for it to be safe, comfortable and convenient to use as well. Transit service should be supported by well-connected streets and sidewalks, which make using transit easier and safer. Areas with poor street network connectivity, poor pedestrian access, physical barriers and frontage roads may be unsafe for transit riders and require more time and resources or a coordinated approach with agency partners to serve effectively.

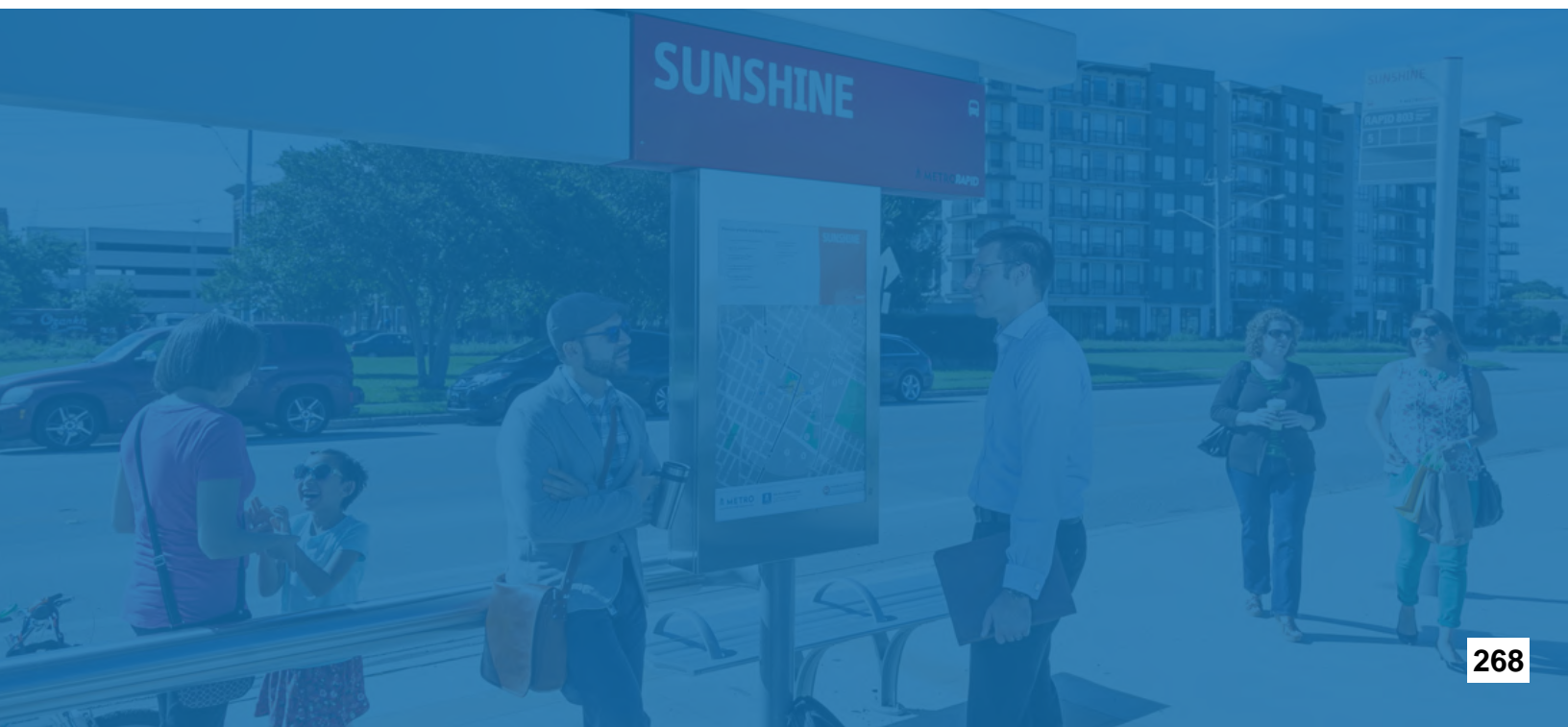
When streets and the surrounding environment are designed to support a variety of modes, more people choose to take transit. People may access transit in a variety of ways: walking, biking, using bike share like MetroBike, scootering, ridesharing, Pickup, or driving to a Park and Ride. These are often referred to as the first- and last-mile connections to transit.

Where possible, transit-supportive street design choices, such as transit priority lanes, traffic calming measures, safe bicycle facilities and wide sidewalks or shared-use paths, can help transit vehicles run more efficiently while also keeping drivers, cyclists, and pedestrians safer.

These efforts are just as important to the success of the CapMetro system as its routes and schedules are. When done right, they can enhance current users' experience and attract new riders. As Central Texas continues to experience growth, ensuring transit access across the area is a key to continued economic growth and prosperity. CapMetro will continue to work closely with member jurisdictions, partner agencies, and communities to promote regional connectivity.

CapMetro partners with other jurisdictions to design and construct transit supportive infrastructure.

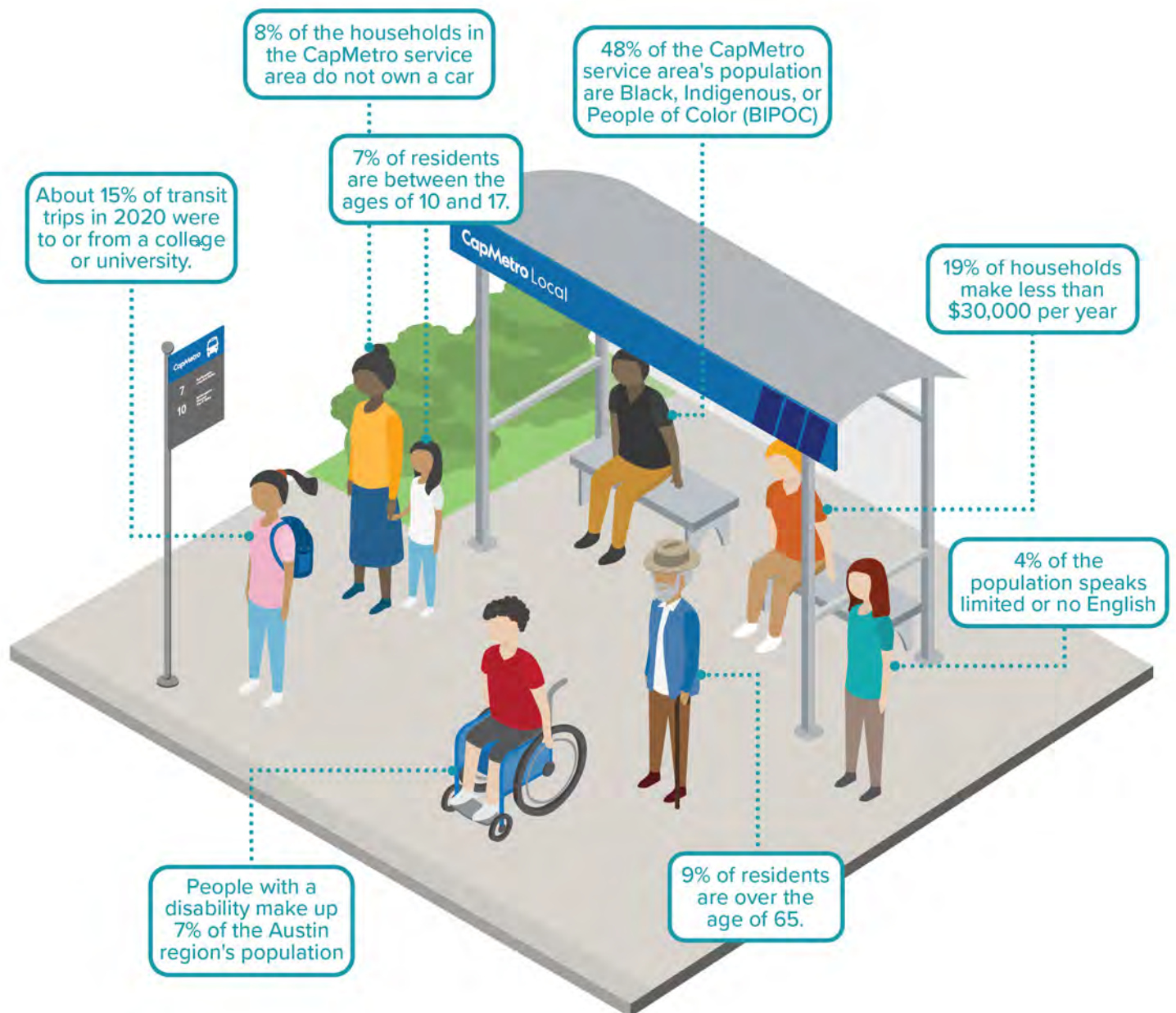
Because CapMetro operates its services within the public right-of-way, the agency must coordinate with partner jurisdictions when implementing transit supportive infrastructure across the service area. Because most CapMetro services operate within the City of Austin, regular coordination with city departments is needed on projects that enhance bus travel times and improve first- and last-mile access to transit. This coordination frequently results in improved or new infrastructure that not only supports transit, but also supports the City's mobility and active transportation goals.



Transit should prioritize serving the people who need it most.



Some people rely on transit more than others, as seen in data that shows that a higher proportion of their demographic group uses the service. These groups include people who don't own a car, people with disabilities, students, youth, seniors, limited-English speaking populations, low-income populations and BIPOC populations. More priority needs to be given to these groups when making decisions about where transit service is placed and how often transit service comes. Serving those who need the service the most also makes the service more accessible for everyone.



Source: 2021 American Community Survey

*Source: 2020 Origin and Destination Survey, partially complete due to the COVID-19 pandemic and to be updated in 2023



Fast service is better than slow.

Virtually all passengers prefer to get places faster rather than slower. Service can be made faster by making it more direct, spacing stops appropriately, and where possible, implementing transit priority measures.

Stop spacing should balance speed and access.

When stops are spaced too far apart, riders are forced to walk long distances to where they want to go, and fewer riders may be willing to take the service if they cannot get on or off near their desired destination. However, when stops are spaced too closely together, service is slow, meaning it takes a lot longer for someone to be able to reach their destination without providing a significant increase in access. Typically, consistently spacing stops between 1,300 and 2,650 feet (approximately 1/4 to 1/2 mile) can help to provide a high level of access while maintaining speed. Appropriate stop spacing also varies by route type. For example, an Express route (part of the CapMetro Limited services) has a specific purpose to provide a fast, reliable service into Downtown at traditional commute times (morning and evening), therefore, the stops will be much farther apart than other route types.

Service Type		Average Stop Distance (ft)
High Capacity	Commuter Rail	As Needed
	Rapid	2,650-4,000
Frequent		2,650-1,300
Local		~1,300
Limited		As Needed
Community		As Needed

Transit priority treatments can increase the speed of transit.

There are a variety of treatments that can be used to make transit more competitive with personal vehicles and help riders get to where they want to go quickly and reliably. Transit agencies across the country, including CapMetro, have implemented many of these treatments and tools, which vary in cost and offer a range of benefits to the speed and reliability of transit. Generally, these treatments help buses get around general traffic and congestion. Some of these treatments include:

Dedicated transit lanes, including fully dedicated lanes, bus and right-turn-only lanes, peak-only bus lanes, and curbside lanes.

Intersection treatments, including queue jumps, transit signal priority, and other signal adjustments.

High-ridership segments of routes that experience the most delay and variability in travel time should be prioritized for improvements to speed up buses and make them more reliable for riders. MetroRapid service is a form of Bus Rapid Transit and should also be considered for treatments that support enhancing travel time reliability and making the service more visible to riders.

These are a few of the ways CapMetro coordinates with other jurisdictions to speed up transit vehicles. One example of this coordination is in the coordination with the City of Austin on their ATX Transit Enhancement Toolkit, which outlines transit priority treatments in more detail.

ROUTE DESIGN GUIDELINES

“Good” routes can look different depending on their function within the network, but they all serve their purpose efficiently and reliably for riders. They should be relatively simple for both existing and new riders to understand and should be coordinated with the larger system of routes to facilitate easy transfers.



Routes can serve different purposes, such as maximizing ridership or increasing coverage.

Making changes to individual routes or a portion of a route is rarely done in isolation, and involves thorough analysis, evaluation and community input to identify any changes. Individual routes can also serve different purposes within a transit network. As discussed previously, some routes are designed to serve areas of high ridership potential while others focus more on providing service to a specific area or neighborhood. Most of CapMetro’s peer transit systems have a balance of these types of routes in their network.

Areas with a higher density of people and jobs and many destinations that are easily accessible within a short walking distance of each other are well-suited to providing simple and direct routes that can attract many riders. Routes in these areas usually run on more direct corridors, with fewer deviations or “branches”, and they tend to have stops spaced farther apart. These characteristics mean that ridership-focused routes often have higher average speeds and experience less delay, making them more efficient. However, because they often run primarily on major arterial streets, riders may have to walk farther distances from their home or place of work to get to their bus stop.

Other areas are more spread out and have a lower concentration of people and jobs, but it is still important to find the most effective way to serve these areas with transit. Routes in these areas are often referred to as coverage-focused routes and are generally less direct, often traveling on more neighborhood roads to expand the geographic reach of the transit network. These routes have more stops, which typically means a shorter walk from homes and destinations. This type of route typically has a longer travel time and can require the customer to wait longer for the next bus due to its more stops along the route and less direct path. Generally, these routes can require a high amount of operator and vehicle resources, making them more costly to operate.

Even though the measures of success can be different for these distinct types of routes, the methods for making adjustments to help them meet their standards are often similar. The [Service Changes & Evaluation](#) section describes the process for evaluating routes based on different factors and common actions taken to make adjustments to help a route improve, such as seeing if the stops are closer together than expected or if there’s a way to improve speed along the route. CapMetro uses this knowledge to match the appropriate transit service with the demand for transit in a given area.



Simple routes are better than complex ones.

A simple transit route design and simple schedules will attract more riders than a complex transit system. For people to use transit, they must be able to understand it, and simpler services are easier for riders to rely on. Transit agencies typically try to keep their systems simple where possible to help ensure that riders can get where they want to go when they want to without frustration or problems. Overall, transit systems with simpler route design can more quickly attract new riders and are better able to serve occasional riders.

When a more complex route is warranted, it should fit within the context of the surrounding network.

Routes should operate along a direct path.

Routes should be designed to operate as directly as possible to keep travel time lower while maintaining access to key destinations.

The fewer turns a route makes, the easier it is for riders to understand. Conversely, circuitous paths are disorienting and difficult to remember, which can impact the reliability of the route. CapMetro designs routes so that they not deviate from the most direct path unless there is a compelling reason, such as to serve major activity centers or to provide coverage to areas with limited access.

Routes should be symmetrical and predictable.

Wherever possible, routes should operate along the same path in both directions to make it easy for riders to know how to get back to where they came from.

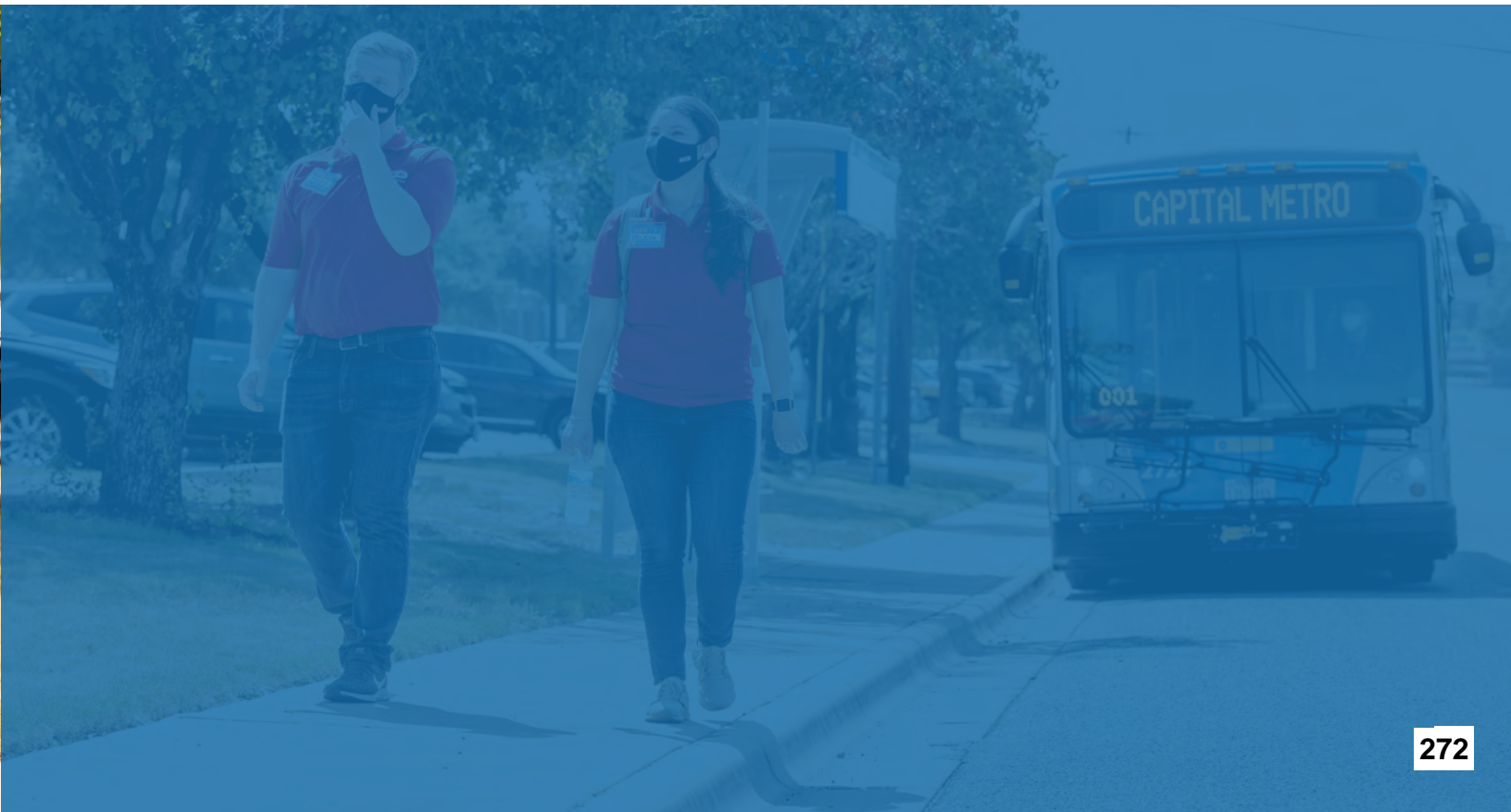
Due to one-way streets, such as in downtown Austin, it may be necessary to operate a route on two parallel streets. In such cases, efforts should be made to limit the distance between stop pairs.

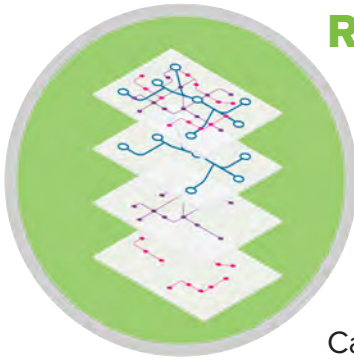
There are a limited number of cases where a route might vary from this.

A route might take a different path for a few trips when one portion of the route has a much stronger demand for service than another or in the case of a major attraction that has limited hours. For example, Route 4 extends past its typical endpoint a few trips each day to serve Austin High School. This type of route deviation is called a “school tripper.”

Routes should have appropriate start and end points.

The ideal start and end of a route should be at a transit center or activity center. When not feasible, CapMetro starts and ends routes at terminals including charging facilities for buses or a key destination that can provide strong ridership to “anchor” the route, such as grocery stores. When this kind of location does not exist, the end of line should be selected based on safety and security, restroom availability for operators and the potential impacts on adjacent land uses.





Routes should be planned within the context of the network.

Transit service planning doesn't happen in a vacuum. When changes are needed to a particular route or when a new service is being planned, the impact on other routes and the overall transit system should be assessed.

Routes should complement other routes to provide coverage across the service area while maximizing ridership and avoiding duplicative service.

CapMetro coordinates where routes go, how often the bus comes and how the schedules line up as necessary to create a smooth rider experience.

Services should be well coordinated.

Where different routes connect or operate along the same street, schedules should be coordinated to the greatest extent possible to provide short wait times between transfers.

Routes should be appropriately spaced.

Parallel routes operating closely together have the potential to compete for and confuse riders. Appropriate route spacing attempts to balance the trade off between how far someone needs to travel to reach transit service and the efficiency of the service. Where the walking environment is difficult to navigate, such as near high traffic streets or areas without comfortable, safe and connected sidewalks, asking someone to go farther to reach the service may deter them from riding. However, routes that are too close together can be an inefficient way to use limited resources, making it more difficult to provide better frequency and coverage to the service area.

Special conditions may exist that require routes to operate closer to one another, such as terrain, barriers, or the street network's design. Routes of different service types may even overlap in some places to expand overall transit access in high-activity areas or corridors, such as the local underlying Route 1 that stops more frequently than the high-capacity MetroRapid 801 service that runs on many of the same streets with more limited stops.

Routes should be an appropriate length.

Routes should be an appropriate length to maximize ridership potential and minimize operational issues. Appropriate route lengths will vary based on context, but typically a route's length influences its performance. For example, if a route is too long, traffic can cause a delay that builds along the route. This can impact the route's reliability; it may show up at the stop too early or late and cause someone to miss their bus. A route that is too short may be difficult to schedule efficiently, making it difficult to give it an intuitive frequency (i.e. 15, 30, or 60 minutes). There are however additional factors that impact route lengths; currently, downtown Austin lacks space for vehicles to wait to start their next trip, which limits CapMetro from starting and ending routes downtown and may require lengthier alignments.

Service should be coordinated between modes.

Coordinating bus and rail services is important to maintaining a cohesive network that riders want to use. This typically involves coordinating schedules of bus routes that intersect with, or "feed," rail lines, and placing the stops for these routes close to rail stations. Facilitating convenient connections between bus and rail services makes the network stronger and benefits passengers by improving travel times and reliability.

CapMetro currently has two rail connector routes that circulate neighborhoods surrounding stations along the Red Line, in addition to other frequent and local routes that connect to the train.

SCHEDULE DESIGN GUIDELINES

Predictable and reliable transit services are easier for people to use and can help attract new riders and improve the experience of current riders. Customers need to know when a service will be there, that they can transfer reliably to a connecting service, and that they won't get stranded somewhere without a ride. When and how often a bus or train comes, and when the services start and stop throughout each day make up the service levels of a route. A good level of service is provided by a route that runs as early, late and as often as riders need it while still remaining productive and efficient. The following section defines the guidelines for schedules and the desirable service levels by type of transit.



Schedules should be predictable and easy to remember.

CapMetro designs schedules on repeating patterns, making them easier for people to remember.

For this reason, routes that travel on consistent streets and at regular scheduled times are more successful than those that don't. CapMetro aims to schedule frequencies on round numbers, such as 15, 30, or 60 minutes, so that they are consistent and easier to remember.

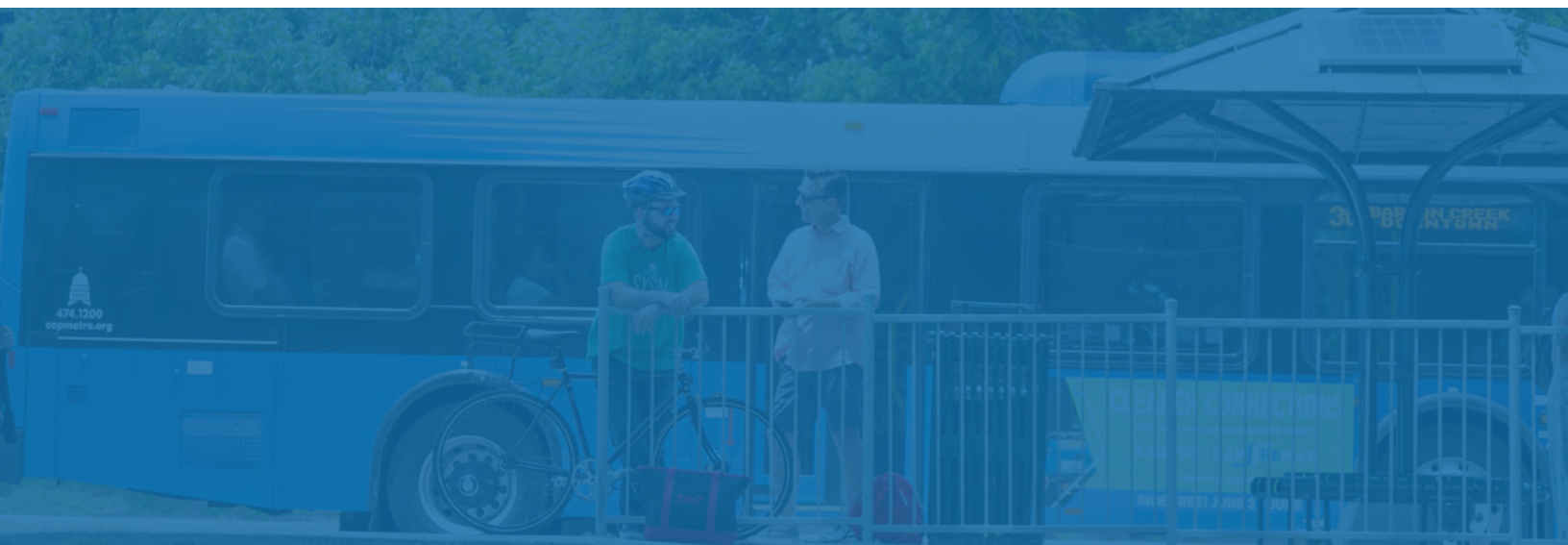
At CapMetro, a route's frequency is often associated with its service type; Local service typically runs at 30 minutes, and Frequent routes run every 15 minutes. When a route's frequency must differ from its assigned service type due to limited resources, schedulers will choose the closest possible clock-face headway. For example, CapMetro Local Route 30 runs at a 35-minute frequency, as opposed to a 32-minute or 36-minute frequency, to ensure riders can easily remember when their bus will arrive.

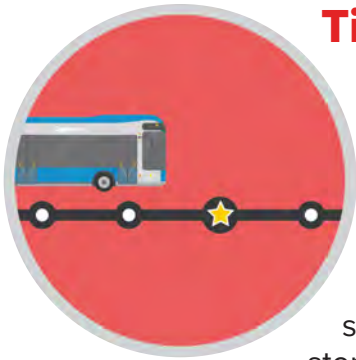
Helpful Definitions

Span: The number of hours in a day that revenue service is provided. Time starts when the first bus arrives at its first timepoint to when the last departs from its last timepoint.

Frequency: How often (in minutes) a bus passes by a bus stop during an hour.

Schedule: The schedule is how the span and frequency operate throughout the day. Most often, this lays out each trip and the expected time of service from the start of the line, at timepoints, and at the end of the line. A schedule helps riders plan when they would need to reach a stop in order to use transit service.





Timepoints should be used to keep routes running on time without sacrificing the rider experience.

Part of the route planning process involves determining which bus stops along a route are noted in the schedule as having a set departure time. Bus stops with these scheduled times are called timepoints. Timepoints are at existing stops along the route and help ensure buses remain evenly spaced and on schedule. Timepoints may also be used to communicate route schedules to the public. If a bus is running ahead of schedule, the driver will stop and wait at the designated timepoint before departing at the scheduled time.

Typically, timepoints are spaced every 8-12 minutes along the route. However, on local or community routes, timepoints can be spaced as close as every 4-6 minutes.

Timepoints are typically located at bus stops that:

- Serve a large number of riders
- Are near major intersections
- Are major transfer points
- Have a safe place and enough space for the bus to layover

On routes that share a path, timepoint locations are ideally the same for both routes along the shared stretch.

Communication about Timepoints is Important to the Community

Survey respondents generally felt that timepoints did not have a negative impact on their trip planning, either because they planned ahead to arrive on schedule or they were not in a rush. There were some respondents who expressed frustration with timepoints during rush hour and suggested better route optimization to minimize the need for buses to wait at stops.

Whether respondents had neutral or negative responses to timepoints, there was a general desire for better communication of these timepoints and their impact. CapMetro is now working to implement timepoint announcements on their vehicles to make customers aware of scheduled stops and their purpose.

“A timepoint has not impacted me in a significant way, I like that they are trying to match the schedule as it is not only an issue when buses are late, but also when buses leave earlier than the scheduled time.”

“They’re a little annoying when they’re the stop immediately before my destination but I appreciate the commitment to the schedule because it would be chaos otherwise. And anyway, usually they aren’t too long.”

“I usually plan ahead for those, but it would be nice if they were announced more for routes I don’t take as often.”

STOP & STATION DESIGN GUIDELINES

The quality of transit facilities is important to the rider experience. See the CapMetro [Transit Stop & Station Design Guidelines](#) for more details on how CapMetro places stops and allocates different amenities across the city equitably and cost-effectively.



Stops and stations should be placed and designed to support safety, speed and access.

When designing bus stops or train stations, most transit agencies use strategies that support faster and more reliable transit service. Some of these include:

- Placing bus stops on the far-side of intersections to reduce conflict with turning drivers and minimize delays for bus operators to maneuver back into traffic
- Ensuring that stops or stations are not located too close together
- Implementing near-level, all door boarding and off board fare collection that speeds up the time it takes for passengers to get on or off vehicles when they are stopped
- Constructing longer bus stops at busier locations so more than one vehicle can stop at a time to load or unload passengers
- Considering the appropriate bus stop configuration for a specific location; in-lane bus stops are preferred and will be prioritized because they can reduce delay caused by vehicles needing to merge back into traffic, while bus pullouts will be considered in some cases based on built environment and traffic conditions



Amenities make transit more accessible, comfortable and convenient.

Time spent waiting for transit is part of a customer's trip, and CapMetro strives to make this as comfortable as possible. Important amenities provided at many CapMetro transit stops and stations include, but are not limited to benches, route maps and schedules, lighting, shelters, trash and recycling bins.

CapMetro's commitment to equity means uplifting and empowering riders who would benefit the most from improved transit accessibility and amenities.

CapMetro recognizes the importance of allocating transit amenities equitably across the service area and prioritizing areas that have been historically underserved or lacking in quality infrastructure. Equity is a major metric that the agency considers when evaluating stops as part of its bus stop improvement program, along with ridership, proximity to key destinations, community input and other factors.

Accommodating accessibility of all transit users is also a key part of the design of CapMetro stops and stations. At a minimum, stops and stations are built to comply with ADA regulations. CapMetro also strives to ensure that transit facilities provide space for riders with mobility devices to maneuver and auditory and tactile information technology for riders who are visually impaired, so that all members of the community may use the transit system safely and independently. CapMetro also works with partner jurisdictions to improve adequate sidewalk and pedestrian crossing access to transit stops.



SERVICE STANDARDS

To ensure that CapMetro provides transit service that meets the needs of riders and follows the **Service Guidelines & Best Practices** identified above, the agency continuously compares its services to set performance standards. The **Service Standards** describe how to measure the success of CapMetro services, and when it might be warranted to take corrective actions to address any issues that arise.

The **Service Standards** are meant to be an input or consideration for decision-making that supports a data-driven process for tracking when a service is underperforming and action should be taken. When updating the standards, CapMetro reviewed recent historic data for how transit service has been performing, as well as several peer agency standards to ensure service performance measures are comparable against other transit systems of similar size and population.

The **Service Standards** are divided into two main sections:

- ✓ **Service Quality** includes metrics that keep transit service safe, comfortable, and convenient for riders.
- ✓ **Service Effectiveness** describes the metrics that track how well transit service is working, including its productivity, availability and cost to run.

The standards also describe actions that can be taken when a service is not meeting the expected level of performance. These actions fall under the following types of changes:



Reallocate

Resource adjustments that respond to overcrowding or reliability issues, such as increasing vehicles on a route or building transit priority infrastructure



Optimize

A change to the frequency, span, or route alignment of service to better match demand



Expand

Adding a new route to the network



Reduce

Removing a route



Adjust

Bus stop placement, configuration, or amenity change resulting from one of the changes above

The Service Change Process and how CapMetro decides to take action to address underperforming routes is discussed further in the following **Service Changes & Evaluation** section.

SERVICE QUALITY

CapMetro regularly evaluates its routes to ensure high quality service. Quantitative indicators such as those described in this section as well as qualitative information, like feedback from the community and operators, are used to evaluate how well service is meeting riders’ needs. The following metrics were developed based on industry standards and adjusted for each of the corresponding CapMetro service types.

Transit should be convenient and reliable for riders.

On-Time Performance

Travel time is one of the most important factors when evaluating service quality from a rider’s perspective. A rider’s trip starts before they get on the bus. It also includes the time it takes them to travel to the bus stop or rail station, the time spent waiting for the bus or train, and sometimes the time waiting to make a connection to another route. When buses or trains depart later than scheduled, this adds additional time to a trip. When a vehicle departs before scheduled, a rider may be forced to wait for the next one even if they have arrived on time. An unreliable or unpredictable transit service can be extremely frustrating for riders, making it difficult to use.

There are a variety of reasons why buses or trains will get off schedule from time to time, but there must be a balance between riders’ needs and the realities of operating in an environment with many factors that could delay operation. For a service to be considered “on time,” it should not depart early, as that element is usually within the control of CapMetro. Some services, such as High Capacity rail lines, have higher expectations for being considered on time because they typically operate in their own right-of-way and are therefore not generally impacted by general traffic conditions. These services have a smaller window of time for being considered late, and a higher percentage of trips should be within the on-time window, as compared to bus routes that share space with automobile traffic. The below percentages describe the expected amount of trips that depart within the set on-time window for that service type.

Service Type		On-Time Window	On-Time Standard
High Capacity	Commuter Rail	0-3 minutes	90%
	MetroRapid	0-6 minutes	85%
Frequent		0-6 minutes	85%
Local		0-6 minutes	85%
Limited		0-6 minutes	85%
Community		0-6 minutes	85%

What can be done if the standard is not being met?

Routes with trips that are consistently leaving earlier or later than the on-time window should be examined to determine the reasons behind the issue. Some common issues include buses getting stuck in traffic, construction along the route and issues with the schedule, such as having too much or not enough slack in the schedule at timepoints. On-time issues should be prioritized for review during the service change evaluation based on the severity and longevity of the issue, or how far from the standard it is and how long the issue has been occurring.

Travel Time Reliability

Like on-time performance, the travel speed of a transit route has a direct impact on its usefulness and its operating cost; slower service requires more vehicles to deliver a given frequency. Maintaining similar average operating speeds to other modes of transportation ensures a competitive transit service that riders can rely on to meet daily needs.

Travel time standards determine scheduled speed, which is in turn used to build route schedules. When actual speeds do not meet the standard for scheduled speeds, routes will struggle to run on time. As discussed in the above Guidelines, transit speed can be slower when:

- Lots of riders are using the service: more people getting on and off the bus than normal can slow down transit and cause it to get behind schedule.
- High levels of traffic congestion: Sitting in traffic and at lights slows down service, which can cost more money in order to provide the same level of service over time as traffic conditions worsen.

A travel time reliability ratio compares the travel time variability, or how different the travel time across a section of a route can be at a given time of any day, relative to the minimum variability seen. Travel time variability is summarized at a segment level, and is useful for understanding how travel times change throughout the day in different areas of the transit system. This is a way to measure the reliability of travel time when taking transit.

A high travel time reliability ratio indicates that a segment has very different travel times throughout the day, making service less predictable for riders. CapMetro reviews route segments with a high travel time reliability ratio to identify areas where intervention may be warranted to improve transit service quality.

What can be done if issues are identified?

Because some routes partly overlap, varying amounts of service are provided along their different segments. Because of this, scheduled speed should be evaluated for each unique route segment and not at the route level. However, riders expect a certain service quality, especially for High Capacity routes, so it is especially important to make these services competitive in speed. Rapid routes should be prioritized for improvements to speed up buses to make the service visible, emphasizing transit on key city corridors and ensuring that the service remains reliable for riders.

There are many ways to speed up transit which vary in cost and effectiveness. The ATX Transit Enhancement Toolkit outlines many options that can be explored to help a route when it is slow, including intersection treatments such as a queue jump or transit signal priority, moving near-side stops to the far-side of the intersection or adding transit priority infrastructure like contraflow bus lanes or curbside lanes. CapMetro will also coordinate with other jurisdictions that advance similar transit-supportive infrastructure efforts.

Local jurisdictions are an important partner in transit priority infrastructure.

As the Austin region experiences population and employment growth, traffic congestion increases as well. This causes bus routes to become slower, requiring more trips and vehicles to meet the same level of service for riders. Over time, these issues can become detrimental to the health of the route, and make it more costly to run. CapMetro and the jurisdictions within its service area are partners and are working together to implement solutions. For example, the City of Austin and CapMetro are collaborating to determine the areas with transit speed and reliability issues to prioritize the path forward for larger capital projects to support transit priority. Please see the [ATX Transit Enhancements Report](#) for more information.

Frequency and Span

Frequency describes how often the bus comes, and span describes the hours each day that the service is running. Service spans and frequencies should be matched to the needs of the community. More service will be provided where there is a high number of transit customers (i.e., ridership) and less service where there is a lower number of transit customers to use resources efficiently. As the frequency of a route decreases it becomes more difficult for a customer to plan around, so all CapMetro fixed route service maintains at least a 60-minute frequency.

The service spans and frequencies listed here are typical levels for each service type. More or less service in terms of span or frequency may be warranted on a case-by-case basis. Because riders often use more than one route to complete a trip, it is beneficial to standardize spans and frequencies among routes of the same type.

High Capacity Routes

Rapid	Span	Frequency (minutes)				
		Early AM	AM Peak	Midday	PM Peak	Night
Weekday	5:00 AM to 12:30 AM	15	10	10	10	20
Saturday	6:00 AM to 12:00 AM	15	15	15	15	20
Sunday	6:00 AM to 11:30 PM	15	15	15	15	20

Commuter Rail	Span	Frequency (minutes)				
		Early AM	AM Peak	Midday	PM Peak	Night
Weekday	6:00 AM to 8:30 PM	30	25	60	30	-
Saturday	10:00 AM to 1:00 AM	35	35	35	35	35

Frequent Routes

Frequent	Span	Frequency (minutes)				
		Early AM	AM Peak	Midday	PM Peak	Night
Weekday	5:00 AM to 12:00 AM	30	15	15	15	30
Saturday	6:00 AM to 12:00 AM	30	15	15	15	30
Sunday	6:00 AM to 11:00 PM	30	30	30	30	30

Local Routes

Local	Span	Frequency* (minutes)				
		Early AM	AM Peak	Midday	PM Peak	Night
Weekday	5:00 AM to 11:00 AM	30	30	30	30	30
Saturday	6:00 AM to 11:00 AM	30	30	30	30	30
Sunday	6:00 AM to 11:00 PM	30	30	30	30	30

*Typical frequencies – some Local routes run at lower frequencies at different times of day based on demand

Limited Routes

Limited	Span*	Frequency (minutes)				
		Early AM	AM Peak	Midday	PM Peak	Night
Weekday	6:00 AM to 9:00 AM 3:00 PM to 7:00 PM	-	20	-	20	-

*Minimum span – Some Limited routes operate throughout the day

Community Routes

University Shuttles	Span	Frequency (minutes)				
		Early AM	AM Peak	Midday	PM Peak	Night
Weekday	7:00 AM to 11:30 PM	-	15	15	15	15
Sunday	3:00 PM to 10:00 PM	-	-	-	60	60

Night Owl	Span	Frequency (minutes)				
		Early AM	AM Peak	Midday	PM Peak	Night
Weekday	12:00 AM to 3:30 AM	-	-	-	-	30
Saturday	12:00 AM to 3:30 AM	-	-	-	-	30

Taking transit should be a comfortable experience.

Overcrowding and Load Maximums

Maintaining a reasonable passenger load on vehicles is another goal that helps CapMetro provide high-quality and comfortable service that meets the needs of riders. Typically, riders can expect to have a place to sit when they get on a bus or train, but that is not always possible. During peak periods in most large urban areas, there are bus and rail lines that require some riders to stand for at least some portion of the trip. If a rider is able and the travel distance is not too long, standing on transit vehicles is considered an acceptable part of using the service. Some routes and riders do travel longer distances; for commuter services where longer distances are expected, the standard is that loads should not normally require a rider to stand.

A route exceeds overcrowding standards when average capacity exceeds the number of people in the table below, or when standing loads last for 20 minutes or more on a trip.

Service Type		Peak Max Load	
High Capacity	Commuter Rail	212 people	
	MetroRapid	60' bus	110 people
		40' bus	80 people
Frequent	60' bus	110 people	
	40' bus	80 people	
Local	40' bus	80 people	
	35' bus	60 people	
Limited and Community	40' bus	80 people	
	35' bus	60 people	
	Over the Road Coach	57 people	

What can be done if the standard is not being met?

Consistent overcrowding on a transit vehicle may indicate the need for improvements to the frequency of the service or an increase in the capacity of the vehicles used to run the service. When a trip routinely exceeds the maximum rider or load threshold, adjustments should be studied and implemented as part of the service change process. Shorter-term measures include assigning larger vehicles to the route where possible or the addition of “Run as Directed” (RAD) buses or extra trains for portions of the route to provide temporary additional capacity.

Longer-term adjustments include adding vehicles to the service and increasing service frequency for all or a portion of it. Short-turning trips for buses, or “trippers,” provide additional bus service on a specific segment of a route with capacity issues. Short-turn trains are used for peak service and are scheduled to serve only a segment of the line. Trippers and short-turn trains should include clear communication about start and end points to avoid any potential customer confusion.

Transit Amenities

The quality of transit facilities is important to the rider experience. Bus stops and stations should be kept clean, well-lit and easy to identify with clear signage and recognizable colors and features. This also enhances the visibility of the transit system and can reinforce the service as a high-quality resource within the community. Information on routes and their schedules and destinations will be clearly posted at any stop.

Based on factors like ridership, available space and the surrounding environment, stops will have additional amenities including seating and shelters that provide protection from rain, wind, and sun. Trash cans, landscaping, art installations and wayfinding features may also be added to enhance the space. Wherever possible, stops and stations will be located in places with more pedestrian traffic so they are easy to find and access. See the CapMetro [Transit Stop & Station Design Guidelines](#) for more details on how CapMetro places stops and allocates different amenities across the city equitably and cost-effectively.

Accessibility

The setting around stops is also vital to the safety and ease of use of transit riders. Facilities must be fully accessible by riders regardless of age or ability. The waiting area should be an appropriate size to accommodate passengers with enough room for those using mobility aids such as a wheelchair to board. Wayfinding at or around bus stops is also critical for riders who are blind or have limited sight. This includes using special bus stop poles and signage as well as truncated domes or other tactile warnings in the pavement. Bus stops will be located at or near a clear place to cross the street wherever possible so that riders can access or depart from them safely. Sidewalk availability is also important near transit facilities, as most riders start and end transit trips on foot. Nearby bicycle and scooter parking can also facilitate flexible, multimodal first- and last-mile connections.

People should feel safe using transit.

Transit moves people, but it's important for it to be safe, comfortable, and convenient to use as well. In terms of vehicle safety, taking the bus or train is statistically one of the safest modes of transportation. Prioritizing connectivity and accessibility in the design of transit facilities and their surrounding infrastructure can also enhance the physical safety of riders throughout the stages of their trip. Lighting and visibility are considered as part of the design of amenities and placement of stops. Determined minimum setbacks from the curb are also important to protecting pedestrians and waiting passengers from vehicle traffic and may be supplemented by bollards or other barriers.

Additionally, CapMetro's public safety program combines mental health-first community intervention and outreach techniques with customer support and traditional law enforcement presence, comprising a range of safety resources that can be accessed based on the needs of given situations.

Incidents of Service Interruption

While some service interruptions are outside of CapMetro's control, many mechanical failures can be prevented through ensuring vehicles are kept in a good state of repair. Vehicles and transit equipment are regularly rehabilitated or replaced based on their age in terms of years and/or mileage.

Sometimes buses experience unexpected mechanical failures or incidents while in service that require a road call, which can result in a bus being towed back to the yard for maintenance. There are a variety of other reasons a service might experience an interruption, including a crash or collision, a passenger becoming ill on the bus, electronic issues, mechanical issues, or security needs requiring action or a change in vehicle. Because service interruptions can impact the passenger experience, they are regularly monitored and evaluated by the Operations team so they can be addressed as needed.

SERVICE EFFECTIVENESS

Service effectiveness measures provide insight into how many people can benefit from using CapMetro service compared to how much that service costs to operate and maintain. The following metrics help determine how best to maximize high-quality service for many people using available resources in a responsible way.

CapMetro should be good stewards of their limited resources.

Productivity

The productivity of a route can be measured in several ways. CapMetro analyzes productivity based on ridership and hours of service, or revenue hours:

Riders per revenue hour – the number of boardings divided by the total number of hours the vehicles on a route are in service

These measures describe how many people are using CapMetro routes compared to how much it costs to run them. Using ratios allows CapMetro to make comparisons between unique routes and understand which routes are using resources most effectively over time.

Helpful Definitions

Revenue Hour: One transit vehicle in revenue service for one hour. You will often see more than one operator on a route at a time to achieve a desired frequency.

Service Type		Productivity Standard
High Capacity	Commuter Rail	N/A
	MetroRapid	20 riders/hour
Frequent		15 riders/hour
Local		10 riders/hour
Limited	Express	6 riders/hour
	Flyer	6 riders/hour
	Rail Connector	6 riders/hour
Community		4 riders/hour

What can be done if the standard is not being met?

Routes are more productive when their level of service matches the level of demand for transit. If a route continually shows low productivity, that may be a sign that the route should be evaluated for improvements or reallocation of its resources. If a route is highly productive, it might warrant a higher frequency to continue to meet demand.

Running fewer vehicles on the route at a lower frequency can decrease the cost of a less productive route and allow those resources to be reallocated to another route that is experiencing overcrowding or has the demand to support more frequent trips. Low productivity routes may also serve lower demand areas or lack strong anchoring destinations. Routes that are less direct and more circuitous may have to travel farther while attracting fewer riders, making them less productive as well.

Cost Effectiveness

Several factors influence the cost to run transit service, including the number of vehicles, hours of operation, operator wages, vehicle maintenance and repairs, and fuel. Measuring a route's operating cost per rider shows how many people are using it compared to how much it costs to run. In general, the ratio of riders to operating costs improves when transit service is more efficient, because it can carry people farther and faster in the same amount of time. However, the variables that impact the cost to operate CapMetro service have been fluctuating in recent years, with the cost to run service going up and ridership down.

CapMetro is also in the process of purchasing electric vehicles and constructing charging stations needed for an electric fleet, which impacts the cost to operate service. Due to this changing environment, CapMetro reviews costs and sets a reasonable threshold of cost per rider prior to each service change in order to assess cost feasibility. This ensures that the latest data and operating environment factors are always taken into account.

What can be done if the standard is not being met?

Similar to productivity measures, cost effectiveness is maximized when transit service matches patterns of demand. Cost-saving measures often take the form of service reductions; decreasing the number of trips a route makes each day can reduce costs, but this also requires reducing its frequency, span or both. Alternatively, reducing deviations and making routes more direct can also help them run more efficiently.

Increasing speed and reliability of transit routes also makes them more cost effective. Efforts to reduce delays by implementing transit priority treatments can also improve efficiency, although many of these methods require an upfront investment and cooperation with other agencies like the City of Austin. Ensuring a route's stops are spaced appropriately rather than too close together also reduces delay caused when vehicles stop.

Transit resources should be allocated equitably and accurately.

Service Availability

CapMetro measures service availability to identify the parts of the service area that have enough population density to support transit service, and to determine how well the transit service provided in those areas is distributed.

CapMetro's service availability standard defines the transit-supportive service area as locations within the CapMetro service area with at least 16 people per acre (10,240 people/sq mile). The service availability standard measures the total number of residents in the transit-supportive service area that can access transit stops within a 5 minute walk or roll (1/4 mile). The target indicates that 95% of residents living within a transit-supportive area should have access to at least one transit stop within .25 miles of their residence.

Service Area Definition	Density Threshold	Walk/Roll Distance from Transit Stop or Station	Target Percent of Residents
Transit-Supportive Area	16 people/acre (10,240 people/sq mi)	.25 miles	95%

What can be done if the standard is not being met?

As discussed in the System Design Guidelines, land use and transit are fundamentally connected and transit routes are more efficient when they serve areas where more people live and work.

There are two main factors that can influence service availability findings:

1. An increase or decrease in transit coverage (e.g., removing a transit stop or route)
2. An increase or decrease in population density (e.g., more people moving into or out of an area)

Typically, CapMetro reviews the provision of transit service in the service area by conducting what is often referred to as a market analysis. This analysis is completed during a service plan to determine if the transit service being provided matches the transit demand. During this process, CapMetro reviews opportunities to fill gaps where additional service is needed or where transit stops and stations are too far apart or close together. Solutions that address these issues can impact service availability results.

Although calculating service availability is closely tied to population density, the factors that influence population density and housing supply in the service area occur over the longer term and should be looked at comprehensively. CapMetro has been involved in planning for Equitable Transit Oriented Development by advocating for mixed-use, affordable development near transit and supporting zoning that permits this type of land use, and will continue to collaborate with jurisdictions to encourage transit-supportive development in the service area.

Vehicle Assignment

Vehicle assignment refers to the process by which transit vehicles are allocated to routes throughout the CapMetro network. Several factors are considered when determining the type of vehicle most appropriate for a route, including:

Service Type – Generally, a fixed route bus service will require a 40' or 60' bus, while Commuter Rail routes require train cars known as diesel multiple units (DMUs). However, there are occasionally exceptions to this rule to meet community or operational needs. For example, express routes require a 45' Over the Road Coach (ORC). These vehicle types offer seating more suited for long distance travel.

Ridership and Vehicle Capacity – Vehicle assignments are typically determined based on Automatic Passenger Counter (APC) data in CapMetro's scheduling software. The software ensures that vehicles that are the right size are available based on ridership data and any customer or operator feedback about crowded buses. For example, low ridership routes may be assigned a 40' bus whereas high ridership routes may be assigned a 60' bus.

Compliance with Grant Awards – CapMetro is a proud recipient of discretionary federal grant funding, and as a result, must align with what was outlined in the original grant application. For example, current MetroRapid routes require specialized branding, and some future routes may require electric vehicles based on federal grant funding received.

Service Type		Vehicle Type	Appropriate Assignment Rate
High Capacity	Commuter Rail	DMU	100%
	MetroRapid	60' or 40' bus	80%
Frequent		60' or 40' bus	80%
Local		60' or 40' bus	80%
Limited	Express	45' Over the Road Coach*	80%
	Flyer & Rail Connector	60' or 40' bus	80%
Community		60' or 40' bus	80%

*These vehicles offer seating more suited for long distance travel. ORCs cannot be used for interlining due to their size.

What can be done if the standard is not being met?

Vehicle assignment accuracy can be impacted by vehicle and operator availability. If vehicle allocation becomes a concern, CapMetro may hire additional operator staff or procure additional vehicles as budget constraints allow.

SERVICE MONITORING

CapMetro keeps track of several measures that are required by FTA Circular 4702.1B Title VI Requirements and Guidelines and are reported to FTA every three years. Reporting these standards involves analysis that ensures that CapMetro's resources are distributed evenly and equitably throughout the region. The standards that are reported for FTA service monitoring include:



On-Time Performance – Are transit vehicles departing from timepoints on time?



Vehicle Frequency – How often does a vehicle pass by a stop or station during an hour?



Vehicle Load – What is the ratio of passengers to total seated capacity?



Service Availability – How much of the service area has bus stops within walking distance?



Transit Amenities Policy – How are bus stop and station amenities distributed?



Vehicle Assignment Policy – How are vehicles assigned to routes?

More details on the FTA Title VI Service Monitoring Process can be found in the **Title VI Monitoring Fact Sheet**.



SERVICE CHANGES & EVALUATION

This section overviews the process through which CapMetro makes changes to its service and the evaluation and analysis that helps inform those changes.

SERVICE CHANGES

CapMetro is continuously assessing service performance and feedback to make improvements for customers and the community. There are several recurring planning efforts undertaken by staff and approved by the CapMetro Board of Directors, each at different points in time and with varying levels of detail.

Every 5-10 years: Service Plan* – Entails analysis of demographic, land use, development, and transit ridership patterns across the CapMetro service area and evaluation of CapMetro services as a holistic network. Explores issues and opportunities for potentially larger changes to routes or groups of routes based on bigger changes happening over a longer time period. The last update was completed in 2017 with the next update effort beginning in 2023.

Every 5 years: Update Service Standards & Guidelines* – The previous update was completed in 2015.

Every 5 years: Origin & Destination Study – Involves surveying riders on vehicles to collect information on how and why people are using CapMetro services. Findings from this study help guide service planning and proposed changes. The most recent survey was completed in Summer 2023.

Every 3 years: Service Monitoring – federally required reporting on service performance. See the **Title VI Monitoring Fact Sheet** for more information.

As needed: Stop and Station Placement Evaluation – See CapMetro Transit Stop & Station Design Guidelines document for information on the process.

Multiple times per year: Service Changes* & Evaluation – Key Performance Indicator (KPI) evaluation that determines what service changes are proposed and implemented at designated Service Change periods three times a year.

Multiple times per year: Special Events – Austin City Limits, SXSW and Holidays require careful planning for changes in service. There are several specific staff committees dedicated to this work at CapMetro.

**Approved by CapMetro Board of Directors*

Because the Austin region is growing so rapidly, the landscape of where people live, work, and want to go is changing often. New developments, increased cost of living, shifting residential patterns, emerging employment hubs, changing traffic conditions, and infrastructure enhancements are all factors that can impact CapMetro service. Staff consider these changes when reviewing route performance and may make adjustments to routes so that they best serve the community.

CapMetro is continuously monitoring data and customer reports to ensure that service is running smoothly.

Outside of these specific processes outlined in this document, CapMetro also has specific teams that meet biweekly throughout the year to closely monitor the transit service. One team is called the Continuous Customer Experience Improvement Team, which reviews metrics such as On-Time Performance issues and Overcrowding on a regular and frequent basis.

Underperforming Service and When to Take Action

As discussed in the [Service Standards](#), there are multiple actions that can be taken when a service is not meeting the standard. These actions fall under the following types of changes:

Reallocate: Resource adjustments that respond to overcrowding or reliability issues, such as increasing vehicles on a route or building transit priority infrastructure

Optimize: A change to the frequency, span, or route alignment of service to better match demand

Expand: Adding a new route

Reduce: Removing a route

Adjust: Bus stop placement, configuration, or amenity change resulting from one of the changes above

The following are examples of how CapMetro might respond to the issue of an underperforming route:

- Targeted marketing;
- Adjusting frequency or service span;
- Rerouting;
- Rescheduling;
- Eliminating or rerouting unproductive route segments;
- Consolidation of routes or portions of routes;
- Replacement with Pickup service; and
- Elimination of the route when none of the above actions are viable or prove successful.

If service elimination is under consideration, careful investigation will be done to maintain service for populations who rely on transit (people without a car, seniors and youth, BIPOC populations, riders with disabilities and low-income populations). For under-performing routes identified by CapMetro as a minority route, or a service where more than a third of the route's alignment travels through minority block groups, an additional 12 months should be allotted to meet targets after a service change has been made.

Helpful Definitions

Minority Route: Identified when more than 1/3 of a route's revenue miles are contiguous with minority block group(s) in the route's served area

Minority Block Group: A Census block group with BIPOC or low-income population percentages that are higher than the CapMetro service area average

Served Area of a Route: Area within a quarter mile buffer around a non-frequent route's stops or a half-mile buffer around a frequent route's stops

Evaluating New Services

Within the first year of implementation of a major change, services may be adjusted to help the service run more efficiently but should not be modified in significant ways. Riders often take some time to adjust to the new and changed services and it takes time for that market to develop. Typically, transit agencies will allow for some form of a "ramping up" period to allow for routes to be given time to

'mature' before their performance is evaluated against the same standards as mature routes. During this period, performance of new or changed service will be observed but not altered, because no service will be viewed by the public as dependable if it is too frequently changed.

After the first year, CapMetro expects that a service will meet 60% of the minimum thresholds described in the **Service Standards**. After 24 months of a service being introduced or since the last major change, a route should have a mature market and be expected to meet the standards. For a route that is underperforming but within 10% of its target and has shown growth over the previous 6 months, the service should be given six additional months to meet targets before a service change is studied.

Changing Service from Fixed Route to Pickup

When evaluating route performance in a certain area, one option is to consider creating a Pickup demand-responsive service. There are costs associated with creating a new Pickup zone or expanding an existing one. However, where a route(s) fails to meet performance standards, converting it to a Pickup zone could be a feasible solution.

Should conversion result in overall cost savings to CapMetro, savings may be re-invested in fixed-route service improvements, such as frequency or span increases, in other parts of the network.

Most Common Reasons for Service Changes

- Results from the evaluation of services that need improvements or corrective actions in order to meet the service standards
- Input from CapMetro employees, particularly operators who are most familiar with route issues and the public
- Service Planning staff recommendations to explore better operating alternatives

Other common reasons include:

- Providing improved service to riders that heavily rely on transit (low-income populations, people with disabilities, people of color)
- Seasonal school schedules (University of Texas, Austin Community College, etc.)
- Requests from the public, especially similar requests from multiple riders
- Requests from community institutions such as employers, educational and medical facilities, social service providers or developers
- Regular reviews of the effectiveness and quality of service that identify the need for a service change
- New common destinations, developments or streets that create transit demand

Responding to Requests for Service Changes

CapMetro frequently receives requests to create new services or bring back old services. Given the limited funding for putting transit service out on the street, it is very difficult for CapMetro to act upon and implement every request. CapMetro aims to provide a high quality, efficient and useful transit service, while balancing the needs of the residents in the service area and being good stewards of taxpayer dollars. These Service Standards & Guidelines provide a basis from which to review service requests received and to evaluate what can be done given the amount of funding available.

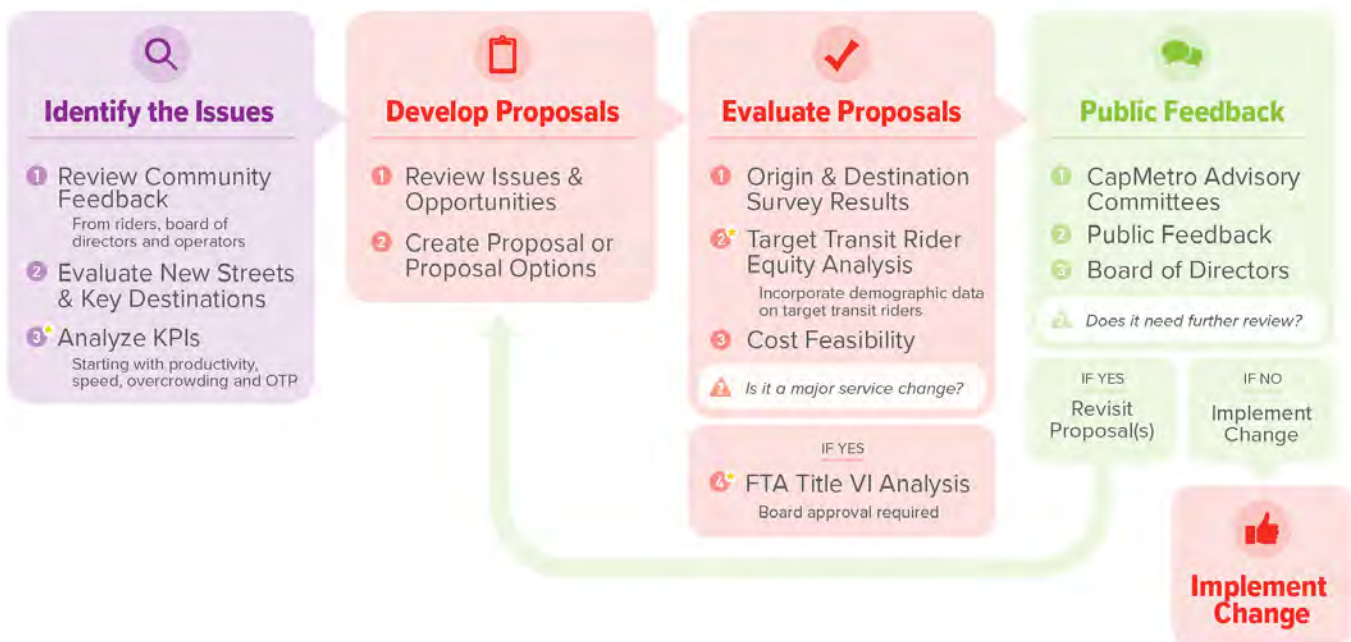
SERVICE CHANGE PROCESS

Service changes provide an opportunity to modify CapMetro service to better suit riders' needs. They can encompass changes to route alignments and schedules as well as physical amenities like bus stops and other facilities. Service changes occur three times per year: in January, June, and August. This schedule keeps changes predictable for both riders and operators and coincides with academic calendars, although extenuating circumstances may create the need for adjustments at other times.

The service change process allows CapMetro to adjust existing services, implement new services, and if necessary, realign, consolidate, or discontinue consistently unproductive route segments or scheduled trips. Service changes are important to ensure that CapMetro routes are doing what they need to do to meet the community's needs.

A service change is not an individual change in bus stop placement or configuration, which may occur as needed throughout the year. More information about this process can be found in the [Stop and Station Design Guidelines](#) document.

Service Change Process



* Step requires data analysis

Service Change Timeline





Identify the Issues

Service evaluation is an opportunity to review issues and opportunities for CapMetro routes, which are informed by the following factors:

Review Community Feedback – CapMetro begins the service change process by reviewing information to understand what, if any, routes are not performing as expected, and who is being impacted by underperforming routes.

Staff across departments are collecting constant feedback from riders and operators, which is documented and used to identify issues and opportunities for individual and groups of routes throughout the year. Planning staff prioritize comments from vulnerable communities in the Austin area, such as low-income residents, seniors, individuals with disabilities, zero-car households, youth, and people of color.

Riders who give comments to customer service, attend board meetings, and participate in outreach activities bring valuable insight to the service planning process from the perspective of those who use services every day. Operators who have day-to-day experience with CapMetro routes also provide suggestions to help service run more efficiently. Feedback from these sources as well as CapMetro leadership is documented and considered when planning staff evaluates a route for potential improvements.

Evaluate New Streets & Key Destinations – The service evaluation process is also an opportunity for CapMetro to adjust service based on changes within the environment. Streets that are built or improved may provide a chance to straighten a route's alignment or to have it run closer to an important destination.

New developments or key destinations such as a new medical clinic, affordable housing development, grocery store, or retail center may also warrant adjustments to nearby service. Long-term construction efforts can also require realignments or schedule changes to minimize impact to the customer experience.

Analyze KPIs – Many of the KPIs described in the [Service Standards](#) are data inputs that can show when a route may need to be adjusted so it is more reliable or effective. As part of the service change process, CapMetro staff evaluate the performance of existing routes by examining KPIs and comparing route performance to the Service Standards described in the previous chapter. These serve as benchmarks for understanding how far off a route's performance may be from what is expected and define how expectations often vary across different route types, which may have different thresholds that are appropriate to the need that type of route serves.

The primary KPIs used for this part of a service evaluation include:

- **On-Time Performance** – How often does the bus or train depart on schedule?
- **Travel Time Reliability** – How fast is the bus service compared to what is expected?
- **Overcrowding** – How much room is there for passengers on a vehicle? Do vehicles have to skip stops because they're full?
- **Productivity** – How many people ride the bus or train per hour/mile it's running?

While all service KPIs are tracked throughout the year, these key measures are the first ones examined at the beginning of the service change process because their variation can clearly point to routes that might be performing unexpectedly or need additional resources or changes.

Deeper Dive

Once staff identifies routes that are not meeting minimum standards, they will conduct further study to understand the underlying cause and significance of the issue. Analysis at this stage aims to understand where the problem is, how far off it is from the standard, and how long it has been persisting. Data inputs such as On-Time Performance, Travel Time Reliability, Overcrowding, Productivity, Cost Effectiveness, Passenger Hours of Delay may be reviewed for specific segments, stops, and times of day.

Ridership, on-time performance, and vehicle capacity data for specific segments or stops along a route may be used to understand the geographic scope of an issue. Variance across different times of day may also show different needs at peak periods. Performance and cost data from recent evaluations may also be used to compare performance over time to understand when the problem began or whether it has a seasonal cause.



Develop Proposals

Findings from the service evaluation are used to develop a proposal describing prospective changes and their reasoning. Suggested changes may include adjustments to a route's schedule, alignment, or the schedule or alignment of an adjacent route. Changes are informed by the analysis done during the service evaluation, as well as answers to questions like the following:

- Does the change require allocating more vehicles to a route?
- Would the change duplicate other service?
- Is the change feasible? (e.g., is there enough room for the bus to make a required turn or park during a layover?)
- Does the change require operating outside the CapMetro service area?

These considerations help CapMetro staff weigh the prospective changes in the context of available resources. The resulting proposal(s) documents these changes, how they would be implemented, and their justification.



Evaluate Proposals

After drafting a service change proposal or multiple proposal options, staff completes three additional analyses to verify the intended changes will be beneficial to the community.

Trip Pattern Data – Does the proposed change improve a section of a route that has high ridership activity or connects key origins and destinations? Would it add service in an area with many potential riders?

Target Transit Rider Equity Analysis – Would the proposed change impact service on a section of the route used by a high proportion of BIPOC, limited-English speaking, older adults, people with disabilities or low-income riders?

Cost Feasibility – How much money is available to make the proposed change? What is the cost of the proposed change in terms of budget, available staff and vehicles?

Once the proposal or proposals have been examined through these lenses and finalized, they can move through the engagement process.

Compliance with Title VI Analysis for Major Service Changes

All service change proposals undergo the above analysis and review before they are finalized. However, some changes have a larger impact on the community than others and require an additional element of analysis to meet FTA guidelines. The Service Equity Analysis is an additional analysis defined in the CapMetro Major Change, Disparate Impact, and Disproportionate Burden Title VI policy and is meant to ensure that members of marginalized populations are not subject to disparate impacts or disproportionate burdens because of a potential CapMetro service change.

A major service change requiring a Service Equity Analysis is one that meets one of the following criteria:

- The establishment of new fixed-route bus route
- The elimination of any fixed-route bus or rail route in its entirety
- A geographic change on a given transit route of 25% or more of its annual revenue miles
- A change of 25% or greater in the number of annual revenue hours provided; or
- Six months prior to the opening of any new fixed-guideway project (e.g. BRT line or rail line), regardless of whether or not the amount of service being changed meets the requirements above

A major change is not:

- Temporary additions 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
- Operations that result from circumstances beyond the control of Capital Metro (such as construction)

The service equity analysis is completed by comparing the existing service with the proposed new service and examining how much change would occur. The analysis then identifies how much of these changes would be experienced by BIPOC riders compared to non-minority riders:

- The adverse impacts experienced by minority riders is expected to be greater than 2% when compared to the adverse impacts experienced by non-minority populations
- The benefits associated with service changes accrue to non-minority populations greater than 2% when compared to minority populations

If the analysis results in either of the above instances of disparate impact, the service change proposal will be revised, or mitigation measures will be determined and included as part of the proposal that moves forward.

The results of any Title VI Service Equity Analyses will be presented to the Board along with the additional data analysis and customer feedback contained in all service change proposals.

Note: The Title VI analysis that is conducted during a service change process is different from FTA Title VI Service Monitoring. See Title VI Monitoring Fact Sheet for more details on that process.



Conduct Outreach

Before finalizing a service change, proposals are vetted through several outreach efforts. The Customer Service Advisory Committee (CSAC) and the Access Advisory Committee, both of which are comprised of community members appointed by the CapMetro Board of Directors, are presented with all service change proposals and their underlying analysis, justification and expected impacts.

Other potential outreach efforts include informing Neighborhood Associations, who may be invited to public meetings to discuss the proposed changes. Presentations to elected officials and governing bodies of partner jurisdictions are available when requested so they can answer questions that may arise from constituents. One-on-one presentations can be scheduled to various elected officials who represent the neighborhoods to explain the service changes.

If the outreach process brings forward any changes, proposals will be revised by planning staff, who will conduct the same evaluation analysis described above. This stage of the process can be iterative, with additional adjustments to the proposed changes made as new information or perspectives are considered. Once the proposed service change is finalized, it is presented to the CapMetro Board of Directors for approval.



Implement Changes

There are many steps to implementing service changes. First, CapMetro will ensure that the changes are understood by existing customers by conducting at-stop or on-board outreach at high-volume stops near the neighborhoods and transfer stations impacted. All marketing materials for the impacted services will also be updated. Online engagement, at-stop signage, and targeted messaging through the [CapMetro App](#) as well as on-bus announcements, mailers, and social media can be used to inform riders of the upcoming service changes.

CapMetro staff is also responsible for implementing the behind-the-scenes logistics that are required when a route changes. Updated schedule information is finalized so that the new or changed service integrates with the rest of the network seamlessly, and vehicle operators are trained so that they can answer any questions from customers.





APPENDIX A

TRANSIT STOP & STATION DESIGN GUIDELINES

2023

GLOSSARY

Public Transit or Public Transportation: A transportation system that is available for use by the general public that moves groups of people. As opposed to a private vehicle that generally carries fewer people and has limited access.

Transit Service: A system or network that supplies public transportation in the form of rides to and from different locations provided by a transit agency.

Service Area: The area served by CapMetro transit. This includes cities and communities that have authorized a 1-cent sales tax to fund transit or an in-lieu partnership agreement. The CapMetro service area includes Austin, Jonestown, Lago Vista, Leander, Manor, Point Venture, San Leanna and parts of Travis and Williamson Counties.

Fixed Route: A transit route with a fixed schedule and designated stops for picking up and dropping off riders.

Service Types: Groups or categories of similar types of transit services according to their form or function used to manage and monitor service effectively. For Capital Metro this includes High Capacity, Frequent, Local, Community, Limited and more.

Transit Stop or Station: A location marked with site specific signs, indicating where buses or trains will stop to pick up and drop off riders at designated times.

Stop and Station Types: Groups or categories of transit stops or stations according to their characteristics including number of average daily riders and the service types that use the stop, i.e. MetroRapid.

Stop and Station Amenities: Equipment to improve the experience of a rider when they reach a transit stop and wait for the bus or train. Items like shelter, seating, lighting, waste receptacles and more can improve the comfort, accessibility and ability for riders to use the transit system. Guidance and descriptions of the amenities can be found in the Stop and Station Amenities chapter.

Shared Mobility: Refers to short-term rental mobility options that can be shared like bikeshare or scooters or micromobility devices that use and share the public right-of-way, such as skateboards.

Americans with Disabilities Act (ADA) Compliance: The Americans with Disabilities Act (ADA) of 1990 and subsequent amendments mandates equal access to all public transportation services, regardless of mobility status. The ADA requires that fixed-route transit be accessible and compliance to these mandates often deals with the characteristics of transit equipment, service and boarding areas. For more detailed information and backing on ADA requirements, please visit the link at the top of the paragraph.

Public Rights-of-Way Accessibility Guidelines (PROWAG): Recommended guidelines for designing and constructing facilities within the public rights of way, most recently updated in 2013, as a best practice for accessibility issues in the public right of way not covered by the Department of Justice's currently adopted standards. For more information on PROWAG, visit the link at the top of the paragraph.

Texas Accessibility Standards 2012 (TAS): Technical requirements for accessibility to sites, facilities, buildings, and elements for people with disabilities. It applies during design, construction, additions to, and alterations of sites, facilities, buildings and elements to the extent required by the Texas Department of Licensing and Regulation under the authority of Texas Government Code, Chapter 469. The standards are intended to be consistent to the 2010 Standards for Accessible Design

and are generally the same except as noted. For more information on the TAS, visit the link at the beginning of this paragraph. The TAS is currently being updated and should always follow the most recently adopted version.

Transportation Criteria Manual (TCM): The City of Austin created this manual codified through Rule No. R161-21.14. This republication was enacted on December 6, 2021 and updated on July 12, 2022. The TCM serves as a foundation or starting point for the design requirements for transportation infrastructure. It includes standards and criteria for planning, design and coordination of applicable facilities within the city of Austin. The intent of the TCM is to apply a consistent approach to street design. CapMetro has worked with the City to develop sections of this manual as it relates to transit and building supportive infrastructure within the right-of-way. CapMetro follows TCM guidance where applicable and works with other jurisdictions directly to coordinate on design, permitting and implementation. For more information on the TCM, visit the link at the beginning of this paragraph. The TCM is updated relatively frequently and therefore should be referenced for the latest information as needed.

ABOUT THIS DOCUMENT

Transit stops and stations are the “front door” of transit systems. Their location, design and maintenance influence how riders experience transit. This document provides guidance for CapMetro and their partners to ensure transit is a safe, comfortable and convenient experience for customers. The **Transit Stop & Station Design Guidelines** is a tool to help CapMetro and other municipal and community partners deliver transportation choices that connect people, jobs and the community in a convenient, consistent and safe manner. The intent of these guidelines is to facilitate the proper siting, design and management of either existing or proposed stops and stations throughout the CapMetro service area.

Why It's Important

Well-designed transit stops and stations enhance the transit experience, decrease perceived wait times for transit services and can increase ridership. CapMetro acknowledges that stop and station design and available amenities have an impact on people's lives and their likelihood to use public transit. This document creates a path to improving how customers experience their transit system.



Who Should Use These Guidelines

The information in these guidelines will be useful to anyone involved in the planning, design, construction, maintenance and/or use of stops and stations: community members, transit staff, planners at the municipal, county, and state levels, as well as developers and private landowners.

These guidelines may be used by different audiences to assist them with their associated responsibilities and needs regarding bus stop placement and design. While CapMetro and other municipal partners are public professionals accustomed to guidelines and policy, community members and developers or property owners may be less familiar with how and when to use this document. Refer to the table below for direction on what each section of this document contains and what questions they might answer about the stop and station design process.



Community

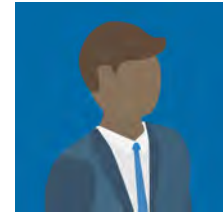
Transit riders,
residents, elected
officials, employers



CapMetro Staff



Municipal Staff



Developers

Developers and
property owners

Section	What Questions It Answers
Introduction	What are design guidelines? Who are they for?
Stop and Station Types	What are the different types of stops and stations in the system? How do they differ in terms of their minimum, preferred and optional amenities?
Stop and Station Amenities	What considerations are important for the amenities included at stops and stations?
Stop and Station Configurations	What do stops and stations look like in the street context?
Stop and Station Spacing and Placement	Where do stops and stations go? What factors are important to determine where they go?

Guidance and Standards

The content in this document is not intended to be strict standards, but instead to provide guidance and inform design decisions within the real-world context or needs of a specific location. Providing this guidance is meant to support the work of CapMetro, and flexibility is key as the street and right-of-way, or land in which a road is built, is unique in each context. Potential impacts must be considered when designing a stop or station and implementing the processes outlined in this document.

However, all stops and stations and any pertinent features should comply with Public Rights-of-Way Accessibility Guidelines (PROWAG) provisions and Texas Accessibility Standards (TAS). PROWAG adheres to standards set by the Americans with Disabilities Act (ADA), and while PROWAG are not governing standards, they do provide guidance for creating accessible right-of-way, where ADA does not provide standards. In that sense PROWAG goes beyond meeting ADA regulations. TAS closely mirrors ADA standards but should also be reviewed to ensure compliance in areas where it diverges from ADA.

This document incorporates the latest regulatory standards from ADA, PROWAG and TAS and best practices as of May 2023. When regulatory standards or guidelines are updated, the latest guidance and this document should be reviewed regularly and updated as needed to reflect these changes.

PROJECT CONNECT AND LIGHT RAIL

In 2020, Austin voters approved a property tax rate increase which provides dedicated funding to CapMetro, Austin Transit Partnership and the City of Austin's plan to advance transit mobility, Project Connect. Project Connect includes constructing a light rail service in Austin, which will provide high capacity transit service that acts as a spine for the transit system, as well as several new MetroRapid services. As of May 2023, light rail station standards are being defined by Austin Transit Partnership as they work towards construction of this vision. Once light rail service is closer to a final design, CapMetro will incorporate additional guidelines that integrate the needs of light rail transit stations.



DESIGN PRINCIPLES

A high-quality transit stop is one that is well connected to the neighborhood or community it serves, accommodates the needs of all transit riders freely and comfortably, increases the safety of those waiting for the bus or train and enables efficient operations. Stop and station design should be guided by the following principles:



Locate Stops and Stations in Convenient and Comfortable Locations

Stops and stations should be located in places that are convenient to where people are traveling to and from, including near where housing or jobs are concentrated and key destinations such as social services or shopping.



Locate Stops and Stations in Safe Locations

Stops and stations should be located where customers feel comfortable, which is a location with enough people, activity and/or lights to not feel isolated. In addition, the location of the stop itself should be well lit and should provide adequate space for waiting riders to sit or stand, with considerations for other people using the street or sidewalk.



Make Stops and Stations Visible and Easily Identifiable

Stops and stations should consistently be located in easily identifiable places, so they can be found without difficulty by riders and bus drivers alike. Stops and stations should follow CapMetro branding guidelines for the specific service type operating, so that they are a recognizable component of the transit infrastructure.



Make the Wait Comfortable

Providing amenities, such as benches, lighting, bike parking, waste receptacles, etc. at stops and stations makes it more comfortable for riders to wait for the bus. While it is not practical nor cost-effective to provide all amenities at all stops, more extensive amenities should be provided in areas where there is greater need. See the **Amenity Enhancement Process** for more details on the process for distribution of amenities.



Provide Information on Available Services

Stops and stations should make it intuitive for riders to know when and where they're traveling. Signs should provide basic service information such as route numbers and destinations. Stops and stations with higher amounts of riders should have arrival time estimates and route information at the stop.



Integrate Stops into Street Design Processes

When new developments are constructed, the stops and stations should be designed as part of the overall project, rather than placed as an afterthought. Similarly, when roads and/or sidewalks are reconstructed, stops should be developed as part of the overall design and brought to current stop or station amenity level standards.



Provide Good Pedestrian and Bicycle Access to Stops and Stations

Stops and stations should be located at sites that provide safe, PROWAG and TAS-compliant pedestrian access to the surrounding area, especially to the other side of the street. This should include well-defined and contiguous sidewalks to and from the stop or station, protected crossings or stops strategically placed at signalized intersections, and adequate bicycle facilities to and from the stop or station.

REPUBLIC SQUARE

SOUTHBOUND



3 METRO RAPID



STOP & STATION TYPES

This section describes the types of stops and stations in the CapMetro system, including stops designated as transit hubs and transit centers. It also summarizes the level of amenities found at each. Definitions for each amenity and more detailed guidance can be found in the **Stop and Station Amenities** section.

DEFINING STOP & STATION TYPES

Transit stops and station types are defined according to their operational, service, land use and utilization characteristics. All stops and stations are assigned a type and subsequent amenity level (Levels 1 – 4). These types provide CapMetro with a clear starting point and practical guidelines for the provision of amenities at stops and stations and a structured process to improve the customer experience across the transit system. No matter how many customers use a stop or station on a given day, each requires certain key design elements to be safe, accessible, reliable and comfortable for riders. By formalizing the process for enhancing amenities at stops and stations, CapMetro sets clear goals for stop and station quality and ensures equitable distribution of amenities across the system.

Stops and stations are classified based on the average number of people who use the stop or station each day, the number of trips at a stop where people might experience wait times longer than 30 minutes or more and the type of transit service. Stops and stations are classified according to the following three types:

Transit Stop – Level 1: These stops serve the lowest daily ridership and provides the most basic level of amenities.

Average Ridership: 0 – 14 riders per day

Transit Stop – Level 2: These stops serve a mid-level of daily riders or riders who might have to wait a long time for the next bus or train, and therefore have additional amenities such as seating and a shelter.

Potential for Long Wait Times: More than half the transit trips arrive 30 or more minutes apart, and/or;

Average Ridership: 15 – 50 riders per day

Transit Station – Level 3: This level of station serves a high level of daily riders and high frequency routes. The highest level of amenities are provided at transit stations.

Service Type: Includes a MetroRapid or MetroRail service, and/or;

Average Ridership: More than 50 riders per day

Many transit agencies across the nation use riders per day to determine the level of amenities to provide at a stop. This is a core defining feature of the stop and station type, however, CapMetro has also identified that the community prefers that stops where a rider might have to wait a long time should be prioritized for shelters and seating. **Therefore, a stop that has a potential for long wait times has been moved to Level 2, even if the ridership is lower than 15 riders per day.** Also, CapMetro provides the highest expectations for amenities for their premium high capacity services, which includes MetroRapid and MetroRail, therefore, those service types qualify for the Transit Station type or Level 3 amenities.

Reviewing Additional Site Context

After the initial classification of stops and stations, additional site context information is reviewed to inform what amenities should be present at a particular location. There are two additional definitions of transit facilities to consider depending on the location's context. Both of these types would increase the expectations of amenities provided to **Level 4**.

Transit Center – This is for stops or stations that support multiple transit routes and are typically owned or leased by CapMetro for an off-street location to support operational service needs.

Transit Hub – This is for stops that are located near dense, mixed-use areas or major community destinations that benefit from additional mobility options to support transit use.

For example, a transit station might be located near a lot of mixed-use development and be recategorized in this step as a transit hub so that the appropriate level of amenities are provided. This additional step helps CapMetro to assess the needs of their different types of facilities based on their surroundings.

AMENITIES

Stop and station amenities are desirable elements or features that improve the experience of waiting for a bus or train by providing comfort, safety and convenience. Amenities help retain and attract transit riders by improving the overall experience at stops and stations. Additional detail and guidance on specific amenities is included in the **Stop and Station Amenities** section. Amenities are divided into four categories based upon the experience they enhance:

Access amenities allow people to comfortably get to and from stops and stations. Amenities in this category facilitate safety and access for all users.

Comfort/Safety amenities address the state of the immediate environment around a stop or station. It encompasses amenities that make the space more comfortable and add elements of security for riders accessing the location.

Information amenities help riders understand how to navigate the services available to them.

Building More Accessible Stops and Stations are principles not listed under the table of amenities, but are a collection of elements that make experiencing getting to and from stops or stations a dignifying experience for customers.

The expected level of amenities for each stop or station are determined by the type. Under each level (1-4), each amenity is assigned one of the following classifications:

Required – The typology must have the amenity present, based on legal requirements at the federal or local level.

Vital – Use of the amenity is vital to the customer experience and should be provided unless CapMetro staff finds installation unfeasible or unnecessary based on the context.

Optional – If monetary resources for the amenity are available, it should be provided unless built environment or other installation constraints are present.

Not Applicable – Amenity is not applicable to the stop type.

For all new stops and stations, CapMetro will seek to provide the level of amenities associated with the stop or station type and the process for distributing funds for amenity upgrades is detailed in the **Amenities Enhancement Process**. Prioritizing locations to upgrade stop amenities, as well as determining and adhering to maintenance responsibilities, will ensure that amenities effectively benefit customers in the long term.

Summary of Amenities by Stop Type

The table below shows the required, vital and optional amenities for each stop and station type. CapMetro will consider the area constraints and fiscal constraints when placing amenities. Every reasonable effort should be made to meet the required amenities below, and thorough documentation should be recorded for any stop that does not meet required amenity levels. For vital amenities, good faith efforts should be made to include them at every stop, however physical or fiscal constraints may intervene, and should be recorded. Optional amenities should be included if the context of the stop allows. Refer to the **Stop and Station Amenities** section of this document for descriptions of each of these amenities.

Amenity		Level 1	Level 2	Level 3	Level 4
		Transit Stop	Transit Stop	Transit Station	Transit Center or Hub
Access	Landing Pad/Platform	Required	Required	Required	Required
	Shared Mobility	Optional	Optional	Vital	Vital
	Bike Racks	Optional	Vital	Vital	Required
	Wheelchair Charging	Optional	Optional	Vital	Vital
Comfort & Safety	Seating	Vital	Required	Required	Required
	Shelter	Vital	Vital	Required	Required
	Lighting	Vital	Vital	Required	Required
	Waste Receptacles	Vital	Required	Required	Required
	Landscaping	Optional	Optional	Vital	Required
	Security Camera	Optional	Optional	Required	Required
	Security Booth/Attendant	N/A	N/A	Optional	Optional
Information	Sign and Pole	Required	Required	Required	Required
	Real Time Info	Optional	Optional	Required	Required
	Wayfinding	Optional	Optional	Vital	Vital
	Personal Charging	Optional	Optional	Vital	Vital
	Public Wifi	Optional	Optional	Vital	Vital
	Fare Machine	Optional	Optional	Vital	Vital

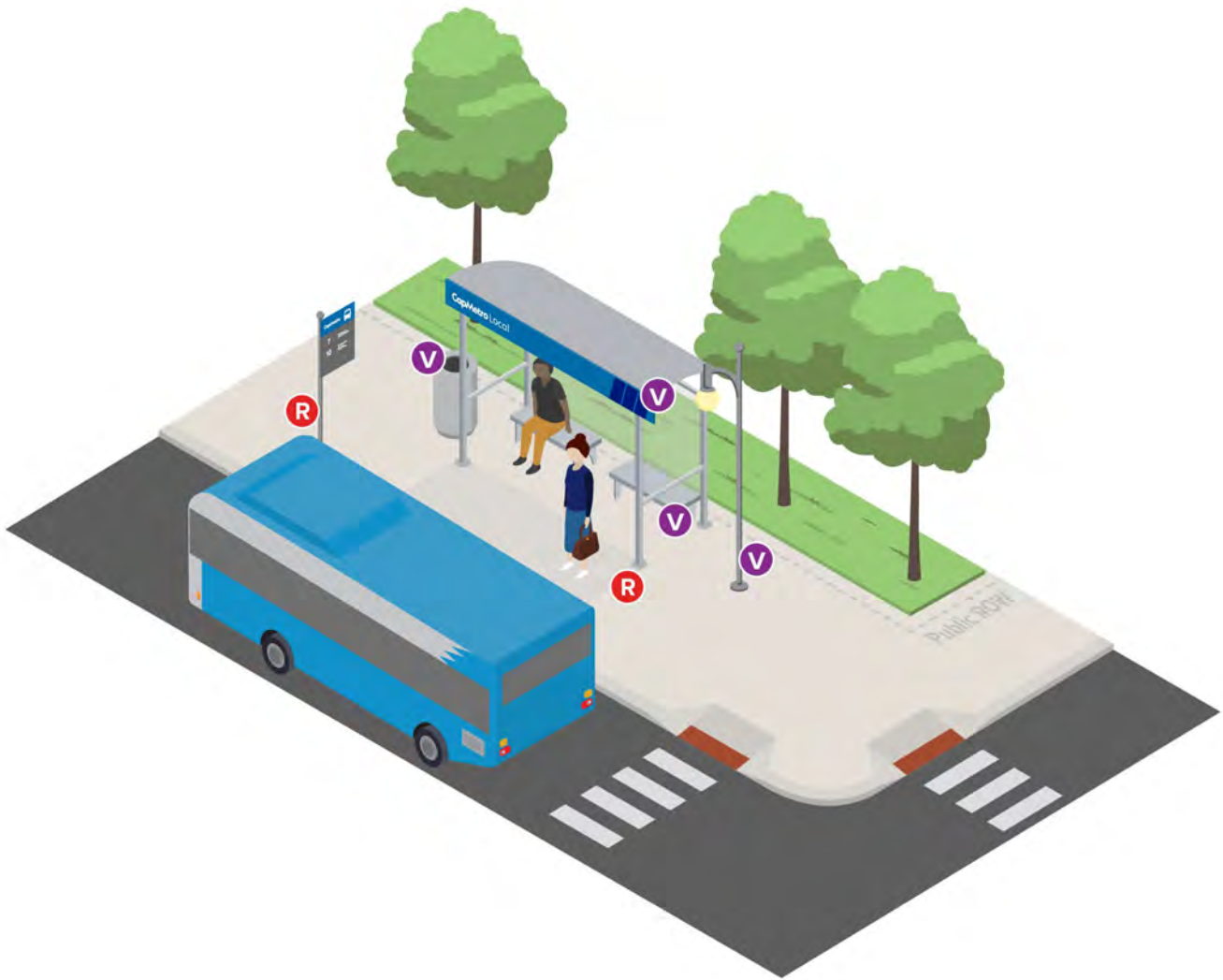
Transit Stops

Transit stops are the backbone of CapMetro's transit network as they are the most common place where riders access the transit system. Stops provide critical points of access to daily needs. Even if some stops may have lower daily ridership, they should be accessible by all riders and include basic amenities to ensure safety and comfort.

With over 2,500 bus stops, CapMetro's stops vary a lot throughout the system. There are two transit stop categories – Level 1 and Level 2. Because bus stops are used across many fixed route service types (High Capacity, Frequent, Local, Limited and Community), surrounding land uses may range dramatically including serving low density neighborhoods, commercial areas such as grocery stores and strip malls and higher density, mixed-used areas.

Given CapMetro's commitment to providing amenities for customers in communities that could benefit the most from additional investment at transit stops, all stops that meet the Level 1 ridership criteria will also be evaluated for service frequency, to understand if customers at the stop may experience longer periods between buses. Longer potential wait times for a customer equals a greater need for stop amenities. If more than half of bus trips have frequencies greater than 30 minutes, the stop will be upgraded to Level 2, regardless of ridership.



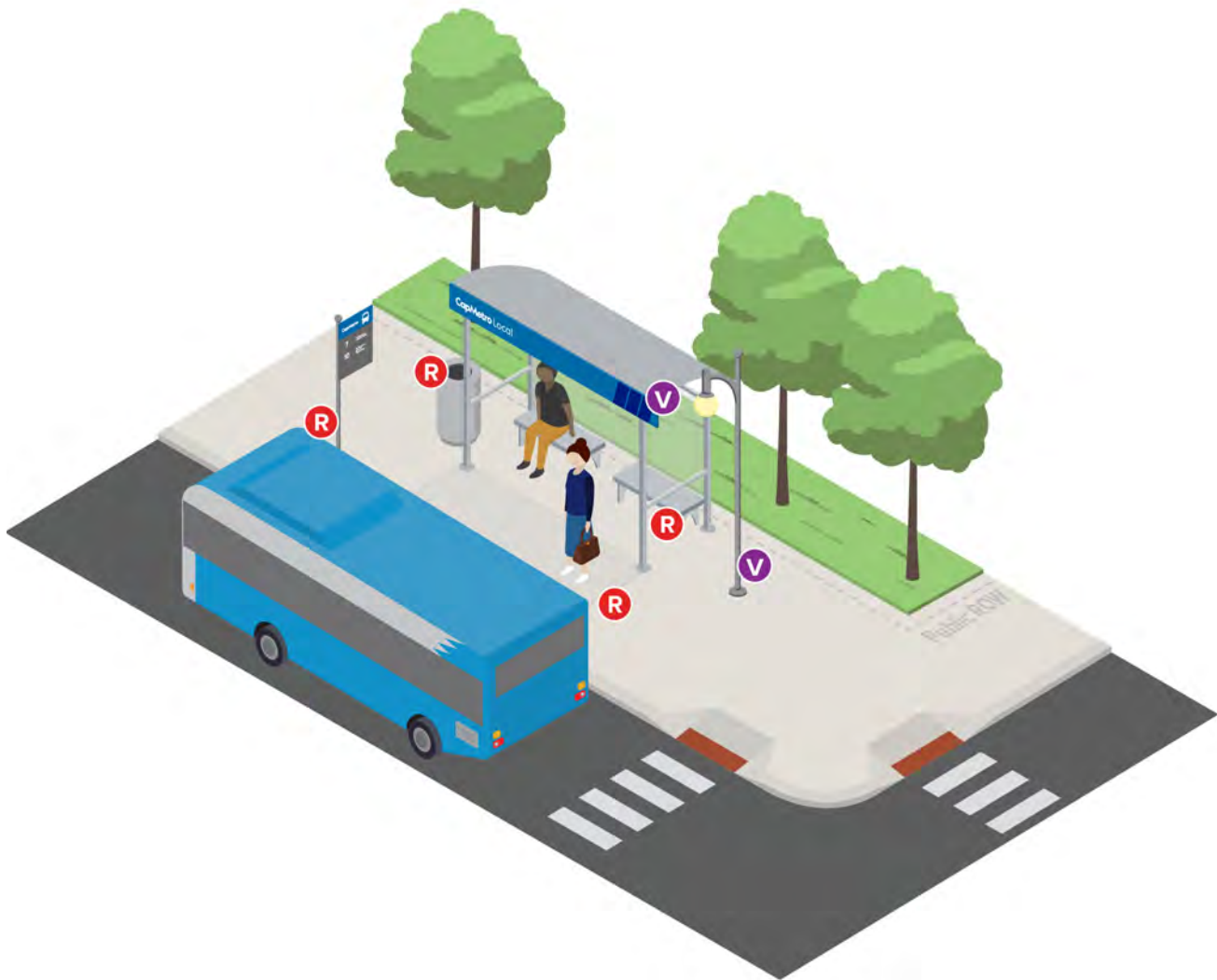


TRANSIT STOP – LEVEL 1

Level 1 bus stops serve as the most basic stop type, generally supporting lower daily ridership, less frequent local bus service and typically served by only one route.

Average Ridership: 0 – 14 riders per day

Required	
<ul style="list-style-type: none"> • Landing Pad • Sign and Pole 	
Vital	
<ul style="list-style-type: none"> • Seating • Lighting • Waste Receptacles 	<ul style="list-style-type: none"> • Shelter
Optional	
<ul style="list-style-type: none"> • Shared Mobility • Bike Racks • Wayfinding • Landscaping • Wheelchair Charging 	<ul style="list-style-type: none"> • Real Time Info • Security Camera • Personal Charging • Public Wifi • Fare Machine



TRANSIT STOP – LEVEL 2

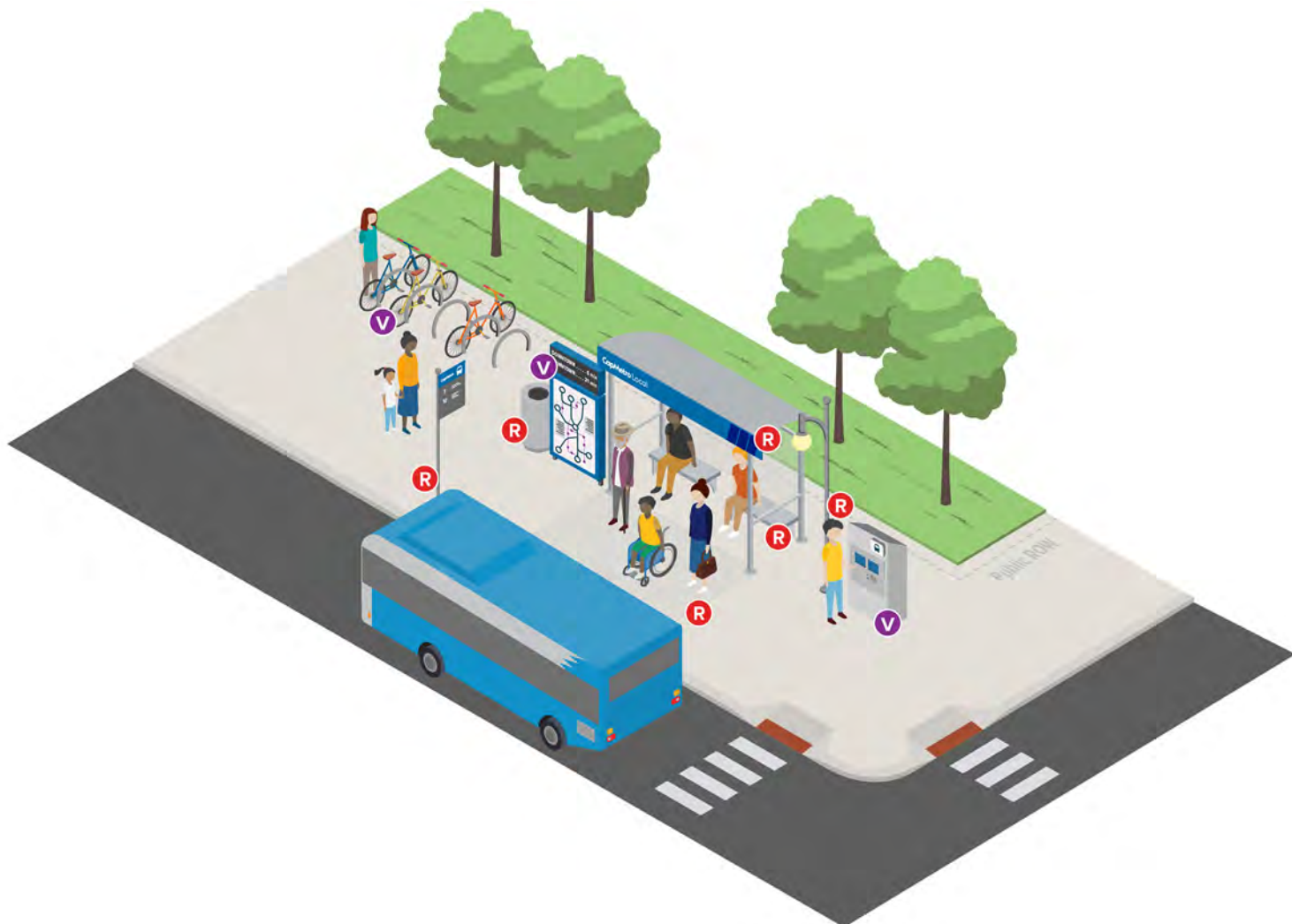
Level 2 bus stops support low to medium ridership, less frequent MetroBus service and typically serve one or more routes. A stop that has a potential for long wait times is considered Level 2, even if the ridership is lower than 15 riders per day.

Potential for Long Wait Times:

More than half the transit trips arrive 30 or more minutes apart, and/or;

Average Ridership: 15 – 50 riders per day

Required	
<ul style="list-style-type: none"> • Landing Pad • Sign and Pole 	<ul style="list-style-type: none"> • Seating • Waste Receptacles
Vital	
<ul style="list-style-type: none"> • Shelter • Lighting 	<ul style="list-style-type: none"> • Bike Racks
Optional	
<ul style="list-style-type: none"> • Shared Mobility • Wayfinding • Landscaping • Wheelchair Charging • Real Time Info 	<ul style="list-style-type: none"> • Security Camera • Personal Charging • Public Wifi • Fare Machine



TRANSIT STATION – LEVEL 3

Transit stations support CapMetro’s higher frequency transit service including MetroRapid and MetroRail. Transit stations support high daily ridership and support riders with the provision of additional amenities. Stations should be comfortable areas for riders to wait and provide information support services.

While surrounding land uses may vary, transit stations generally serve denser residential and commercial areas and important community destinations like educational institutions, grocery stores and sports stadiums.

Service Type: Includes a MetroRapid or MetroRail service, and/or;

Average Ridership: More than 50 riders per day

Required

- Landing Pad/Platform
- Sign and Pole
- Seating
- Shelter
- Lighting
- Waste Receptacles
- Security Camera
- Real Time Info

Vital

- Shared Mobility
- Bike Racks
- Wheelchair Charging
- Landscaping
- Wayfinding
- Personal Charging
- Public Wifi
- Fare Machine

Optional

- Security Booth/Attendant



TRANSIT CENTER – LEVEL 4

A transit center should be applied at stops that serve riders with multiple mobility options in one convenient area. A key function of a transit center is supporting multiple routes or services, making it easy and convenient for riders to make transfers. Land use can vary greatly near transit centers. They may be located either on CapMetro-owned property, such as the Tech Ridge transit center and park and ride, or leased property, such as at the Norwood HEB or Westgate Transit Center.

A transit center should feel safe and comfortable for riders to access and wait for their ride and have amenities to support higher ridership. More than one shelter and additional seating may be considered at transit center stops where higher ridership is present. Amenities should include first/last mile facilities to connect riders from transit centers to their destination including but not limited to bike parking and vehicular parking where applicable. Transit centers should also have a higher level of information amenities to make it easy for riders to know when and where they need to go, even during service disruptions. Placemaking amenities, while optional, bolster a sense of place and community and should be considered where possible. A few examples of a transit center include North Lamar Transit Center, South Congress Transit Center, Tech Ridge Park and Ride and Eastside Bus Plaza. In order to power many of the necessary amenities at transit centers, a dedicated electric meter should be included at the site wherever feasible.

Required

- Landing Pad/Platform
- Sign and Pole
- Seating
- Shelter
- Lighting
- Waste Receptacles
- Landscaping
- Real Time Info
- Security Camera
- Bike Racks

Vital

- Shared Mobility
- Wheelchair Charging
- Wayfinding
- Public Wifi
- Personal Charging
- Fare Machine

Optional

- Security Booth/Attendant



TRANSIT HUB – LEVEL 4

Transit hubs integrate multiple transportation modes such as bikeshare, shared mobility options such as scooters and access to safe, high-quality walking and biking infrastructure. The focus of transit hubs are to expand and integrate multimodal travel options, increase travel safety and enhance customer experience.

Transit hubs are anchored by high frequency transit and supported by dense, mixed-use development. Importantly, they link riders to commercial areas, community destinations and activity centers. Transit hubs should also consider local placemaking features such as public art and landscaping to bolster a sense of place and enhance customer experience.

Walking and biking along the streets and at intersections near the transit hub stop should be supported with high-comfort sidewalks and biking facilities to ensure adequate connectivity to the hub. Shared mobility zones should be present to designate where to drop off/pick up the shared vehicles. Bikeshare stations are highly encouraged at transit hubs to support first/last mile connections. A few examples of a transit hub include Martin Luther King Station, Pleasant Valley & E 7th Street and Plaza Saltillo Station.

In order to power many of the necessary amenities at transit hubs, a dedicated electric meter should be included at the site wherever feasible.

Required

- Landing Pad/Platform
- Sign and Pole
- Seating
- Shelter
- Lighting
- Waste Receptacles
- Landscaping
- Real Time Info
- Security Camera
- Bike Racks

Vital

- Shared Mobility
- Wheelchair Charging
- Wayfinding
- Public Wifi
- Personal Charging
- Fare Machine

Optional

- Security Booth/Attendant

A blue-tinted photograph of a transit station platform. In the foreground, a person is riding a bicycle. In the background, several people are standing on the platform, and a train is visible on the tracks. The scene is set under a modern station structure with a large digital display screen.

STOP & STATION AMENITIES

This section goes into detail on guidance for siting each transit amenity along with the roles and responsibilities for partners in implementing each. CapMetro follows the guidance of the City of Austin's Transportation Criteria Manual (TCM), which contains standards and guidelines related to transportation within the public right-of-way, including transit supportive infrastructure. At the time of publishing these guidelines, the latest TCM update was completed in July 2022. CapMetro may set additional guidance including guidelines to support efficient transit operations or set the level of amenities that should be provided. For those stops within the City of Austin, the TCM provisions are applicable. The key provisions from the TCM are included under each amenity in the Guidance sections as well as any other applicable documentation. Other municipalities in the CapMetro service area may contain their own specific provisions to transit amenities and CapMetro works directly on design, permitting and implementation with each jurisdiction.

LANDING PAD OR PLATFORM ACCESS

Landing pads are areas where customers get off and on the bus. They offer space for bus drivers to deploy ramps, and where riders may queue in line to get on the bus. All stops must have landing pads provided and landing pads should cover all doors of the transit vehicle. Landing Pads must comply with the latest PROWAG provisions.

Platforms are the rail equivalent of a landing pad, where customers get off and on the train. The configuration and dimensions of a platform depends on the track location, right-of-way and passenger capacity. Station platform lengths shall be in accordance with ADA, Federal Railroad Association guidance, state, county and local requirements, as well as the appropriate environmental decision document.

Where They're Required

Level 1 Transit Stop	Level 2 Transit Stop	Level 3 Transit Station	Level 4 Transit Center or Hub
Required	Required	Required	Required

Guidance

According to PROWAG, all new or upgraded bus stops are required to have a front landing pad that:

- Provides near level boarding with a 9” curb
- Provides a clear length of 96 inches (8’) minimum, measured perpendicular to the curb, and a clear width of 60 inches (5’) minimum, measured parallel to the roadway
- Parallel to the roadway, the slope shall be the same as the roadway, to the maximum extent practicable
- Has a cross slope perpendicular to the roadway that does not exceed 1:48 (approx. 2%)

CapMetro exceeds PROWAG guidance, and implements a 10’x30’ (8”X25” min.) pad to allow space for the rear door, where context allows. Additionally, the 8’x5’ clear area of the landing pad should be kept clear of any obstructions or other amenities to allow uninterrupted movement for all customers.

Tactile warning strips, also referred to as truncated domes in the engineering field, should be included along the entire edge of the boarding platform for Level 3 and Level 4 stops. Placement and use of tactile warning strips should follow PROWAG guidance.

Roles and Responsibilities

Role	Responsibilities
CapMetro Staff	<ul style="list-style-type: none"> • Approving all landing pad or platform design and location from other agencies or developers • Design and construction of all landing pads or platforms at stops or stations associated with CapMetro capital projects
Municipal Staff	<ul style="list-style-type: none"> • Design and construction of all landing pads or platforms at stops along municipally-funded corridor development programs
Developer	<ul style="list-style-type: none"> • Design and construction of all developer-initiated alterations of current or planned CapMetro stops and stations

SHARED MOBILITY ACCESS

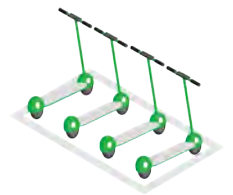
Bikeshare

Public bikeshare stations are bicycle racks where riders can access public bikes. Placing bikeshare stations near stops provides a first/last mile option for riders by connecting bikeshare to transit services. In 2022, the City of Austin and CapMetro agreed to a 10-year expansion project of public bikeshare, an emerging transportation mode, which includes goals of transitioning to a 100% electric fleet, equipment enhancements and expanding service area to outside of Austin’s urban core. The latest expansion plan for the public bikeshare system will dictate where future stations will be located.



Scooters and Other Shared Mobility

Micromobility services offer transportation options for short-term rental from the public right-of-way and provide a first/last mile option for transit riders to access bus stops. Micromobility options may include electric scooters, or other small mobility devices that do not have a license plate. Micromobility providers are regulated by the City of Austin, but are owned and operated by private entities. Designating space for micromobility vehicles makes it easy for transit riders to end their trip near the bus stop while ensuring the vehicles do not interfere with surrounding walkways.



Where They’re Required

Level 1 Transit Stop	Level 2 Transit Stop	Level 3 Transit Station	Level 4 Transit Center or Hub
Optional	Optional	Vital	Vital

Guidance

Section 9.9.0 of the TCM sets general guidelines for dockless mobility parking areas to match bike rack guidelines in Section 9.8.0, which are further discussed in the next section.

Roles and Responsibilities

Role	Responsibilities
CapMetro Staff	<ul style="list-style-type: none"> Install new Bikeshare facilities Partner with the City of Austin to operate and maintain the public bikeshare system Partner with the City of Austin to plan for operations and expansion of the public bikeshare system
Municipal Staff	<ul style="list-style-type: none"> Fund bikeshare expansion in concert with partner agencies Coordinate with CapMetro for public bikeshare planning, expansion, installation, maintenance and operation Administer the Shared Micromobility Program which manages and provides permits to private shared micromobility providers
Developer	<ul style="list-style-type: none"> Coordinate with CapMetro on integration of public bikeshare at stops and stations

BIKE RACKS ACCESS

Bicycle racks at bus stops provide additional support for customers accessing bus service. While there are a variety of bike rack styles, bike racks should permit the use of a high security lock (such as a U-lock), allow the frame and both wheels to be locked, and not damage the bike when locked. Within constrained areas, CapMetro will assess the stop area to determine the appropriate multi modal infrastructure.



Where They're Required

Level 1 Transit Stop	Level 2 Transit Stop	Level 3 Transit Station	Level 4 Transit Center or Hub
Optional	Vital	Vital	Required

Guidance

When siting bike racks, CapMetro should adhere to the following considerations:

- Bike racks must not interfere with walkways, accessible routes and bus door zones
- Bike racks should be placed in a highly visible, well-lit area
- Bike racks should be placed on a paved or concrete surface, not on grass or dirt

According to Section 9.8.0 of the City of Austin TCM, all bike racks must meet the following criteria:

- Bike racks should provide enough space to accommodate two bicycles per “U” in a rack. The standard space is 2’ wide, 6’ long and 3’ 4” tall. If larger bicycles are anticipated at a particular bike rack, the standard spacing should use the specific bicycle in mind as the standard design
- Minimum spacing of racks placed next to each other is 3’ as shown in TCM figure 9-17
- Racks should be placed in the pedestrian or bicycle and street edge zone, or the tree and furniture zone. They should be outside of travel lanes, loading zones and bike lanes. Bike racks must also not obstruct a pedestrian path when bikes are locked to them
- Bike racks may be installed parallel, perpendicular or at a 45–60-degree angle to the curb

Roles and Responsibilities

Role	Responsibilities
CapMetro Staff	<ul style="list-style-type: none"> • Install and maintain new bike racks at transit stops and stations
Municipal Staff	<ul style="list-style-type: none"> • Coordinate with CapMetro for their installation
Developer	<ul style="list-style-type: none"> • Fund and install bike racks on development property and align with TCM standards • Coordinate with CapMetro for their installation

WHEELCHAIR CHARGING ACCESS

Wheelchair charging is a critical need for those using mobility devices to access transit. At the stop or station, a charging outlet provides reliability and convenience for riders, who may need to top off their device or charge it in order to make the final portion of their trip.

Where They're Required

Level 1 Transit Stop	Level 2 Transit Stop	Level 3 Transit Station	Level 4 Transit Center or Hub
Optional	Optional	Vital	Vital

Guidance

Charging outlets require an electric connection to the stop or station and should be a standard 120 volt outlet. They should be located in an accessible space, with clear access and maneuverability around the outlet. Outlets should be clearly labeled for wheelchair charging use, with informational signage to help other riders understand the priority of the use is for those using mobility devices. Outlets should also be located under a covered area.

Roles and Responsibilities

Role	Responsibilities
CapMetro Staff	<ul style="list-style-type: none"> Install and maintain outlets Install and maintain labeling of wheelchair charging and informational signage for other riders
Municipal Staff	<ul style="list-style-type: none"> Coordinate with CapMetro for their installation as needed
Developer	<ul style="list-style-type: none"> Coordinate with CapMetro for their installation as needed

SEATING

COMFORT & SAFETY

A bench provides an opportunity for riders to pass time comfortably while they wait for the bus or train to arrive. Benches are required at all stop types except for Level 1 bus stops. For Level 1 bus stops, bench placement will be considered for stops that serve riders who benefit most from the amenity including the elderly and people with varying abilities (as detailed in the amenity enhancement process). Lean rails may also be included at stops but are not a substitute for benches. Lean rails are a vertical structure about waist height which allow customers to lean on and rest while waiting for the bus to arrive. Lean rails take up less footprint than benches and can provide additional comfort for stops where right-of-way space is limited.

Where It's Required

Level 1 Transit Stop	Level 2 Transit Stop	Level 3 Transit Station	Level 4 Transit Center or Hub
Vital	Required	Required	Required

Guidance

Seating can include benches, leaning rails and low stone walls. Seating should be shielded from vehicular traffic.

- Benches should be constructed with durable material and be resistant to vandalism and wear from weather exposure through design. Seating must also be ADA and TAS compliant in dimension
- The recommended minimum length for benches of 6.5' or the equivalent of three seats. CapMetro may install benches that are shorter based on the use of the stop, or the space available in constrained locations. CapMetro will accommodate the most seating feasible based on the previous factors along with financial availability
- Benches should include arms at either end to assist seniors and people with disabilities in standing
- The recommended height of leaning rails of 2.5' above the stop location surface or slightly higher than seat height

Section 6.3.5.3 of the TCM makes recommendations for seating considerations and characteristics:

- Seating should be installed at stops with high use by elderly people and children, as well as stops with longer wait times or a high volume of travelers
- Benches should prioritize visibility of people sitting
- Benches should be in the Tree and Furniture zone and maintain 2' spacing from other street furniture and waste receptacles and 3' from utility appurtenances or other amenities for appropriate access. Benches may alternatively be placed adjacent to building faces that abut the right-of-way line provided that clear width is maintained for the sidewalk
- Benches shall include space for wheelchair access adjacent to the bench. Reference the City of Austin Standard details for design of benches

Roles and Responsibilities

Role	Responsibilities
CapMetro Staff	<ul style="list-style-type: none"> • Fund and install only CapMetro Standard Benches attached to bus shelters • Maintain all bus stop seating
Municipal Staff	<ul style="list-style-type: none"> • May fund and install municipal or custom seating at bus stops where demand is high • Coordinate with CapMetro for placement and installation of bus stop seating
Developer	<ul style="list-style-type: none"> • Fund and install seating at stops and stations adjacent to property • Coordinate with CapMetro for their installation

SHELTER COMFORT & SAFETY

A shelter protects riders from the elements, both heat and rain, and helps identify the location of a stop. Shelters are also one of the most visible elements of CapMetro’s transit network to the public, therefore adhering to shelter design guidance is important for network continuity. Shelters are required for transit stations, transit hubs and transit centers. While shelters are considered a valuable amenity for the transit stop types mentioned, site constraints may limit the possibility of shelter placement.



Where They’re Required

Level 1 Transit Stop	Level 2 Transit Stop	Level 3 Transit Station	Level 4 Transit Center or Hub
Vital	Vital	Required	Required

Guidance

According to Section 6.3.5.2 of the TCM, shelters should not obstruct pedestrian through-paths and should be oriented towards the path to the landing pad.

Passengers must be able to easily see transit vehicles that arrive, and operators must be able to easily see passengers. Shelters should have internal lighting or be in well-lit areas. The shelter should have perforated panels, glass or an open back wall to enhance visibility.

Roles and Responsibilities

Role	Responsibilities
CapMetro Staff	<ul style="list-style-type: none"> • Fund and install CapMetro standard shelters based on the amenity enhancement process • If shelter is being installed by the City of Austin or a developer or in private right-of-way, coordinate with the relevant parties for installation • Maintain all shelters within the bus stop network
Municipal Staff	<ul style="list-style-type: none"> • Coordinate with CapMetro for their installation
Developer	<ul style="list-style-type: none"> • Fund standard shelters based on the amenity enhancement process at stops adjacent to property • Coordinate with CapMetro for their installation

LIGHTING

COMFORT & SAFETY



Well-lit bus stops make riders and the surrounding community feel safer, more secure and more comfortable than transit stops or stations in poorly lit areas. Lighting also provides greater visibility for operators and riders at a stop. Transit stop placement should consider areas where pedestrian scale streetlights are present. Solar lighting should be placed at all stops where there are no environmental constraints and secondary lighting is not present. If a shelter is being placed at a stop, solar lighting can be integrated into the shelter, except in cases where there may be significant solar obstruction.

Where It's Required

Level 1 Transit Stop	Level 2 Transit Stop	Level 3 Transit Station	Level 4 Transit Center or Hub
Vital	Vital	Required	Required

Guidance

In Section 6.3.5.5 of the TCM, it states that pedestrian-scale lighting includes lamps less than 25' high. Referencing other similar size agencies and academic literature, other recommended characteristics of pedestrian scale lighting include:

- Spacing of 30m (approximately 98') intervals
- Lighting styles that complement the architectural style of adjacent developments
- Providing an average level of 1.3 to 2.6 f.c. (horizontal foot candles) or 13 to 26 lux, which is the typical light level around a building entrance
- Energy saving devices like efficient lamps, solar power and daylight sensing equipment
- Additional lighting from nearby streetlights and illuminated signage and fixtures

Roles and Responsibilities

Role	Responsibilities
CapMetro Staff	<ul style="list-style-type: none"> • Fund, install and maintain integrated bus shelter lighting and sign-mounted power lights at stops and stations
Municipal Staff	<ul style="list-style-type: none"> • Install and maintain overhead streetlamps at stops and stations • Coordinate with CapMetro for placement and installation
Developer	<ul style="list-style-type: none"> • Install and maintain adjacent lighting at stops and stations • Coordinate with CapMetro for placement and installation

WASTE RECEPTACLES COMFORT & SAFETY



Waste receptacles offer convenience for waiting riders and help to reduce the amount of waste left on vehicles and the surrounding transit stop area. CapMetro provides two types of waste receptacles: regular waste and solar compacting.

Where They're Required

Level 1 Transit Stop	Level 2 Transit Stop	Level 3 Transit Station	Level 4 Transit Center or Hub
Vital	Required	Required	Required

Guidance

Within the City of Austin, waste receptacles and recycling containers are located next to each other at all locations in compliance with the Universal Recycling Ordinance. CapMetro works with other municipalities to locate waste receptacles or recycling as needed and in compliance with other local ordinances.

According to Section 6.3.5.4 of the TCM, waste receptacles shall be within 50' of the entrance to food service establishments. Preferred placement of waste receptacles is within the Tree & Furniture Zone.

In the Downtown area, waste receptacles shall be located at intersections, adjacent to sidewalk curb ramps and follow Great Streets Standards. The waste receptacle shall be outside of the curb ramp limits, and directly next to the curb ramp no more than 1 foot away from the curb ramp and either within a sidewalk or directly adjacent to the edge of a sidewalk.

Waste receptacles should be placed at the far side of benches, and, like other street furniture, they must be at least 2' away from other street furniture.

Roles and Responsibilities

Role	Responsibilities
CapMetro Staff	<ul style="list-style-type: none"> • Fund and install CapMetro standard waste receptacles at stops and stations • Maintain CapMetro-installed waste receptacles at appropriate intervals to ensure stops and stations remain comfortable for those waiting for transit
Municipal Staff	<ul style="list-style-type: none"> • May fund and install municipal or custom waste receptacles at stops and stations • Maintain municipal or custom waste receptacles at appropriate intervals to ensure stops and stations remain comfortable for those waiting for transit • Coordinate with CapMetro for placement and installation
Developer	<ul style="list-style-type: none"> • May fund and install waste receptacles at stops or stations adjacent to property • Coordinate with CapMetro for their installation

LANDSCAPING COMFORT & SAFETY



Landscaping improves the visual experience and beauty of a space by incorporating green space in and around transit stops and stations. Landscaping can provide functional advantages like shading and shelter, as well as psychological benefits like making the environment more inviting and appealing.

Where It's Required

Level 1 Transit Stop	Level 2 Transit Stop	Level 3 Transit Station	Level 4 Transit Center or Hub
Optional	Optional	Vital	Required

Guidance

Landscaping should not impede an unobstructed pedestrian route, and should be maintained to allow a shy zone buffer between the pedestrian realm. Landscaping species should be drought resistant and appropriate for central Texas climates and adhere to municipal standards for specific species and watering regulations.

Green infrastructure is also a valuable stormwater management tool and can improve water quality, detain stormwater flows and reduce stormwater volumes. Landscaping specific to stormwater mitigation should follow municipal codes and should be carefully designed to not overflow near transit infrastructure, where such an instance may affect the customer experience and travel time of transit vehicles.

Roles and Responsibilities

Role	Responsibilities
CapMetro Staff	<ul style="list-style-type: none"> • Fund, install and maintain landscaping within CapMetro stop or station areas • Coordinate with municipal staff on appropriate species and planting procedures • Coordinate with municipal staff for maintenance of landscaping in the ROW but outside of CapMetro stop or station areas
Municipal Staff	<ul style="list-style-type: none"> • Coordinate with CapMetro staff on appropriate species and planting procedures • Coordinate with CapMetro staff for maintenance of landscaping in the ROW but outside of CapMetro stop or station areas
Developer	<ul style="list-style-type: none"> • Coordinate with CapMetro and municipal staff on landscaping location, species and planting at development site

SECURITY FEATURES

COMFORT & SAFETY

Amenities such as security cameras and attendants provide greater sense of security for riders and provide tools for CapMetro to respond to incidents at transit facilities. This also enhances the perception of safety and may encourage new riders.



Where They're Required

	Level 1 Transit Stop	Level 2 Transit Stop	Level 3 Transit Station	Level 4 Transit Center or Hub
Security Camera	Optional	Optional	Required	Required
Security Booth/Attendant	N/A	N/A	Optional	Optional

Guidance

In accordance with the American Public Transit Association (APTA) Recommended Practice: [Bus Stop Design and Placement Security Considerations](#), CapMetro completes a Crime Prevention Through Environmental Design (CPTED) survey to “identify and recommend the appropriate enhancements to implement crime prevention or homeland security measures.” The Recommended Practice [“Application of CPTED for Public Transit Facilities”](#) contains information about performing a CPTED survey and should be reviewed. Some considerations mentioned in the best practice paper include the following design interventions: natural surveillance, clear lines of sight, lighting, landscaping and access control.

In addition to CPTED, guidance for additional security features CapMetro enlists are described below. Each of these features require a power connection to the stop or station.

Security Cameras – Security cameras act as a deterring factor for criminal behavior and provide an avenue to enforce laws and regulations. Security cameras must accompany locations where high-value assets are located, like fare machines. Security cameras are also an important asset at high ridership locations.

Security Booth & Attendant – Security booths allow CapMetro staff a designated location to provide customers with support for safety and security needs. They also allow passengers a central location for assistance should it be needed on site.

Roles and Responsibilities

Role	Responsibilities
CapMetro Staff	<ul style="list-style-type: none"> • Fund and install security features at stops and stations • Maintain CapMetro-installed security features
Municipal Staff	<ul style="list-style-type: none"> • Maintain municipal or custom security features • Coordinate with CapMetro for placement and installation

SIGN AND POLE INFORMATION



Transit stop and station signs are the most basic element of a transit stop and are vital to the rider experience. They indicate where operators will stop and where riders will board and alight the vehicle. Signs are required at all stops and stations.

Where They're Required

Level 1 Transit Stop	Level 2 Transit Stop	Level 3 Transit Station	Level 4 Transit Center or Hub
Required	Required	Required	Required

Guidance

Signage should contain route name, number, direction and destination, CapMetro customer service phone number, system logo and website address.

Signage at major boarding locations should include information about schedules and routes. Every transit stop and station has a unique ID number that must be displayed, and include instructions on finding real time information through texting, the online trip planner or the CapMetro mobile app.

Signs must be ADA compliant. This includes signage in braille and with raised lettering for the stop ID number and the routes that serve the stop or station. Preferred sign location is 2' set back from the curb edge and with 2' clearance from the landing pad.

Transit sign posts should also be distinguishable from other street signs at their base by a detectable indicator. This will help those using a cane to identify vertical elements with transit specific information for riders.

Roles and Responsibilities

Role	Responsibilities
CapMetro Staff	<ul style="list-style-type: none"> Provide, install and maintain a sign at every transit stop and station
Municipal Staff	<ul style="list-style-type: none"> Coordinate with CapMetro for pole placement and installation in the public right-of-way
Developer	<ul style="list-style-type: none"> Coordinate with CapMetro for pole placement and installation in the private right-of-way

REAL TIME INFORMATION INFORMATION

Real time information provides up-to-date information on bus arrival time, which is based on the actual location of the bus or train on the route. Real time information greatly enhances the rider experience and ease of use as it enables riders to spend less time waiting for transit and anticipate arrival times more accurately – even when the bus or train is delayed. Real time information is displayed at the stop with a digital display and is built into the trip planner app on CapMetro’s mobile app and website.



Where It’s Required

Level 1 Transit Stop	Level 2 Transit Stop	Level 3 Transit Station	Level 4 Transit Center or Hub
Optional	Optional	Required	Required

Guidance

According to the TCM in Section 6.3.5.6, information technology devices should be placed in the Pedestrian Zone without impeding an unobstructed, accessible pedestrian route and should be placed in an accessible location that complies with the applicable provisions of PROWAG.

For all stops or stations with real time information, a power connection must be provided.

Roles and Responsibilities

Role	Responsibilities
CapMetro Staff	<ul style="list-style-type: none"> Fund, install and maintain real-time information displays at transit stops and stations

WAYFINDING MATERIALS INFORMATION

Wayfinding materials at a stop or station can include schedules, system and route maps and local area maps. These are important because:

- Schedule information at stops and stations helps reduce some of the uncertainty associated with taking the bus and provides information for people without access to CapMetro apps
- Transit system maps can assist customers in determining the best routing for their trip, including identifying transfer locations. System maps can also act as low-cost advertising and help potential customers understand how they can use transit services
- Local area maps provide neighborhood context for transit riders unfamiliar with a given location and can alert regular users to previously overlooked destinations and transfer opportunities



Where They're Required

Level 1 Transit Stop	Level 2 Transit Stop	Level 3 Transit Station	Level 4 Transit Center or Hub
Optional	Optional	Vital	Vital

Guidance

The following guidelines are recommended for wayfinding materials:

- Placement of information in predictable location like overhead or eye-level, place at regular intervals and include context-specific information at decision points
- Include information that facilitates multi-modal options of travel, like locations of bikeshare stations or regional transportation information
- Use easily understood units like walking time from the stop or station to the destination

CapMetro should collaborate with relevant stakeholders in the surrounding area of stops and stations to identify key, place-specific information to incorporate. Enhanced information should also be delivered in a way that is accessible and ADA compliant, leveraging technology in consideration of disabilities like visual impairment. Examples of this information technology includes tactile maps, detectable warnings and directional texture, infrared talking signs, GPS, mobile apps and smart pens. For more information on these accessible resources, projectaction.org provides more detailed information and other disability-specific wayfinding strategies.

Roles and Responsibilities

Role	Responsibilities
CapMetro Staff	<ul style="list-style-type: none"> • Fund, install and maintain printed bus schedules and system and route maps at stops or stations
Municipal Staff	<ul style="list-style-type: none"> • Coordinate with CapMetro for placement and installation of community centric wayfinding to be included at stops and stations

PERSONAL TECHNOLOGY CHARGING STATION INFORMATION

Personal technology charging stations are areas around transit stops and stations where people can plug in and charge their phones or other devices. This feature at transit stops provides support for personal devices, allowing people to take transit without worry of losing connectivity or use of their mobile app, which many customers use for their tickets and route information.



Where They're Required

Level 1 Transit Stop	Level 2 Transit Stop	Level 3 Transit Station	Level 4 Transit Center or Hub
Optional	Optional	Vital	Vital

Guidance

Based on recommendations at other agencies, personal technology charging stations are recommended in areas with higher ridership, major transfer points, and stops with longer wait times for riders. Other recommendations include installing personal technology charging stations in coordination with payment/real-time app development and can be incorporated with fare machines.

Charging should be provided via 120 volt outlets. The area should have clear labeling identifying the amenity for riders. The charging station should be located under a covered area, and be separate from designated wheelchair charging outlets.

All stops and stations that contain a personal technology charging station must have a power connection.

Roles and Responsibilities

Role	Responsibilities
CapMetro Staff	<ul style="list-style-type: none"> Fund and install personal technology charging stations at stops and stations
Municipal Staff	<ul style="list-style-type: none"> Coordinate with CapMetro for utilities around installation of personal technology charging stations
Developer	<ul style="list-style-type: none"> Coordinate with CapMetro for utilities around installation of personal technology charging stations

PUBLIC WIFI **INFORMATION**

Public wifi is an amenity commonly found in public places which allows people to access the internet on personal devices. Many transit riders use their personal devices to access the CapMetro app to find trip information, access tickets and receive alerts from CapMetro.

Cities across the country have begun to implement public wifi as a public utility. It provides access to opportunities for underserved communities and provides everyday convenience for riders in a digital world.

Where It's Required

Level 1 Transit Stop	Level 2 Transit Stop	Level 3 Transit Station	Level 4 Transit Center or Hub
Optional	Optional	Vital	Vital

Guidance

Wifi equipment should be installed in a secure location, to prevent vandalism or unintentional damage during daily use, and should be built to standards that will protect it from the elements. The network should work seamlessly with on-vehicle network to allow riders to transition smoothly from the station to the vehicle without losing signal.

Roles and Responsibilities

Role	Responsibilities
CapMetro Staff	<ul style="list-style-type: none"> • Fund install and maintain public wifi system at stop and station locations • Coordinate with municipalities on local public wifi programs to sync networks as needed as changes to public wifi best practice evolves
Municipal Staff	<ul style="list-style-type: none"> • Coordinate with CapMetro on future public wifi initiatives to explore opportunities for partnership and integration networks

FARE MACHINE INFORMATION

Fare machines, also known as ticket vending machines (TVMs), are secure electronic kiosks that allow customers to purchase single fares and passes. The installation of fare payment/purchase equipment at transit stops can improve customer convenience and service reliability by reducing on-board cash transactions and bus stop dwell times.



Where They're Required

Level 1 Transit Stop	Level 2 Transit Stop	Level 3 Transit Station	Level 4 Transit Center or Hub
Optional	Optional	Vital	Vital

Guidance

According to the TCM in Section 6.3.5.6, like Real Time Info technology, fare kiosks should be placed in the Pedestrian Zone without impeding an unobstructed, accessible pedestrian route and should be placed in an accessible location that complies with the applicable provisions of PROWAG.

Roles and Responsibilities

Role	Responsibilities
CapMetro Staff	<ul style="list-style-type: none"> Fund, install and maintain fare machines at transit stops and stations
Municipal Staff	<ul style="list-style-type: none"> Coordinate with CapMetro for utilities around installation of fare machines
Developer	<ul style="list-style-type: none"> Coordinate with CapMetro for utilities around installation of fare machines

BUILDING BETTER STOPS

Sidewalk

Sidewalks provide critical access for people walking and rolling to and from their transit stop and are a key part of the infrastructure that facilitates multimodal connectivity. At minimum, a sidewalk should be present on the same side of the street as the stop and continue through to the nearest intersections on either side of the transit stop.

Sidewalk connectivity and design is critical to stop access. Sidewalks must provide clear and unobstructed paths to transit and comply with PROWAG and TAS guidelines. Width of sidewalks should be in alignment with the latest edition of the TCM in Section 2.

Protected Crossings

Protected crossings provide a designated space for vulnerable road users to cross motor vehicle traffic. They are crucial for transit access because they keep people safe when crossing busy roads. They also make it easier and more comfortable for pedestrians and cyclists to use public transportation, encouraging more people to choose it as a convenient way to travel.

CapMetro requires all new transit stops to be placed within 100 feet of a protected pedestrian crossing. This practice aligns with Section 4.2 of the TCM, which recommends crossings within 100 feet of all transit stops. For older stops that may be further away from a protected crossing, CapMetro may move the transit stop closer to an existing crossing or coordinate with the City of Austin and other jurisdictions to add a new crossing.

Protected crossings include stop or signal-controlled intersections or mid-block crossings, with signalized pedestrian crossing islands, where needed. For stops at a midblock location, protected crossings should be considered based on context of the roadway. In addition, all pedestrian crossings must be compliant with the provisions of Section 4.2 of the TCM, including a maximum desirable distance between marked crossings based on street level. The City of Austin's Crossing Guidelines provides further recommendations of appropriate treatments for pedestrian crossings based on a street's number of lanes and median presence, annual average daily traffic and vehicle speeds or posted speed limits.

Multimodal Access

All users should be able to get to transit using a variety of mode choices. Access to and from transit stops and stations should be well maintained and accommodate people who walk, bike, use wheelchairs or other mobility devices.

Section 6.2.3 of the TCM clearly states that a clear path of travel shall be provided for each mode, serve all users and provide a sense of comfort to and from the stop or station, and that priority shall be given to people walking and biking over motorized traffic.

The preferred configuration for rights-of-way where transit and bike networks overlap is a floating stop with raised or protected bike lanes. Section 6.2.3.1 of the TCM contains guidance and design details and must be followed for integrating bike facilities at the stop or station.

Park & Ride

Park & Rides are an important component of the transit system, concentrating transit demand and enabling transit services that would otherwise not be cost-effective, and are designed to transfer commuters from low-occupancy modes (personal cars) to high occupancy modes (rail, bus, vanpool and carpools).

Public Art

Public art improves the experience at transit stops and stations by offering interesting and engaging visuals while waiting for services. Public art fosters a sense of belonging and identity, which makes a space more comfortable. Integrating public art around transit stops benefits the transit network and surrounding community by offering opportunity for local artists, creating a sense of place and improving the rider experience.

The [MetroArt program](#) works to collaboratively educate inform and engage central Texas residents about the value public transit brings to the community. The art and music program aims to strengthen community and culture by:

- Creating inviting public spaces that people want to revisit
- Supporting local artists through paid work
- Increasing the sense of home and belonging in central Texas neighborhoods
- Partnering with local agencies, non-profits and community organizations.

Heat Mitigation

Shade and relief from the heat is an important factor for riders during most months of the year in Central Texas. Transit stop placement should accommodate the most shade coverage feasible. Transit centers should consider additional heat mitigation measures. Heat mitigation measures can include:

- Sun screens integrated on stop or station shelters
- Street trees
- Structural shade from built environment
- Fabric shade shelters

Trees can provide cooling, shading and shelter, and have been shown to mitigate the negative impact of high temperatures on ridership more than typical bus stop shelters in the CapMetro service area. Staff should consider taking advantage of existing street trees for shade when placing stops; however, staff must also consider solar power availability when placing shelters with solar-powered lighting. Research on heat mitigation has produced evidence that street trees are slightly more effective at mitigating ridership decrease from high temperatures¹ and that street trees and shading are the amenities most perceived by riders to have cooling effects.

A combination of measures should be considered to provide the most protection for riders possible. Mitigation strategies may be unique to each site and careful review should be taken when siting stop or station locations or when retrofitting a site with heat mitigation.

Collaboration with partner organizations such as nonprofits has been one way to facilitate heat mitigation measures around transit stops and stations.

¹ Lanza K, Durand CP. Heat-Moderating Effects of Bus Stop Shelters and Tree Shade on Public Transport Ridership. *International Journal of Environmental Research and Public Health*. 2021; 18(2):463.

Bathrooms

Public bathrooms provide a basic service for riders waiting for a connection or alighting after a long trip as well as for the surrounding community. While bathrooms serve an important purpose for customers and the general public, they require a unified approach to their management and maintenance. CapMetro is undergoing a holistic review of qualifications and locations where bathrooms may be appropriate, and will coordinate with the City of Austin and other member cities to determine the feasibility of establishing these for public use.



STOP SPACING AND PLACEMENT

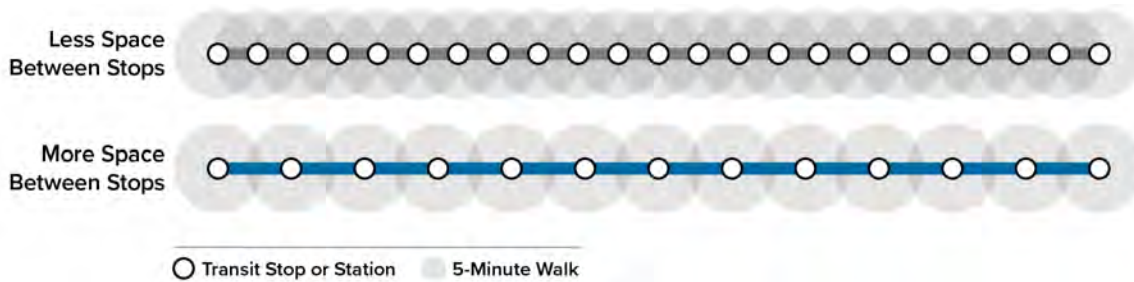
This chapter helps answer the following questions: How far apart should stops or stations be from one other? What factors are important when deciding where a stop should be placed on the curb?

STOP & STATION SPACING

The distance between stops or stations significantly impacts bus and rail travel times. It can also both positively and negatively impact the willingness for customers to use transit and their experience while doing so. Transit service runs more efficiently when stops and stations are optimally spaced but must balance the need for rider access and service experience.

Stops or stations placed closer together provide customers with shorter walk times, but they also increase travel times and are a major reason that transit is slower than automobile travel. Each additional stop or station requires the bus to slow down, come to a complete stop and load and unload riders before speeding up and re-merging into traffic. Most riders want transit service that balances convenience and speed, and the number and location of stops is a key component of determining that balance. Providing fewer, safer and more accessible stops and stations enhances rider experience over more stops that are less accessible.

Stop or station spacing is aligned with the type of service that is provided and the travel experience it aims to achieve. For example, MetroRapid is a high capacity bus service, and therefore has stations that are further apart between 2,650 to 4,000 feet or ½ to ¾ mile to provide a faster and more reliable service. Commuter rail is also a high capacity service, but has a more nuanced spacing standard which depends highly on surrounding land use and site availability and access. Commuter rail stop spacing should be placed as needed and prioritize fast and efficient service, while balancing access needs for commuters. Local service will have tighter stop spacing on average around 1,300 feet or ¼ mile. The table below shows the average stop and station spacing based on service type.



Service Type		Average Distance (ft)
High Capacity	Rail	As needed
	Rapid	2,650 – 4,000
Frequent		1,300 – 2,650
Local		~1,300
Limited		As needed
Community		As needed

STOP & STATION PLACEMENT

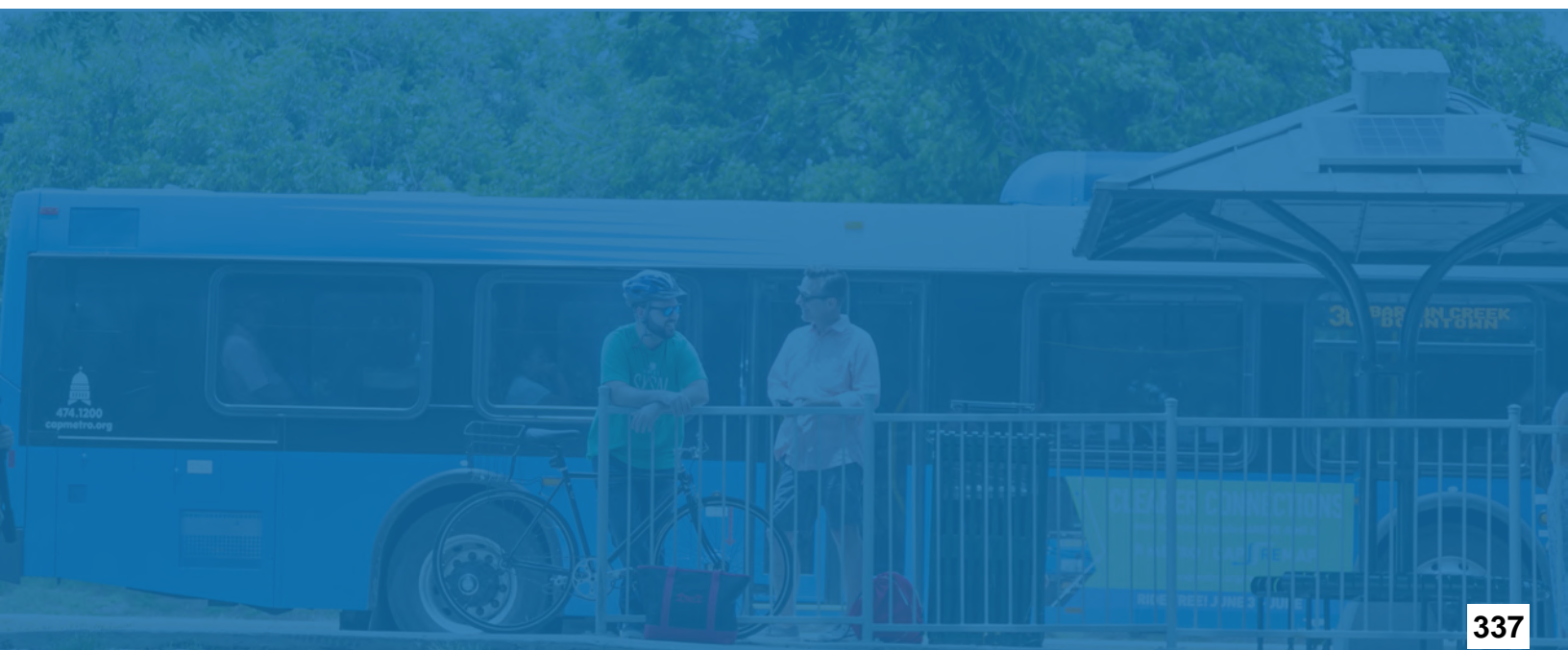
Stop and station placement involves balancing customer safety, accessibility and operational efficiency. All stops and stations should be fully accessible with a concrete landing and access to a sidewalk or pathway that connects to an intersection. When siting a stop, considerations should be given to the location it is serving. For example, if the stop is near a grocery store, riders may be carrying heavy bags, so the stop should be placed as close to the entrance of the store as possible with clear and convenient access from the stop to the store entrance. Stops and stations should be placed at intersections to maximize pedestrian safety; however, infrastructure considerations can affect stop placement, including right-of-way availability, cost of installation and maintenance, potential future changes to a stop location, city, county, state or federal laws and regulations or other operational reasons.

Stop & Station Pairing

Riders need to be able to make a round trip using transit. A stop or station needs to have a stop pair which allows for taking a transit route in both directions. Stop and station locations should be located within close vicinity to the stop for taking the same route back the other direction. This makes it simpler for riders to navigate the transit system and provides a similar level of access to a location when making a round trip. This makes transit service easier to use and more convenient. CapMetro staff may need to use professional judgment as certain land use or street context may prevent closely paired stops or stations.

Locations at the Intersection

Transit stop and station positions at the intersection impact the reliability of transit service and convenience for the customer getting to the stop. When placing a stop, it can be located near-side, far-side or mid-block in relation to the intersection. Far-side stops are the preferred placement in most situations to keep the bus moving, for the safety of pedestrians exiting the bus and for the drivers to be able to effectively merge back into traffic. However, each location needs careful consideration for stop placement based on the amount of right-of-way and set up of that particular intersection. For more detailed information on the location of stops at the intersection, see the [Stop and Station Configurations](#) section.



High Transfer Stops & Stations

A high transfer stop or station refers to a location where riders are often making a connection to another transit service. For example, a rider may get off the Rail Connector Route 465 at a bus stop at MLK Station to connect to the Red Line station. Where transfer activity between routes is significant, stops or stations should be located as close together as possible to provide a short walk and convenient transfer for customers. This may result in a near-side and far-side stop at the same corner of an intersection to mitigate the need to cross the street. CapMetro staff will use professional judgment to site stops and stations at high transfer locations based on the land use and operational context.

Driveways

Driveways and other curb cuts near transit stops or stations can pose safety hazards for customers getting on and off transit and for drivers of transit vehicles. There are six principles that guide the siting of stops in relation to driveways, illustrated below.

There may be locations where it is not possible to meet all six principles for driveway arrangements to create or preserve equal access to the transit stop. Safety and accessibility are the most important considerations when siting stops around driveways and curb cuts. In cases where stops are competing with driveways consistently along a corridor, driveway consolidation and access management, in coordination with municipal partner staff may be a beneficial solution.





STADIUM / BRAKER

NORTHBOUND
METRO RAPID

STOP & STATION CONFIGURATIONS

This section reviews the location of stops at the intersection, and the configuration of stops within the right-of-way. It also gives guidance on setbacks from the crosswalk, and advantages and considerations for each stop locations and configuration.

LOCATIONS AT THE INTERSECTION

Determining where to locate stops and stations is one of the most important factors that makes transit run well. Transit stop placement involves balancing customer safety, accessibility, comfort and operational efficiency. A stop can be described in terms of its location along the block relative to the nearest intersection, and its configuration relative to the curb and the adjacent area. The dimensions included in this section are based on best practices but are subject to change based on site-specific constraints or opportunities. When placing a stop near an intersection, sometimes the placement may require that driveways need to be consolidated or closed to create room for transit vehicles to stop safely.

FAR-SIDE

Far-side stops are located past the intersection so vehicles move past the traffic signal and crosswalk before reaching the stop. This reduces delay by allowing the bus to resume its trip as soon as passengers have finished boarding, rather than having to then wait for a green light. Far-side bus stops are generally preferred as this placement increases visibility and reduces the chance of collisions between buses and right turning vehicles before the intersection.



NEAR-SIDE

Near-side stops are located before the intersection. These are not preferred, as vehicles may have to wait at a red light, which can impact speed and reliability. Other drivers may also try to merge in front of a stopped bus to make a right turn, which can create a safety concern or further delay the bus. To avoid this, near-side stops should be built to allow transit vehicles to stop as close to the intersection as possible, up to 10' from the crosswalk. A near-side stop may be preferred if it is closest to the destination most riders are going to at the location.



MIDBLOCK

Mid-block stops are not located at an intersection. They are typically only placed near important destinations or where longer block lengths do not allow for optimal stop spacings. These stops should be accompanied by mid-block crossings protected by signalized pedestrian crossings, or pedestrian crossing islands, in coordination with the City of Austin or other service member jurisdictions.



Summary of Configuration Details

Stop Placement	Rear Buffer from Crosswalk (ft)	Stopping Area (ft)		Front Buffer from Crosswalk (ft)	Total Length (ft)	
		40' Bus	60' Bus		40' Bus	60' Bus
Far-side	20	40	65	N/A	60	85
Far-side after Bus Left Turn	20	40	65	N/A	60	85
Far-side after Bus Right Turn	20	40	65	N/A	60	85
Near-side	N/A	40	55	10	50	65
Mid-block	N/A	40	55	N/A	40	55

Values in table are approximate for planning purposes.

The table below describes the trade offs of these stop placements as well as important considerations for CapMetro when they are implemented.

Stop Placement	Benefits	Considerations	Ideal Locations
Far-side	<ul style="list-style-type: none"> Riders exiting the bus will cross behind the bus, which is safer. A bus can merge more easily back into a travel lane due to gaps created by the signal. 	<ul style="list-style-type: none"> Consider traffic signal priority to increase likelihood bus makes it through an intersection. If the stop is part of a high transfer stop pair, near-side may be preferable. 	<ul style="list-style-type: none"> Consider at all stop locations, but especially those with high right turn volumes or where bus travel time delay occurs.
Near-side	<ul style="list-style-type: none"> Not preferred, but may be best fit for places where transfer pairs would be improved, where space constraints limit far-side options or where it is closest to a destination many riders are going to. 	<ul style="list-style-type: none"> Near-side stops may obscure the sightlines between pedestrians and drivers turning right. Near-side stops may impact vehicle operations and schedule reliability. Minimize space that would be left in front of stopped vehicles, so drivers do not attempt to turn in front of them. 	<ul style="list-style-type: none"> High transfer locations. Locations with high bus left turns or high turn volumes. Locations where preferred far-side placement is not feasible.
Mid-block	<ul style="list-style-type: none"> Allows a stop to be located directly in front of a high-demand destination even if not at an intersection. Midblock stops allow buses to avoid complexity at intersections (turning vehicles, pedestrians, etc.). Can be used to achieve desired spacing. 	<ul style="list-style-type: none"> Mid-block placements require crossing treatments. Drivers may not expect a bus to stop midblock. Walking distance for transfers may increase. 	<ul style="list-style-type: none"> Where spacing guidelines and destinations dictate.

BUS STOP & STATION CONFIGURATIONS

In-Lane Bus Stops & Stations

In-lane stops allow vehicles to stop in the travel lane. These stops do not require them to move into parking or bike lanes, reducing conflicts between pedestrians, cyclists and transit users. They help increase reliability and speed because buses do not have to wait to merge back into traffic and also provide more space to furnish amenities at the curb.

BUS BULB

A bus bulb is an extension of the curb into the parking lane which allows buses to stop against a curb without exiting the travel lane. Bus bulbs are typically used on lower speed roadways with speed limits less than 35 mph.



FLOATING

Floating bus stops are those on streets with dedicated bike facilities, which continue behind the waiting area of a bus stop. The preferred configuration includes separate spaces for the waiting area, bike lanes and the sidewalk, but if there is limited right-of-way available, sometimes these areas may share space. Floating stops should generally comply with the dimensions for bus bulbs.

Accessibility and universal design principles are important at these stops as they can be more difficult to understand for people with vision impairments due to the required crossing of bike facilities.



Out-of-Lane Bus Stops & Stations

Out-of-lane stops require transit vehicles to pull out of travel lanes to stop at the curb. These allow for continued traffic flow for other drivers but are generally less desirable as they may increase delays because buses need to merge back into traffic when departing the stop.

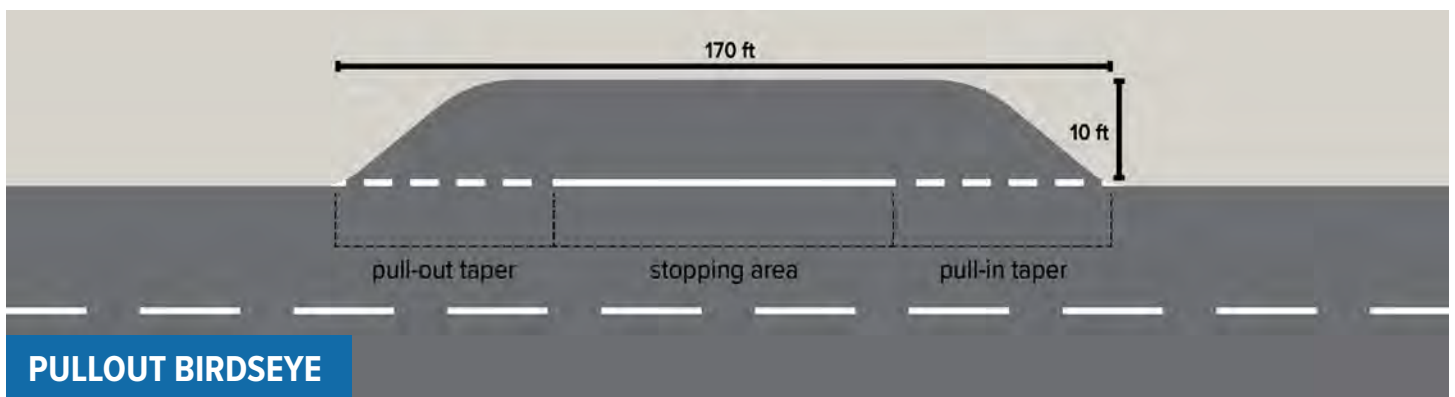
CURBSIDE

Curbside stops are the most common stop configuration. At these stops, the bus pulls out of the travel lane, fully or partially, to the curb to serve riders. While these stops are common, they are not recommended on streets with a bike lane, or high vehicle speeds with higher potential for people driving to sideswipe or rear-end buses.



PULLOUT

Pullout stops for on street configurations, or bus bays for off street, refer to stops where vehicles pull entirely out of the travel lane into a bus-only pull-out space. Typically, this stop configuration is not used by CapMetro due to the difficulty in merging back into traffic and the resulting delay riders experience. However, these stops are typically found at select locations where having the bus exit the travel lane is desirable for safety or operational reasons. These can also be an appropriate option at locations where longer dwell time can be expected for operator breaks or at timepoints. Typical dimensions for pullouts are shown below.



PULLOUT BIRDSEYE

Values are approximate for planning purposes.

The table below summarizes the key considerations for CapMetro when these stop configurations are chosen.

Stop Config.	Type	Benefits	Considerations	Ideal Locations
In-Lane Stops	Bus Bulb	<ul style="list-style-type: none"> Bus bulb stops can reallocate right-of-way to provide more amenities such as shelters and seating, as well as reduce delay by allowing the bus to stop in-lane. 	<ul style="list-style-type: none"> Coordination may be needed if parking spaces will be lost when implemented (Austin Transportation Department, property owners, etc.). 	<ul style="list-style-type: none"> At any locations where the bus experiences delay due to having to merge back into traffic. Where there is not enough right-of-way behind the existing curb to install amenities that the stop warrants.
	Floating	<ul style="list-style-type: none"> Floating stops eliminate or mitigate the conflicts between pedestrians, transit riders and cyclists by providing separate space. 	<ul style="list-style-type: none"> Some locations may lack the right of way needed for separate space for each mode; constrained floating bus stops with shared boarding/bike space is an option. 	<ul style="list-style-type: none"> Any stop where a bike lane exists or is proposed.
Out of Lane Stops	Curbside	<ul style="list-style-type: none"> Allowing the bus to pull out of traffic may be desirable at some locations for operational or safety reasons. 	<ul style="list-style-type: none"> May not be suitable for arterials that experience high amounts of traffic congestion or delay. 	<ul style="list-style-type: none"> Where there is not enough right-of-way to implement a full pullout stop.
	Pullout	<ul style="list-style-type: none"> At timepoints or other places where the bus will need to wait longer than normal, pullouts help maintain general traffic flow. 	<ul style="list-style-type: none"> There is often delay associated with the bus merging back into traffic. More right-of-way is required for pullout stops than curbside or floating stops. 	<ul style="list-style-type: none"> On high-speed roadways or at timepoints where it is desirable for safety reasons to allow the bus to pull out of traffic. At locations where expected riders may benefit from this configuration (visually impaired or disabled people, senior centers, schools).

COMMUTER RAIL STATIONS AND CROSSINGS

CapMetro currently operates nine commuter rail stations that provide riders a place to safely get on or off the Red Line and connect to the area's walking network, trails, bus stops or a park-and-ride lot. There are usually one or two platforms at each station depending on the track configuration and operational requirements. Platform design including the width, length and layout will vary depending on the site needs. The configuration chosen depends on the right-of-way available, number of tracks, level of service provided, passenger capacity, vehicle size and capacity requirements, ADA and other contextual conditions.

CapMetro follows detailed guidance based on the technical requirements of commuter rail, and works closely with the public, officials and staff during planning and engineering phases to identify and analyze specific station locations. The types of commuter rail station configurations are outlined at a high level below.

CENTER PLATFORM

A center platform allows riders to access both the inbound and outbound trains from one platform when there are two tracks. This usually requires that riders cross the railroad in order to reach the platform unless there is an overpass or underpass. A benefit of this configuration is that riders do not need to decide between multiple platforms depending on which direction they are trying to ride. A disadvantage of this configuration is that it is difficult to handle a surge in riders due to limited space. A current example of this type of configuration is MLK Station on the Red Line.



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SIDE PLATFORM

A side platform configuration typically has a platform for each track. If there are 2 tracks, a station will have 2 platforms, one on each side, where riders access the inbound and outbound trains from separate platforms. Riders will need to know which platform to use based on their direction of travel. This usually requires that riders cross the railroad in order to reach the opposite platform absent an overpass or underpass. Where a single track is present there is only one platform. A current example of this type of configuration is Lakeline Station on the Red Line, where there is a single track and a side platform.



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CENTER/SIDE PLATFORM

A center/side platform is a combination of the previous two configurations where there is both a center platform and a side platform, typically with one track in between platforms instead of two. A current example of this configuration is Downtown Station, which has a center platform that can be used for boarding and alighting for inbound and outbound trains, and a side platform for additional capacity for alighting in the future.



At-Grade Rail Crossings

CapMetro's commuter rail shares tracks with freight and the rail corridor runs outside of general traffic except where it crosses streets and highways. All grade crossings should have full road crossing gates with flashers and warning bells. Pedestrian or bicyclist crossings of the railroad tracks occur only at approved locations, almost always where roadways intersect the railroad tracks, or at pedestrian crossings adjacent to station platforms. Medians or a four quadrant gate can be installed at crossings to prevent traffic from driving around the active gates. The type of treatments are determined on an individual basis after reviewing train speed, visibility, vehicle and pedestrian activity and more. All rail crossings follow federal, state and local standards to ensure compliance and the safety of those crossing the railroad.

Guidance

According to Section 6.2.3.4 of the TCM, Rail Crossings should:

- At-grade rail crossings shall conform to the latest edition of the Texas Manual on Uniform Traffic Control Devices (TMUTCD) standards and are subject to the required US DOT approval process.
- Slopes to at-grade crossings shall comply with grades to curb ramps and crossings shall be 12 ft. or 16 ft. wide depending on ridership and constructed of precast concrete panels.
- The crossing shall extend from the face of one platform to the face of the opposite platform at the same elevation as the top of rail.
- The platform shall be depressed to the crossing at a rate that does not exceed 8 in. rise for 16 ft. of run.
- Signalized crossings shall be provided at locations where two or more tracks are crossed; gates at crosswalks shall not be allowed at these locations.
- Cross track boarding is to be avoided and warning signals should be provided at all existing at-grade crossings.
- The number of at-grade crossings is based on the platform length and the maximum distance between at-grade crossings is 405 ft.





APPENDIX B

AMENITY ENHANCEMENT PROCESS





2023

TRANSIT AMENITY ENHANCEMENT

The prioritization process for transit stop and station amenity updates and upgrades gives each stop a score based on a multi-criteria analysis of existing stop conditions and its surrounding characteristics. The approach includes both quantitative and qualitative data to incorporate statistics based on Census and City data, as well as community input to provide valuable context to transit stop needs and the degree of urgency. As a next step, CapMetro will develop a strategy for implementing transit stop improvements, including innovative financing options.

Amenity Enhancement Components

The amenity enhancement process prioritizes transit stops based on several indicators that address the following criteria:

-  **People With High Amenity Need: 60% of total score**
-  **Transit Stop Use: 13% of total score**
-  **Multimodal Access: 20% of total score**
-  **Customer Requests: 7% of total score**

Weighting of indicators is based on a prioritization of equity considerations when distributing bus stop amenity upgrades and funding. The most weight went to people who would benefit most from amenity enhancements, followed by a stop’s access to infrastructure and services, how often a stop is used and whether the stop has received specific customer requests for amenity updates. Please refer to the **Amenity Distribution Scoring Rubric** below for a summary of all indicators, their groups and those groups’ weighting towards the final score.



People With High Amenity Need

People With High Amenity Need represents historically disadvantaged communities. This group also represents those who are more likely to rely on transit as their primary mode of transportation, making proper amenities at their transit stops a priority.

The table below presents criteria for bus stop scoring based on data that identifies transit reliant and historically disadvantaged communities:

Data Source	Indicator	Data Type	Points Criteria	Possible Points
Latest American Community Survey (ACS) 5-Year Census Data	BIPOC populations	Table B03002	2 points = 85th percentile or above 1 point = Above average 0 points = Average or lower	2
	Low-income households	Table B19001		2
	Zero vehicle households	Table B25044		2
	Older adults (65+)	Table B01001		2
	Youth (14 and younger)	Table B01001		2
	Individuals with disabilities	Table B23024		2
	Individuals with low English proficiency	Table B16004		2
USDOT Data	Justice40 disadvantaged communities	Justice40 Dataset	4 points = Disadvantaged tract 0 points = Non-Disadvantaged tract	4

ACS

Each bus stop is assigned the Census Tract that it is within using a spatial join in GIS. All stop values are then compared to determine the average of the set of bus stops, as well as the 85th percentile value for each ACS indicator. Each bus stop is then assigned the corresponding points based on how it compares to those values.

Justice40

The Justice40 Initiative is an environmental justice-based Biden administration goal that 40% of the overall benefits of certain Federal investments flow to disadvantaged communities that are marginalized, underserved, and overburdened by pollution.

Justice40 data is collected at the federal level and highlights disadvantaged Census Tracts that meet the thresholds for at least one of the tool’s categories of burden, or if they are on land within the boundaries of Federally Recognized Tribes. The categories of burden are Climate Change, Energy, Health, Housing, Legacy Pollution, Transportation, Water & Wastewater, or Workforce Development. The Justice40 indicator uses GIS to determine whether a bus stop is within a Census Tract that is designated as “disadvantaged” in the Justice40 dataset.

Transit Stop Use

This indicator measures the proportion of total transit trips to a stop that ended up serving at least one customer. The intention of the indicator is to balance bus stops with low boardings that occur frequently with bus stops that have high boardings that occur infrequently.

This indicator determines transit stop use reliability through a two-step process:

1. Assess whether each trip at a stop resulted in at least one boarding or one alighting. If there was either one boarding or one alighting, a value of 1 is assigned to the stop for the trip; if either is false, a value of 0 is assigned to the stop for the trip.
2. Sum the total of the trip values from Step #1 and divide it by the total number of trips serving the bus stop for the period of time evaluated.

The resulting value is a percentage, which is then compared to the use at all stops, and given a score from 1 to 4 depending on what quartile a stop falls in.

Below are two hypothetical examples of calculating stop use.

HOURLY WEEKDAY SERVICE

7am	8am	9am	10am	11am	12pm	1pm	2pm	3pm	4pm	5pm	6pm
0	1	0	0	1	0	0	0	0	1	1	0
Value Total = 4 boardings or alightings											
Transit Stop Use = 33% (4 boardings or alightings/12 daily trips)											

PEAK PERIOD WEEKDAY SERVICE

7am	8am	9am	10am	11am	12pm	1pm	2pm	3pm	4pm	5pm	6pm
1	1	0	N/A	N/A	N/A	N/A	N/A	N/A	0	1	1
Value Total = 4 boardings or alightings											
Transit Stop Use = 66% (4 boardings or alightings/6 daily trips)											

To calculate this indicator, CapMetro uses Automatic Passenger Count (APC) data that assigns an ID for each transit trip at each stop and the boarding/alighting for each trip at each stop for all CapMetro services. The table below summarizes the Transit Stop Use Reliability indicator.

Data Source	Indicator	Data Type	Points Criteria	Possible Points
CapMetro	Transit Stop Use	APC Data	4 points = Very High 3 points = High 2 points = Medium 1 point = Low	4

Multimodal Access

Multimodal Access indicators focus on surrounding infrastructure, services, and facilities to prioritize bus stops based on sidewalk connectivity and the stop's proximity to destinations people would use transit to reach. The table below provides a summary of the indicators and how they are scored.

Data Source	Indicator	Data Type	Points Criteria	Possible Points
City of Austin	Sidewalk Reliability	City of Austin's Strategic Measure Sidewalk Segment Data	2 points = 85th percentile or above 1 point = Above average 0 points = Average or below	2
City of Austin	Proximity to Key Destinations	Key Destination GIS layer	4 points = 2+ types of destinations within 1/2 mile 2 points = 1 type of destination within 1/2 mile 0 points = No key destinations within 1/2 mile	4

Sidewalk Reliability

The value of comparison for each bus stop's sidewalk reliability score is the ratio of "Absent" sidewalk segments to total sidewalk segments within ¼ mile of the stop.

Proximity to Key Destinations

Using GIS, key destination data from City of Austin is geospatially analyzed to identify every transit stop's proximity to these key services and facilities. In GIS, each stop is given a ½-mile radius buffer and is assigned a score based on how many and what type of destinations fall within that radius.

The following services are considered key destinations for this indicator:

- Libraries
- Recreation Centers
- Schools
- Hospitals
- Childcare centers
- Employment centers
- Parks



Each bus stop is given a score of 1 if one type of destination is within a ½ mile radius and 2 points if two or more types of destinations are within a ½ mile radius.

Customer Requests

The customer feedback indicator offers community input in the prioritization process for stop amenity distribution. The indicator will score stops by reviewing customer call reports that request amenities at bus stops. Bus stops with one amenity-related call receive 1 point, while bus stops with more than one amenity-related call receive 2 points.

About Bicycle Access

Bicycle access to transit is an important component of a well-functioning transportation system, as both modes together provide reliable coverage to areas that transit could not serve alone. People who bike to transit and people who walk or take rideshare to transit deserve the same amenities regardless of the mode used to access transit except for bike parking.

Bike access is not part of the evaluation process for amenity enhancement because the proximity of a transit stop to protected bicycle infrastructure does not influence the relative need for upgrading the amenities at that stop. Bike parking is an important amenity for people using a bike to access transit, however, it should be placed on a case by case basis according to measured or predicted cycling use for the system at large and by the amount of space available at the stop or station. Any increased use of a given stop or station caused by greater density of protected bicycle infrastructure nearby is captured in the ridership metric used to assign stop type, and directly influences amenity levels provided at that stop or station.

PROCESS IMPLEMENTATION

The Amenity Enhancement components work together to identify the amenity needs of all CapMetro transit stops and score the stops to determine which needs should be met with the resources available. This makes it easier for CapMetro to make cohesive decisions and be more transparent with the public.

Each stop is classified into types based on ridership and service type, as stated in the [Transit Stop and Station Design Guide](#). These are the following steps for amenity distribution process.

Step 1 – Identify Amenity Needs

Using stop inventory data developed and maintained by the agency, a list of amenity needs can be created for each stop. If unit costs are documented for each amenity type, total costs to meet stop type amenities levels can be developed to understand the level of investment required at each stop.

Step 2 – Prioritize Stops

All stops in the system are scored and prioritized based on the Amenity Enhancement Process also described in detail in the Methodology section.

Step 3 – Allocate Resources

Based on the time when financial resources become available, funds can be distributed starting with the top priority stops to purchase amenities to bring the stops up to the newly established stop type amenity standards. CapMetro may determine to allocate funds in buckets based on classification type, or solely based on priority scoring. With over 2,500 transit stops, this process will take time and be repeated as more funds are available to bring stops up to the standards incrementally over time.

Stop Type Classification should be completed on at least an annual basis to ensure that stop types are upgraded as needed, which will increase the expected amenities. In some instances, it will also trigger needed updates including new stops and service type upgrades.



Exceptions

New Stops

New stops in previously unserved areas will not have ridership numbers or measured frequency to go on. Therefore, staff will need to assign an initial stop type based on like service from another corridor. Once the service has matured, after 12 – 24 months, the stop type should be reassessed with actual stop data.

Service Type Upgrades

If a specific route receives service changes or improvements like increasing the route frequency, the stops in that route should go through the amenities enhancement process again to ensure they account for the new appropriate amenity level needed. For example, if a stop had previously been served by only local service, and a new MetroRapid service is implemented, it will become a Transit Station stop type with different amenity requirements.

Customer Requests

Customer requests should be added and scoring updated at regular intervals, before new batches of funding are allocated to amenity enhancements.

AMENITY DISTRIBUTION SCORING RUBRIC

Category	Indicator	Possible Points	Overall Weight in Category
Equity Indicators	BIPOC populations	2	Equity Indicators = 60% of how we prioritize a bus stop for amenity distribution
	Low-income households	2	
	Zero vehicle households	2	
	Older adults (65+)	2	
	Youth (14 and younger)	2	
	Individuals with disabilities	2	
	Individuals with low English proficiency	2	
	Justice40 disadvantaged communities	4	
	Total	18	60%
Stop Use & Accessibility Indicators	Transit Stop Use	4	Stop Use and Accessibility Indicators = 33% of how we prioritize a transit stop for amenity distribution
	Sidewalk Reliability	2	
	Proximity to Key Destinations	4	
	Total	10	33%
Customer Feedback	Customer Feedback	2	Feedback Indicator = 7% of how we prioritize a bus stop for amenity distribution
	Total	2	7%
Grand Total		30	100%



D. NORTH BASED DEMAND RESPONSE OPERATIONS AND MAINTENANCE FACILITY



North Base Demand Response Operations
and Maintenance Facility

Title VI Facilities Equity Analysis

Delivered on: December 2023



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Acronyms

ADA	Americans with Disabilities Act
ASMP	Austin Strategic Mobility Plan
ATX	Austin, Texas
BG	Block Group
CAMPO	Capital Area Metropolitan Planning Organization
CapMetro	Capital Metropolitan Transportation Authority
CE	Categorical Exclusion
CFR	Code of Federal Regulations
CT	Census Tract
DI/DB	Disproportionate Impact/Disproportionate Burden
ESA	Environmental Site Assessment
FTA	Federal Transit Administration
LOS	Level of Service
NEPA	National Environmental Policy Act
REC	Recognized Environmental Condition
TAC	Texas Administrative Code
TCAD	Travis County Appraisal District

1 Introduction

This report documents an equity analysis for the siting of Capital Metropolitan Transportation Authority's (CapMetro's) proposed North Base Demand Response Operations and Maintenance Facility. The analysis will be included with CapMetro's Triennial Title VI Program in compliance with the Federal Transit Administration's (FTA) Circular 4702.1B, *Title VI Requirements and Guidelines for Federal Transit Administration Recipients*.

1.1 Title VI Compliance

As a recipient of federal funding, CapMetro is required to comply with federal Title VI guidance identified in FTA Circular 4702.1B that describes the requirements for complying with the regulation in 49 Code of Federal Regulations (CFR) Section 21.9(b)(3), which states, "In determining the site or location of facilities, a recipient or applicant may not make selections with the purpose or effect of excluding persons from, denying them the benefits of, or subjecting them to discrimination under any program to which this regulation applies, on the grounds of race, color, or national origin; or with the purpose or effect of defeating or substantially impairing the accomplishment of the objectives of the Act or this part." Per FTA Circular 4702.1B, CapMetro is required to complete a Title VI siting analysis during the planning stage with regard to where a project is located or sited to ensure the location is selected without regard to race, color, or national origin. The Title VI siting analysis must compare the equity impacts of various siting alternatives, and the analysis must occur before the selection of the preferred site. CapMetro is required to "engage in outreach to persons potentially impacted by the siting of facilities." Locating a facility includes construction or leasing activities. The requirement for an equity analysis applies to projects requiring land acquisition and the displacement of persons from their residences and businesses. Title VI covers all of the operations of covered entities regardless of whether specific portions of the covered program or activity are Federally funded.

While the definition of disparate impacts in the FTA circular and the CapMetro Title VI Policies (Resolution ID# A1-2021-1471) provides guidance on assessing disparate impacts for service and fare changes, no such definition exists for the evaluation of impacts on proposed transit facilities during site selection. As such, for the purposes of this facility equity analysis and per guidance outlined in the FTA circular, a disparate impact occurs when the minority percentage of the population adversely affected by a facility location is significantly greater than the average minority percentage of the population of CapMetro's service area as a whole. A facility location creates an adverse effect when direct and indirect impacts are greater than the benefits to the surrounding community associated with the proposed facility location. The measurement of the costs and benefits of the facility location alternatives may include quantitative data and qualitative inputs from potentially impacted communities.

The site alternative equity analysis is based on the following two-step process:

1. The population within the vicinity of each build alternative is analyzed and compared to CapMetro as a whole to identify whether higher than average minority populations are present.
2. Potential disproportionate direct and indirect impacts (or costs) to minority populations are described, with the consideration of mitigation and offsetting benefits.

Based on the findings of these two steps, a conclusion is made about the potential for disparate impacts. If possible to differentiate, the magnitude of potential disparate impacts is compared between any alternative sites.

2 Project Overview

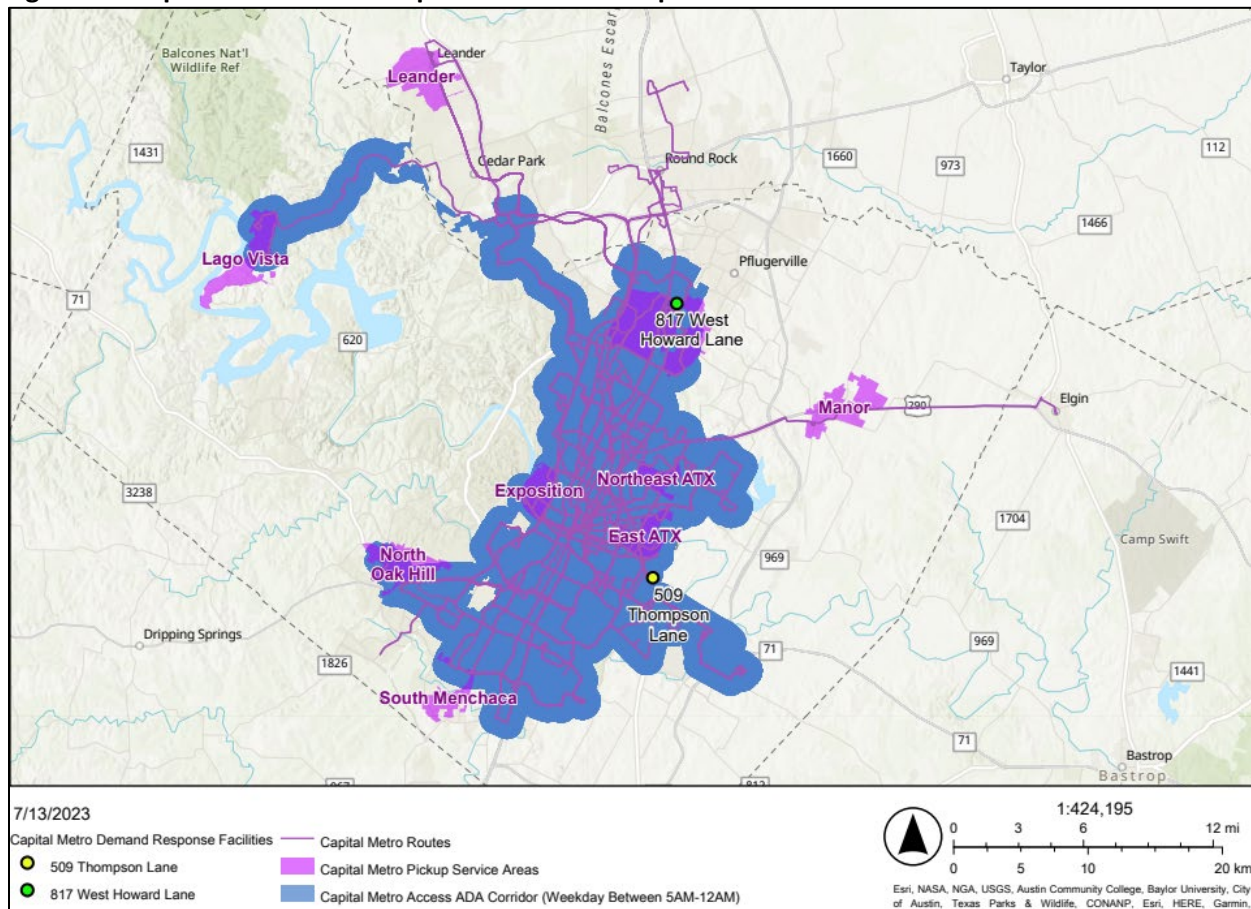
CapMetro provides public transportation services, including bus, rail, and paratransit services for residents and visitors throughout the Austin, TX metropolitan area. Transit service is offered in the surrounding communities throughout Travis, Hays, and Williamson Counties, extending across approximately 537 square miles servicing more than 1.26 million residents. Although nearly 70 percent of CapMetro passengers have access to a car, many still choose public transit as a fast and effective way to get around.

CapMetro operates demand response services, including MetroAccess, the Americans with Disabilities Act (ADA) complementary paratransit service for people with disabilities, and Pickup by CapMetro, an APP-based, accessible shared-ride micro-transit service across ten service zones. MetroAccess is a demand-response, shared-ride service for people whose disabilities prevent them from riding other bus and rail services. The MetroAccess paratransit program is for people who have a disability or medical condition that limits or prevents them from independently using accessible bus service some or all of the time as defined in the Americans with Disabilities Act. People certified by CapMetro under this program may ride MetroAccess within three-quarters of a mile of CapMetro's non-commuter fixed-route bus service on the same days and during the same hours as the fixed-route service in their area. Pickup by CapMetro is a limited area shared ride shuttle service. Pickup by CapMetro operates in seven service zones in Austin (ATX) (East ATX, Exposition, Northeast ATX, Walnut Creek, Dessau, South Menchaca and North Oak Hill) and another three in the cities of Manor, Lago Vista, and Leander. Two additional future Pickup zones are planned for Dove Springs and Decker. Demand response vehicles are smaller than full-sized buses and generally referred to as "cutaway" vehicles and vans.

CapMetro expects community requests for demand response service for both MetroAccess and Pickup will increase as the agency continues meeting a critical need in the region. The Austin region has experienced significant population growth since 2010 and is expected to continue growing with Travis County projected to nearly double with two million residents by 2040 and the larger metropolitan statistical area reaching four million residents by 2040. In February 2020, a record number of Pick-up passengers, approximately 11,500 daily passengers were recorded, but was impacted by the COVID-19 pandemic. Notably, ridership rebounded steadily and by February 2022, Pickup ridership returned to approximately 13,750 passengers. The growing region and ridership have strained the current vehicle fleet and additional vehicles are needed to meet ridership demands. As detailed in the CapMetro Fleet Plan, CapMetro replaces demand response vehicles annually, as well as scaling the fleet to accommodate the approximately three percent annual growth in service. CapMetro estimates that the demand response fleet will grow from 125 vehicles to 465 vehicles by 2039 and with additional Pickup zones added every 4.5 years.

Currently, CapMetro's Demand Response fleet is maintained at outdated, and undersized, leased facilities. Demand Response operations are in a south base (509 Thompson Lane and 414 Thompson Lane in the overflow parking lot), Austin, TX 78742) and a north base site (817 West Howard Lane, Austin, TX 78753) as shown in **Figure 2-1**. Note the MetroAccess ADA Corridor shown is for weekday service between 5AM to 12PM but varies throughout the week as it is a geographic area defined by a 0.75-mile buffer surrounding specific fixed-route service.

Figure 2-1 CapMetro Demand Response Overview Map



Source: CapMetro, 2023.

While relocating the south base site will be considered in the future, the most vital need is to relocate the north base site. The north base site operations are housed in an approximately 20-year-old facility leased by CapMetro’s demand response contractor, MTM Transit. The current facility cannot sufficiently serve the projected new growth as it is limited by the size of the site, and overflow vehicles have been stored at nearby park-and-ride facilities, which creates issues such as safety concerns. The existing facility is not equipped to handle in-house vehicle repairs or maintenance operations, adding agency operating costs for outsourcing repairs. Further, training cannot be accommodated at the existing facilities. Therefore, training occurs at a city-owned parking lot, Krieg Field, which is further away and complicates scheduling with competing uses such as baseball games and fire department training. While training for annual Bus Rodeo events, in which bus drivers compete on their driving skills, is being accommodated at the North Operations Bus facility (9315 McNeil Road), additional growth would make this no longer be an option.

The lease at the north base site is expected to expire on September 30, 2024. At that time, CapMetro will be forced to move operations again creating operational vulnerabilities. The option of further leasing the north base site at another location presents challenges due to significantly increasing rents and constraints for potential future expansion or modernization specific to the needs of CapMetro and the community. Additional forced relocations in the future could lead to increases in deadhead costs and disruption of service. The stability of facility ownership is necessary to ensure continuity of service.

The North Base Demand Response Operations and Maintenance Facility would consolidate a portion of CapMetro’s growing Demand Response fleet and provide a permanent (non-leased) home for the fleet and staff. The Demand Response reservation call center may be located at this site. The project also includes sustainability features to reduce consumption of water and electricity, landscaping, exterior spaces, fitness center for staff, and a community room available for the public’s use. The proposed facility would provide the needed fleet storage, maintenance, operations, staff, and administration facilities to serve northeast Austin, particularly paratransit riders, as well as the greater metropolitan area.

2.1 Project Definition

The purpose of proposed North Base Demand Response Operations and Maintenance Facility is to allow CapMetro to keep up with growth in the region and effectively serve disadvantaged communities and those with disabilities who rely on these services to access essential resources. The facility expansion and replacement will provide a new state-of-the-art site to operate and maintain the growing fleet of MetroAccess and Pickup vehicles, support operational efficiencies, advance sustainability goals, and prioritize community connectivity by incorporating a dedicated community space. The goals for the facility are to incorporate the following:

- Storage yard for approximately 220 transit cutaway 25-foot to 30-foot vehicles; diesel and gasoline engines
- Storage yard for approximately 30 training buses, 40-foot and 60-foot articulated buses, diesel powered.
- Maintenance facilities will have typical bays and shops for light and heavy repairs.
- Service building for cleaning, vacuuming, wash functions.
- Parts storage, lube, oil, air compressors, etc.
- Gasoline and diesel fueling (above ground storage tanks)
- Administrative and operations office space.
- Staff welfare spaces (break room, locker rooms, showers, etc.).
- Surface areas for staff and visitor parking.
- Community spaces and access.
- Sustainability design features, such as solar panels, energy efficient fixtures and HVAC, and water conservations measures.
- Infrastructure provisions to accommodate a future zero-emissions vehicle fleet such as electric or hydrogen fuel cells.

The project will address investment in public transit and on-demand service identified in agency and local and regional plans, including:

- Solutions for system constraints identified by CapMetro’s *Long Range Facility Plan and Facility Master Plan*.
- Agency goals as identified in the CapMetro’s *Strategic Plan (2022a)*, *Sustainability Vision Plan (2022b)*, and associated framework for customers, the community, the workforce, and the organization.
- Enhancing the customer experience and matching service to demand, as outlined in the *Project Connect Plan (Austin Transit Partnership, CapMetro, and City of Austin 2022)* and CapMetro’s *Connections 2025, Capital Metro Transit Development Plan (2017)*.

- A coordinated vision for transit investment to improve connectivity, personal mobility, and access as described in the Central Area Metropolitan Planning Organization’s (CAMPO) *2045 Regional Transportation Plan* (2020), the region’s long-range transportation plan that includes.
- The City of Austin’s *2020 Mobility Elections Proposition A* (2020a), which identifies investment for the system including an expansion of Pickup Service.
- CAMPO’s goals of bolstering transit usage to lower emissions and facilitate regional mobility carbon footprint and expanding the paratransit goals of the City of Austin’s *Austin Climate Equity Plan* (2020b).
- The City of Austin’s *Austin Strategic Mobility Plan* (ASMP) (2019) that points to several policies to bolster public transportation.
- Opportunities to address City of Austin’s *Resolution on Food Resiliency* (2021) by hosting weekend farmers’ markets and mobile food pantries increasing community access to fresh food.

3 Site Selection Process

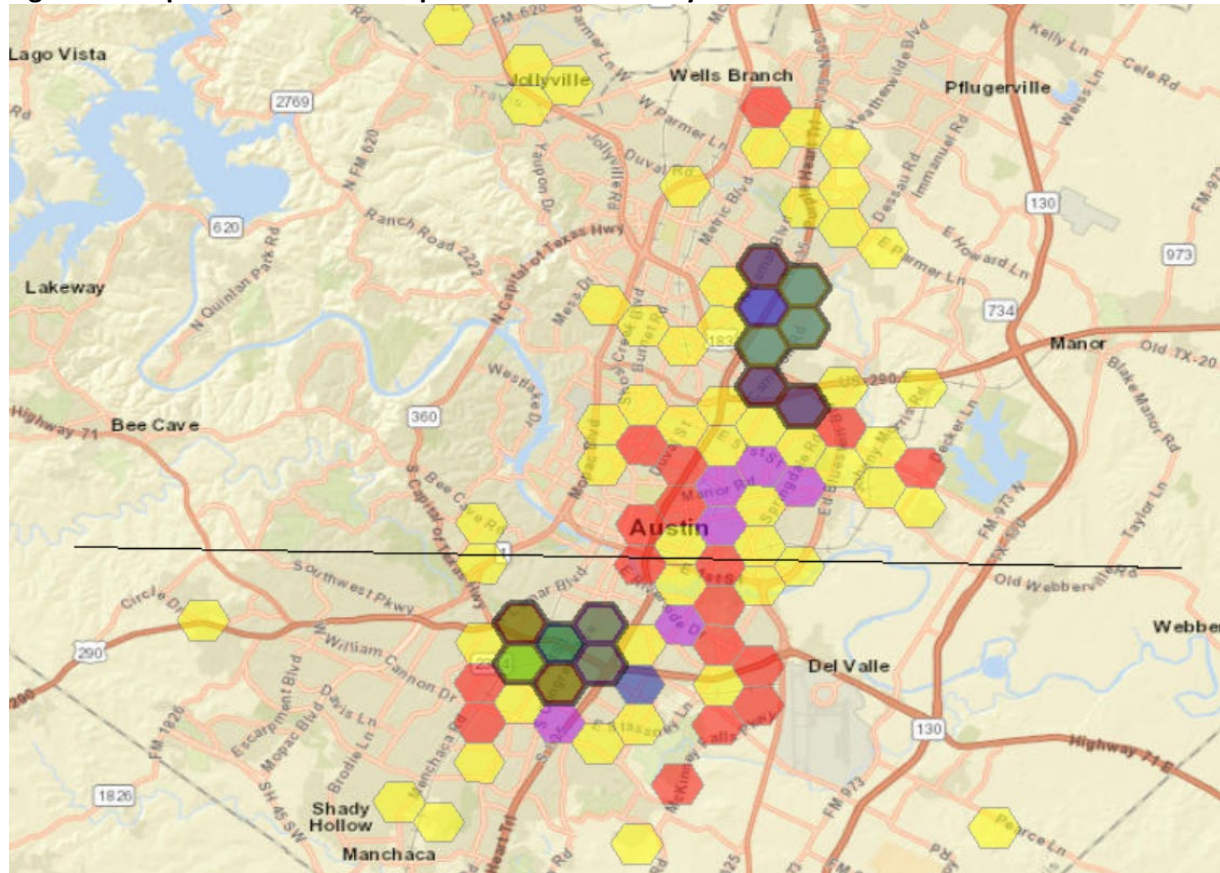
3.1 Define Target Size

As part of the process for determining the project needs, CapMetro developed a metric-driven, living program tool. The tool allows CapMetro to plug in revenue vehicles to determine the size that would be needed based on a number of metrics, including repair bays, maintenance bays, washing and fueling, administrative facilities, etc. CapMetro then established a minimum and maximum number of vehicles based on the 20 years of growth. Using the tool, the minimum target site to accommodate the demand response fleet and related infrastructure was determined to be 17 acres. However, CapMetro acknowledged a larger site would provide additional space to accommodate training and the Roadeo.

3.2 Define Site Search Area

A deadhead analysis and growth analysis from a demographics professional were vital analyses in determining the ideal site search area. The deadhead analysis included plotting active users’ home addresses, their trip origins and destinations, and proximity to the existing CapMetro pickup service area. **Figure 3-1** maps the first and last pickup and drop-off MetroAccess passenger locations for the highest day pre-pandemic (Wednesday, September 4, 2019) clustered in one-mile hexagons. The dark shaded groupings represent the ideal locations with the least amount of deadhead in the North and in the South. The dividing line represents the location of 50 percent of passenger trips in the north and 50 percent of passenger trips in the south. While Downtown Austin provides the most centralized location to service areas to both the north and south, congestion increases significantly when navigating the Downtown area or crossing the Lake Austin River. Additionally, the area has some of the most expensive real estate. Therefore, having a facility either north or south of Downtown Austin would be ideal.

Figure 3-1 CapMetro Demand Response Deadhead Analysis

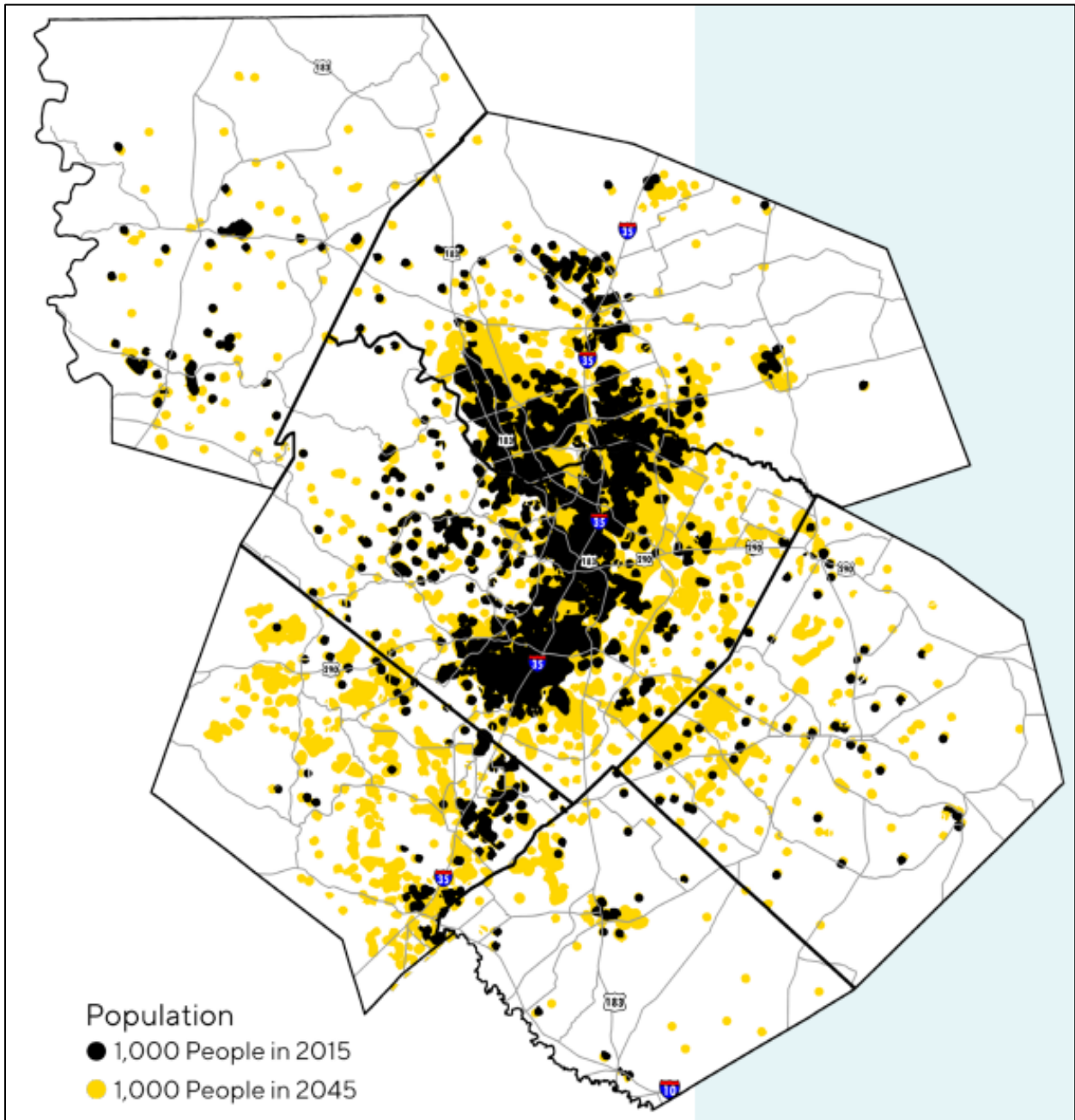


Source: CapMetro, 2023.

Eventually, it is the goal of CapMetro to replace both the existing north and south base locations. Because of the north facility's existing constraints and because the lease is forcing a relocation in the near future, replacement of the north site is being prioritized. Additionally, as the current CapMetro service area is primarily located north of Downtown, it was considered to be a more desirable area for siting the demand response fleet. Locations adjacent to major thoroughfares also help reduce deadhead hours and miles.

To complement the deadhead analysis, CapMetro evaluated potential growth for the Austin area. From 2010 to 2020, more than 50 percent of the increase in countywide population occurred in the eastern half of Travis County. The growth analysis indicated the dominant population growth pattern that established itself from 2010 to 2020 is projected to continue and intensify across a large eastern crescent of territory throughout most of eastern Travis County. These areas have a higher number of new adult housing and newer housing with a higher percentage of accessible units. Acreage surrounding the communities of Manor, Del Valle, and Creedmoor are forecast to experience huge population growth as environmental constraints in the western sections of the county and steeply rising land prices within the urban core will suppress significant future residential development, whereas the eastern realm is basically wide open. New job centers like the developing Tesla manufacturing site in Hornsby Bend will exert strong gravitation pull for thousands of households along the entire length of the SH 130 corridor. The forecasted population distribution for the region is shown in **Figure 3-2**. Based on the deadhead and growth analyses that CapMetro conducted, the initial preferable locations for the north site occur in the northeast portion of Austin.

Figure 3-2 Forecasted Population Distribution



Source: CAMPO, 2020

3.3 Initial Property Screening Criteria

CapMetro’s Planning Department developed Initial Property Screening Criteria with information from planning assessments done previously and fine-tuned them based on the project definition previously described (see **Table 3-1**). Site Size, Site Access, and Optimum Deadhead Costs within the site search area were prioritized.

Table 3-1 Initial Property Screening Criteria

Criteria	Description	CapMetro’s Priorities “Must Have/ Mandatory” vs “Preferred”
1. Site Size	A site size of 17 to 25 acres of usable land area as based upon the Needs Assessment and the Space Needs Program.	Must have/mandatory
2. Site Configuration	A rectangular site configuration with a length to width ratio of 3:1 would offer the maxim efficiency for facility use.	Preferred
3. Geo-tech/ Topography	The site should be reasonably flat and free of significant geologic and topographic obstacles to avoid costly mitigation and to maximize flexibility of facility use.	Must have/mandatory
4. Drainage/ Floodplain	The site should be located with access to adequate drainage for storm water runoff. The site should ideally not be or have very little area located within the floodplain.	Must have/mandatory
5. Zoning and Land Use	The site should be zoned for industrial use or readily re-zoned. The adjacent land uses should be compatible with CapMetro’s intended use of transit related operations and maintenance facilities.	Preferred
6. Site Utilities	The site should be served by adequate utilities including power, water, sanitary sewer, storm sewer, natural gas, and telecommunication/fiber optic services.	Preferred
7. Site Access	The site should be located within proximity to a major highway and/or arterial for ease of access. Close to tollways are preferred due to CapMetro exempt usage status. The site should be accessible by an adequate local street system.	Preferred
8. Traffic	The site should be in a location that has adequate traffic capacity in the foreseeable future and/or can be readily improved based on CapMetro’s initial revenue vehicle quantity of 207 out of a total of 424 vehicles.	Preferred
9. Hazardous Materials	The site should not be known, or have a high potential, to contain hazardous or toxic materials which will be costly and time consuming to remove prior to development.	Preferred
10. Environmental/ Neighborhood	The site should not include potential wetlands, threatened or endangered species, historic or archaeological resources, and parkland. Adjacent land	Must have/mandatory

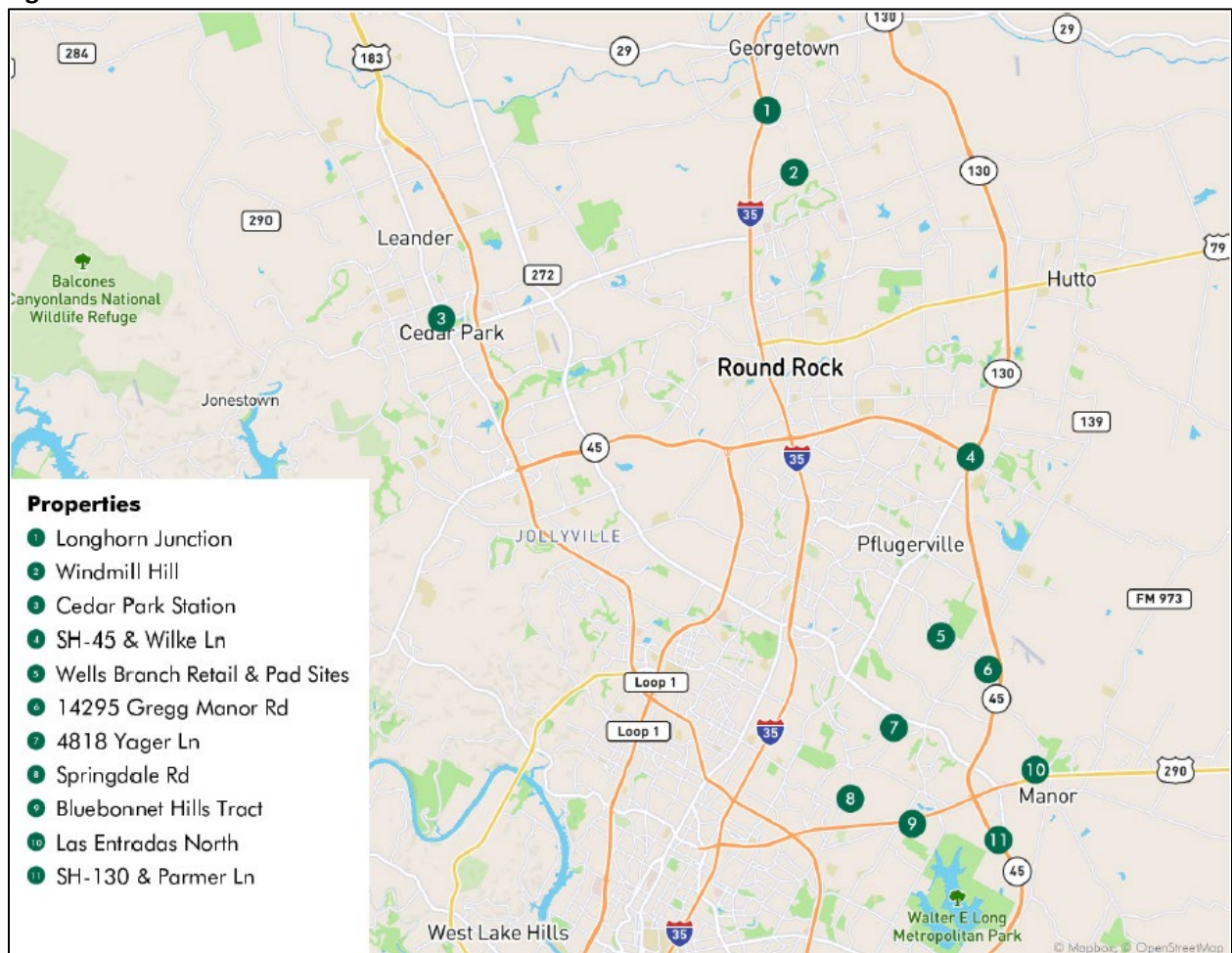
Criteria	Description	CapMetro's Priorities "Must Have/ Mandatory" vs "Preferred"
	uses should not be sensitive to noise, light, and visual appearance of the proposed uses by CapMetro as a maintenance function. The site should be able to easily pass an initial environmental desktop review. The site should not be perceived negatively by area neighbors based on operational concerns of being too close to residences, schools, etc.	
11. Availability of Land	The site should be readily available to be acquired either from a public or private ownership, but preferably from one owner rather than multiple property owners.	Must have/mandatory – very high priority
12. Acquisition Cost	The site should be available for a known property value, either by outright purchase or equity swap or expected market value based on available comparable site costs that illustrate a financially prudent choice for CapMetro. Price cannot be negotiated initially if federal funds are planned to be pursued in lieu of only local funds. Ideally, a protective property acquisition via FTA guidelines, can be followed in the interest of time.	Must have/mandatory – very high priority
13. Development Cost of Land	The site with the existing appropriate infrastructure of streets, utilities, and similar development costs would be preferable over a site with no infrastructure in place.	Preferred
14. Operational Efficiency and Flexibility	The site should allow a Demand Response Paratransit Operations and Maintenance Facility to operate the vehicle systems to support the community at a reasonable expense. Basic premise is the preferred site can meet most, if not all, of the criteria with a priority of locating it as close as possible to the ideal location relative to reduced deadhead costs. Easy access to and from the site with adequate parking and site circulation are required as illustrated via initial test fits.	Preferred (but important)
15. Optimum Deadhead Costs	The minimum cost of mileage incurred by Demand Response vehicles not in revenue service - also known as "Deadhead." Initial optimum location for deadhead for the north base site was ideally determined to be in the area of St. Johns and I-35. However, CapMetro customer related demographic growth in the Austin area was identified as predominantly in the northeast area so northeast of the site above is preferred based on expected Austin area growth.	Must have/mandatory – very high priority
16. Adjacent Available Property	Property with options available for CapMetro to exercise for future expansion of the site and facilities.	Preferred

Source: CapMetro, 2021a.

3.4 List of Potential Sites

The CapMetro Real Estate department, with the assistance of an outside real estate consultant, identified 11 sites with the potential to fit the Initial Property Screening Criteria. The effort occurred over a several month timeframe beginning in the Spring of 2021. The potential sites are shown and listed below in **Figure 3-3** and **Table 3-2**. As sites became available, CapMetro conducted more detailed evaluations against the criteria, such as test fits. In some cases, it was clear a site would need to be removed from consideration due to its inability to meet the needs of the project and were quickly removed from further evaluation. For others, additional site visits and internal discussions with executive leadership occurred to ensure that the site would be appropriate for the proposed operation. In mid-2021, only one site at Cameron Road and Springdale Road (10805 Cameron Road, Austin, TX 78754) was determined to be viable to meeting the needs of the project because it satisfies all mandatory requirements/criteria. No other sites were considered as previously identified sites were found to be unsuitable and subsequently eliminated from consideration by CapMetro staff or real estate consultants.

Figure 3-3 Sites Considered



Source: CapMetro, 2023a.

Table 3-2 Sites Considered

#	Site Name	Address	Acres	Zoning	Cost (millions \$)	Utilities	Criteria Determination
1	Longhorn Junction	SE Corner of I-35 & SE Inner Loop, Georgetown, TX 78626	178.1	C	NA	Some	Does not meet Mandatory requirements: <ul style="list-style-type: none"> • does not meet deadhead requirements (#15) • not available for purchase (#11) Does not meet Preferred requirements: <ul style="list-style-type: none"> • utility issues (#6)
2	Windmill Hill	1201 Westinghouse Rd, Georgetown, TX 78626	68.3	C-3	\$21.0	Some	Does not meet Mandatory requirements: <ul style="list-style-type: none"> • does not meet deadhead requirements (#15) Does not meet Preferred requirements: <ul style="list-style-type: none"> • utility issues (#6) • adjacent neighborhood concerns (#5, 10)
3	Cedar Park Station	1500-1700 N Bell Blvd, Cedar Park, TX 78613	28.2	LI, GR, GO	\$16-17.2	All	Does not meet Mandatory requirements: <ul style="list-style-type: none"> • does not meet deadhead requirements (#15) • Not affordable (#12) Does not meet Preferred requirements: <ul style="list-style-type: none"> • Adjacent neighborhood concerns (#5, 10)
4	SH-45 & Wilke Ln	SH-45 & Wilke Ln, Pflugerville, TX 78660	67.1	CL4, CL5	\$11.0	Some	Does not meet Mandatory requirements: <ul style="list-style-type: none"> • does not meet deadhead requirements (#15). Does not meet Preferred requirements: <ul style="list-style-type: none"> • adjacent residential concerns (#5, 10)
5	Wells Branch Retail & Pad Sites	Wells Branch Pkwy & Lady Elizabeth Ln, Pflugerville, TX 78660	18	GB1	\$9.4-\$15.7	All	Does not meet Mandatory requirements: <ul style="list-style-type: none"> • does not meet deadhead requirements (#15) • not affordable (#12) Does not meet Preferred requirements: <ul style="list-style-type: none"> • adjacent residential concerns (#5, 10)

#	Site Name	Address	Acres	Zoning	Cost (millions \$)	Utilities	Criteria Determination
6	Gregg Manor Rd	14295 Gregg Manor Rd, Manor, TX 78653	18.3	ETJ	\$3.5	Some	Does not meet Mandatory requirements: <ul style="list-style-type: none"> • does not meet deadhead requirements (#15). Does not meet Preferred requirements: <ul style="list-style-type: none"> • utility issues (#6)
7	Yager Ln	4818 Yager Ln, Manor, TX 78653	16.3	ETJ	\$2.0	Some	Does not meet Mandatory requirements: <ul style="list-style-type: none"> • site too small (#1) • wetlands/pond issues (#10) Does not meet Preferred requirements: <ul style="list-style-type: none"> • utility issues (#6)
8	Cameron Rd & Springdale Rd	SE of Cameron Rd & Springdale Rd, Austin, TX 78754	25	ETJ	\$8.0	Some	Meets mandatory requirements: <ul style="list-style-type: none"> • Appears to meet all mandatory requirements Does not meet Preferred requirements: <ul style="list-style-type: none"> • utility issues (#6) • topography issues only on <u>portion</u> of the site (#3) but majority of site is adequate Comments: <ul style="list-style-type: none"> • Cost of land very low/good Very good deadhead location for growing service area
9	Bluebonnet Hills Tract	Crofford Ln & Decker Ln, Austin, TX 78724	43	ETJ	NA	Some	Does not meet Mandatory requirements: <ul style="list-style-type: none"> • not available for purchase (#11) Does not meet Preferred requirements: <ul style="list-style-type: none"> • utility issues (#6)

#	Site Name	Address	Acres	Zoning	Cost (millions \$)	Utilities	Criteria Determination
10	Las Entradas North	Gregg Manor Rd, Manor, TX 78653	25	C1	\$16.3	Some	<p>Does not meet Mandatory requirements:</p> <ul style="list-style-type: none"> not affordable (#12) per SF not available for purchase (#11) <p>Does not meet Preferred requirements:</p> <ul style="list-style-type: none"> split parcels make this site impractical (#2) utility issues (#6) compatibility issues because of school and neighborhood (#5, 10)
11	SH-130 & Parmer Ln	SH-130 & Parmer Ln, Austin, TX 78653	9.4	GR-MU	\$6.5	All	<p>Does not meet Mandatory requirements:</p> <ul style="list-style-type: none"> not affordable (#12) per SF site too small (#1)

¹C, C-1, C-3: Commercial; CL-4, CL-5: Urban Corridor District; ETJ: Extraterritorial Jurisdiction; GB-1: General Business; GR: Community Commercial; GO: General Office; GR-MU: Mixed Use; LI: Limited Industrial Service.
Source: CapMetro, 2023a.

3.5 Protective Buy

The 10805 Cameron Road, Austin, TX 78754 site is located in a portion of northeast Austin (see **Figure 3-4**). The site has a rectangular shape that works well with the test fit and meets the Site Configuration Criteria. It met the Site Access and Optimal Deadhead Costs criteria as it is in proximity to major thoroughfares, including US 290 and US 183. All other prospective locations that were considered were determined to be unsuitable for CapMetro’s proposed operations. Additionally, funding has been approved for Travis County to design a new roadway adjacent to the west side of the property (aka “Arterial A”). While the site is within the City of Austin extraterritorial jurisdiction excluding the extension of zoning and land use regulations onto it, it is an appropriate use as a 25-acre site that is part of a 119-acre tract planned to be an industrial park. Neighboring uses include waste management, undeveloped land, and single-family residential.

After discussions with the property owner, it became known there were seven other viable offers to purchase the 25 acres identified as Travis County Appraisal District (TCAD) parcels 236637 and 236648 and the owner was continuing to receive inquiries and offers. However, the property owner indicated a preference to sell to CapMetro. At that time, there were no prospects of federal funding for this project, but CapMetro sought to purchase the properties under the FTA Early Property – Acquisition Protective Acquisitions (23 CFR 771.118(d)(3)(ii) to preserve the ability to seek federal funding at a later time. The regulation states:

“Protective acquisition is done to prevent imminent development of a parcel which may be needed for a proposed transportation corridor or site. Documentation must clearly demonstrate that development of the land would preclude future transportation use and that such development is imminent. Advance acquisition is not permitted for the sole purpose of reducing the cost of property for a proposed project.”

CapMetro submitted a Notification of Intention for Protective Buy to FTA on December 6, 2021, with the understanding no project development on the acquired right-of-way would proceed until the NEPA review had been completed. As part of the process, CapMetro completed a Phase I Environmental Site Assessment (ESA) for the property in January 2022. No hazardous materials were observed on the property, and no recognized environmental conditions (RECs) were identified as part of the assessment. CapMetro then submitted to the FTA a Categorical Exclusion (CE) checklist and a letter from the property owner demonstrating the development of the property would preclude CapMetro’s future transportation use and that development was imminent. On February 4, 2022, the FTA determined the required regulatory conditions were satisfied and that significant effects would not result, allowing for the early acquisition of the property (see **Appendix A**). The property was acquired by CapMetro in 2022 and did not result in the displacement of businesses or individuals. Federal funding was later granted by FTA for the project under the Buses and Bus Facilities Competitive grant program.

Figure 3-4 10805 Cameron Road Location



Source: CapMetro, 2023

4 Title VI Equity Analysis

CapMetro defines an equity analysis as an analysis to determine if the burdens and benefits are equally distributed between minority and non-minority populations, and low-income and non-low-income populations (CapMetro, , Resolution ID# A1-2021-1471). Based on the spirit of the FTA guidance, the site equity analysis used to make a determination is based on the following process:

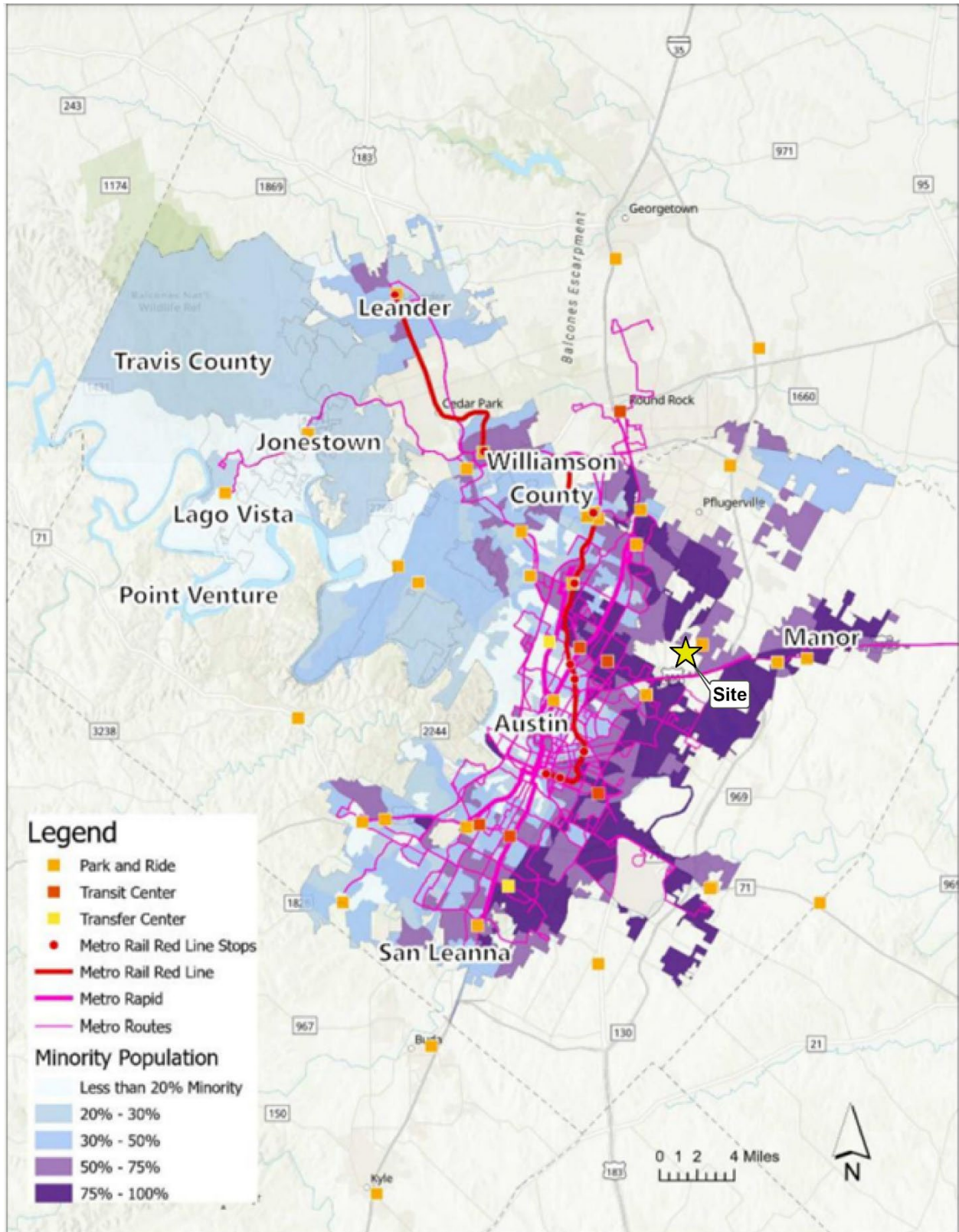
1. Disproportionate Impact/Disproportionate Burden (DI/DB) Analysis: The minority and low-income populations within the vicinity of build alternatives are analyzed and compared to the CapMetro service area to identify whether higher than average minority and low-income populations are present.
2. Assess Benefits and Burdens: Potential direct, indirect, and cumulative adverse impacts to minority and low-income populations are described, with the consideration of mitigation and offsetting benefits.

The following definitions from CapMetro’s 2021 Title VI Program are used to conduct the analysis as explained further below:

- Minority Populations – The census definition of minority groups includes Black, Asian, American Indian, and Other (including individuals of Hispanic origin or multi-racial groups). The average percentage of minority population within the CapMetro service area was approximately 50 percent. **Figure 4-1** shows the percent minority by Census Tracts (CTs) with CapMetro services overlaid.
- Low-Income Populations – CapMetro determined the low-income level for a family of four in the service area to be \$29,999. **Figure 4-2** shows the distribution of low-income population by tracts.
- Disparate Impact - 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.
- 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.

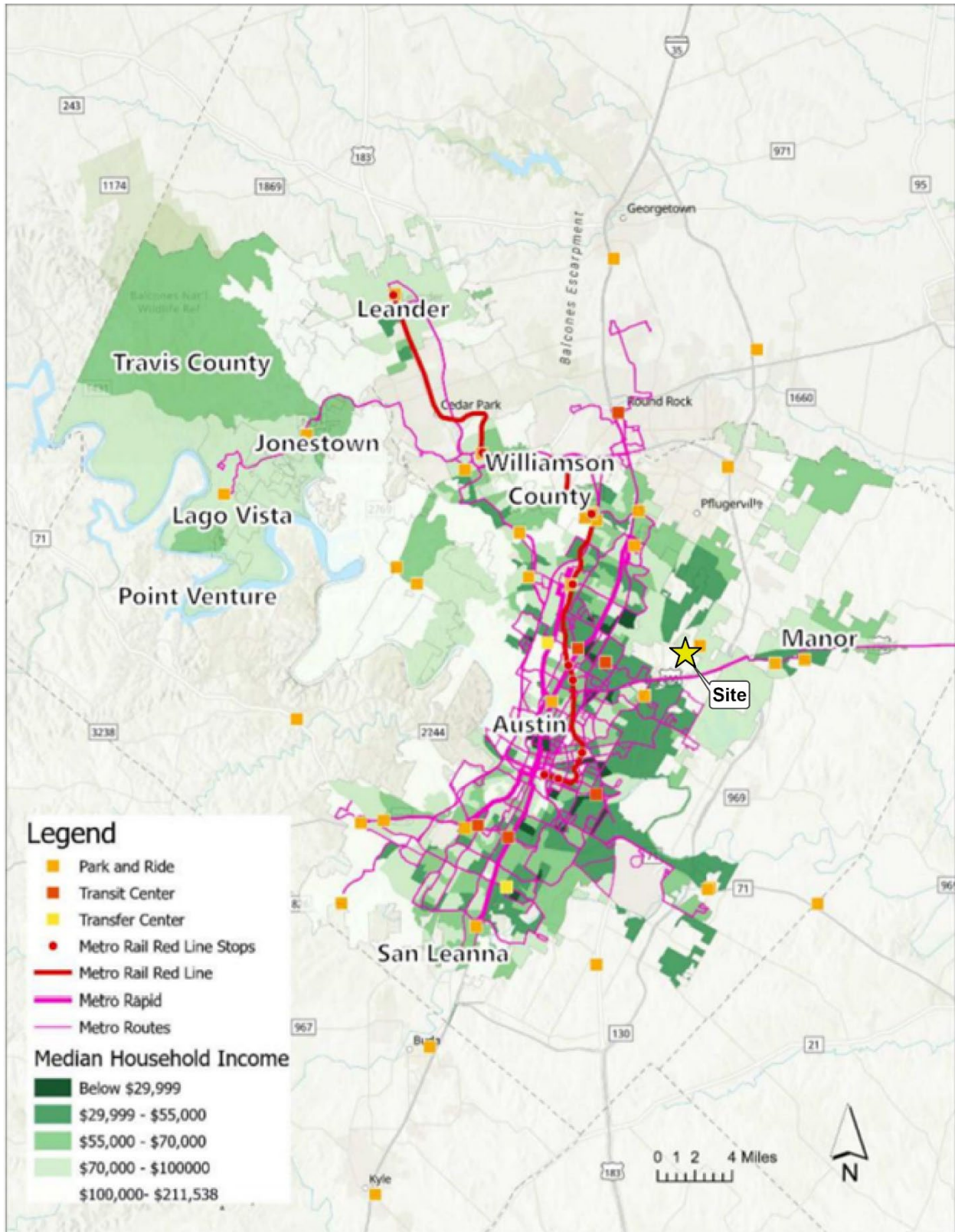
Based on the findings of these two steps, a conclusion is made about the potential for disparate impacts and disproportionate burdens at each site. If a preferred location is found to have a disparate impact, the recipient may only locate the project in that location if there is a substantial legitimate justification for locating the project there, and where there are no suitable alternative locations that would have a less disparate impact.

Figure 4-1 Distribution of Minority Populations within CapMetro Service Area



Source: Capital Metro Title VI Program, 2021.

Figure 4-2 Distribution of Low-income Population within CapMetro Service Area



Source: Capital Metro Title VI Program, 2021.

4.1 Study Area

FTA’s Circular 4702.1B instructs the equity analysis should be done at the CT or Block Group (BG), where appropriate, to ensure that proper perspective is given to localized impacts. In consideration of the FTA’s Circular 4702.1B, CapMetro used BG boundaries within one mile of the site located at 10805 Cameron Road. BGs are statistical divisions of CTs, are generally defined to contain between 600 and 3,000 people, and usually cover a contiguous area. The use of BGs is consistent with previous Title VI equity analysis and EJ assessments.

4.2 DI/DB Analysis

As previously described, the DI/DB analysis compares the minority and low-income populations from the build alternative located at 10805 Cameron Road to the CapMetro service area.

4.2.1 DI Analysis

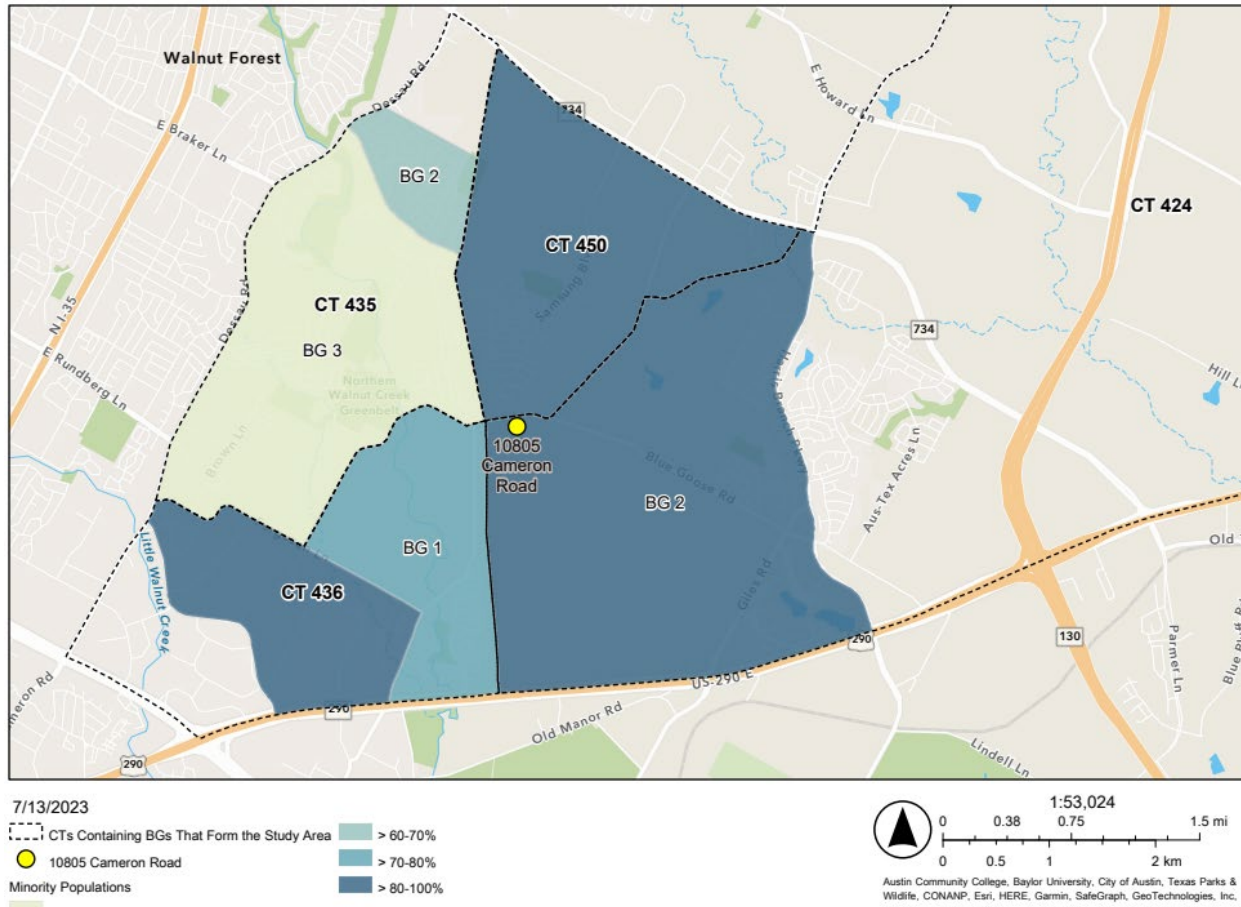
Table 4-1 and **Figure 4-3** show the total minority population within the study area for 10805 Cameron Road is 72 percent, which is higher than the average of 50 percent for the CapMetro service area.

Table 4-1 Minority Populations Within the Study Area

Race and Ethnicity	CT 424	CT 435		CT 436		CT 450	Study Area Totals	CapMetro Service Area
	BG 2	BG 2	BG 3	BG 1	BG 2	BG 1		
Total Population	3,084	2,587	2,052	1,629	1,928	2,503	13,783	-
Total Minority Population	82%	62%	45%	76%	83%	83%	72%	50%
Hispanic or Latino of Any Race:	28%	24%	5%	67%	38%	34%	31%	-
White alone	18%	38%	55%	24%	17%	17%	28%	-
Asian alone	25%	34%	32%	0%	12%	17%	22%	-
Black or African American alone	26%	3%	6%	6%	31%	18%	16%	-
American Indian and Alaska Native alone	1%	0%	0%	0%	0%	0%	0%	-
Native Hawaiian and Other Pacific Islander alone	0%	0%	0%	0%	0%	0%	0%	-
Some other race alone	0%	0%	0%	0%	0%	1%	0%	-
Two or more races:	1%	0%	2%	3%	2%	14%	4%	-

Source: US Census Bureau Table B03002 (Hispanic or Latino Origin by Race), 2016-2020 American Community Survey 5-Year estimates (US Census Bureau, 2022).

Figure 4-3 Minority Populations Within the Study Area



Source: US Census Bureau Table B03002 Hispanic or Latino Origin by Race, 2016-2020 American Community Survey 5-Year estimates (US Census Bureau, 2022).

4.2.2 DB Analysis

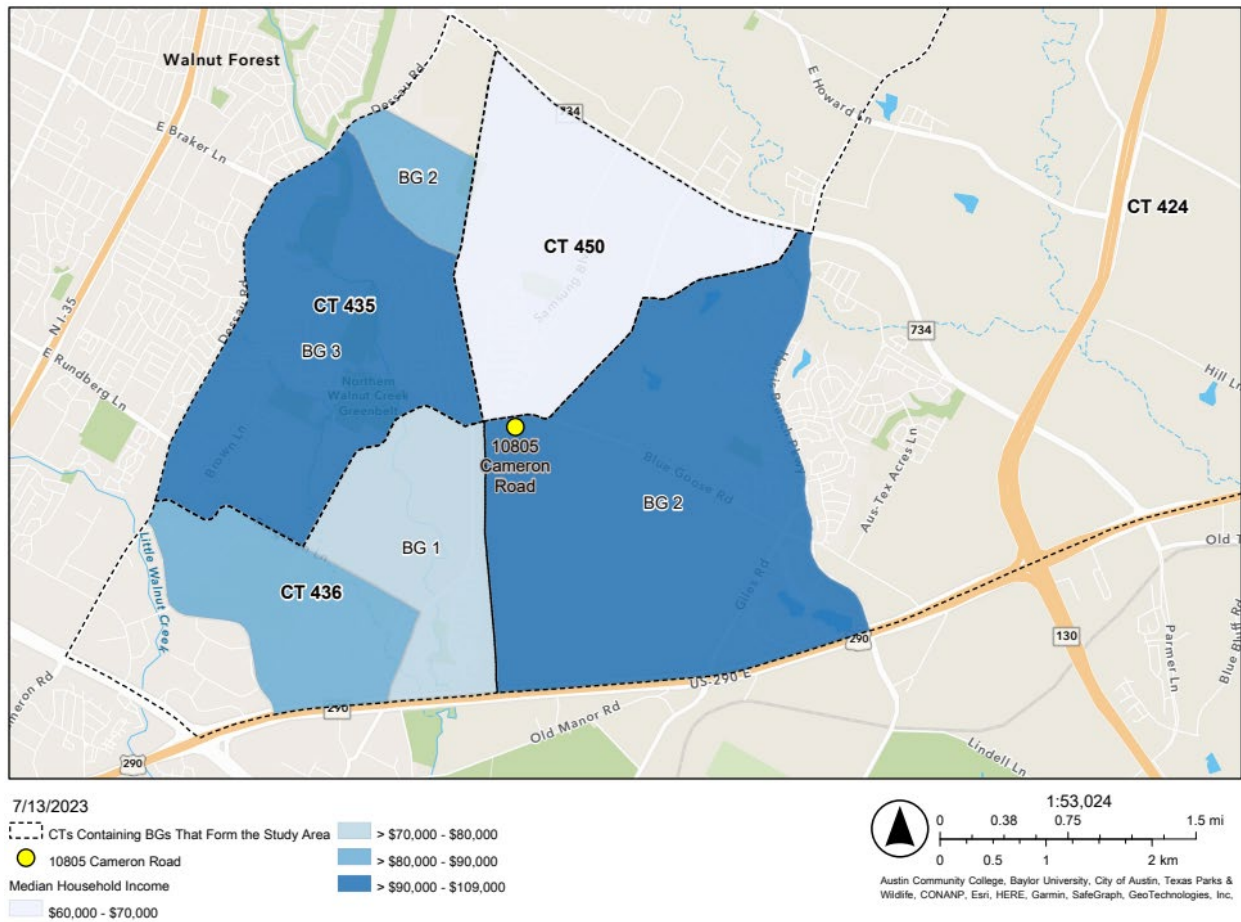
Table 4-2 and **Figure 4-4** show the median household incomes within the study area for 10805 Cameron Road are well above the CapMetro service area poverty level for a family of four of \$29,999.

Table 4-2 Median Household Income Within the Study Area

Household Income	CT 424	CT 435		CT 436		CT 450	CapMetro Service Area
	BG 2	BG 2	BG 3	BG 1	BG 2	BG 1	
Median household income in the past 12 months (in 2020 inflation-adjusted dollars)	108,902	85,125	90,875	78,962	80,092	68,913	29,999

Source: US Census Bureau Table B19013 Median Household Income in the Past 12 Months (IN 2020 Inflation-Adjusted Dollars), 2016-2020 American Community Survey 5-Year estimates (US Census Bureau, 2022).

Figure 4-4 Median Household Income Within the Study Area



Source: US Census Bureau Table B19013 MEDIAN HOUSEHOLD INCOME IN THE PAST 12 MONTHS (IN 2020 INFLATION-ADJUSTED DOLLARS) (2016-2020 American Community Survey 5-Year estimates (2022))

4.3 Benefits and Burdens

A facility location creates an adverse effect when both direct effects, such as residential and business displacements, and indirect effects, such as construction impacts and public health risks, are greater than the benefits to the surrounding community associated with the proposed facility location. CapMetro reviewed the benefits and burdens of the proposed project to determine any impacts that might adversely affect the community. This section provides a summary of impacts and benefits identified in the CE that CapMetro prepared for the project.

4.3.1 Site Plan

The proposed project will house CapMetro’s Demand Response fleet operations and maintenance. It will consist of administrative space, a vehicle service center for cleaning and washing, a vehicle maintenance facility for repairs and maintenance, vehicle storage yard, outdoor bus training course, staff and visitor parking, a fueling area, and a detention pond on approximately 25 acres of undeveloped land located near the intersection of Cameron Road and Blue Goose Road in Austin, Travis County, Texas 78754 (**Appendix B**).

The vehicle storage yard would include storage for approximately 220 Demand Response transit vehicles, plus storage for 20 to 30 full-size buses used for training and/or resale. Staff and visitor parking may include approximately 350 - 400 parking spaces including spaces for personal electric vehicle charging stations. ADA-accessible parking would also be provided. The facility would be provisioned to accommodate a future fleet of electric and/or hydrogen fuel-cell transit vehicles (or other similar technology).

The administrative space would house CapMetro operations, supervisors, operators' break rooms, driver ready room, locker rooms and showers, a fitness center for staff to align with CapMetro's health and wellness program, interview rooms for new staff, a customer call/reservation center, security offices and guard booth, shared-use spaces, and general office space. A Community Room would also be provided, which would be available for general community use as described in the FTA's Bus and Bus Facilities grant.

The vehicle service department would be separated into multiple buildings: the gasoline and diesel fuel station (with aboveground storage tanks [ASTs]), vehicle service buildings, and a wash/service/ inspection island.

4.3.2 Adverse Effects from a Community-Based Perspective

This section provides a summary of the potential impacts of the proposed North Base Operations and Maintenance Facility as documented as part of the National Environmental Policy Act process in the *North Base Demand Response Operations and Maintenance Facility CE* (CapMetro, 2023). The FTA approved the CE February 4, 2023 (see Appendix C). The traffic information is from the *North Base Demand Response Operations and Maintenance Traffic Impact Report* (CapMetro, 2023).

Construction-Related Impacts

As the land is currently undeveloped, a foundation and four proposed buildings will be built on the site for employee parking spaces, bus parking spaces, bus storage area for the paratransit buses and a separate space for non-revenue/other vehicles. Demolition would be limited to the removal of a small, temporary structure previously used by a film studio. A detention, biofiltration and sedimentation pond is proposed at the southern area of the facility. Installation of a new wastewater force main and water main along Cameron Road is proposed to provide service to the site. There would be two new curb cuts, one on Cameron Road at the northwest corner of the site and one at the intersection of Cameron Road and Blue Goose Road, creating a 4-way intersection. A third driveway cut is proposed on the west side of the property to connect to a future roadway extension of "Arterial A" roadway (proposed by Travis County). These new points of access would allow for entrance and exit of the public, employees, deliveries, and fleet vehicles.

The proposed project has potential for impacts primarily related to temporary construction activities that would occur from Spring 2025 to Summer 2027. An increase in the number of construction-related vehicles would be expected for the duration of the project. Proposed construction may temporarily produce a minimal increase in emissions of fugitive dust. To accommodate the installation of off-site utilities and entrance driveways, construction activities may result in a temporary period of increased traffic and potential road and lane closures along Sprinkle Road, Sprinkle Cutoff Road, Springdale Road, Cameron Road, Barr Lane, and Blue Goose Road.

The proposed project would require relocation of on-site electrical lines that currently supply power to

two off-site structures located west and south of the property. The lines are expected to be rerouted along the western boundary of the proposed project area, though may be removed altogether if Austin Energy determines the structures to be abandoned. No impacts to the adjacent community would occur should these electrical lines be removed.

Operational Facility Impacts

The project is not expected to result in substantial changes to air or water quality, noise, or vibration as evaluated as part of the CE report for the project. Developed properties around the site are limited and include a waste management facility adjacent to the south, and residential properties to the northwest that are separated from the site by Cameron Road and a forested area.

The *North Base Demand Response Operations and Maintenance Traffic Impact Report* (CapMetro, 2023) examined existing and future traffic conditions and the build and no build conditions of the proposed project. The built facility is projected to have 1,588 daily trips added to the street network once operational (see **Table 4-3 Projected Daily Trip Generation**). The bus facility will have employees at the site and will have a warehouse located on the site. Employees are expected to be at the site 24 hours per day to service the demand response buses and the demand response buses are expected to run from approximately 3 am to 1 am. CapMetro will have deliveries to the site by semi-trucks. There will be three proposed access points to the site: two access points from Cameron Road (Driveway 1 and 3) and a future one from Arterial A (Driveway 2), once Arterial A is built by the Travis County. The Fleet traffic would enter the site through gated driveways (Driveway 1 and 3), while the staff, employees and deliveries will be to the main site driveway (Driveway 2).

The access point located at the intersection of Cameron Road and Blue Goose Road allows access to passenger vehicles. The other access point from Cameron Road allows the entrance and exit of buses and larger vehicles. The driveways will be access-controlled 24 hours a day.

Arterial A is one of the proposed corridors that construction funding is planned by Travis County under the voter approved November 2023 Bond Election. The access point permits the entrance and exit of buses and larger vehicles. The driveway will be open during normal business hours and access controlled after normal business hours.

Table 4-3 Projected Daily Trip Generation

Type	Number of Added Trips
Staff	852
Fleet	700
Warehouse – Employees	10
Warehouse – CapMetro Delivery	12
Warehouse – Vendor Delivery	14
Total	1,588

Source: CapMetro. 2023. North Base Demand Response Operations and Maintenance Facility Traffic Report

The increase in traffic volumes from the maintenance facility has the potential to result in adverse effects for the surrounding area. The level of service (LOS) results indicate there is an expected increase in delay from the existing conditions to 2026 conditions due to platted residential developments and growth in the area; and from the 2026 no build to the build scenario due to this background growth and additional daily trips from the proposed facility. The proposed mitigations of the site include adding a left and right

turn lane at the driveway at Arterial A, even though the left turn did not warrant, to avoid traffic build up on the thru travel lanes on the southbound and northbound lanes of Arterial A. An all-way stop-controlled intersection is recommended at Blue Goose and Cameron Road, along with right and left turn lanes into the site from Cameron Road.

Cumulative Adverse Impacts

There are few similar facilities in the area. The site that is remotely similar to an operations and maintenance facility is Austin Community landfill adjacent to the south of the site as previously discussed. Substantial changes to air or water quality, noise, or vibration would not occur from the proposed project. Therefore, cumulative impacts due to similar sites are not anticipated from the completed project.

The project location is in a developing area of northeast Travis County. It is located near several new developments, including the Northwind Apartments, Barr Lane, and Braker Valley planned residences. The increase in reasonably foreseeable traffic from planned single- and multi-family residential developments in the area along with the proposed CapMetro facility have the potential to aggregate into cumulative impacts. The proposed driveways are anticipated to ease traffic conditions along the adjacent corridors and help mitigate the potential for cumulative impacts.

4.3.3 Benefits and Mitigation

In addition to impacts described above, project benefits are expected to accrue as a result of the proposed project. The proposed facility would allow CapMetro to improve transit access, particularly for paratransit riders (disability riders), and generate workforce opportunities. Long-term impacts associated with the proposed project include the capacity to expand CapMetro's services to the general area. The location of the site would serve to limit the exposure of the surrounding community to the daily operations within the project area. The facility would be a secured and controlled site, including full perimeter fencing, vehicle gates, lighting, cameras, security guards, guard booths at entries, and card access readers. The proposed Community Room would be available to the general community as a multi-use public space. The general public would be able to use the space, upon reservation, for activities such as community meetings and voting location.

Measures would be taken to implement benefits to the transit agency and staff. Landscaping with native plants and pollinators is proposed and would be designed in such a manner to minimize operating costs while providing a year-round cycle of active and dormant periods where some planting is active at all times throughout the year. Outdoor patios and a walking trail around the perimeter of the site are proposed for staff break areas and to encourage staff wellness.

Sustainability features may include photovoltaic panels (aka "solar panels") and low energy use light fixtures to reduce energy consumption. Rainwater could be used for landscaping, along with low water use sinks, toilets, and other plumbing fixtures to reduce water consumption. Building materials with recycled content, high efficiency HVAC equipment, and a construction waste management and recycling plan are anticipated.

Measures proposed to mitigate adverse effects to road infrastructure may result in general improvements to traffic congestion within the site area. Key components of such mitigation may include widening of a portion of Cameron Road, addition of a left and right turn lane at the driveways to avoid traffic build up on the thru travel lanes, and all-way stop-controlled intersection at Blue Goose and Cameron Rd. These features would result in lessened traffic congestion within the project area and a reduction in emissions

from idling vehicles.

The introduction of pedestrian facilities may include a new, six-foot-wide minimum, concrete sidewalk along the northern area of the site, connecting the two new curb cuts, and continuing to the property lines to the east and west. This would create a continuous and parallel pedestrian path along Cameron Road to the street and around the site. However, the adjacent properties do not have a public sidewalk at this time.

During construction, actions will be taken to help reduce the potential impacts of construction traffic, including implementation of a traffic control plan to minimize obstruction of the roads accessing the project area and lessen the risk of an encounter between a construction vehicle and any other on-site vehicles. Such measures would be performed in accordance with applicable regulations. To reduce emissions of pollutants and fugitive dust from all construction activities, precautions would be taken to suppress particle emissions pursuant to 30 Texas Administrative Code (TAC), Part 1, Chapter 111, Subchapter A, Rule 111.145. No open burning of construction debris, trash, or refuse would be allowed in construction areas.

The public engagement plan for the project has and will continue to be used to gather community feedback on the project and to guide decisions on how to develop the Community Room. Strategies in the plan will be used to communicate construction times and duration and related traffic patterns.

4.4 Outreach

CapMetro conducted Public Involvement Phase I to engage the community on the North Base Demand Response Operations & Maintenance Facility through both digital and in-person activities and communications in accordance with the *North Base Demand Response Operations and Maintenance Facility Public Involvement Plan (Appendix D)*. The primary objective of this engagement was to collect input from a diverse range of individuals residing and working in proximity to the upcoming facility, ensuring accessibility for all. The engagement aimed to gather feedback related to future project communications, general community needs, and initial responses to the facility. Targeted audiences within the vicinity of the proposed project included neighborhoods and community organizations, area residents, local businesses, local schools, CapMetro transit riders, and CapMetro staff and committees.

Phase I of public involvement concluded with a virtual open house, survey, three community meetings, 10,500 postcards mailed to surrounding addresses, and personal engagements received across seven local community-based organizations, seven local schools, six local businesses, and three local neighborhood associations. More information on Phase I of the Public Involvement Plan can be found in the *North Base Demand Response Facility and Centralized Warehouse Engagement Report (See Appendix E)*. The presentation for the meeting is provided in **Appendix F**. Notification of the project and public input opportunities was made in the following ways:

- Information on CapMetro's project webpage
- Direct mailing of postcards to surrounding neighbors and property owners
- Emails to local organizations and institutions, CapMetro Customer Service Advisory Committees, and the CapMetro Access Advisory Committee
- Social media notices on Instagram, and geo-targeted Facebook paid promotions

All public communications were either provided in Spanish and English or were available with direct

language translation to 133 languages. All in-person and virtual events offered language translation upon request.

Responding to community impact feedback and incorporating it to the extent feasible is a way for transit agencies to build trust with the community members, and it is a crucial step in CapMetro's community engagement process. The community expressed a general desire for expanded public transportation in the area. Input was received relating to how the local community envisioned using the proposed Community Room. The project team assessed each comment received and responded in a timely manner. The community engagement results from Public Involvement Phase I will be utilized by the project team into Public Involvement Phase II and continuing through the design phase of the project.

5 Conclusion

CapMetro conducted this Title VI Equity Analysis for the North Base Demand Response Operations and Maintenance Facility. The existing facility for the demand response fleet is being forced to relocate due to an expiring lease that will end on September 30, 2024. CapMetro undertook a vigorous site selection process to select a new location without regard to race, color, or national origin as described in Section 3 Site Selection Process. The site selection process did not result in more than one viable site (10805 Cameron Road) that would meet the needs of the agency to fulfill the current and future demand for MetroAccess paratransit and Pickup growth and ensure the agency can continue providing these services sustainably and efficiently. The 10805 Cameron Road site would be more cost-effective, efficient, and support safe operation. The site was found to meet the specified criteria, but the potential to lose the opportunity on the site was high due to several competing offers. A Protective Buy was initiated by CapMetro and approved by the FTA, allowing for the early acquisition of the property.

Based on the application of the tests for determining a disparate impact as described in Section 1.1 Title VI Compliance, the North Base Demand Response Operations and Maintenance facility would not result in disparate impacts to the communities around the project. There is a higher percentage of minority populations than CapMetro as a whole, and construction and normal operations of the facility would result in localized impacts. However, there would be offsetting benefits and mitigation for the impacts as summarized in **Section 4.3.3** Benefits and Mitigation.

Because the determination was made that locating the new facility at 10805 Cameron Road would not result in a disparate impact, additional alternatives were not evaluated as part of this Title VI Equity Analysis. Despite the localized traffic impacts that would accrue, there is substantial legitimate justification for the development of this project. The FTA determined the required regulatory conditions were satisfied for a Protective Buy of the property and that significant effects would not result. The site met the criteria developed through the site selection process for affordability and ideal location for growing the service area, a desire shared by the surrounding community. The site meets the stated need to develop a permanent facility for the demand response fleet to ensure continuity of paratransit and Pickup services for the community and CapMetro as a whole. It will address investment in public transit and on-demand service identified in agency and local and regional plans.

The Title VI Facility Equity Analysis concludes that the siting the new facility at 10805 Cameron Road would provide community benefits, that the site would not result in an apparent disparate impact, and that the location was selected through a thorough site selection process without regard to race, color, or national origin.

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Appendices

Appendix A FTA Protective Buy Approval

Appendix B Facility Site Plan

Appendix C FTA National Environmental Policy Act Categorical Exclusion

Appendix D North Base Demand Response Operations and Maintenance Facility Public Engagement Report

Appendix E North Base Demand Response Operations and Maintenance Facility Public Involvement Plan

Appendix F PowerPoint Presentation for the Virtual Open House held September 13, 2023

Appendix A

FTA Protective Buy Approval

Cooper, Lisa

Subject: FW: CE Approval; Springdale & Cameron Road Site Austin, Texas

From: Hayes, Lynn (FTA) <Lynn.Hayes@dot.gov>

Sent: Friday, February 4, 2022 5:21 PM

To: Sandoval, Vincent <Vincent.Sandoval@capmetro.org>

Cc: Plaskon, Terence (FTA) <terence.plaskon@dot.gov>

Subject: CE Approval; Springdale & Cameron Road Site Austin, Texas

EXTERNAL E-MAIL

Hello Vincent,

Please see the email below and keep if for your records. Thanks so much, Lynn Hayes

The Federal Transit Administration (FTA) has reviewed the documentation submitted by Capital Metro for the property located at the SE corner of Cameron Road and Springdale Road in Austin, Texas. Capital Metro's acquisition of the property meets the criteria for a National Environmental Policy Act (NEPA) categorical exclusion for protective acquisition under 23 CFR 771.118(d)(3)(ii), in accordance with FTA's regulations implementing NEPA. FTA finds that the required regulatory conditions are satisfied and that significant environmental effects would not result. Provided documentation demonstrates that development of the property would preclude Capital Metro's future transportation use and this development is imminent. This finding serves only to allow for the early acquisition of the property and does not grant Capital Metro the authority to begin any construction-related activities.

Please retain this communication for grant purposes. Should you have any questions, please contact Lynn Hayes, Community Planner.

Appendix B

Facility Site Plan

Appendix C

FTA Categorical Exclusion

From: [Hayes, Lynn \(FTA\)](#)
To: [Guerrero, Marcus](#)
Cc: [Cartwright, Kenneth](#); [Plaskon, Terence \(FTA\)](#)
Subject: C.E. Approval Cap Metro North Base Demand Response O&M Facility - NEPA Determination
Date: Wednesday, August 9, 2023 5:16:19 PM

EXTERNAL Email

Hello all,
Please see the approval below for the North Base Operations and Maintenance Facility

North Base Demand Response O&M Facility in Austin, Texas

The Federal Transit Administration (FTA) has reviewed the environmental documentation that the Capital Metropolitan Transportation Authority (CapMetro) submitted to us for the proposed **North Base Demand Response Operations and Maintenance Facility** (the Project) in Austin, TX. The Project would house CapMetro's Demand Response fleet operations and maintenance. It would consist of administrative space, a vehicle service center for cleaning and washing, a vehicle maintenance facility for repairs and maintenance, vehicle storage yard, staff, and visitor parking, a fueling area, and a detention pond, on approximately 25 acres of undeveloped land located at 10805 Cameron Road, east of the intersection of Cameron Road and Barr Lane, in Austin. Property for the Project was acquired by CapMetro in 2022 under protective acquisition authority (23 CFR 771.118(d)(3) (ii)). FTA finds that the Project meets the criteria for a National Environmental Policy Act (NEPA) categorical exclusion (CE) in accordance with FTA's regulations implementing NEPA.

FTA found that the Project would have no effect on historic, archeological, or other cultural resources, per the National Historic Preservation Act and implementing regulations 36 CFR 800. The Texas Historical Commission concurred in this finding on July 21, 2023. FTA determined that there would be no direct, temporary, or constructive use of any Section 4(f) resources by the Project, per the U.S. Department of Transportation Act of 1966 and implementing regulations (23 CFR 774).

Therefore, FTA determines that the project does not, either individually or cumulatively, have any significant environmental impact, and is therefore categorically excluded from a detailed environmental analysis under **23 CFR 771.118(d)**.

This CE determination applies only to the project as described in your supporting materials. Any changes which would result in significant environmental impacts, including disclosure of new information or previously unidentified concerns, would require a re-evaluation per 23 CFR 771.129.

Please retain this communication for grant purposes.

Should you have any questions, please contact me at (817) 978-0565 or lynn.hayes@dot.gov.

Thank you,
Lynn Hayes
Community Planner

Appendix D

North Base Demand Response Facility Public Involvement Plan

North Base Demand Response Facility (Project # PAM2219)

Public Involvement Plan

Overview

Project Description

The North Base Demand Response Facility is a project aimed to enhance demand response operations, accommodate system growth, and foster community connectivity. This initiative by CapMetro includes the development of a cutting-edge facility in northeast Austin that will not only support operational and maintenance efficiencies but also advance our sustainability goals and community connectivity.

The facility is designed to provide the necessary space to operate and maintain the growing MetroAccess and Pickup fleet. By optimizing service response and aligning with area plans for sustainability, community access, and strategic investment, we aim to create a facility that meets the evolving needs of our community.

Throughout this project, we will have thorough public involvement and input as we create a facility that enhances our transportation operations and supports the well-being of our community.

Project Timeline-- Key Milestones

Goal: Accommodate the future expansion of MetroAccess and Pickup demand response services, supporting operational efficiencies, advancing sustainability goals, and supporting community needs by incorporating a dedicated, accessible community space.

To successfully meet project goals and complete a state-of-the-art facility, we must set a realistic timeline that considers all stakeholders as we introduce the new facility and community space to the area. Without a strategic design, development, and implementation plan, CapMetro risks losing community trust, which can have long implications on CapMetro services, programs, and initiatives.

1. **15% design phase - completed May 2023**
2. **Initial public engagement to coordinate with Title VI Equity Analysis (August/September 2023)**
3. **internal & external engagement: (present-August 2023)**
4. **30% design phase: (August-December 2023)**
5. **60% -100% design phase and permitting: (January 2024-December 2024)**
6. **Construction: (Spring 2025 – Spring 2027)**

Public Involvement Objectives

This Public Involvement Plan (PIP) is intended to help guide community outreach and engagement for the North Base Demand Response Facility, including the outlined community space and plans. The overall purpose of all the phases is to make sure that we involve stakeholder groups early in the project, informing them throughout the design and construction and gathering feedback on facility use, community spaces and plans, and initiate and foster partnerships that will support the PIP and future use of the facility. Stakeholders for this project’s PIP include community members (riders and non-riders in surrounding areas), community-based organizations (CBOs), appropriate local government agencies, and internal staff (administrative and frontline).

In addition, we’re aiming to gather valuable feedback and insights regarding the optimal use of the community space, like flexible furniture and technology recommendations. Also, reservation protocols, ongoing community events and use, and long-term partner vendors or organizations. The insights and feedback provided by surrounding communities and community-based organizations (CBOs) serving low-income clients will play an essential role in guiding the project team toward understanding and addressing the needs for the community space.

Both community members and social service providers will be very important in shaping the functionality of the space, ensuring that it effectively serves the diverse and specific requirements of the community it aims to benefit. This plan is intended to serve as a guiding point for outreach and communication efforts and includes the following:

- Outreach plans to for stakeholders to receive information and create feedback opportunities.
- Communications plans, including webpage, postcards, social media, email blasts, and estimated phase timelines to inform and engage stakeholders.
- Public Input plans that include project summaries and priority community topics.
- Tools used to collect feedback and follow-up plans to communicate updates and final implementation.

Public Involvement Plan Team

Project Manager: Marcus Guerrero

Project Manager: Scott Taylor

Public Involvement Project Manager: Edna Parra

PI Project team member: Penelope Ackling

Government Affairs: Leroy Alloway and Celso Baez

Marketing and Communications: Cynthia Lucas

Planning: Rose Lisska

Public Involvement Plan

Principles of Engagement

CapMetro follows a public engagement policy and adheres to FTA best practices and requirements for stakeholder involvement. The agency prioritizes inclusivity, transparency, clear communication, tailored

outreach, early and frequent engagement, feedback incorporation, and continuous engagement. Also, all departments aim to engage diverse communities, including minorities, low-income individuals, non-English speakers, people with disabilities, and historically underrepresented groups, and seek input from internal stakeholders and external organizations.

Title VI and Inclusivity

In order to foster inclusivity and comply with Title VI of the Civil Rights Act, we are committed to actively engaging with diverse communities and ensuring equitable access to the public involvement process. Our outreach efforts will be tailored to reach underrepresented groups and provide language access to individuals with limited English proficiency or those who speak languages other than English.

To achieve meaningful participation, we will actively seek input from a wide range of stakeholders, including but not limited to:

- Racial and ethnic minorities, including Black, Indigenous, and People of Color (BIPOC)
- Low-income individuals and families
- People with limited English proficiency or who speak languages other than English
- People with disabilities, including physical, sensory, and cognitive disabilities
- People who have historically been underrepresented in transportation decision-making processes
- Older adults
- Youth and young adults
- Refugees and immigrants
- People experiencing homelessness or housing insecurity
- Schools and educational institutions
- Businesses and business associations
- Community-based organizations and neighborhood associations

Environmental Review Process

We will implement strategies to ensure that these stakeholders are engaged throughout the planning and decision-making processes, providing them with opportunities to voice their concerns, opinions, and ideas. By actively involving these communities, we aim to create a public involvement plan that is inclusive, respects diversity, and upholds the principles of Title VI.

NEPA Engagement

The Federal Transit Administration's (FTA) environmental protection process is primarily governed by the National Environmental Policy Act (NEPA) of 1969 (42 U.S.C. 4321 et seq.), as amended. NEPA establishes an umbrella process for coordinating compliance with environmental laws, rules, and regulations through the development of an Environmental Impact Statement (EIS). An EIS is prepared for all major federal actions significantly affecting the environment.

NEPA Compliance Plan

In addition to the engagement tools and tactics outlined in this plan, the team will comply with NEPA policy. The engagement tools and tactics outlined in this plan support involvement processes and standards.

1. **Agencies should engage with participating and partnering agencies and non-agencies.** This includes the City of Austin, Travis County, local school districts, and local community-based organizations.
2. **Agencies should provide early and continuing opportunities during project development for public involvement.** The public can help identify social, economic, and environmental impacts, as well as impacts associated with relocation of individuals, groups, or institutions. This includes an opportunity to assist in defining the purpose, need, and the range of alternatives for any action subject to the project development procedures in 23 U.S.C. 139.k.
3. **Agencies should use a variety of public involvement techniques.** Techniques included in the project's public involvement phases include mailers, at-stop engagement, social media posts, email communications, a public meeting, and an online survey.
4. **Agencies should search out the public and work hard to elicit comments.** The project team will dedicate significant resources to reaching the community and encouraging public comments.
5. **Agencies and project sponsors should focus on increasing public participation in decisions.** Survey and engagement results will be analyzed and incorporated into an engagement report for the project team to review and consider.

In compliance with the National Environmental Policy Act (NEPA) and the Categorical Exclusion (CE) process, our public involvement plan for the transit facility construction incorporates the necessary steps to engage the public effectively. Our aim is to ensure that the project aligns with CE requirements while considering the concerns and interests of the community.

To meet NEPA and CE guidelines, we will provide multiple opportunities for public participation and feedback throughout the project's development. This includes hosting public meetings, workshops, and informational sessions specifically focused on the CE process. These gatherings will allow us to gather input, address questions, and provide updates on the project's progress within the context of the CE determination.

As part of our commitment to inclusivity, we will collaborate with community organizations, local leaders, and stakeholders to engage a diverse range of voices. This collaboration will help us identify and reach out to various segments of the community to ensure their perspectives are considered in the decision-making process.

Transparency

To achieve transparency, we follow our public engagement policy and provide clear communication through multiple channels, including online resources, public meetings, and mailers. By following a structured approach to community engagement, we can ensure that the right message is delivered to the right people at the right time, and that their input is taken into account when finalizing plans.

Tailored Outreach and Community Engagement Methods

To ensure comprehensive public involvement throughout the project, we recognize the importance of tailoring our engagement methods to suit the specific needs of each phase and the community. Therefore, we will implement customized methods in our Public Involvement Plan with clear communication with a focus on a language assistance plan, accessible meetings, geographic and neighborhood needs, outreach, and feedback loop. These methods would be considered throughout all phases of engagement to ensure stakeholder engagement continuity.

Clear Communication

Language Assistance Plan (LAP)

To ensure language accessibility and inclusivity, we will incorporate various measures, including: providing notices and complaint procedures in multiple languages; offering Google Translate on our website; employing bilingual staff for on-site translations when requested; conducting meetings with language options; arranging interpreters upon request; incorporating Spanish translations on vehicles and stops if needed; creating Spanish video content if needed; and collaborating with community organizations for outreach and assistance.

Accessible Meetings:

We are committed to ensuring that our meetings are accessible to all individuals. We provide multiple options for participation, including remote access, sign language interpretation upon request, and closed captioning services, to accommodate various needs. To host accessible meetings, we consider U.S. DOT's minimum requirements that include:

- Meeting location accessible by public transit, including paratransit.
- Accessible entrances and doorways for persons with disabilities, including wheelchair users.
- Adequate wheelchair circulation space throughout the meeting space.
- Adjustable microphones for wheelchair height.
- Clear path of travel signs to the meeting room.
- Alternative formats of meeting materials available in advance.
- Sign language interpreters provided upon request.

Geographic Considerations

- According to 2010 Census Bureau data, 30.74% of people living within a three-mile radius of the site identify as white, 33.98% identify as Hispanic or Latino, 16.76% identify as Black or African American, 13.83% identify as Asian, 0.12% identify as Native Hawaiian and Pacific Islander, 0.18% identify as American Indian or Alaska Native, and 3.97% identify as two or more races.
- The neighborhoods surrounding the site are a part of Austin's City Council District 1, which has a 19.3% poverty rate (Housing Works Austin 2020).
- Neighborhoods to the west of the site, including Pioneer Crossing, Pioneer Hill, and Springdale Heights, were identified as low food access by the USDA Economic Research Service in December of 2022, as they are more than one urban mile from a supermarket.
- T Poverty rates are higher in East Austin, home of Districts 1, 2, 3 and 43 (see Figure 62).
- A demographic analysis will be completed by the third party HNTB for the CapMetro team to determine the most appropriate strategies for the target populations.

Engagement and Feedback Incorporation

To ensure comprehensive engagement, our approach involves three distinct phases throughout the project. First, we actively seek feedback from the community and CBOs to gather their input, start building partnership potentials and address any concerns regarding our construction projects. Second,

we provide regular updates and transparent information to keep stakeholders informed about the progress and impact of the construction. Finally, we actively foster and identify partnerships with local organizations and community groups that deliver services or opportunities to communities that we identify in the first two phases.

Resource, Staff and Budget Needs:

To effectively implement the public involvement plans and ensure successful engagement with stakeholders and the community, certain resource, staff, and budget needs must be addressed. The agency recognizes the importance of providing adequate support to the selected partner and allocating the necessary resources. This includes assigning dedicated staff members who will collaborate with the partner and oversee the community engagement initiatives. Additionally, a sufficient budget will be allocated to cover expenses related to organizing events, maintaining community spaces, and supporting ongoing communication efforts. By addressing these resource, staff, and budget needs, the agency aims to establish a strong foundation for sustained community involvement and positive outcomes.

Project Phases and Timeline

Phase I: Informing, Collecting Community Feedback, and Partnership Building

Estimated time range: Sept 1-31, 2023

Purpose: Our primary goal is to establish proactive and ongoing engagement strategies to effectively communicate with the community, gather valuable input, and address concerns related to the North Base Demand Response Facility and Centralized Warehouse. Public meetings, leveraged local community events, mailers, and a survey response form will be utilized to inform and collect community feedback. Additionally, we will actively engage with community organizations through one-on-one interactions and participation in local events to foster partnerships and strengthen collaboration. All online materials will be easily translated and accessible through screen reader, all printed material will be printed in both Spanish and English, and all meetings will offer translation services upon request.

- **Tools:**

- **Newsletter/Listservs:** Existing contact databases will be used to explain the Springdale Demand Response Facility and Community Space. A stakeholder contact list will be developed and utilized for personalized communications. Partner organizations' newsletters can also be leveraged to promote through their e-blasts.
- **Social Media:** Online platforms such as Facebook, Twitter, and Instagram can be used to engage with the audience and share information. Geotargeted ads can be purchased to reach local residents.
- **Websites:** A webpage will be created to have all the information on the project, including a link to a Public Input page to collect specific feedback.
- **Direct Mail/Email:** A direct and personal way to communicate with individuals or groups about specific topics; In the initial phase, our focus is to define the purpose of engagement and establish contacts within the community and collect initial feedback.

- **Presentations:** A way to deliver information to an audience using visual aids and verbal communication.
- **Public Meetings:** Open forums for members of the public to learn about and provide feedback on proposed initiatives or changes. All online and hybrid meetings will be recorded and published on the project and survey website for on demand access.
- **One-on-One Meetings:** Identify community-based organizations and community leaders that support the area and meet with them to begin fostering local partnerships.
- **Surveys/Questionnaires:** Tool for collecting feedback and opinions from individuals or groups about specific topics. PublicInput.com will be used to build and house the survey.
- **Postcard Flyers:** These can be distributed during outreach events. The collateral will include information on the facility and community space and a QR code linked to the survey response form.
- **Techniques:**
 - **Institutional engagement:** CapMetro provides resources to the community through initiatives like CapMetro Cares and the creation of accessible spaces. These initiatives showcases Capmetro’s commitment to serving the community. Furthermore, CapMetro should seize any opportunity to contribute additional resources, further reinforcing its dedication to the community.
 - **Community building:** CapMetro fosters community and partnerships by connecting employees and services with community members to build trust. The community engagement project team will monitor and actively support the identified area, seizing opportunities to show up for the community from the project's start and beyond.
 - **Community education:** CapMetro continuously engages the community with informational meetings and materials across Central Texas. Bringing new information to the community not only builds awareness of CapMetro, but also empowers the community with new options and possibilities. The community engagement project team should consider hosting community training and information sharing for appropriate CapMetro offerings that support the proposed project.
 - **Inclusive participation:** CapMetro executes inclusive participation by reaching out to minority community members and vulnerable populations to ensure they are aware of and have access to our programs, initiatives, and services. We ensure our programs are accessible by providing transportation alternatives, monitoring area demographics, offering language translation upon request, building reliable relationships with minority groups, designing programs based on local relevance, and evaluating if program benefits are equitably distributed among community sub-groups.
- **Stakeholders**
 - Geographic target: 2 miles
 - Internal Stakeholders (CapMetro)
 - Marketing
 - Capital Projects
 - Community Engagement
 - Demand Response
 - Schools
 - Elected Officials

- Neighborhood Groups
- Community Based Organizations
- Local Businesses
- Institutions

Phase I Key Messaging

1. What is Demand Response? Is it the same or different than standard buses? (provide images of vehicles for visualization)



2. CapMetro will be outgrowing existing facilities which are also outdated and leased. This new facility will allow modernized facilities to accommodate the growing demand for demand-response service.
3. A transit operations and maintenance facility at the intersection of Cameron Road and Blue Goose Road for a fleet of approx. 220 vehicles and 350 employees. The facility will allow CapMetro to meet the Austin area's growing need for increased MetroAccess and Pickup service.
4. The project is located in the ETJ, in Travis County, just outside of City of Austin city limits.
5. Facility is planned to be a LEED certified, sustainably designed facility, which may include solar panels, energy efficient heating and cooling, water conservation measures, native landscaping, and building materials made with recycled content. . We want to hear from you on how you want the space to be used.
6. Facility will be a 24/7 facility.
7. Incorporating a dedicated community space. We want to hear from you on how you want the space to be used.
- ~~8.~~ We would love to meet with a representative of your organization to learn more about your work and to discuss how the facility and community space will impact and potentially benefit your community. If you have any upcoming events or volunteer opportunities, please let us know as we would love to support your organization.
- ~~9.~~ Funding for the project includes a \$20M grant from FTA.
- ~~10.~~ The property acquired for the demand response facility may have otherwise become a concrete crushing plant.
11. The existing properties surrounding the site are generally undeveloped farmland to the east and west, and the Waste management landfill to the south.
12. Potential for new job creation and workforce development once the facility is open.

13. Construction will include new utilities along Cameron Road, Sprinkle Road, and Sprinkle Cut-off Road. Roadway improvements along Cameron road are also expected. Information to the public about traffic detours and traffic impacts will be communicated to the community through construction.
14. Construction is planned to occur between 2025 to 2027.

Phase I Schedule

Target Timeline

Task	Start Date	Finish Date
SET community room decision	07/25/2023	08/07/2023
Creative material drafts	07/25/2023	08/07/2023
Board memo sent	08/07/2023	08/15/2023
Elected officials briefed	After memo is sent	08/15/2023
Phase I of engagement	08/15/2023	09/05/2023
Engagement report	09/05/2023	09/15/2023

Phase II: Selecting key stakeholders for long-term facility partnerships and Metro Art Engagement

Estimated time range: TBD

Purpose: Identify and develop two to three continuous partnerships with stakeholder groups and one partnership with a local artist team to bolster the quality of engagement in the area and community trust in CapMetro. Inform the community of updated facility and community gather space timelines and details through public awareness materials.

- **Tools:**
 - **Newsletter/Listservs:** Existing listservs will be used to update the community on the Springdale Demand Response Facility and Community Space. A stakeholder listserv will be developed and utilized for personalized communications. Partner organizations’ newsletters can also be leveraged to promote through their e-blasts.
 - **Social Media:** Online platforms such as Facebook, Twitter, and Instagram can be used to engage with the audience and share updated information. Geotargetted ads can be purchased to reach local residents.
 - **Websites:** A webpage will be updated to have all the information on the project. The public input survey response page will be taken down as the feedback period will be closed.
 - **Direct Mail/Email:** During this phase, we aim to develop partnerships. Direct mail and email communication will play a crucial role in initiating new relationships and maintaining existing ones.
 - **Community Based Organization Presentations:** Organize presentations with local groups as needed.

- **1:1 Meetings for Partnership Proposals:** Start exploring partnership proposals and long-term use and contracts for identified community needs.
- **Brochures/Flyers:** These can be distributed during outreach events or mailed directly to impacted neighborhoods and residences. The collateral will include updates on the facility and community space.
- **Techniques:**
 - Building on the success of our previous phase, our public involvement plan will continue to employ proven techniques such as community building, community education, and institutional engagement. Inclusive participation remains a priority as we actively reach out to minority and vulnerable populations, ensuring their awareness and access to our programs. Additionally, we will emphasize fostering and exploring long-term partnerships and services to better serve the community's needs. By integrating these techniques, we aim to deepen our connections, understand community needs, and provide ongoing support tailored to the diverse populations we serve.

Phase II Key Messaging

1. CapMetro is constructing a LEED certified, sustainably designed transit operations and maintenance facility at the intersection of Cameron Road and Blue Goose Road. This building will allow us to increase our MetroAccess and Pickup services at pace with the growth of the Austin Area. The facility will have a dedicated community space open for anyone in the community to reserve. Find the project and construction timeline below. We apologize for any inconvenience the construction may cause you.
2. Seek a long-term partner to collaborate on providing valuable community services and resources. Through this partnership, we aim to enhance the well-being and quality of life for our community members. We welcome organizations interested in becoming a partner and their expertise and vendor services to join us in this important endeavor. Together, we can make a lasting impact and create a stronger, more vibrant community.
3. Art message to be developed.

Phase III: Engaging the Community - Informing and Involving them in the Facility's Groundbreaking, Construction, Opening, Goals, and Services

Estimated time range: TBD.

Purpose: Bring community information on the facility's upcoming groundbreaking, impacts and traffic detours during construction, the public services it will offer, community space usage options and details, and the future goals and projects of CapMetro's demand response services and the facility's community space. Simultaneously, the project team will finalize the community space's reservation system, facility needs for long term partnerships, and details on reoccurring events.

- **Tools**

- **Brochures/Flyers:** These can be distributed during outreach events or mailed directly to impacted neighborhoods and residences. The collateral will include updates on the facility and community space and information on how to use the community space.
 - **Newsletter/Listservs:** An existing contact database can be used to explain the upcoming community space. A stakeholder contact list will be developed and utilized for personalized communications. Partner organizations' newsletters can also be leveraged to promote through their e-blasts.
 - **Social Media:** Online platforms such as Facebook, Twitter, and Instagram can be used to engage with the audience and share information. Facebook and Twitter handles can be used to reach out to the public.
 - **Websites:** The project webpage can be updated to have all the information on the groundbreaking, facility updates, and how to use the community space.
 - **Direct Mail/Email:** In the final phase, we shift towards fostering long-term engagement and establishing partnerships. We will continue utilizing direct mail and email communication to keep the community informed about our progress and initiatives.
 - **Presentations:** Focus on informing the community about the long-term services that will be offered. Building upon the initial presentations and feedback gathered, provide comprehensive information about the services, programs, and resources that will be available in the long run.
 - **Public Meetings:** Open forums for members of the public to learn about and provide feedback on proposed initiatives or changes. All online and hybrid meetings will be recorded and published on the project and survey website for on demand access.
- **Techniques:**

In phase three of our public involvement plan, we will continue utilizing the established techniques of community building, community education, and inclusive participation. Building on the successful partnerships established in previous phases, our focus will now be on finalizing these partnerships and solidifying the specific offerings they will bring to the community.

To ensure transparency and community involvement, we will actively communicate the benefits that these partnerships will provide to the community. Through informative materials, meetings, and outreach efforts, we will share details on the programs, initiatives, and services that will be made available. In addition, we will place a strong emphasis on ensuring accessibility and usability of community spaces. We will communicate clear guidelines and procedures on how community members can access and make use of these spaces effectively. By promoting inclusivity and creating comfortable environments, we aim to ensure that all members of the community can benefit from and enjoy the shared spaces.

By continuing to employ these techniques in phase three, our public involvement plan will foster deeper community engagement and offer resources and services that enhance the overall well-being of the community.

Phase III Key Messaging

1. Inform the community about the groundbreaking event of the Springdale Demand Response Facility and community space, and detail how it will be used and accessed by the community.
2. Continual updates during construction regarding impacts to traffic, detours, utility work, ect. that may impact the adjacent community.
3. Messaging on how to stay informed about the facility community space and the services it offers, including how to learn about upcoming events, meetings, and other facility happenings. Also, provide procedures on how to access the space for meetings and other facility events.
4. Announce the long-term partnerships that we will be collaborating with and what community services and resources they will provide for the area. Identify other collaborations and how we are working with trusted organizations to enhance the well-being and needs of the community.
5. Ribbon cutting and facility open for operations.
6. Unveiling of public art.

Stakeholder Outreach Plan: CBOs, Community Leaders, Neighborhood Associations

Community-based organizations, community leaders, and local agencies are a necessary link for successfully implementing the Springdale Demand Response Facility and Community Space into the community. To ensure that we appropriately engage all communities, stakeholder lists in the three following areas are essential:

- 1. General Communications** – we will develop an extensive list of stakeholders to regularly email to communicate updates, education materials, timeline, and finalized program plans.
- 2. Partnerships for Education** – we will seek partnerships with organizations and community groups in the area to create an engagement schedule based on informing and collecting feedback on the community space from staff, clients, and community members. Education and feedback initiatives will utilize the community conversation engagement method. Notes and survey responses will be collected and recorded for the Public Involvement Report.
- 3. Partnerships for The Community Space** – we will seek to develop partnerships with organizations that serve residents in proximity to the facility. We will identify community organizations that will best utilize the community space and incorporate their needs in the Public Involvement Report. These could include non-profits and organizations that provide food pantries, healthcare, education, and unhoused/housing services.
- 4. Neighborhood Associations.**
- 5. Elected Officials Communication.**

6. Schools and school districts.

List of potential non-profits, community groups and leaders, schools, and agencies

Organization Name	Service type	Contact (Name, title, email/phone)	Address
Easter Seals	Disability organization/Neighborhood center	(512) 615-6800	2324 Ridgepoint Dr # F1, Austin, TX 78754
Family Eldercare	Senior and IDD services	Karen Langley, klangley@familyeldercare.org , (512) 450-0844	1700 Rutherford Ln, Austin, TX 78754
The Arc of Texas	Intellectual/developmental Disability (IDD) advocacy	Jennifer Martinez, Executive Director/CEO, j.martinez@thearcoftexas.org , (512) 454-6694	8001 Centre Park Dr Suite 100, Austin, TX 78754
Asian American Resource Center (AARC)	COA Parks&Rec facility (community space)	(512) 974-1700, https://www.austintexas.gov/email/aarc	8401 Cameron Rd, Austin, TX 78754
St. John's Community Center – Food Distribution Center	CTFB location with some health and social services	512-972-5159	7500 Blessing Ave, Austin, TX 78752
Austin Area Urban League	Equity services for African Americans	Quincy Dunlap, Executive Director/CEO, quincy_dunlap@aaul.org , (512) 478-7176	8011A Cameron Rd building a-100, Austin, TX 78754
Decker Middle School	School	Eric Howard, eric.howard@manorisd.net (512) 278-4630	8104 Decker Ln, Austin, TX 78724
Decker Elementary School (Manor ISD)	School	Erik Hauck erik.hauck@manorisd.net (512) 278-4150	8500 Decker Ln, Austin, TX 78724
Manor High School	School	Marcela.Melendrezcas@manorisd.net (512) 278-4800 Jessika Hearne, Principal,	12700 Gregg Manor Rd. Manor, TX 78653

		jessika.hearne@manorisd.net	
Manor New Technology High School	School	bobby.garcia@manorisd.net (512) 278-4875	10323 U.S. Hwy 290 E. Manor, TX 78653
Manor ISD	School	Michael Perkins, Chief Schools Officer, (512) 278-4421 512-414-1700	
Austin ISD	School	Matias Segura, Interim Superintendent https://www.k12insight.com/Lets-Talk/DialogueCustom.aspx?k=WF4B4ZLT@DY9Z9G8LT	4000 S. I-H 35 Frontage Rd., Austin, TX 78704
LBJ Highschool	School	Sheila Henry, Principal (512) 414-2543 sheila.henry@austinsd.org	7309 Lazy Creek Dr, Austin, TX 78724
Pioneer Crossing Elementary School	School	(512) 278-4250 patricia.carrello@manorisd.net	11300 Samsung Blvd, Austin, TX 78754
Bluebonnet Trail Elementary School	School	(512) 278-4125 kristina.kelsey@manorisd.net	11316 Farmhaven Rd, Austin, TX 78754
PUMA (People United for Mobility Action)		jasonrichardlopez@gmail.com shavoneotero@gmail.com yasminesmithd@gmail.com tomwald@gmail.com	
NAAO		info@naaotexas.org	
Movability		Lisa Kay Pfannenstiel, liskay@movabilityaustin.org	
Home Builders Association of Greater Austin	(512) 454-5588	info@HBAAustin.com	7800 Shoal Creek Blvd, Austin, TX 78757

For the People Project	Non-profit (new, trying to get 501c3 status)	(737) 341-6771	9912 Sprinkle Rd, Austin, TX 78754
African American Youth Harvest Foundation	Non-profit	Michael Lofton, mrlofton@aayhf.org , (512) 585-6696	6633 US-290 #303, Austin, TX 78723
The Chambers		https://www.austinchamber.com/about/contact	
Pioneer Crossing West HOA	HOA	Jim Smitherman, PCWmanager@goodwintx.com , (512) 502-2114)	
Harris Branch Residential Property Owners Association	POA	Raquel Prado, AHARmanager@goodwintx.com , (512) 852-7956	
Pioneer Hill by D.R. Horton	Housing developer	Jack Seaman, jseaman@drhorton.com . (512) 605-0406	
Barr Mansion, Ballroom, and Farmstead	Wedding Venue	(512) 926-6907 info@barrmansion.com	10463 Sprinkle Rd, Austin, TX 78754
Waste Management – Austin Community Landfill	Landfill	customerservice-satexas@wm.com	9900 Giles Ln, Austin, TX 78754
Beer Works – Sprinkle Valley		(512) 821-2494 info@austinbeerworks.com	10300 Springdale Rd, Austin, TX 78754
Sparkle Farm		ray@sparkle.farm	9444 Springdale Rd, Austin, TX 78754

Stakeholder Meetings and Communication Goals for CBOs, Community Leaders and Social Service Providers

Meetings for CBOS, Community Leaders and Social Services Providers

We will host one meeting during phase 1 and, depending on engagement, two more private meetings for interested organizations. The initial meeting will cover the project and facility overview and feedback collection and subsequent sessions will focus on potential beneficial attributes of the community space.

1:1 Outreach

We will identify 1-2 contacts per organization and email them to invite them to attend a virtual public meeting, offer individual phone calls or virtual conversations, educate them on upcoming changes, and provide an online platform to collect feedback. In addition, we will try to partner with 2-3 specific organizations for phases II and III of program implementation. *Anticipated # of contacts: 50*

Public Input Webpage

We plan to develop a Public Input page to collect specific feedback and best practices on the community space. We will include the feedback survey in all communications, meetings, and individual outreach. Input from the feedback form will guide meeting focus areas; implementation plans and needs; resource tool kits for partnering organizations; and communication and outreach plans.

Feedback Mechanisms: To foster a continuous dialogue, we plan to implement feedback mechanisms to encourage stakeholders and the community to share their thoughts, suggestions, and concerns. This may include feedback forms, surveys, public comment periods, and dedicated email addresses. The agency will carefully review all feedback received and take appropriate action to address any identified issues or suggestions.

Stakeholder Outreach Plan: Community Members, both riders and non-riders

General Public Meetings

We will host one virtual meeting to inform the public on the incoming facility and community space, potential programs, and how the community space can be used. If community members express additional information or interest, we will add a second meeting. These meetings will focus on informing and feedback collection from community. In addition, we anticipate that attendees will have questions and we will include a question-and-answer portion of the meeting. *Anticipated # of listserv contacts: 50.*

Committees and Advisory Groups

The following CapMetro advisory committees and groups will be briefed in the month of September:

Customer Service Advisory Committee (CSAC)

Access Committee

Diversity, Equity and Inclusion (DEI) Council

The same information will be provided to all committees, plus an opportunity to give similar feedback on educational and implementation best practices.

Public Input Webpage

We will utilize the same Public Input Webpage for community members as the one intended for CBOs.

Follow Up Activities

CapMetro recognizes the importance of maintaining strong and ongoing relationships with all stakeholders and the community who have actively engaged throughout the process. To ensure a comprehensive follow-up, the following measures will be implemented:

- **Communication Channels:** The agency will establish effective communication channels to keep stakeholders and the community informed about the progress and future of the facility. These channels will serve to disseminate relevant information, address future concerns, and provide new partnership opportunities.

- **Collaborative Initiatives:** To maintain the momentum and sustain collaboration, the agency will explore opportunities for ongoing collaboration and partnership with stakeholders and the community. These collaborative initiatives will enable continued involvement, input, and expertise from stakeholders and community members, ensuring that their perspectives are considered in future decision-making processes.
- **Ongoing Communication, Community Space, and Partnerships:** The selected partner will be responsible for ongoing communication and engagement with stakeholders and the community. They will actively utilize community spaces, organize events, and nurture partnerships. Here are the key aspects:
 - **Community Space Utilization:** The partner will identify opportunities to utilize community spaces effectively, organizing events and gatherings that cater to diverse interests.
 - **Events and Activities:** They will plan and coordinate various initiatives, such as festivals and workshops, to foster community cohesion and participation.
 - **Growing Contact List:** The partners will expand and maintain a comprehensive contact list, actively engaging with stakeholders and community members.
 - **Partnerships with Community Members:** They will seek partnerships with community organizations and businesses, fostering collaborations that address community needs.
 - **Regular Communication:** The partner will establish accessible communication channels to keep stakeholders and the community informed about events and opportunities for involvement.

By entrusting the partner with ongoing communication and community engagement, the agency aims to create a vibrant and connected community, driven by shared experiences and sustainable partnerships.

- **Evaluation and Reporting:** The CapMetro project team will provide final evaluations to assess the effectiveness of the engagement process and gather insights for improvement. Evaluation findings will be shared with stakeholders and the community, along with a comprehensive report outlining the outcomes, actions taken, and next steps. This reporting process will demonstrate the agency's commitment to accountability and transparency while providing an opportunity for stakeholders and the community to track progress and offer further input.

By implementing these follow-up measures, we aim to foster meaningful and lasting relationships with stakeholders and the community, recognizing that engagement is an ongoing process and is committed to maintaining open lines of communication, seeking feedback, and collaborating with stakeholders and the community to ensure their continued involvement and contribution.

Close-Out Possibilities:

Close-out meeting with Project Team

Draft Project Close-Out Report

Review Close-Out report with Community Engagement Team Manager

Close feedback or virtual items (Discussions, Forum, etc)

Thank you to team + stakeholders with report

Document Public Involvement Report
Clean-up Outlook Contacts Database
Move Project Folder to _Completed Projects
Schedule Groundbreaking Event for Awareness

Appendix E

North Base Demand Response Facility & Centralized Warehouse Engagement Report

PAM2219

North Base Demand Response Facility & Centralized Warehouse Engagement Report September 2023

I. PROJECT DESCRIPTION

What is the North Base Demand Response (NBDR) Facility and Centralized Warehouse?

The NBDR Facility & Centralized Warehouse will be a LEED certified, sustainably built, and thoughtfully designed vehicle maintenance facility, administrative workplace, and warehouse that generates workforce opportunities and supports the local community. This project is partially funded by a \$20 million dollar grant from the Federal Transit Administration. The facility will include:

- Approximately 220 Demand Response transit vehicles
- Central warehouse & storage building
- Maintenance bays
- Service and Fueling building
- Operations & Administration
- Dispatch
- Customer call center
- Training & conference rooms for staff
- Community room
- Vehicles training course
- Visitor & staff parking
- Provisions for future electric and hydrogen transit vehicles

Why Demand Response?

CapMetro is expanding the Demand Response fleet to meet the growing demand of CapMetro Access & Pickup Services. A CapMetro owned Demand Response facility will allow the agency to consolidate CapMetro leased sites, and simultaneously create efficient warehouse operations, generate jobs, expand transit access, and create a multi-use public space to benefit the community.

Engagement Objective

The engagement is intended to inform stakeholders of the NBDR Facility and Centralized Warehouse scheduled to begin construction in 2025 and to gather community feedback related to future project communications, general community needs, and initial responses to the facility.

II. ENGAGEMENT OVERVIEW

North Base Demand Response engagement activities and communications took place both digitally and in-person from September 1 through October 2, 2023, with the goal to reach as many local community members as possible. The Community Engagement team contacted stakeholder groups of the upcoming facility to inform and seek input on community needs, responses, and future project communications via the NBDR Facility & Centralized Warehouse survey and direct communications. **The Survey and all public communications were either provided in Spanish and English or were available with direct language translation to 133 languages.** The project team created a screen-reader friendly community engagement presentation and all **in-person and virtual events offered language translation** upon request. Phase I of the North Base Demand Response Public Involvement concluded with 3 community meetings, 10,500 postcards mailed to surrounding addresses, and direct communication with 7 local community-based organizations, 7 local schools, 6 local businesses, and 3 local neighborhood associations. 77 surveys were received through these efforts (see “Target Audiences” below for list.) The following engagement tools and events were completed in accordance with the Public Involvement Plan:

Engagement Tools

1. Public Presentations

- Recorded during the Virtual Open House
- Recording posted on the PublicInput.com survey webpage and the [CapMetro project webpage](#).
- Screen reader tags attached to the presentation by the project team and reviewed by CapMetro’s Systemwide Accessibility Department
- The presentation was sent to the CapMetro Access Advisory Committee Members.

2. Online Survey

- Dates open: Friday, September 1, 2023 – Monday, October 2, 2023
- Unique respondents: 77
- Format: online via [PublicInput.com](#)
- Reviewed by CapMetro’s Systemwide Accessibility department for screen-reader accessibility.

3. CapMetro Project Webpage

- Date created: September 1, 2023
- Link: [CapMetro project webpage](#)

4. Mailed Postcards

- Date mailed: September 12, 2023
- Number of addresses reached: 10,500
- Audience reached: the surrounding neighborhoods of Pioneer Crossing, Harris Branch, Pioneer Hill, and Springdale Heights.

5. Email Communications

Internal Email (Timepoint)

- Date sent: September 6, 2023

Email to Local Organizations and Institutions

- Date sent: Friday, September 8, 2023

- Number of community members contacted: 19 (see “Target Audiences” below for list)
Email to CapMetro Access Advisory Committee

- Date sent: September 11, 2023

- Number of community members contacted: 9

Email to CapMetro Customer Service Advisory Committees

- Date sent: September 14, 2023

- Number of community members contacted: 9



6. Social Media

Facebook

- Dates: Monday, September 4, 2023 & Monday, September 11, 2023
- Two geo-targeted paid promotions
- Targeted location: 78754 zip code
- Purpose: To promote the online survey and Virtual Open House to community members in proximity to the NBDR Facility & Centralized Warehouse site.

Instagram

- Feed post: September 4, 2023
- Story post: September 4, 2023
- 1 Instagram feed repost on the CapMetro’s Instagram story with the online survey linked.

Caption: CapMetro is planning a sustainably built, LEED-certified facility at 10805 Cameron Road to serve our growing riders and also offer a multi-use space for the community.  Help shape our vision  Survey and 9/13 virtual public meeting information is available at the #linkinbio.

Engagement Events

1. Access Advisory Committee Meeting Presentation

- Date: September 6, 2023
- Format: Zoom meeting
- Number of community members in attendance: 9

2. Virtual Open House

- Date: September 13, 2023
- Engagement type: Virtual Public Meeting
- Format: Zoom webinar
- Number of community members in attendance: 2

3. Local Neighborhood Association Meeting (Walnut Place Neighborhood Association)

- Date: September 27, 2023
- Format: In-person meeting
- Number of community members in attendance: 9
- Purpose: On September 13, 2023, a member of the Walnut Place Neighborhood Association reached out to the engagement team to request a meeting with CapMetro employees to discuss the project. The project team responded and scheduled an in-person meeting with the group at their neighborhood business, Austin Beerworks. After the meeting, the project team collaborated to provide the neighborhood group with as

much information and accommodation as possible. See the email correspondence included in the Appendix.

III. DATA COLLECTION METHODOLOGIES

Research Objectives

The engagement's objectives were developed to reflect the project's established community involvement aims. The primary objective of this engagement was to collect input from a diverse range of individuals residing and working in proximity to the upcoming facility, ensuring accessibility for all. The engagement aimed to gather feedback related to future project communications, general community needs, and initial responses to the facility.

Survey Design

Question Selection: The survey questions were carefully designed to capture relevant information about user demographics, future project communications, general community needs, and initial responses to the facility. The survey was designed to collect relevant information for the project team, who will adjust the project as required.

Language Accessibility: The survey was developed in English, Spanish, and Vietnamese, and was available for direct language translation into 133 languages, ensuring that all participants can provide responses in their preferred language.

Screen-reader Accessibility: The survey and survey platform were reviewed and edited by CapMetro's System Wide Accessibility department and the project team, to ensure the survey was accessible to those using a screen-reader.

Survey Format

The survey was designed using the PublicInput.com online platform, which made the survey accessible to a wide online audience and facilitated efficient data collection and analysis. The survey was embedded on a NBDR Facility & Centralized Warehouse PublicInput.com webpage, which allowed for resources such as the Virtual Open House Recording, alternative feedback opportunities, frequently asked questions, and demand response transit information to be easily accessible to survey respondents.

The survey URL and linked QR code were on engagement materials such as the postcard, online graphics, and the CapMetro website.

Survey Deployment

Targeted Recruitment: Key stakeholder groups, as outlined in The NBDR Public Involvement plan, include neighborhood and community organizations, residents, workers, local business owners, local schools, CapMetro riders, CapMetro committees, and internal CapMetro staff. The survey recruitment operated through several channels such as in-person events, printed materials, social media, and direct email communications to reach each stakeholder group.

Participant Outreach: Clear instructions and alternative text were provided to ensure participant understanding of the survey. Participant outreach motivated the design of all engagement tools and events.

Survey Data Analysis

Quantitative analysis: Statistical analysis was employed to analyze the quantitative data collected from the survey responses, providing insights into community preferences.

Qualitative analysis: Qualitative data, gathered from open-ended survey questions and in-person meetings, was analyzed using thematic and geographic analysis to gain a deeper understanding of community preferences.

IV. TARGET AUDIENCES

In accordance with the Public Involvement and Stakeholder Outreach Plan, the following audiences were engaged:

Neighborhoods and Community Organizations

Local community-based organizations (CBOs) were emailed directly through CapMetro's Community Engagement contact database. CBOs in the surrounding neighborhoods received personalized communications from the project team with the link to the online survey, information on in-person feedback events, and opportunities to schedule a presentation or meeting with the team.

The following CBOs were contacted directly via email:

- Family Eldercare
- The Arc of Texas
- Austin Area Urban League
- PUMA (People United for Mobility Action)
- Network of Asian American Organizations
- Movability
- African American Youth Harvest Foundation
- Walnut Place Neighborhood Association
- Home Builders Association of Greater Austin
- Pioneer Crossing West Homeowners Association
- Harris Branch Residential Property Owners Association

Area Residents

10,500 postcards were mailed directly to residents and business owners in the Pioneer Crossing, Harris Branch, Pioneer Hill, and Springdale Heights neighborhoods.

Note: Walnut Place Neighborhood Association was not initially included in the postcards mailers. However, they have now been added to the list of contacts for future correspondence after meeting with their neighborhood association board members on 09/27/2023.

Local Businesses

10,500 postcards were mailed directly to residents and business owners in the surrounding areas.

The following businesses were contacted directly via email:

- Pioneer Hill by D.R. Horton

- Barr Mansion, Ballroom, and Farmstead
- Waste Management – Austin Community Landfill
- Austin Beerworks – Sprinkle Valley
- Sparkle Farm

CapMetro Committees

Direct emails were sent to the members of the CapMetro Customer Service Advisory Committee and Access Advisory Committee.

CapMetro Transit Riders

Riders were engaged through various online platforms including Instagram, Twitter, Facebook, and the CapMetro website.

Local Schools

Local schools were contacted directly via email to offer engagement opportunities. The following schools were contacted directly via email:

- Decker Middle School
- Decker Elementary School
- Manor High School
- Manor New Technology High School
- Manor ISD
- Austin ISD
- LBJ High School
- Pioneer Crossing Elementary School
- Bluebonnet Trail Elementary School

CapMetro Staff

An internal “Timepoint” email with the survey linked was sent to all CapMetro staff was sent on Wednesday, September 6, 2023.

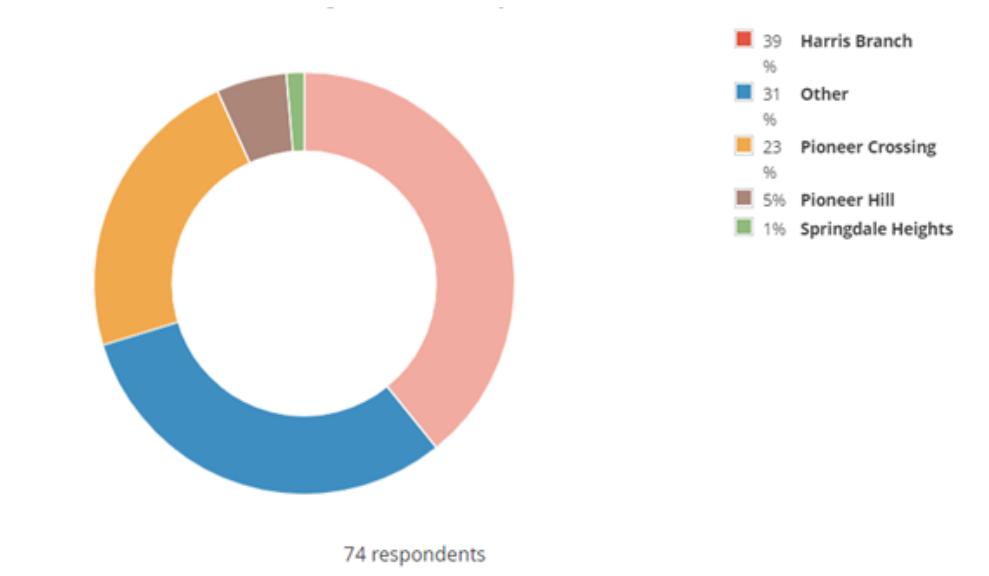
V. ENGAGEMENT SURVEY RESULTS

To analyze the survey results, the data is divided into three categories: 1) participant data, 2) facility feedback data, and 3) community data.

Participant Data

1. What neighborhood do you live in?

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2. Demographic Data

Please select all that apply to you.

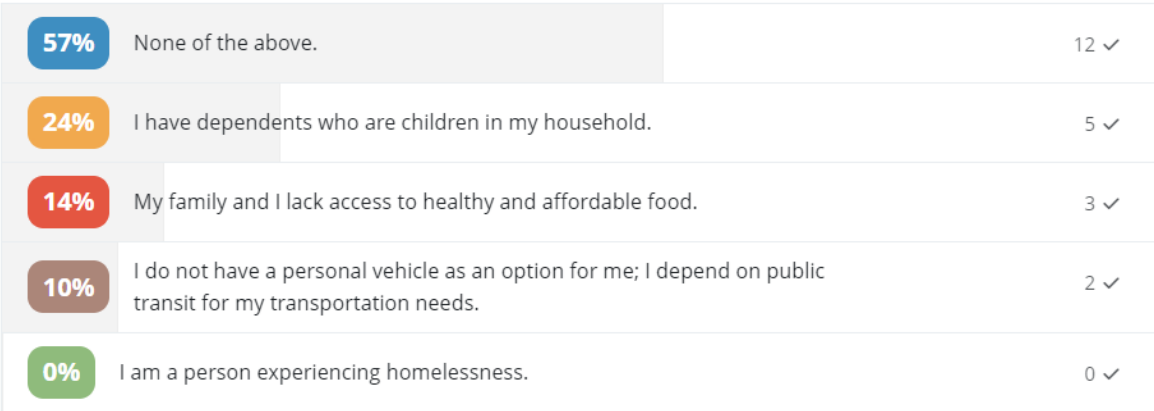
54%	I am white.	13 ✓
21%	Other	5 ✓
17%	I am Chicano/Chicana or Latino/Latina/Latinx.	4 ✓
8%	I am a Black or African American person.	2 ✓
4%	I am Indigenous.	1 ✓
0%	I am an Asian American, Native Pacific Islander person.	0 ✓

24 Respondents

50%	I am a woman.	9 ✓
44%	I am a man.	8 ✓
22%	I am LGBTQ+	4 ✓
11%	I am a person living with a disability or a differently abled person.	2 ✓
6%	I am a gender non-conforming person.	1 ✓

18 Respondents

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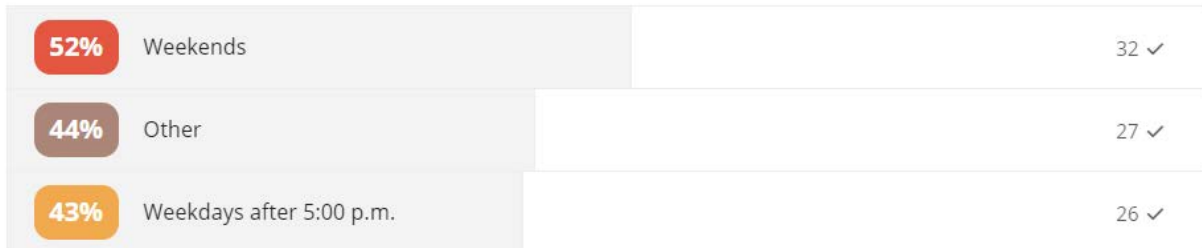
21 Respondents

3. List one or more resources or services that would benefit you, your family, or your neighbors. For example: workforce, technology, health, food, financial and legal support, public transportation

- 84% of question respondents indicated the community's need for access to public transportation.
- 15.8% of question respondents indicated a need for improved road and traffic infrastructure.
- 15.8% of question respondents indicated a need for parks and recreation options in the area.
- 15.8% of question respondents indicated a need for food access in the area.

Facility Feedback Data

4. When would you use the community space?



61 Respondents

- 1 respondent said they would like to be able to use the community space at any time.
- 4 respondents said they anticipate never using the space.

5. How do you envision using the community space?

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Indoor/Outdoor recreation including biking, hiking, walking, pavillions/etc.

Access to public transportation would be ideal as there is almost nothing in our area of town.

The roads in the area are in SERIOUS need of fixing. Try driving on Blue Goose without having to go into on coming traffic*

one month ago

Yes, completely agree!

one month ago

I hope that public transportation becomes more accessible and user friendly in this area as a result. It would be great if this was a walkable space that we can enjoy nature as much as possible with options to exercise here as well. Maybe picnic tables and grills. Multipurpose spaces where we can dine out would also be great.

one month ago

Great idea.

one month ago

- 27% of question respondents said they would like the community space to include outdoor recreation.
- 23% of question respondents said they would like the community space to be accessible by public transportation.
- 19% of question respondents said there is not enough information on the community space for them to respond.
- 19% of respondents said they would use the space for community meetings or civic events.
- 17% of respondents said they would not use the community space at all.

6. Community Impact Identification

Title VI of the Civil Rights Act of 1964 prohibits discrimination in federally funded projects. Community feedback helps identify existing disparities and potential adverse impacts of a project on different racial, ethnic, or national origin groups. The feedback informs the project’s disparate impact assessment. Below is a comprehensive list of community feedback related to adverse impacts that CapMetro received throughout the engagement period. The project team assessed each related comment and responded appropriately. Responding to community impact comments is a way for transit agencies to build trust with the community members, and it is a crucial step in CapMetro’s community engagement process.

No.	Community Impact Comment	CapMetro Response
1	“I don’t really understand the purpose of the community space, especially in an area like Blue Goose/Cameron, which is just warehouse land. Not to mention the public transit options in the vicinity are extremely limited. I work on Wall Street nearby and walk thirty minutes to work every morning. The idea of a CapMetro community space surrounded by	Thank you for your feedback. CapMetro will provide a multi-use community room near the front of the facility, to provide a meeting space for the community and adjacent residential areas. The details and logistics of the room are still being developed and will consider community feedback. We hope to create a room that serves the needs of the community and strengthens the

PAM2219 Engagement Report

	<p>roads with no sidewalks and the nearest bus route over a mile away is frankly an insulting one. Please improve the public transit options in the area before proceeding with this development.”</p>	<p>relationship between community members and CapMetro. We encourage you to submit service comments and suggestions to this customer comment form. The comments submitted to this form will inform CapMetro’s next Transit Service Plan, where CapMetro evaluates requests for service outside the current service zone. We appreciate you raising these concerns, as it is vital in helping us ensure an inclusive, equitable, and successful project. Our engagement and communications team plans to collaborate with the community moving forward. If you have any questions, please reach out to engage@capmetro.org.</p>
<p>2</p>	<p>“I think this community space is a terrible idea. The roads to and from this area are worn, unleveled, and falling apart. The roads that lead to this area are mainly two lane “country” roads with high traffic due to all of the neighborhoods being built around the area with little to no road improvement. As it is there are trash trucks, gravel trucks, and high traffic on these beat up roads. Having buses going to and from areas back to this space will be a disaster. In addition it will only increase crime around the area as there is nothing around this area for people to do once they are there. It’s like someone would ride a bus to a wooded area and just hang out. This is a terrible idea, and just a way for the city to push their “unwanted” things to an area of town that isn’t as nice as others.”</p>	<p>Thank you for your feedback. Travis County is currently repairing the existing roads in the immediate area. CapMetro is working with Travis County to finalize the facility’s Traffic Impact Analysis. Road and safety improvements are anticipated, which may include an extra turn lane on Cameron Road into the CapMetro facility, plus safety provisions at the intersection of Cameron Road and Blue Goose Road. The report will be prepared in accordance with Travis County requirements. The results will be shared on the project webpage once finalized. The primary transit vehicles at this site are smaller than the standard CapMetro buses, and the facility will include state-of-the-art safety features including 24-hour on-site security guards and security cameras monitoring the entire site to ensure safety for both employees, visitors, and the public who may be using the community room. CapMetro remains committed to following federal requirements to ensure that the selection of facility sites is not based on racism or discrimination. CapMetro conducted an Environmental Justice analysis which demonstrated that no disproportionately high and adverse effect on a minority or low-income population was determined for the location of this project. We appreciate you raising these concerns, as it is vital in helping us ensure an inclusive, equitable, and successful project. Our engagement and communications team plans to collaborate with the community moving forward. If you have any questions, please reach out to engage@capmetro.org.</p>

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<p>3</p>	<p>“Big mistake, the road is only 2 lanes. Blue Goose road is currently full of cracks, holes. We don’t need more traffic”</p>	<p>Thank you for your feedback. Travis County is currently repairing the existing roads in the immediate area. CapMetro is working with Travis County to finalize the facility’s Traffic Impact Analysis. Road and safety improvements are anticipated which may include an extra turn lane on Cameron Road into the CapMetro facility, plus safety provisions at the intersection of Cameron Road and Blue Goose Road. The report will be prepared in accordance with Travis County requirements. The results will be shared on the project webpage once finalized.</p> <p>We appreciate you raising this concern, as it is vital in helping us ensure an inclusive, equitable, and successful project. Our engagement and communications team plans to collaborate with the community moving forward. If you have any questions, please reach out to engage@capmetro.org.</p>
<p>4</p>	<p>“I’m disappointed that our area cannot get CapMetro service but are expected to house the operations and maintenance facility for the buses. We are in need of road repairs, food options, and safe recreational options, not more warehouses and facilities. I’m also concerned how this will affect our property values. We could barely afford to live in Austin to begin with and had to settle with living way out here and now, who knows what will happen to our values.”</p>	<p>Thank you for your feedback. We encourage you to submit service comments and suggestions to this customer comment form. The comments submitted to this form will inform CapMetro’s next Transit Service Plan, where CapMetro evaluates requests for service outside the current service zone.</p> <p>When CapMetro purchased the property, it was undeveloped farmland, and a significant benefit of the property location is that there is no displacement of residences or business.</p> <p>CapMetro intends for this facility to be an asset to the community, with an interior multi-use community room available for the community to use.</p> <p>We appreciate you raising these concerns, as it is vital in helping us ensure an inclusive, equitable, and successful project. Our engagement and communications team plans to collaborate with the community moving forward. If you have any questions, please reach out to engage@capmetro.org.</p>
<p>5</p>	<p>“Your building has to benefit community with more and more displacement adding another building hurts people of color because we can barely afford to live here.”</p>	<p>Thank you for your feedback. CapMetro intends for this facility to be an asset to the community, with an interior multi-use community room available for the community to use.</p> <p>CapMetro remains committed to following federal requirements to ensure that the selection of the facility sites is not based on racism or discrimination. CapMetro conducted an Environmental Justice analysis which demonstrated that no disproportionately high and adverse effect on a minority or low-income population was determined for the location of this project. When CapMetro purchased the property, it was undeveloped</p>

PAM2219 Engagement Report

		<p>farmland, and a significant benefit of the property location is that there is no displacement of residences or businesses.</p> <p>We appreciate you raising these concerns, as it is vital in helping us ensure an inclusive, equitable, and successful project. Our engagement and communications team plans to collaborate with the community moving forward. If you have any questions, please reach out to engage@capmetro.org.</p>
6	<p>“Once again, East Austin is forced to bear the brunt of helping maintain city services without adequately receiving any of said services. It would be nice to have a bus line where thousands of people live.”</p>	<p>Thank you for your feedback. CapMetro intends for this facility to be an asset to the community, with an interior multi-use community room available for the community to use.</p> <p>We encourage you to submit service comments and suggestions to this customer comment form. The comments submitted to this form will inform CapMetro’s next Transit Service Plan, where CapMetro evaluates requests for service outside the current service zone.</p> <p>CapMetro remains committed to following federal requirements to ensure that the selection of facility sites is not based on racism or discrimination. CapMetro conducted an Environmental Justice analysis which demonstrated that no disproportionately high and adverse effect on a minority or low-income population was determined for the location of this project. When CapMetro purchased the property, it was undeveloped farmland, and a significant benefit of the property location is that there is no displacement of residences or business.</p> <p>We appreciate you raising these concerns, as it is vital in helping us ensure an inclusive, equitable, and successful project. Our engagement and communications team plans to collaborate with the community moving forward. If you have any questions, please reach out to engage@capmetro.org.</p>

Community Data

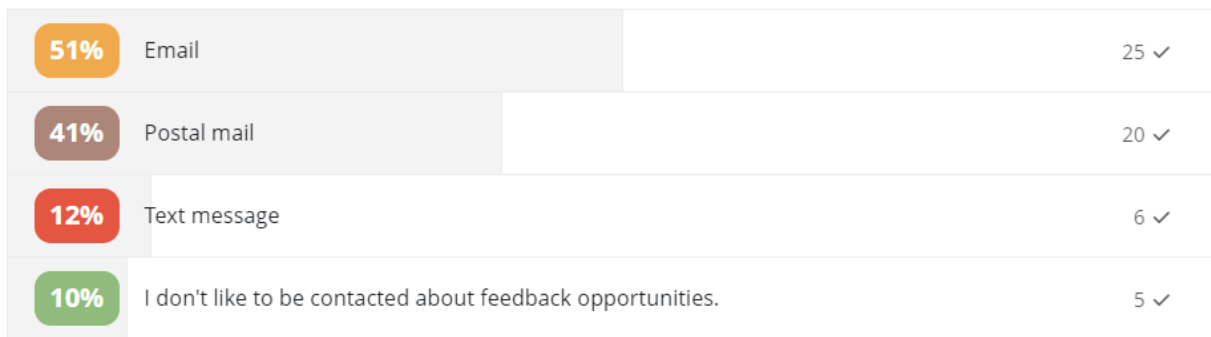
7. What is your preferred method for receiving construction and traffic impact information?

PAM2219 Engagement Report



50 Respondents

8. What is your preferred method for receiving future feedback opportunities?



49 Respondents

9. Are you or someone you know a part of a local non-profit or community group that would benefit from a community space? If so, please include the name and contact information of the group.

- A total of 7 community group contacts were collected through this question:
 1. Austin Area Urban League
 2. EGBI
 3. PeopleFund
 4. Texas Assoc of Community Development Corp
 5. The Fairview Heights neighborhood
 6. Chimney Hills HOA
 7. Bluebonnet Trail Elementary PTA

10. Are you or someone you know a local artist? If so, please include the artist's name and contact information for potential art projects.

- A total of 4 local artist connections were collected through this question.

General Comment

11. What additional feedback would you like to share with the project team?

- 42.1% of question respondents indicated they would like public transit access in the area.

- 15.7% of question respondents indicated they would not support this facility unless CapMetro expands transit services to support the area.
- 15.7% of question respondents indicated they would like to see road improvements in the area.
- 10.5% of question respondents indicated they are concerned about displacement or negative impacts on East Austin community members of color.
- “Extremely excited for public transportation expansion and community investment!!!!”
- “It's great to hear about this space! We hope it will incentivize more public transit options in the Harris branch area.”

VI. OTHER COMMUNITY FEEDBACK

On 09/27/2023, CapMetro staff met with the board members from the Walnut Place Neighborhood Association to listen to concerns raised regarding traffic impacts, light, noise, and other issues. CapMetro conducted several follow-up correspondences with the board members to address and respond to their comments; see the Appendix for this email correspondence.

VII. NEXT STEPS

The community engagement results from this report will be utilized by the NBDR Facility & Centralize Warehouse project team as they continue the project and facility designs. NBDR Facility & Centralized Warehouse community information sharing will take place by CapMetro informally until Phase II of the Public Involvement Plan is scheduled to commence.

- Periodic project design updates will be posted to the project webpage.

Public Involvement Phase II

The second phase of the North Base Demand Response Facility & Centralized Warehouse public involvement will focus on reaching out to the community and organizations to co-create the planned use of the community room and contacting local artists to develop the facility’s art components.

Additional outreach will include construction and traffic impact notifications. Through this additional engagement phase, the CapMetro team hopes to integrate the facility into the fabric of the community, acting as a true resource and strengthening relationships with the local community.

APPENDIX

“North Base Demand Response Facility & Centralized Warehouse” Survey Dynamic Report by Public Input

PAM2219 Engagement Report

[“North Base Demand Response Facility & Centralized Warehouse” Survey All Responses Excel](#)

[Community-Based Organization and Local Institutions Email](#)

[Community-Based Organization and Local Institutions Email Event Log](#)

[Walnut Place Neighborhood Association Email Chain](#)

[Post Card](#)

Appendix F

PowerPoint Presentation for the Virtual Open House held
September 13, 2023

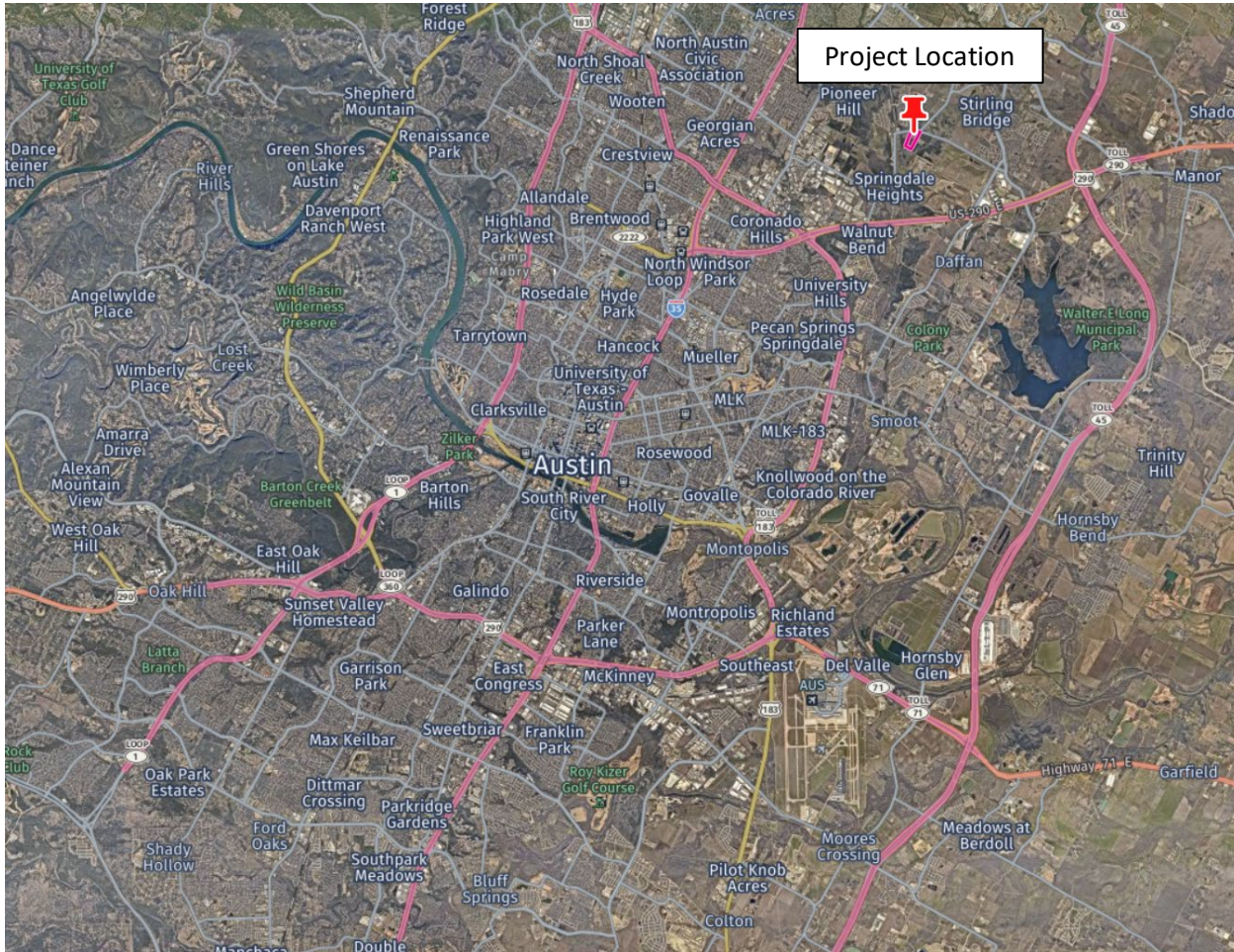
CapMetro

Virtual Open House

**North Base Demand Response
Operations and Maintenance Facility
& Centralized Warehouse**

September 13, 2023

Location

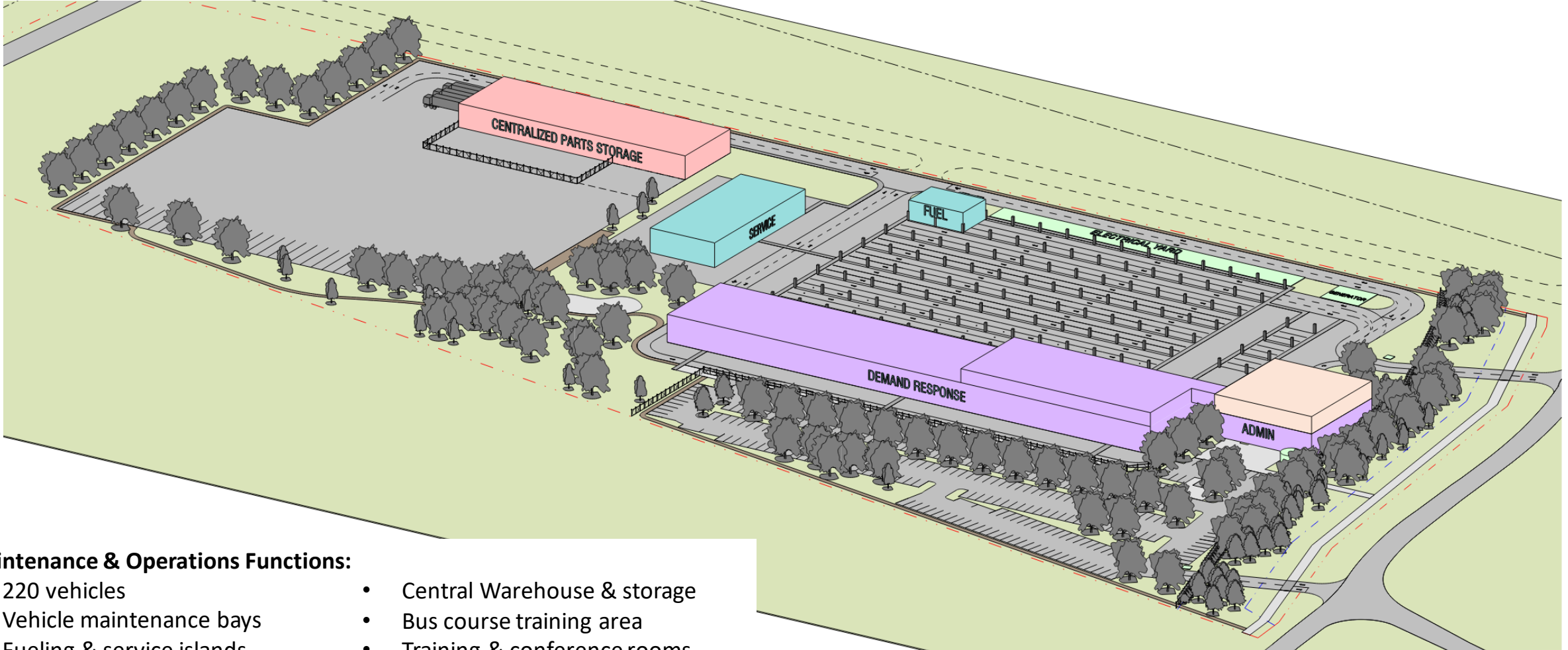


Vicinity Map – Northeast Austin



Cameron Road & Blue Goose Road
(Near Springdale Rd)

Proposed Site Plan (15% Design)



Preliminary rendering; not final design.

Maintenance & Operations Functions:

- 220 vehicles
- Vehicle maintenance bays
- Fueling & service islands
- OPS & admin staff
- Dispatch
- Customer call center
- Central Warehouse & storage
- Bus course training area
- Training & conference rooms
- Visitor & staff parking
- Provisions for future ZEB fleet
- New off-site utility connections

Highlights

- Thoughtfully designed facility that accommodates the growing MetroAccess and Pickup fleets and generates workforce opportunities
- No displacement of residences or businesses.
- Project includes a \$20M Bus & Bus Facilities grant from FTA
- Public art component will be included
- A multi-use, community space will also be included
- New centralized warehouse will accommodate agency-wide storage of parts and materials
- Sustainable design features (LEED Silver or greater)
- National Environmental Policy Act (NEPA) - Clearance with FTA recently completed under a Categorical Exclusion

Highlights Cont....

- Key activities currently underway:
 - Traffic Impact Study with Travis County
 - Title VI Equity Analysis
 - Utility coordination with Austin Water Utility and Austin Energy
 - Community engagement late Summer 2023
- Preliminary Schedule:
 - 15% Design recently completed
 - 30% Design will begin late Summer 2023
 - Final design and permitting during 2024
 - Construction will begin 2025
 - Facility operational in 2027

Community Engagement

- Dates: 09/01 - 09/25/2023
- Purpose: Effectively and accessibly communicate with the community, gather valuable input, and address potential community concerns related to the North Base Demand Response Facility and Centralized Warehouse.
- Tools:
 - The Project Webpage: <https://www.capmetro.org/northbase>
 - Survey: <https://publicinput.com/demand-response-facility>
 - Post-cards mailed to surrounding residences.
 - Direct emails to local businesses, schools, organizations and neighborhood associations.
 - Public meetings
 - Geo-targeted social media posts
 - Language translation and interpretation services

Stay Informed

<https://www.capmetro.org/northbase>

Reach out to engage@capmetro.org with any project questions you may have!

CapMetro

Thank you!

E. AMP FARE EQUITY ANALYSIS

CapMetro

Fare Structure Study

Title VI Fare Equity Analysis

Final Draft: June 10, 2022

Prepared by Four Nines Technologies



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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.

This analysis of the proposed fare changes as part of the launch of CapMetro’s Amp customer payment system, including the introduction of fare capping and a low-income discount category (“Equifare”) was prepared in conformity with the guidelines laid out in Chapter IV and Appendix K of FTA Circular 4702.1B, Fare Equity Analysis.

The Fare Equity Analysis described herein assesses whether the proposed fare changes for fixed-route services would result in either Disparate Impacts on minority customers or a Disproportionate Burden on low-income customers. The proposed fare changes being presented by CapMetro are the basis of this Fare Equity Analysis. The analysis does not consider changes to Pickup, MetroAccess, MetroBike, and MetroRideshare services.

The Average Fare Analysis and Retail Access 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 changes and new Amp customer payment system.

2 Overview of Proposed Fare Changes

CapMetro has undertaken a Fare Structure Study to prepare for the full launch of its new customer payment system (“Amp”) and to develop a fare strategy to guide CapMetro as it builds out Project Connect. The Fare Structure Study was guided by the 2010 Fare Policy approved by the CapMetro Board of Directors in December 2010.

The key objectives of the Fare Structure Study include:

- Providing data to help inform a fare strategy;
- Reviewing the current state of CapMetro’s fare structure, policies, pricing, products, programs, and technologies;
- Evaluating alternative fare approaches to the current state; and
- Preparing for implementation of Amp.

Prior to the commencement of the Fare Structure Study, CapMetro identified six key components to their Fare Strategy: equity, ridership, programs, technology, responsiveness, and fare structure. The Fare Structure Study was conducted in seven tasks, which included project initiation, a current state analysis including peer benchmarking, a review of fare structure approaches, analysis of fare alternatives including fare modeling, formation of recommendations, completion of a Title VI Fare Equity Analysis of the proposed recommendations including public outreach on the recommendations, and adoption of the fare structure changes.

The proposed fare changes include the implementation of the new Amp customer payment system that enables customers to use a smartphone or a smart card to pay their fare. The system introduces new opportunities for CapMetro to restructure fares to promote equity by leveraging the fare capping capabilities of the new Amp customer payment system and introducing a new low-income discount category (“Equifare”) that provides a 15-20% discount on the Standard Fare (non-discounted) for customers in households at or below 200% of the federal poverty guidelines. In addition to introducing Equifare for income-eligible customers, fare capping increases the affordability of fares by capping the amount that a customer pays on a daily or monthly basis at the equivalent Day or 31-Day Pass price. Additional policy changes are discussed further in Section 6. Fare Change Proposal.

The following tables summarize the proposed fare changes.

Table 1: CapMetro App

	Existing	Proposed
Fare Structure	<ul style="list-style-type: none"> - Day (24-hour), 7-Day, and 31-Day rolling period passes on the CapMetro App, including joint passes with MetroBike 	<ul style="list-style-type: none"> - Introduction of stored value with daily (service day) and calendar monthly fare capping (at current Day and 31-Day Pass pricing) - Elimination of Single Ride tickets and 7-Day and 31-Day Passes in the upgraded CapMetro App - Elimination of MetroBike joint passes - The rolling Day Pass valid for 24 hours becomes Day Pass valid for the service day
Stored Value Load	<ul style="list-style-type: none"> - Customers can load value through the CapMetro App or at Vanilla Direct cash reload locations (also known as cash-to-mobile network) 	<ul style="list-style-type: none"> - In addition to current locations, customers can load value through the Customer Web Portal and at the Transit Store - No minimum load through the Customer Web

	Existing	Proposed
	<ul style="list-style-type: none"> Minimum load set by the Vanilla Direct cash reload locations, ranging from \$1 to \$5. No minimum load for loads through the CapMetro App 	<p>Portal. Minimum load at the Transit Store is \$1</p>
Pass Purchase (App)	<ul style="list-style-type: none"> Customers can purchase a Day Pass (24-hour), 7-Day, and 31-Day passes, as well as joint passes with MetroBike, in the CapMetro App There is no minimum load at any location for pass purchases 	<ul style="list-style-type: none"> Customers can purchase a Day Pass (service day) in the CapMetro App There is no minimum load at any location for pass purchases
Pass Purchase (Hard Passes)	<ul style="list-style-type: none"> Customers can purchase a Day Pass (24-hour), 7-Day, and 31-Day passes at Transit Store and HEB select stores Passes are in a rolling basis 	<ul style="list-style-type: none"> No change
Account Registration	<ul style="list-style-type: none"> Unregistered mobile account not available Account registration requires first and last name, email, password, and phone number (optional). Alternatively, sign in with Apple, Facebook, or Google 	<ul style="list-style-type: none"> No change
Fee and Access	<ul style="list-style-type: none"> No fee for the app Available from the Google Play and Apple App Store Data charges may apply 	<ul style="list-style-type: none"> No change
Negative Balance	<ul style="list-style-type: none"> Not available 	<ul style="list-style-type: none"> Up to one ride negative. Amount varies by service type (Local vs. Commuter) and rider category (Standard Fare vs. Reduced Fare vs. Equifare)

Table 2: Amp Smart Card Policies

	Proposed
Fare Structure	<ul style="list-style-type: none"> Introduction of stored value Daily (service day) and calendar monthly fare capping (at current day and 31-Day Pass pricing)
Stored Value Load	<ul style="list-style-type: none"> Customers can load value through the CapMetro App, at Vanilla Direct cash reload locations, through the Customer Web Portal, and at the Transit Store Minimum load set by the Vanilla Direct cash reload locations, ranging from \$1 to \$5. No minimum load for loads through the CapMetro App or through the Customer Web Portal. Minimum load at the Transit Store \$1
Pass Purchase	<ul style="list-style-type: none"> Customers can purchase a Day Pass (service day) to use with their smart card There is no minimum load at any location for pass purchases
Account Registration	<ul style="list-style-type: none"> No registration required. Customer can load money and benefit from fare capping without registering the account Account registration required for Reduced Fare and Equifare customers with entitlement to pay the discounted fare on the account Account registration requires first and last name, email, password, and phone number (optional)

	Proposed
Fee and Access	<ul style="list-style-type: none"> - Each customer must have their own smart card - Free initial card, initial and/or replacement cards may have a fee in the future (and would be subject to a separate Fare Equity Analysis) - Cards distributed at the Transit Store and by mail through the Customer Web Portal and by calling the Transit Store (at launch, marketing efforts to be planned to distribute cards to promote adoption) - Smart cards ordered through the Customer Web Portal will not be subject to the \$2.00 shipping fee applied to all other online orders that must be paid with a credit or debit card - Smart cards ordered by calling the Transit Store are not subject to any shipping fees and do not require a credit or debit card to order
Negative Balance	<ul style="list-style-type: none"> - Up to one ride negative. Amount varies by service type (Local vs. Commuter) and rider category (Standard Fare vs. Reduced Fare vs. Equifare)

Table 3: Equifare (Low-Income Fare Category)

	Proposed
Pricing / Discount	<ul style="list-style-type: none"> - Introduction of discounted fare for eligible low-income customers enrolled in Equifare (15-20% discount off the Standard Fare Single Ride and daily and monthly fare caps)
Eligibility	<ul style="list-style-type: none"> - Up to 200% of federal poverty guidelines - Eligibility valid for 2 years from enrollment
Application Process	<ul style="list-style-type: none"> - Customer must complete an application and provide proof of income or documentation showing proof of enrollment in an accepted public assistance program upon request, or self-certification that applicant is eligible for Equifare and able to provide documentation upon request during auditing process (applicants will also have option to submit documentation at time of application) - Applications will be accepted online and at the Transit Store on weekdays between 8:30 am and 4:30 pm, as well as at community engagement events. - Applicants will be required to provide: first and last name, phone number or email address, date of birth, address, and photo ID or proof of identity
Access to Discounted Fare	<ul style="list-style-type: none"> - Requires use of the upgraded CapMetro App or Amp smart card with Equifare entitlement on their account to receive the discount. Entitlement will be set up on account by CapMetro staff - Equifare discount only available on the Amp smart card or upgraded CapMetro App—no Equifare discounts given for other fare media such as cash - No separate ID required for these customers; eligibility is electronically enforced

Additional fare structure changes were explored as part of the Fare Structure Study and deferred, in particular base fare adjustments to align with the average fare assumptions in Project Connect fare revenue forecasts. At this time, CapMetro decided to focus on financial relief to help in the rebuilding of ridership post-pandemic. CapMetro may implement base fare adjustments and other fare structure changes, including discontinuation of legacy fare media and products, as part of the full fare restructuring anticipated for implementation in an upcoming year that will be subject to a separate Fare Equity Analysis.

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 grounds 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 Federal Transit Administration (FTA), CapMetro is required to comply with Title VI of the Civil Rights Act of 1964 and its own Title VI Program adopted in accordance with same 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 Federal 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." ¹ 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 June 2021, CapMetro's Board of Directors adopted a set of new Title VI Policies in accordance with FTA Circular 4702.1B, Title VI Requirements and Guidelines for FTA Recipients. CapMetro maintained their 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 ratio 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

The Federal Transit Administration (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, 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.

¹ Transit Cooperative Research Program, Legal Research Digest: "The Impact of Civil Rights Litigation Under Title VI and Related Laws on Transit Decision Making", TCRP Project J-5, Washington, D.C. June 1997

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 Major Service Change, Disparate Impact and Disproportionate Burden policies. These three policies were consolidated into one policy, named “Title VI Policies.” CapMetro conducted several public meetings (April 30, 2021, May 3, 2021, May 10, 2021, and May 19, 2021) via Zoom to accommodate COVID protocols. A public hearing was held on May 12, 2021, to solicit public testimony on the proposed changes to the policies. The public meetings were held at different times of the day to provide the fullest opportunity for public engagement. CapMetro advertised these meetings on its website, and social media channels. CapMetro also welcomed public comments via telephone, e-mail, and online through its website comment portal and social media channels. Additionally, CapMetro posted its Proposed Title VI Policies online throughout the public notice and comment phase.

The Board of Directors adopted the CapMetro Title VI Policies that includes its Major Service Change Policy, Disparate Impact Policy, and Disproportionate Burden Policy on June 28, 2021. 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 changes or whether non-minority and/or non-low-income customers would disproportionately benefit by the proposed changes. 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 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 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 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 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, increase in discounts for certain fare types or customer populations, or 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 media, CapMetro shall analyze any available information generated from 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.

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.²

Based on the Federal Guidance and the CapMetro Title VI Policies, CapMetro shall—

- (i) Determine the number and percent of users of each fare media being changed;
- (ii) Review fares before the change and after the change;
- (iii) Compare the differences for each particular fare media between minority users and overall users; and
- (iv) Compare the differences for each particular fare media between low-income users and overall users.³

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.

The Fare Equity Analysis in this report consists of two components:

- **Average Fare Analysis** that assesses the effects of the proposed fare changes on the average fare paid per boarding to determine whether minority or low-income customers are disproportionately adversely impacted by the changes or whether non-minority or non-low-income customers disproportionately benefit from the changes.
- **Retail Access Analysis** that assesses the population's proximity to the Amp retail network to determine whether minority or low-income populations have similar access compared to non-minority or non-low-income populations.

4.1 Average Fare Analysis

The Four Nines Fare Model, which was calibrated by using Fiscal Year 2019 (FY 2019) CapMetro ridership data, fare product sales, passenger survey data, and estimated average fare per boarding, has been used for the Average Fare Analysis. While the Four Nines Fare Model projects ridership and revenue changes with the application of

² Federal Circular: C4702.1B Chap IV-10

³ Federal Circular C4702.1B Chap. IV-19

fare elasticities and changes in the average fare per boarding due to pricing changes, the Average Fare Analysis does not assume ridership changes due to application of fare elasticities. Further, the Average Fare Analysis is based on FY 2019 data, and therefore does not reflect the decrease in ridership due to the ongoing COVID pandemic. The only changes considered are those associated with the changes in the average fare per boarding due to pricing changes. In addition to ignoring changes associated with application of elasticities, several additional modifications were made to the Four Nines Fare Model ridership and revenue data. Ridership and revenue associated with Pickup, MetroAccess, MetroBike, and MetroRideshare services were excluded as they are not subject to current Title VI evaluation requirements. Non-fare related revenue adjustments (e.g., Accounts Payable Discounts, Retail Outlet Sales Discounts, etc.) were also excluded.

4.1.1 Data

For customer demographic data, Four Nines used the 2015 Origin and Destination Survey (2015 OD Survey), as it provides the most current and comprehensive information on items related to customer demographics and fare payment. The 2015 OD Survey contains information collected by Creative Consumer Research, a contractor hired by the CapMetro Planning Department, whose research surveyors conducted 21,153 surveys for CapMetro's rail and fixed-route bus systems.

In early 2020, CapMetro began collecting surveys for the 2020 Origin and Destination Survey (2020 OD Survey), but the survey was interrupted and ultimately stopped due to COVID. The 2020 OD Survey collected approximately 13,821 survey responses prior to interruption, but the results were not used for the current Title VI analysis due to concerns that they may not accurately reflect the systemwide demographics of customers as the survey sampling plan was never completed due to the COVID interruption.

4.1.2 Assumptions

The 2015 OD survey, while comprehensive with a significant number of survey responses, does have some limitations. Low response rates for some fare products, and the absence of some fare payment options on the survey posed several challenges. The Average Fare Analysis attempts to address the limitation of the data by using demographics for similar fare payment types.

A number of key assumptions were also made regarding customer migration to the Amp customer payment system, participation in the Equifare discount program, and the impact of fare capping on customers.

The following demographic assumptions were used in the Average Fare Analysis:

- Demographics for the Commuter 7-Day Pass were aggregated with the demographics for the Commuter 31-Day Pass, due to too few survey responses.
- Demographics for all Commuter, Reduced Fare products were aggregated with the demographics for the Local, Reduced Fare products, due to too few survey responses. For example, for Reduced Fare Day Pass demographics, responses for Commuter and Local services were combined.
- The survey did not allow respondents to indicate whether they were using a Discount Pass Program (DPP) or Transit Empowerment Fund (TEF) product. For these products, it was assumed that all customers were

low-income, and assumed the ethnicity demographics were the same as those of the underlying fare product (e.g., Local, Standard Fare, Day Pass).

- Demographics for the Kids Ride Free program were assumed to have the same demographics as Child and Student rider category survey respondents but excluded surveys where the respondent stated that they used a University of Texas, Austin ID, other Student Pass, or Business Pass product. Kids Ride Free launched in June 2018 after the 2015 OD Survey was conducted.
- Demographics for the Other Free Fares were assumed to have the same demographics as those respondents that reported their fare payment method as a free ride or received a free fare as a CapMetro employee dependent.
- Demographics for Special Event Single Ride were assumed to have the same demographics as the systemwide average.
- The survey did not allow respondents to indicate whether they were using a MetroWorks Business pass product. For these products, customers were assumed to have the same demographics as those of the underlying fare product (e.g., Local, Standard Fare, 31-Day Pass).
- Demographics for MetroWorks Government, City of Austin pass program, Travis County pass program, and CAMPO passes were assumed to have the same demographics as Business Pass (COA, ACC, Travis County) survey respondents.
- Demographics for Austin Community College and St. Edward's University higher education programs were assumed to have the same demographics as Student Pass/Semester Pass/Green Pass survey respondents.

Amp customer payment system migration assumptions considered the current share of product purchases by sales channel for Fiscal Year 2021, as this data reflects recent increased migration and adoption of the CapMetro App. Each combination of service type, rider category and fare product and their likelihood of migration to Amp were considered individually. The following assumptions related to the migration of customers to the Amp customer payment system were used in the Average Fare Analysis:

- Of customers already using the CapMetro App, 100% are assumed to migrate to the Amp customer payment system.
- Of customers purchasing fares online or from the Transit Store, 50% are assumed to migrate to the Amp customer payment system.
- Of customers purchasing fares at the farebox, from ticket vending machines, and from H-E-B, 25% are assumed to migrate to the Amp customer payment system.

Depending on the service type, rider category and fare product, the range of Amp adoption assumptions range from 28% to 88%, with an average adoption rate of 44% of boardings.

Equifare low-income discount program participation assumptions considered the planned program enrollment process, the applicant self-certification process, customer privacy preferences, and the experience of other transit agencies that have implemented low-income discount programs. Additionally, the Equifare discount will only be available using an Amp smart card or upgraded CapMetro App, so consideration was given to the ability of customers to migrate to Amp. For each combination of service type, rider category and fare product, total Standard Fare boardings based on income-eligibility were estimated based on output from the 2015 OD Survey and the Four Nines Fare Model. The results suggest that up to 72% of Standard Fare customer boardings would

be eligible for Equifare based on household size and income. For each of these income-eligible customers, it was assumed that 25% of customer boardings would participate in the Equifare program. This participation assumption attempts to reflect the fact that some customers are unlikely to realize that they qualify for the program, may not have appropriate documentation to prove their eligibility, or may choose not to enroll in the program due to personal privacy concerns or other reasons. While it is unclear what level of Equifare participation may occur, for the Average Fare Analysis, it is most conservative to assume a smaller Equifare participation by income-eligible Standard Fare customers; as Equifare participation increases, low-income customers will benefit to a greater degree compared to non-low-income customers.

Fare capping assumptions used in the Average Fare Analysis considered the migration of customers to the Amp customer payment system, the usage rate of different fare products and their likelihood of reaching a fare cap, and the approximate change in average fare that those customers might experience. Use of the Amp customer payment system is required in order to receive fare capping benefits. A detailed fare capping analysis was undertaken for CapMetro in February 2020 and formed the basis for some of the change in average fare assumptions. The fare capping impacts on the average fare range from -8% to -32%, depending on the service type, rider category and fare product.

The following assumptions related to fare capping were used in the Average Fare Analysis:

- As noted earlier in this section, Amp customer payment system adoption assumptions were applied to each unique combination of service type, rider category and fare product based on recent fare product sales by channel.
- For each customer segment, the number of customers that would benefit from fare capping was estimated based on pass utilization data and 2015 OD Survey data. For 7-Day Pass and 31-Day Pass customers, detailed ridership data by unique pass was analyzed to understand how many customers would not reach the monthly fare cap and would therefore pay less than the current 31-Day Pass price. For 7-Day Pass customers, the analysis assumed the purchase of four, 7-Day Passes throughout the month.
- For Single Ride and Day Pass customers, survey data from the 2015 OD Survey was used to determine what share of customers traveled 3-4 days per week or more. These customers were assumed to reach or exceed the daily fare cap and would benefit from fare capping. As part of the Average Fare Analysis, boardings made by customers traveling 3-4 days per week or more were separated from those made by customers traveling fewer than 3 days per week to reflect which customers would reach the fare cap and which customers would not reach the fare cap.
- The change in average fare for each of customer segments was based on revenue loss estimates from the February 2020 fare capping analysis undertaken for CapMetro. The percent change in fare revenue for each customer segment in the earlier analysis was applied in the Average Fare Analysis as a percentage change to the average fare.

4.2 Retail Access Analysis

The proposed fare changes include the implementation of the new Amp customer payment system that enables customers to use an Amp smart card or upgraded CapMetro App to pay their fare. Customers must have means to load value to their Amp accounts. In addition to the ability to load value using credit or debit card through the new upgraded CapMetro App or online through the Customer Web Portal, the new Amp system will leverage CapMetro's existing cash-to-mobile reload network for the CapMetro App to enable customers to load cash to their Amp accounts (note: credit and debit cards are not accepted at these reload locations). Customers will also have the ability to obtain an Amp smart card and load value to their Amp accounts at the Transit Store, using cash as well as credit and debit cards. This cash reload network will be important not only for Standard Fare and Reduced Rare Amp customers but all Equifare customers, as fare capping and the discounted fare for Equifare are available exclusively through the Amp system.

The proposed changes will not impact cash customers, customers purchasing passes at the Transit Store, H-E-B, and by mail through the Customer Web Portal, or customers receiving passes through organizations participating in MetroWorks, Discount Pass Program, or Transit Empowerment Fund. Cash customers will continue to have the option to pay the Single Ride fare or purchase a Day Pass onboard the bus at the farebox or at a ticket vending machine. Passes sold at the Transit Store, H-E-B, and by mail through the Customer Web Portal will eventually be discontinued but are not proposed to be discontinued at this time. Rolling 7-Day and 31-Day Passes sold through these channels will remain rolling 7-Day and 31-Day Passes, while rolling Day Passes valid for 24 hours will become Day Passes valid until the end of the service day. The transition to service Day Passes is to align with fare capping and to minimize confusion among customers. Should CapMetro decide to eliminate those fare payment methods, a Fare Equity Analysis would be needed prior to implementing the change.

Customers using the new Amp customer payment system will need to load value to their accounts using a credit or debit card through the upgraded CapMetro App or the Customer Web Portal or seek a reload location to purchase a pass or add value using cash to their Amp accounts. To mitigate the need to have a credit or debit card to load value, the new Amp customer payment system will leverage the current cash-to-mobile network for the CapMetro App. The network enables everyone, including those who do not have access to a credit or debit card to load value through the app or online, to have access to the benefits of the new Amp system, including benefits of fare capping. However, it is worth noting that at the onset of implementation, the cash reload network will not distribute fare media, except at the Transit Store and by mail through the Customer Web Portal or by calling the Transit Store. Customers using the new Amp system will need to use their own compatible smartphone or obtain a smart card by calling or visiting the Transit Store to load value to their accounts. The Transit Store is open weekdays from 8 am to 5 pm. CapMetro will distribute Amp smart cards for free; Amp smart cards ordered through the Customer Web Portal will not be subject to the \$2.00 shipping fee applied to all other online orders that must be paid with a credit or debit card. Smart cards ordered by calling the Transit Store are not subject to any shipping fees and do not require a credit or debit card to order.

To determine whether equity issues related to the Amp reload network will arise, a Geographic Information System (GIS) map-based analysis was completed to assess minority and low-income populations' access to the existing cash-to-mobile reload network and the Transit Store. The new customer payment system will use the InComm Vanilla Direct network, which includes more than 280 potential reload locations, including 7-Eleven, Walgreens, CVS Pharmacy, Family Dollar, Dollar General, Walmart and more. Of these more than 280 reload

locations, 165 reload locations are within a half mile of a fixed-route stop. With the launch of the Amp customer payment system, customers may also visit the Transit Store to load value on their mobile account. While InComm Vanilla Direct outlets accept only cash to load funds, customers at the Transit Store will be able to load funds with cash as well as credit and debit cards.

The Retail Access Analysis was conducted by mapping the locations of the existing cash-to-mobile reload locations and the Transit Store, which were overlaid on the minority and low-income populations to compare the percentages of minority and low-income populations with access to the network compared to the access of non-minority and non-low-income populations. The same mapping exercise was conducted to determine a base population with access to CapMetro fixed-route stops. Access to reload locations was defined as a quarter-mile buffer around a reload location, and access to the service area was defined as a half-mile buffer around a fixed-route stop.

The following are the steps undertaken in determining population within a half-mile of a CapMetro fixed-route stop:

1. Mapped individual CapMetro fixed-route stops, and created a half-mile buffer around the fixed-route stops.
2. Census block groups where the block group boundary intersected with the half-mile buffer around a fixed-route stop were selected. The populations in these block groups are deemed to have access to a fixed-route stop and serve as the base service population.
3. In the selected Census block groups, identified the total overall, minority, non-minority, low-income, and non-low-income populations.

The following are the steps undertaken in determining population within a quarter-mile of the existing cash-to-mobile reload network and the Transit Store:

1. Mapped individual existing cash-to-mobile reload locations and the Transit Store and identified locations within a half-mile of a fixed-route stop. While Incomm Vanilla Direct has several outlets that are further than a half-mile from a fixed-route stop, the Retail Access Analysis focuses on only the outlets within a half-mile as a proxy for access to the service area.
2. For the reload locations within a half-mile of a fixed-route stop and the Transit Store, created a quarter-mile buffer around the locations.
3. Census block groups where the block group boundary intersected with the quarter-mile reload location buffer were selected. The populations in these block groups are deemed to have access to a reload location.
4. In the selected Census block groups, identified the total overall, minority, non-minority, low-income, and non-low-income populations to determine the percentage of each population's access to the reload network.
5. Compared the difference (percentage points) in the percentage of minority populations with access to the reload network to the percentage of non-minority populations with access. Compared the similar percentage points for low-income and non-low-income populations.
6. Created maps using Census block group level data from the American Community Survey (ACS) for the service area. For purposes of map creation, Census block groups were considered "minority Census block

groups” when the percentage of minority population is greater than the systemwide average of 52.6%. Census block groups were considered “low-income Census block groups” when the percentage of low-income population is greater than the systemwide average of 16.7%.

4.2.1 Data

The Retail Access Analysis uses the American Community Survey (ACS) 2019 5-year dataset tables B03002 (Hispanic or Latino Origin by Race) and C17002 (Ratio of Income to Poverty Level in last 12 months) from the U.S. Census Bureau to assess minority and low-income status. ACS data was used at the block group level. It should be noted that the block groups within the CapMetro service area can be very large. However, the data represents the finest granularity available, as required by the Title VI Circular C4702.1B. **Appendix B** includes the listing of block groups used in the Retail Access Analysis.

The analysis also used existing cash-to-mobile reload locations, the Transit Store location, and fixed-route stop locations to identify block groups with access to these reload locations and to the CapMetro service area.

4.2.2 Assumptions

For the purpose of the Retail Access Analysis, minority populations are those not identified as “White Alone, Not Hispanic or Latino” from the ACS 2019 5-year dataset table B03002; and low-income populations are those deemed low-income by CapMetro’s low-income definition. 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. Populations at or below 125% of the Federal Poverty Level were identified using the ACS 2019 5-year dataset table C17002.

5 System Ridership Demographics Overview

The following provides an overview of CapMetro’s systemwide ridership taken from the 2015 OD Survey conducted by Creative Consumer Research which is the most recent onboard survey with the detailed information needed 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 to 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/Anglo” on the 2015 OD Survey. While the survey allowed individuals to indicate “Mixed Race”, those responding as only “White/Anglo” are listed as non-minority. Mixed ethnicity was categorized as “minority.” Our analysis did not include those who refused to respond to the ethnicity question. The ethnicity categories in the survey include:

1. African American
2. Hispanic/Latino
3. Asian
4. Native American
5. White/Anglo
6. Mixed Race

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 2015 OD Survey, which was conducted between February and May 2015, asked respondents for their total annual household income, we used the 2014 Poverty Guideline to determine which populations would be considered low-income. Table 4 provides the 2014 U.S. HHS Poverty Guidelines and the corresponding CapMetro low-income definitions by household size. Because the 2015 OD Survey asked both household income and household size, we were able to use household size and income to categorize each individual survey respondent accurately using U.S. HHS Poverty Guidelines. Table 5 presents the income categories used in the 2015 OD Survey. Our analysis did not include those who refused to respond to both the household income and household size questions, since they could not be properly categorized.

Table 4: 2014 HHS Poverty Guidelines

Persons in Family/Household	Poverty Guideline	125% of Poverty Guideline
1	\$11,670	\$14,588
2	\$15,730	\$19,663
3	\$19,790	\$24,738
4	\$23,850	\$29,813
5	\$27,910	\$34,888
6	\$31,970	\$39,963
7	\$36,030	\$45,038
8	\$40,090	\$50,113
For families/households with more than 8 persons:	Add \$4,060 for each additional person	Add \$5,075 for each additional person

Table 5: 2015 OD Survey Household Income Categories

2015 OD Survey Income Categories	
Less than \$4,999	\$30,000 - \$39,999
\$5,000 - \$9,999	\$40,000 - \$59,999
\$10,000 - \$14,999	\$60,000 - \$69,999
\$15,000 - \$19,999	\$70,000 - \$79,999
\$20,000 - \$24,999	\$80,000 - \$100,000
\$25,000 - \$29,999	Over \$100,000

5.3 Ridership Demographics

Figures 1 and 2 provide an overview of systemwide fixed-route ridership by minority and income status for those who responded to ethnicity and income related questions, excluding those who refused to respond. For purposes of the analysis, minority status is characterized as anyone who responded to anything other than only “White/Anglo.” Low-income status was determined through a cross tabulation of income by household size, matching the income to 125% of the federal poverty guidelines, as discussed above. The proportion of low-income customers is notable - about half of CapMetro's customers are considered to be low income.

Figure 1: Ridership Ethnicity

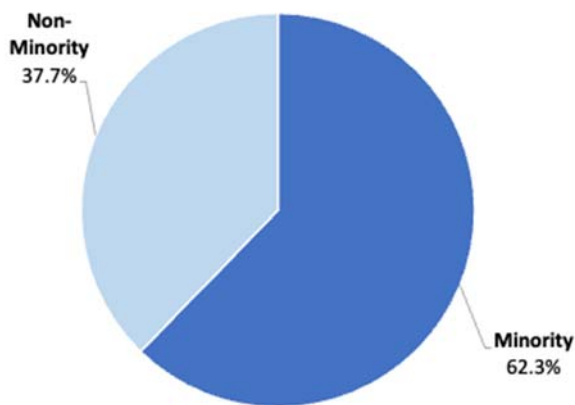
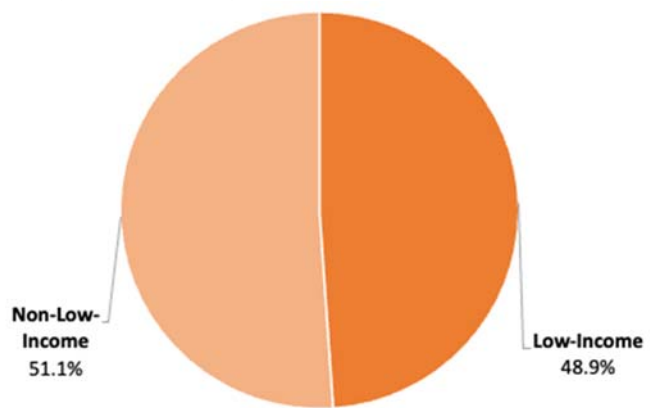


Figure 2: Ridership Income



* Percentages above exclude the 1.6% of weighted respondents that refused to respond to the ethnicity questions and the 29.5% of weighted respondents that refused to respond to both the household income and household size questions.

To support the Fare Equity Analysis, we performed cross-tabulations of the 2015 OD Survey data for those who responded to ethnicity and income questions to develop a breakdown of demographics by fare payment type. We reviewed the relationship between fare payment type and ethnicity and income as we recognize that various fare changes may impact some protected groups more than others. Table 6 presents the fare payment type by minority and income status, while Table 7 presents the percentage of minority and low-income ridership by fare payment type.

Table 6: Fare Payment Type by Minority and Income Status

Fare Payment Type	Overall	Percent Minority	Percent Non-Minority	Percent Low-Income	Percent Non-Low-Income
Single Ride (cash)	13.3%	13.2%	13.5%	12.7%	12.9%
Single Ride reduced fare (cash)	0.7%	0.6%	0.8%	0.6%	0.6%
Day Pass (cash)	28.5%	30.3%	25.8%	29.0%	28.1%
Day Pass reduced fare (cash)	1.7%	1.9%	1.3%	1.9%	0.9%
7-Day pass	4.6%	4.4%	4.8%	4.2%	5.4%
31-Day pass	19.2%	19.4%	18.5%	18.1%	22.3%
31-Day pass reduced fare	4.0%	3.9%	4.3%	4.3%	3.4%
Stored value card	0.2%	0.1%	0.3%	0.1%	0.3%
UT ID	21.2%	19.9%	23.3%	23.6%	18.7%
Student pass, semester pass, green pass	0.6%	0.6%	0.7%	0.6%	0.5%
Business pass (COA, ACC, Travis County)	2.6%	2.3%	3.0%	1.9%	3.2%
MetroAccess monthly pass	0.4%	0.3%	0.6%	0.2%	0.8%
Employee dependent	0.3%	0.3%	0.3%	0.1%	0.6%
Free	2.5%	2.5%	2.5%	2.4%	2.0%
Other	0.3%	0.3%	0.4%	0.2%	0.5%
Total	100.0%	100.0%	100.0%	100.0%	100.0%

Source: 2015 OD Survey

Table 7: Percentage of Minority and Low-Income Ridership by Fare Payment Type

Fare Payment Type	Percent Minority	Percent Non-Minority	Total	Percent Low-Income	Percent Non-Low-Income	Total
Single Ride (cash)	61.9%	38.1%	100.0%	48.6%	51.4%	100.0%
Single Ride reduced fare (cash)	57.0%	43.0%	100.0%	50.3%	49.7%	100.0%
Day Pass (cash)	66.0%	34.0%	100.0%	49.8%	50.2%	100.0%
Day Pass reduced fare (cash)	70.2%	29.8%	100.0%	67.2%	32.8%	100.0%
7-Day pass	60.4%	39.6%	100.0%	42.6%	57.4%	100.0%
31-Day pass	63.4%	36.6%	100.0%	43.7%	56.3%	100.0%
31-Day pass reduced fare	59.8%	40.2%	100.0%	55.3%	44.7%	100.0%
Stored value card	41.0%	59.0%	100.0%	15.7%	84.3%	100.0%
UT ID	58.7%	41.3%	100.0%	54.7%	45.3%	100.0%
Student pass, semester pass, green pass	56.2%	43.8%	100.0%	54.3%	45.7%	100.0%
Business pass (COA, ACC, Travis County)	56.6%	43.4%	100.0%	35.9%	64.1%	100.0%
MetroAccess monthly pass	46.5%	53.5%	100.0%	22.1%	77.9%	100.0%
Employee dependent	64.3%	35.7%	100.0%	15.6%	84.4%	100.0%
Free	62.2%	37.8%	100.0%	53.9%	46.1%	100.0%
All other	52.2%	47.8%	100.0%	28.5%	71.5%	100.0%
Total	62.3%	37.7%	100.0%	48.9%	51.1%	100.0%

Source: 2015 OD Survey

6 Fare Change Proposal

CapMetro has undertaken a Fare Structure Study to prepare for the full launch of its new customer payment system (Amp) and to develop a fare strategy to guide CapMetro as it builds out Project Connect. The Fare Structure Study was guided by the 2010 Fare Policy approved by the CapMetro Board of Directors in December 2010.

The proposed fare changes include the implementation of the new Amp customer payment system that enables customers to use a smartphone or a smart card to pay their fare. The system introduces new opportunities for CapMetro to restructure fares in order to promote equity by leveraging the fare capping capabilities of the new Amp customer payment system and introducing a new low-income discount category (Equifare).

Proposed fare changes to be implemented in 2022 include:

- Introduction of the new Amp customer payment system that enables customers to use an Amp smart card or new upgraded CapMetro App to pay fares.
- Introduction of calendar-based daily and monthly fare capping for customers using the new customer payment system. Fare capping increases the affordability of fares by capping the amount that a customer pays on a daily or monthly basis at the equivalent Day or 31-Day Pass price.
- Streamlining of the fare products within the new upgraded CapMetro App to offer stored value with fare capping for frequent customers and Day Passes for infrequent customers, discontinuing Single Ride, 7-Day Passes, 31-Day Passes, and joint MetroBike Passes in the upgraded CapMetro App. The reduction in fare product options will make the selection process easier for customers, while providing customers with the “best fare” through fare capping.
- Introduction of a new low-income discount category (Equifare) that provides a 15-20% discount on the Standard Fare for customers in households at or below 200% of the federal poverty guidelines. Equifare customers must use an Amp smart card or new upgraded CapMetro App to pay the discounted fare.
- Transition of Day Passes valid for rolling 24 hours available for pre-purchase through the new upgraded CapMetro App to Day Passes expiring at the end of the service day (3:59:59 am) to align with daily service-day fare capping. Service day Day Passes will also be available for customers using an Amp smart card.

As with the CapMetro App today, Reduced Fare customers (and new Equifare customers) will need to obtain an entitlement on their account to pay the discounted fare using Amp. Equifare eligibility will be electronically enforced and not require use of proof of eligibility. For Reduced Fare customers, a Reduced Fare ID (RFID) or proof of eligibility (e.g., driver’s license with date of birth) may be required upon request.

The proposed changes will not impact cash customers, customers purchasing passes at the Transit Store, H-E-B, and by mail through the Customer Web Portal, or customers receiving passes through organizations participating in MetroWorks, Discount Pass Program, or Transit Empowerment Fund. Cash customers will continue to have the option to pay the Single Ride fare or purchase a Day Pass onboard the bus at the farebox or at a ticket vending machine. Passes sold at the Transit Store, H-E-B, and by mail through the Customer Web Portal will eventually be discontinued, but are not proposed to be discontinued at this time. Should CapMetro decide to eliminate those fare payment methods, a Fare Equity Analysis would be needed prior to implementing the change.

Additional fare structure changes were explored as part of the Fare Structure Study and deferred, in particular base fare adjustments to align with the average fare assumptions in Project Connect fare revenue forecasts. At this time, CapMetro decided to focus on financial relief to help in the rebuilding of ridership post-pandemic.

CapMetro may implement base fare adjustments and other fare structure changes, including discontinuation of legacy fare media and products such as passes sold at H-E-B, as part of the full fare restructuring anticipated for implementation in an upcoming year that will be subject to a separate Fare Equity Analysis.

6.1 Payment and Media Changes

Table 8 summarizes the proposed fare pricing changes by fare payment type. With the exception of introducing the new Equifare low-income discount fare category, there are no proposed fare pricing changes. The proposed fare changes do not impact any of CapMetro’s existing pass programs, including MetroWorks, Discount Pass Program, Transit Empowerment Fund, student or employer program interlocal agreements and contracts.

The Amp system will enable CapMetro to introduce fare capping, which offers customers the best fare based on their trip-making behavior. Unlike 7-Day and 31-Day Passes, customers do not need to purchase a pass upfront. With fare capping, customers can pay as they go and have their fares capped on a daily or monthly basis such that they do not exceed the price of a comparable Day or 31-Day Pass. This removes financial barriers for customers who may not be able to pay for a 7-Day or 31-Day Pass upfront as well as increases convenience for customers by providing them the best fare without needing to determine whether to purchase a pass upfront.

Fares paid will accrue towards the applicable fare cap. The following will be the business rules for accommodating fare capping with CapMetro’s multiple service types:

- Local fares paid would count towards both Local and Commuter fare caps
- Commuter fares paid would count towards only the Commuter fare cap
- Once the Local fare cap is achieved, a customer would ride free on Local services and continue to pay Commuter fare until the Commuter fare cap is achieved
- Once the Commuter fare cap is achieved, a customer would ride free on both Local and Commuter services

Table 8 identifies the existing and proposed fare pricing and availability of fare payment type. The fare payment types in blue are new payment methods available (i.e., daily and monthly fare capping and introduction of Equifare). It is also worth noting that the 24-hour rolling Day Pass purchased in the CapMetro App will transition to a Day Pass valid for the service day (i.e., 4:00:00 am through 3:59:59 am). No price changes to existing fare payment types are anticipated.

Table 8: Fare Pricing and Payment Type Availability - Proposed Changes

Existing Fare Payment Type	Existing Price	Proposed Fare Payment Type	Proposed Price
Standard Fare - Local Service			
Single Ride	\$1.25	Single Ride	no change
Day Pass (24-hour rolling)	\$2.50	Day Pass (24-hour rolling)	no change
Day Pass (24-hour rolling)	\$2.50	Day Pass (service day, Amp only)	no change
		Daily Fare Capping (service day)	no change
7-Day Pass (rolling)	\$11.25	7-Day Pass (rolling)	no change
31-Day Pass (rolling)	\$41.25	31-Day Pass (rolling)	no change
		Monthly Fare Capping (calendar)	no change
Standard Fare - Commuter Service			
Single Ride	\$3.50	Single Ride	no change

Existing Fare Payment Type	Existing Price	Proposed Fare Payment Type	Proposed Price
Day Pass (24-hour rolling)	\$7.00	Day Pass (24-hour rolling)	no change
Day Pass (24-hour rolling)	\$7.00	Day Pass (service day, Amp only)	no change
Upcharge		Daily Fare Capping (service day)	no change
7-Day Pass (rolling)	\$27.50	7-Day Pass (rolling)	no change
31-Day Pass (rolling)	\$96.25	31-Day Pass (rolling)	no change
		Monthly Fare Capping (calendar)	no change
Reduced Fare - Local Service			
Single Ride	\$0.60	Single Ride	no change
Day Pass (24-hour rolling)	\$1.25	Day Pass (24-hour rolling)	no change
Day Pass (24-hour rolling)	\$1.25	Day Pass (service day, Amp only)	no change
31-Day Pass (rolling)		Daily Fare Capping (service day)	no change
31-Day Pass (rolling)	\$20.60	31-Day Pass (rolling)	no change
		Monthly Fare Capping (calendar)	no change
Reduced Fare - Commuter Service			
Single Ride	\$1.75	Single Ride	no change
Day Pass (24-hour rolling)	\$3.50	Day Pass (service day, Amp only)	no change
Day Pass (24-hour rolling)	\$3.50	Day Pass (pre-purchased)	no change
31-Day Pass (rolling)		Daily Fare Capping (service day)	no change
31-Day Pass (rolling)	\$48.10	31-Day Pass (rolling)	no change
		Monthly Fare Capping (calendar)	no change
Equifare Fare - Local Service			
not available		Single Ride (Amp smart card or app only)	\$1.00
		Daily Fare Capping (service day)	\$2.00
		Monthly Fare Capping (calendar)	\$33.00
Equifare Fare - Commuter Service			
not available		Single Ride (Amp smart card or app only)	\$3.00
		Daily Fare Capping (service day)	\$6.00
		Monthly Fare Capping (calendar)	\$77.00

As part of the implementation of Amp, CapMetro will be enabling electronic validation and acceptance of the Amp smart card and the new upgraded CapMetro App fare payments on Pickup. As today, fares on Pickup will align with the Local fares and use the same pricing structure. These demand response services are not currently subject to a fare equity analysis under FTA Circular 4702.1B, which only requires service and fare equity analyses for changes to fixed-route services.

No fare changes are proposed to MetroAccess, as MetroAccess is not part of the customer payment system at this time. Similarly, no changes are planned at this time for MetroBike. Joint CapMetro and MetroBike passes will be

discontinued in the upgraded CapMetro App. Fares and the fare structure for MetroAccess and MetroBike will be revised as part of the full fare restructuring anticipated for implementation in an upcoming year.

6.2 Media Distribution Changes

The new customer payment system (Amp) and the proposed fare changes impact the fare payment types available and how they are distributed, including the type of fare media. Table 9 identifies the proposed electronic fare media policy changes. Table 10 identifies the proposed changes to fare product availability and distribution.

Customers using the new Amp system will need to use their own compatible smartphone or obtain an Amp smart card. In addition to distribution of Amp smart cards in person at the Transit Store, by mail by calling the Transit Store, and by mail through the Customer Web Portal, at launch, CapMetro will distribute physical cards through street teams and at community engagement events. The Vanilla Direct cash reload network will not distribute Amp smart cards.

The proposed changes will not impact cash customers, customers purchasing passes at the Transit Store, H-E-B, and by mail through the Customer Web Portal, or customers receiving passes through organizations participating in MetroWorks, Discount Pass Program, or Transit Empowerment Fund. Cash customers will continue to have the option to pay the Single Ride fare or purchase a Day Pass onboard the bus at the farebox or at a ticket vending machine. Should CapMetro decide to eliminate those fare payment methods, a Fare Equity Analysis would be needed prior to implementing the change.

The proposed fare changes also do not impact any existing student or employer program interlocal agreements and contracts.

Table 9: Electronic Fare Media Policies - Proposed Changes

Policy	Existing	Proposed
CapMetro App		
App Cost	<ul style="list-style-type: none"> – No cost for CapMetro App – Available from the Google Play and Apple App Store – Data charges may apply 	<ul style="list-style-type: none"> – No change
Account Registration	<ul style="list-style-type: none"> – Unregistered mobile account not available – Account registration requires first and last name, email, password, and phone number (optional). Alternatively, sign in with Apple, Facebook, or Google – RFID has additional requirements for enrollment but is not maintained in Bytemark system 	<ul style="list-style-type: none"> – No change – Equifare will have additional requirements for enrollment but will not be maintained in Bytemark system
Stored Value Load	<ul style="list-style-type: none"> – Customers can load value through the CapMetro App or at Vanilla Direct cash reload locations (also known as cash-to-mobile network) – Minimum load set by the Vanilla Direct cash reload locations, ranging from \$1 to \$5. No minimum load for loads through the CapMetro App 	<ul style="list-style-type: none"> – In addition to current locations, customers can load value through the Customer Web Portal and at the Transit Store – No through the Customer Web Portal. Minimum load at the Transit Store \$1

Policy	Existing	Proposed
Pass Purchase	<ul style="list-style-type: none"> – Customers can purchase a Day Pass (24-hour), 7-Day, and 31-Day passes, as well as joint passes with MetroBike, in the CapMetro App – There is no minimum load at any location for pass purchases 	<ul style="list-style-type: none"> – Customers can purchase a Day Pass (service day) in the CapMetro App – There is no minimum load at any location for pass purchases
Balance Protection	<ul style="list-style-type: none"> – Available for customers with registered account 	<ul style="list-style-type: none"> – No change
Multiple Rider Fares	<ul style="list-style-type: none"> – Each customer must have their own mobile ticket – Multiple tickets can be presented on a single smartphone in the CapMetro App 	<ul style="list-style-type: none"> – Multiple customers can travel using the same smartphone by presenting multiple QR codes in the new upgraded CapMetro App. Fares for customers using stored value are capped separately for the different QR codes associated with separate fare media wallets – For Reduced Fare and Equifare customers using the new upgraded CapMetro App, only one fare would be at the discounted fare. Additional fares would be at the Standard Fare pricing
Fare Passes	<ul style="list-style-type: none"> – Products available: Single Ride tickets, Day (24-hour), 7-Day, and 31-Day rolling period passes, and joint MetroBike day and 31-Day passes 	<ul style="list-style-type: none"> – Products available: Day Pass (service day)
Fare Capping	<ul style="list-style-type: none"> – Not available 	<ul style="list-style-type: none"> – Fares for customers will be capped on a daily (service day) and calendar monthly basis
Autoload	<ul style="list-style-type: none"> – Autoload of value available based on dollar threshold that requires second step to purchase ticket/pass 	<ul style="list-style-type: none"> – Autoload of value available based on dollar threshold or on weekly or monthly basis
Negative Balance	<ul style="list-style-type: none"> – Not available 	<ul style="list-style-type: none"> – Up to one ride negative. Amount varies by service type (Local vs. Commuter) and rider category (Standard Fare vs. Reduced Fare vs. Equifare)
Amp Smart Card		
Smart Card Fee and Access	<ul style="list-style-type: none"> – Not available 	<ul style="list-style-type: none"> – Free initial card, initial and/or replacement cards may have a fee in the future (and would be subject to a separate Fare Equity Analysis) – Distributed at the Transit Store and by mail through the Customer Web Portal and by calling the Transit Store (at launch, marketing efforts to be planned to distribute cards to promote adoption) – The Transit Store is open weekdays from 8 am to 5 pm – Smart cards ordered through the Customer Web Portal will not be subject to the \$2.00 shipping fee will be applied to all other online orders that must be paid with a credit or debit card – Smart cards ordered by calling the Transit Store are not subject to any shipping fees and do not require a credit or debit card to order – No minimum load required for new Amp smart cards
Account Registration	<ul style="list-style-type: none"> – Not available 	<ul style="list-style-type: none"> – No registration required. Customer can load money and benefit from fare capping without

Policy	Existing	Proposed
		registering the account – Account registration requires first and last name, email, password, and phone number (optional) – Equifare and RFID will have additional requirements for enrollment but will not be maintained in Bytemark system
Stored Value Load	– Not available	– Customers can load value through the CapMetro App, at Vanilla Direct cash reload locations, through the Customer Web Portal, and at the Transit Store – Minimum load set by the Vanilla Direct cash reload locations, ranging from \$1 to \$5. No minimum load for loads through the CapMetro App or through the Customer Web Portal. Minimum load at the Transit Store \$1
Pass Purchase	– Not available	– Customers can purchase a Day Pass (service day) to use with their smart card – There is no minimum load at any location for pass purchases
Balance Protection	– Not available	– Available for customers with registered account
Multiple Rider Fares	– Not available	– Each customer must have their own smart card
Fare Capping	– Not available	– Fares for customers will be capped on a daily (service day) and calendar monthly basis
Autoload	– Not available	– Autoload of value available based on dollar threshold or on weekly or monthly basis – Available for customers with registered account and saved payment method
Negative Balance	– Not available	– Up to one ride negative. Amount varies by service type (Local vs. Commuter) and rider category (Standard Fare vs. Reduced Fare vs. Equifare)

Table 10: Fare Distribution - Proposed Changes

Fare Payment Type	Existing	Proposed
Standard Fare and Reduced Fare		
Cash Single Ride		
Onboard	✓	✓
Single Ride Tickets		
TVM	✓	✓
CapMetro App	✓	No longer available for purchase
Day Pass		
Onboard/Transit Store/TVM	✓	✓
CapMetro App	✓	✓
7-Day Pass		
Existing Retail Outlets/Transit Store/By Mail	✓	✓
CapMetro App	✓	No longer available for purchase
31-Day Pass		
Existing Retail Outlets/Transit Store/By Mail	✓	✓
CapMetro App	✓	No longer available for purchase
\$20/\$40 Stored Value Card		
Transit Store	✓	✓
Stored Value Cash Reload*		
Vanilla Direct Cash Reload Locations	✓	✓
Transit Store		✓
New Customer Payment System (Upgraded CapMetro App or New Smart Card)		
Stored Value with Daily and Monthly Fare Capping		
Upgraded CapMetro App/Customer Web Portal		✓
Vanilla Direct Cash Reload Locations/Transit Store		✓
Low-Income Fare (Equifare)		
Cash Single Ride	Equifare not available	Equifare available only with Amp smart card or new upgraded CapMetro App
Single Ride Tickets		
Day Pass		
7-Day Pass		
31-Day Pass		
Stored Value Cash Reload*		
Vanilla Direct Cash Reload Locations		✓
Transit Store		✓
New Customer Payment System (Upgraded CapMetro App or New Smart Card)		
Stored Value with Daily and Monthly Fare Capping		
Upgraded CapMetro App/Customer Web Portal		✓
Vanilla Direct Cash Reload Locations/Transit Store		✓

Abbreviation: TVM = Ticket Vending Machine

*Stored Value only available in CapMetro App (current and upgraded) and Amp smart cards

Fare payment and inspection will not change onboard fixed-route bus services except for the introduction and acceptance of reusable Amp smart cards. Equifare customers will not be provided proof of eligibility and thus will not be required to provide proof of eligibility upon request.

Fare payment and inspection will change on MetroRail. Table 11 summarizes the proposed changes.

Table 11: Electronic Fare Media Policies - Proposed Changes

Policy	Existing	Proposed
Fare Payment and Fare Inspection on MetroRail		
Fare Payment and Inspection	<ul style="list-style-type: none"> - Customer must pre-purchase fare or pass offboard at TVM, Transit Store, H-E-B, Customer Web Portal, or through the CapMetro App - Legacy plastic stored value cards accepted at TVMs - Electronic inspection by MetroRail conductors - Rolling passes are activated upon first use 	<ul style="list-style-type: none"> - Customer must pre-purchase fare or pass offboard at TVM, Transit Store, Retail Outlet, Customer Web Portal or have stored value deducted from Amp/new mobile app account by MetroRail conductors using a Mobile Point of Sale handheld device - Legacy plastic stored value cards accepted at TVMs - Electronic inspection by MetroRail conductors, excluding magnetic stripe tickets - Rolling passes on legacy smart cards are activated upon first use - Visual inspection of magstripe media by MetroRail conductors; no ability to activate upon first use (customer must activate on bus prior to use)

6.2.1 New Amp Customer Payment System Media

Customers using the new Amp customer payment system will be able to use the upgraded CapMetro App on a compatible smartphone or obtain an Amp smart card to pay their fare using funds in their electronic fare media wallet. Smart cards will be available in person at the Transit Store and via mail by calling the Transit Store at no charge. The Transit Store is open weekdays from 8 am to 5 pm. Smart cards ordered by calling the Transit Store are not subject to any shipping fees and do not require a credit or debit card to order. Customers can also order Amp smart cards through the Customer Web Portal. These cards will not be subject to the \$2.00 shipping fee applied to all other online orders that must be paid with a credit or debit card. For customers using Amp smart cards, each customer must have their own smart card to pay their fare. For customers using the upgraded CapMetro App, multiple customers can travel using the same smartphone by presenting multiple QR codes in the app. Fares for customers using stored value are capped separately for the different QR codes. The QR codes are associated with separate fare media wallets. The system will allow customers using the new Amp system to ride with insufficient funds up to one ride negative. The amount a customer can “go negative” varies by service type (Local vs. Commuter) and rider category (Standard Fare vs. Reduced Fare vs. Equifare).

Customers paying their fares using the new Amp customer payment system will have their fares capped on a daily (service day) and calendar monthly basis. Customers must use the same fare media for fare capping. Customers who use a combination of fare media (e.g., a smartphone and a smart card) for different boardings will have fares capped separately for each fare media. Customers cannot interchangeably use a smartphone and a smart card to earn towards a fare cap: loaded funds and fare capping progress are associated with the specific fare medium. While loaded funds can be migrated by the customer between fare media (e.g., a customer decides to start using their smartphone rather than a smart card), fare capping progress cannot be migrated. At a customer’s request, CapMetro Customer Service may make an adjustment to account funds or associated passes to make a customer whole if the customer migrates fare media (e.g., if a customer is only one tap away from reaching the monthly fare cap and replaces their smartphone, CapMetro Customer Service could opt to issue the customer a pass to

ride free for the remainder of the month because the customer's fare cap progress was reset when they replaced their phone).

Customers using the upgraded CapMetro App will be required to register and set up an account, which requires an email, password, and first and last name (providing a phone number is optional). Customers can alternatively sign in with Apple, Facebook, or Google. Customers using an Amp smart card will have the option to register and set up an account. A mailing address is only required for ordering physical media through the Customer Web Portal. Credit and debit card information is optional for both CapMetro App and Amp smart card users but is required to load funds electronically through the upgraded CapMetro App or the Customer Web Portal. Customers can also use Apple Pay and Google Pay in the CapMetro App. Customers who register their fare media receive balance protection in the event that a customer's smartphone or smart card is lost or stolen, unlike paper passes that have no balance protection if lost or stolen. CapMetro may charge for new and/or replacement smart cards in the future, and the fee would be subject to a separate Fare Equity Analysis prior to implementation.

In addition to being able to load value through the CapMetro App or Customer Web Portal, customers will have the option to load cash to their accounts at CapMetro's existing cash-to-mobile reload locations, provided by InComm Vanilla Direct. Customers must use cash to load value to CapMetro accounts at InComm Vanilla Direct reload locations, as these locations do not accept credit or debit cards to load value and also have a \$1.00 to \$5.00 minimum load that is set by the location. The Vanilla Direct reload network is set by contract, and CapMetro does not have direct control of the list of participating reload locations or minimum load requirements. With implementation of the new customer payment system, customers will also be able to load cash to their accounts at the Transit Store. At the onset of implementation, no smart cards will be distributed at legacy retail outlets (i.e., H-E-B) or InComm Vanilla Direct reload locations with the exception of the Transit Store. Value loaded will be available within minutes for use on fixed-route services.

6.2.2 Existing CapMetro App

At the launch of the new Amp customer payment system, customers with the existing CapMetro App will be able to continue riding using the existing CapMetro App and previously purchased mobile tickets. Customers will also have the option to migrate any previously unactivated purchased tickets and unused funds to the upgraded CapMetro App. At a set date, CapMetro will start discontinuing the existing CapMetro App by preventing customers from buying new tickets in the existing app. Sometime after that, CapMetro will fully sunset the existing CapMetro App by unpublishing it from the app stores and preventing any new downloads of the app. Customers will not lose anything previously purchased.

6.2.3 Other Existing Fare Media

At launch of the new Amp customer payment system, there will be no changes to other existing fare payment types, policies, or media including:

- Day, 7-Day, and 31-Day Passes and \$20 and \$40 Stored Value Cards issued on magnetic stripe tickets and contactless smart cards available at H-E-B, and the Transit Store, as well as through the Customer Web Portal (note that media and products available by H-E-B retail outlet may vary by location);
- Day Passes available for purchase at time of use (farebox and ticket vending machines);
- Change cards issued from ticket vending machines for cash overpayment;

- Existing proof of eligibility and ID card processes and formats (including MetroAccess IDs, RFIDs, and K-12 Cards);
- MetroWorks, Discount Pass Program and Transit Empowerment Fund, and student or employer program interlocal agreements and contracts, including discounts, media, or pricing available.

Changes to these media, their distribution, and their pricing will be evaluated and implemented at a later date as the new Amp customer payment system is implemented and as part of the full fare restructuring planned for implementation in an upcoming year.

The only exception is the transition of the rolling 24-hour Day Passes purchased in the CapMetro App to service day (i.e., Day Passes will be valid 4:00:00 am through 3:59:59 am).

6.3 Discount Fare Eligibility

The proposed fare changes include the introduction of a new low-income discount fare category (Equifare). Table 12 summarizes the proposed changes for the introduction of Equifare.

Table 12: Introduction of Equifare - Proposed Changes

Product	Proposed
Low-Income Fare Eligibility Verification and Payment Process	<ul style="list-style-type: none"> – Discount: introduction of discounted fare for eligible low-income customers enrolled in Equifare (15-20% discount off the Standard Fare Single Ride and daily and monthly fare caps) – Eligibility: up to 200% of federal poverty guidelines with proof of income or documentation providing proof of assistance from accepted program upon request – Requires application and self-certification that applicant is eligible for Equifare and able to provide documentation upon request during auditing process (applicants will also have option to submit documentation at time of application) – Requires use of the upgraded CapMetro App or Amp smart card with Equifare entitlement on their account to receive the discount. Entitlement will be set up on account by CapMetro staff – Equifare discount only available on the Amp smart card or upgraded CapMetro App—no Equifare discounts given for other fare media such as cash – No separate ID required for these customers; eligibility is electronically enforced – Eligibility valid for 2 years

No changes are proposed for Reduced Fare eligibility, proof of eligibility requirements (e.g., photo RFIDs), or the Reduced Fare discount of 50%. Reduced Fare customers would continue to need to provide proof of eligibility upon request. As today, to pay the Reduced Fare through the CapMetro App, Reduced Fare customers must have an entitlement set up on their account by CapMetro staff. For the new Amp customer payment system, an entitlement would need to be set up on the Amp account in order for a Reduced Fare customer to pay the Reduced Fare with the Amp smart card or upgraded CapMetro App.

6.3.1 Low-Income Fare Eligibility Verification and Payment Process

CapMetro is proposing adding a new low-income discount fare category for customers with household incomes under 200% of federal poverty guidelines. Based on the 2015 OD Survey, 72% of Standard Fare customer boardings would be eligible for Equifare based on household size and income.

The new fare category (branded “Equifare”) will only be available to customers using the new customer payment system (Equifare customers will not be able to pay the discounted fare with cash on board the vehicle or at a ticket

vending machine). In order to access this new discount, customers must meet eligibility requirements and submit an application and register with CapMetro. Program details are being finalized, including where and how individuals are able to register for the Equifare program, which assistance programs are accepted for proof of eligibility, the income verification process for individuals not able to provide proof of eligibility for another program, and documentation accepted for proof of income eligibility and identity. At a minimum, proof of enrollment in the following programs will be accepted:

- Medicaid Program
- Supplemental Nutrition Assistance Program (SNAP)
- Children's Health Insurance Program (CHIP)
- Telephone Lifeline Program
- Travis County Comprehensive Energy Assistance Program (CEAP)
- Medical Access Program (MAP)
- Supplemental Security Income (SSI)
- Veterans Affairs Supportive Housing (VASH)

The same eligibility requirements above are used for City of Austin Customer Assistance Program utility discounts.

Applicants will also be able to self-certify that they qualify for Equifare. CapMetro will reserve the right to audit applications and request proof of documentation. If an individual does not provide proof of income, the Equifare entitlement may be terminated.

Applications will be accepted online and at the Transit Store on weekdays between 8:30 am and 4:30 pm, as well as at community engagement events. Applicants will be required to provide:

- First and last name
- Phone number or email address
- Date of birth
- Address (can be of an organization providing the customer with assistance; does not need to be in CapMetro service area)
- Photo ID or proof of identify (e.g., voter registration card, utility bill, benefit assistance letters, letter from social service agency that individual participating in a program)

Low-income fare customers using the new customer payment system that are eligible to pay the Equifare rate must obtain an entitlement on their account to pay the discounted fare. Accounts for Equifare customers will be registered to the individual eligible to pay the discounted fare and associated with the customer's Equifare CapMetro account. The entitlement on the account will be set up by CapMetro staff. Equifare customers using the new customer payment system will not need to show proof of eligibility for discounted fare at time of boarding as the entitlement is assigned to their account and is associated with their fare payment media.

For Reduced Fare and Equifare customers using the new upgraded CapMetro App, only one fare will be at the discounted fare. Additional fares would be at the Standard Fare pricing.

7 Fare Proposal Outreach

The following is a summary of themes across the feedback received:

[This section will be completed once all public input is reviewed, and the CapMetro's Board of Directors has been made aware and considered this equity analysis.]

7.1 Public Outreach Overview

Through our community engagement efforts on and offline, CapMetro reached more than 2,400 community members; engaged with more than 30 partner agencies/CBOs and 5 commissions; and directly engaged more than 150 CapMetro staff members. Furthermore, CapMetro team members reached residents and partner agencies across at least 39 zip codes throughout the CapMetro service area, including 7 zip codes where in-person outreach was conducted.

Our social media, media coverage, advertising and public notice efforts created more than 40,000 social media impressions and more than 2.49 million impressions across media coverage, news platforms, print ads, and public notices.

Staff members were also engaged via email through 2 editions of the weekly internal newsletter, "Time Point," which included links to the program page with an opportunity to provide feedback via Public Input Digital Platform.

- 144 people attended the virtual meeting via Zoom
- Time Point emails are distributed to 2,155 CapMetro staff members (including employees and contractors)

Additionally, CapMetro team members coordinated with internal departments, including operations and ATU, accessibility, customer service, and IT to educate the entire CapMetro staff on the fare programs and to address community feedback.

Complete Public Involvement Report and Overview in Appendix

7.2 Summary of Public Comments

Overall, the community supports fare capping and Equifare and views these programs favorably. Community concerns centered on technical features and ease of use, costs of fare structure and technology, and enrollment and participation in the fare capping and Equifare programs. Feedback received throughout the engagement also presented opportunities to address barriers with community organizations through more 1:1 engagement and strategic partnerships.

The following sections reflect the input received by community members; input from meetings and presentations with partner agencies, CBOs, and commissions; and responses via the Public Input digital platform feedback page. The CapMetro team reviewed all feedback and found general themes that should be addressed to service area riders before the full implementation.

The Community Engagement team received and reviewed the feedback on the proposed programs from community members and partner agencies. The 6 themes below reflect the concerns and opportunities expressed by the community and by partner agencies, and potential solutions CapMetro can implement to address these themes.

7.3 Feedback Themes

Theme 1: Technological and financial challenges [Community](#)

Concerns:

- Amp technology may exclude cash users and low- or no-tech riders
- Minimum upload value to Amp account may be a barrier for some riders
- Loading cash value at a retail store vs. paying at the fare box is less convenient for some riders

Opportunities Presented by the Community:

- Hands-on Amp education, enrollment, and card distribution
- Integration of Amp with TVMs to reload value on Amp cards

CapMetro's Proposed Solutions:

- Use CBO partnerships and pop-up events to achieve hands-on Amp education and card distribution
- Future integration of Amp with TVMs and purchase of more TVMs in the future

Theme 2: Fare prices and structure [Community](#)

Concerns:

- Cost of implementing and maintaining new fares technology is not as effective as providing free fare for all riders
- High cost of current commuter fares compared to current local fares

Opportunities Presented by the Community:

- Commit to making transit affordable for those who need it most

CapMetro's Proposed Solutions:

- Continue to commit to equitable fare programs such as fare capping and Equifare, and their success, especially as Project Connect development continues
- Future integration with Texas Empowerment Fund (TEF) after initial implementation feedback is collected; improve TEF systems as we gather input through new fare programs implementation
- Work with social service programs to streamline enrollment to Equifare and delivery of the Amp card

Theme 3: Inclusivity and accessibility of the Equifare program Community**Concerns:**

- Consider increasing the income-eligibility threshold as the cost of living continues to rise in our community
- Equifare eligibility verification during potential audit may create burden for enrolled riders

Opportunities Presented by the Community:

- Provide easily and frequently accessible enrollment locations
- Work with partner agencies to verify and enroll riders

CapMetro's Proposed Solutions:

- Create more auto-enroll and creative enrollment partnerships to have a centralized system for communities that need transit the most
- Ensure that the audit is straightforward to complete; provide multiple forms and methods to submit verification (email, mail, in-person)

Theme 4: Access for unhoused community members**Community Concerns:**

- Amp and Equifare require several technologies and enrollment steps which may be inaccessible for unhoused riders

Opportunities Presented by the Community:

- Integration with Homeless Management Information System (HMIS) and other care providers

CapMetro's Proposed Solutions:

- Integration with Homeless Management Information System (HMIS) and other care providers might create opportunities for social service providers to easily auto-load funds to members
- Incorporate unhoused riders and service providers into the external pilot

Theme 5: Ease of technology for high-tech riders**Community Concerns:**

- No Amp integration with a mobile wallet to scan at the farebox

Opportunities Presented by the Community:

- Look into Integrating Amp account with mobile wallet in the future

Theme 6: Importance of partnerships with community-based organizations for pilot and program launch

Community Concerns:

- Community representation from a diverse set of groups is important for the external pilot
- Partner agencies cited challenges with program enrollment for similar programs where members have to apply and enroll to receive benefits

Opportunities Proposed by Community:

- Partner agencies participate and support the external pilot launch
- CapMetro should partner with large and small CBOs for comprehensive outreach
- Organizations expressed interest in train-the-trainer programs (ex. AAUL)

CapMetro's Proposed Solutions:

- Create different pilot opportunities for the other collaborations and implement them in a phased timeline for this specific segment; i.e., train-the-trainers, auto-enrollment, direct mailouts, pop-up or training events
- Establish partnerships with large and small community-based organizations for comprehensive representation

See Appendix C: Public Feedback for more detailed supporting commentary from community members and partner agencies.

7.4 Board Adopted Fare Change

[This section will be completed upon Board adoption.]

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 one percent difference between minority and non-minority customers and between low-income and non-low-income customers, which was within the 2% policy threshold. In fact, the proposed fare changes are expected to benefit minority customers to a greater degree than non-minority customers, albeit only by a small percentage on a systemwide basis. The proposed fare changes are expected to benefit low-income customers to a lesser degree than non-low-income customers, but the difference in benefits between low-income and non-low-income customers does not exceed 2% on a systemwide basis. As such, no mitigations are recommended to proceed with the implementation of the proposed fare changes based on the Average Fare Analysis.

The Average Fare Analysis provides a robust overview of the proposed fare changes. **Appendix C** provides the detailed tables (Tables C-1 and C-2) that provide the average fare change by minority/non-minority and low-income/non-low-income status and by specific fare payment method (and when applicable by frequency of travel). The tables include the absolute and percentage change between existing and proposed fares, and the proportion of minority and low-income customers that would be affected by each fare change.

The Average Fare Analysis is focused primarily on the impacts of the introduction of fare capping and the introduction of the Equifare low-income discount. Based on analysis of detailed transaction-level data, the benefits from fare capping were estimated by service type, rider category and fare product and applied to the Average Fare Analysis. Equifare impacts were estimated based on the share of income eligible customers that are anticipated to participate in the program and the anticipated reduction in average fare.

It should be noted that individuals with a household income of under 200% of the federal poverty guidelines will be eligible for Equifare. This exceeds the low-income threshold of 125% of the federal poverty guidelines established in CapMetro's Title VI Policies. As such, there are individuals in the Average Fare Analysis that would be classified as non-low-income but would qualify for the Equifare discount.

Table 13 shows the changes between existing and proposed average fares per boarding. Systemwide, the average fare for all customers will decrease from \$0.71 to \$0.67 (6% decrease).

Table 13: Change in Average Fare by Fare Product

Fare Product	Average Fare per Boarding		Change in Average Fare	
	Existing	Proposed	Absolute	Percentage
Local, Standard Fare				
Single Ride -> Non-Amp, Single Ride	\$1.25	\$1.25	\$0.00	0%
Single Ride -> Amp, <3-4 Days/Wk, Single Ride	\$1.25	\$1.25	\$0.00	0%
Single Ride -> Amp, <3-4 Days/Wk, Single Ride, Equifare	\$1.25	\$1.00	-\$0.25	-20%
Single Ride -> Amp, 3-4+ Days/Wk, Capping	\$1.25	\$1.03	-\$0.23	-18%
Single Ride -> Amp, 3-4+ Days/Wk, Capping, Equifare	\$1.25	\$0.82	-\$0.43	-34%
Day Pass -> Non-Amp, Day Pass	\$0.58	\$0.58	\$0.00	0%
Day Pass -> Amp, <3-4 Days/Wk, Daily Capping	\$0.58	\$0.58	\$0.00	0%
Day Pass -> Amp, <3-4 Days/Wk, Daily Capping, Equifare	\$0.58	\$0.46	-\$0.12	-20%
Day Pass -> Amp, 3-4+ Days/Wk, Capping	\$0.58	\$0.45	-\$0.13	-22%
Day Pass -> Amp, 3-4+ Days/Wk, Capping, Equifare	\$0.58	\$0.36	-\$0.22	-38%
7-Day Pass -> Non-Amp, 7-Day Pass	\$0.56	\$0.56	\$0.00	0%
7-Day Pass -> Amp, Capping	\$0.56	\$0.52	-\$0.05	-8%
7-Day Pass -> Amp, Capping, Equifare	\$0.56	\$0.41	-\$0.15	-26%
31-Day Pass -> Non-Amp, 31-Day Pass	\$0.69	\$0.69	\$0.00	0%
31-Day Pass -> Amp, Capping	\$0.69	\$0.58	-\$0.11	-16%
31-Day Pass -> Amp, Capping, Equifare	\$0.69	\$0.46	-\$0.22	-33%
DPP/TEF, Day Pass	\$0.24	\$0.24	\$0.00	0%
DPP/TEF, 7-Day Pass	\$0.24	\$0.24	\$0.00	0%
DPP/TEF, 31-Day Pass	\$0.29	\$0.29	\$0.00	0%
Special Event Single Ride	\$3.06	\$3.06	\$0.00	0%
MW Business, Day Pass	\$0.68	\$0.68	\$0.00	0%
MW Business, 7-Day Pass	\$0.66	\$0.66	\$0.00	0%
MW Business, 31-Day Pass	\$0.66	\$0.66	\$0.00	0%
MW Government, 31-Day Pass	\$0.57	\$0.57	\$0.00	0%
Local, Reduced Fare				
Single Ride -> Non-Amp, Single Ride	\$0.60	\$0.60	\$0.00	0%
Single Ride -> Amp, <3-4 Days/Wk, Single Ride	\$0.60	\$0.60	\$0.00	0%
Single Ride -> Amp, 3-4+ Days/Wk, Capping	\$0.60	\$0.52	-\$0.08	-14%
Day Pass -> Non-Amp, Day Pass	\$0.29	\$0.29	\$0.00	0%
Day Pass -> Amp, <3-4 Days/Wk, Daily Capping	\$0.29	\$0.29	\$0.00	0%
Day Pass -> Amp, 3-4+ Days/Wk, Capping	\$0.29	\$0.22	-\$0.06	-22%
31-Day Pass -> Non-Amp, 31-Day Pass	\$0.29	\$0.29	\$0.00	0%
31-Day Pass -> Amp, Capping	\$0.29	\$0.26	-\$0.04	-13%
DPP, Day Pass	\$0.24	\$0.24	\$0.00	0%
DPP, 31-Day Pass	\$0.25	\$0.25	\$0.00	0%
MW Business, 31-Day Pass	\$0.35	\$0.35	\$0.00	0%
Commuter, Standard Fare				
Single Ride -> Non-Amp, Single Ride	\$3.50	\$3.50	\$0.00	0%
Single Ride -> Amp, <3-4 Days/Wk, Single Ride	\$3.50	\$3.50	\$0.00	0%
Single Ride -> Amp, <3-4 Days/Wk, Single Ride, Equifare	\$3.50	\$3.00	-\$0.50	-14%
Single Ride -> Amp, 3-4+ Days/Wk, Capping	\$3.50	\$2.52	-\$0.98	-28%
Single Ride -> Amp, 3-4+ Days/Wk, Capping, Equifare	\$3.50	\$2.16	-\$1.34	-38%
Day Pass -> Non-Amp, Day Pass	\$3.07	\$3.07	\$0.00	0%
Day Pass -> Amp, <3-4 Days/Wk, Daily Capping	\$3.07	\$3.07	\$0.00	0%
Day Pass -> Amp, <3-4 Days/Wk, Daily Capping, Equifare	\$3.07	\$2.63	-\$0.44	-14%
Day Pass -> Amp, 3-4+ Days/Wk, Capping	\$3.07	\$2.09	-\$0.98	-32%
Day Pass -> Amp, 3-4+ Days/Wk, Capping, Equifare	\$3.07	\$1.79	-\$1.28	-42%
7-Day Pass -> Non-Amp, 7-Day Pass	\$1.87	\$1.87	\$0.00	0%
7-Day Pass -> Amp, Capping	\$1.87	\$1.63	-\$0.24	-13%

Fare Product	Average Fare per Boarding		Change in Average Fare	
	Existing	Proposed	Absolute	Percentage
7-Day Pass -> Amp, Capping, Equifare	\$1.87	\$1.30	-\$0.57	-30%
31-Day Pass -> Non-Amp, 31-Day Pass	\$3.15	\$3.15	\$0.00	0%
31-Day Pass -> Amp, Capping	\$3.15	\$2.48	-\$0.67	-21%
31-Day Pass -> Amp, Capping, Equifare	\$3.15	\$1.98	-\$1.17	-37%
DPP/TEF, Day Pass	\$1.28	\$1.28	\$0.00	0%
DPP/TEF, 7-Day Pass	\$0.78	\$0.78	\$0.00	0%
DPP/TEF, 31-Day Pass	\$1.31	\$1.31	\$0.00	0%
MW Business, Day Pass	\$3.38	\$3.38	\$0.00	0%
MW Business, 31-Day Pass	\$3.36	\$3.36	\$0.00	0%
MW Government, 31-Day Pass	\$2.94	\$2.94	\$0.00	0%
Commuter, Reduced Fare				
Single Ride -> Non-Amp, Single Ride	\$1.75	\$1.75	\$0.00	0%
Single Ride -> Amp, <3-4 Days/Wk, Single Ride	\$1.75	\$1.75	\$0.00	0%
Single Ride -> Amp, 3-4+ Days/Wk, Capping	\$1.75	\$1.37	-\$0.39	-22%
Day Pass -> Non-Amp, Day Pass	\$1.69	\$1.69	\$0.00	0%
Day Pass -> Amp, <3-4 Days/Wk, Daily Capping	\$1.69	\$1.69	\$0.00	0%
Day Pass -> Amp, 3-4+ Days/Wk, Capping	\$1.69	\$1.18	-\$0.51	-30%
31-Day Pass -> Non-Amp, 31-Day Pass	\$1.17	\$1.17	\$0.00	0%
31-Day Pass -> Amp, Capping	\$1.17	\$0.95	-\$0.22	-19%
DPP, 31-Day Pass	\$0.97	\$0.97	\$0.00	0%
MW Business, 31-Day Pass	\$1.56	\$1.56	\$0.00	0%
Pass Programs & Free Fares				
Higher Ed Pass Programs, UT Austin	\$0.98	\$0.98	\$0.00	0%
Higher Ed Pass Programs, ACC & SEU	\$0.82	\$0.82	\$0.00	0%
All Government Pass Programs	\$1.16	\$1.16	\$0.00	0%
MetroAccess Monthly Pass on Fixed Route	\$0.00	\$0.00	\$0.00	0%
Kids Ride Free	\$0.00	\$0.00	\$0.00	0%
Other Free Fares	\$0.00	\$0.00	\$0.00	0%

Single Ride and Day Pass customers who travel 3-4 days per week or more, and who migrate to the Amp customer payment system are one subset of customers who are likely to benefit from fare capping. 7-Day Pass and 31-Day Pass customers that do not travel enough to reach the pass breakeven point (33 Single Rides for Local and 27.5 Single Rides for Commuter), and who migrate to the Amp customer payment system, are also likely to benefit from fare capping. Changes in the average fare related to capping range from -8% to -32%, depending on the customer segment.

Standard Fare customers purchasing Single Ride, Day Pass, 7-Day Pass and 31-Day Pass products, and who migrate to the Amp customer payment system, and with a household income at or below 200% of federal poverty guidelines may also benefit from the low-income discount category (Equifare) that provides a 15-20% discount on the Standard Fare. These Standard Fare customers who enroll in the Equifare program and migrate to the Amp customer payment system will benefit from both fare capping and the Equifare discount.

The Average Fare Analysis made assumptions regarding the share of customers that would be likely to migrate to the Amp customer payment system and would participate in the Equifare program as documented in Section 4.1.2. Amp customer payment system migration considered the current share of customers by service type, rider category, fare product and sales channel. Equifare participation was assumed to be 25% of income-eligible, Standard Fare customer boardings within each service type, rider category and fare product. For the Average Fare

Analysis, it is most conservative to assume a smaller Equifare participation by income-eligible Standard Fare customers, since as Equifare participation increases, both minority and low-income customers will benefit to a greater degree compared to non-minority and non-low-income customers.

Table 14 provides the systemwide analysis comparing the average fare for minority customers to non-minority customers. Table C-1 provides the detailed analysis by fare payment type. For minority customers, the average fare would decrease from \$0.64 to \$0.61, a 5.76% decrease. For non-minority customers, the average fare would decrease from \$0.81 to \$0.77, a 5.62% decrease. The percentage point difference between the percentage change for minority customers and non-minority customers is -0.14%, indicating that while both groups would experience a decrease in their average fare, minority customers are expected to benefit slightly more than non-minority customers as a result of the proposed fare changes. Applying this difference in average fare changes to CapMetro’s Disparate Impact threshold, the fare changes would not represent a Disparate Impact on minority customers as the proposed fare changes would result in a greater benefit to minority customers.

Table 14: 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	17,974,456	\$11,580,219	\$10,912,808	10,550,657	\$8,575,643	\$8,093,542
Average Fare		\$0.64	\$0.61	Average Fare	\$0.81	\$0.77
% Change in Average Fare			-5.76%	% Change in Average Fare		-5.62%
Difference between Protected and Non-Protected			-0.14%			

Table 15 presents the systemwide analysis comparing the average fare for low-income customers to non-low-income customers. Table C-2 provides the detailed analysis by fare payment type. For low-income customers, the average fare would decrease from \$0.59 to \$0.56, a 5.21% decrease. For non-low-income customers, the average fare would decrease from \$0.86 to \$0.80, a 6.15% decrease. As previously noted, individuals with a household income up to 200% of the federal poverty guidelines would be eligible for Equifare, which exceeds the low-income threshold of 125% of the federal poverty guidelines established in CapMetro’s Title VI Policies. As such, there are individuals in the Average Fare Analysis that would be classified as non-low-income but may benefit from the Equifare discount. The percentage point difference between the percentage change for low-income customers and non-low-income customers is 0.94%, indicating that while both groups would experience a decrease in their average fare, non-low-income customers are expected to benefit slightly more than low-income customers as a result of the proposed fare changes. Applying this difference in average fare changes to CapMetro’s Disproportionate Burden threshold, the fare changes would not represent a Disproportionate Burden on low-income customers as the percentage point difference in percentage change in average fare from the proposed fare changes does not exceed CapMetro’s 2% threshold.

Table 15: 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	16,099,948	\$9,513,463	\$9,018,106	12,425,165	\$10,642,399	\$9,988,244
Average Fare		\$0.59	\$0.56	Average Fare	\$0.86	\$0.80
% Change in Average Fare			-5.21%	% Change in Average Fare		-6.15%
Difference between Protected and Non-Protected			0.94%			

9 Retail Access Analysis Findings

The Retail Access Analysis revealed no Title VI equity concerns using CapMetro’s Board adopted Title VI Policies. In fact, the proposed reload locations are expected to benefit minority and low-income customers to a greater degree than non-minority and non-low-income customers. Because the Retail Access Analysis did not find that the proposed reload network for the Amp customer payment system would result in a Disparate Impact on minority customers or Disproportionate Burden on low-income customers, no mitigations are needed relating to the implementation of the proposed reload network for the new Amp customer payment system.

The proposed fare changes and new Amp customer payment system include the implementation of a customer payment system that enables customers to use a smartphone or a smart card to pay their fare. As such, in order to benefit from the new customer payment system, a customer using cash would need to access a cash reload location to reload value on their Amp account. As previously noted, the new customer payment system will use the InComm Vanilla Direct network, which includes more than 280 potential reload locations (165 reload locations within a half-mile of a fixed-route stop), including 7-Eleven, Walgreens, CVS Pharmacy, Family Dollar, Dollar General, Walmart, and the Transit Store to provide customers using cash an opportunity to load value on their Amp accounts.

To determine whether access to the new customer payment system would result in adverse effects for different populations, the Retail Access Analysis assessed the percentage of minority, non-minority, low-income, non-low-income, and overall population within half-mile buffer of a CapMetro fixed-route stop and within a quarter-mile of the cash reload network that would enable customers to load cash to their Amp account. As shown in Table 16, the analysis indicates that a greater proportion of minority and low-income populations have access to the reload network compared to non-minority and non-low-income populations.

Table 16: Retail Access Analysis Results

Population Characteristics	Total Population within 1/2 Mile of a Fixed-Route Stop	Total Population within 1/4 Mile of Amp Cash Reload Location	% of Population within 1/4 Mile of Amp Cash Reload Location	Difference between Protected and Non-Protected
Minority	580,190	389,383	67.11%	6.03%
Non-Minority	523,772	319,922	61.08%	
Low-Income (<125% of FPL)	184,144	132,936	72.19%	9.53%
Non-Low-Income (>125% of FPL)	919,818	576,369	62.66%	
Overall	1,103,962	709,305	64.25%	n/a

Abbreviation: FPL = Federal Poverty Level

Figure 3 (Basemap) shows the service area population and the populations with access to reload locations. The block groups shaded gray are block groups that intersect with the half-mile buffer around a fixed-route stop and are within the service area but do not have access to the reload locations. The block groups shaded blue are block groups that intersect with the quarter-mile buffer around a reload location and represent populations with access to a reload location. The total population with access to a reload location, represented by the blue block groups,

equals 709,305 people. The total service population for the purposes of this analysis, represented by the gray and blue block groups, equals 1,103,962 people.

Figure 4 (Minority Population Analysis by Block Groups) shows the minority and non-minority populations of the block groups with access to a reload location. The block groups shaded dark green consist of predominantly minority populations while the block groups shaded light green consist of predominantly non-minority populations. Minority populations are considered to be predominant if they make up more than 52.6% of the block group population, the systemwide average minority population of the total block group service population. Figure 5 (Low-Income Population Analysis by Block Groups) shows the low-income and non-low-income populations of the block groups with access to a reload location. The block groups shaded dark blue consist of predominantly low-income populations while the block groups shaded light blue consist of predominantly non-low-income populations. Low-income populations are considered to be predominant if they make up more than 16.7% of the block group population, the systemwide average minority population of the total block group service population.

CapMetro's Disparate Impact threshold of 2% is based upon the adverse effects (defined above in Section 3.1.2) that are experienced by minority populations compared to those experienced by non-minority populations. The Disparate Impact threshold also includes benefits that accrue to non-minority populations at a greater percentage than to minority populations. Because the results of the Retail Access Analysis found that a greater proportion of minority populations have access to the reload network than non-minority populations, there is no finding of Disparate Impact on minority populations as there would be no adverse effects and the benefits would accrue more to the minority populations. Similarly, because there is a greater proportion of low-income populations that have access to the reload network compared to non-low-income populations, there is no finding of Disproportionate Burden.

Because the Retail Access Analysis did not find that the proposed reload network for the Amp customer payment system would result in a Disparate Impact on minority customers or Disproportionate Burden on low-income customers, no mitigations are needed to proceed with the implementation of the proposed reload network for the new Amp customer payment system.

While not a finding of either Disparate Impact or Disproportionate Burden, the analysis identified areas within the service area that could benefit from greater access to the cash reload network within the core CapMetro service area. As CapMetro explores improving access to reload locations, CapMetro should consider these areas first for improvement.

This Retail Access Analysis is limited to the vendors that allow customers to load value to their Amp accounts and does not include vendors who distribute other CapMetro fare products. Currently, CapMetro has contracts with H-E-B to distribute existing CapMetro fare media. CapMetro's contract with Randalls was not renewed. As private companies, these vendors make the determination as to whether to continue their relationship with CapMetro. As such, CapMetro has no control over the business decisions of the existing vendors. Given Randalls has decided to discontinue the distribution of CapMetro fare products, it is recommended that CapMetro review the GIS maps when seeking other potential vendors to ensure that the locations of new vendors would serve the needs of the minority and low-income populations.

Figure 3: Retail Access Analysis - Basemap

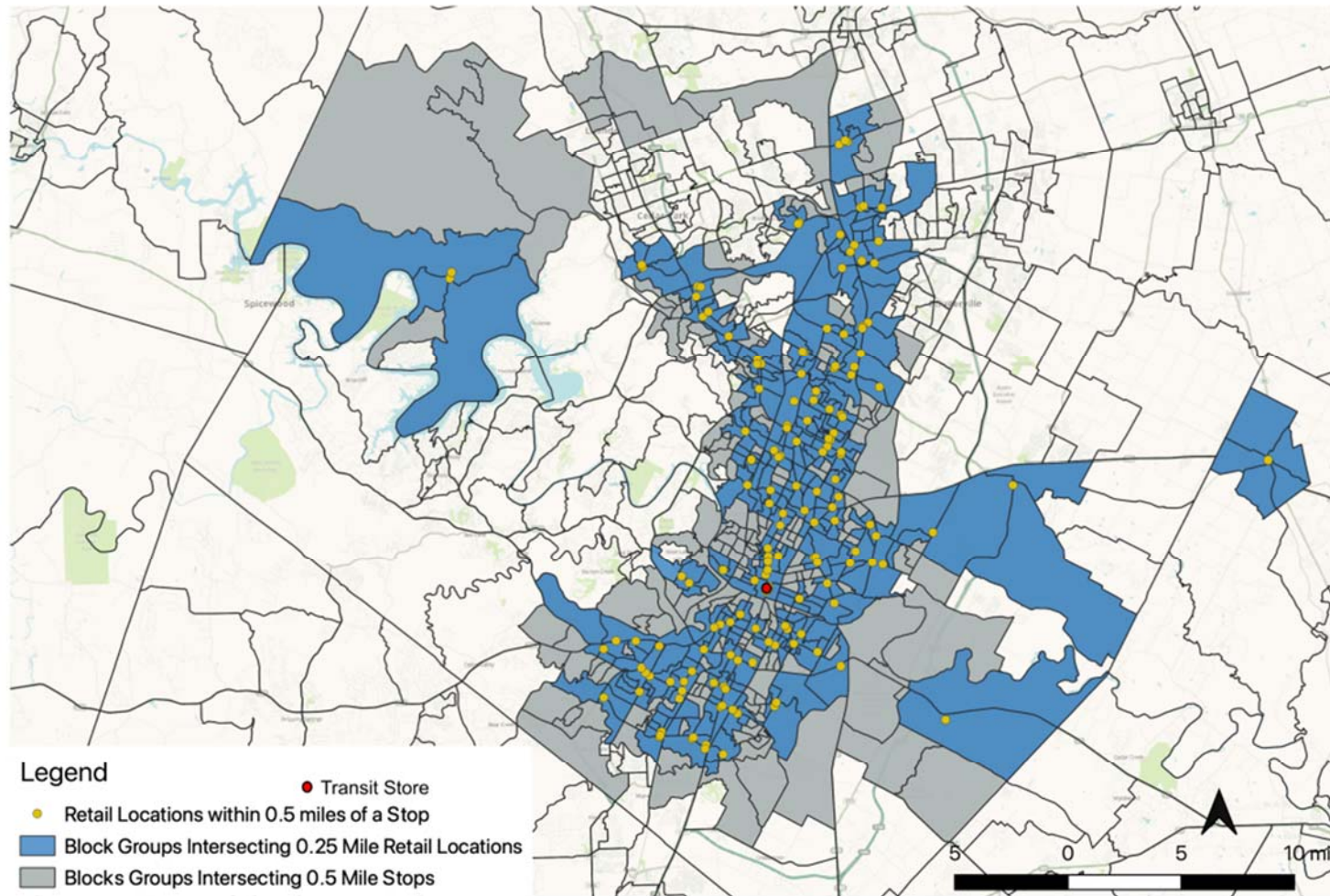


Figure 4: Retail Access Analysis - Minority Population Analysis by Block Groups

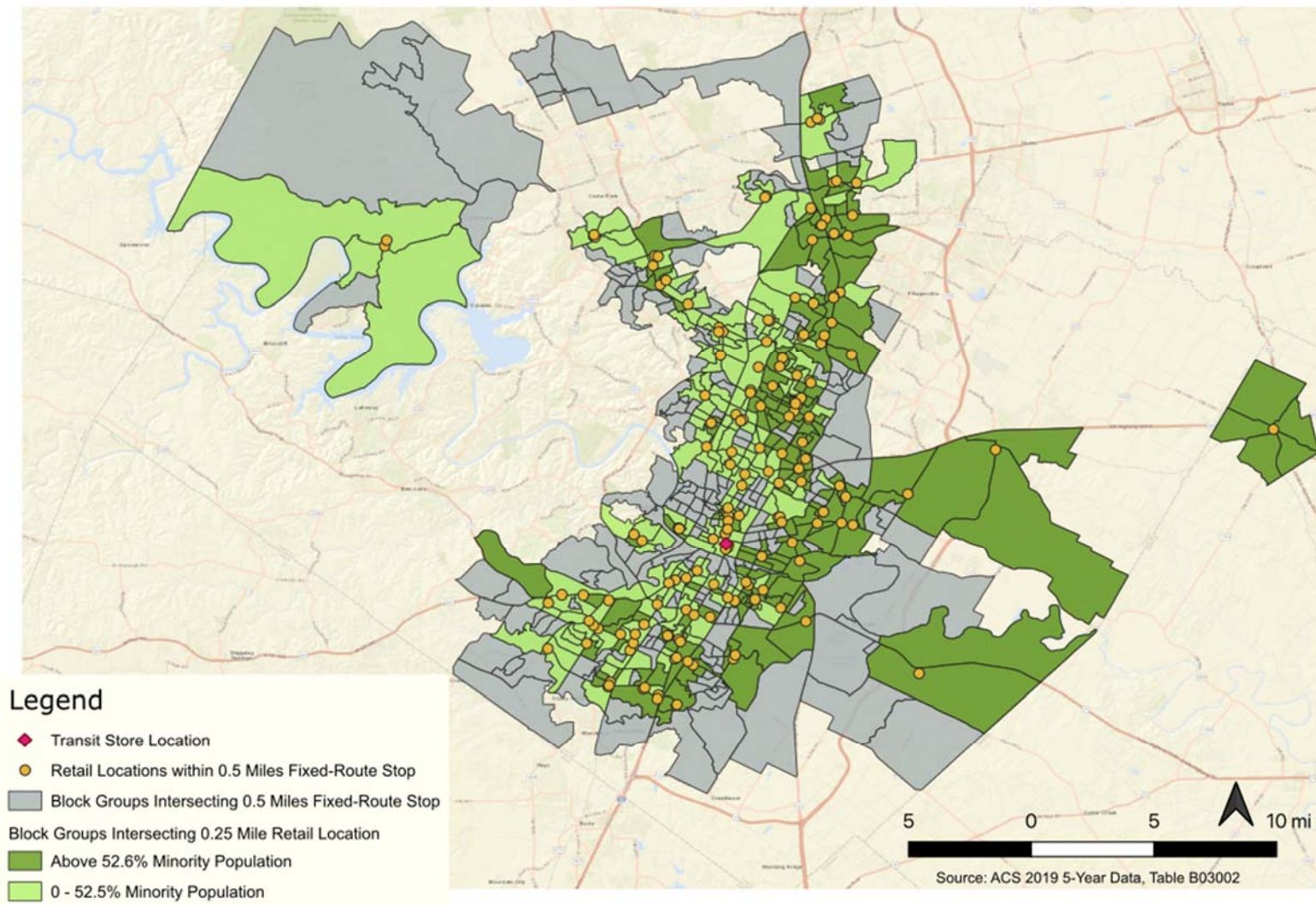
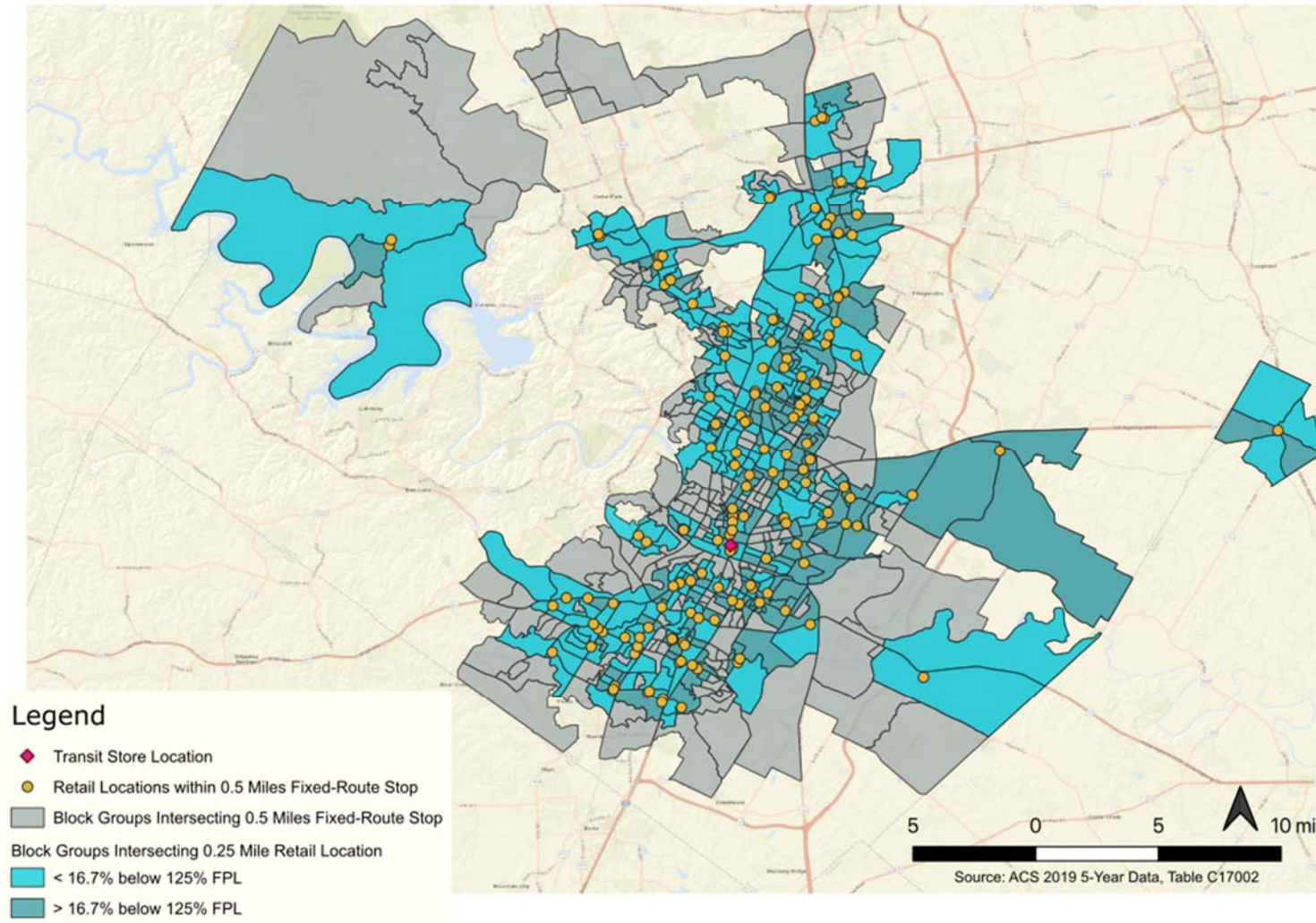


Figure 5: Retail Access Analysis - Low-Income Population Analysis by Block Groups




10 Cumulative Findings and Mitigations

A Fare Equity Analysis should not take the place of thoughtful planning at the earliest stages of project development. Considering the impacts that plans, programs or projects have on minority and low-income communities has been part of the early planning and development process for the Fare Structure Study and the new Amp customer payment system. The needs of CapMetro have been matched with the needs of the low-income and minority communities throughout the study process to develop a balanced fare structure and retail strategy with equitable pricing and access.

The Average Fare Analysis and Retail Access Analysis conducted as part of this Fare Equity Analysis did not find that the proposed fare changes 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 and new Amp customer payment system.

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Appendix A: CapMetro Title VI Policies

	<p>TITLE VI POLICIES: Major Service Change, Disparate Impact, Disproportionate Burden</p> <p>Mgr., Office of Diversity</p>	<p>Issued: 6/28/2021</p> <p>Approved by: Board of Directors</p>
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1. PURPOSE

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 (Capital Metro) must ensure that it provides its services without discrimination on the basis of race, color, or national origin.

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 service or fare changes that meet the agency’s definition of a “Major Service Change”. 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.

2. DEFINITIONS

The following terms and definitions are to address the FTA Title VI Circular 4702.1B (October 1, 2012) and relate to the policies below.

- Adverse Effects/Impacts** - 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 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. Capital Metro will consider the degree of adverse effects, and analyze those effects, when planning Major Service Changes and all fare changes.
- Disparate Impact** - A neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where Capital Metro’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.

- **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 Capital Metro to evaluate alternatives and mitigate burdens where practicable.
- **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 Capital Metro equipment needed to operate service.
- **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 Capital Metro.
- **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.
- **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.
- **Fixed-Route** - Refers to public transportation service provided in vehicles operated along pre-determined routes according to a fixed schedule.
- **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.
- **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.
- **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.
- **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.
- **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.

3. MAJOR SERVICE CHANGE POLICY AND USE

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. Capital Metro 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.

Capital Metro will conduct a Title VI Service Equity Analysis whenever there is a Major Service Change, as defined below.

A Major Service Change is defined as the following:

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 fixed-guideway project (e.g. BRT line or rail line) regardless of whether or not the amount of service being changed meets the requirements above.

A Major Service Change is not defined as the following:

- Temporary additions 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 Capital Metro (such as construction).

Capital Metro will conduct a Fare Equity Analysis under Title VI whenever a Fare Equity Analysis is required, as defined below.

A Fare Equity Analysis is required for the following:

- a. All fare changes, regardless of the percent 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 project, an equity analysis must be completed six months prior to the commencement of revenue service.

A Fare Equity Analysis is not required for the following exceptions:

- a. "Ozone Action Days" or other instances when Capital Metro 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

- c. 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 the transit provider must conduct a fare equity analysis.

Capital Metro will also conduct a Service Equity Analysis for changes which, when considered cumulatively over a three-year period, meet the Major Service Change threshold. For Major Service Changes, the Service Equity Analysis will assess the quantity and quality of service provided and populations affected.

Equity Analyses will be based on the most recent passenger survey data for fare analyses, and ridership or census block group data for service changes if ridership survey data is not appropriate for the analysis undertaken.

Each Title VI Equity Analysis will be presented to the Capital Metro Transit Authority Board of Directors for its consideration and the results will be included in the subsequent Capital Metro Title VI Program Update with a record of action taken by the Board.

4. DISPARATE IMPACT POLICY AND USE

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 service or fares to the proposed changes being contemplated, and calculate the absolute change as well as the percent change experienced by both minority and non-minority populations or riders.

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.
- 4.1.

DISPARATE IMPACT MITIGATIONS

Should a proposed Major Service Change and/or Fare Change result in a Disparate Impact, Capital Metro will consider modifying the proposed change to avoid, minimize or mitigate the Disparate Impact of the change. If Capital Metro finds potential Disparate Impacts and then modifies the proposed changes in order to avoid, minimize, or mitigate Disparate Impacts, Capital Metro will reanalyze the proposed changes in order to determine whether the modifications actually removed the potential Disparate Impacts of the changes.

After analyzing proposed mitigations, if a less discriminatory alternative does not exist, Capital Metro may implement the proposed change only if:

- Capital Metro has a substantial legitimate justification for the proposed change; and
- Capital Metro can show that there are no alternatives that would have a less disparate impact on minority riders but would still accomplish Capital Metro's legitimate program goals.

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Where disparate impacts are identified, Capital Metro will provide a meaningful opportunity for public comment on any proposed mitigation measures, including the less discriminatory alternatives that may be available.

5. DISPROPORTIONATE BURDEN POLICY AND USE

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-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.

Equity Analyses 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.

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 is greater than 2% when compared to low-income populations, then this change will be determined to have a Disparate Impact.

5.1.

DISPROPORTIONATE BURDEN MITIGATIONS

Should a proposed Major Service Change and/or Fare Change result in a Disproportionate Burden, Capital Metro will take steps to avoid, minimize or mitigate impacts when practicable. Capital Metro should also describe the alternatives available to low-income riders affected by service changes.

Appendix B: List of Census Block Groups Used in the Retail Access Analysis

Table B-1: List of Census Block Groups Used in the Retail Access Analysis

GEOID	Total Pop	Population Below 125% FPL (C17002)	Percent Below 125% FPL	Low-Income Status	Minority Pop (B03002)	Non-Minority Pop	Percent Minority	Percent Non-Minority	Minority Status	Access to Retail Location
480219502001	2126	308	14.5	non-low-income	1277	849	60.1	39.9	minority	Yes
480219502002	3182	719	22.6	low-income	1921	1261	60.4	39.6	minority	Yes
480219502003	2053	118	5.7	non-low-income	1903	150	92.7	7.3	minority	Yes
480219502004	801	516	64.4	low-income	740	61	92.4	7.6	minority	Yes
480219502005	1211	110	9.1	non-low-income	1035	176	85.5	14.5	minority	Yes
484530001011	812	36	4.4	non-low-income	128	684	15.8	84.2	non-minority	Yes
484530001012	1466	47	3.2	non-low-income	256	1210	17.5	82.5	non-minority	Yes
484530001021	1544	71	4.6	non-low-income	197	1347	12.8	87.2	non-minority	Yes
484530002031	2334	671	28.7	low-income	903	1431	38.7	61.3	non-minority	Yes
484530002041	1237	494	39.9	low-income	389	848	31.5	68.6	non-minority	Yes
484530002051	1477	43	2.9	non-low-income	283	1194	19.2	80.8	non-minority	Yes
484530002052	1905	189	9.9	non-low-income	880	1025	46.2	53.8	non-minority	Yes
484530002053	548	32	5.8	non-low-income	114	434	20.8	79.2	non-minority	Yes
484530002061	1331	98	7.4	non-low-income	175	1156	13.2	86.9	non-minority	Yes
484530002062	784	10	1.3	non-low-income	111	673	14.2	85.8	non-minority	Yes
484530002063	1260	262	20.8	low-income	437	823	34.7	65.3	non-minority	Yes
484530003021	1086	115	10.6	non-low-income	233	853	21.5	78.6	non-minority	Yes
484530003041	1174	247	21.0	low-income	312	862	26.6	73.4	non-minority	Yes
484530003052	948	285	30.1	low-income	200	748	21.1	78.9	non-minority	Yes
484530003053	1617	272	16.8	low-income	443	1174	27.4	72.6	non-minority	Yes
484530003061	6029	775	12.9	non-low-income	2325	3704	38.6	61.4	non-minority	Yes
484530003071	1820	172	9.5	non-low-income	483	1337	26.5	73.5	non-minority	Yes
484530004012	2516	965	38.4	low-income	1019	1497	40.5	59.5	non-minority	Yes
484530004021	1427	247	17.3	low-income	494	933	34.6	65.4	non-minority	Yes
484530004022	1350	483	35.8	low-income	898	452	66.5	33.5	minority	Yes
484530005001	891	408	45.8	low-income	293	598	32.9	67.1	non-minority	Yes
484530005003	963	220	22.8	low-income	119	844	12.4	87.6	non-minority	Yes
484530005004	1213	290	23.9	low-income	146	1067	12.0	88.0	non-minority	Yes
484530006011	1249	505	40.4	low-income	510	739	40.8	59.2	non-minority	Yes
484530006012	9083	61	0.7	non-low-income	4886	4197	53.8	46.2	minority	Yes
484530006031	1056	532	50.4	low-income	395	661	37.4	62.6	non-minority	Yes
484530006032	2478	1852	74.7	low-income	1365	1113	55.1	44.9	minority	Yes
484530006033	1791	1315	73.4	low-income	958	833	53.5	46.5	minority	Yes
484530006034	1217	908	74.6	low-income	445	772	36.6	63.4	non-minority	Yes
484530006035	1712	1215	71.0	low-income	651	1061	38.0	62.0	non-minority	Yes
484530006042	3272	1870	57.2	low-income	1865	1407	57.0	43.0	minority	Yes
484530006043	3002	1551	51.7	low-income	1507	1495	50.2	49.8	non-minority	Yes
484530007001	1388	516	37.2	low-income	657	731	47.3	52.7	non-minority	Yes
484530008011	1794	364	20.3	low-income	1137	657	63.4	36.6	minority	Yes
484530008022	1113	744	66.8	low-income	940	173	84.5	15.5	minority	Yes
484530008041	1138	301	26.4	low-income	749	389	65.8	34.2	minority	Yes
484530009011	797	89	11.2	non-low-income	433	364	54.3	45.7	minority	Yes
484530009012	1807	244	13.5	non-low-income	1075	732	59.5	40.5	minority	Yes
484530009021	1021	302	29.6	low-income	754	267	73.9	26.2	minority	Yes
484530009022	2014	265	13.2	non-low-income	1186	828	58.9	41.1	minority	Yes
484530009023	1004	448	44.6	low-income	679	325	67.6	32.4	minority	Yes
484530009024	1542	481	31.2	low-income	907	635	58.8	41.2	minority	Yes
484530010004	450	48	10.7	non-low-income	249	201	55.3	44.7	minority	Yes
484530010005	589	106	18.0	low-income	340	249	57.7	42.3	minority	Yes

GEOID	Total Pop	Population Below 125% FPL (C17002)	Percent Below 125% FPL	Low-Income Status	Minority Pop (B03002)	Non-Minority Pop	Percent Minority	Percent Non-Minority	Minority Status	Access to Retail Location
484530011001	4992	751	15.0	non-low-income	934	4058	18.7	81.3	non-minority	Yes
484530012002	3974	218	5.5	non-low-income	810	3164	20.4	79.6	non-minority	Yes
484530012003	809	57	7.0	non-low-income	191	618	23.6	76.4	non-minority	Yes
484530013032	2438	380	15.6	non-low-income	722	1716	29.6	70.4	non-minority	Yes
484530013041	1444	83	5.7	non-low-income	387	1057	26.8	73.2	non-minority	Yes
484530013042	1363	88	6.5	non-low-income	166	1197	12.2	87.8	non-minority	Yes
484530013043	933	24	2.6	non-low-income	248	685	26.6	73.4	non-minority	Yes
484530013044	853	60	7.0	non-low-income	275	578	32.2	67.8	non-minority	Yes
484530013052	1762	329	18.7	low-income	901	861	51.1	48.9	non-minority	Yes
484530013053	1288	197	15.3	non-low-income	273	1015	21.2	78.8	non-minority	Yes
484530013054	1272	134	10.5	non-low-income	220	1052	17.3	82.7	non-minority	Yes
484530013071	869	131	15.1	non-low-income	332	537	38.2	61.8	non-minority	Yes
484530013072	667	17	2.5	non-low-income	385	282	57.7	42.3	minority	Yes
484530013073	2190	573	26.2	low-income	1002	1188	45.8	54.3	non-minority	Yes
484530013083	1283	208	16.2	non-low-income	321	962	25.0	75.0	non-minority	Yes
484530014012	1302	137	10.5	non-low-income	357	945	27.4	72.6	non-minority	Yes
484530014023	928	128	13.8	non-low-income	253	675	27.3	72.7	non-minority	Yes
484530014031	875	128	14.6	non-low-income	388	487	44.3	55.7	non-minority	Yes
484530014032	928	224	24.1	low-income	331	597	35.7	64.3	non-minority	Yes
484530015011	1333	53	4.0	non-low-income	243	1090	18.2	81.8	non-minority	Yes
484530015012	1764	40	2.3	non-low-income	402	1362	22.8	77.2	non-minority	Yes
484530015013	1093	50	4.6	non-low-income	73	1020	6.7	93.3	non-minority	Yes
484530015014	1392	11	0.8	non-low-income	109	1283	7.8	92.2	non-minority	Yes
484530015031	1488	336	22.6	low-income	628	860	42.2	57.8	non-minority	Yes
484530015032	669	185	27.7	low-income	386	283	57.7	42.3	minority	Yes
484530015033	1331	218	16.4	non-low-income	452	879	34.0	66.0	non-minority	Yes
484530015034	902	113	12.5	non-low-income	347	555	38.5	61.5	non-minority	Yes
484530015041	2527	325	12.9	non-low-income	1203	1324	47.6	52.4	non-minority	Yes
484530015042	826	143	17.3	low-income	98	728	11.9	88.1	non-minority	Yes
484530015043	1522	39	2.6	non-low-income	330	1192	21.7	78.3	non-minority	Yes
484530015051	709	19	2.7	non-low-income	189	520	26.7	73.3	non-minority	Yes
484530015053	1502	63	4.2	non-low-income	245	1257	16.3	83.7	non-minority	Yes
484530015054	1055	48	4.5	non-low-income	106	949	10.1	90.0	non-minority	Yes
484530016021	1435	32	2.2	non-low-income	322	1113	22.4	77.6	non-minority	Yes
484530016022	771	47	6.1	non-low-income	107	664	13.9	86.1	non-minority	Yes
484530016023	1158	306	26.4	low-income	962	196	83.1	16.9	minority	Yes
484530016053	703	50	7.1	non-low-income	45	658	6.4	93.6	non-minority	Yes
484530017054	1693	70	4.1	non-low-income	99	1594	5.9	94.2	non-minority	Yes
484530017061	1062	54	5.1	non-low-income	239	823	22.5	77.5	non-minority	Yes
484530017062	1485	316	21.3	low-income	645	840	43.4	56.6	non-minority	Yes
484530017071	1580	91	5.8	non-low-income	335	1245	21.2	78.8	non-minority	Yes
484530017072	2615	225	8.6	non-low-income	821	1794	31.4	68.6	non-minority	Yes
484530017121	1479	109	7.4	non-low-income	362	1117	24.5	75.5	non-minority	Yes
484530017122	2249	592	26.3	low-income	1243	1006	55.3	44.7	minority	Yes
484530017123	829	192	23.2	low-income	272	557	32.8	67.2	non-minority	Yes
484530017131	1896	171	9.0	non-low-income	981	915	51.7	48.3	non-minority	Yes
484530017132	713	58	8.1	non-low-income	257	456	36.0	64.0	non-minority	Yes
484530017133	1881	139	7.4	non-low-income	625	1256	33.2	66.8	non-minority	Yes
484530017181	1949	568	29.1	low-income	1219	730	62.5	37.5	minority	Yes
484530017182	1650	154	9.3	non-low-income	273	1377	16.6	83.5	non-minority	Yes
484530017183	825	66	8.0	non-low-income	81	744	9.8	90.2	non-minority	Yes
484530017221	532	37	7.0	non-low-income	66	466	12.4	87.6	non-minority	Yes
484530017222	1460	136	9.3	non-low-income	512	948	35.1	64.9	non-minority	Yes
484530017223	1852	242	13.1	non-low-income	609	1243	32.9	67.1	non-minority	Yes
484530017281	1406	126	9.0	non-low-income	762	644	54.2	45.8	minority	Yes

GEOID	Total Pop	Population Below 125% FPL (C17002)	Percent Below 125% FPL	Low-Income Status	Minority Pop (B03002)	Non-Minority Pop	Percent Minority	Percent Non-Minority	Minority Status	Access to Retail Location
484530017282	1079	146	13.5	non-low-income	481	598	44.6	55.4	non-minority	Yes
484530017284	2904	306	10.5	non-low-income	1209	1695	41.6	58.4	non-minority	Yes
484530017291	1473	52	3.5	non-low-income	413	1060	28.0	72.0	non-minority	Yes
484530017292	939	194	20.7	low-income	356	583	37.9	62.1	non-minority	Yes
484530017293	2663	300	11.3	non-low-income	1507	1156	56.6	43.4	minority	Yes
484530017371	1463	145	9.9	non-low-income	573	890	39.2	60.8	non-minority	Yes
484530017372	5743	70	1.2	non-low-income	1890	3853	32.9	67.1	non-minority	Yes
484530017381	776	0	0.0	non-low-income	120	656	15.5	84.5	non-minority	Yes
484530017382	1069	50	4.7	non-low-income	371	698	34.7	65.3	non-minority	Yes
484530017401	2514	197	7.8	non-low-income	1013	1501	40.3	59.7	non-minority	Yes
484530017402	2503	85	3.4	non-low-income	839	1664	33.5	66.5	non-minority	Yes
484530017451	1083	69	6.4	non-low-income	114	969	10.5	89.5	non-minority	Yes
484530017452	1180	165	14.0	non-low-income	327	853	27.7	72.3	non-minority	Yes
484530017471	3429	886	25.8	low-income	2459	970	71.7	28.3	minority	Yes
484530017472	943	30	3.2	non-low-income	644	299	68.3	31.7	minority	Yes
484530017473	1718	456	26.5	low-income	559	1159	32.5	67.5	non-minority	Yes
484530017482	3904	336	8.6	non-low-income	1927	1977	49.4	50.6	non-minority	Yes
484530017491	1169	101	8.6	non-low-income	384	785	32.9	67.2	non-minority	Yes
484530017493	2837	655	23.1	low-income	2357	480	83.1	16.9	minority	Yes
484530017494	1891	145	7.7	non-low-income	833	1058	44.1	56.0	non-minority	Yes
484530017501	1252	90	7.2	non-low-income	576	676	46.0	54.0	non-minority	Yes
484530017502	1663	245	14.7	non-low-income	1051	612	63.2	36.8	minority	Yes
484530017503	1934	130	6.7	non-low-income	1041	893	53.8	46.2	minority	Yes
484530017511	647	42	6.5	non-low-income	61	586	9.4	90.6	non-minority	Yes
484530017512	1556	52	3.3	non-low-income	202	1354	13.0	87.0	non-minority	Yes
484530017521	1450	648	44.7	low-income	943	507	65.0	35.0	minority	Yes
484530017523	1155	203	17.6	low-income	606	549	52.5	47.5	non-minority	Yes
484530017531	1255	72	5.7	non-low-income	643	612	51.2	48.8	non-minority	Yes
484530017541	2152	139	6.5	non-low-income	889	1263	41.3	58.7	non-minority	Yes
484530017542	1354	94	6.9	non-low-income	285	1069	21.1	79.0	non-minority	Yes
484530017543	1523	32	2.1	non-low-income	278	1245	18.3	81.8	non-minority	Yes
484530017561	2609	32	1.2	non-low-income	787	1822	30.2	69.8	non-minority	Yes
484530017562	1973	85	4.3	non-low-income	642	1331	32.5	67.5	non-minority	Yes
484530017662	1716	48	2.8	non-low-income	281	1435	16.4	83.6	non-minority	Yes
484530017761	1791	214	11.9	non-low-income	705	1086	39.4	60.6	non-minority	Yes
484530017762	1345	84	6.2	non-low-income	585	760	43.5	56.5	non-minority	Yes
484530017771	4140	257	6.2	non-low-income	2147	1993	51.9	48.1	non-minority	Yes
484530017772	1682	141	8.4	non-low-income	287	1395	17.1	82.9	non-minority	Yes
484530017791	2412	409	17.0	low-income	1031	1381	42.7	57.3	non-minority	Yes
484530017801	3180	205	6.4	non-low-income	545	2635	17.1	82.9	non-minority	Yes
484530018041	2213	1272	57.5	low-income	1509	704	68.2	31.8	minority	Yes
484530018042	1913	120	6.3	non-low-income	1032	881	54.0	46.1	minority	Yes
484530018051	1647	648	39.3	low-income	1292	355	78.5	21.6	minority	Yes
484530018052	2985	1047	35.1	low-income	2206	779	73.9	26.1	minority	Yes
484530018061	1386	209	15.1	non-low-income	1310	76	94.5	5.5	minority	Yes
484530018062	2329	452	19.4	low-income	1940	389	83.3	16.7	minority	Yes
484530018064	1154	628	54.4	low-income	954	200	82.7	17.3	minority	Yes
484530018111	1842	755	41.0	low-income	1535	307	83.3	16.7	minority	Yes
484530018121	1760	397	22.6	low-income	1176	584	66.8	33.2	minority	Yes
484530018122	3445	1618	47.0	low-income	2869	576	83.3	16.7	minority	Yes
484530018123	2684	665	24.8	low-income	2292	392	85.4	14.6	minority	Yes
484530018131	4048	1492	36.9	low-income	3493	555	86.3	13.7	minority	Yes
484530018132	3418	1374	40.2	low-income	2953	465	86.4	13.6	minority	Yes
484530018171	1154	396	34.3	low-income	569	585	49.3	50.7	non-minority	Yes
484530018172	1238	183	14.8	non-low-income	382	856	30.9	69.1	non-minority	Yes

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484530018173	1713	22	1.3	non-low-income	208	1505	12.1	87.9	non-minority	Yes
484530018181	2060	970	47.1	low-income	1655	405	80.3	19.7	minority	Yes
484530018182	3077	1852	60.2	low-income	2199	878	71.5	28.5	minority	Yes
484530018183	1577	341	21.6	low-income	688	889	43.6	56.4	non-minority	Yes
484530018191	3327	1247	37.5	low-income	2460	867	73.9	26.1	minority	Yes
484530018192	945	497	52.6	low-income	821	124	86.9	13.1	minority	Yes
484530018201	2164	771	35.6	low-income	1876	288	86.7	13.3	minority	Yes
484530018202	2486	1341	53.9	low-income	2089	397	84.0	16.0	minority	Yes
484530018203	3063	849	27.7	low-income	2533	530	82.7	17.3	minority	Yes
484530018211	1870	417	22.3	low-income	1171	699	62.6	37.4	minority	Yes
484530018212	1114	149	13.4	non-low-income	447	667	40.1	59.9	non-minority	Yes
484530018213	2610	254	9.7	non-low-income	2218	392	85.0	15.0	minority	Yes
484530018221	2553	624	24.4	low-income	2183	370	85.5	14.5	minority	Yes
484530018222	1466	23	1.6	non-low-income	596	870	40.7	59.4	non-minority	Yes
484530018223	1282	586	45.7	low-income	1231	51	96.0	4.0	minority	Yes
484530018224	1499	1029	68.6	low-income	1318	181	87.9	12.1	minority	Yes
484530018231	4287	1566	36.5	low-income	3841	446	89.6	10.4	minority	Yes
484530018232	1319	164	12.4	non-low-income	1182	137	89.6	10.4	minority	Yes
484530018233	1648	719	43.6	low-income	1533	115	93.0	7.0	minority	Yes
484530018241	728	152	20.9	low-income	364	364	50.0	50.0	non-minority	Yes
484530018261	974	235	24.1	low-income	613	361	62.9	37.1	minority	Yes
484530018262	1814	142	7.8	non-low-income	756	1058	41.7	58.3	non-minority	Yes
484530018281	1904	47	2.5	non-low-income	521	1383	27.4	72.6	non-minority	Yes
484530018291	1042	69	6.6	non-low-income	265	777	25.4	74.6	non-minority	Yes
484530018292	1417	79	5.6	non-low-income	386	1031	27.2	72.8	non-minority	Yes
484530018331	4588	530	11.6	non-low-income	4418	170	96.3	3.7	minority	Yes
484530018333	1637	139	8.5	non-low-income	730	907	44.6	55.4	non-minority	Yes
484530018391	4955	332	6.7	non-low-income	3564	1391	71.9	28.1	minority	Yes
484530018392	5217	432	8.3	non-low-income	4390	827	84.2	15.9	minority	Yes
484530018401	7229	1652	22.9	low-income	5683	1546	78.6	21.4	minority	Yes
484530018403	2508	430	17.1	low-income	1158	1350	46.2	53.8	non-minority	Yes
484530018431	1148	109	9.5	non-low-income	577	571	50.3	49.7	non-minority	Yes
484530018432	1376	28	2.0	non-low-income	795	581	57.8	42.2	minority	Yes
484530018441	1691	427	25.3	low-income	912	779	53.9	46.1	minority	Yes
484530018442	1845	190	10.3	non-low-income	1177	668	63.8	36.2	minority	Yes
484530018443	621	137	22.1	low-income	270	351	43.5	56.5	non-minority	Yes
484530018451	2121	161	7.6	non-low-income	824	1297	38.9	61.2	non-minority	Yes
484530018452	1077	75	7.0	non-low-income	360	717	33.4	66.6	non-minority	Yes
484530018461	1014	50	4.9	non-low-income	204	810	20.1	79.9	non-minority	Yes
484530018462	1512	33	2.2	non-low-income	427	1085	28.2	71.8	non-minority	Yes
484530018472	5693	432	7.6	non-low-income	3264	2429	57.3	42.7	minority	Yes
484530018482	1183	27	2.3	non-low-income	780	403	65.9	34.1	minority	Yes
484530018483	3042	267	8.8	non-low-income	1954	1088	64.2	35.8	minority	Yes
484530018491	3934	359	9.1	non-low-income	1767	2167	44.9	55.1	non-minority	Yes
484530018492	1269	89	7.0	non-low-income	335	934	26.4	73.6	non-minority	Yes
484530018493	1194	407	34.1	low-income	667	527	55.9	44.1	minority	Yes
484530018494	1958	344	17.6	low-income	1263	695	64.5	35.5	minority	Yes
484530018501	878	206	23.5	low-income	427	451	48.6	51.4	non-minority	Yes
484530018503	2017	188	9.3	non-low-income	661	1356	32.8	67.2	non-minority	Yes
484530018513	2686	219	8.2	non-low-income	2045	641	76.1	23.9	minority	Yes
484530018514	2002	446	22.3	low-income	1438	564	71.8	28.2	minority	Yes
484530018532	1509	125	8.3	non-low-income	849	660	56.3	43.7	minority	Yes
484530018571	3263	440	13.5	non-low-income	1727	1536	52.9	47.1	minority	Yes
484530018572	2994	176	5.9	non-low-income	1685	1309	56.3	43.7	minority	Yes
484530018631	2255	828	36.7	low-income	1778	477	78.9	21.2	minority	Yes

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484530018632	1299	285	21.9	low-income	853	446	65.7	34.3	minority	Yes
484530018641	1239	116	9.4	non-low-income	435	804	35.1	64.9	non-minority	Yes
484530018642	1404	239	17.0	low-income	724	680	51.6	48.4	non-minority	Yes
484530019012	2379	468	19.7	low-income	1012	1367	42.5	57.5	non-minority	Yes
484530019013	1850	94	5.1	non-low-income	625	1225	33.8	66.2	non-minority	Yes
484530019082	6060	929	15.3	non-low-income	3358	2702	55.4	44.6	minority	Yes
484530019104	1113	73	6.6	non-low-income	149	964	13.4	86.6	non-minority	Yes
484530019151	2138	233	10.9	non-low-income	712	1426	33.3	66.7	non-minority	Yes
484530019182	707	19	2.7	non-low-income	122	585	17.3	82.7	non-minority	Yes
484530019191	1508	12	0.8	non-low-income	173	1335	11.5	88.5	non-minority	Yes
484530019192	1683	13	0.8	non-low-income	326	1357	19.4	80.6	non-minority	Yes
484530019193	754	0	0.0	non-low-income	477	277	63.3	36.7	minority	Yes
484530020021	2005	127	6.3	non-low-income	866	1139	43.2	56.8	non-minority	Yes
484530020031	1734	265	15.3	non-low-income	762	972	43.9	56.1	non-minority	Yes
484530020032	2441	707	29.0	low-income	1617	824	66.2	33.8	minority	Yes
484530020041	2346	411	17.5	low-income	1059	1287	45.1	54.9	non-minority	Yes
484530020042	386	48	12.4	non-low-income	120	266	31.1	68.9	non-minority	Yes
484530020051	2203	309	14.0	non-low-income	702	1501	31.9	68.1	non-minority	Yes
484530021041	2092	752	35.9	low-income	1241	851	59.3	40.7	minority	Yes
484530021042	1212	83	6.8	non-low-income	294	918	24.3	75.7	non-minority	Yes
484530021051	1740	241	13.9	non-low-income	1140	600	65.5	34.5	minority	Yes
484530021052	2831	1313	46.4	low-income	2349	482	83.0	17.0	minority	Yes
484530021053	519	115	22.2	low-income	144	375	27.8	72.3	non-minority	Yes
484530021061	1089	137	12.6	non-low-income	837	252	76.9	23.1	minority	Yes
484530021063	933	67	7.2	non-low-income	379	554	40.6	59.4	non-minority	Yes
484530021071	1141	76	6.7	non-low-income	764	377	67.0	33.0	minority	Yes
484530021072	1220	145	11.9	non-low-income	785	435	64.3	35.7	minority	Yes
484530021074	1524	424	27.8	low-income	1129	395	74.1	25.9	minority	Yes
484530021081	2770	661	23.9	low-income	2331	439	84.2	15.9	minority	Yes
484530021082	1312	222	16.9	low-income	1103	209	84.1	15.9	minority	Yes
484530021091	1127	301	26.7	low-income	628	499	55.7	44.3	minority	Yes
484530021092	1498	251	16.8	low-income	827	671	55.2	44.8	minority	Yes
484530021093	1618	371	22.9	low-income	1244	374	76.9	23.1	minority	Yes
484530021101	3055	985	32.2	low-income	2350	705	76.9	23.1	minority	Yes
484530021111	2253	1270	56.4	low-income	1815	438	80.6	19.4	minority	Yes
484530021112	1215	260	21.4	low-income	945	270	77.8	22.2	minority	Yes
484530021113	2174	441	20.3	low-income	1386	788	63.8	36.3	minority	Yes
484530021121	1104	564	51.1	low-income	719	385	65.1	34.9	minority	Yes
484530021131	1964	408	20.8	low-income	1265	699	64.4	35.6	minority	Yes
484530021132	705	0	0.0	non-low-income	242	463	34.3	65.7	non-minority	Yes
484530022012	994	339	34.1	low-income	897	97	90.2	9.8	minority	Yes
484530022021	2301	332	14.4	non-low-income	2079	222	90.4	9.7	minority	Yes
484530022023	6111	2927	47.9	low-income	5918	193	96.8	3.2	minority	Yes
484530022081	1374	313	22.8	low-income	940	434	68.4	31.6	minority	Yes
484530022082	1694	402	23.7	low-income	1694	0	100.0	0.0	minority	Yes
484530022091	5061	1122	22.2	low-income	4355	706	86.1	14.0	minority	Yes
484530022101	2263	418	18.5	low-income	1689	574	74.6	25.4	minority	Yes
484530022121	1452	318	21.9	low-income	1278	174	88.0	12.0	minority	Yes
484530023041	874	56	6.4	non-low-income	430	444	49.2	50.8	non-minority	Yes
484530023042	2384	171	7.2	non-low-income	806	1578	33.8	66.2	non-minority	Yes
484530023043	942	335	35.6	low-income	693	249	73.6	26.4	minority	Yes
484530023074	1093	194	17.7	low-income	567	526	51.9	48.1	non-minority	Yes
484530023081	1251	315	25.2	low-income	675	576	54.0	46.0	minority	Yes
484530023082	1061	224	21.1	low-income	389	672	36.7	63.3	non-minority	Yes
484530023084	2257	589	26.1	low-income	1581	676	70.1	30.0	minority	Yes

GEOID	Total Pop	Population Below 125% FPL (C17002)	Percent Below 125% FPL	Low-Income Status	Minority Pop (B03002)	Non-Minority Pop	Percent Minority	Percent Non-Minority	Minority Status	Access to Retail Location
484530023121	1083	411	38.0	low-income	870	213	80.3	19.7	minority	Yes
484530023123	4172	1485	35.6	low-income	2815	1357	67.5	32.5	minority	Yes
484530023132	2329	1060	45.5	low-income	1794	535	77.0	23.0	minority	Yes
484530023141	538	272	50.6	low-income	438	100	81.4	18.6	minority	Yes
484530023142	1917	505	26.3	low-income	983	934	51.3	48.7	non-minority	Yes
484530023143	765	52	6.8	non-low-income	355	410	46.4	53.6	non-minority	Yes
484530023144	2172	774	35.6	low-income	1801	371	82.9	17.1	minority	Yes
484530023151	1504	541	36.0	low-income	1126	378	74.9	25.1	minority	Yes
484530023152	1450	295	20.3	low-income	957	493	66.0	34.0	minority	Yes
484530023161	1444	157	10.9	non-low-income	1020	424	70.6	29.4	minority	Yes
484530023162	1853	632	34.1	low-income	1188	665	64.1	35.9	minority	Yes
484530023163	1290	212	16.4	non-low-income	954	336	74.0	26.1	minority	Yes
484530023171	5233	2741	52.4	low-income	3801	1432	72.6	27.4	minority	Yes
484530023172	1348	844	62.6	low-income	1184	164	87.8	12.2	minority	Yes
484530023181	4848	1183	24.4	low-income	3800	1048	78.4	21.6	minority	Yes
484530023182	2367	668	28.2	low-income	2116	251	89.4	10.6	minority	Yes
484530024021	1160	171	14.7	non-low-income	287	873	24.7	75.3	non-minority	Yes
484530024022	2381	532	22.3	low-income	1590	791	66.8	33.2	minority	Yes
484530024023	1002	446	44.5	low-income	453	549	45.2	54.8	non-minority	Yes
484530024024	3971	593	14.9	non-low-income	2194	1777	55.3	44.8	minority	Yes
484530024031	1210	195	16.1	non-low-income	506	704	41.8	58.2	non-minority	Yes
484530024032	1533	339	22.1	low-income	734	799	47.9	52.1	non-minority	Yes
484530024101	2461	447	18.2	low-income	1375	1086	55.9	44.1	minority	Yes
484530024131	1079	479	44.4	low-income	1065	14	98.7	1.3	minority	Yes
484530024132	2585	1232	47.7	low-income	2063	522	79.8	20.2	minority	Yes
484530024133	1381	233	16.9	low-income	1289	92	93.3	6.7	minority	Yes
484530024191	2668	768	28.8	low-income	2293	375	85.9	14.1	minority	Yes
484530024192	2277	608	26.7	low-income	2039	238	89.6	10.5	minority	Yes
484530024211	6780	1532	22.6	low-income	4056	2724	59.8	40.2	minority	Yes
484530024213	1529	117	7.7	non-low-income	772	757	50.5	49.5	non-minority	Yes
484530024221	2239	168	7.5	non-low-income	750	1489	33.5	66.5	non-minority	Yes
484530024222	1185	68	5.7	non-low-income	848	337	71.6	28.4	minority	Yes
484530024223	2646	51	1.9	non-low-income	1745	901	66.0	34.1	minority	Yes
484530024232	2310	259	11.2	non-low-income	873	1437	37.8	62.2	non-minority	Yes
484530024233	2139	145	6.8	non-low-income	1281	858	59.9	40.1	minority	Yes
484530024241	1023	131	12.8	non-low-income	421	602	41.2	58.9	non-minority	Yes
484530024251	1924	308	16.0	non-low-income	1239	685	64.4	35.6	minority	Yes
484530024252	2418	109	4.5	non-low-income	1611	807	66.6	33.4	minority	Yes
484530024273	2906	830	28.6	low-income	2624	282	90.3	9.7	minority	Yes
484530024274	2042	796	39.0	low-income	1858	184	91.0	9.0	minority	Yes
484530024291	1645	672	40.9	low-income	1108	537	67.4	32.6	minority	Yes
484530024311	2744	760	27.7	low-income	2489	255	90.7	9.3	minority	Yes
484530024312	2915	400	13.7	non-low-income	2286	629	78.4	21.6	minority	Yes
484530024313	4240	470	11.1	non-low-income	3362	878	79.3	20.7	minority	Yes
484530024331	2232	212	9.5	non-low-income	1750	482	78.4	21.6	minority	Yes
484530024332	7226	853	11.8	non-low-income	6404	822	88.6	11.4	minority	Yes
484530025002	1380	37	2.7	non-low-income	437	943	31.7	68.3	non-minority	Yes
484530025004	1728	412	23.8	low-income	689	1039	39.9	60.1	non-minority	Yes
484910203111	5128	509	9.9	non-low-income	2792	2336	54.5	45.6	minority	Yes
484910203161	2109	38	1.8	non-low-income	1006	1103	47.7	52.3	non-minority	Yes
484910203162	3538	324	9.2	non-low-income	1192	2346	33.7	66.3	non-minority	Yes
484910203182	3963	440	11.1	non-low-income	1311	2652	33.1	66.9	non-minority	Yes
484910203223	3057	293	9.6	non-low-income	937	2120	30.7	69.4	non-minority	Yes
484910203262	3034	87	2.9	non-low-income	799	2235	26.3	73.7	non-minority	Yes
484910204032	1101	301	27.3	low-income	526	575	47.8	52.2	non-minority	Yes

GEOID	Total Pop	Population Below 125% FPL (C17002)	Percent Below 125% FPL	Low-Income Status	Minority Pop (B03002)	Non-Minority Pop	Percent Minority	Percent Non-Minority	Minority Status	Access to Retail Location
484910204051	948	180	19.0	low-income	732	216	77.2	22.8	minority	Yes
484910204054	2059	167	8.1	non-low-income	1239	820	60.2	39.8	minority	Yes
484910204061	2928	556	19.0	low-income	1119	1809	38.2	61.8	non-minority	Yes
484910204062	3726	430	11.5	non-low-income	1442	2284	38.7	61.3	non-minority	Yes
484910204081	2277	116	5.1	non-low-income	623	1654	27.4	72.6	non-minority	Yes
484910204082	1398	81	5.8	non-low-income	757	641	54.2	45.9	minority	Yes
484910204083	801	49	6.1	non-low-income	203	598	25.3	74.7	non-minority	Yes
484910204102	1953	145	7.4	non-low-income	742	1211	38.0	62.0	non-minority	Yes
484910205031	2725	134	4.9	non-low-income	1126	1599	41.3	58.7	non-minority	Yes
484910205033	1912	38	2.0	non-low-income	813	1099	42.5	57.5	non-minority	Yes
484910205041	2582	338	13.1	non-low-income	1875	707	72.6	27.4	minority	Yes
484910205042	1649	198	12.0	non-low-income	1099	550	66.7	33.4	minority	Yes
484910205043	4495	454	10.1	non-low-income	2717	1778	60.4	39.6	minority	Yes
484910205044	2027	111	5.5	non-low-income	1245	782	61.4	38.6	minority	Yes
484910205052	880	7	0.8	non-low-income	198	682	22.5	77.5	non-minority	Yes
484910205061	2986	201	6.7	non-low-income	1062	1924	35.6	64.4	non-minority	Yes
484910207011	1217	165	13.6	non-low-income	922	295	75.8	24.2	minority	Yes
484910207012	1318	437	33.2	low-income	819	499	62.1	37.9	minority	Yes
484910207031	2491	248	10.0	non-low-income	1637	854	65.7	34.3	minority	Yes
484910207032	2997	582	19.4	low-income	1723	1274	57.5	42.5	minority	Yes
484910207033	2389	890	37.3	low-income	1359	1030	56.9	43.1	minority	Yes
484910207041	2638	252	9.6	non-low-income	1293	1345	49.0	51.0	non-minority	Yes
484910207042	1906	338	17.7	low-income	1116	790	58.6	41.5	minority	Yes
484910207043	1746	505	28.9	low-income	1073	673	61.5	38.6	minority	Yes
484910207072	2421	253	10.5	non-low-income	1688	733	69.7	30.3	minority	Yes
484910215031	2456	536	21.8	low-income	1424	1032	58.0	42.0	minority	Yes
484910215032	2468	159	6.4	non-low-income	1142	1326	46.3	53.7	non-minority	Yes
484910215041	1991	136	6.8	non-low-income	632	1359	31.7	68.3	non-minority	Yes
484910215043	3478	676	19.4	low-income	1906	1572	54.8	45.2	minority	Yes
484910215052	3001	414	13.8	non-low-income	1899	1102	63.3	36.7	minority	Yes
484910215071	5970	561	9.4	non-low-income	2749	3221	46.1	54.0	non-minority	Yes
484910215082	2516	194	7.7	non-low-income	1197	1319	47.6	52.4	non-minority	Yes
484910215083	2529	198	7.8	non-low-income	1254	1275	49.6	50.4	non-minority	Yes
484910205081	4036	214	5.3	non-low-income	2529	1507	62.7	37.3	minority	No
484910204052	1568	173	11.0	non-low-income	546	1022	34.8	65.2	non-minority	No
484910204053	1810	447	24.7	low-income	862	948	47.6	52.4	non-minority	No
484530019011	1961	118	6.0	non-low-income	308	1653	15.7	84.3	non-minority	No
484530024271	1009	309	30.6	low-income	736	273	72.9	27.1	minority	No
484530024302	35	0	0.0	non-low-income	28	7	80.0	20.0	minority	No
484530024301	0	0	0.0	-	0	0	0.0	-	-	No
484530024092	1276	200	15.7	non-low-income	771	505	60.4	39.6	minority	No
484530003042	1953	353	18.1	low-income	400	1553	20.5	79.5	non-minority	No
484530003051	1528	239	15.6	non-low-income	241	1287	15.8	84.2	non-minority	No
484530003025	1071	244	22.8	low-income	232	839	21.7	78.3	non-minority	No
484530015052	1515	151	10.0	non-low-income	299	1216	19.7	80.3	non-minority	No
484530018322	874	61	7.0	non-low-income	196	678	22.4	77.6	non-minority	No
484530018353	3052	665	21.8	low-income	2273	779	74.5	25.5	minority	No
484530017821	1417	53	3.7	non-low-income	803	614	56.7	43.3	minority	No
484530017751	7784	568	7.3	non-low-income	2741	5043	35.2	64.8	non-minority	No
484530017701	7884	178	2.3	non-low-income	2257	5627	28.6	71.4	non-minority	No
484530017703	2548	140	5.5	non-low-income	949	1599	37.2	62.8	non-minority	No
484530024231	1558	161	10.3	non-low-income	686	872	44.0	56.0	non-minority	No
484530018063	2305	321	13.9	non-low-income	1861	444	80.7	19.3	minority	No
484530018342	8501	923	10.9	non-low-income	5051	3450	59.4	40.6	minority	No
484530018352	1353	329	24.3	low-income	916	437	67.7	32.3	minority	No

GEOID	Total Pop	Population Below 125% FPL (C17002)	Percent Below 125% FPL	Low-Income Status	Minority Pop (B03002)	Non-Minority Pop	Percent Minority	Percent Non-Minority	Minority Status	Access to Retail Location
484530018321	2137	331	15.5	non-low-income	1315	822	61.5	38.5	minority	No
484530005002	1364	459	33.7	low-income	350	1014	25.7	74.3	non-minority	No
484530021122	2489	1217	48.9	low-income	1853	636	74.5	25.6	minority	No
484530017863	1937	127	6.6	non-low-income	1377	560	71.1	28.9	minority	No
484530017663	8229	278	3.4	non-low-income	2535	5694	30.8	69.2	non-minority	No
484530019111	1615	142	8.8	non-low-income	523	1092	32.4	67.6	non-minority	No
484530024282	6536	401	6.1	non-low-income	3982	2554	60.9	39.1	minority	No
484530017063	1347	10	0.7	non-low-income	227	1120	16.9	83.2	non-minority	No
484530017073	1091	14	1.3	non-low-income	240	851	22.0	78.0	non-minority	No
484530018112	1417	257	18.1	low-income	969	448	68.4	31.6	minority	No
484530021133	1034	115	11.1	non-low-income	397	637	38.4	61.6	non-minority	No
484530022084	2095	356	17.0	low-income	1503	592	71.7	28.3	minority	No
484530022111	3069	540	17.6	low-income	2586	483	84.3	15.7	minority	No
484530016032	1003	9	0.9	non-low-income	148	855	14.8	85.2	non-minority	No
484530016033	537	49	9.1	non-low-income	0	537	0.0	100.0	non-minority	No
484530016034	977	6	0.6	non-low-income	180	797	18.4	81.6	non-minority	No
484530017373	3581	185	5.2	non-low-income	572	3009	16.0	84.0	non-minority	No
484530016043	954	0	0.0	non-low-income	9	945	0.9	99.1	non-minority	No
484530016044	1038	31	3.0	non-low-income	71	967	6.8	93.2	non-minority	No
484530016051	1694	56	3.3	non-low-income	159	1535	9.4	90.6	non-minority	No
484530016052	730	62	8.5	non-low-income	147	583	20.1	79.9	non-minority	No
484530016054	841	76	9.0	non-low-income	59	782	7.0	93.0	non-minority	No
484530017053	840	19	2.3	non-low-income	58	782	6.9	93.1	non-minority	No
484530017811	1357	4	0.3	non-low-income	352	1005	25.9	74.1	non-minority	No
484530017184	1821	41	2.3	non-low-income	127	1694	7.0	93.0	non-minority	No
484530017191	1655	136	8.2	non-low-income	361	1294	21.8	78.2	non-minority	No
484530016041	1337	21	1.6	non-low-income	192	1145	14.4	85.6	non-minority	No
484530016042	678	13	1.9	non-low-income	17	661	2.5	97.5	non-minority	No
484530017572	1561	35	2.2	non-low-income	467	1094	29.9	70.1	non-minority	No
484530017283	1047	56	5.3	non-low-income	373	674	35.6	64.4	non-minority	No
484530001022	1036	23	2.2	non-low-income	35	1001	3.4	96.6	non-minority	No
484530016031	1014	0	0.0	non-low-income	59	955	5.8	94.2	non-minority	No
484530019142	1149	0	0.0	non-low-income	75	1074	6.5	93.5	non-minority	No
484530019143	2450	217	8.9	non-low-income	650	1800	26.5	73.5	non-minority	No
484530024112	2492	1171	47.0	low-income	2347	145	94.2	5.8	minority	No
484530022022	1335	623	46.7	low-income	1294	41	96.9	3.1	minority	No
484530017461	3131	281	9.0	non-low-income	1200	1931	38.3	61.7	non-minority	No
484530017383	1284	32	2.5	non-low-income	400	884	31.2	68.9	non-minority	No
484530017384	2936	266	9.1	non-low-income	893	2043	30.4	69.6	non-minority	No
484530017285	1041	0	0.0	non-low-income	204	837	19.6	80.4	non-minority	No
484530017332	1322	32	2.4	non-low-income	560	762	42.4	57.6	non-minority	No
484530017385	781	0	0.0	non-low-income	183	598	23.4	76.6	non-minority	No
484530017812	1259	75	6.0	non-low-income	409	850	32.5	67.5	non-minority	No
484530013081	510	14	2.7	non-low-income	116	394	22.8	77.3	non-minority	No
484530010002	684	120	17.5	low-income	247	437	36.1	63.9	non-minority	No
484530021123	1833	480	26.2	low-income	1134	699	61.9	38.1	minority	No
484530018502	887	85	9.6	non-low-income	443	444	49.9	50.1	non-minority	No
484910204041	1666	284	17.0	low-income	480	1186	28.8	71.2	non-minority	No
484530004023	884	135	15.3	non-low-income	409	475	46.3	53.7	non-minority	No
484530013082	585	64	10.9	non-low-income	293	292	50.1	49.9	non-minority	No
484530014022	753	23	3.1	non-low-income	112	641	14.9	85.1	non-minority	No
484530002042	1281	43	3.4	non-low-income	246	1035	19.2	80.8	non-minority	No
484530002043	578	69	11.9	non-low-income	153	425	26.5	73.5	non-minority	No
484530008031	1225	119	9.7	non-low-income	549	676	44.8	55.2	non-minority	No
484530008032	793	77	9.7	non-low-income	376	417	47.4	52.6	non-minority	No

GEOID	Total Pop	Population Below 125% FPL (C17002)	Percent Below 125% FPL	Low-Income Status	Minority Pop (B03002)	Non-Minority Pop	Percent Minority	Percent Non-Minority	Minority Status	Access to Retail Location
484530008033	923	269	29.1	low-income	250	673	27.1	72.9	non-minority	No
484530008042	1520	581	38.2	low-income	1088	432	71.6	28.4	minority	No
484530017802	1437	311	21.6	low-income	343	1094	23.9	76.1	non-minority	No
484530017793	2585	52	2.0	non-low-income	287	2298	11.1	88.9	non-minority	No
484530017691	2472	289	11.7	non-low-income	768	1704	31.1	68.9	non-minority	No
484530017692	4516	188	4.2	non-low-income	1690	2826	37.4	62.6	non-minority	No
484530018043	2631	1371	52.1	low-income	2376	255	90.3	9.7	minority	No
484530024262	895	53	5.9	non-low-income	785	110	87.7	12.3	minority	No
484530024212	2671	717	26.8	low-income	1584	1087	59.3	40.7	minority	No
484530008021	1520	148	9.7	non-low-income	586	934	38.6	61.5	non-minority	No
484530017052	1321	59	4.5	non-low-income	320	1001	24.2	75.8	non-minority	No
484530013084	676	86	12.7	non-low-income	284	392	42.0	58.0	non-minority	No
484530017142	3553	81	2.3	non-low-income	1483	2070	41.7	58.3	non-minority	No
484530016035	1705	133	7.8	non-low-income	629	1076	36.9	63.1	non-minority	No
484530020053	1934	232	12.0	non-low-income	1228	706	63.5	36.5	minority	No
484530003023	992	181	18.2	low-income	143	849	14.4	85.6	non-minority	No
484530017481	2617	137	5.2	non-low-income	671	1946	25.6	74.4	non-minority	No
484530019101	980	48	4.9	non-low-income	152	828	15.5	84.5	non-minority	No
484530018334	2241	746	33.3	low-income	1575	666	70.3	29.7	minority	No
484530017861	1876	76	4.1	non-low-income	1221	655	65.1	34.9	minority	No
484530021102	1166	183	15.7	non-low-income	864	302	74.1	25.9	minority	No
484530023073	1011	285	28.2	low-income	690	321	68.3	31.8	minority	No
484530024071	5874	665	11.3	non-low-income	2496	3378	42.5	57.5	non-minority	No
484530001013	2133	299	14.0	non-low-income	367	1766	17.2	82.8	non-minority	No
484530003024	1018	139	13.7	non-low-income	404	614	39.7	60.3	non-minority	No
484530003022	1068	320	30.0	low-income	577	491	54.0	46.0	minority	No
484530004011	1713	115	6.7	non-low-income	262	1451	15.3	84.7	non-minority	No
484530010001	535	20	3.7	non-low-income	361	174	67.5	32.5	minority	No
484530010003	1275	297	23.3	low-income	638	637	50.0	50.0	non-minority	No
484530012001	1074	47	4.4	non-low-income	281	793	26.2	73.8	non-minority	No
484530013031	1833	120	6.5	non-low-income	447	1386	24.4	75.6	non-minority	No
484530019102	1060	124	11.7	non-low-income	179	881	16.9	83.1	non-minority	No
484530013033	822	33	4.0	non-low-income	179	643	21.8	78.2	non-minority	No
484530018471	1239	106	8.6	non-low-income	644	595	52.0	48.0	non-minority	No
484530018481	1001	56	5.6	non-low-income	476	525	47.6	52.5	non-minority	No
484530023071	1077	165	15.3	non-low-income	581	496	54.0	46.1	minority	No
484530023083	1898	406	21.4	low-income	1078	820	56.8	43.2	minority	No
484530023191	2368	36	1.5	non-low-income	1596	772	67.4	32.6	minority	No
484530024351	2541	546	21.5	low-income	2106	435	82.9	17.1	minority	No
484530024352	5777	1524	26.4	low-income	5179	598	89.7	10.4	minority	No
484530023072	2766	670	24.2	low-income	1653	1113	59.8	40.2	minority	No
484530023102	2329	753	32.3	low-income	2045	284	87.8	12.2	minority	No
484530022011	1229	346	28.2	low-income	1097	132	89.3	10.7	minority	No
484910206022	1103	256	23.2	low-income	787	316	71.4	28.7	minority	No
484910204101	1435	0	0.0	non-low-income	596	839	41.5	58.5	non-minority	No
484530017143	1745	25	1.4	non-low-income	586	1159	33.6	66.4	non-minority	No
484530023131	2260	600	26.5	low-income	1556	704	68.9	31.2	minority	No
484530018512	2426	793	32.7	low-income	1315	1111	54.2	45.8	minority	No
484530024261	8847	656	7.4	non-low-income	6699	2148	75.7	24.3	minority	No
484530006041	1274	687	53.9	low-income	433	841	34.0	66.0	non-minority	No
484530017661	1263	435	34.4	low-income	579	684	45.8	54.2	non-minority	No
484530024272	2089	382	18.3	low-income	1883	206	90.1	9.9	minority	No
484530018531	1784	32	1.8	non-low-income	476	1308	26.7	73.3	non-minority	No
484530017702	2575	19	0.7	non-low-income	311	2264	12.1	87.9	non-minority	No
484530011002	2418	173	7.2	non-low-income	569	1849	23.5	76.5	non-minority	No

GEOID	Total Pop	Population Below 125% FPL (C17002)	Percent Below 125% FPL	Low-Income Status	Minority Pop (B03002)	Non-Minority Pop	Percent Minority	Percent Non-Minority	Minority Status	Access to Retail Location
484530014011	1871	152	8.1	non-low-income	385	1486	20.6	79.4	non-minority	No
484530008023	1159	859	74.1	low-income	946	213	81.6	18.4	minority	No
484530013051	1322	188	14.2	non-low-income	306	1016	23.2	76.9	non-minority	No
484530014021	833	75	9.0	non-low-income	192	641	23.1	77.0	non-minority	No
484530024321	1750	408	23.3	low-income	1257	493	71.8	28.2	minority	No
484539800001	0	0	0.0	-	0	0	0.0	0.0	-	No
484530024303	2558	472	18.5	low-income	2043	515	79.9	20.1	minority	No
484530019103	1596	214	13.4	non-low-income	422	1174	26.4	73.6	non-minority	No
484530019112	1334	143	10.7	non-low-income	690	644	51.7	48.3	non-minority	No
484910215053	3474	131	3.8	non-low-income	2406	1068	69.3	30.7	minority	No
484530019132	2566	187	7.3	non-low-income	589	1977	23.0	77.1	non-minority	No
484530020022	1395	133	9.5	non-low-income	534	861	38.3	61.7	non-minority	No
484530020052	1423	384	27.0	low-income	456	967	32.0	68.0	non-minority	No
484530021062	1065	185	17.4	low-income	634	431	59.5	40.5	minority	No
484530021073	1103	145	13.1	non-low-income	654	449	59.3	40.7	minority	No
484910206042	3417	242	7.1	non-low-income	1825	1592	53.4	46.6	minority	No
484910203142	2412	162	6.7	non-low-income	1121	1291	46.5	53.5	non-minority	No
484910206033	2503	50	2.0	non-low-income	680	1823	27.2	72.8	non-minority	No
484910203181	3857	270	7.0	non-low-income	1403	2454	36.4	63.6	non-minority	No
484910205063	1879	103	5.5	non-low-income	863	1016	45.9	54.1	non-minority	No
484910203124	2843	256	9.0	non-low-income	993	1850	34.9	65.1	non-minority	No
484910203143	3975	211	5.3	non-low-income	1603	2372	40.3	59.7	non-minority	No
484910205051	2039	22	1.1	non-low-income	507	1532	24.9	75.1	non-minority	No
484910204042	2111	81	3.8	non-low-income	712	1399	33.7	66.3	non-minority	No
484910204104	1155	173	15.0	non-low-income	490	665	42.4	57.6	non-minority	No
484910204031	1306	48	3.7	non-low-income	249	1057	19.1	80.9	non-minority	No
484910205032	1488	18	1.2	non-low-income	80	1408	5.4	94.6	non-minority	No
484530023101	561	219	39.0	low-income	531	30	94.7	5.4	minority	No
484910215051	1666	615	36.9	low-income	971	695	58.3	41.7	minority	No
484910215072	3267	22	0.7	non-low-income	1814	1453	55.5	44.5	minority	No
484910215042	2207	80	3.6	non-low-income	1252	955	56.7	43.3	minority	No
484910215073	3703	128	3.5	non-low-income	901	2802	24.3	75.7	non-minority	No
484530024091	1047	63	6.0	non-low-income	311	736	29.7	70.3	non-minority	No
484530024093	1263	201	15.9	non-low-income	752	511	59.5	40.5	minority	No
484530024111	2755	1037	37.6	low-income	2328	427	84.5	15.5	minority	No
484530024113	2172	591	27.2	low-income	2033	139	93.6	6.4	minority	No
484530024121	1271	368	29.0	low-income	1169	102	92.0	8.0	minority	No
484530024122	2337	342	14.6	non-low-income	2083	254	89.1	10.9	minority	No
484530024123	2557	711	27.8	low-income	2291	266	89.6	10.4	minority	No
484530023122	3335	1632	48.9	low-income	3174	161	95.2	4.8	minority	No
484530017051	1064	32	3.0	non-low-income	317	747	29.8	70.2	non-minority	No
484910203022	4047	149	3.7	non-low-income	1223	2824	30.2	69.8	non-minority	No
484530024242	2875	623	21.7	low-income	1623	1252	56.5	43.6	minority	No
484530019181	641	0	0.0	non-low-income	76	565	11.9	88.1	non-minority	No
484530024102	1958	410	20.9	low-income	1247	711	63.7	36.3	minority	No
484910203021	2309	316	13.7	non-low-income	832	1477	36.0	64.0	non-minority	No
484910215021	5018	1179	23.5	low-income	2968	2050	59.2	40.9	minority	No
484530025001	1139	10	0.9	non-low-income	209	930	18.4	81.7	non-minority	No
484530025003	1809	233	12.9	non-low-income	723	1086	40.0	60.0	non-minority	No
484530018351	2366	336	14.2	non-low-income	1973	393	83.4	16.6	minority	No
484530018283	1404	22	1.6	non-low-income	436	968	31.1	69.0	non-minority	No
484530018332	1179	285	24.2	low-income	572	607	48.5	51.5	non-minority	No
484530018341	3190	315	9.9	non-low-income	2623	567	82.2	17.8	minority	No
484530018242	1358	117	8.6	non-low-income	564	794	41.5	58.5	non-minority	No
484530018411	7010	260	3.7	non-low-income	4894	2116	69.8	30.2	minority	No

GEOID	Total Pop	Population Below 125% FPL (C17002)	Percent Below 125% FPL	Low-Income Status	Minority Pop (B03002)	Non-Minority Pop	Percent Minority	Percent Non-Minority	Minority Status	Access to Retail Location
484530016061	16	10	62.5	low-income	11	5	68.8	31.3	minority	No
484530019141	2969	69	2.3	non-low-income	857	2112	28.9	71.1	non-minority	No
484530019174	1220	9	0.7	non-low-income	408	812	33.4	66.6	non-minority	No
484530022085	2186	786	36.0	low-income	1967	219	90.0	10.0	minority	No
484530022072	7053	1777	25.2	low-income	6248	805	88.6	11.4	minority	No
484530015044	1958	76	3.9	non-low-income	288	1670	14.7	85.3	non-minority	No
484910204091	2818	118	4.2	non-low-income	1262	1556	44.8	55.2	non-minority	No
484530017492	1353	79	5.8	non-low-income	510	843	37.7	62.3	non-minority	No
484530017522	1325	299	22.6	low-income	619	706	46.7	53.3	non-minority	No
484530017462	1475	199	13.5	non-low-income	675	800	45.8	54.2	non-minority	No

Appendix C: Detailed Average Fare Analysis Tables

Table C-1: Average Fare Analysis – Minority

Service Type	Rider Category	Fare Product	Average Fare per Boarding		Change in Average Fare	% Change in Average Fare	All Customers				Minority Customers				Non-Minority Customers			
							Number of Boardings		Fare Revenue		Number of Boardings		Fare Revenue		Number of Boardings		Fare Revenue	
			Existing	Proposed			Existing	Proposed	Existing	Proposed	Existing	Proposed	Existing	Proposed	Existing	Proposed	Existing	Proposed
Local	Standard Fare	Single Ride -> Non-Amp, Single Ride	\$1.25	\$1.25	\$0.00	0%	1,540,769	970,684	\$1,925,961	\$1,213,356	968,059	609,877	\$1,210,074	\$762,347	572,710	360,807	\$715,887	\$451,009
Local	Standard Fare	Single Ride -> Amp, <3-4 Days/Wk, Single Ride	\$1.25	\$1.25	\$0.00	0%	0	80,814	\$0	\$101,018	0	34,138	\$0	\$42,673	0	46,676	\$0	\$58,345
Local	Standard Fare	Single Ride -> Amp, <3-4 Days/Wk, Single Ride, Equifare	\$1.25	\$1.00	-\$0.25	-20%	0	59,516	\$0	\$59,516	0	39,718	\$0	\$39,718	0	19,798	\$0	\$19,798
Local	Standard Fare	Single Ride -> Amp, 3-4+ Days/Wk, Capping	\$1.25	\$1.03	-\$0.23	-18%	0	199,596	\$0	\$204,586	0	115,875	\$0	\$118,772	0	83,721	\$0	\$85,814
Local	Standard Fare	Single Ride -> Amp, 3-4+ Days/Wk, Capping, Equifare	\$1.25	\$0.82	-\$0.43	-34%	0	230,158	\$0	\$188,729	0	168,451	\$0	\$138,130	0	61,707	\$0	\$50,600p
Local	Standard Fare	Day Pass -> Non-Amp, Day Pass	\$0.58	\$0.58	\$0.00	0%	6,391,347	3,898,722	\$3,678,263	\$2,243,740	4,213,827	2,570,434	\$2,425,085	\$1,479,302	2,177,520	1,328,287	\$1,253,178	\$764,438
Local	Standard Fare	Day Pass -> Amp, <3-4 Days/Wk, Daily Capping	\$0.58	\$0.58	\$0.00	0%	0	212,270	\$0	\$122,163	0	115,685	\$0	\$66,577	0	96,585	\$0	\$55,585
Local	Standard Fare	Day Pass -> Amp, <3-4 Days/Wk, Daily Capping, Equifare	\$0.58	\$0.46	-\$0.12	-20%	0	157,561	\$0	\$72,542	0	103,827	\$0	\$47,803	0	53,734	\$0	\$24,739
Local	Standard Fare	Day Pass -> Amp, 3-4+ Days/Wk, Capping	\$0.58	\$0.45	-\$0.13	-22%	0	1,027,855	\$0	\$461,399	0	645,617	\$0	\$289,815	0	382,238	\$0	\$171,585
Local	Standard Fare	Day Pass -> Amp, 3-4+ Days/Wk, Capping, Equifare	\$0.58	\$0.36	-\$0.22	-38%	0	1,094,940	\$0	\$393,210	0	778,263	\$0	\$279,487	0	316,676	\$0	\$113,724
Local	Standard Fare	7-Day Pass -> Non-Amp, 7-Day Pass	\$0.56	\$0.56	\$0.00	0%	1,293,075	271,546	\$728,420	\$152,968	781,011	164,012	\$439,962	\$92,392	512,064	107,533	\$288,458	\$60,576
Local	Standard Fare	7-Day Pass -> Amp, Capping	\$0.56	\$0.52	-\$0.05	-8%	0	788,337	\$0	\$408,562	0	467,389	\$0	\$242,228	0	320,948	\$0	\$166,334
Local	Standard Fare	7-Day Pass -> Amp, Capping, Equifare	\$0.56	\$0.41	-\$0.15	-26%	0	233,192	\$0	\$96,683	0	149,610	\$0	\$62,029	0	83,582	\$0	\$34,654
Local	Standard Fare	31-Day Pass -> Non-Amp, 31-Day Pass	\$0.69	\$0.69	\$0.00	0%	2,097,999	797,239	\$1,438,157	\$546,500	1,344,984	511,094	\$921,973	\$350,350	753,014	286,145	\$516,184	\$196,150
Local	Standard Fare	31-Day Pass -> Amp, Capping	\$0.69	\$0.58	-\$0.11	-16%	0	909,493	\$0	\$525,567	0	564,500	\$0	\$326,206	0	344,993	\$0	\$199,360
Local	Standard Fare	31-Day Pass -> Amp, Capping, Equifare	\$0.69	\$0.46	-\$0.22	-33%	0	391,266	\$0	\$180,880	0	269,390	\$0	\$124,538	0	121,876	\$0	\$56,343
Local	Reduced Fare	Single Ride -> Non-Amp, Single Ride	\$0.60	\$0.60	\$0.00	0%	19,135	12,055	\$11,481	\$7,233	10,224	6,441	\$6,134	\$3,865	8,911	5,614	\$5,347	\$3,369
Local	Reduced Fare	Single Ride -> Amp, <3-4 Days/Wk, Single Ride	\$0.60	\$0.60	\$0.00	0%	0	2,578	\$0	\$1,547	0	1,221	\$0	\$733	0	1,357	\$0	\$814
Local	Reduced Fare	Single Ride -> Amp, 3-4+ Days/Wk, Capping	\$0.60	\$0.52	-\$0.08	-14%	0	4,502	\$0	\$2,323	0	2,562	\$0	\$1,322	0	1,940	\$0	\$1,001
Local	Reduced Fare	Day Pass -> Non-Amp, Day Pass	\$0.29	\$0.29	\$0.00	0%	880,730	634,126	\$251,772	\$181,276	558,385	402,037	\$159,624	\$114,929	322,345	232,088	\$92,148	\$66,347
Local	Reduced Fare	Day Pass -> Amp, <3-4 Days/Wk, Daily Capping	\$0.29	\$0.29	\$0.00	0%	0	37,643	\$0	\$10,761	0	18,460	\$0	\$5,277	0	19,183	\$0	\$5,484
Local	Reduced Fare	Day Pass -> Amp, 3-4+ Days/Wk, Capping	\$0.29	\$0.22	-\$0.06	-22%	0	208,961	\$0	\$46,593	0	137,888	\$0	\$30,746	0	71,074	\$0	\$15,848
Local	Reduced Fare	31-Day Pass -> Non-Amp, 31-Day Pass	\$0.29	\$0.29	\$0.00	0%	1,392,223	932,790	\$410,228	\$274,853	836,631	560,543	\$246,519	\$165,168	555,592	372,247	\$163,709	\$109,685
Local	Reduced Fare	31-Day Pass -> Amp, Capping	\$0.29	\$0.26	-\$0.04	-13%	0	459,434	\$0	\$117,235	0	276,088	\$0	\$70,450	0	183,345	\$0	\$46,785
Local	Standard Fare - DPP/TEF	Day Pass	\$0.24	\$0.24	\$0.00	0%	540,592	540,592	\$129,631	\$129,631	403,068	403,068	\$96,653	\$96,653	137,524	137,524	\$32,978	\$32,978
Local	Standard Fare - DPP/TEF	7-Day Pass	\$0.24	\$0.24	\$0.00	0%	914,224	914,224	\$219,354	\$219,354	610,966	610,966	\$146,592	\$146,592	303,259	303,259	\$72,762	\$72,762
Local	Standard Fare - DPP/TEF	31-Day Pass	\$0.29	\$0.29	\$0.00	0%	1,356,177	1,356,177	\$386,883	\$386,883	975,723	975,723	\$278,349	\$278,349	380,454	380,454	\$108,534	\$108,534
Local	Reduced Fare - DPP	Day Pass	\$0.24	\$0.24	\$0.00	0%	1,135	1,135	\$270	\$270	751	751	\$179	\$179	384	384	\$91	\$91
Local	Reduced Fare - DPP	31-Day Pass	\$0.25	\$0.25	\$0.00	0%	101,651	101,651	\$24,960	\$24,960	67,817	67,817	\$16,652	\$16,652	33,834	33,834	\$8,308	\$8,308
Local	Special Event	Special Event Single Ride	\$3.06	\$3.06	\$0.00	0%	97,241	97,241	\$297,781	\$297,781	60,621	60,621	\$185,638	\$185,638	36,620	36,620	\$112,143	\$112,143
Commuter	Standard Fare	Single Ride -> Non-Amp, Single Ride	\$3.50	\$3.50	\$0.00	0%	130,646	15,678	\$457,262	\$54,871	17,039	2,045	\$59,638	\$7,157	113,607	13,633	\$397,623	\$47,715
Commuter	Standard Fare	Single Ride -> Amp, <3-4 Days/Wk, Single Ride	\$3.50	\$3.50	\$0.00	0%	0	65,920	\$0	\$230,719	0	7,490	\$0	\$26,213	0	58,430	\$0	\$204,506

Service Type	Rider Category	Fare Product	Average Fare per Boarding		Change in Average Fare	% Change in Average Fare	All Customers				Minority Customers				Non-Minority Customers			
			Existing	Proposed			Number of Boardings		Fare Revenue		Number of Boardings		Fare Revenue		Number of Boardings		Fare Revenue	
					Existing	Proposed	Existing	Proposed	Existing	Proposed	Existing	Proposed	Existing	Proposed	Existing	Proposed	Existing	Proposed
Commuter	Standard Fare	Single Ride -> Amp, <3-4 Days/Wk, Single Ride, Equifare	\$3.50	\$3.00	-\$0.50	-14%	0	5,301	\$0	\$15,904	0	2,025	\$0	\$6,075	0	3,276	\$0	\$9,829
Commuter	Standard Fare	Single Ride -> Amp, 3-4+ Days/Wk, Capping	\$3.50	\$2.52	-\$0.98	-28%	0	40,366	\$0	\$101,723	0	4,945	\$0	\$12,462	0	35,421	\$0	\$89,262
Commuter	Standard Fare	Single Ride -> Amp, 3-4+ Days/Wk, Capping, Equifare	\$3.50	\$2.16	-\$1.34	-38%	0	3,381	\$0	\$7,303	0	535	\$0	\$1,156	0	2,846	\$0	\$6,147
Commuter	Standard Fare	Day Pass -> Non-Amp, Day Pass	\$3.07	\$3.07	\$0.00	0%	197,831	73,197	\$607,746	\$224,866	57,983	21,454	\$178,125	\$65,906	139,848	51,744	\$429,621	\$158,960
Commuter	Standard Fare	Day Pass -> Amp, <3-4 Days/Wk, Daily Capping	\$3.07	\$3.07	\$0.00	0%	0	64,633	\$0	\$198,555	0	10,289	\$0	\$31,607	0	54,344	\$0	\$166,948
Commuter	Standard Fare	Day Pass -> Amp, <3-4 Days/Wk, Daily Capping, Equifare	\$3.07	\$2.63	-\$0.44	-14%	0	4,972	\$0	\$13,093	0	419	\$0	\$1,103	0	4,553	\$0	\$11,990
Commuter	Standard Fare	Day Pass -> Amp, 3-4+ Days/Wk, Capping	\$3.07	\$2.09	-\$0.98	-32%	0	50,064	\$0	\$104,583	0	22,396	\$0	\$46,786	0	27,667	\$0	\$57,797
Commuter	Standard Fare	Day Pass -> Amp, 3-4+ Days/Wk, Capping, Equifare	\$3.07	\$1.79	-\$1.28	-42%	0	4,965	\$0	\$8,890	0	3,425	\$0	\$6,133	0	1,540	\$0	\$2,757
Commuter	Standard Fare	7-Day Pass -> Non-Amp, 7-Day Pass	\$1.87	\$1.87	\$0.00	0%	106,012	15,902	\$198,751	\$29,813	37,747	5,662	\$70,769	\$10,615	68,264	10,240	\$127,983	\$19,197
Commuter	Standard Fare	7-Day Pass -> Amp, Capping	\$1.87	\$1.63	-\$0.24	-13%	0	86,230	\$0	\$140,649	0	29,926	\$0	\$48,812	0	56,304	\$0	\$91,837
Commuter	Standard Fare	7-Day Pass -> Amp, Capping, Equifare	\$1.87	\$1.30	-\$0.57	-30%	0	3,879	\$0	\$5,062	0	2,159	\$0	\$2,817	0	1,720	\$0	\$2,245
Commuter	Standard Fare	31-Day Pass -> Non-Amp, 31-Day Pass	\$3.15	\$3.15	\$0.00	0%	408,422	147,032	\$1,286,594	\$463,174	145,426	52,353	\$458,114	\$164,921	262,997	94,679	\$828,480	\$298,253
Commuter	Standard Fare	31-Day Pass -> Amp, Capping	\$3.15	\$2.48	-\$0.67	-21%	0	246,445	\$0	\$610,202	0	84,754	\$0	\$209,854	0	161,690	\$0	\$400,348
Commuter	Standard Fare	31-Day Pass -> Amp, Capping, Equifare	\$3.15	\$1.98	-\$1.17	-37%	0	14,946	\$0	\$29,605	0	8,318	\$0	\$16,477	0	6,628	\$0	\$13,128
Commuter	Reduced Fare	Single Ride -> Non-Amp, Single Ride	\$1.75	\$1.75	\$0.00	0%	6,665	4,465	\$11,663	\$7,814	3,561	2,386	\$6,231	\$4,175	3,104	2,080	\$5,432	\$3,639
Commuter	Reduced Fare	Single Ride -> Amp, <3-4 Days/Wk, Single Ride	\$1.75	\$1.75	\$0.00	0%	0	801	\$0	\$1,402	0	379	\$0	\$664	0	422	\$0	\$738
Commuter	Reduced Fare	Single Ride -> Amp, 3-4+ Days/Wk, Capping	\$1.75	\$1.37	-\$0.39	-22%	0	1,398	\$0	\$1,909	0	796	\$0	\$1,086	0	603	\$0	\$823
Commuter	Reduced Fare	Day Pass -> Non-Amp, Day Pass	\$1.69	\$1.69	\$0.00	0%	7,658	4,748	\$12,939	\$8,022	4,855	3,010	\$8,204	\$5,086	2,803	1,738	\$4,736	\$2,936
Commuter	Reduced Fare	Day Pass -> Amp, <3-4 Days/Wk, Daily Capping	\$1.69	\$1.69	\$0.00	0%	0	444	\$0	\$751	0	218	\$0	\$368	0	226	\$0	\$382
Commuter	Reduced Fare	Day Pass -> Amp, 3-4+ Days/Wk, Capping	\$1.69	\$1.18	-\$0.51	-30%	0	2,466	\$0	\$2,916	0	1,627	\$0	\$1,925	0	839	\$0	\$992
Commuter	Reduced Fare	31-Day Pass -> Non-Amp, 31-Day Pass	\$1.17	\$1.17	\$0.00	0%	45,573	20,964	\$53,176	\$24,461	27,386	12,598	\$31,955	\$14,699	18,187	8,366	\$21,221	\$9,762
Commuter	Reduced Fare	31-Day Pass -> Amp, Capping	\$1.17	\$0.95	-\$0.22	-19%	0	24,609	\$0	\$23,374	0	14,789	\$0	\$14,046	0	9,821	\$0	\$9,328
Commuter	Standard Fare - DPP/TEF	Day Pass	\$1.28	\$1.28	\$0.00	0%	1,060	1,060	\$1,357	\$1,357	790	790	\$1,011	\$1,011	270	270	\$345	\$345
Commuter	Standard Fare - DPP/TEF	7-Day Pass	\$0.78	\$0.78	\$0.00	0%	4,249	4,249	\$3,319	\$3,319	2,839	2,839	\$2,218	\$2,218	1,409	1,409	\$1,101	\$1,101
Commuter	Standard Fare - DPP/TEF	31-Day Pass	\$1.31	\$1.31	\$0.00	0%	23,519	23,519	\$30,854	\$30,854	16,921	16,921	\$22,198	\$22,198	6,598	6,598	\$8,656	\$8,656
Commuter	Reduced Fare - DPP	31-Day Pass	\$0.97	\$0.97	\$0.00	0%	405	405	\$394	\$394	270	270	\$263	\$263	135	135	\$131	\$131
Local	MW Business - Standard Fare	Day Pass	\$0.68	\$0.68	\$0.00	0%	709	709	\$480	\$480	474	474	\$321	\$321	235	235	\$159	\$159
Local	MW Business - Standard Fare	7-Day Pass	\$0.66	\$0.66	\$0.00	0%	15	15	\$10	\$10	9	9	\$6	\$6	6	6	\$4	\$4
Local	MW Business - Standard Fare	31-Day Pass	\$0.66	\$0.66	\$0.00	0%	634,643	634,643	\$417,670	\$417,670	410,923	410,923	\$270,436	\$270,436	223,720	223,720	\$147,234	\$147,234
Local	MW Business - Reduced Fare	31-Day Pass	\$0.35	\$0.35	\$0.00	0%	1,779	1,779	\$617	\$617	1,064	1,064	\$369	\$369	715	715	\$248	\$248
Commuter	MW Business - Standard Fare	Day Pass	\$3.38	\$3.38	\$0.00	0%	978	978	\$3,304	\$3,304	311	311	\$1,051	\$1,051	667	667	\$2,253	\$2,253
Commuter	MW Business - Standard Fare	31-Day Pass	\$3.36	\$3.36	\$0.00	0%	122,897	122,897	\$412,956	\$412,956	47,777	47,777	\$160,538	\$160,538	75,120	75,120	\$252,417	\$252,417
Commuter	MW Business - Reduced Fare	31-Day Pass	\$1.56	\$1.56	\$0.00	0%	119	119	\$186	\$186	71	71	\$111	\$111	48	48	\$75	\$75

Service Type	Rider Category	Fare Product	Average Fare per Boarding		Change in Average Fare	% Change in Average Fare	All Customers				Minority Customers				Non-Minority Customers			
			Existing	Proposed			Number of Boardings		Fare Revenue		Number of Boardings		Fare Revenue		Number of Boardings		Fare Revenue	
			Existing	Proposed	Existing	Proposed	Existing	Proposed	Existing	Proposed	Existing	Proposed	Existing	Proposed	Existing	Proposed	Existing	Proposed
Local	MW Government - Standard Fare	31-Day Pass	\$0.57	\$0.57	\$0.00	0%	1,975	1,975	\$1,116	\$1,116	1,149	1,149	\$649	\$649	826	826	\$467	\$467
Commuter	MW Government - Standard Fare	31-Day Pass	\$2.94	\$2.94	\$0.00	0%	974	974	\$2,863	\$2,863	310	310	\$911	\$911	664	664	\$1,952	\$1,952
Local & Commuter	Higher Ed Pass Programs	UT Austin	\$0.98	\$0.98	\$0.00	0%	6,370,099	6,370,099	\$6,233,340	\$6,233,340	3,737,372	3,737,372	\$3,657,135	\$3,657,135	2,632,727	2,632,727	\$2,576,205	\$2,576,205
Local & Commuter	Higher Ed Pass Programs	ACC & SEU	\$0.82	\$0.82	\$0.00	0%	537,592	537,592	\$441,562	\$441,562	302,020	302,020	\$248,070	\$248,070	235,571	235,571	\$193,491	\$193,491
Local & Commuter	Government Pass Programs	All Government Pass Programs	\$1.16	\$1.16	\$0.00	0%	410,218	410,218	\$474,543	\$474,543	232,069	232,069	\$268,458	\$268,458	178,150	178,150	\$206,085	\$206,085
Local & Commuter	MetroAccess	MetroAccess Monthly Pass on Fixed Route	\$0.00	\$0.00	\$0.00	0%	55,547	55,547	\$0	\$0	25,844	25,844	\$0	\$0	29,703	29,703	\$0	\$0
Local & Commuter	Kids Ride Free	Free Fare	\$0.00	\$0.00	\$0.00	0%	2,266,308	2,266,308	\$0	\$0	1,716,564	1,716,564	\$0	\$0	549,744	549,744	\$0	\$0
Local & Commuter	Other Free Fares	Free Fare	\$0.00	\$0.00	\$0.00	0%	562,924	562,924	\$0	\$0	351,614	351,614	\$0	\$0	211,309	211,309	\$0	\$0
Sum							28,525,113	28,525,113	\$20,155,862	\$19,006,350	17,974,456	17,974,456	\$11,580,219	\$10,912,808	10,550,657	10,550,657	\$8,575,643	\$8,093,542
Average Fare									\$ 0.71	\$ 0.67			\$ 0.64	\$ 0.61			\$ 0.81	\$ 0.77
Percentage Change in Average Fare										-5.7%				-5.8%				-5.6%
Difference in Average Fare for Protected Populations														-0.1%				

Table C-2: Average Fare Analysis – Low-Income

Service Type	Rider Category	Fare Product	Average Fare per Boarding		Change in Average Fare	% Change in Average Fare	All Customers				Low-Income Customers				Non-Low-Income Customers			
			Existing	Proposed			Number of Boardings		Fare Revenue		Number of Boardings		Fare Revenue		Number of Boardings		Fare Revenue	
					Existing	Proposed	Existing	Proposed	Existing	Proposed	Existing	Proposed	Existing	Proposed	Existing	Proposed	Existing	Proposed
Local	Standard Fare	Single Ride -> Non-Amp, Single Ride	\$1.25	\$1.25	\$0.00	0%	1,540,769	970,684	\$1,925,961	\$1,213,356	797,920	502,690	\$997,400	\$628,362	742,849	467,995	\$928,561	\$584,993
Local	Standard Fare	Single Ride -> Amp, <3-4 Days/Wk, Single Ride	\$1.25	\$1.25	\$0.00	0%	0	80,814	\$0	\$101,018	0	16,907	\$0	\$21,133	0	63,908	\$0	\$79,885
Local	Standard Fare	Single Ride -> Amp, <3-4 Days/Wk, Single Ride, Equifare	\$1.25	\$1.00	-\$0.25	-20%	0	59,516	\$0	\$59,516	0	35,222	\$0	\$35,222	0	24,294	\$0	\$24,294
Local	Standard Fare	Single Ride -> Amp, 3-4+ Days/Wk, Capping	\$1.25	\$1.03	-\$0.23	-18%	0	199,596	\$0	\$204,586	0	78,844	\$0	\$80,815	0	120,753	\$0	\$123,771
Local	Standard Fare	Single Ride -> Amp, 3-4+ Days/Wk, Capping, Equifare	\$1.25	\$0.82	-\$0.43	-34%	0	230,158	\$0	\$188,729	0	164,258	\$0	\$134,691	0	65,900	\$0	\$54,038
Local	Standard Fare	Day Pass -> Non-Amp, Day Pass	\$0.58	\$0.58	\$0.00	0%	6,391,347	3,898,722	\$3,678,263	\$2,243,740	3,346,993	2,041,666	\$1,926,217	\$1,174,992	3,044,354	1,857,056	\$1,752,046	\$1,068,748
Local	Standard Fare	Day Pass -> Amp, <3-4 Days/Wk, Daily Capping	\$0.58	\$0.58	\$0.00	0%	0	212,270	\$0	\$122,163	0	55,394	\$0	\$31,879	0	156,876	\$0	\$90,283
Local	Standard Fare	Day Pass -> Amp, <3-4 Days/Wk, Daily Capping, Equifare	\$0.58	\$0.46	-\$0.12	-20%	0	157,561	\$0	\$72,542	0	98,917	\$0	\$45,542	0	58,644	\$0	\$27,000
Local	Standard Fare	Day Pass -> Amp, 3-4+ Days/Wk, Capping	\$0.58	\$0.45	-\$0.13	-22%	0	1,027,855	\$0	\$461,399	0	413,185	\$0	\$185,477	0	614,670	\$0	\$275,922
Local	Standard Fare	Day Pass -> Amp, 3-4+ Days/Wk, Capping, Equifare	\$0.58	\$0.36	-\$0.22	-38%	0	1,094,940	\$0	\$393,210	0	737,831	\$0	\$264,967	0	357,109	\$0	\$128,244
Local	Standard Fare	7-Day Pass -> Non-Amp, 7-Day Pass	\$0.56	\$0.56	\$0.00	0%	1,293,075	271,546	\$728,420	\$152,968	574,611	120,668	\$323,692	\$67,975	718,464	150,877	\$404,728	\$84,993
Local	Standard Fare	7-Day Pass -> Amp, Capping	\$0.56	\$0.52	-\$0.05	-8%	0	788,337	\$0	\$408,562	0	310,290	\$0	\$160,810	0	478,047	\$0	\$247,752
Local	Standard Fare	7-Day Pass -> Amp, Capping, Equifare	\$0.56	\$0.41	-\$0.15	-26%	0	233,192	\$0	\$96,683	0	143,653	\$0	\$59,559	0	89,539	\$0	\$37,124
Local	Standard Fare	31-Day Pass -> Non-Amp, 31-Day Pass	\$0.69	\$0.69	\$0.00	0%	2,097,999	797,239	\$1,438,157	\$546,500	997,282	378,967	\$683,627	\$259,778	1,100,716	418,272	\$754,530	\$286,721
Local	Standard Fare	31-Day Pass -> Amp, Capping	\$0.69	\$0.58	-\$0.11	-16%	0	909,493	\$0	\$525,567	0	368,994	\$0	\$213,230	0	540,498	\$0	\$312,337
Local	Standard Fare	31-Day Pass -> Amp, Capping, Equifare	\$0.69	\$0.46	-\$0.22	-33%	0	391,266	\$0	\$180,880	0	249,321	\$0	\$115,260	0	141,946	\$0	\$65,621
Local	Reduced Fare	Single Ride -> Non-Amp, Single Ride	\$0.60	\$0.60	\$0.00	0%	19,135	12,055	\$11,481	\$7,233	9,728	6,128	\$5,837	\$3,677	9,407	5,927	\$5,644	\$3,556
Local	Reduced Fare	Single Ride -> Amp, <3-4 Days/Wk, Single Ride	\$0.60	\$0.60	\$0.00	0%	0	2,578	\$0	\$1,547	0	1,272	\$0	\$763	0	1,306	\$0	\$783
Local	Reduced Fare	Single Ride -> Amp, 3-4+ Days/Wk, Capping	\$0.60	\$0.52	-\$0.08	-14%	0	4,502	\$0	\$2,323	0	2,327	\$0	\$1,201	0	2,175	\$0	\$1,122
Local	Reduced Fare	Day Pass -> Non-Amp, Day Pass	\$0.29	\$0.29	\$0.00	0%	880,730	634,126	\$251,772	\$181,276	602,206	433,588	\$172,151	\$123,949	278,524	200,537	\$79,621	\$57,327
Local	Reduced Fare	Day Pass -> Amp, <3-4 Days/Wk, Daily Capping	\$0.29	\$0.29	\$0.00	0%	0	37,643	\$0	\$10,761	0	25,806	\$0	\$7,377	0	11,838	\$0	\$3,384
Local	Reduced Fare	Day Pass -> Amp, 3-4+ Days/Wk, Capping	\$0.29	\$0.22	-\$0.06	-22%	0	208,961	\$0	\$46,593	0	142,812	\$0	\$31,844	0	66,149	\$0	\$14,750
Local	Reduced Fare	31-Day Pass -> Non-Amp, 31-Day Pass	\$0.29	\$0.29	\$0.00	0%	1,392,223	932,790	\$410,228	\$274,853	781,911	523,881	\$230,396	\$154,365	610,312	408,909	\$179,833	\$120,488
Local	Reduced Fare	31-Day Pass -> Amp, Capping	\$0.29	\$0.26	-\$0.04	-13%	0	459,434	\$0	\$117,235	0	258,031	\$0	\$65,842	0	201,403	\$0	\$51,393
Local	Standard Fare - DPP/TEF	Day Pass	\$0.24	\$0.24	\$0.00	0%	540,592	540,592	\$129,631	\$129,631	540,592	540,592	\$129,631	\$129,631	0	0	\$0	\$0
Local	Standard Fare - DPP/TEF	7-Day Pass	\$0.24	\$0.24	\$0.00	0%	914,224	914,224	\$219,354	\$219,354	914,224	914,224	\$219,354	\$219,354	0	0	\$0	\$0
Local	Standard Fare - DPP/TEF	31-Day Pass	\$0.29	\$0.29	\$0.00	0%	1,356,177	1,356,177	\$386,883	\$386,883	1,356,177	1,356,177	\$386,883	\$386,883	0	0	\$0	\$0
Local	Reduced Fare - DPP	Day Pass	\$0.24	\$0.24	\$0.00	0%	1,135	1,135	\$270	\$270	1,135	1,135	\$270	\$270	0	0	\$0	\$0
Local	Reduced Fare - DPP	31-Day Pass	\$0.25	\$0.25	\$0.00	0%	101,651	101,651	\$24,960	\$24,960	101,651	101,651	\$24,960	\$24,960	0	0	\$0	\$0
Local	Special Event	Special Event Single Ride	\$3.06	\$3.06	\$0.00	0%	97,241	97,241	\$297,781	\$297,781	47,561	47,561	\$145,645	\$145,645	49,680	49,680	\$152,136	\$152,136
Commuter	Standard Fare	Single Ride -> Non-Amp, Single Ride	\$3.50	\$3.50	\$0.00	0%	130,646	15,678	\$457,262	\$54,871	14,279	1,714	\$49,978	\$5,997	116,367	13,964	\$407,284	\$48,874

Service Type	Rider Category	Fare Product	Average Fare per Boarding		Change in Average Fare	% Change in Average Fare	All Customers				Low-Income Customers				Non-Low-Income Customers			
			Existing	Proposed			Number of Boardings		Fare Revenue		Number of Boardings		Fare Revenue		Number of Boardings		Fare Revenue	
					Existing	Proposed	Existing	Proposed	Existing	Proposed	Existing	Proposed	Existing	Proposed	Existing	Proposed	Existing	Proposed
Commuter	Standard Fare	Single Ride -> Amp, <3-4 Days/Wk, Single Ride	\$3.50	\$3.50	\$0.00	0%	0	65,920	\$0	\$230,719	0	7,287	\$0	\$25,505	0	58,632	\$0	\$205,214
Commuter	Standard Fare	Single Ride -> Amp, <3-4 Days/Wk, Single Ride, Equifare	\$3.50	\$3.00	-\$0.50	-14%	0	5,301	\$0	\$15,904	0	2,892	\$0	\$8,675	0	2,410	\$0	\$7,229
Commuter	Standard Fare	Single Ride -> Amp, 3-4+ Days/Wk, Capping	\$3.50	\$2.52	-\$0.98	-28%	0	40,366	\$0	\$101,723	0	1,709	\$0	\$4,306	0	38,658	\$0	\$97,417
Commuter	Standard Fare	Single Ride -> Amp, 3-4+ Days/Wk, Capping, Equifare	\$3.50	\$2.16	-\$1.34	-38%	0	3,381	\$0	\$7,303	0	678	\$0	\$1,465	0	2,703	\$0	\$5,839
Commuter	Standard Fare	Day Pass -> Non-Amp, Day Pass	\$3.07	\$3.07	\$0.00	0%	197,831	73,197	\$607,746	\$224,866	18,042	6,676	\$55,427	\$20,508	179,788	66,522	\$552,319	\$204,358
Commuter	Standard Fare	Day Pass -> Amp, <3-4 Days/Wk, Daily Capping	\$3.07	\$3.07	\$0.00	0%	0	64,633	\$0	\$198,555	0	3,514	\$0	\$10,795	0	61,119	\$0	\$187,760
Commuter	Standard Fare	Day Pass -> Amp, <3-4 Days/Wk, Daily Capping, Equifare	\$3.07	\$2.63	-\$0.44	-14%	0	4,972	\$0	\$13,093	0	2,312	\$0	\$6,087	0	2,660	\$0	\$7,005
Commuter	Standard Fare	Day Pass -> Amp, 3-4+ Days/Wk, Capping	\$3.07	\$2.09	-\$0.98	-32%	0	50,064	\$0	\$104,583	0	3,342	\$0	\$6,982	0	46,722	\$0	\$97,601
Commuter	Standard Fare	Day Pass -> Amp, 3-4+ Days/Wk, Capping, Equifare	\$3.07	\$1.79	-\$1.28	-42%	0	4,965	\$0	\$8,890	0	2,199	\$0	\$3,937	0	2,766	\$0	\$4,953
Commuter	Standard Fare	7-Day Pass -> Non-Amp, 7-Day Pass	\$1.87	\$1.87	\$0.00	0%	106,012	15,902	\$198,751	\$29,813	3,901	585	\$7,314	\$1,097	102,110	15,317	\$191,437	\$28,716
Commuter	Standard Fare	7-Day Pass -> Amp, Capping	\$1.87	\$1.63	-\$0.24	-13%	0	86,230	\$0	\$140,649	0	2,341	\$0	\$3,818	0	83,890	\$0	\$136,831
Commuter	Standard Fare	7-Day Pass -> Amp, Capping, Equifare	\$1.87	\$1.30	-\$0.57	-30%	0	3,879	\$0	\$5,062	0	975	\$0	\$1,273	0	2,904	\$0	\$3,789
Commuter	Standard Fare	31-Day Pass -> Non-Amp, 31-Day Pass	\$3.15	\$3.15	\$0.00	0%	408,422	147,032	\$1,286,594	\$463,174	15,030	5,411	\$47,348	\$17,045	393,392	141,621	\$1,239,246	\$446,129
Commuter	Standard Fare	31-Day Pass -> Amp, Capping	\$3.15	\$2.48	-\$0.67	-21%	0	246,445	\$0	\$610,202	0	5,862	\$0	\$14,514	0	240,583	\$0	\$595,688
Commuter	Standard Fare	31-Day Pass -> Amp, Capping, Equifare	\$3.15	\$1.98	-\$1.17	-37%	0	14,946	\$0	\$29,605	0	3,758	\$0	\$7,443	0	11,188	\$0	\$22,162
Commuter	Reduced Fare	Single Ride -> Non-Amp, Single Ride	\$1.75	\$1.75	\$0.00	0%	6,665	4,465	\$11,663	\$7,814	3,388	2,270	\$5,929	\$3,972	3,277	2,195	\$5,734	\$3,842
Commuter	Reduced Fare	Single Ride -> Amp, <3-4 Days/Wk, Single Ride	\$1.75	\$1.75	\$0.00	0%	0	801	\$0	\$1,402	0	395	\$0	\$692	0	406	\$0	\$710
Commuter	Reduced Fare	Single Ride -> Amp, 3-4+ Days/Wk, Capping	\$1.75	\$1.37	-\$0.39	-22%	0	1,398	\$0	\$1,909	0	723	\$0	\$987	0	676	\$0	\$922
Commuter	Reduced Fare	Day Pass -> Non-Amp, Day Pass	\$1.69	\$1.69	\$0.00	0%	7,658	4,748	\$12,939	\$8,022	5,236	3,247	\$8,847	\$5,485	2,422	1,502	\$4,092	\$2,537
Commuter	Reduced Fare	Day Pass -> Amp, <3-4 Days/Wk, Daily Capping	\$1.69	\$1.69	\$0.00	0%	0	444	\$0	\$751	0	305	\$0	\$515	0	140	\$0	\$236
Commuter	Reduced Fare	Day Pass -> Amp, 3-4+ Days/Wk, Capping	\$1.69	\$1.18	-\$0.51	-30%	0	2,466	\$0	\$2,916	0	1,685	\$0	\$1,993	0	781	\$0	\$923
Commuter	Reduced Fare	31-Day Pass -> Non-Amp, 31-Day Pass	\$1.17	\$1.17	\$0.00	0%	45,573	20,964	\$53,176	\$24,461	25,595	11,774	\$29,865	\$13,738	19,978	9,190	\$23,311	\$10,723
Commuter	Reduced Fare	31-Day Pass -> Amp, Capping	\$1.17	\$0.95	-\$0.22	-19%	0	24,609	\$0	\$23,374	0	13,821	\$0	\$13,128	0	10,788	\$0	\$10,247
Commuter	Standard Fare - DPP/TEF	Day Pass	\$1.28	\$1.28	\$0.00	0%	1,060	1,060	\$1,357	\$1,357	1,060	1,060	\$1,357	\$1,357	0	0	\$0	\$0
Commuter	Standard Fare - DPP/TEF	7-Day Pass	\$0.78	\$0.78	\$0.00	0%	4,249	4,249	\$3,319	\$3,319	4,249	4,249	\$3,319	\$3,319	0	0	\$0	\$0
Commuter	Standard Fare - DPP/TEF	31-Day Pass	\$1.31	\$1.31	\$0.00	0%	23,519	23,519	\$30,854	\$30,854	23,519	23,519	\$30,854	\$30,854	0	0	\$0	\$0
Commuter	Reduced Fare - DPP	31-Day Pass	\$0.97	\$0.97	\$0.00	0%	405	405	\$394	\$394	405	405	\$394	\$394	0	0	\$0	\$0
Local	MW Business - Standard Fare	Day Pass	\$0.68	\$0.68	\$0.00	0%	709	709	\$480	\$480	361	361	\$244	\$244	348	348	\$236	\$236
Local	MW Business - Standard Fare	7-Day Pass	\$0.66	\$0.66	\$0.00	0%	15	15	\$10	\$10	6	6	\$4	\$4	8	8	\$6	\$6
Local	MW Business - Standard Fare	31-Day Pass	\$0.66	\$0.66	\$0.00	0%	634,643	634,643	\$417,670	\$417,670	291,021	291,021	\$191,526	\$191,526	343,622	343,622	\$226,144	\$226,144
Local	MW Business - Reduced Fare	31-Day Pass	\$0.35	\$0.35	\$0.00	0%	1,779	1,779	\$617	\$617	983	983	\$341	\$341	796	796	\$276	\$276

Service Type	Rider Category	Fare Product	Average Fare per Boarding		Change in Average Fare	% Change in Average Fare	All Customers				Low-Income Customers				Non-Low-Income Customers			
			Existing	Proposed			Number of Boardings		Fare Revenue		Number of Boardings		Fare Revenue		Number of Boardings		Fare Revenue	
					Existing	Proposed	Existing	Proposed	Existing	Proposed	Existing	Proposed	Existing	Proposed	Existing	Proposed	Existing	Proposed
Commuter	MW Business - Standard Fare	Day Pass	\$3.38	\$3.38	\$0.00	0%	978	978	\$3,304	\$3,304	88	88	\$298	\$298	890	890	\$3,006	\$3,006
Commuter	MW Business - Standard Fare	31-Day Pass	\$3.36	\$3.36	\$0.00	0%	122,897	122,897	\$412,956	\$412,956	3,187	3,187	\$10,707	\$10,707	119,711	119,711	\$402,248	\$402,248
Commuter	MW Business - Reduced Fare	31-Day Pass	\$1.56	\$1.56	\$0.00	0%	119	119	\$186	\$186	66	66	\$103	\$103	53	53	\$83	\$83
Local	MW Government - Standard Fare	31-Day Pass	\$0.57	\$0.57	\$0.00	0%	1,975	1,975	\$1,116	\$1,116	747	747	\$422	\$422	1,228	1,228	\$694	\$694
Commuter	MW Government - Standard Fare	31-Day Pass	\$2.94	\$2.94	\$0.00	0%	974	974	\$2,863	\$2,863	104	104	\$305	\$305	870	870	\$2,559	\$2,559
Local & Commuter	Higher Ed Pass Programs	UT Austin	\$0.98	\$0.98	\$0.00	0%	6,370,099	6,370,099	\$6,233,340	\$6,233,340	3,487,493	3,487,493	\$3,412,620	\$3,412,620	2,882,606	2,882,606	\$2,820,720	\$2,820,720
Local & Commuter	Higher Ed Pass Programs	ACC & SEU	\$0.82	\$0.82	\$0.00	0%	537,592	537,592	\$441,562	\$441,562	292,103	292,103	\$239,925	\$239,925	245,489	245,489	\$201,637	\$201,637
Local & Commuter	Government Pass Programs	All Government Pass Programs	\$1.16	\$1.16	\$0.00	0%	410,218	410,218	\$474,543	\$474,543	147,193	147,193	\$170,274	\$170,274	263,025	263,025	\$304,269	\$304,269
Local & Commuter	MetroAccess	MetroAccess Monthly Pass on Fixed Route	\$0.00	\$0.00	\$0.00	0%	55,547	55,547	\$0	\$0	12,289	12,289	\$0	\$0	43,258	43,258	\$0	\$0
Local & Commuter	Kids Ride Free	Free Fare	\$0.00	\$0.00	\$0.00	0%	2,266,308	2,266,308	\$0	\$0	1,403,163	1,403,163	\$0	\$0	863,145	863,145	\$0	\$0
Local & Commuter	Other Free Fares	Free Fare	\$0.00	\$0.00	\$0.00	0%	562,924	562,924	\$0	\$0	274,448	274,448	\$0	\$0	288,475	288,475	\$0	\$0

Sum	28,525,113	28,525,113	\$20,155,862	\$19,006,350	16,099,948	16,099,948	\$9,513,463	\$9,018,106	12,425,165	12,425,165	\$10,642,399	\$9,988,244
Average Fare			\$ 0.71	\$ 0.67			\$ 0.59	\$ 0.56			\$ 0.86	\$ 0.80
Percentage Change in Average Fare				-5.7%				-5.2%				-6.1%
Difference in Average Fare for Protected Populations							0.9%					



Public Outreach and Engagement Summary

Potential Fare Programs: Fare Capping, Equifare and Amp

July 11, 2022

Austin, TX

1. ENGAGEMENT APPROACH

The proposed programs fare capping and Equifare are two potential ways to provide more equitable fare options for our customers. In addition, these programs would help protect affordability for low-income customers. To integrate these two new programs, we are introducing our new account-based system, Amp, through the new CapMetro App and physical smart card.

The overall purpose of the public engagement plan was to inform all stakeholders of these proposed changes, allow the community to provide input, and initiate partnerships that will help future engagement and implementation phases. Stakeholders included: community members (riders and nonriders), community-based organizations (CBOs) and appropriate local social service agencies, and internal staff (administrative and frontline).

In addition, we collected specific feedback and insight on best practices for implementation, training, eligibility, and enrollment processes for the Equifare program. CBOs that serve low-income clients that rely on social services have been critical in helping inform program details, enrollment requirements, and pilot and rollout plans.

The public engagement approach served as a guiding point for outreach and communication efforts, including:

- Individual outreach plans for each stakeholder group
- Meeting schedule, audience, and topics
- Communications, social media, and timelines used to engage and inform stakeholders throughout the engagement period
- Tools used to collect feedback and follow-up plans to communicate updates and final implementation

Project Sponsor: Catherine Walker, Executive Vice President, Chief Financial & Risk Officer

Public Participation Manager: Edna Parra, Manager, Community Engagement and Outreach

Public Participation Team Support: Grace Nguyen, Nicole Taliaferro, Melissa Ortiz, Jo Anne Ortiz, Jesse Marroquin, Kelsey Lammy, Peter Partheymuller, Peter Breton, Brooke-Nicole Ruffin, Brandon Guidry, Cynthia Lucas, Samantha Alexander

Staff Updates: The agencywide team met weekly to develop the fare programs plan and is scheduled to meet through implementation.

2. ENGAGEMENT GOALS

[Community and Internal Engagement Overview](#)

To serve our community successfully, we understand that we must include community-based organizations, community leaders, and local agencies in the development process. In addition, we know that engagement must continue beyond the development period and have community collaboration and participation through testing phases before implementation. To achieve that, we approached the engagement in phases and included all stakeholders at each step. That includes planning for implementation, enrollment practices, training, Amp card outreach, delivery, and other elements to ensure a comprehensive program plan delivery. **2.1. Public Engagement Phases & Goals**

- 1. Community and Internal Engagement – Phase 1 (April – August)** This period allowed us to use a community engagement approach that included various communication, outreach, and collaborative processes. This phase's plan is detailed in this report and appendix, with a summary and results for each strategy.
- 2. External Program Pilot – Phase 2 (Fall 2022):** This time is needed to set clear goals, define scope, set a timeline, recruit the target audience, measure success, and begin analysis of surveys and feedback. This is in addition to any time required to address technology or program issues found during the pilot period.
- 3. Implementation – Phase 3 (Early 2023):** Phase I Implementation will include comprehensive community engagement plans to ensure a positive customer experience with the new fare programs and technology. That would consist of ongoing feedback and collaboration for the rollout, training plan, pop-up events, and enrollment plans.

2.2 Phase I Public Engagement Goal

CapMetro began Phase I of the engagement process in April 2022. During this time, we achieved our goals of:

Informing and educating the community (riders, non-riders and CapMetro staff) about the potential fare programs and technology, including the new account-based system and new app.

Collecting feedback and comments from stakeholders to analyze and integrate input to proposed programs and technology migration, implementation of programs and mitigation strategies.

Forming partnerships with local CBOs for implementation integration with existing partner programs or processes (events, training, systems) that help support enrollment with low-income and minority populations.

To successfully meet fare structure goals and provide an excellent customer experience, we set a realistic timeline that considered all stakeholders and their role in introducing new programs and technologies to customers. In addition, through our community engagement and implementation

plan, CapMetro's goal is to preserve customer and community trust and protect the agency's position for future fare strategy phases and other program and service initiatives.

3. COMMUNITY/STAKEHOLDER ENGAGEMENT & OUTREACH

3.1 Overview of Engagement & Outreach

Through our community engagement efforts on and offline, CapMetro reached more than 2,400 community members; engaged with more than 30 partner agencies/CBOs and 5 commissions; and directly engaged more than 150 CapMetro staff members. Furthermore, CapMetro team members reached residents and partner agencies across at least 39 zip codes throughout the CapMetro service area, including 7 zip codes where in-person outreach was conducted.

Our social media, media coverage, advertising and public notice efforts created more than 40,000 social media impressions and more than 2.49 million impressions across media coverage, news platforms, print ads, and public notices.

CapMetro's community and stakeholder engagement and outreach efforts are described in detail in the following sections:

- 3.2 Community Meetings & Engagement
- 3.3 Partner Agency Meetings & Engagement
- 3.4 Internal Engagement
- 3.5 Social Media & Public Input Digital Platform Outreach
- 3.6 Media & Public Notice

3.2 Community Meetings & Engagement

The CapMetro team held 11 community engagement meetings including 7 virtual and 4 in-person meetings that reached a total of 1,589 community members representing 30 zip codes. In addition, we held over 21 CBO and agency meetings (detailed in section 3.3) that reached over 40 organizations.

Community members were able to watch our virtual community meetings via Zoom, Facebook, and YouTube. These engagements provided a platform for community members to ask questions and share feedback with the CapMetro team directly.

We created 3 phases of community engagement that included various meeting and outreach strategies. Community members learned about CapMetro's fare programs and the community meetings through social media outreach and emails via the Public Input digital platform (see Community Engagement Schedule below), plus other forms of advertising and word-of-mouth.

Community Engagement Schedule			
Date	Time	Engagement Type	Format / Platform
Phase 1 - Community Engagement			
4/1		Email Blast to Community Members & CBOs	Public Input Digital Platform
4/12		Social Media Outreach	Twitter, Facebook, Instagram
4/13		Social Media Outreach	Facebook, Twitter
	12:00 PM	Virtual Community Meeting	Zoom
4/14	5:30 PM	In-person Community Meeting	624 Pleasant Valley
4/26		Social Media Outreach	Instagram, Facebook
4/27		Social Media Outreach	Facebook
	5:30 PM	Virtual Community Meeting	Zoom
4/28		Social Media Outreach	
	12:00 PM	In-person Community Meeting	624 Pleasant Valley
Phase 2 - Community Engagement			
5/23		Social Media Outreach	Instagram, Facebook, Twitter
		Email Blast to Community Members & CBOs	Public Input Digital Platform
5/25		Social Media Outreach	Facebook, Twitter
	11:00 AM	Virtual Community Meeting	Zoom
6/2		Social Media Outreach	Twitter, Facebook, Instagram
	5:30 PM	Virtual Community Meeting	Zoom
6/3		Social Media Outreach	Twitter, Facebook, Instagram

6/6		Social Media Outreach	Twitter, Facebook, Instagram
6/8		Social Media Outreach	
	12:00 PM	Virtual Community Meeting	Zoom

Virtual Community Meetings Survey Results

The community members that registered and attended one of our seven virtual Zoom meetings represented 30 zip codes, primarily from the Austin area. Unfortunately, we do not have information for people who watched through social media, live recorded, or streaming, so we anticipate this number will grow.

Zip Codes Represented									
78752	78641	78759	78721	78757	78744	78758	78741	78749	78727
78702	78704	78701	78722	75067	78703	78748	78660	78723	19073*
78602	78664	78745	78747	78750	78756	78729	78612	78731	90001*

Fare

June 10, 2022

6/9		Social Media Outreach	Twitter, Facebook, Instagram
	5:30 PM	In-person Community Meeting	624 Pleasant Valley
Phase 3 - Community Engagement			
6/21		Project Connect Newsletter	Public Input Digital Platform
6/24		Project Connect Newsletter	Public Input Digital Platform
6/27		Email Blast to Community Members & CBOs	Public Input Digital Platform
		Social Media Outreach	Twitter, Facebook, Instagram
6/28		Social Media Outreach	Twitter, Facebook, Instagram
	9:00 AM	Virtual Community Meeting	Zoom
6/29		Social Media Outreach	Facebook
	5:30 PM	In-person Community Meeting	624 Pleasant Valley
7/13		Social Media Outreach	Twitter, Facebook, Instagram
	12:00 PM	Virtual Community Meeting	Zoom
Ongoing Community Engagement			
		Public Input Feedback Webpage	Public Input
		CapMetro Webpage	Agency Website
		Media	Various
		At-Stop Outreach (full schedule below)	Various
		Fare Programs Video	Public Input & CapMetro Webpage

* Non-Texas zip codes

The community members that registered or attended a community meeting using Zoom completed a registration survey that included the following personal and demographic information: frequency of transit use, race or ethnicity, total household income, and age. The survey results are in Appendix B: Demographic Information for Zoom survey respondents.

At-Stop Outreach and In-Person Community Events

In addition to community meetings, CapMetro conducted at-stop outreach

at 7 bus stops and transit centers and provided information about fare programs at 11 in-person community events across the service area, reaching 830 community members. There are 10 additional at-stop outreach shifts scheduled at Republic Square, Westgate Transit Center, Norfolk, and North Lamar Transit Center.

At-Stop Outreach					
Date	Day	Time	Stop ID	Stop Name	# Reached
5/9	Mon	4-6 PM	554	NW Corner of Bluff Springs and William Cannon	31
5/10	Tues	7-9 AM	554	NW Corner of Bluff Springs and William Cannon	10

5/12	Thu	7-9 AM	554	NW Corner of Bluff Springs and William Cannon	12
5/18	Wed	7-9 AM	1017	SW Corner of Grove & Fairway (Ruiz Library)	35
7/12	Tues	7-9 AM	5867	Republic Square Station	75
7/14	Thurs	7-9 AM	5867	Republic Square Station	
7/18	Mon	11 AM-1 PM	5867	Republic Square Station	
TBD	-	4-6 PM	5867	Republic Square Station	
TBD	-	7-9 AM	6373	Westgate Transit Center	
TBD	-	11 AM-1 PM	6373	Westgate Transit Center	
TBD	-	7-9 AM	6423	Norwood Transit Center	
7/18	Mon	4-6 PM	6423	Norwood Transit Center	
TBD	-	7-9 AM	5859	North Lamar Transit Center	
TBD	-	11 AM -1 PM	5859	North Lamar Transit Center	
				Total	173
5/11	Wed	4-6 PM	1222	SE Corner of Stassney & Pleasant Valley	10

In-Person Community Events

Date	Event	Type	Location	Attendees
4/23	Earth Day	Flyer/Poster		-
4/23	Rundberg Youth Summit	Flyer/Poster		-
4/24	Creative Action - Family Day	Flyer/Poster		-
4/27	Little Walnut Creek Branch Tabling	Tabling	835 W Rundberg Ln, Austin TX 78758	20
5/12	Senior Fest / HACA	Tabling	Millenium Youth Complex 78702	125
5/20	Foundation Communities - Arbor Terrace	Tabling	2501 S IH35 Austin Texas 78741	30
5/26	AVANCE Graduation #1	Tabling	4900 Gonzalez St, Austin TX 78702	215

5/27	Foundation Communities - Veteran's Appreciation Event	Tabling	Bluebonnet Studios 2301 S Lamar 78704	45
5/27	AVANCE Graduation #2	Tabling	12401 Scofield Farms Dr, Austin TX 78758	191
6/15	Community Health Worker Students Hub	Virtual Presentation		40
7/1	LULAC/HACA Women's Conference	Tabling		76
			Total	742

(See Appendix A Marketing Materials for flyers)

Email Blasts and Newsletters

Using existing listservs, we invited all stakeholders via e-blasts that explained fare programs, provided meeting schedules, and follow-ups with individual communications or requests depending on the stakeholder groups. We also asked partner organizations' newsletters to help promote through their eblasts.

CapMetro's 6 Public Input digital platform email blasts and newsletters reached approximately 2,900 community members on the community engagement mailing list and 7,000 on the Project Connect mailing list. See Appendix A: Marketing Materials for examples of e-blasts to the community.

Fare Programs Webpages

CapMetro's [website](#) – on this webpage, we provide education and information on the potential fare programs through video presentations, program overviews, and FAQs. In addition, this webpage was used as a landing page to direct all community members to regularly updated information, including the Title VI Analysis.

CapMetro's [Public Input digital platform](#) – This fare programs page is linked from the main website and provides an overview of the potential fare programs, information on community meetings, and an opportunity for anonymous feedback.

- Public Input Webpage Views: 761 • Number of Comments: 92 • Number of Participants: 20
- Participant Zip Codes (captured by Public Input digital platform):

Participant Codes	Zip			
78203	79912	78703	78109	77081
78701	78754	78727	78767	75270
78745	78723	78238	78109	78759
11248*		* Non-Texas Zip Code		

Public Input Feedback Questions

This was the first time we used public input for feedback for CapMetro community engagement. Through this new digital platform, we wanted to provide the community an opportunity to learn about our fare programs and provide input when their schedule allowed.

All ongoing input was displayed on the page, along with a response from a CapMetro team member. We hoped that this would serve as additional frequently asked questions and build on input from other community members.

Feedback Questions on Public Input:

- *What in-person Amp account registration opportunities would you be interested in? Where?*
- *What is your preferred method of communication to receive direct information about the CapMetro App and your virtual Amp account?*
- *What do you recommend to make the Equifare enrollment process simple and accessible to all community members?*
- *What eligibility considerations do you recommend for the new discounted fare program, Equifare?*
- *What communities do we need to consider that would be impacted by these changes to CapMetro's fare programs?*
- *What community-based organizations, non-profits or other agencies do you think CapMetro should partner with to help register and enroll community members?*

- *What types of media do you feel would be most helpful to get the word out about the new fare programs to the community?*

The complete list of questions, input and team responses can be found on the [Public Input digital platform](#). Webpage images and examples are in Appendix A.

3.3 Partner Agency Engagement

Through our stakeholder engagement efforts both on and offline, CapMetro reached more than 50 partner agencies, community-based organizations (CBOs), and commissions throughout the CapMetro service area. Presented to three CapMetro advisory committees: DEI, CSAC, and Access Committee and the ATP Community Advisory Committee (CAC).

- Held 4 Virtual Meetings for Partner Agencies (one upcoming)
- Conducted 16 one-on-one meetings with Partner Agencies and CBOs
- Hosted over 32 agencies and CBOs at virtual or partner meetings
- Presented to 7 city council advisory commissions

Organizations Represented in Partner Agency Meetings and Community Meetings

CapMetro held 4 virtual meetings for partner agencies from April to July 2022. CBOs were informed through social media posts and 3 email blasts to 332 CBOs via the Public Input digital platform.

Partner Agency Engagement Schedule			
Date	Time	Engagement Type	Format / Platform
4/1		Email Blast Outreach	Public Input Digital Platform
4/6	5:30 PM	Access Committee	Zoom
4/8	12:00 PM	Virtual Meeting	Zoom

4/13	6:00 PM	CSAC Meeting	Zoom
4/21	12:00 PM	Virtual Meeting	Zoom
5/17		Social Media Outreach	Twitter, Facebook
	2:00 PM	Virtual Meeting	Zoom
5/19	1:00 PM	Virtual Meeting	Zoom
5/23		Email Blast Outreach	Public Input Digital Platform
6/27		Email Blast Outreach	Public Input Digital Platform
7/13		Social Media Outreach	Twitter, Facebook, Instagram
7/14		Social Media Outreach	Twitter, Facebook
	10:30 AM	Virtual Meeting	Zoom

Members of the following 32 partner agencies and CBOs attended CapMetro's community and partner agency zoom meetings, or other partner meetings:

- Sunrise Navigation
- Progressive Impaccct
- AURA
- ATP
- It Austin
- Sierra Club
- STEMS
- AISD-Parent Support
- El Concilio Mexican American Landowners De East Austin
- SALT
- Vasquez Fields Neighborhood Association
- City of Austin - Austin Public Health
- First Baptist Church of Austin Community Care team
- Southland Holdings, LLC
- KXAN News
- Austin Area Mental Health Consumers

- EYIA
- Farm & City
- Austin Youth Collective
- PODER
- Meals on Wheels
- Integral Care
- Chariot
- CBS Austin
- ETOD Community Connector Program
- Sherry Matthews Group
- PUMA
- The New Philanthropists
- Texas Empowerment Fund
- Black+Vernooy Architecture
- One Voice
- ECHO

One-on-one Meetings

CapMetro team members reached out to 28 CBO staff members and community leaders for one-on-one meetings and scheduled 16 one-on-one meetings. These CBOs were selected through internal contact lists, community feedback, and interest from attendees of the public partner agencies meetings (conducted via Zoom).z

One-on-One Meeting Schedule		
Date	Organization	Representative
4/11	ATP	Community Engagement
4/12	City of Austin	Brian Oaks
4/14	LULAC	Gavino Fernandez
4/16	Farm Share	Daniella Silva
4/19	Central Health	Kit Abney Spelce
4/19	Austin Energy	Ronnie Mendoza
6/8	Austin Public Library	Sharon Herfurth
6/13	ECHO / HMIS	Summer Wright, Whitney Bright
6/16	Austin Area Urban League (AAUL)	Quincy Dunlap, Quincy Harris
6/27	Community Resilience Trust	Nakevia Miller, Janis Bookout
6/28	Progressive Impacct	Angela Nixon
6/30	Austin Youth Collective	Austin Youth Collective board
6/30	Free Transport Working Group / Homeless Response System Governance	Emily Seales, Summer Wright
7/15	Hispanic/Latino Quality of Life Commission Leadership	Amanda Afifi, Amanda Jasso, Ricardo Garay, Jeremy Garza
TBD	PUMA	Pending
TBD	Worker's Defense Project	Pending

The organizations contacted by CapMetro team members are listed below:

- ATP
- City of Austin
- LULAC
- Farm Share
- One Voice
- Central Health
- Austin Energy
- Austin Youth Collective
- Progressive Impacct
- Emily Seales/Free transport working group
- Foundation Communities
- ECHO
- Austin Public Library
- Community Member
- Dove Springs Proud
- El Buen Samaritano
- AAUL
- Community Resilience Trust
- PUMA
- COA Veterans Program
- Central Texas Foodbank
- GAVA
- Casa Marienella
- Central Health
- Adapt Austin
- Hispanic/Latino QoL Commission Leadership
- Worker's Defense Project

Commission Presentations

CapMetro scheduled presentations with 7 city boards and commissions to educate community leaders on fare capping and Equifare and to gather feedback. Additional commission presentations will continue through July 2022.

Commission Presentation Schedule	
Date	Commission
5/10	Commission on Seniors Working Group
6/10	Joint Meeting: Commission on Seniors and Mayors Committee for People with Disabilities

3.4 Internal Engagement

Informing and engaging the CapMetro staff is an integral part of the success of the fare programs. Employees are our frontline educators and offer a unique perspective on all facets of the project, including technology, implementation, and customer service. During this engagement phase, we hosted a virtual presentation for the CapMetro staff to learn about and share program input and met with different internal departments.

6/28	Hispanic/Latino Quality of Life Commission
7/11	LGBTQ+ Quality of Life Commission
7/12	African American Quality of Life Commission
7/25	Austin Public Library Commission
TBD	Asian American Quality of Life Commission

Staff members were also engaged via email through 2 editions of the weekly internal newsletter, "Time Point," which included links to the program page with an opportunity to provide feedback via Public Input Digital Platform.

- 144 people attended the virtual meeting via Zoom
- Time Point emails are distributed to 2,155 CapMetro staff members (including employees and contractors)

Additionally, CapMetro team members coordinated with internal departments, including operations and ATU, accessibility, customer service, and IT to educate the entire CapMetro staff on the fare programs and to address community feedback.

3.5 Social Media & Public Input Digital Platform Outreach

We used social media to communicate all opportunities to get involved; we will also leverage our partner CBO and agency networks by asking them to amplify and share our social posts with their clients. As seen above, we created a social media schedule that helped push each community engagement phase and promote information about the programs and the public input webpage.

CapMetro's social posts generated 40,103 total impressions and 448 engagements as seen in the table below. For

Summary of Social Media Outreach			
	# Posts	Impressions	Engagement
Facebook	23	13,602	106
Instagram	4	1,897	96
Stories	3	607	-
Twitter	15	23,997	246
Total	45	40,103	448

3.6 Media & Public Notice

CapMetro invested in media opportunities in print, radio, television, and onboard advertising to communicate new fare program information to the public. Advertising was distributed in English, Spanish, Korean and Vietnamese.

Media Coverage

On March 18, CapMetro hosted a media roundtable informing representatives of news outlets KVUE, KUT, Community Impact, KXAN about the fare program plans. Articles include program details and projected timeline, information about the Title VI equity analysis that was underway, as well as direct quotes from CapMetro team members Catherine Walker, Brian Carter, Jaqueline Evans and Tawaun Cole.

Based on the features published by the attending outlets, several other publications circulated the story, increasing our reach from 2,490,628 impressions. Click to see the primary coverage from attending outlets linked below and impressions for all related features.

Media Roundtable Impact			
Date	Publication / Station	Format	Reach
3/21	KVUE	Article	1,020,000
3/21	KUT-FM	Radio	338,000
3/21	KUT-Austin	Article	978,000
3/22	Austin Monitor	Article	51,100
3/22	Community Impact	Article	103,528
		Total	2,490,628

See Appendix A for media and article examples

Print Advertising and Public Notice

On June 26, The Austin American-Statesman published CapMetro's legally required public notice of the Agency's plans to take the new fare programs to the CapMetro Board in the coming weeks. During the first week of July, CapMetro also placed print ads in 5 other publications, including 3 non-English outlets printed in Spanish, Korean, and Vietnamese, respectively.

Print Ads				
Publication	Type	Run date	Circulation	Language
Statesman	Legal notice	6/26	250,895	English
Austin South Asian	1/2 page color	7/1	6,000	English
El Mundo	1/4 page	7/7	28,000	Spanish
Villager	1/4 page	7/8	5,975	English
Konnect	1/2 page	7/8	6,500	Korean
Tre	1/2 page color	7/8	5,000	Vietnamese
		Total	302,370	

Onboard Advertising: Bus Placards

CapMetro placed 450 informational bus placards onboard our vehicles to communicate the fare programs to current riders. Placards provided brief descriptions of fare capping, Equifare and the Amp card and directed customers to the CapMetro website for more information on the programs at capmetro.org/fare-programs.

- **English bus placards: 225** • **Spanish bus placards: 225**

4.0 MESSAGING: LANGUAGE ASSISTANCE PROGRAM

Throughout all engagement phases, CapMetro translated to Spanish, with nine additional language translations available upon request (Vietnamese, Chinese (Mandarin), Korean, Arabic, Telugu, Punjabi, Burmese, French, and Pashto). To make sure we are reaching all communities, especially those that need the service the most, we:

Translate all print materials and social media posts to Spanish and, as needed, to other languages as requested

Have Spanish translation at all community meetings, and as requested, ASL services

If requested, committed to organizing smaller public meetings to be hosted in a specific language; also, if there is a need for a community meeting at a different time or location to accommodate groups that cannot attend the scheduled meetings.

Create accessible presentations and communications with clear and concise language that is easily understandable with non-technical vocabulary. The presentation was adapted for understandability as we received feedback and developed the different engagement phases.

5.0 ENGAGEMENT & OUTREACH THEMES

5.1 Summary of Feedback – Themes and Recommendations

Overall, the community supports fare capping and Equifare and views these programs favorably. Community concerns centered on technical features and ease of use, costs of fare structure and technology, and enrollment and participation in the fare capping and Equifare programs. Feedback received throughout the engagement also presented opportunities to address barriers with community organizations through more 1:1 engagement and strategic partnerships.

The following sections reflect the input received by community members; input from meetings and presentations with partner agencies, CBOs, and commissions; and responses via the Public Input digital platform feedback page. The CapMetro team reviewed all feedback and found general themes that should be addressed to service area riders before the full implementation.

5.2 Feedback Themes and Recommendations

The Community Engagement team received and reviewed the feedback on the proposed programs from community members and partner agencies. The 6 themes below reflect the concerns and opportunities expressed by the community and by partner agencies, and potential solutions CapMetro can implement to address these themes.

Theme 1: Technological and financial challenges [Community Concerns:](#)

- Amp technology may exclude cash users and low- or no-tech riders
- Minimum upload value to Amp account may be a barrier for some riders
- Loading cash value at a retail store vs. paying at the fare box is less convenient for some riders [Opportunities Presented by the Community:](#)
- Hands-on Amp education, enrollment, and card distribution
- Integration of Amp with TVMs to reload value on Amp cards

[CapMetro's Proposed Solutions:](#)

- Use CBO partnerships and pop-up events to achieve hands-on Amp education and card distribution
- Future integration of Amp with TVMs and purchase of more TVMs in the future

Theme 2: Fare prices and structure [Community Concerns:](#)

- Cost of implementing and maintaining new fares technology is not as effective as providing free fare for all riders
- High cost of current commuter fares compared to current local fares

[Opportunities Presented by the Community:](#)

- Commit to making transit affordable for those who need it most

[CapMetro's Proposed Solutions:](#)

-
- Continue to commit to equitable fare programs such as fare capping and Equifare, and their success, especially as Project Connect development continues
 - Future integration with Texas Empowerment Fund (TEF) after initial implementation feedback is collected; improve TEF systems as we gather input through new fare programs implementation
 - Work with social service programs to streamline enrollment to Equifare and delivery of the Amp card

Theme 3: Inclusivity and accessibility of the Equifare program *Community Concerns:*

- Consider increasing the income-eligibility threshold as the cost of living continues to rise in our community
- Equifare eligibility verification during potential audit may create burden for enrolled riders

Opportunities Presented by the Community:

- Provide easily and frequently accessible enrollment locations
- Work with partner agencies to verify and enroll riders

CapMetro's Proposed Solutions:

- Create more auto-enroll and creative enrollment partnerships to have a centralized system for communities that need transit the most
- Ensure that the audit is straightforward to complete; provide multiple forms and methods to submit verification (email, mail, in-person)

Theme 4: Access for unhoused community members

Community Concerns:

- Amp and Equifare require several technologies and enrollment steps which may be inaccessible for unhoused riders

Opportunities Presented by the Community:

- Integration with Homeless Management Information System (HMIS) and other care providers

CapMetro's Proposed Solutions:

-
- Integration with Homeless Management Information System (HMIS) and other care providers might create opportunities for social service providers to easily auto-load funds to members
 - Incorporate unhoused riders and service providers into the external pilot

Theme 5: Ease of technology for high-tech riders *Community Concerns:*

- No Amp integration with a mobile wallet to scan at the farebox

Opportunities Presented by the Community:

- Look into Integrating Amp account with mobile wallet in the future

Theme 6: Importance of partnerships with community-based organizations for pilot and program launch*Community Concerns:*

- Community representation from a diverse set of groups is important for the external pilot
- Partner agencies cited challenges with program enrollment for similar programs where members have to apply and enroll to receive benefits

Opportunities Proposed by Community:

- Partner agencies participate and support the external pilot launch
- CapMetro should partner with large and small CBOs for comprehensive outreach
- Organizations expressed interest in train-the-trainer programs (ex. AAUL)

CapMetro's Proposed Solutions:

- Create different pilot opportunities for the other collaborations and implement them in a phased timeline for this specific segment; i.e., train-the-trainers, auto-enrollment, direct mailouts, pop-up or training events
- Establish partnerships with large and small community-based organizations for comprehensive representation

6.0 Next Steps: Pilot & Implementation

Phase II: Pilot for External Customers – including Community-Based Organizations

Next steps include an external pilot with community members and local organizations further to understand best practices for enrollment, education and dissemination.

Strategies to implement during pilot period will include:

Train-the-Trainers:

We will be developing a training for staff and community leaders that interact with community members that are enrolled in other social service programs and could potentially benefit from the Amp card and additional discount fare program

Education:

We will develop various presentations to adapt to different audiences that will be available online or through community outreach. We will also offer scheduled presentations for staff or community members to attend and have an opportunity to ask questions.

Auto-enrollment partnerships:

We are pursuing collaborations with local agencies with programs with eligibility requirements to see if there are potential ways to partner for auto-enrollment. This means that if members have been verified through other enrollment programs, they would either be pre-approved or automatically enrolled into the Equifare discount program at CapMetro.

Phase III: Implementation – Communications & Community Engagement Rollout

AMP – pre-teaser campaign (October – December 2 Months)

Develop a teaser marketing campaign that promotes Amp and the new fare programs. The campaign would aim to build anticipation around the launch and get new CapMetro App customers, including their emails. In addition, campaigns would include social media, events, media and communications – to current and potential new customers – with the main goal of creating buzz and word-of-mouth marketing.

Technology and Fare Programs – Phase I Implementation (January-February – 2 Months): Execute Phase I Implementation that includes comprehensive community engagement, customer service, operations, marketing, plus other departmental plans. This will ensure a positive customer experience with the new fare programs and technology.

Phase I PR Launch – AMP (Early 2023)

Large, public PR launch of AMP leading into SXSW 2023. Brainstorming in progress, but likely music- based launch event supported by Sherry Matthews.

Next Steps:

- Following a successful Phase I launch, the next phase will include MetroAccess and Pickup solutions. (Timing TBD)
- 6 months after the new programs are in place there is an opportunity to further the conversation about future fare adjustments.

Appendix A: Marketing & Media Materials

Team developed and implemented a comprehensive media buy plan that included a variety of local print ads, digital ads, bus placards and email ads. In addition, team implemented ads targeted to reach people in high-traffic locations/bus stops to reach our key target audience.

Social Media and Email Marketing

Team strategically targeted subscribers of its email marketing system to send various email messages to educate key audiences of the public involvement process and need for feedback. In addition, social media (Facebook and Twitter) and native ads (Outbrain platform) have been implemented to drive traffic to DCTA feedback.net

Social Media Schedule

Social Media Schedule			
Date	Type	Impressions	Engagement
4/12	Instagram	617	34
4/12	Twitter	1,827	22
4/12	Facebook	1,238	7
4/13	Facebook	337	7
4/13	Facebook	925	6
4/13	Twitter	1,793	18
4/13	Twitter	1,756	25

4/13	Facebook	337	7
4/26	Instagram	425	17
4/26	Facebook	1,929	10
4/27	Facebook	225	3
4/28	Facebook	564	0
5/16	Facebook	79	3
5/16	Twitter	1,510	12
5/17	Facebook	724	1
5/17	Twitter	1,986	6
5/23	Twitter	1,247	29
5/23	Twitter	90	3
5/23	Instagram	362	10
5/23	Facebook	1,177	12
5/25	Twitter	1,646	6
5/25	Facebook	1,059	3
6/2	Twitter	2,371	23
6/2	Twitter	1,846	17
6/2	Facebook	923	5
6/2	Facebook	476	1
6/2	Facebook	942	12
6/3	Twitter	1,839	42
6/3	Instagram	493	35
6/6	Twitter	1,594	9
6/6	Facebook	139	6
6/8	Twitter	1,155	19
6/8	Twitter	1,499	10
6/8	Facebook	667	3

6/8	Facebook	232	1
6/9	Twitter	1,838	5
6/9	Facebook	628	1
6/27	Facebook	1	4
6/28	Facebook	1	6
6/28	Facebook	290	0
6/28	Facebook	704	5
6/29	Facebook	5	3
Total		39,496	448


Facebook Posts

CapMetro
Jun 29 · 🌐

Join us in-person TODAY to learn and share your feedback on the potential fare programs coming to CapMetro.

When: Wednesday 6/29 5:30 PM - 6:30 PM
Where: 624 N Pleasant Valley Rd
Accessible by MetroBus 4 and 300
Food will be provided!

Learn more: <http://ow.ly/zblJ50JH2nQ>



3


1 share

CapMetro was live.
Jun 28 · 🌐

CapMetro: Potential Updates to Fare Programs

CapMetro is starting a community engagement and education effort on potential new fare programs, which will go to the board for review as early as May. We hope that you can join us as we collect feedback and input on proposed fare changes. Please feel free to share with other community members and networks.

Learn more: <https://www.capmetro.org/fares-passes/fare-programs>
Share your feedback: <https://publicinput.com/Q2504#1>



110 views

Twitter Posts

 **CapMetro** @CapMe... • Just now
Put us on your calendar! This Thursday at 5:30 p.m., join us in-person at 624 N Pleasant Valley to hear about potential new fare programs and share your feedback directly to the team. Free food will be provided!

Learn more: <http://ow.ly/CJpj50JqO3P>



POTENTIAL FARE PROGRAMS

Join us for an in-person community meeting

When: Thursday 6/9 from 5:30 pm - 6:30 pm
Where: 624 N Pleasant Valley Rd
Free food will be provided!
Visit capmetro.org/fare-programs to learn more

 **CapMetro** @CapMe... • Just now
Join our virtual morning learning session TOMORROW Tuesday 6/26 from 9-10 AM to hear about fare capping and the potential fare programs coming to CapMetro.

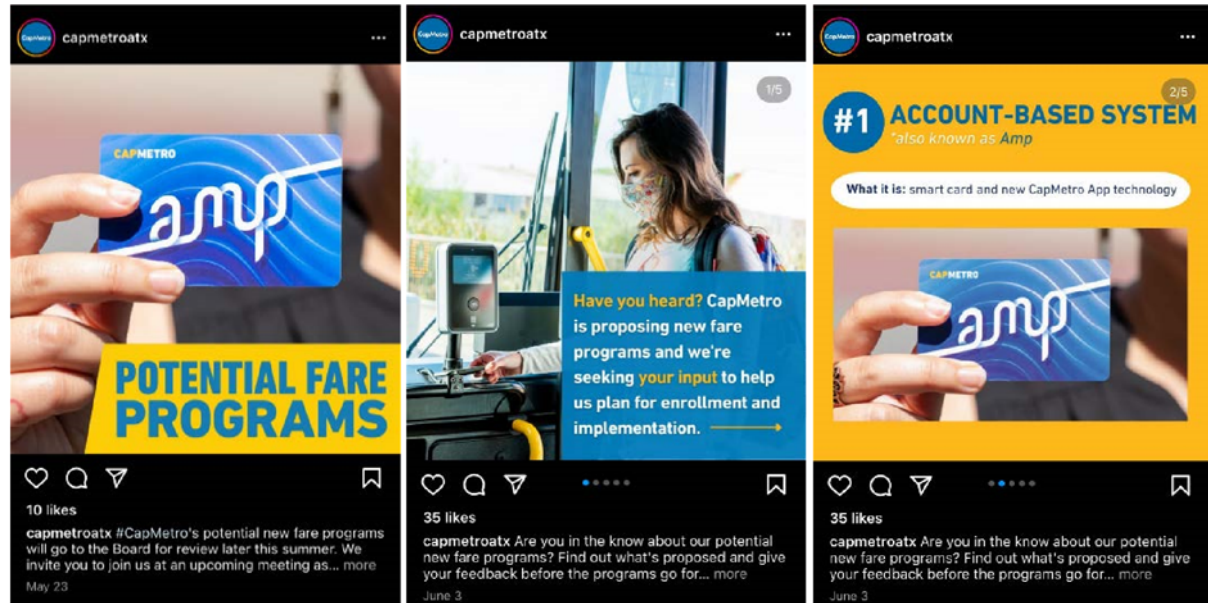
Register to tune in:
<http://ow.ly/e9Zi50JH0AC>



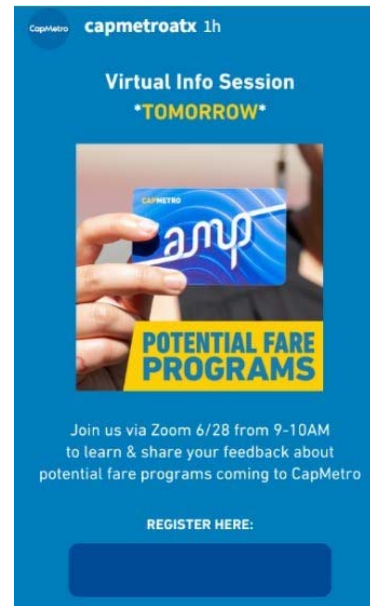
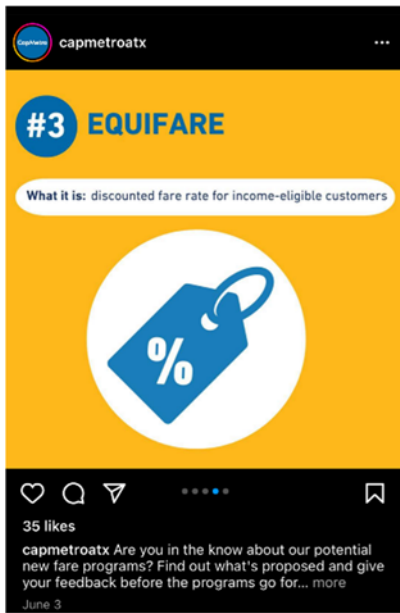
POTENTIAL FARE PROGRAMS

Instagram Posts & Stories



Instagram Posts & Stories



Project Connect Newsletter

New CapMetro Potential Fares Program

CapMetro wants to make our fares more equitable through our [Potential Fares Program](#). We know that low-income customers, who depend on our services the most, tend to pay for their transit passes one trip at a time instead of taking advantage of the savings that come with day or monthly passes.



To bring those savings to more of our customers, we are recommending two potential fare changes that will require CapMetro Board approval: fare capping and an additional discounted fare category. Fare capping and Equifare would help protect affordability for low-income customers should CapMetro ever raise overall fare prices. We'll accomplish this through an updated fare payment system built into a new CapMetro App and a physical smart card.

As we move toward implementation of these proposed programs, pending approval, we need YOUR help to make the process as simple as possible. Give us your feedback [here](#).



Public Input Digital Platform – Email Blast



Dear Community Members –

CapMetro wants to make our fares more equitable. To protect affordability for more of our low-income customers, we are recommending two potential fare changes for board approval in July: **Equifare - an additional discounted fare category - and fare capping.**

Please join our ongoing community engagement meetings to share your feedback. Below are the virtual and in-person meeting dates, short descriptions for each program, and the required Title VI Analysis. Please share this information with your networks and other community members. We hope to see you there!

Visit the [Fare Programs Webpage](#) for more information or email engage@capmetro.org for any questions.

Community Meetings

Tuesday, June 28 from 9am-10am
Virtual meeting – register [here](#)

Wednesday, June 29 from 5:30pm-6:30pm
In-Person Meeting at [624 N Pleasant Valley Rd. 78702](#)
Food will be provided!
Accessible by Metrobus Routes 4 and 300

Wednesday, July 13, from 12:00pm-1:00pm
Virtual meeting – register [here](#)

Overview of Potential Fare Programs

New Account-Based Fare System

The new fare payment system will require customers to register for what we're calling an Amp account to access its full potential.

They will use Amp to add cash value on their new CapMetro App or smart card. Customers will be able to tap their Amp card or scan their phone to pay a fare. Fare capping is a feature built into every transaction that uses Amp.

Fare Capping

With fare capping, customers using Amp never pay more than the total cost of a Day Pass in a calendar day, or the total cost of a monthly pass in a calendar month. It allows customers to pay for one trip at a time and still receive the savings of a Day Pass or monthly pass.

Equifare - A New Discounted Fare

CapMetro currently provides two fare types: Standard and Reduced Fares. We are proposing a new discounted fare type called Equifare where customers would need to meet eligibility requirements for the discounted rate.

Title VI Analysis

We believe this new fare category will increase equity in our community. CapMetro is concluding a federally required Title VI analysis to understand how fare capping and Equifare could affect communities of color and low-income population. We will share the results of that analysis and host a public hearing before bringing any fare changes to the board.

[Fare Programs Webpage](#)
[Questions?](#)



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

[View this email in a browser](#)

Print Collateral (Flyers)

CapMetro POTENTIAL FARE PROGRAMS

CAPMETRO FARE PROGRAMS

CapMetro wants to make our fares work better and make them more equitable. Come learn about the new proposed fare programs and account-based system:



- FARE CAPPING
- EQUIFARE
- AMP CARD

UPCOMING MEETINGS:

Community Meeting #1 | Phase I | Virtual
 Wednesday, April 13, Noon – 1 p.m.
 Register: CapMetro.org/Fare-Programs

Community Meeting #2 | Phase I | In-Person
 Thursday, April 14, 5:30 – 6:30 p.m. (food provided)
 624 N Pleasant Valley Rd, 78702
 Accessible by MetroBus 4 & 300, parking available in lot south of 624.
 Questions? Engage@capmetro.org

Community Meeting #1 | Phase II
 Wednesday, April 27, 5:30 – 6:30 p.m.
 Register: CapMetro.org/Fare-Programs

Community Meeting #2 | Phase II | In-Person
 April 28, 5:30 – 6:30 p.m. (food provided)
 624 N Pleasant Valley Rd, 78702
 Accessible by MetroBus 4 & 300, parking available in lot south of 624.



CapMetro POTENTIAL FARE PROGRAMS

CAPMETRO FARE PROGRAMS

CapMetro wants to make our fares work better and make them more equitable. We're proposing updates that will help us do that with a new account-based system and two new potential fare programs.

NEW AMP ACCOUNT

The new fare programs would require customers to register for an Amp account. Customers will be able to use Amp to add cash value to the CapMetro App or a smart card, and then tap their Amp card or scan their phone to pay a fare.



FARE CAPPING

Fare capping is built into every Amp transaction. It would allow customers to pay for one trip at a time and still receive the

HOW FARE CAPPING WORKS - 1 DAY



Bus Placards

Print Media – Ads

- Available in English, Spanish, Korean, and Vietnamese



POTENTIAL FARE PROGRAMS

WE WANT TO HEAR FROM YOU!

Come join us to learn about our potential fare programs: Equifare and fare capping. Attend a community meeting and help shape our plans for enrollment and implementation. Your voice can influence the CapMetro experience.

POTENTIAL FARE PROGRAMS COMMUNITY MEETINGS

Community Meeting
Tuesday, June 28, 9-10 a.m.
Virtual Meeting - Zoom Webinar with Streaming on Facebook, Twitter, and YouTube

Community Meeting
Wednesday, June 29, 5:30-6:30 p.m.
In-person Meeting at 624 N. Pleasant Valley Rd, 78702
Food will be provided

Community Meeting
Wednesday, July 13, noon-1 p.m.
Virtual Meeting - Zoom Webinar with Streaming on Facebook, Twitter, and YouTube

Agency Meeting
Thursday, July 14, 10:30-11:30 a.m.
Virtual Meeting - Zoom Webinar

CapMetro Board of Directors Public Hearing
Monday, July 25, noon
In-person Meeting at 2910 E. 5th Street, 78702
Virtual option available

CapMetro



PROPUESTA DE PROGRAMAS DE TARIFAS

¡QUEREMOS ESCUCHAR SUS OPINIONES!

Reúnase con nosotros para enterarse de nuestra propuesta de programas de tarifas: Equifare y tarifa máxima. Participe en una reunión comunitaria y colabore en la creación de nuestros planes de desarrollo e implementación. Su opinión puede impactar el servicio de CapMetro.

REUNIONES COMUNITARIAS SOBRE PROPUESTAS DE PROGRAMAS DE TARIFAS

Reunión comunitaria
Martes 28 de junio de 9:00 a 10:00 a. m.
Reunión virtual por Zoom transmitida en Facebook, Twitter y YouTube

Reunión comunitaria
Miércoles 29 de junio de 5:30 a 6:30 p. m.
Reunión presencial en 624 N. Pleasant Valley Rd, 78702
Se servirá un refrigerio.

Reunión comunitaria
Miércoles 13 de julio, de 12:00 p. m. (mediodía) a 1:00 p. m.
Reunión virtual por Zoom transmitida en Facebook, Twitter y YouTube

Reunión de agencias
Jueves 14 de julio de 10:30 a 11:30 a. m.
Reunión virtual por Zoom

Audiencia pública de la junta directiva de CapMetro
Lunes 25 de julio a las 12:00 p. m. (mediodía)
Reunión presencial en 2910 E. 5th Street, 78702
Se puede participar en forma virtual

CapMetro



잠재적 요금 프로그램

저희는 여러분의 소식을 듣고 싶습니다!

다음과 같이 저희 잠재적 요금 프로그램에 대해 알아보려면 참여하십시오. 균일한 요금과 요금 상한선. 지역사회 회의에 참석하여 저희가 등록 및 실행 계획을 수립하는 데 도움을 주십시오. 여러분의 목소리는 CapMetro 경험에 영향을 미칠 수 있습니다.

잠재적 요금 프로그램을 위한 지역사회 회의

지역사회 회의
6월 28일(화요일) 오전 9:00 - 오전 10:00
온라인 회의 - 페이스북이나 트위터, 유튜브 등에서 스트리밍을 통한 Zoom 웨비나

지역사회 회의
6월 29일(수요일) 오후 5:30 - 오후 6:30
대면 회의 장소: 624 N. Pleasant Valley Rd, 78702
음식 제공 예정

지역사회 회의
7월 13일(수요일) 낮 12:00 - 오후 1:00
온라인 회의 - 페이스북이나 트위터, 유튜브 등에서



CÁC CHƯƠNG TRÌNH GIÁ VÉ TIỀM NĂNG

CHÚNG TÔI MUỐN NGHE TỪ BẠN!

Hãy đến với chúng tôi để tìm hiểu về các chương trình giá vé tiềm năng của chúng tôi: Equifare và giới hạn giá vé. Tham dự cuộc họp cộng đồng và giúp hình thành các kế hoạch ghi danh và thực hiện của chúng tôi. Tiếng nói của bạn có thể ảnh hưởng đến trải nghiệm CapMetro.

CUỘC HỌP CỘNG ĐỒNG VỀ CÁC CHƯƠNG TRÌNH GIÁ VÉ TIỀM NĂNG

Cuộc họp Cộng đồng
Thứ Ba, ngày 28/06, 9-10 giờ sáng
Cuộc họp Trực tuyến - Hội thảo qua web trên Zoom với Truyền trực tuyến trên Facebook, Twitter, và YouTube

Cuộc họp Cộng đồng
Thứ Tư, ngày 29/06, 5:30 giờ chiều - 6:30 giờ chiều
Cuộc họp Trực tiếp tại 624 N. Đường Pleasant Valley, 78702
Đồ ăn sẽ được cung cấp

Cuộc họp Cộng đồng
Thứ Tư, ngày 13/07, trưa - 1 giờ chiều
Cuộc họp Trực tuyến - Hội thảo qua web trên Zoom với

CapMetro Webpages

The CapMetro website and the Public Input digital platform both featured webpages on the potential fare programs: fare capping and Equifare. The [CapMetro website](#) gave overviews of the programs, community meetings, and FAQs. The [Public Input digital platform](#) gave the same information as the CapMetro website but had an additional feedback page for community members to leave feedback for specialized questions.

Public Input Digital Platform Webpage



Program Introduction + Overview Program Feedback

CapMetro Meetings for Potential Fare Programs

En la parte superior, haz clic en Traducir

Dear Community Members –

CapMetro wants to make our fares more equitable. We know that low-income customers — who depend on our services the most — tend to pay for their transit passes one trip at a time instead of taking advantage of the savings that come with a day or monthly pass.

To bring those savings to more of our customers, we are recommending two potential fare changes requiring board

Give Your Input

We are actively seeking community feedback to help us develop best practices to reduce barriers for the roll out of the proposed fare programs, including:

- Account enrollment
- Eligibility considerations for Equifare
- Implementation and engagement opportunities
- Partner programs and community organizations
- Ways to reduce community impact

We appreciate any recommendations or feedback you can share in response to the questions below.

What in-person Amp account registration opportunities would you be interested in? Where?

Comment

I think around Salvation Army Downtown, H-E-B at 7th/Pleasant Valley, H-E-B Ed Bluestein and 4th/Guadalupe would be great places to sign people up.

Upcoming Meetings

Community Meetings:

Wednesday, July 13, from 12:00 pm – 1:00 pm
Virtual Meeting – [Register Here](#)

Nonprofit & Agency Meetings:

Thursday, July 14, from 10:30 am – 11:30 pm
Virtual Meeting – [Register Here](#)

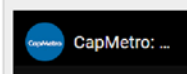
Community Meetings:

Wednesday, July 13, from 12:00 pm – 1:00 pm
Virtual Meeting – [Register Here](#)

Nonprofit & Agency Meetings:

Thursday, July 14, from 10:30 am – 11:30 pm
Virtual Meeting – [Register Here](#)

View the Presentation



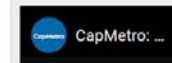
approval: fare capping and an additional discounted fare category.

Fare capping and Equifare would help protect affordability for low-income customers should CapMetro ever raise overall fare prices. We'll accomplish this through an updated fare payment system built into a new CapMetro App and a physical smart card.

CapMetro is now starting community engagement and education efforts on these programs, which will go to the board for review as early as May. Below are meeting dates, both virtual and in-person, as well as short descriptions for each program and the Title VI Analysis required.

We hope that you can join us for this initial phase of community engagement. Please visit our [Fare Programs webpage](#) for future engagement opportunities and meetings or email engage@capmetro.org for any questions. Also, if you or your network cannot join one of the meetings below, please contact us and we can make sure they get the presentation and information at a separate time.

View the Presentation



Download the presentation below:

Documents

CapMetro Potential Fare Programs Presentation_6.28.pdf

Potential Programs Overview

CapMetro – Fares Webpage



Potential Updates to Fare Programs

CapMetro wants to make our fares more equitable. We know that low-income customers, who depend on our services the most, tend to pay for their transit passes one trip at a time instead of taking advantage of the savings that come with day or monthly passes.

To bring those savings to more of our customers, we are recommending two potential fare changes that will require board approval: fare capping and an additional discounted fare category. Fare capping and Equifare would help protect affordability for low-income customers should CapMetro ever raise overall fare prices. We'll accomplish this through an updated fare payment system built into a new CapMetro App and a physical smart card.

Program Feedback

We are actively seeking community feedback to help us develop best practices to reduce barriers for the roll out of the proposed fare programs, including:

- Account enrollment
- Eligibility considerations for Equifare
- Implementation and engagement opportunities
- Partner programs and community organizations
- Ways to reduce community impact

[Give your input](#)

View the Presentation

View a recent Community Info Session below to learn more about the proposed fare programs



Download the presentation

Upcoming Meetings

CapMetro is info sessions as part of our community engagement and education efforts on the potential new fare programs, which will go to the board for review July 25. We hope that you can join us as we collect feedback and input on proposed fare changes.

Community Info Sessions

Wednesday, July 13, 12:00 pm - 1:00 pm
 Virtual Meeting – [Register Here](#)
 Zoom Webinar with Streaming on Facebook, Twitter, and YouTube
 Spanish translation will be provided.

Nonprofit & Agency Info Sessions

Thursday, July 14, 10:30 am-11:30 am
 Virtual Meeting – [Register Here](#)
 Zoom Webinar

Media Coverage

CapMetro hosted a media roundtable on March 18 with KVUE, KUT, Austin Monitor, Community Impact, and KXAN which resulted in numerous articles from the attending publications/stations and additional publications like [Mass Transit](#).

KVUE abc News Weather Near Me VERIFY Watch Live

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CapMetro introduces new fare category, fare capping and plans for new app

The new fare category aims to improve equity for transit riders as the agency continues working to restore ridership.



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Capital Metro to roll out new fare card, lower rates for low-income residents in 2022

By Sumaiya Malik | 11:24 AM Mar 22, 2022 CDT
 Updated 11:24 AM Mar 22, 2022 CDT



Capital Metro is planning to roll out a new payment system and fare card this year. (Courtesy Capital Metro)

Media Coverage (cont.)

Mass Transit SUBSCRIBE MAGAZINE ADVERTISE CONTACT US SUPPLIER'S DIRECTORY LOG IN REGISTER

COVID-19 NEWS BUS RAIL TECHNOLOGY SAFETY & SECURITY ALT MOBILITY MANAGEMENT TRANSIT BIDS CAREER CENTER


MANAGEMENT

April/May Cover Story: How Values Drive Transit's Path Forward at CapMetro

CapMetro's values - and the resources it puts into those values - are guiding how it evolves as an organization, a transit provider and a community asset.

Mischa Wanek-Libman
April 19, 2022

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KUT 90.5 Austin's NPR Station

All Things Considered

Transit riders could pay less under new fare proposal by CapMetro

KUT 90.5 | By Nathan Bernier
Published March 21, 2022 at 5:07 PM CDT



Next Up: 8:30 PM Marketplace All Streams

- Life & Arts: The kind of beautiful: Hyde Park Theatre presents the world premier of *Running Bear*
- COVID-19: A new dominant omicron strain in the U.S. is driving up cases - and reinfections
- Energy & Environment: Here's what it would take for ERCOT to start rolling blackouts
- En español: El operador de la red eléctrica de Texas avierte de la posibilidad de suministros de lunes y pide cuidar la energía

AUSTIN MONITOR

CITY HALL DEVELOPMENT TRANSPORTATION EDUCATION ENVIRONMENT PUBLIC SAFETY ELECTIONS WHISPERS

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Photo by Gabriel C. Pérez/KUT

Transit riders could pay less under new fare proposal by Cap Metro

KEY PLAYERS & TOPICS IN THIS ARTICLE

Capital Metro: The city's urban transportation system.

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AUSTIN

CapMetro proposes 2 fare

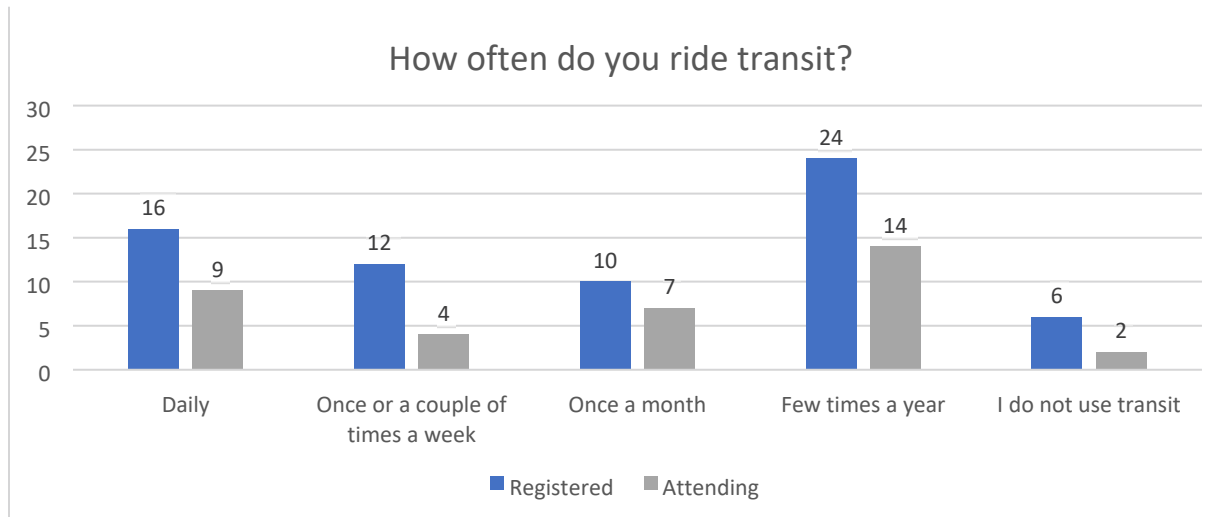
Appendix B: Community & Partner Agency Zoom Meeting Data

Community & Partner Agency Meeting Attendance Data

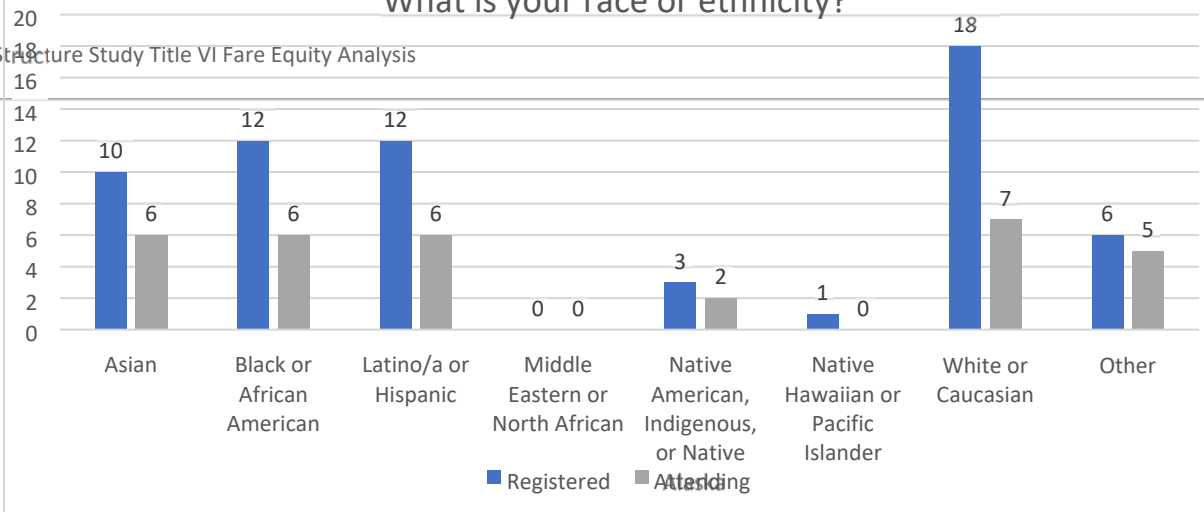
Meeting Info		Attendees				
Date	Type	Live	Facebook	Twitter	YouTube	# Reached
4/13	Community	5	180	156	62	403
4/14	Community	0				0
4/21	Partner Agencies	0				0
4/27	Community	5	100	151	78	334
4/28	Community					0
5/17	Partner Agencies	4				4
5/18	Internal	144				144
5/19	Partner Agencies	0				0
5/25	Community	9				9
6/2	Community	4	219	177	47	447
6/8	Community	4	82	176	29	291
6/9	Community	3				3
6/28	Community	5	5	24	69	3
6/29	Community	1	1			
	Total	184	605	729	219	1737

Community & Partner Agency Zoom Meeting Registration Survey Data

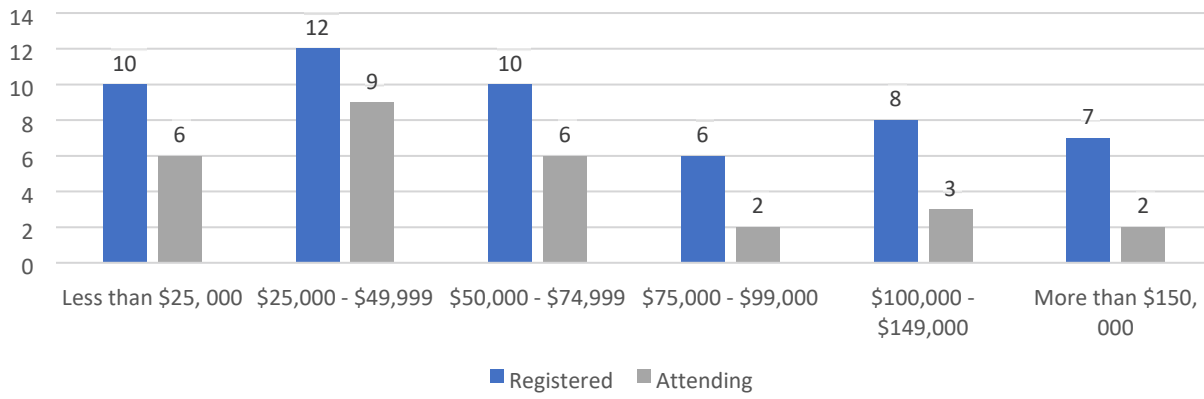
This demographic data is only available for attendees who registered through the Zoom registration and completed the survey. This does not include the attendee information from social media, 1:1 meetings, or other engagement events.

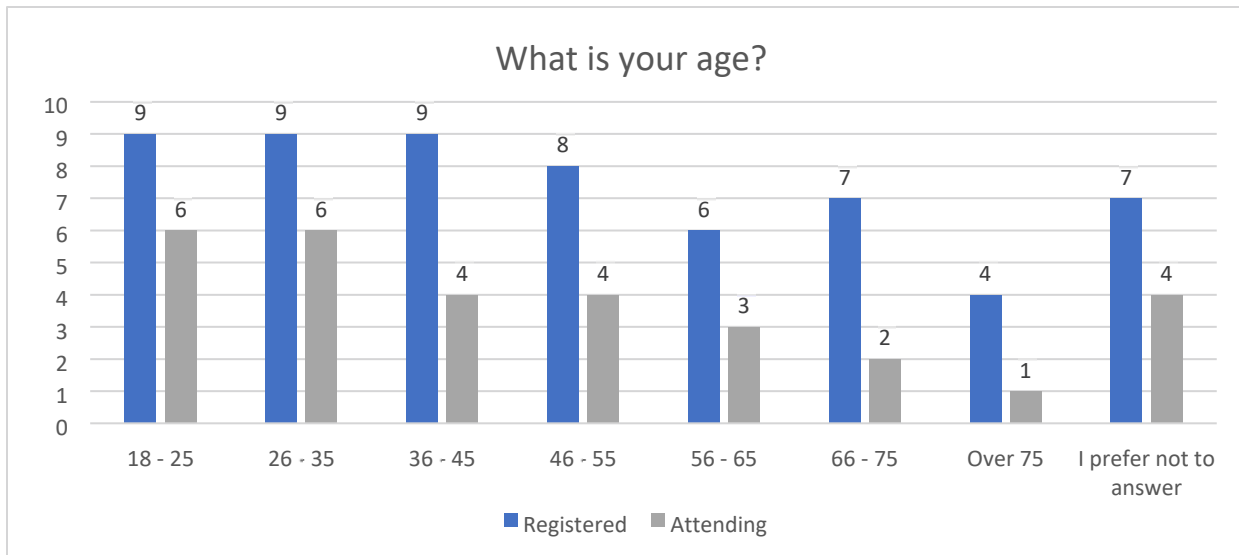


What is your race or ethnicity?



What is your total household income?





Appendix C: Public Feedback

Community engagement team members compiled and analyzed feedback from community members and partner agency team members throughout the community meetings, partner agency on-on-ones, and commission presentations to develop the six feedback themes. The table below lists quotes from feedback on the Public Input digital platform (abbreviated as "Public Input") and meeting notes from community and partner agency meetings. View a more detailed table of feedback [here](#). View a more detailed table of feedback [here](#).

Theme #1: Technological and financial challenges **Community Concerns:**

- Amp technology may exclude cash users and low- or no-tech riders
- Minimum upload value to Amp account may be a barrier for some riders
- Loading cash value at a retail store vs. paying at the fare box is less convenient for some riders

Opportunities Presented by the Community:

- Hands-on Amp education, enrollment, and card distribution

- Integration of Amp with TVMs to reload value on Amp cards

CapMetro’s Proposed Solutions:

- Use CBO partnerships and pop-up events to achieve hands-on Amp education and card distribution
- Future integration of Amp with TVMs and purchase of more TVMs in the future

Source	Type	Comment
Partner Agency Meeting	Concern	There are always equity concerns with implementing new technology. How will people learn, be supported, what about low tech riders?
Community Meeting	Concern	I'm interested in listening to the analysis--- wondering how cash handlers feel about an additional trip to a retail location to load a transit card- But I guess the cards are optional and they can still use cash to pay by trip.
Community Meeting	Concern	Technology / amp is for people that you want to have riding (choice riders) this doesn't seem like it is for your existing riders who depend on this service (essential riders). Do you know who your riders are?
Community Meeting	Concern	How will you handle technology deserts? Wifi/phones/laptops/etc?
Public Input	Concern	I prefer emails and I do not put apps on my phone because I have an iPhone and they want my banking information, which I am not going to give them.
Public Input	Concern	I know a lot of people who can't use the current app- it's not very inclusive for people who can't use a phone or can't keep one running. This is going to hurt people
Community Meeting	Opportunity	Cash riders that only have enough money to ride for the day can't put this on a card. Why go through all the effort if they can just ride now with cash on the bus?
Community Meeting	Concern	My concern is that cash users can't take advantage of the discount

Fare Structure Study Title VI	Fare Equity Analysis	Public Input	Make getting a card extremely easy. Have every major station have a card terminal where you can purchase a new card or refill an existing card. Don't require use of the app to use the card.
		Opportunity	
		Commission Presentation	Concern Q: how and where will amp cards be refilled with cash? Is there a way to have machines for reloading cards? + Q: Concerned about people having to reload the cards themselves – Potential Barriered about learning disabled people
		Commission Presentation	Opportunity are there plans to install machines to reload amp cards at transit stations?
		Partner Agency Meeting	Concern Most homeless people may not have a credit card but may have a phone – will registering for the card eliminate their option to use cash?
		Community Meeting	Opportunity You should do pop ups and block walking and help people sign up in person
		Public Input	Opportunity make it easy and prolific to get a card. Every 7-11 should sell them.

Theme 2: Fare prices and structure [Community Concerns:](#)

- Cost of implementing and maintaining new fares technology is not as effective as providing free fare for all riders
- High cost of current commuter fares compared to current local fares

[Opportunities Presented by the Community:](#)

- Commit to making transit affordable for those who need it most

[CapMetro’s Proposed Solutions:](#)

- Continue to commit to equitable fare programs such as fare capping and Equifare, and their success, especially as Project Connect development continues
- Future integration with Texas Empowerment Fund (TEF) after initial implementation feedback is collected; improve TEF systems as we gather input through new fare programs implementation
- Work with social service programs to streamline enrollment to Equifare and delivery of the Amp card

Source	Type	Comment
Community Meeting	Concern	Why can't fares be free? You're spending a lot of money and technology, but you could use this budget to make fares free

Public Input	Opportunity	In an ideal world fares would be free, like in Albuquerque. Have you looked into Albuquerque's program?
Public Input	Concern	Does it make sense to spend money on programs like this and all the infrastructure it takes to collect fares when it would be easy and meet everyone's needs to make the bus free?
Public Input	Concern	At the extremes we have people who are in poverty, elderly or disabled, don't have a lot of access to program that will assist, and just need to use the bus sometimes. People should ride for free.
Commission Presentation	Opportunity	It's too expensive to collect fares compared to small revenues from the fares – it would be better for the financial model if you just made fares free and didn't waste budget on the process of collecting fares
Public Input	Opportunity	people with no income and those who are unhoused. CapMetro should have a free way to access transportation if someone currently has no income so that transportation won't be a barrier to anyone needing medical help or looking for work.
Partner Agency Meeting	Concern /Opportunity	This is great for low income but how does this help people with no income? Does this pave the way to free fares? On our side of things, we are looking at how much organizations are spending

Theme 3: Inclusivity and accessibility of the Equifare program [Community Concerns:](#)

- Consider increasing the income-eligibility threshold as the cost of living continues to rise in our community
- Equifare eligibility verification during potential audit may create burden for enrolled riders

[Opportunities Presented by the Community:](#)

		just so clients can get to them (implied that free fares would be very useful).
Community Meeting	Fare Equity Analysis Opportunity	Rail price should be more similar to bus price
Community Meeting	Concern	How many rail rides before cap? How does this help commuters?
Commission Presentation	Opportunity	Wants rail to be cheaper – based on Pedro's presentation from a previous meeting on transit equity

- Provide easily and frequently accessible enrollment locations
- Work with partner agencies to verify and enroll riders

CapMetro’s Proposed Solutions:

- Create more auto-enroll and creative enrollment partnerships to have a centralized system for communities that need transit the most
- Ensure that the audit is straightforward to complete; provide multiple forms and methods to submit verification (email, mail, in-person)

Source	Type	Comment
Partner Agency Meeting	Opportunity/Concern	How is the discount program going in dallas? What are their numbers/the impact? Would like to understand the challenges in dallas for enrollment. Many people that may need to be enrolled may not have their paperwork or have the documentation or their paper work gets destroyed especially in the unhoused community makes it hard to maintain or get access to the program. Also the low tech or change in tech access is a big disadvantage
Community Meeting	Concern	Why is riding the bus becoming too bureaucratic?
Partner Agency Meeting		Many people that may need to be enrolled may not have their paperwork or have the documentation or their paper work gets destroyed especially in the unhoused community makes it hard to maintain or get access to the program
Community Meeting	Concern	You're doing this for the community but you're creating lots of hoops to jump through – why make it so hard for people to get low fares?
Public Input	Opportunity	Consider a more extreme Equifare proposal with more reduced fare for people who need it most. Consider making transit free to the most vulnerable communities, including current or formerly unhoused people.

Public Input	Opportunity	Events with CapMetro team directly signing people up with access to free copy services. The 20 years I was down and out and Black in Austin, I was passed over for case management and
--------------	-------------	--

services because of my race. Echo and other entities have acknowledged the disparity in service distribution. So don't require someone to have a case manager or expect it because that would leave the same people out.

<p>Public Input</p>	<p>Opportunity</p>	<p>Create as few barriers to enrollment for people as possible. Selfverification and verification through local organizations will be helpful. The more documents and steps you make in enrollment of a program like this the less likely it will be utilized by the people it is the most intended for. Pop-up events and regular enrollment at community or nonprofit organizations will be extremely helpful. Also, consider using documents like a Service Point card for enrollment (this is a card many people experiencing homelessness receive from service providers). This or a MAP card will greatly reduce barriers for enrollment, especially because many people on the streets do not have income documents or other formal IDs</p>
<p>Public Input</p>	<p>Concern</p>	<p>I support the fare capping proposal. The Equifare proposal could be better. I do not think that people who are low income should pay more than people who are seniors or disabled. The system would be simpler if lower income people qualify for the same fare levels as the Reduced Fares. Some seniors are wealthy, and I know that the federal government requires reduced fares for them; but the fare reductions should be for the people who need it the most. Also, the Equifare should apply to more people. The cost of living in Austin has gone way up, and many people who take the bus are struggling financially. I am concerned that you will raise the fares for everyone after implementing this program, and that would be a burden for a lot of people. I think it would be better to keep the fares low for everyone.</p>

Commission Presentation	Potential Barrier/Opportunity	What is the incentive for verification if there is the option to self-verify? What information are they being asked for? + The program sounds good, but my concerns are that the word "audit" and the connotation can dissuade people from attempting to apply – you might want to rephrase the term audit
Partner Agency Meeting	Concern	Why is it so challenging to enroll? Why not allow a fully honorbased system?
Public Input	Opportunity	in person enrollment options since not all people are tech saavy or literate, at easily accessible locations - community care clinics, libraries, HEB, etc; 24 month rolling enrollment at a minimum
Public Input	Opportunity	self-verification, enrollment opportunities in lots of places that are easy to get to. Having volunteers or ambassadors do enrollment. Work with the HEAL initiative and The Other Ones to enroll those experiencing homelessness
Public Input	Opportunity	Self verification online for anyone who can do that. Verification with help at convenience stores and HEB, including multilingual services. Have pop up events at major transit stations (Republic Square, North Lamar Transit Center, etc.) so that people currently using transit can get signed up on their commute.
Public Input	Opportunity	I would be interested in public registration opportunities for those in the education sector.

Theme 4: Access for unhoused community members [Community Concerns:](#)

- Amp and Equifare require several technologies and enrollment steps which may be inaccessible for unhoused riders

Public Input	Opportunity	eligibility considerations that you are in a particular sector such education, fire fighter, or EMS personnel.
Partner Agency Meeting	Fare Equity Analysis Opportunity	Libraries could be a great location for pop ups, education, flyers/communications. Team would be interested in training
Public Input	Opportunity/ Concern	Allow someone who just got hired to be part of program so they can get to new job. Trying to get SNAP is such a hassle so don't expect a person with no money to be on SNAP. Plus people with nobody to advocate for them are most times unfairly denied or at back of line and those with case managers are fast tracked.
Public Input	Concern /Opportunity	All of the listed programs plus the option of income verification. However, 200% of federal poverty limit is too low, as the cost of living in Austin has risen substantially. 200% FPL for one person is only \$25,520/yr, and it is difficult with anyone making that amount to live in Austin anymore. You should allow up to at least the 300% FPL, which is \$38,250/yr.
Community Meeting	Opportunity	Consider including more people and more programs in this – low income riders that need a cash break may not fall in these categories. How can we include more people?
Public Input	Opportunity	All of the above + making 60% or less MFI in Austin. So many people in Austin are falling into poverty because of rising costs, and people who are currently lower middle class should be eligible for reduced fare. Use Habitat for Humanity's existing MFI certification process used for their affordable housing units. You should consider a rolling Equifare system that provides greater discounts to people with a lower income. For example, people making 60% MFI pay 80% total fare; people making 30% MFI pay 50% total fare. A lot of people in Austin will benefit from this reduced fare, but the most vulnerable people need more help.

Community Meeting	Opportunity	I know the City of Austin uses HUD's incomes limits (at 80% MFI) when it comes to qualifying for Affordable housing. Could receiving affordable housing, or being eligible for affordable housing, be another qualifier for CapMetro's affordable program?	<p>Opportunities Presented by the Community:</p> <ul style="list-style-type: none"> Integration with Homeless Management Information System (HMIS) and other care providers <p>CapMetro's Proposed Solutions:</p> <ul style="list-style-type: none"> Integration with Homeless
Public Input	Concern /Opportunity	You should be most concerned about people who do not qualify for the Equifare or Reduced Income fare but it is difficult for them to pay the fares. Also people who qualify for the reduced fares but even that is difficult for them to pay.	

Management Information System (HMIS) and other care providers might create opportunities for social service providers to easily auto-load funds to members

- Incorporate unhoused riders and service providers into the external pilot

Source	Type	Comment
Partner Agency Meeting	Concern	Many people that may need to be enrolled may not have their paperwork or have the documentation or their paperwork gets destroyed, especially in the unhoused community makes it hard to maintain or get access to the program
Community Meeting	Concern	You're doing this for the community but you're creating lots of hoops to jump through – why make it so hard for people to get low fares?
Public Input	Opportunity	Events with CapMetro staff directly signing people up with access to free copy services. The 20 years I was down and out and Black in Austin, I was passed over for case management and services because of my race. Echo and other entities have acknowledged the disparity in-service distribution. So don't require someone to have a case manager or expect it because that would leave the same people out.

Public Input	Opportunity	Create as few barriers to enrollment for people as possible. Selfverification and verification through local organizations will be helpful. The more documents and steps you make in enrollment of a program like this the less likely it will be utilized by the people it is the most intended for. Pop-up events and regular enrollment at community or nonprofit organizations will be extremely helpful. Also, consider using documents like a Service Point card for enrollment (this is a card many people experiencing homelessness receive from service providers). This or a MAP card will greatly reduce barriers for enrollment, especially because many people on the streets do not have income documents or other formal IDs
Public Input	Opportunity	in person enrollment options since not all people are tech saavy or literate, at easily accessible locations - community care clinics, libraries, HEB, etc; 24 month rolling enrollment at a minimum
Public Input	Opportunity	self-verification, enrollment opportunities in lots of places that are easy to get to. Having volunteers or ambassadors do enrollment. Work with the HEAL initiative and The Other Ones to enroll those experiencing homelessness
Public Input	Concern	Our unhoused community needs safer, low barrier access to transportation. It is nearly impossible to navigate social services in Austin without transportation. Implement a system of free fares for them. Connect it to their Service Point ID's if needed. A significant portion of our unhoused community are disabled. Better planning during inclement weather is needed as well as better methods of communication is needed for them as well. During the freezing temps many unhoused peeps were left to face potentially deathly freezing temps without transportation to shelters when Cap Met shut down with very little notice.

Partner Agency Meeting	Concern	Equipare seems to be targeting people with low income rather than people with NO income – just something to pay attention to as we work with homelessness advocates
------------------------	---------	---

Theme #5: Ease of technology for high-tech riders [Feedback from the community:](#)

- No Amp integration with a mobile wallet to scan at the farebox [Opportunities for CapMetro:](#)
- Look into Integrating Amp account with mobile wallet in the future

Source	Type	Comment
Public Input	Concern	I agree with others: this needs to be integrated into existing phone wallets so that you don't have to go into a separate app. Texting is best for sharing information about phone app since people will already be using their phones to access their amp accounts.
Public Input	Opportunity	This app needs to function either like OMNY or like DC Metro where the card is stored on the mobile wallet instead of being its own separate thing
Public Input	Concern	Communication needs to be clear: will the card be able to be added to built-in phone wallets or will we still have to open a separate app for validation? If it's the latter this is a huge oversight. If it's the former, it needs to be made explicit in communication.

Theme #6: Importance of partnerships with community-based organizations for pilot and program launch

Feedback from the community:

- Different community representation from a diverse set of groups is important for the external pilot
- Partner agencies cited challenges with program enrollment for similar programs where members have to apply and enroll to receive benefits [Opportunities for CapMetro:](#)
- Create different pilot opportunities for the other collaborations and implement them in a phased timeline for this specific segment; i.e., train-the-trainers, auto-enrollment, direct mailouts, pop-up or training events
- Establish partnerships with large and small community-based organizations for comprehensive representation

Source	Type	Comment
Partner Agency Meeting	Opportunity	Case managers use weekly passes as incentives for homeless clients to attend case meetings – the ability to add value to a stored value card would significantly reduce the financial and logistical burden on purchasing physical passes for homeless care orgs
Partner Agency Meeting	Concern	Doing workforce development training; wants to tie free bus fares for a program Service goal of 75-80 – not all will require transportation, but we want to be able to provide bus passes if people are seeking employment through their program
Partner Agency Meeting	Opportunity	there are two tiers of people experiencing homelessness – people not involved with case managers and then there are organizations saving money who are already using weekly passes as incentives to get people to attend weekly case manager meetings. As long as people are holding onto their cards, using an online stored value system is more useful for case managers because they spend a lot of money trying to find physical passes. I see this all as being entirely beneficial.

Partner Agency Meeting	Concern	one thing is how would we get the card to someone? Should it be in a centralized place, or in the place where a case manager is, or should we give cards to case managers? People don't have to register the card, but they can get an account and use benefits. We just need to figure out how to make it clear where an amp card is because people may not have consistent access to a space
Partner Agency Meeting	Concern/Opportunity	Central health struggled to get more than 5% of people to enroll until they had auto-enrollment. It takes partnership, reducing friction, and dedicated effort to make sure that all the people that qualify can get enrolled. Need to have clear vision of the process and the data needed, and the systems for verification
Partner Agency Meeting	Opportunity	Pre-qualification and autoenrollment are most effective. Use mail inserst and emails from trusted sources.
Partner Agency Meeting	Opportunity	AAUL will have staff trained and help organize their staff, UCC, and other community organizations at central trainings located at their facility

		AAUL can act as a central/integrated pilot staff for CBO enrollment, support and incentives with their clients.
Partner Agency Meeting	Opportunity	I enjoy pilots because you start at the ground level and I understand there would be kinks. I definitely think this is something I would be interested in for the organization and receiving training. We already have a program in motion, but we think this particular grant we are applying for might line up with the pilot. I know this is something we'd be interested in. Transportation has always been a barrier, especially in rural areas.
Partner Agency Meeting	Opportunity	Partner with foundation communities or Wick etc. But also grassroots organizations like we can now or other service programs that are smaller and more nimble that reach groups like the unhoused community will be very helpful to register them in the pilot. You need to do this for the pilot so that you have feedback from these segments with unique challenges like the unhoused Look at what are the demographics and lived experiences you want to include in your pilot, not just the large groups. We want to get large and well-rounded input

F. UNHOUSED COMMUNITY TRANSIT PASS EQUITY ANALYSIS



Transit Pass for the Unhoused Community

Title VI Fare Equity Analysis

Delivered on: October 24 2023

Prepared by Four Nines Technologies



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1 Introduction

Title VI of the Civil Rights Act of 1964 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.

This analysis of the proposed fare changes proposed to provide no cost fares for unhoused or housing-insecure riders was prepared in conformity with the guidelines laid out in Chapter IV and Appendix K of FTA Circular 4702.1B.

The Fare Equity Analysis described herein assesses whether the proposed changes would result in either Disparate Impacts on minority customers or a Disproportionate Burden on low-income customers. The proposed fare changes being presented by CapMetro are the basis of this Fare Equity Analysis.

The Average Fare Analysis conducted as part of this Fare Equity Analysis did not find that the proposed fare changes would 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 Transit Pass for the Unhoused Community program.

2 Overview of Proposed Fare Changes

In an effort to increase mobility options for those who experience housing insecurity or are unhoused, CapMetro has developed a pilot program to directly administer a no-cost pass distribution process for unhoused community members who are registered and receiving services as part of the Homeless Management Information Systems (HMIS) that ties homelessness service providers with unhoused community members experiencing some form of housing insecurity or are unhoused. This pilot program was developed after a year-long comprehensive coordinated community engagement effort to ensure that the pilot program meets the needs of the unhoused participants as well as partner agencies that would be helping with this program.

CapMetro intends to launch a chip-enabled fare card that is at no-cost for people registered in HMIS for use on all CapMetro Local bus, Rapid bus, microtransit (Pickup) and ADA paratransit (MetroAccess) services. It is not anticipated that the Transit Pass for the Unhoused Community Program will be valid on Commuter services. Eligible customers will be able to pick up assigned cards directly from CapMetro's Transit Store or a designated service provider. The fare cards will be linked to the customers' HMIS profile and will be valid for two years. CapMetro staff intend to manage the program directly, including card distribution to HMIS registered individuals or agency partners, activating or deactivating cards, conducting periodic audit functions, and issuing new or replacement cards when lost or stolen.

It should be noted that the Fare Equity Analysis did not review the processes through which unhoused or housing insecure individuals become registered in the HMIS database, nor the distribution process that service providers use in the distribution of the no cost fare cards as these elements are outside the purview of CapMetro staff and policies.

Additional information about the proposed Transit Pass for the Unhoused Community Program is discussed further in Section 6. Fare Change Proposal.

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 grounds 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 Federal Transit Administration (FTA), CapMetro is required to comply with Title VI of the Civil Rights Act of 1964 and its own Title VI Program adopted in accordance with same 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 Federal 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."¹ 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 June 2021, CapMetro's Board of Directors adopted a set of new Title VI Policies in accordance with FTA Circular 4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients. CapMetro maintained their 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.

3.1 Disparate Impact and Disproportionate Burden Policies

The Federal Transit Administration (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, 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 Major Service Change, Disparate Impact and Disproportionate Burden policies. These three policies were consolidated into one policy, named "Title

¹ Transit Cooperative Research Program, Legal Research Digest: "The Impact of Civil Rights Litigation Under Title VI and Related Laws on Transit Decision Making", TCRP Project J-5, Washington, D.C. June 1997

VI Policies.” CapMetro conducted several public meetings (April 30, 2021, May 3, 2021, May 10, 2021, and May 19, 2021) via Zoom to accommodate COVID protocols. A public hearing was held on May 12, 2021, to solicit public testimony on the proposed changes to the policies. The public meetings were held at different times of the day to provide the fullest opportunity for public engagement. CapMetro advertised these meetings on its website, and social media channels. CapMetro also welcomed public comments via telephone, e-mail, and online through its website comment portal and social media channels. Additionally, CapMetro posted its Proposed Title VI Policies online throughout the public notice and comment phase.

The Board of Directors adopted the CapMetro Title VI Policies that includes its Major Service Change Policy, Disparate Impact Policy, and Disproportionate Burden Policy on June 28, 2021. 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 changes or whether non-minority and/or non-low-income customers would disproportionately benefit by the proposed changes. 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 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 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 transit modes, or by fare payment type or fare media. The definition of fare change does not include instances where all passengers ride at no cost 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 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, increase in discounts for certain fare types or customer populations, or increase in accessibility of fare media. The analysis contained within this report uses CapMetro's adopted thresholds for determining Disparate Impacts and a Disproportionate Burden.

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 media, CapMetro shall analyze any available information generated from 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.

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.²

Based on the Federal Guidance and the CapMetro Title VI Policies, CapMetro shall—

- (i) Determine the number and percent of users of each fare media being changed;
- (ii) Review fares before the change and after the change;
- (iii) Compare the differences for each particular fare media between minority users and overall users;
and
- (iv) Compare the differences for each particular fare media between low-income users and overall users.³

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.

The Fare Equity Analysis in this report consists of the following component:

- **Average Fare Analysis** that assesses the effects of the proposed fare changes on the average fare paid per boarding to determine whether minority or low-income customers are disproportionately adversely impacted by the changes or whether non-minority or non-low-income customers disproportionately benefit from the changes

It should be noted that the Fare Equity Analysis did not review the processes through which unhoused or housing insecure individuals become registered in the HMIS database, nor the distribution process that service providers use in the distribution of the no cost fare cards as these elements are outside the purview of CapMetro staff and policies.

4.1 Average Fare Analysis

The Four Nines Fare Model, which was calibrated by using Fiscal Year 2019 (FY 2019) CapMetro ridership data, fare product sales, passenger survey data, and estimated average fare per boarding, has been used for the Average Fare Analysis. While the Four Nines Fare Model projects ridership and revenue changes with the application of

² Federal Circular: C4702.1B Chap IV-10

³ Federal Circular C4702.1B Chap. IV-19

fare elasticities and changes in the average fare per boarding due to pricing changes, the Average Fare Analysis does not assume ridership changes due to application of fare elasticities. Further, the Average Fare Analysis is based on FY 2019 data, and therefore does not reflect the decrease in ridership due to the effects of the COVID-19 pandemic. The only changes considered are those associated with the changes in the average fare per boarding due to pricing changes. In addition to ignoring changes associated with application of elasticities, several additional modifications were made to the Four Nines Fare Model ridership and revenue data. Ridership and revenue associated with Pickup, MetroAccess, MetroBike, and MetroRideshare services were excluded as they are not subject to current Title VI evaluation requirements. Non-fare related revenue adjustments (e.g., Accounts Payable Discounts, Retail Outlet Sales Discounts, etc.) were also excluded.

4.1.1 Data

For customer demographic data, Four Nines used the 2015 Origin and Destination Survey (2015 OD Survey), as it provides the most current and comprehensive information on items related to customer demographics and fare payment. The 2015 OD Survey contains information collected by Creative Consumer Research, a contractor hired by the CapMetro Planning Department, whose research surveyors conducted 21,153 surveys for CapMetro's rail and fixed-route bus systems.

In early 2020, CapMetro began collecting surveys for the 2020 Origin and Destination Survey (2020 OD Survey), but the survey was interrupted and ultimately stopped due to COVID-19. The 2020 OD Survey collected approximately 13,821 surveys prior to interruption, but the results were not used for the current Title VI analysis due to concerns that they may not accurately reflect the systemwide demographics of customers as the survey sampling plan was never completed due to the COVID interruption.

Additionally, to provide demographic classifications for the proposed Transit Pass for the Unhoused Community, Four Nines used data provided by the Ending Community Homeless Coalition through the 2023 Point in Time Count submitted to the Continuum of Care Board TX-503 in Austin / Travis County to fulfill requirements in 24 CFR § 578.7(c)(3). The report analyzes data from a point-in-time count undertaken on January 28, 2023. The data collected from the 2023 Point in Time count is the most recent data currently available on the demographics of sheltered and unsheltered people in Travis County. The demographic statistics are very similar to those in the 2022 Needs and Gaps report published by the Ending Community Homeless Coalition, based on 2021 data exported from the Homeless Management Information System (HMIS).

4.1.2 Assumptions

The 2015 OD survey, while comprehensive with a significant number of survey responses, does have some limitations. Low response rates for some fare products, and the absence of some fare payment options on the survey posed several challenges. The Average Fare Analysis attempts to address the limitation of the data by using demographics for similar fare payment types.

The following demographic assumptions were used in the Average Fare Analysis, and replicates the assumptions used in the February 2022 Fare Equity Analysis:

- The survey did not allow respondents to indicate whether they were using a Discount Pass Program (DPP) or Transit Empowerment Fund (TEF) product. For these products, it was assumed that all customers were

low-income, and assumed the ethnicity demographics were the same as those of the underlying fare product (e.g., Local, Standard Fare, Day Pass).

- Demographics for the Commuter 7-Day Pass were aggregated with the demographics for the Commuter 31-Day Pass, due to too few survey responses.
- Demographics for all Commuter, Reduced Fare products were aggregated with the demographics for the Local, Reduced Fare products, due to too few survey responses. For example, for Reduced Fare Day Pass demographics, responses for Commuter and Local services were combined.
- Demographics for the Kids Ride Free program were assumed to have the same demographics as Child and Student rider category survey respondents but excluded surveys where the respondent stated that they used a University of Austin ID, other Student Pass, or Business Pass product. Kids Ride Free launched in June 2018 after the 2015 OD Survey was conducted.
- Demographics for the Other Free Fares were assumed to have the same demographics as those respondents that reported their fare payment method as a no cost ride or received a no cost fare as a CapMetro employee dependent.
- Demographics for Special Event Single Ride were assumed to have the same demographics as the systemwide average.
- The survey did not allow respondents to indicate whether they were using a MetroWorks Business pass product. For these products, customers were assumed to have the same demographics as those of the underlying fare product (e.g., Local, Standard Fare, 31-Day Pass).
- Demographics for MetroWorks Government, City of Austin pass program, Travis County pass program, and CAMPO passes were assumed to have the same demographics as Business Pass (COA, ACC, Travis County) survey respondents.
- Demographics for Austin Community College and St. Edward's University higher education programs were assumed to have the same demographics as Student Pass/Semester Pass/Green Pass survey respondents.

Additional assumptions were made, specific to the Transit Pass for the Unhoused Community program:

- Based on feedback from CapMetro staff, through consultation with TEF organizations, it was assumed that roughly 5,000 Unhoused Community Transit Passes would be distributed, and that approximately 72% of them would be actively used by members of the community. The percentage of active use (72%) was based on statistics from the first three months of the Unhoused Community Pilot Program.
- The analysis assumed that the average utilization of each actively used pass would be approximately 23 boardings per month per passholder, consistent with the modeling assumptions regarding frequency of use of TEF pass products. This utilization assumption is in line with the ~25 boardings per month per passholder observed in the first three months of the Unhoused Community Pilot Program.
- Based on feedback from CapMetro staff, through consultation with TEF organizations, it was assumed that approximately 95% of boardings in the Transit Pass for the Unhoused Community program would come from existing TEF products. The remaining 5% of boardings were assumed to be customers that are currently paying Single Ride fares, likely with cash, and would move to the Transit Pass for the Unhoused Community program. In the analysis, this means that the share of boardings occurring in the TEF program is assumed to decrease, but the more likely outcome is that this degree of customer participation would free up existing TEF funding resources and allow TEF organizations to re-allocate funding to help additional groups or more members of their community.

5 System Ridership Demographics Overview

The following provides an overview of CapMetro’s systemwide ridership taken from the 2015 OD Survey conducted by Creative Consumer Research which is the most recent onboard survey with the detailed information needed 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 to 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/Anglo” on the 2015 OD Survey. While the survey allowed individuals to indicate “Mixed Race”, those responding as only “White/Anglo” are listed as non-minority. Mixed ethnicity was categorized as “minority.” Our analysis did not include those who refused to respond to the ethnicity question. The ethnicity categories in the survey include:

1. African American
2. Hispanic/Latino
3. Asian
4. Native American
5. White/Anglo
6. Mixed Race

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 2015 OD Survey, which was conducted between February and May 2015, asked respondents for their total annual household income, we used the 2014 Poverty Guideline to determine which populations would be considered low-income. Table 1 provides the 2014 U.S. HHS Poverty Guidelines and the corresponding CapMetro low-income definitions by household size. Because the 2015 OD Survey asked both household income and household size, we were able to use household size and income to categorize each individual survey respondent accurately using U.S. HHS Poverty Guidelines. Table 2 presents the income categories used in the 2015 OD Survey. Our analysis did not include those who refused to respond to both the household income and household size questions, as they could not be properly categorized.

Table 1: 2014 HHS Poverty Guidelines

Persons in Family/Household	Poverty Guideline	125% of Poverty Guideline
1	\$11,670	\$14,588
2	\$15,730	\$19,663
3	\$19,790	\$24,738
4	\$23,850	\$29,813
5	\$27,910	\$34,888
6	\$31,970	\$39,963
7	\$36,030	\$45,038
8	\$40,090	\$50,113
For families/households with more than 8 persons:	Add \$4,060 for each additional person	Add \$5,075 for each additional person

Table 2: 2015 OD Survey Household Income Categories

2015 OD Survey Income Categories	
Less than \$4,999	\$30,000 - \$39,999
\$5,000 - \$9,999	\$40,000 - \$59,999
\$10,000 - \$14,999	\$60,000 - \$69,999
\$15,000 - \$19,999	\$70,000 - \$79,999
\$20,000 - \$24,999	\$80,000 - \$100,000
\$25,000 - \$29,999	Over \$100,000

5.3 Ridership Demographics

Figures 1 and 2 provide an overview of systemwide fixed-route ridership by minority and income status for those who responded to ethnicity and income related questions, excluding those who refused to respond. For purposes of the analysis, minority status is characterized as anyone who responded to anything other than only “White/Anglo.” Low-income status was determined through a cross tabulation of income by household size, matching the income to 125% of the federal poverty guidelines, as discussed above. The proportion of low-income customers is notable - about half of CapMetro's customers are considered to be low income.

Figure 1: Ridership Ethnicity

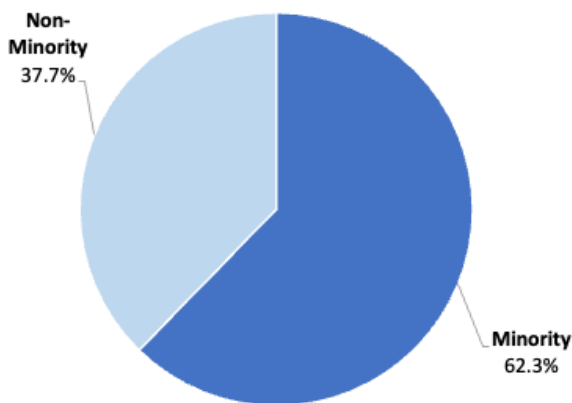
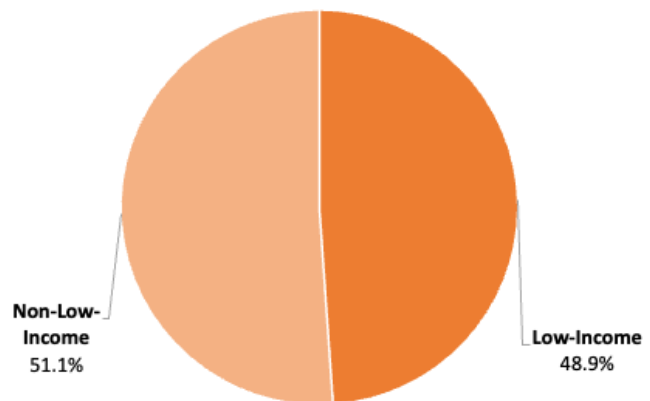


Figure 2: Ridership Income



* Percentages above exclude the 1.6% of weighted respondents that refused to respond to the ethnicity questions and the 29.5% of weighted respondents that refused to respond to both the household income and household size questions.

To support the Fare Equity Analysis, we performed cross-tabulations of the 2015 OD Survey data for those who responded to ethnicity and income questions to develop a breakdown of demographics by fare payment type. We reviewed the relationship between fare payment type and ethnicity and income as we recognize that various fare changes may impact some protected groups more than others. Table 3 presents the fare payment type by minority and income status, while Table 4 presents the percentage of minority and low-income ridership by fare payment type. It should be noted that not all fare payment types were represented in the 2015 OD Survey, such as those receiving Transit Empowerment Fund benefits. As such, demographic analyses for those fare types were determined through modeling efforts, as described in Section 4 and in Section 8, below.

Table 3: Fare Payment Type by Minority and Income Status (Source: 2015 OD Survey)

Fare Payment Type	Overall	Percent Minority	Percent Non-Minority	Percent Low-Income	Percent Non-Low-Income
Single Ride (cash)	13.3%	13.2%	13.5%	12.7%	12.9%
Single Ride reduced fare (cash)	0.7%	0.6%	0.8%	0.6%	0.6%
Day Pass (cash)	28.5%	30.3%	25.8%	29.0%	28.1%
Day Pass reduced fare (cash)	1.7%	1.9%	1.3%	1.9%	0.9%
7-Day pass	4.6%	4.4%	4.8%	4.2%	5.4%
31-Day pass	19.2%	19.4%	18.5%	18.1%	22.3%
31-Day pass reduced fare	4.0%	3.9%	4.3%	4.3%	3.4%
Stored value card	0.2%	0.1%	0.3%	0.1%	0.3%
UT ID	21.2%	19.9%	23.3%	23.6%	18.7%
Student pass, semester pass, green pass	0.6%	0.6%	0.7%	0.6%	0.5%
Business pass (COA, ACC, Travis County)	2.6%	2.3%	3.0%	1.9%	3.2%
MetroAccess monthly pass	0.4%	0.3%	0.6%	0.2%	0.8%
Employee dependent	0.3%	0.3%	0.3%	0.1%	0.6%
Free	2.5%	2.5%	2.5%	2.4%	2.0%
Other	0.3%	0.3%	0.4%	0.2%	0.5%
Total	100.0%	100.0%	100.0%	100.0%	100.0%

Table 4: Percentage of Minority and Low-Income Ridership by Fare Payment Type (Source: 2015 OD Survey)

Fare Payment Type	Percent Minority	Percent Non-Minority	Total	Percent Low-Income	Percent Non-Low-Income	Total
Single Ride (cash)	61.9%	38.1%	100.0%	48.6%	51.4%	100.0%
Single Ride reduced fare (cash)	57.0%	43.0%	100.0%	50.3%	49.7%	100.0%
Day Pass (cash)	66.0%	34.0%	100.0%	49.8%	50.2%	100.0%
Day Pass reduced fare (cash)	70.2%	29.8%	100.0%	67.2%	32.8%	100.0%
7-Day pass	60.4%	39.6%	100.0%	42.6%	57.4%	100.0%
31-Day pass	63.4%	36.6%	100.0%	43.7%	56.3%	100.0%
31-Day pass reduced fare	59.8%	40.2%	100.0%	55.3%	44.7%	100.0%
Stored value card	41.0%	59.0%	100.0%	15.7%	84.3%	100.0%
UT ID	58.7%	41.3%	100.0%	54.7%	45.3%	100.0%
Student pass, semester pass, green pass	56.2%	43.8%	100.0%	54.3%	45.7%	100.0%
Business pass (COA, ACC, Travis County)	56.6%	43.4%	100.0%	35.9%	64.1%	100.0%
MetroAccess monthly pass	46.5%	53.5%	100.0%	22.1%	77.9%	100.0%
Employee dependent	64.3%	35.7%	100.0%	15.6%	84.4%	100.0%
Free	62.2%	37.8%	100.0%	53.9%	46.1%	100.0%
All other	52.2%	47.8%	100.0%	28.5%	71.5%	100.0%
Total	62.3%	37.7%	100.0%	48.9%	51.1%	100.0%

6 Fare Change Proposal

Since 2011, CapMetro has maintained a partnership with the Transit Empowerment Fund (TEF) as an important part of CapMetro's comprehensive fare program. A key benefit of TEF is that they work directly with organizations and individuals in the social service arena and have designed a fare and transit access program that specifically serves the needs of low-income riders in the greater Austin community. In 2022, CapMetro Board and staff, TEF Board and staff, community members, and numerous local social service providers identified challenges to the existing TEF program framework that created burdens for social service providers and unintentionally restricted access to CapMetro's system for those who need it most.

In an effort to increase mobility options for those who experience housing insecurity or homelessness, CapMetro has developed a new program to directly administer a no cost pass distribution process for unhoused community members who are registered and receiving services as part of the Homeless Management Information Systems (HMIS). The HMIS ties service providers with community members experiencing some form of housing insecurity or homelessness. This fare program was developed after a year-long comprehensive and coordinated community engagement effort to ensure that the program met the needs of the unhoused as well as partner agencies that would be helping with this program.

Toward that end, CapMetro has launched a Pilot Project to provide a chip-enabled fare card that is cost-free for people registered in HMIS for use on all CapMetro Local bus, Rapid bus, microtransit (Pickup) and ADA paratransit (MetroAccess) services. It is not anticipated that the Transit Pass for the Unhoused Community Program will be valid on Commuter services. The fare cards are linked to the customers' HMIS profile and will be valid for two years. CapMetro staff intend to manage the program directly, including card distribution to HMIS registered individuals or agency partners, activating or deactivating cards, periodic audit functions, and issuing new or replacement cards when lost or stolen. The Transit Pass for the Unhoused Community will only be available as a smart card, and there are no plans to make the Transit Pass for the Unhoused Community available as a mobile pass at this time.

While it is anticipated that some TEF partners will transition to this new pass program, this pass program does not supplant the existing TEF program that provides deeply discounted and no cost passes to more than 230 local social service agencies through a Request for Applications allotment process. As such, there is no change to the TEF program at this time.

It should be noted that the Fare Equity Analysis did not review the processes through which unhoused or housing insecure individuals become registered in the HMIS database, nor the distribution process that service providers use in the distribution of the no cost fare cards as these elements are outside the purview of CapMetro staff and policies.

6.1 No Cost Fare for Unhoused Eligibility

While CapMetro will be able to provide the proposed Transit Pass for the Unhoused Community to those already in the HMIS database, CapMetro has no ability to register individuals into the HMIS program and/or database. As such, this analysis has not reviewed the HMIS eligibility process.

The proposed Transit Pass for the Unhoused Community will be available to individuals who are already registered in the HMIS, the local database that ties homelessness service providers with community members experiencing some form of housing insecurity or homelessness. The US Department of Housing and Urban Development requires local agencies to maintain a HMIS database of client-level data and data on the provision of housing and services to individuals and families experiencing, or at risk, of homelessness. Clients in the HMIS program meet certain criteria established by the state in order to obtain services related to housing instability and/or homelessness. Service providers must register client-level data and case management details into the HMIS database so that recipients can access related services, including the no cost transit passes. The HMIS system is free for service providers and government agencies to use, but an HMIS training program is required before organizations are able to utilize the database. Ending Community Homelessness Coalition (ECHO) leads Austin/Travis County's HMIS by administering the software to local organizations and aiding in technical assistance.

Each contact point between a service provider using HMIS and an individual experiencing housing insecurity or homelessness is recorded in the HMIS, which can be accessed by any organization using the system. Participating service providers and CapMetro Transit Store employees will be able to check the HMIS in order to verify the eligibility of a customer seeking the Transit Pass for the Unhoused Community. If the individual is in the HMIS system, they are eligible for the Transit Pass for the Unhoused Community, and can request the pass through the service provider or CapMetro.

For each recipient who requests the no cost transit card, HMIS service providers or CapMetro Transit Store staff will be required to access the HMIS database to add "Local Transit Pass" to the list of "services" along with the card's issue date and serial number that links the card to the HMIS recipient. It also allows the card to be deactivated in the event it is lost or stolen. Service providers will distribute the physical fare media to their registered HMIS clients through their internal systems and individual distribution processes.

If an individual who is experiencing housing insecurity or homelessness is not in the HMIS, a service provider will be able to register them. A CapMetro employee can refer them to a participating service provider, but will not be able to register them at the Transit Store.

CapMetro has partnered with select service providers to distribute the Transit Pass for the Unhoused Community during the pilot phase. They include: Texas Harm Reduction Alliance, Sunrise Navigation Center, Trinity Center, The Other Ones Foundation, Hungry Hill, Urban Alchemy, and Safe Haven. As the program expands, participating service providers will be organizations that provide services to individuals and families experiencing housing insecurity or homelessness and who are trained and able to use the HMIS database system. If additional service providers are interested in providing the no cost transit card, they will be required to fill out a form, which will be reviewed and approved by CapMetro, and estimate the number of Transit Pass for the Unhoused Community passes they will need in the next six months. Approved service providers will pick up the allotted number of Transit Pass for the Unhoused Community passes from the CapMetro Transit Store, and will be responsible for acquiring more from CapMetro in the future.

6.1.1. Media Distribution Proposal

HMIS recipients will have several ways to access the new pass:

- 1) Directly through the CapMetro Transit Store; or

2) Via HMIS service providers’ internal systems and individual distribution processes.

For HMIS recipients who wish to access their no cost fare card via CapMetro, they can visit the CapMetro Transit Store located at 209 W. 9th St, Austin, TX on weekdays from 8am-5pm. Transit Store employees will have access to the HMIS database to verify eligibility, register the transit card, and provide an issue date for the card. Individuals will need to present name and verification of identity at the Transit Store for this method of pass access. Individuals who are not in the HMIS database will be referred to participating service providers. Table 5 presents the anticipated changes associated with the new pass program.

Table 5: Proposed Distribution Method

Policy	Existing	Proposed
Transit Empowerment Fund (TEF) Passes	<ul style="list-style-type: none"> - CapMetro releases an annual Request for Applications for deeply discounted and no-cost CapMetro Transit Passes - 501(c)3, 501(c)9, or government organizations that serve low-income individuals within CapMetro service area may apply - Local or Commuter 1-Day, 7-Day, and 31-Day full fare passes are distributed to approved organizations. Organizations can choose which fare product best serves their clients - Individuals receiving services from the approved TEF organizations may receive full fare 1-Day, 7-Day, or 31-Day passes at no cost from the organizations 	<ul style="list-style-type: none"> - No change
Transit Pass for the Unhoused Community Program	<ul style="list-style-type: none"> - none 	<ul style="list-style-type: none"> - Individuals registered in the HMIS will be eligible to receive a Transit Pass for the Unhoused Community at no cost - Eligible individuals will be able to receive a pass at participating service providers or at the CapMetro Transit Store (209 W. 9th St, Austin, TX; M-F 8am-5pm) - Participating service providers and CapMetro employees at the Transit Store will have access to the HMIS, and will verify an individual’s HMIS registration - Upon successful verification and distribution of a Transit Pass for the Unhoused Community to an eligible customer, the service provider or Transit Store employee will record the card’s serial number and issue date in the HMIS - Approved individuals will receive a chip-enabled card that is similar in appearance to a full fare Local Pass - The Transit Pass for the Unhoused Community will be valid for up to 2 years following first activation - If lost or stolen, pass holders will need to notify HMIS service providers or CapMetro, who will deactivate lost or stolen card and issue new card

6.1.1 New Program Payment System Media

The proposed Transit Pass for the Unhoused Community smart card will be identical in appearance to CapMetro's existing Local 7/31-Day Pass smart cards, but they will not include a date to denote pass duration. The Transit Pass for the Unhoused Community pre-programmed smart card will be valid for two years from the time of first activation.

Each participating Transit Pass for the Unhoused Community customer will have their own card with a unique serial number that will be recorded in the HMIS upon distribution. Customers will be instructed to report lost or stolen cards to the issuing service provider or by visiting the CapMetro Transit Store. Service providers or CapMetro Transit Store employees will enter an end date for the lost or stolen card in the HMIS, and reissue a new Transit Pass for the Unhoused Community smart card to the customer. Once cards are deemed lost or stolen, they are deactivated and cannot be used. CapMetro will run a weekly "end date" report to deactivate any lost or stolen cards and to update the system.

CapMetro staff also intend to conduct periodic audit functions to ensure that customers are still registered in the HMIS program and to deactivate cards that have not been used for a prolonged period of time.

6.1.2 Other Existing Fare Media

The existing TEF program will continue to operate in tandem with the proposed Transit Pass for the Unhoused Community program. The TEF program currently offers deeply discounted or no-cost transit passes to participating organizations that serve low-income communities in CapMetro's service area. The TEF process will not experience any changes, and 501(c)3, 501(c)9, or government organizations will continue to answer an annual Request for Application (RFA) process in order to receive transit passes for their low-income clients. TEF organizations choose which fare product best serves their clients: full fare Local or Commuter 1-Day, 7-Day, or 31-Day passes, and will continue to distribute TEF transit passes at no cost to their low-income clients. While the TEF program will remain, CapMetro expects that many TEF organizations will also distribute the Transit Pass for the Unhoused Community to clients registered in the HMIS.

7 Fare Proposal Outreach

Community engagement was an essential part of the development and implementation of this Transit Pass. Such engagement included collaborating with service providers, TEF, and ECHO – where discussions were held to share perspectives, gather feedback, and develop the program and pilot. A pilot was planned, developed, and implemented to test the pass technology, process with HMIS and service providers, and gather feedback from the unhoused community. About 400 passes were distributed to unhoused client testers to pilot in the months of July and August 2023. Overall, the pilot received positive feedback from the unhoused testers and the service providers. Takeaways from the pilot led to developing and streamlining the Transit Pass management process as well. Additional details can be found below in Section 7.2.

7.1 Public Outreach Overview

Engaging with the community was a fundamental aspect throughout the development and execution phases of the Transit Pass. Service Providers who advocated for more resources for those experiencing homelessness formed the unhoused workgroup and played a pivotal role in various stages starting from collaborating in the planning of the emergency Transit Empowerment Fund allocation. Additionally, they contributed to the design and implementation of the Transit Pass for the Unhoused Community, providing valuable feedback at every juncture.

Our outreach efforts extended to working closely with a consortium of service providers, leveraging their insights and perspectives to ensure the effectiveness of the implementation process. Feedback from both the unhoused individuals and their respective organizations was instrumental in refining our approach.

Furthermore, we actively solicited input from the Transit Empowerment Fund (TEF), fostering a collaborative environment to enhance the program's outcomes. To validate our strategies, a pilot initiative was launched, distributing approximately 400 passes to unhoused individuals for testing purposes.

The response from the testers was overwhelmingly positive, validating the efficacy of the Transit Pass initiative. Their feedback was meticulously incorporated into the final implementation, ensuring that the Transit Pass for the Unhoused Community met the diverse needs of its intended beneficiaries.

Phase I: Unhoused Workgroup Forms & Pass Planning

Timeline: September 2022-May 2023

Purpose: Create the unhoused workgroup to help plan and implement the no-cost smart card pilot program and identify and recruit Service Providers to participate.

Community Engagement Tools:

- **Workgroup Meetings:** Form the unhoused workgroup with service providers including representatives from the Transit Empowerment Fund, ECHO, ECHO's leadership council, Texas Harm Reduction Alliance (THRA), Sunrise Navigation Center, Trinity Center, UT School of Nursing, and CapMetro staff. This group met biweekly from August 2022- July 2023 to give their input on the development and implementation of the pilot program to help serve the unhoused community.

- **1:1 Meetings with Service Providers:** The Community Engagement team scheduled one-on-one meetings with identified Service Providers in the Austin community to start exploring partnership proposals and long-term use and contracts for identified community needs.
- **Service Provider Meetings:** Had regular meetings with participating service providers on the planning phase of the pilot program; including asking for feedback on the Homeless Mangement Information System training, pass details and logistics, educational materials, surveys and focus group questions for both Service Providers and clients, and the timeline of the phases of the pass.
- **Educational Materials:** Worked with Service Providers to provide feedback on educational materials such as [Transit Pass for the Unhoused Community Fact Sheet](#), [Training & Inventory One-pager](#), [Client Training & Flyer](#), [Service Provider & General Training One-Pager](#). Please see Appendix B Documents 1-5 for flyers.
- **Trainings:** Implement joint training with ECHO and CapMetro to provide training on how to use the HMIS system to input the smart-card information for clients, how to distribute and keep inventory for the smart cards, distribution of smart cards, how to request smart cards, and how to receive client and provider support for any questions that may arise.

Unhoused Workgroup Meetings

Held biweekly meetings from August 2022-July 2023

Schedule of 1-1 on meetings

Date	Organization Name
4/24	IMPACCCT
5/8/23	Texas Harm Reduction Alliance
5/3/23	Sunrise Navigation
5/3/23	Trinity Center
5/3/23	The Other Ones Foundation
5/5/23	Hungry Hill Foundation
5/8/23	IMPACCCT
5/8/23	Texas Harm Reduction Alliance
5/23/23	Texas Harm Reduction Alliance
5/23/23	Hungry Hill Foundation

Schedule of External Meetings

Date	Organization Name
4/10/23	ECHO, Transit Empowerment Fund & CapMetro
5/18/23	ECHO HMIS Training

Schedule of Trainings

Date	Training Topic	Organizations
5/25/23	HMIS Pass & ECHO Training	Texas Harm Reduction
5/23/23	HMIS Pass & ECHO Training	TOOF Sunrise Navigation Hungry Hill Urban Alchemy Trinity Center IMPACCCT Urban Alchemy
5/31/23	Pass Program Pilot Training	Customer Cares & Transit Store

Phase II: Implementing the Pilot Program and gathering input for the Next Phase

Timeline: July 5-July 31, 2023

Purpose: Launch the Pilot with 7 Service Providers and gather input from the program through focus groups, surveys, and HMIS Providers meetings to help develop and plan the next phase of the launch.

Community Engagement Tools:

- **HMIS Pilot Provider Meetings:** Regular check-in meetings with Service Providers participating in the pilot program. During these meetings, we will ask feedback on focus group questions, how the pilot program is going and input for the next launch phase.
- **1:1 Meetings with Service Providers:** Have regular check-in meetings with Service Providers to ask for input on the pilot program. To check in about how distribution, inventory, the HMIS system, and survey distribution is going within the pilot program.
- **Focus Groups:** Identify and implement focus groups with 2 service providers. This includes Safe Haven and the Other Ones Foundation. Please see Appendix C Document 1 for focus group data results.
- **Surveys:** Using input gathered from service providers in phase I, we will distribute and encourage participation in surveys for both [clients](#) and [service providers](#). This input will inform the next phase of the program. Please see Appendix C Document 2 for survey results.
- **Website:** Work with CapMetro internal communications team to create information on CapMetro's website to inform both service providers and clients about the program. The website will include information about the program background, benefits, and timeline of when service providers can apply for the program. Website can be found [here](#) and can be translated into Spanish. Please see Appendix B Document 6 for the website.

List of Service Providers for Pilot Program

Organization Name	Service type	Cards Distributed	Focus Groups
Texas Harm Reduction Alliance	Outreach & Drop-in	60	N/A
Sunrise Navigation Center	Day Center	100	N/A
Trinity Center	Day Center	30	N/A
The Other Ones Foundation	Day Center	100	Hosting 2
Hungry Hill Foundation	Outreach	70 in partnership w/ Urban Alchemy	N/A
Austin Urban Alchemy	Day Center	70 in partnership w/ Hungry Hill	N/A
Safe Haven	Shelter	30	Hosting 2

Schedule of Service Provider Check-Ins

Date	Meeting	Organizations
6/16/23	Pass Pilot Meeting	Trinity Center The Other Ones Foundation Sunrise Navigation Center Hungry Hill Foundation IMPACCT Urban Alchemy Texas Harm Reduction Alliance
7/12/23	Service Provider Check-In	The Other Ones Foundation Texas Harm Reduction Alliance Sunrise Navigation Hungry Hill Urban Alchemy Trinity Center

Schedule of 1-on-1 meetings

Date	Meeting	Organization
6/9/23	Focus Group Check-In	IMPACCT
6/22/23	Interest Meeting	Austin Public Library
6/26/23	Focus Group Check- in	The Other Ones Foundation
7/10/23	Pilot Onboarding & Focus Group Check-in	Safe Haven

Schedule of External Meetings

Date	Meeting	Organizations
7/10/23	SAFE HMIS Training	Integral Care, SAFE, ECHO
7/18/23	ECHO- HMIS Reporting Meeting	ECHO

Schedule of Focus Groups

Date	Organization Name	# of Attendees
8/8/23	The Other Ones Foundation	12
8/11/23	The Other Ones Foundation	12
8/17/23	Safe Haven	5
8/19/23	Safe Haven	4

Schedule of Trainings

Date	Training Topic	Organization
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6/1/23	EEO Training	ECHO
7/19/23	CapMetro Agency Admin Training with ECHO	ECHO

Phase III: Launching the Transit Pass for the Unhoused Community

Timeline: August 2023-2024

Purpose: To launch the next phase of the Pass for Individuals Experiencing Homelessness by incorporating feedback from the Pilot launch and fostering relationships with service providers in the community that work with the unhoused community to launch the program in the community. During this phase, we will begin and finish our Title XI analysis for the program.

- **Community Engagement Tools:**

- **Newsletter/Listservs:** Existing listservs will be used to communicate with Service Providers in the community to fill out an interest form to participate in the program.
- **Website:** We will update the CapMetro webpage to include the interest form for Service Providers to participate in the program, the timeline for the program, and expectations from providers. Link. Please see Appendix B Document 6 for website.
- **Direct Mail/Email:** During this phase, we aim to cultivate relationships with service providers in the community to participate in the program. We will invite them to trainings and informational sessions about the program, in addition to a fair to learn more about the program.
- **Outreach Events:** During this phase, we will implement a fair where we invite service providers in the community to come and learn about the Pass for Individuals Experiencing Homelessness. During this fair, service providers can learn more about the program and expectations for implementation. In addition, individuals who are enrolled in the HMIS system can come to enrollment fairs in the community to come and receive a transit pass.
- **Trainings and Informational Meetings:** During this phase we will host semi-regular virtual presentations in which Service Providers in the community can come and learn more about the program while asking questions. These trainings will also provide CapMetro an opportunity to ask for feedback about our communications—websites, flyers, and other communication methods to see if they are accurately explaining the program.
- **Meetings for Community Leaders and Social Services Providers:** We will host meetings throughout phase III for interested organizations to learn more about the program. In addition, once service providers fill out the interest form to be a part of the program and are selected, we will have a training to go over how to request smart cards, how to keep inventory, how to enter information into HMIS, and how to train clients on how to use the cards. These meetings hopefully will allow us to build and maintain relationships with service providers in the community.
- **1:1 Meetings with Service Providers as Requested:** Service Providers that are interested in participating in the program may request a one-on-one meeting with internal CapMetro staff to learn more about the program.
- **Brochures/Flyers:** These can be distributed during outreach events and emailed to Service Providers in the community. Please see Appendix B Documents 1-5 for flyers.

- **Title VI Analysis:** The Title VI analysis for the Transit Pass for the Unhoused Community involves a thorough examination of its impact on different demographic groups to ensure compliance with federal regulations. Title VI mandates that transit agencies receiving federal funding must not discriminate against individuals based on race, color, or national origin in implementing fare changes or service adjustments.

The analysis assesses how the introduction of the Transit Pass affects various communities, particularly those historically underserved or disadvantaged. Factors such as accessibility, affordability, and the equitable distribution of benefits are carefully evaluated to mitigate any potential disparate impacts.

Additionally, the analysis considers feedback from community stakeholders, including advocacy groups and affected populations, to address any concerns and ensure inclusivity. By adhering to Title VI requirements, the Transit Pass for the Unhoused Community aims to promote fairness and accessibility in public transit services for all individuals, regardless of background or socioeconomic status.

- **Techniques:**

- Building on the success of our previous phase, our public involvement plan will continue to employ proven techniques such as community building, community education, economic development, and institutional engagement. Inclusive participation remains a priority as we actively reach out to minority and vulnerable populations, ensuring their awareness and access to our programs. Additionally, we will now emphasize fostering and exploring long-term partnerships and services to better serve the community's needs. By integrating these techniques, we aim to deepen our connections, understand community needs, and provide ongoing support tailored to the diverse populations we serve.

List of Participating Service Providers

Organization Name	Smart Cards Distributed
Austin Travis County Emergency Medical Services	500
Austin Urban Alchemy	200
Austin Area Urban League	150
Austin Public Library	1000
CapMetro Intervention Specialists	200
Caritas of Austin	550
Casa Marianella	300
Catholic Charities	50
Charlie Center	300
City of Austin	250
Downtown Community Court	500
Family Eldercare	500
Foundation for the Homeless	50
GI Forum	300
Hungry Hill Foundation	300
Integral Care	1000
LINC Austin	350
Maximizing Hope	200
Queertopia	400
SAFE Alliance	In Progress
Salvation Army	120
Sunrise Navigation Center	4000
Texas Harm Reduction Alliance	2000
The Other Ones Foundation	400
Transit Store	450
Trinity Center	3000
Urban Alchemy	200
Working Group 512	400

Schedule of Service Provider Check-Ins

Date	Organization Name	Attendees/Organizations
8/9/23	Service Provider Check-In Meeting	The Other Ones Foundation Texas Harm Reduction Alliance Sunrise Navigation Center Hungry Hill Urban Alchemy Trinity Center Safe Haven
9/11	Pilot Participants- Enrollment for pass	Hungry Hill The Other Ones Foundation Sunrise Navigation Center Trinity Center Texas Harm Reduction Alliance Urban Alchemy
1/25	Service Provider Check-in	Austin Public Library Austin Travis County Emergency Medical Services Trinity Center American GI Forum Sunrise Navigation Center

Schedule of One-on-One Meetings

Date	Meeting Topic	Organization
8/30/23	Planning enrollment fairs	Sunrise Navigation Center
10/2/23	MOU Discussion	SAFE
10/10/23	Interest Meeting	Austin ISD
10/23/23	Check-in	Hungry Hill
10/23/23	Check-in	Sunrise Navigation Center
11/8/23	Check-in	Austin Public Library
11/16/23	Interest Meeting	Integral Care
11/21/23	Interest Meeting	Sobering Center
11/29/23	MOU Discussion	Integral Care
11/30/23	Interest Meeting	City of Austin
12/12/23	MOU Discussion	SAFE
12/12/23	Collaboration & Staff Training	Sunrise Navigation Center
1/25/24	MOU Discussion	SAFE
1/26/24	Check-in	Travis County Public Defender's Office
1/29/24	Collaboration & Staff Training	Sunrise Navigation Center
2/15/24	Collaboration & Staff Training	Sunrise Navigation Center

Schedule of Trainings

Date	Training Topic	Organizations
9/26/23	Service Provider Training	Caritas
9/27/23	Community Interest Meeting	Austin Mutual Aid LINC Lifeworks Community Care Trinity Center Texas Harm Reduction Saint Louise House Austin ISD TOOF Urban Alchemy
10/13/23	Service Provider Training	Austin Area Urban League Progressive Impactct American GI Forum-NVOP Inc. Travis County Constable Pct 3 CORP SSVDP The Salvation Army Homeless Strategy Division Maximizing Hope
11/7/23	Interest Meeting	Family Eldercare Walking by Faith Ministry Central Texas Food Bank Street Youth Ministry Stonehill Bread of Life Endeavors
12/4/23	Interest Meeting	Casa Marianella Central Texas Food Bank City of Austin The Samaritan Center Cross Creek Hospital
12/6/23	Service Provider Training	Salvation Army
2/14/24	CSAC Meeting	CSAC Meeting

Schedule of External & Outreach Meetings

Date	Meeting Topic	Organizations
8/16/23	Bidders Conference Presentation	Transit Empowerment Fund partnerships
8/23/23	HMIS Data	ECHO
9/6/23	Community Outreach Leaders	50+ community outreach leaders
10/12/23	MOU & Data	SAFE & ECHO
11/1/23	Community Outreach Leaders	50+ community outreach leaders
12/9/23	Community Outreach Leaders	50+ community outreach leaders
12/18/23	Public Hearing for HMIS	CapMetro board members & public

1/3/24	Community Outreach Leaders	50+ community outreach leaders
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Schedule of Enrollment Fairs

Date	Organization/Event	Number Reached
10/4/23	Provider Enrollment Fair	23 organizations: Saint Louise House ECHO Hungry Hill Foundation Caritas of Austin Community Care City of Austin, Office of Civil Rights Catholic Charities Integral Care The Charlie Center Foundation for the Homeless Working Group 512 Austin Free-Net ATCEMS Downtown Austin Community Court LINC Austin Austin Public Library Travis County Public Defender’s Office Catholic Charities of Central TX VA- Homeless Veterans Program Sunrise Homeless Navigation Center
10/21/23	Stand Down for Veterans	50
10/25/23	Sunrise Navigation Center	150
10/27/23	Sunrise Navigation Center	100
11/9/23	THRA	30
11/14/23	Little Walnut Library	30
11/15/23	Pop Up Resource Clinic	50
11/16/23	Terrazas Library	30
11/16/23	THRA	30
12/5/23	THRA	30
12/13/23	Foundation Communities- Arbor Terrace	20
12/13/23	Foundation Communities- Garden Terrace	20
1/17/24	Pop Up Resource Clinic- Marshaling Yard	20
1/22/24	Foundation Communities- Capital Studios	20
1/24/24	Foundation Communities- Skyline Terrace	20

2/6/24	Foundation Zilker	Communities-	30
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List of Interested Organizations in which have either communicated with over the phone or email:

Organization Name
Walking by Faith Ministry
Sobering Center
Stonehill Bread of Life Ministry
Center for Survivors of Torture
Vocal-ATX
University Avenue Church of Christ
ENDEAVORS
Central Texas Food Bank
Central Health
Dell Med
AISD Project Help
APH Neighborhood Services Unit
Austin Mutual Aid
Challenger, Street Newspaper
Street Youth Ministry
LifeWorks
Cross Creek Hospital
Community Care
Austin Free-Net
Central Texas VA- Homeless Veterans Program
Progressive Impaccct
Travis County Public Defender’s Office
Samaritan Center
Santa Maria Hostel
Blackland Community Development Corporation
Saint Louise House
Central Presbyterian Church

7.2 Summary of Public Comments

A public hearing was held on December 18th, 2023, we did not receive any public comments regarding the Transit Pass for the Unhoused Community.

7.3 Changes to Proposal

There are no proposed changes to the program as a result of our collaboration with providers or input from their clients.

7.4 Board Adopted Fare Change

Approval of a resolution adopting amendments to CapMetro's Fare Policy and Fare Structure to provide a no-cost, two-year transit pass for eligible unhoused or housing insecure customers for use on CapMetro local and Rapid bus, Pickup by CapMetro, and CapMetro Access services, approving the related Title VI Fare Equity Analysis, and authorizing the President & CEO, or her designee, to implement the fare change. A motion was made by Board Member Stratton, seconded by Board Member Vela, that this Resolution be adopted. The motion carried by the following vote: Aye: Travillion, Pool, Stratton, Ross, Harriss, Vela, Bangle, and Ellis.

Board Members present: Travillion, Pool, Stratton, Ross, Harris, Vela, Bangle, and Ellis II. Public comment made by: Karen Blizzard, Pedro Henandez, Zenobia Joseph, David Keyes, and Debra Miller. Comments received were not related to the fare change being proposed. See Appendix E for board approval document.

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 associated with the Transit Pass for the Unhoused Community program resulted in a significant reduction to some riders, the systemwide change resulted in less than a 0.2 percent difference between minority and non-minority customers and a 0.8 percent difference between low-income and non-low-income customers, which was within the 2% policy threshold. In fact, the proposed fare change is expected to benefit minority customers to a greater degree than non-minority customers and is expected to benefit low-income customers to a greater degree than non-low-income customers. As such, no mitigations are recommended to proceed with the implementation of the proposed fare changes based on the Average Fare Analysis.

The Average Fare Analysis provides a robust overview of the proposed fare changes. **Appendix D** provides the detailed tables (Tables B-1 and B-2) that provide the average fare change by minority/non-minority and low-income/non-low-income status and by specific fare payment method. The tables include the absolute and percentage change between existing and proposed fares, and the proportion of minority and low-income customers that would be affected by the proposed fare change.

Table 7 shows the change between existing and proposed average fares per boarding. Systemwide, the average fare for all customers will decrease from \$0.638 to \$0.636 (0.3% decrease).

Table 7: Change in Average Fare by Fare Product

Fare Product	Average Fare per Boarding		Change in Average Fare	
	Existing	Proposed	Absolute	Percentage
Local, Standard Fare				
Single Ride -> Non-Amp, Single Ride	\$1.25	\$1.25	\$0.00	0%
Single Ride -> Amp, <3-4 Days/Wk, Single Ride	\$1.25	\$1.25	\$0.00	0%
Single Ride -> Amp, <3-4 Days/Wk, Single Ride, Equifare	\$1.00	\$1.00	\$0.00	0%
Single Ride -> Amp, 3-4+ Days/Wk, Capping	\$1.03	\$1.03	\$0.00	0%
Single Ride -> Amp, 3-4+ Days/Wk, Capping, Equifare	\$0.82	\$0.82	\$0.00	0%
Day Pass -> Non-Amp, Day Pass	\$0.58	\$0.58	\$0.00	0%
Day Pass -> Amp, <3-4 Days/Wk, Daily Capping	\$0.58	\$0.58	\$0.00	0%
Day Pass -> Amp, <3-4 Days/Wk, Daily Capping, Equifare	\$0.46	\$0.46	\$0.00	0%
Day Pass -> Amp, 3-4+ Days/Wk, Capping	\$0.45	\$0.45	\$0.00	0%
Day Pass -> Amp, 3-4+ Days/Wk, Capping, Equifare	\$0.36	\$0.36	\$0.00	0%
7-Day Pass -> Non-Amp, 7-Day Pass	\$0.56	\$0.56	\$0.00	0%
7-Day Pass -> Amp, Capping	\$0.52	\$0.52	\$0.00	0%
7-Day Pass -> Amp, Capping, Equifare	\$0.41	\$0.41	\$0.00	0%
31-Day Pass -> Non-Amp, 31-Day Pass	\$0.69	\$0.69	\$0.00	0%
31-Day Pass -> Amp, Capping	\$0.58	\$0.58	\$0.00	0%
31-Day Pass -> Amp, Capping, Equifare	\$0.46	\$0.46	\$0.00	0%
DPP/TEF, Day Pass	\$0.00	\$0.00	\$0.00	0%
DPP/TEF, 7-Day Pass	\$0.00	\$0.00	\$0.00	0%
DPP/TEF, 31-Day Pass	\$0.00	\$0.00	\$0.00	0%
Special Event Single Ride	\$3.06	\$3.06	\$0.00	0%
MW Business, Day Pass	\$0.68	\$0.68	\$0.00	0%
MW Business, 7-Day Pass	\$0.66	\$0.66	\$0.00	0%
MW Business, 31-Day Pass	\$0.66	\$0.66	\$0.00	0%
MW Government, 31-Day Pass	\$0.57	\$0.57	\$0.00	0%
Single Ride -> Transit Pass for the Unhoused Community	\$1.25	\$0.00	-\$1.25	-100%
TEF -> Transit Pass for the Unhoused Community	\$0.00	\$0.00	\$0.00	0%
Local, Reduced Fare				
Single Ride -> Non-Amp, Single Ride	\$0.60	\$0.60	\$0.00	0%
Single Ride -> Amp, <3-4 Days/Wk, Single Ride	\$0.60	\$0.60	\$0.00	0%
Single Ride -> Amp, 3-4+ Days/Wk, Capping	\$0.52	\$0.52	\$0.00	0%
Day Pass -> Non-Amp, Day Pass	\$0.29	\$0.29	\$0.00	0%
Day Pass -> Amp, <3-4 Days/Wk, Daily Capping	\$0.29	\$0.29	\$0.00	0%
Day Pass -> Amp, 3-4+ Days/Wk, Capping	\$0.22	\$0.22	\$0.00	0%
31-Day Pass -> Non-Amp, 31-Day Pass	\$0.29	\$0.29	\$0.00	0%
31-Day Pass -> Amp, Capping	\$0.26	\$0.26	\$0.00	0%
DPP, Day Pass	\$0.24	\$0.24	\$0.00	0%
DPP, 31-Day Pass	\$0.25	\$0.25	\$0.00	0%
MW Business, 31-Day Pass	\$0.35	\$0.35	\$0.00	0%
Commuter, Standard Fare				
Single Ride -> Non-Amp, Single Ride	\$3.50	\$3.50	\$0.00	0%
Single Ride -> Amp, <3-4 Days/Wk, Single Ride	\$3.50	\$3.50	\$0.00	0%
Single Ride -> Amp, <3-4 Days/Wk, Single Ride, Equifare	\$3.00	\$3.00	\$0.00	0%
Single Ride -> Amp, 3-4+ Days/Wk, Capping	\$2.52	\$2.52	\$0.00	0%
Single Ride -> Amp, 3-4+ Days/Wk, Capping, Equifare	\$2.16	\$2.16	\$0.00	0%
Day Pass -> Non-Amp, Day Pass	\$3.07	\$3.07	\$0.00	0%
Day Pass -> Amp, <3-4 Days/Wk, Daily Capping	\$3.07	\$3.07	\$0.00	0%
Day Pass -> Amp, <3-4 Days/Wk, Daily Capping, Equifare	\$2.63	\$2.63	\$0.00	0%
Day Pass -> Amp, 3-4+ Days/Wk, Capping	\$2.09	\$2.09	\$0.00	0%
Day Pass -> Amp, 3-4+ Days/Wk, Capping, Equifare	\$1.79	\$1.79	\$0.00	0%

Fare Product	Average Fare per Boarding		Change in Average Fare	
	Existing	Proposed	Absolute	Percentage
7-Day Pass -> Non-Amp, 7-Day Pass	\$1.87	\$1.87	\$0.00	0%
7-Day Pass -> Amp, Capping	\$1.63	\$1.63	\$0.00	0%
7-Day Pass -> Amp, Capping, Equifare	\$1.30	\$1.30	\$0.00	0%
31-Day Pass -> Non-Amp, 31-Day Pass	\$3.15	\$3.15	\$0.00	0%
31-Day Pass -> Amp, Capping	\$2.48	\$2.48	\$0.00	0%
31-Day Pass -> Amp, Capping, Equifare	\$1.98	\$1.98	\$0.00	0%
DPP/TEF, Day Pass	\$1.28	\$1.28	\$0.00	0%
DPP/TEF, 7-Day Pass	\$0.78	\$0.78	\$0.00	0%
DPP/TEF, 31-Day Pass	\$1.31	\$1.31	\$0.00	0%
MW Business, Day Pass	\$3.38	\$3.38	\$0.00	0%
MW Business, 31-Day Pass	\$3.36	\$3.36	\$0.00	0%
MW Government, 31-Day Pass	\$2.94	\$2.94	\$0.00	0%
Commuter, Reduced Fare				
Single Ride -> Non-Amp, Single Ride	\$1.75	\$1.75	\$0.00	0%
Single Ride -> Amp, <3-4 Days/Wk, Single Ride	\$1.75	\$1.75	\$0.00	0%
Single Ride -> Amp, 3-4+ Days/Wk, Capping	\$1.37	\$1.37	\$0.00	0%
Day Pass -> Non-Amp, Day Pass	\$1.69	\$1.69	\$0.00	0%
Day Pass -> Amp, <3-4 Days/Wk, Daily Capping	\$1.69	\$1.69	\$0.00	0%
Day Pass -> Amp, 3-4+ Days/Wk, Capping	\$1.18	\$1.18	\$0.00	0%
31-Day Pass -> Non-Amp, 31-Day Pass	\$1.17	\$1.17	\$0.00	0%
31-Day Pass -> Amp, Capping	\$0.95	\$0.95	\$0.00	0%
DPP, 31-Day Pass	\$0.97	\$0.97	\$0.00	0%
MW Business, 31-Day Pass	\$1.56	\$1.56	\$0.00	0%
Pass Programs & No Cost Fares				
Higher Ed Pass Programs, UT Austin	\$0.98	\$0.98	\$0.00	0%
Higher Ed Pass Programs, ACC & SEU	\$0.82	\$0.82	\$0.00	0%
All Government Pass Programs	\$1.16	\$1.16	\$0.00	0%
MetroAccess Monthly Pass on Fixed Route	\$0.00	\$0.00	\$0.00	0%
Kids Ride Free	\$0.00	\$0.00	\$0.00	0%
Other Free Fares	\$0.00	\$0.00	\$0.00	0%

The Average Fare Analysis made assumptions regarding the share of customers that would be likely to migrate to the Transit Pass for the Unhoused Community Program. Demographic assumptions for the customers participating in the Transit Pass for the Unhoused Community pass program were derived from the 2023 Point in Time Count report submitted to the Continuum of Care Board by the Ending Community Homelessness Coalition. The estimated number of passes assumed to be distributed and the share that would be distributed to existing TEF recipients was determined based on discussions with CapMetro staff, through consultation with TEF organizations. Assumptions regarding the number of passes actively used were based on data from the current Pilot Program; average utilization per pass assumes that the Transit Pass for the Unhoused Community will be similar to the modeled utilization of the existing TEF program. These assumptions are documented in greater detail in Section 4.1.2.

Table 8 provides the systemwide analysis comparing the average fare for minority customers to non-minority customers. Table B-1 provides the detailed analysis by fare payment type. For minority customers, the average fare would decrease from \$0.576 to \$0.573, a 0.4% decrease. For non-minority customers, the average fare would decrease from \$0.745 to \$0.744, a 0.2% decrease. The percentage point difference between the percentage change for minority customers and non-minority customers is -0.2%, indicating that while both groups would

experience a decrease in their average fare, minority customers are expected to benefit slightly more than non-minority customers as a result of the proposed fare changes. Applying this difference in average fare changes to CapMetro’s Disparate Impact threshold, the fare changes would not represent a Disparate Impact on minority customers as the proposed fare changes would result in a greater benefit to minority customers.

Table 8: Average Fare for Minority Customers

	Minority Customers			Non-Minority Customers		
	Number of Customers	Existing Fare Revenue	Proposed Fare Revenue	Number of Customers	Existing Fare Revenue	Proposed Fare Revenue
Total	17,974,456	\$10,348,692	\$10,302,8328	10,550,657	\$7,860,637	\$7,844,774
Average Fare		\$0.576	\$0.573	Average Fare	\$0.745	\$0.744
% Change in Average Fare			-0.4%	% Change in Average Fare		-0.2%
Difference between Protected and Non-Protected			-0.2%			

Table 9 presents the systemwide analysis comparing the average fare for low-income customers to non-low-income customers. Table B-2 provides the detailed analysis by fare payment type. For low-income customers, the average fare would decrease from \$0.511 to \$0.507, a 0.8% decrease. For non-low-income customers, the average fare would remain unchanged at \$0.804, a 0% change. The percentage point difference between the percentage change for low-income customers and non-low-income customers is 0.8%. Applying this difference in average fare changes to CapMetro’s Disproportionate Burden threshold, the fare changes would not represent a Disproportionate Burden on low-income customers as the percentage point difference in percentage change in average fare from the proposed fare changes does not exceed CapMetro’s 2% threshold.

Table 9: Average Fare for Low-Income Customers

	Low-Income Customers			Non-Low-Income Customers		
	Number of Customers	Existing Fare Revenue	Proposed Fare Revenue	Number of Customers	Existing Fare Revenue	Proposed Fare Revenue
Total	16,099,948	\$8,221,084	\$8,159,361	12,425,165	\$9,988,244	\$9,988,244
Average Fare		\$0.511	\$0.507	Average Fare	\$0.804	\$0.804
% Change in Average Fare			-0.8%	% Change in Average Fare		0%
Difference between Protected and Non-Protected			-0.8%			

9 Cumulative Findings and Mitigations

A Fare Equity Analysis should not take the place of thoughtful planning at the earliest stages of project development. Considering the impacts that plans, programs or projects have on minority and low-income communities has been part of the early planning and development process for the Transit Pass for the Unhoused Community. The needs of CapMetro have been matched with the needs of the low-income and minority communities to develop a no cost transit pass for those experiencing housing insecurity or homelessness.

The Average Fare Analysis conducted as part of this Fare Equity Analysis did not find that the proposed fare changes would 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 implementation of the proposed Transit Pass for the Unhoused Community.

Appendix A: CapMetro Title VI Policies

	<p>TITLE VI POLICIES: Major Service Change, Disparate Impact, Disproportionate Burden</p> <p>Mgr., Office of Diversity</p>	<p>Issued: 6/28/2021</p> <p>Approved by: Board of Directors</p>
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1. PURPOSE

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 (Capital Metro) must ensure that it provides its services without discrimination on the basis of race, color, or national origin.

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 service or fare changes that meet the agency’s definition of a “Major Service Change”. 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.

2. DEFINITIONS

The following terms and definitions are to address the FTA Title VI Circular 4702.1B (October 1, 2012) and relate to the policies below.

- Adverse Effects/Impacts** - 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 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. Capital Metro will consider the degree of adverse effects, and analyze those effects, when planning Major Service Changes and all fare changes.
- Disparate Impact** - A neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where Capital Metro’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.

- **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 Capital Metro to evaluate alternatives and mitigate burdens where practicable.
- **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 Capital Metro equipment needed to operate service.
- **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 Capital Metro.
- **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.
- **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.
- **Fixed-Route** - Refers to public transportation service provided in vehicles operated along pre-determined routes according to a fixed schedule.
- **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.
- **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.
- **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.
- **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.
- **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.

3. MAJOR SERVICE CHANGE POLICY AND USE

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. Capital Metro 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.

Capital Metro will conduct a Title VI Service Equity Analysis whenever there is a Major Service Change, as defined below.

A Major Service Change is defined as the following:

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 fixed-guideway project (e.g. BRT line or rail line) regardless of whether or not the amount of service being changed meets the requirements above.

A Major Service Change is not defined as the following:

- Temporary additions 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 Capital Metro (such as construction).

Capital Metro will conduct a Fare Equity Analysis under Title VI whenever a Fare Equity Analysis is required, as defined below.

A Fare Equity Analysis is required for the following:

- a. All fare changes, regardless of the percent 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 project, an equity analysis must be completed six months prior to the commencement of revenue service.

A Fare Equity Analysis is not required for the following exceptions:

- a. "Ozone Action Days" or other instances when Capital Metro 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

- c. 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 the transit provider must conduct a fare equity analysis.

Capital Metro will also conduct a Service Equity Analysis for changes which, when considered cumulatively over a three-year period, meet the Major Service Change threshold. For Major Service Changes, the Service Equity Analysis will assess the quantity and quality of service provided and populations affected.

Equity Analyses will be based on the most recent passenger survey data for fare analyses, and ridership or census block group data for service changes if ridership survey data is not appropriate for the analysis undertaken.

Each Title VI Equity Analysis will be presented to the Capital Metro Transit Authority Board of Directors for its consideration and the results will be included in the subsequent Capital Metro Title VI Program Update with a record of action taken by the Board.

4. DISPARATE IMPACT POLICY AND USE

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 service or fares to the proposed changes being contemplated, and calculate the absolute change as well as the percent change experienced by both minority and non-minority populations or riders.

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.
- 4.1.

DISPARATE IMPACT MITIGATIONS

Should a proposed Major Service Change and/or Fare Change result in a Disparate Impact, Capital Metro will consider modifying the proposed change to avoid, minimize or mitigate the Disparate Impact of the change. If Capital Metro finds potential Disparate Impacts and then modifies the proposed changes in order to avoid, minimize, or mitigate Disparate Impacts, Capital Metro will reanalyze the proposed changes in order to determine whether the modifications actually removed the potential Disparate Impacts of the changes.

After analyzing proposed mitigations, if a less discriminatory alternative does not exist, Capital Metro may implement the proposed change only if:


- Capital Metro has a substantial legitimate justification for the proposed change; and
- Capital Metro can show that there are no alternatives that would have a less disparate impact on minority riders but would still accomplish Capital Metro's legitimate program goals.

Appendix B: Transit Pass for the Unhoused Community Educational Materials

Document B- I: Transit Pass for the Unhoused Community Fact Sheet

CapMetro


Introducing a Transit Pass to Support Our Unhoused Community




We're excited to introduce our new transit passes. This pass provides convenient and accessible transit options for unhoused individuals in the Travis County Homeless Management Information System (HMIS).

CapMetro collaborates with local providers to offer a pass that benefits our community at no cost to riders. This partnership seeks to improve mobility, access to vital services and community connections. Enrollment opens to providers in October 2023. If you are a provider, please fill out this [Interest Form](#) to receive information about enrollment and client eligibility. Please reach out to Kelsey.Lammy@capmetro.org with questions.


Pass Details




Smart Card Technology:
The pass is a smart card that enables easy and efficient travel on CapMetro local services.



No Cost: The transit pass has no cost to both the unhoused clients and authorized service providers.



Pick-up Locations: Unhoused clients can obtain their smart cards at participating service providers or the Transit Store.



Usage Flexibility: The pass can be used as needed on valid local services.

Key Benefits

Access to Transportation: The pass ensures individuals experiencing homelessness have access to essential services, employment opportunities and community activities at no cost to them or providers.

Empowerment and Independence: By offering transportation fare support, we empower individuals to travel independently.

Increased Opportunities: Access to reliable transportation opens doors to employment, job interviews, medical appointments, social services and support networks.

Stability and Progress: Transit passes for people receiving services through the homelessness response system better links these services to individuals and links individuals to opportunities to progress toward stability in housing, support services and employment, and an improved quality of life.

Document B-2: Service Provider Training & Inventory Sheet



HMIS System and Inventory Training

This information is designed to familiarize service providers with the features and benefits of our Transit Pass for Unhoused Community, which uses a smart card that is provided free of cost to clients. This training will also equip you with the necessary knowledge and skills to effectively distribute transit cards and manage the HMIS system.

Step-by-Step Process:

1. Coordination for Transit Card Pick-up:

- The Transit Store will coordinate with service providers on pick-up times and location.
- CapMetro and HMIS recipient providers will fill out the necessary inventory forms to collect their transit cards.

2. Transit Card Distribution:

- Providers must be licensed HMIS users to participate.
- Providers will distribute cards to clients through their internal systems and individual distribution processes.

3. HMIS Provider System Process:

- Providers will add "Service Transaction" then "Add Service" under the client ID in the HMIS system.
- Select "Local Transit Pass" within the Service Type dropdown.
- Add the Transit Card Serial number (found on the back of the card).
- Enter the actual date under the "Issued Date" field for the transit pass.
- Select "CapMetro Pilot" as the funding source from the drop-down menu.
- Provide the card and the [Client Info Form](#) that explains how the card works to the client.

For Lost or Stolen Cards:

- Instruct clients to report lost or stolen cards to the issuing service provider.
- Clients need to report a lost or stolen card to receive a new card.
- Providers will enter the "end date" for the lost/stolen card in the HMIS system and then go through the process above to issue the client a new card.
- CapMetro will run an "end date" report every week to deactivate any reported lost or stolen cards.

Technical Issues:

- For non-working cards or technical issues, the client and/or service provider can contact the CapMetro Transit Store for troubleshooting support. If the issue is unable to be resolved, the service provider or CapMetro may issue another card.
- If a new card needs to be provided, the provider should collect the non-working card, enter the "end date" into the system, and re-issue a new card following the HMIS Provider System Process.



Audits

Service Providers are expected to keep an inventory log of their passes.

Reporting

CapMetro will run reports on a monthly basis that will be shared with service providers.

Contact List

Technical Support

TransitStore.Mailbox@capmetro.org

Primary Phone: 512-389-7475 or 512-389-7454

Secondary Phone: 512-369-8058

Process Support

Engage@capmetro.org

Other Support

Edna.Parra@capmetro.org

Kelsey.Lammy@capmetro.org

Danny.Souraphath@capmetro.org

Document B-3: Transit Pass for the Unhoused Community Client Training Flyer in English

**Transit Pass for Unhoused Community Client Training Sheet**

We're excited to introduce our new transit passes! This card will provide you with access to CapMetro's local services. Here's a step-by-step guide on how to use your transit card:

Activate and Use:

- Your card is ready to use as soon as you get it.
- Simply tap your card on the fare box card (the one one close to the operator) reader when boarding any CapMetro bus.

**Enjoy the Ride:**

- If you need any customer or trip-planning assistance, call the Go Line (512-474-1200) or visit [capmetro.org/planyourtrip](https://www.capmetro.org/planyourtrip).
- Always follow CapMetro's Rules of Riding (<https://www.capmetro.org/ride>).

Important Tips:

- **Don't Share Your Card:** Your transit card is only for your use and shouldn't be shared.
- **Lost/Stolen:** If it's lost or stolen, report it immediately to your service provider. We will deactivate it and help you get a new one.
- **Support:** If you encounter any technical issues, don't worry! Call the number on the card or visit the CapMetro Transit Store or a participating service provider for help.
- **Keep it in a secure place:** Consider using a wallet, pouch, or cardholder specifically for important items like IDs and cards.
- **Make it a habit to check:** Develop a routine to double-check that it is safely stored before moving on.

We hope that the CapMetro Transit Pass helps get you where you need to go. Keeping your card safe is important to make sure you're able to get free CapMetro rides.

For the most up-to-date information: Visit our webpage at www.capmetro.org/hmis-program for information about the program and participating providers.

Issues or questions: Go Line (512-474-1200) or visit [capmetro.org/planyourtrip](https://www.capmetro.org/planyourtrip).

Happy travels and have a fantastic journey! ¡Buen viaje y que tengas un fantástico recorrido!

Document B-4: Transit Pass for the Unhoused Community Client Training Flyer in Spanish



Pase de Tránsito para la Comunidad sin Hogar Hoja de Entrenamiento para Clientes

¡Estamos emocionados de presentar nuestros nuevos pases de tránsito! Esta tarjeta te proporcionará acceso a los servicios locales de CapMetro. Esto es una guía paso-a-paso sobre cómo usar tu tarjeta de tránsito.

Activar y Usar:

- Tu tarjeta está lista para usar tan pronto como la recibas.
- Simplemente toca tu tarjeta en la máquina de de cualquier vehículo de CapMetro al subir.



Disfruta el Viaje:

- Si necesitas cualquier asistencia al cliente o ayuda para planificar tu viaje, llama a la Línea Go (512-474-1200) o visita [capmetro.org/planyourtrip](https://www.capmetro.org/planyourtrip).
- Siempre sigue las Reglas de Viaje de CapMetro (<https://www.capmetro.org/ride>).

Consejos Importantes:

- **No Compartas Tu Tarjeta:** Tu tarjeta de tránsito es solo para tu uso y no debe ser compartida.
- **Perdida/Robada:** Si se pierde o es robada, repórtalo inmediatamente a tu proveedor de servicio. La desactivaremos y te ayudaremos a obtener una nueva.
- **Soporte:** Si encuentras cualquier problema técnico, ¡no te preocupes! Llama al número en la tarjeta o visita la Tienda de Tránsito de CapMetro o un proveedor de servicio participante para obtener ayuda.
- **Guárdala en un lugar seguro:** Considera usar una billetera, bolsa o porta tarjetas específicamente para artículos importantes como identificaciones y tarjetas.
- **Hazlo un hábito revisar:** Desarrolla una rutina para verificar dos veces que está guardada de forma segura antes de continuar.

Esperamos que el Transit Pass de CapMetro te ayude a llegar a donde necesitas ir. Mantener tu tarjeta segura es importante para asegurarte de que puedas obtener viajes gratis en CapMetro.

Para obtener la información más actualizada: Visita nuestra página web en www.capmetro.org/hmis-program para información sobre el programa y los proveedores participantes.

Problemas o preguntas: Línea Go (512-474-1200) o visita [capmetro.org/planyourtrip](https://www.capmetro.org/planyourtrip).

Happy travels and have a fantastic journey! ¡Buen viaje y que tengas un fantástico recorrido!

Document B-5: Service Provider Training Reference Sheet



Transit Pass for Unhoused Community Information and Training Reference Sheet

Welcome to the HMIS Pass Program Provider Training! This information is designed to familiarize service providers with the features and benefits of our transit program. By participating in this program, you will play a crucial role in facilitating transportation access for unhoused individuals.



Program Overview:

Name: Transit Pass for Unhoused Community

Objective: To provide free transportation to unhoused individuals through a smart card.

Client Eligibility: Unhoused individuals who are registered in the HMIS system with participating service providers.

Provider Responsibilities:

Attend the Provider Training: We will be having several meetings/trainings for providers participating in the program. We will send you training materials and forms.

Receiving Smart Card: If you need cards, fill out the [inventory request form](#). The Transit Store will then send out information to coordinate card pick-up with location and other details.

Enrollment: You can enroll eligible clients in the pass program through the HMIS system and the card serial numbers to HMIS. [See HMIS Provider Data Training](#).

Card Distribution: After enrolling, provide clients with smart cards and training on card usage. We will send you a one-pager you can share with clients.

Provide Ongoing Support: Be available to address any questions or issues clients may have and report back to the program managers regularly by emailing engage@capmetro.org. If clients are having technical issues with their card, please direct them to call/visit the Transit Store. If they report their card lost/stolen, please enter an "end date" to their previous card and issue them a new card through the HMIS system.

Contact Information for Pass Issues:

For any questions or further assistance, please contact engage@capmetro.org. We appreciate your dedication to improving the lives of unhoused individuals through accessible transportation. Together, we can make a positive impact on our community!

Document B-6: CapMetro's Transit Pass for the Unhoused Community Website

A Transit Pass to Support Our Unhoused Community

We're excited to introduce our new transit passes. This pass provides convenient and accessible transit options for unhoused individuals in the Travis County Homeless Management Information System (HMIS).

CapMetro collaborates with local providers to offer a pass that benefits our community at no cost to riders. This partnership seeks to improve mobility, access to vital services and community connections. Enrollment is currently open to providers. If you are a provider, please [fill out this Interest Form](#) to receive information about enrollment and client eligibility. Please reach out to Kelsey.Lemmy@capmetro.org with questions.

[Read Our Fact Sheet](#)



Smart Card Technology

The pass will be a smart card that enables easy and efficient travel on CapMetro local services.



No Cost

The transit pass has no cost to both unhoused clients and authorized service providers.



Pick-up Locations

Unhoused clients will be able to obtain their smart cards at participating service providers or the Transit Store.



Usage Flexibility

The pass can be used as needed on valid local services: CapMetro Bus, Access (for eligible riders) and Pickup.

What are the benefits?

Access to Transportation: The pass ensures individuals experiencing homelessness have access to essential services, employment opportunities and community activities at no cost to them or providers.

Empowerment and Independence: By offering transportation fare support, we empower individuals to travel independently.

Increased Opportunities: Access to reliable transportation opens doors to employment, job interviews, medical appointments, social services and support networks.

Stability and Progress: Transit passes for people receiving services through the homelessness response system better link those services to individuals and link individuals to opportunities to progress toward stability in housing, support services and employment and an improved quality of life.

Who will be eligible?

Customers Who:

1. Are currently experiencing homelessness or housing insecurity within the CapMetro Service Area
2. Have contacted a service provider participating in the Austin/Travis County Homeless Response System, are registered within the HMIS system and are receiving services through a provider

Service Providers Who:

1. Are participating and working within the HMIS system. See our current list of enrolled providers in [English](#) and [Spanish](#).
2. Can partner with CapMetro to directly distribute transit passes to clients registered in HMIS

If you are a service provider and meet the qualifications above, please [fill out this Interest Form](#) to receive information about enrollment and client eligibility. If you have any questions, please reach out to Kelsey.Lemmy@capmetro.org

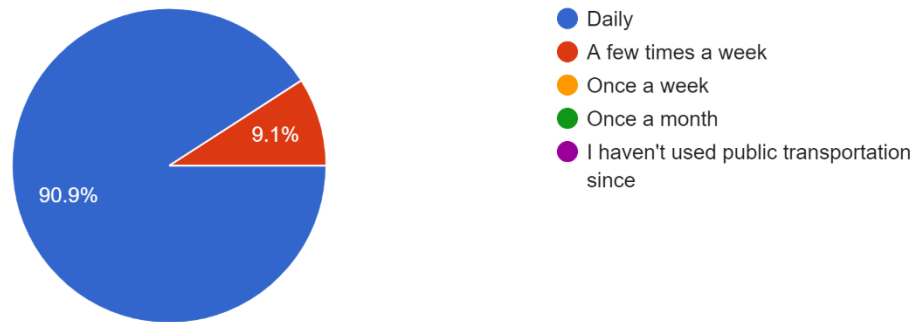
How much will the pass cost?

There is no monetary cost for eligible individuals or service providers to participate in this program.

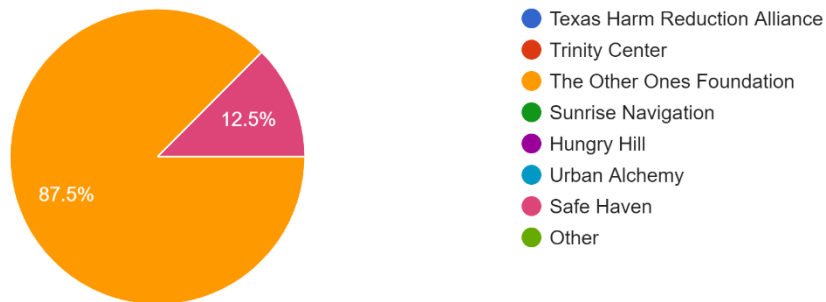
Appendix C: Focus Group & Service Provider Data Results

Document C-1: Focus Group Data Results

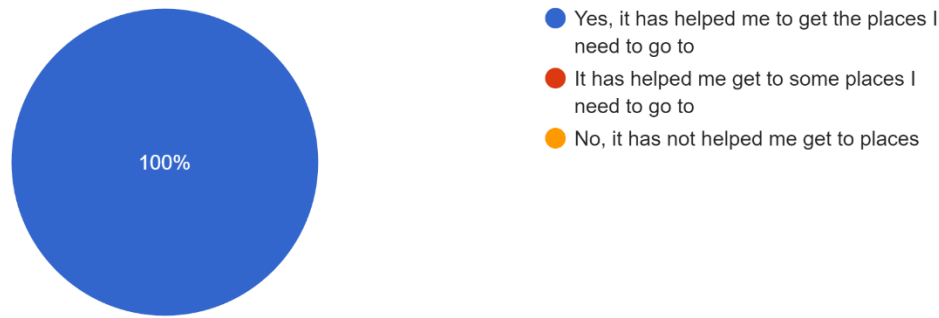
1. How often do you use public transportation since getting this new card?



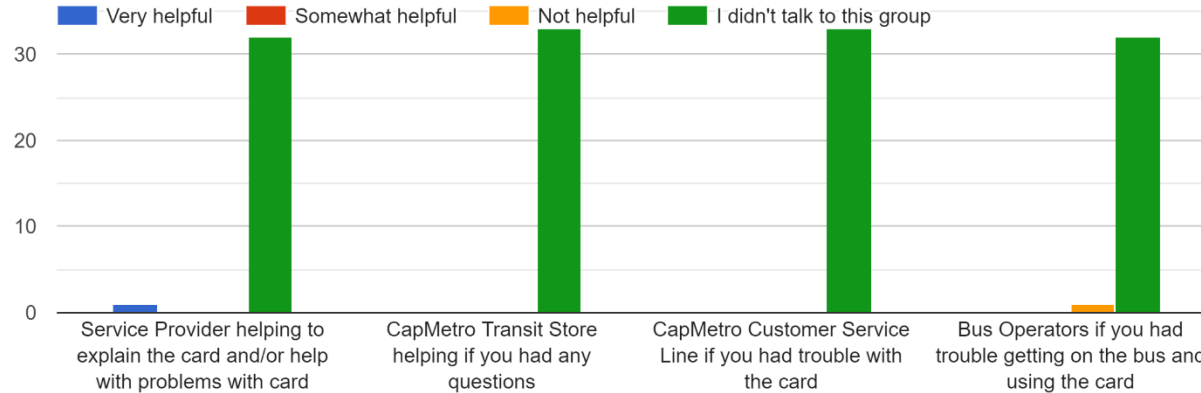
2. Which Service Provider did you receive the smart card from?



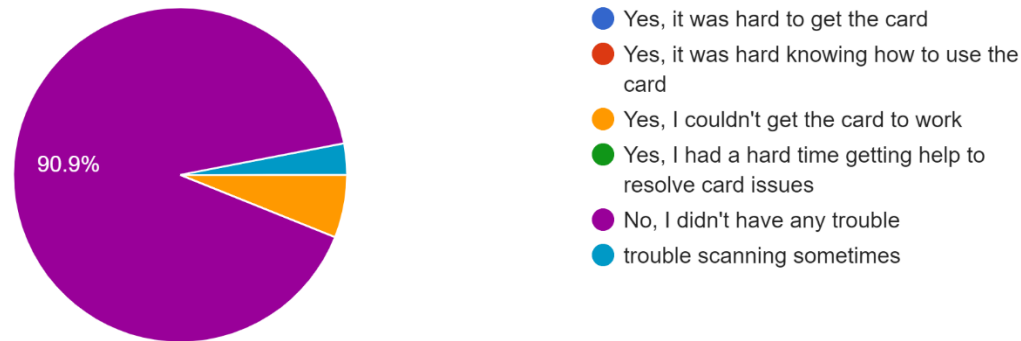
3. Since getting the card, has it helped you get to important places like the doctors/hospital, job, service organizations, support systems, etc.?



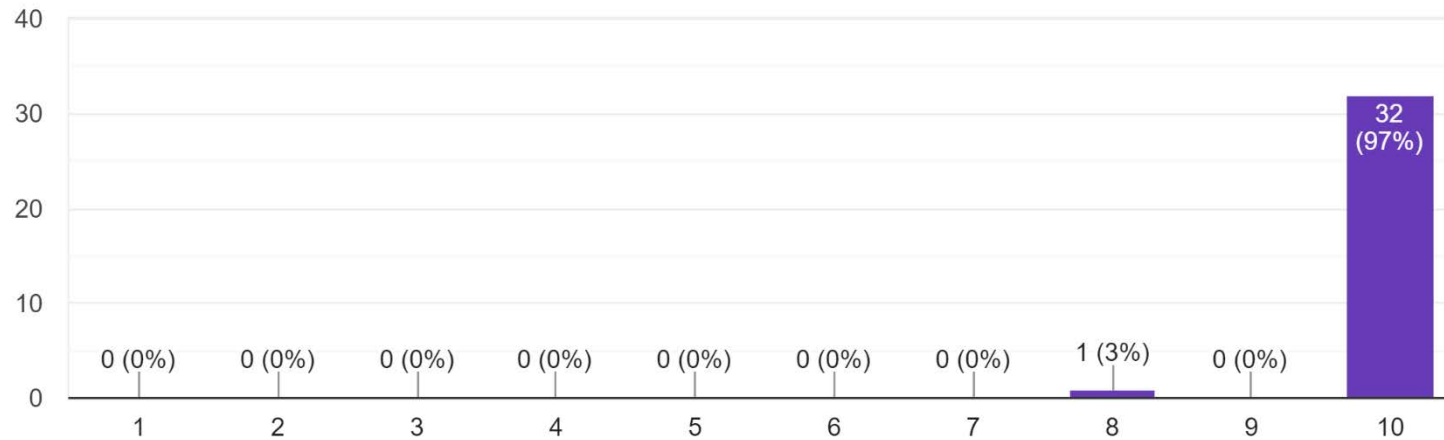
4. Please answer how helpful the below groups were:



5. Have you had any trouble with this new card?



6. How saftisfied are you with the card?



7. Do you have any ideas on how to make this card better to help people experiencing homelessness?**Responses:**

- Make it permanent.
- Have it work on the train.
- I am experiencing homelessness. This card is just one less thing I need to worry about in my day-to-day and its extremely beneficial.
- Make the card work on rail and expand PickUp to the Wells Branch Parkway area.
- Make it permanent.
- Plastic is better and more durable than paper cards.
- If you are getting SSI, you get a lifetime card.
- I have no complaints. It helped me get where I need to go.
- Make it work on the train & have an electronic card option.
- Make it work on the train.
- The card only worked for a few stops because it turned yellow when I scanned it.
- Allow dogs to ride the bus.

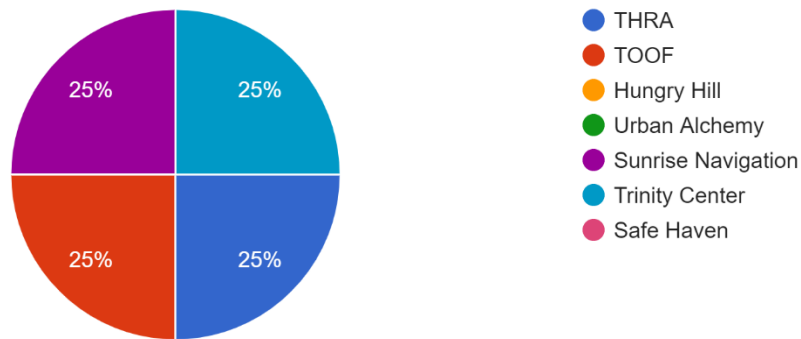
8. Please share any other comments you have about the card. We would love to hear your thoughts!**Responses:**

- This is an AMAZING program!!!! I really hope this stays!!!! PEOPLE NEED THIS
- Love the plastic card, like the blue wallet case and that you don't have to take the card out. Would like if the coordinated assessments that are in the HMIS system through ECHO could have you qualify for MetroAccess instead of having to do the MetroAccess assessment too.
- Have pick up zone in TOOF area.
- This card is a lifesaver.
- Wallet helps a lot.
- It was common sense and self-explanatory.
- Thank you!!!
- Helped me get where I need to go.
- I couldn't get the card to work the last few days but bus drivers still let me on.
- Thank you so much for this card. I really appreciate it!
- It has helped me get everywhere I need to go!
- It has worked really well!
- It's been great!
- I love CapMetro!

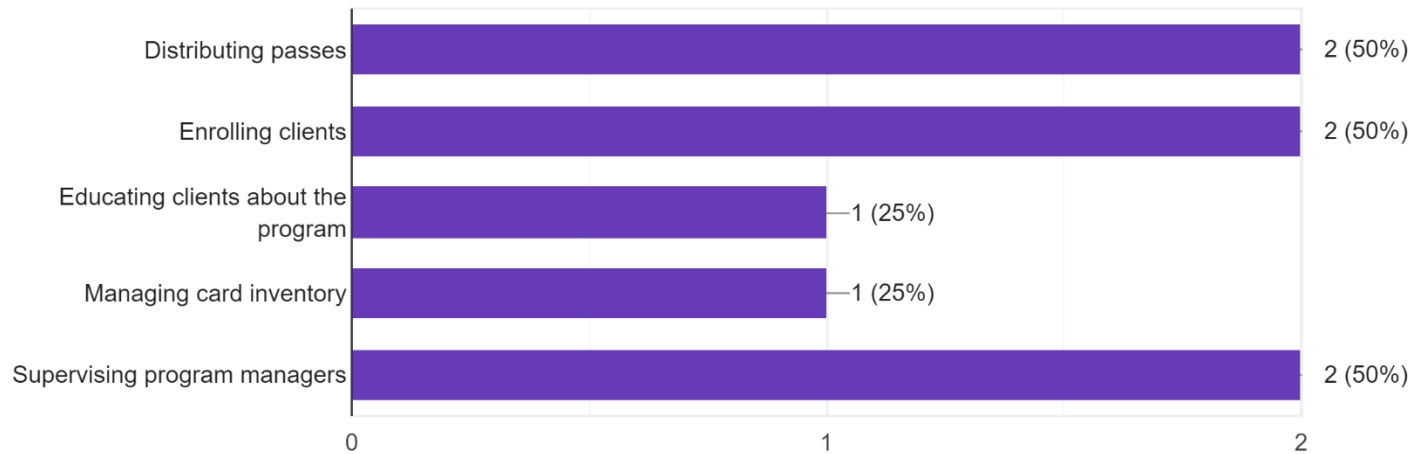
- I didn't have any trouble with the card. Thank you!
- Thank you CapMetro!
- This card is so great!
- Thank you CapMetro for the card! I needed this!
- Thank you CapMetro! We love CapMetro!

Document C-2: Pilot Service Providers Survey Data Results

1. What Organization are you with?



2. What is your role in the program? (e.g., enrolling clients, educating clients, managing inventory)

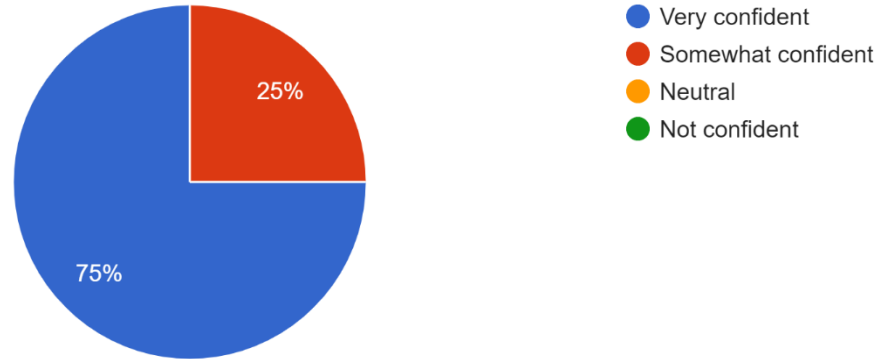


3. What are the main challenges you faced in enrolling unhoused riders into the pass program through HMIS?

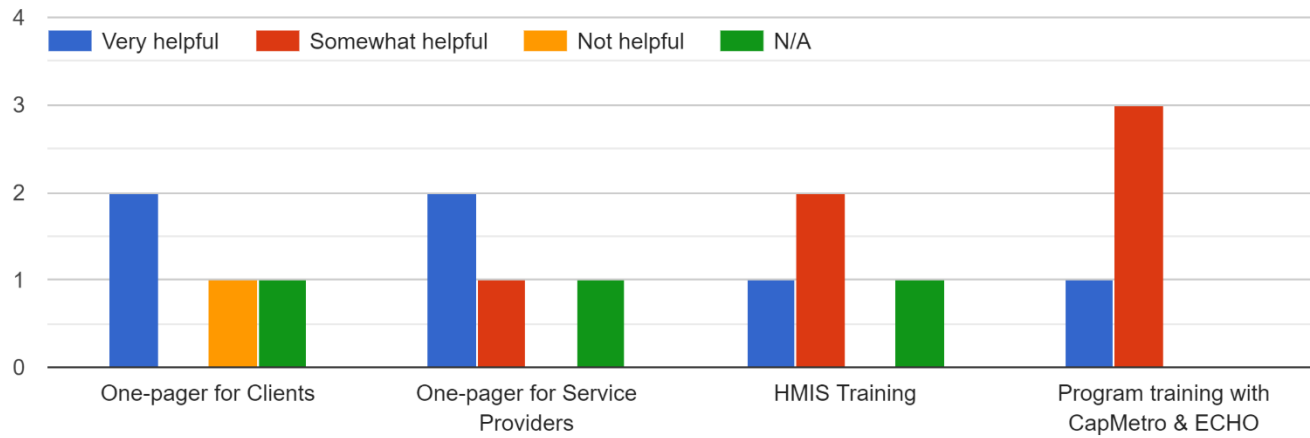
Responses:

- None
- Some of our clients wish to remain anonymous, and enrolling them in HMIS anonymously makes it difficult for them to get a pass from another provider if they get their pass stolen/lose it
- N/A
- No challenges with enrolling. Mostly lost of questions about how long hte pass would work for, and if it would be the new norm.

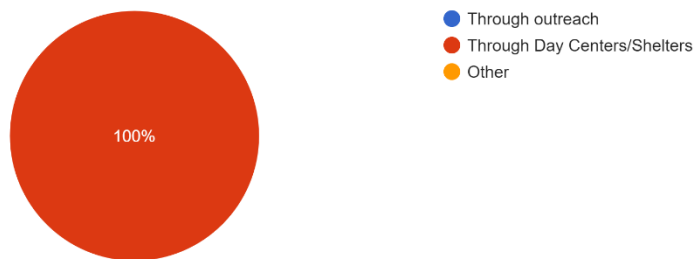
4. How confident do you feel in your ability to educate clients about the transit pass and address any questions or concerns they may have?



5. How effective do you find the educational materials and trainings provided to you for explaining the benefits and usage of the transit passes to clients?



6. How are you giving out the cards?



7. Please summarize how the distribution process of the cards went? (timeframe of when distributed, how many passes did you keep in reserve, etc).

Responses:

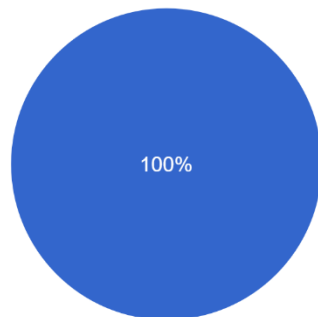
- I have been providing my Client on CM with passes. At this point we have distributed half of the passes and have only had one lost pass (to my knowledge)
- I kept 20 passes in reserve. I picked two days to stay back from outreach to distribute cards to participants. I had people sign up, looked up their service point ID, put the pass information in HMIS as well as in a personal spreadsheet I am keeping.
- 18 distributed/33 remaining: Have been distributing since 6/28/23.
- We distributed cards among 4 teams, and then allowed those teams to distribute. Due to the volume of clients we see, we were able to get them out within 1 week.

8. How did you keep track of the inventory of transit pass cards? Are there any recommendations on how to maintain card inventory and the process for future Service Providers?

Responses:

- Through our Operators Manager
- I am using a spreadsheet because that works best for me. I think it would make sense to let providers choose how we keep inventory, as every provider will have different needs
- Google sheets
- No recommendations

7. What is your process for issuing the card to clients?



- Staff member passing out the cards and entering information into HMIS simultaneously
- Cards are distributed and information entered into HMIS at a later time
- Enter information into HMIS first then issue the card to client

9. What strategies or resources do you find most helpful in encouraging unhoused riders to participate in the program?**Responses:**

- It doesn't doesn't take much. Every client has been shocked and excited to hear about the program. Being able to have one bus pass without navigating times/days/who has 31-day passes left is a blessing to them.
- For a lot of people the incentive of having a permanent bus pass was enough. Some people did not like the idea of being responsible for a card that would be difficult to replace.
- N/A
- Explaining the differences between these passes and the 31-day passes.

10. Are there any additional resources or support you would like to see provided to enhance your role in the Transit Pass Program?**Responses:**

- Having CapMetro at the Center once the program goes into effect to educate (and celebrate!) with the Neighbors!
- The full pilot will need an easier way to get back up passes.
- N/A
- Not currently

11. Please leave any other feedback or comments that would be helpful for providers and CapMetro to improve the full-scale program launch**Responses:**

- It would be helpful for you to create a spreadsheet template where someone without HMIS access could have a persons full name, demographics, and birthday so the staff member entering them in HMIS does not need to be present.
- No feedback. Thank you!

Appendix D: Detailed Average Fare Analysis Tables

Table D-1: Average Fare Analysis – Minority

Service Type	Rider Category	Fare Product	Average Fare per Boarding		Change in Average Fare	% Change in Average Fare	All Riders				Minority Riders				Non-Minority Riders			
			Existing	Proposed			Number of Riders		Fare Revenue		Number of Riders		Fare Revenue		Number of Riders		Fare Revenue	
							Existing	Proposed	Existing	Proposed	Existing	Proposed	Existing	Proposed	Existing	Proposed	Existing	Proposed
Local	Full Fare	Single Ride -> Non-Amp, Single Ride	\$1.25	\$1.25	\$0.00	0%	921,306	921,306	\$1,151,633	\$1,151,633	573,189	573,189	\$716,487	\$716,487	348,117	348,117	\$435,146	\$435,146
Local	Full Fare	Single Ride -> Amp, <3-4 Days/Wk, Single Ride	\$1.25	\$1.25	\$0.00	0%	80,814	80,814	\$101,018	\$101,018	34,138	34,138	\$42,673	\$42,673	46,676	46,676	\$58,345	\$58,345
Local	Full Fare	Single Ride -> Amp, <3-4 Days/Wk, Single Ride, Equifare	\$1.00	\$1.00	\$0.00	0%	59,516	59,516	\$59,516	\$59,516	39,718	39,718	\$39,718	\$39,718	19,798	19,798	\$19,798	\$19,798
Local	Full Fare	Single Ride -> Amp, 3-4+ Days/Wk, Capping	\$1.03	\$1.03	\$0.00	0%	199,596	199,596	\$204,586	\$204,586	115,875	115,875	\$118,772	\$118,772	83,721	83,721	\$85,814	\$85,814
Local	Full Fare	Single Ride -> Amp, 3-4+ Days/Wk, Capping, Equifare	\$0.82	\$0.82	\$0.00	0%	230,158	230,158	\$188,729	\$188,729	168,451	168,451	\$138,130	\$138,130	61,707	61,707	\$50,600	\$50,600
Local	Full Fare	Day Pass -> Non-Amp, Day Pass	\$0.58	\$0.58	\$0.00	0%	3,898,722	3,898,722	\$2,243,740	\$2,243,740	2,570,434	2,570,434	\$1,479,302	\$1,479,302	1,328,287	1,328,287	\$764,438	\$764,438
Local	Full Fare	Day Pass -> Amp, <3-4 Days/Wk, Daily Capping	\$0.58	\$0.58	\$0.00	0%	212,270	212,270	\$122,163	\$122,163	115,685	115,685	\$66,577	\$66,577	96,585	96,585	\$55,585	\$55,585
Local	Full Fare	Day Pass -> Amp, <3-4 Days/Wk, Daily Capping, Equifare	\$0.46	\$0.46	\$0.00	0%	157,561	157,561	\$72,542	\$72,542	103,827	103,827	\$47,803	\$47,803	53,734	53,734	\$24,739	\$24,739
Local	Full Fare	Day Pass -> Amp, 3-4+ Days/Wk, Capping	\$0.45	\$0.45	\$0.00	0%	1,027,855	1,027,855	\$461,399	\$461,399	645,617	645,617	\$289,815	\$289,815	382,238	382,238	\$171,585	\$171,585
Local	Full Fare	Day Pass -> Amp, 3-4+ Days/Wk, Capping, Equifare	\$0.36	\$0.36	\$0.00	0%	1,094,940	1,094,940	\$393,210	\$393,210	778,263	778,263	\$279,487	\$279,487	316,676	316,676	\$113,724	\$113,724
Local	Full Fare	7 Day Pass -> Non-Amp, 7 Day Pass	\$0.56	\$0.56	\$0.00	0%	271,546	271,546	\$152,968	\$152,968	164,012	164,012	\$92,392	\$92,392	107,533	107,533	\$60,576	\$60,576
Local	Full Fare	7 Day Pass -> Amp, Capping	\$0.52	\$0.52	\$0.00	0%	788,337	788,337	\$408,562	\$408,562	467,389	467,389	\$242,228	\$242,228	320,948	320,948	\$166,334	\$166,334
Local	Full Fare	7 Day Pass -> Amp, Capping, Equifare	\$0.41	\$0.41	\$0.00	0%	233,192	233,192	\$96,683	\$96,683	149,610	149,610	\$62,029	\$62,029	83,582	83,582	\$34,654	\$34,654
Local	Full Fare	31 Day Pass -> Non-Amp, 31 Day Pass	\$0.69	\$0.69	\$0.00	0%	797,239	797,239	\$546,500	\$546,500	511,094	511,094	\$350,350	\$350,350	286,145	286,145	\$196,150	\$196,150
Local	Full Fare	31 Day Pass -> Amp, Capping, Capping	\$0.58	\$0.58	\$0.00	0%	909,493	909,493	\$525,567	\$525,567	564,500	564,500	\$326,206	\$326,206	344,993	344,993	\$199,360	\$199,360
Local	Full Fare	31 Day Pass -> Amp, Capping, Equifare	\$0.46	\$0.46	\$0.00	0%	391,266	391,266	\$180,880	\$180,880	269,390	269,390	\$124,538	\$124,538	121,876	121,876	\$56,343	\$56,343
Local	Reduced	Single Ride -> Non-Amp, Single Ride	\$0.60	\$0.60	\$0.00	0%	12,055	12,055	\$7,233	\$7,233	6,441	6,441	\$3,865	\$3,865	5,614	5,614	\$3,369	\$3,369
Local	Reduced	Single Ride -> Amp, <3-4 Days/Wk, Single Ride	\$0.60	\$0.60	\$0.00	0%	2,578	2,578	\$1,547	\$1,547	1,221	1,221	\$733	\$733	1,357	1,357	\$814	\$814
Local	Reduced	Single Ride -> Amp, 3-4+ Days/Wk, Capping	\$0.52	\$0.52	\$0.00	0%	4,502	4,502	\$2,323	\$2,323	2,562	2,562	\$1,322	\$1,322	1,940	1,940	\$1,001	\$1,001
Local	Reduced	Day Pass -> Non-Amp, Day Pass	\$0.29	\$0.29	\$0.00	0%	634,126	634,126	\$181,276	\$181,276	402,037	402,037	\$114,929	\$114,929	232,088	232,088	\$66,347	\$66,347
Local	Reduced	Day Pass -> Amp, <3-4 Days/Wk, Daily Capping	\$0.29	\$0.29	\$0.00	0%	37,643	37,643	\$10,761	\$10,761	18,460	18,460	\$5,277	\$5,277	19,183	19,183	\$5,484	\$5,484
Local	Reduced	Day Pass -> Amp, 3-4+ Days/Wk, Capping	\$0.22	\$0.22	\$0.00	0%	208,961	208,961	\$46,593	\$46,593	137,888	137,888	\$30,746	\$30,746	71,074	71,074	\$15,848	\$15,848
Local	Reduced	31 Day Pass -> Non-Amp, 31 Day Pass	\$0.29	\$0.29	\$0.00	0%	932,790	932,790	\$274,853	\$274,853	560,543	560,543	\$165,168	\$165,168	372,247	372,247	\$109,685	\$109,685
Local	Reduced	31 Day Pass -> Amp, Capping	\$0.26	\$0.26	\$0.00	0%	459,434	459,434	\$117,235	\$117,235	276,088	276,088	\$70,450	\$70,450	183,345	183,345	\$46,785	\$46,785
Local	Full Fare - DPP/TEF	Day Pass	\$0.00	\$0.00	\$0.00	N/A	456,488	456,488	\$0	\$0	340,579	340,579	\$0	\$0	115,909	115,909	\$0	\$0
Local	Full Fare - DPP/TEF	7 Day Pass	\$0.00	\$0.00	\$0.00	N/A	501,828	501,828	\$0	\$0	304,555	304,555	\$0	\$0	197,273	197,273	\$0	\$0
Local	Full Fare - DPP/TEF	31 Day Pass	\$0.00	\$0.00	\$0.00	N/A	914,493	914,493	\$0	\$0	647,551	647,551	\$0	\$0	266,941	266,941	\$0	\$0
Local	Reduced - DPP	Day Pass	\$0.00	\$0.00	\$0.00	N/A	1,135	1,135	\$0	\$0	751	751	\$0	\$0	384	384	\$0	\$0
Local	Reduced - DPP	31 Day Pass	\$0.00	\$0.00	\$0.00	N/A	101,651	101,651	\$0	\$0	67,817	67,817	\$0	\$0	33,834	33,834	\$0	\$0
Local	Special Event	Special Event Single Ride	\$3.06	\$3.06	\$0.00	0%	97,241	97,241	\$297,781	\$297,781	60,621	60,621	\$185,638	\$185,638	36,620	36,620	\$112,143	\$112,143
Commuter	Full Fare	Single Ride -> Non-Amp, Single Ride	\$3.50	\$3.50	\$0.00	0%	15,678	15,678	\$54,871	\$54,871	2,045	2,045	\$7,157	\$7,157	13,633	13,633	\$47,715	\$47,715
Commuter	Full Fare	Single Ride -> Amp, <3-4 Days/Wk, Single Ride	\$3.50	\$3.50	\$0.00	0%	65,920	65,920	\$230,719	\$230,719	7,490	7,490	\$26,213	\$26,213	58,430	58,430	\$204,506	\$204,506
Commuter	Full Fare	Single Ride -> Amp, <3-4 Days/Wk, Single Ride, Equifare	\$3.00	\$3.00	\$0.00	0%	5,301	5,301	\$15,904	\$15,904	2,025	2,025	\$6,075	\$6,075	3,276	3,276	\$9,829	\$9,829
Commuter	Full Fare	Single Ride -> Amp, 3-4+ Days/Wk, Capping	\$2.52	\$2.52	\$0.00	0%	40,366	40,366	\$101,723	\$101,723	4,945	4,945	\$12,462	\$12,462	35,421	35,421	\$89,262	\$89,262
Commuter	Full Fare	Single Ride -> Amp, 3-4+ Days/Wk, Capping, Equifare	\$2.16	\$2.16	\$0.00	0%	3,381	3,381	\$7,303	\$7,303	535	535	\$1,156	\$1,156	2,846	2,846	\$6,147	\$6,147
Commuter	Full Fare	Day Pass -> Non-Amp, Day Pass	\$3.07	\$3.07	\$0.00	0%	73,197	73,197	\$224,866	\$224,866	21,454	21,454	\$65,906	\$65,906	51,744	51,744	\$158,960	\$158,960
Commuter	Full Fare	Day Pass -> Amp, <3-4 Days/Wk, Daily Capping	\$3.07	\$3.07	\$0.00	0%	64,633	64,633	\$198,555	\$198,555	10,289	10,289	\$31,607	\$31,607	54,344	54,344	\$166,948	\$166,948
Commuter	Full Fare	Day Pass -> Amp, <3-4 Days/Wk, Daily Capping, Equifare	\$2.63	\$2.63	\$0.00	0%	4,972	4,972	\$13,093	\$13,093	419	419	\$1,103	\$1,103	4,553	4,553	\$11,990	\$11,990
Commuter	Full Fare	Day Pass -> Amp, 3-4+ Days/Wk, Capping	\$2.09	\$2.09	\$0.00	0%	50,064	50,064	\$104,583	\$104,583	22,396	22,396	\$46,786	\$46,786	27,667	27,667	\$57,797	\$57,797
Commuter	Full Fare	Day Pass -> Amp, 3-4+ Days/Wk, Capping, Equifare	\$1.79	\$1.79	\$0.00	0%	4,965	4,965	\$8,890	\$8,890	3,425	3,425	\$6,133	\$6,133	1,540	1,540	\$2,757	\$2,757

Service Type	Rider Category	Fare Product	Average Fare per Boarding		Change in Average Fare	% Change in Average Fare	All Riders				Minority Riders				Non-Minority Riders					
			Existing	Proposed			Existing	Proposed	Number of Riders		Fare Revenue		Number of Riders		Fare Revenue		Number of Riders		Fare Revenue	
									Existing	Proposed	Existing	Proposed	Existing	Proposed	Existing	Proposed	Existing	Proposed	Existing	Proposed
Commuter	Full Fare	7 Day Pass -> Non-Amp, 7 Day Pass	\$1.87	\$1.87	\$0.00	0%	15,902	15,902	\$29,813	\$29,813	5,662	5,662	\$10,615	\$10,615	10,240	10,240	\$19,197	\$19,197		
Commuter	Full Fare	7 Day Pass -> Amp, Capping	\$1.63	\$1.63	\$0.00	0%	86,230	86,230	\$140,649	\$140,649	29,926	29,926	\$48,812	\$48,812	56,304	56,304	\$91,837	\$91,837		
Commuter	Full Fare	7 Day Pass -> Amp, Capping, Equifare	\$1.30	\$1.30	\$0.00	0%	3,879	3,879	\$5,062	\$5,062	2,159	2,159	\$2,817	\$2,817	1,720	1,720	\$2,245	\$2,245		
Commuter	Full Fare	31 Day Pass -> Non-Amp, 31 Day Pass	\$3.15	\$3.15	\$0.00	0%	147,032	147,032	\$463,174	\$463,174	52,353	52,353	\$164,921	\$164,921	94,679	94,679	\$298,253	\$298,253		
Commuter	Full Fare	31 Day Pass -> Amp, Capping	\$2.48	\$2.48	\$0.00	0%	246,445	246,445	\$610,202	\$610,202	84,754	84,754	\$209,854	\$209,854	161,690	161,690	\$400,348	\$400,348		
Commuter	Full Fare	31 Day Pass -> Amp, Capping, Equifare	\$1.98	\$1.98	\$0.00	0%	14,946	14,946	\$29,605	\$29,605	8,318	8,318	\$16,477	\$16,477	6,628	6,628	\$13,128	\$13,128		
Commuter	Reduced	Single Ride -> Non-Amp, Single Ride	\$1.75	\$1.75	\$0.00	0%	4,465	4,465	\$7,814	\$7,814	2,386	2,386	\$4,175	\$4,175	2,080	2,080	\$3,639	\$3,639		
Commuter	Reduced	Single Ride -> Amp, <3-4 Days/Wk, Single Ride	\$1.75	\$1.75	\$0.00	0%	801	801	\$1,402	\$1,402	379	379	\$664	\$664	422	422	\$738	\$738		
Commuter	Reduced	Single Ride -> Amp, 3-4 Days/Wk, Capping	\$1.37	\$1.37	\$0.00	0%	1,398	1,398	\$1,909	\$1,909	796	796	\$1,086	\$1,086	603	603	\$823	\$823		
Commuter	Reduced	Day Pass -> Non-Amp, Day Pass	\$1.69	\$1.69	\$0.00	0%	4,748	4,748	\$8,022	\$8,022	3,010	3,010	\$5,086	\$5,086	1,738	1,738	\$2,936	\$2,936		
Commuter	Reduced	Day Pass -> Amp, <3-4 Days/Wk, Daily Capping	\$1.69	\$1.69	\$0.00	0%	444	444	\$751	\$751	218	218	\$368	\$368	226	226	\$382	\$382		
Commuter	Reduced	Day Pass -> Amp, 3-4 Days/Wk, Capping	\$1.18	\$1.18	\$0.00	0%	2,466	2,466	\$2,916	\$2,916	1,627	1,627	\$1,925	\$1,925	839	839	\$992	\$992		
Commuter	Reduced	31 Day Pass -> Non-Amp, 31 Day Pass	\$1.17	\$1.17	\$0.00	0%	20,964	20,964	\$24,461	\$24,461	12,598	12,598	\$14,699	\$14,699	8,366	8,366	\$9,762	\$9,762		
Commuter	Reduced	31 Day Pass -> Amp, Capping	\$0.95	\$0.95	\$0.00	0%	24,609	24,609	\$23,374	\$23,374	14,789	14,789	\$14,046	\$14,046	9,821	9,821	\$9,328	\$9,328		
Commuter	Full Fare - DPP/TEF	Day Pass	\$0.00	\$0.00	\$0.00	N/A	1,060	1,060	\$0	\$0	790	790	\$0	\$0	270	270	\$0	\$0		
Commuter	Full Fare - DPP/TEF	7 Day Pass	\$0.00	\$0.00	\$0.00	N/A	4,249	4,249	\$0	\$0	2,839	2,839	\$0	\$0	1,409	1,409	\$0	\$0		
Commuter	Full Fare - DPP/TEF	31 Day Pass	\$0.00	\$0.00	\$0.00	N/A	23,519	23,519	\$0	\$0	16,921	16,921	\$0	\$0	6,598	6,598	\$0	\$0		
Commuter	Reduced - DPP	31 Day Pass	\$0.00	\$0.00	\$0.00	N/A	405	405	\$0	\$0	270	270	\$0	\$0	135	135	\$0	\$0		
Local	MW Business - Full Fare	Day Pass	\$0.68	\$0.68	\$0.00	0%	709	709	\$480	\$480	474	474	\$321	\$321	235	235	\$159	\$159		
Local	MW Business - Full Fare	7 Day Pass	\$0.66	\$0.66	\$0.00	0%	15	15	\$10	\$10	9	9	\$6	\$6	6	6	\$4	\$4		
Local	MW Business - Full Fare	31 Day Pass	\$0.66	\$0.66	\$0.00	0%	634,643	634,643	\$417,670	\$417,670	410,923	410,923	\$270,436	\$270,436	223,720	223,720	\$147,234	\$147,234		
Local	MW Business - Reduced	31 Day Pass	\$0.35	\$0.35	\$0.00	0%	1,779	1,779	\$617	\$617	1,064	1,064	\$369	\$369	715	715	\$248	\$248		
Commuter	MW Business - Full Fare	Day Pass	\$3.38	\$3.38	\$0.00	0%	978	978	\$3,304	\$3,304	311	311	\$1,051	\$1,051	667	667	\$2,253	\$2,253		
Commuter	MW Business - Full Fare	31 Day Pass	\$3.36	\$3.36	\$0.00	0%	122,897	122,897	\$412,956	\$412,956	47,777	47,777	\$160,538	\$160,538	75,120	75,120	\$252,417	\$252,417		
Commuter	MW Business - Reduced	31 Day Pass	\$1.56	\$1.56	\$0.00	0%	119	119	\$186	\$186	71	71	\$111	\$111	48	48	\$75	\$75		
Local	MW Government - Full Fare	31 Day Pass	\$0.57	\$0.57	\$0.00	0%	1,975	1,975	\$1,116	\$1,116	1,149	1,149	\$649	\$649	826	826	\$467	\$467		
Commuter	MW Government - Full Fare	31 Day Pass	\$2.94	\$2.94	\$0.00	0%	974	974	\$2,863	\$2,863	310	310	\$911	\$911	664	664	\$1,952	\$1,952		
Local & Commuter	Higher Ed Pass Programs	UT Austin	\$0.98	\$0.98	\$0.00	0%	6,370,099	6,370,099	\$6,233,340	\$6,233,340	3,737,372	3,737,372	\$3,657,135	\$3,657,135	2,632,727	2,632,727	\$2,576,205	\$2,576,205		
Local & Commuter	Higher Ed Pass Programs	ACC & SEU	\$0.82	\$0.82	\$0.00	0%	537,592	537,592	\$441,562	\$441,562	302,020	302,020	\$248,070	\$248,070	235,571	235,571	\$193,491	\$193,491		
Local & Commuter	Government Pass Programs	All Government Pass Programs	\$1.16	\$1.16	\$0.00	0%	410,218	410,218	\$474,543	\$474,543	232,069	232,069	\$268,458	\$268,458	178,150	178,150	\$206,085	\$206,085		
Local & Commuter	MetroAccess	MetroAccess Monthly Pass on Fixed Route	\$0.00	\$0.00	\$0.00	0%	55,547	55,547	\$0	\$0	25,844	25,844	\$0	\$0	29,703	29,703	\$0	\$0		
Local & Commuter	Kids Ride Free	Free Fare	\$0.00	\$0.00	\$0.00	0%	2,266,308	2,266,308	\$0	\$0	1,716,564	1,716,564	\$0	\$0	549,744	549,744	\$0	\$0		
Local & Commuter	Other Free Fares	Free Fare	\$0.00	\$0.00	\$0.00	0%	562,924	562,924	\$0	\$0	351,614	351,614	\$0	\$0	211,309	211,309	\$0	\$0		
Local	Unhoused Pass Program	Single Ride -> Free Unhoused Pass Program	\$1.25	\$0.00	-\$1.25	-100%	49,378	49,378	\$61,723	\$0	36,688	36,688	\$45,860	\$0	12,690	12,690	\$15,863	\$0		
Local	Unhoused Pass Program	TEF Program -> Free, Unhoused Pass Program	\$0.00	\$0.00	\$0.00	N/A	938,185	938,185	\$0	\$0	697,071	697,071	\$0	\$0	241,114	241,114	\$0	\$0		

Sum	28,525,113	28,525,113	\$18,209,328	\$18,147,606	17,974,456	17,974,456	\$10,348,692	\$10,302,832	10,550,657	10,550,657	\$7,860,637	\$7,844,774
Average Fare			\$ 0.638	\$ 0.636			\$ 0.576	\$ 0.573			\$ 0.745	\$ 0.744
Percentage Change in Average Fare				-0.3%				-0.4%				-0.2%
Difference in Average Fare for Protected Populations								-0.2%				

Table D-2: Average Fare Analysis – Low-Income

Service Type	Rider Category	Fare Product	Average Fare per Boarding		Change in Average Fare	% Change in Average Fare	All Riders				Low Income Riders				Non-Low Income Riders					
			Existing				Proposed		Number of Riders		Fare Revenue		Number of Riders		Fare Revenue		Number of Riders		Fare Revenue	
			Existing	Proposed			Existing	Proposed	Existing	Proposed	Existing	Proposed	Existing	Proposed	Existing	Proposed	Existing	Proposed	Existing	Proposed
Local	Full Fare	Single Ride -> Non-Amp, Single Ride	\$1.25	\$1.25	\$0.00	0%	921,306	921,306	\$1,151,633	\$1,151,633	453,312	453,312	\$566,640	\$566,640	467,995	467,995	\$584,993	\$584,993		
Local	Full Fare	Single Ride -> Amp, <3-4 Days/Wk, Single Ride	\$1.25	\$1.25	\$0.00	0%	80,814	80,814	\$101,018	\$101,018	16,907	16,907	\$21,133	\$21,133	63,908	63,908	\$79,885	\$79,885		
Local	Full Fare	Single Ride -> Amp, <3-4 Days/Wk, Single Ride, Equifare	\$1.00	\$1.00	\$0.00	0%	59,516	59,516	\$59,516	\$59,516	35,222	35,222	\$35,222	\$35,222	24,294	24,294	\$24,294	\$24,294		
Local	Full Fare	Single Ride -> Amp, 3-4 Days/Wk, Capping	\$1.03	\$1.03	\$0.00	0%	199,596	199,596	\$204,586	\$204,586	78,844	78,844	\$80,815	\$80,815	120,753	120,753	\$123,771	\$123,771		
Local	Full Fare	Single Ride -> Amp, 3-4 Days/Wk, Capping, Equifare	\$0.82	\$0.82	\$0.00	0%	230,158	230,158	\$188,729	\$188,729	164,258	164,258	\$134,691	\$134,691	65,900	65,900	\$54,038	\$54,038		
Local	Full Fare	Day Pass -> Non-Amp, Day Pass	\$0.58	\$0.58	\$0.00	0%	3,898,722	3,898,722	\$2,243,740	\$2,243,740	2,041,666	2,041,666	\$1,174,992	\$1,174,992	1,857,056	1,857,056	\$1,068,748	\$1,068,748		
Local	Full Fare	Day Pass -> Amp, <3-4 Days/Wk, Daily Capping	\$0.58	\$0.58	\$0.00	0%	212,270	212,270	\$122,163	\$122,163	55,394	55,394	\$31,879	\$31,879	156,876	156,876	\$90,283	\$90,283		
Local	Full Fare	Day Pass -> Amp, <3-4 Days/Wk, Daily Capping, Equifare	\$0.46	\$0.46	\$0.00	0%	157,561	157,561	\$72,542	\$72,542	98,917	98,917	\$45,542	\$45,542	58,644	58,644	\$27,000	\$27,000		
Local	Full Fare	Day Pass -> Amp, 3-4 Days/Wk, Capping	\$0.45	\$0.45	\$0.00	0%	1,027,855	1,027,855	\$461,399	\$461,399	413,185	413,185	\$185,477	\$185,477	614,670	614,670	\$275,922	\$275,922		
Local	Full Fare	Day Pass -> Amp, 3-4 Days/Wk, Capping, Equifare	\$0.36	\$0.36	\$0.00	0%	1,094,940	1,094,940	\$393,210	\$393,210	737,831	737,831	\$264,967	\$264,967	357,109	357,109	\$128,244	\$128,244		
Local	Full Fare	7 Day Pass -> Non-Amp, 7 Day Pass	\$0.56	\$0.56	\$0.00	0%	271,546	271,546	\$152,968	\$152,968	120,668	120,668	\$67,975	\$67,975	150,877	150,877	\$84,993	\$84,993		
Local	Full Fare	7 Day Pass -> Amp, Capping	\$0.52	\$0.52	\$0.00	0%	788,337	788,337	\$408,562	\$408,562	310,290	310,290	\$160,810	\$160,810	478,047	478,047	\$247,752	\$247,752		
Local	Full Fare	7 Day Pass -> Amp, Capping, Equifare	\$0.41	\$0.41	\$0.00	0%	233,192	233,192	\$96,683	\$96,683	143,653	143,653	\$59,559	\$59,559	89,539	89,539	\$37,124	\$37,124		
Local	Full Fare	31 Day Pass -> Non-Amp, 31 Day Pass	\$0.69	\$0.69	\$0.00	0%	797,239	797,239	\$546,500	\$546,500	378,967	378,967	\$259,778	\$259,778	418,272	418,272	\$286,721	\$286,721		
Local	Full Fare	31 Day Pass -> Amp, Capping, Capping	\$0.58	\$0.58	\$0.00	0%	909,493	909,493	\$525,567	\$525,567	368,994	368,994	\$213,230	\$213,230	540,498	540,498	\$312,337	\$312,337		
Local	Full Fare	31 Day Pass -> Amp, Capping, Equifare	\$0.46	\$0.46	\$0.00	0%	391,266	391,266	\$180,880	\$180,880	249,321	249,321	\$115,260	\$115,260	141,946	141,946	\$65,621	\$65,621		
Local	Reduced	Single Ride -> Non-Amp, Single Ride	\$0.60	\$0.60	\$0.00	0%	12,055	12,055	\$7,233	\$7,233	6,128	6,128	\$3,677	\$3,677	5,927	5,927	\$3,556	\$3,556		
Local	Reduced	Single Ride -> Amp, <3-4 Days/Wk, Single Ride	\$0.60	\$0.60	\$0.00	0%	2,578	2,578	\$1,547	\$1,547	1,272	1,272	\$763	\$763	1,306	1,306	\$783	\$783		
Local	Reduced	Single Ride -> Amp, 3-4 Days/Wk, Capping	\$0.52	\$0.52	\$0.00	0%	4,502	4,502	\$2,323	\$2,323	2,327	2,327	\$1,201	\$1,201	2,175	2,175	\$1,122	\$1,122		
Local	Reduced	Day Pass -> Non-Amp, Day Pass	\$0.29	\$0.29	\$0.00	0%	634,126	634,126	\$181,276	\$181,276	433,588	433,588	\$123,949	\$123,949	200,537	200,537	\$57,327	\$57,327		
Local	Reduced	Day Pass -> Amp, <3-4 Days/Wk, Daily Capping	\$0.29	\$0.29	\$0.00	0%	37,643	37,643	\$10,761	\$10,761	25,806	25,806	\$7,377	\$7,377	11,838	11,838	\$3,384	\$3,384		
Local	Reduced	Day Pass -> Amp, 3-4 Days/Wk, Capping	\$0.22	\$0.22	\$0.00	0%	208,961	208,961	\$46,593	\$46,593	142,812	142,812	\$31,844	\$31,844	66,149	66,149	\$14,750	\$14,750		
Local	Reduced	31 Day Pass -> Non-Amp, 31 Day Pass	\$0.29	\$0.29	\$0.00	0%	932,790	932,790	\$274,853	\$274,853	523,881	523,881	\$154,365	\$154,365	408,909	408,909	\$120,488	\$120,488		
Local	Reduced	31 Day Pass -> Amp, Capping	\$0.26	\$0.26	\$0.00	0%	459,434	459,434	\$117,235	\$117,235	258,031	258,031	\$65,842	\$65,842	201,403	201,403	\$51,393	\$51,393		
Local	Full Fare - DPP/TEF	Day Pass	\$0.00	\$0.00	\$0.00	N/A	456,488	456,488	\$0	\$0	456,488	456,488	\$0	\$0	0	0	\$0	\$0		
Local	Full Fare - DPP/TEF	7 Day Pass	\$0.00	\$0.00	\$0.00	N/A	501,828	501,828	\$0	\$0	501,828	501,828	\$0	\$0	0	0	\$0	\$0		
Local	Full Fare - DPP/TEF	31 Day Pass	\$0.00	\$0.00	\$0.00	N/A	914,493	914,493	\$0	\$0	914,493	914,493	\$0	\$0	0	0	\$0	\$0		
Local	Reduced - DPP	Day Pass	\$0.00	\$0.00	\$0.00	N/A	1,135	1,135	\$0	\$0	1,135	1,135	\$0	\$0	0	0	\$0	\$0		
Local	Reduced - DPP	31 Day Pass	\$0.00	\$0.00	\$0.00	N/A	101,651	101,651	\$0	\$0	101,651	101,651	\$0	\$0	0	0	\$0	\$0		
Local	Special Event	Special Event Single Ride	\$3.06	\$3.06	\$0.00	0%	97,241	97,241	\$297,781	\$297,781	47,561	47,561	\$145,645	\$145,645	49,680	49,680	\$152,136	\$152,136		
Commuter	Full Fare	Single Ride -> Non-Amp, Single Ride	\$3.50	\$3.50	\$0.00	0%	15,678	15,678	\$54,871	\$54,871	1,714	1,714	\$5,997	\$5,997	13,964	13,964	\$48,874	\$48,874		
Commuter	Full Fare	Single Ride -> Amp, <3-4 Days/Wk, Single Ride	\$3.50	\$3.50	\$0.00	0%	65,920	65,920	\$230,719	\$230,719	7,287	7,287	\$25,505	\$25,505	58,632	58,632	\$205,214	\$205,214		
Commuter	Full Fare	Single Ride -> Amp, <3-4 Days/Wk, Single Ride, Equifare	\$3.00	\$3.00	\$0.00	0%	5,301	5,301	\$15,904	\$15,904	2,892	2,892	\$8,675	\$8,675	2,410	2,410	\$7,229	\$7,229		
Commuter	Full Fare	Single Ride -> Amp, 3-4 Days/Wk, Capping	\$2.52	\$2.52	\$0.00	0%	40,366	40,366	\$101,723	\$101,723	1,709	1,709	\$4,306	\$4,306	38,658	38,658	\$97,417	\$97,417		
Commuter	Full Fare	Single Ride -> Amp, 3-4 Days/Wk, Capping, Equifare	\$2.16	\$2.16	\$0.00	0%	3,381	3,381	\$7,303	\$7,303	678	678	\$1,465	\$1,465	2,703	2,703	\$5,839	\$5,839		
Commuter	Full Fare	Day Pass -> Non-Amp, Day Pass	\$3.07	\$3.07	\$0.00	0%	73,197	73,197	\$224,866	\$224,866	6,676	6,676	\$20,508	\$20,508	66,522	66,522	\$204,358	\$204,358		
Commuter	Full Fare	Day Pass -> Amp, <3-4 Days/Wk, Daily Capping	\$3.07	\$3.07	\$0.00	0%	64,633	64,633	\$198,555	\$198,555	3,514	3,514	\$10,795	\$10,795	61,119	61,119	\$187,760	\$187,760		
Commuter	Full Fare	Day Pass -> Amp, <3-4 Days/Wk, Daily Capping, Equifare	\$2.63	\$2.63	\$0.00	0%	4,972	4,972	\$13,093	\$13,093	2,312	2,312	\$6,087	\$6,087	2,660	2,660	\$7,005	\$7,005		
Commuter	Full Fare	Day Pass -> Amp, 3-4 Days/Wk, Capping	\$2.09	\$2.09	\$0.00	0%	50,064	50,064	\$104,583	\$104,583	3,342	3,342	\$6,982	\$6,982	46,722	46,722	\$97,601	\$97,601		
Commuter	Full Fare	Day Pass -> Amp, 3-4 Days/Wk, Capping, Equifare	\$1.79	\$1.79	\$0.00	0%	4,965	4,965	\$8,890	\$8,890	2,199	2,199	\$3,937	\$3,937	2,766	2,766	\$4,953	\$4,953		

Service Type	Rider Category	Fare Product	Average Fare per Boarding		Change in Average Fare	% Change in Average Fare	All Riders				Low Income Riders				Non-Low Income Riders			
							Number of Riders		Fare Revenue		Number of Riders		Fare Revenue		Number of Riders		Fare Revenue	
			Existing	Proposed			Existing	Proposed	Existing	Proposed	Existing	Proposed	Existing	Proposed	Existing	Proposed	Existing	Proposed
Commuter	Full Fare	7 Day Pass -> Non-Amp, 7 Day Pass	\$1.87	\$1.87	\$0.00	0%	15,902	15,902	\$29,813	\$29,813	585	585	\$1,097	\$1,097	15,317	15,317	\$28,716	\$28,716
Commuter	Full Fare	7 Day Pass -> Amp, Capping	\$1.63	\$1.63	\$0.00	0%	86,230	86,230	\$140,649	\$140,649	2,341	2,341	\$3,818	\$3,818	83,890	83,890	\$136,831	\$136,831
Commuter	Full Fare	7 Day Pass -> Amp, Capping, Equifare	\$1.30	\$1.30	\$0.00	0%	3,879	3,879	\$5,062	\$5,062	975	975	\$1,273	\$1,273	2,904	2,904	\$3,789	\$3,789
Commuter	Full Fare	31 Day Pass -> Non-Amp, 31 Day Pass	\$3.15	\$3.15	\$0.00	0%	147,032	147,032	\$463,174	\$463,174	5,411	5,411	\$17,045	\$17,045	141,621	141,621	\$446,129	\$446,129
Commuter	Full Fare	31 Day Pass -> Amp, Capping	\$2.48	\$2.48	\$0.00	0%	246,445	246,445	\$610,202	\$610,202	5,862	5,862	\$14,514	\$14,514	240,583	240,583	\$595,688	\$595,688
Commuter	Full Fare	31 Day Pass -> Amp, Capping, Equifare	\$1.98	\$1.98	\$0.00	0%	14,946	14,946	\$29,605	\$29,605	3,758	3,758	\$7,443	\$7,443	11,188	11,188	\$22,162	\$22,162
Commuter	Reduced	Single Ride -> Non-Amp, Single Ride	\$1.75	\$1.75	\$0.00	0%	4,465	4,465	\$7,814	\$7,814	2,270	2,270	\$3,972	\$3,972	2,195	2,195	\$3,842	\$3,842
Commuter	Reduced	Single Ride -> Amp, <3-4 Days/Wk, Single Ride	\$1.75	\$1.75	\$0.00	0%	801	801	\$1,402	\$1,402	395	395	\$692	\$692	406	406	\$710	\$710
Commuter	Reduced	Single Ride -> Amp, 3-4+ Days/Wk, Capping	\$1.37	\$1.37	\$0.00	0%	1,398	1,398	\$1,909	\$1,909	723	723	\$987	\$987	676	676	\$922	\$922
Commuter	Reduced	Day Pass -> Non-Amp, Day Pass	\$1.69	\$1.69	\$0.00	0%	4,748	4,748	\$8,022	\$8,022	3,247	3,247	\$5,485	\$5,485	1,502	1,502	\$2,537	\$2,537
Commuter	Reduced	Day Pass -> Amp, <3-4 Days/Wk, Daily Capping	\$1.69	\$1.69	\$0.00	0%	444	444	\$751	\$751	305	305	\$515	\$515	140	140	\$236	\$236
Commuter	Reduced	Day Pass -> Amp, 3-4+ Days/Wk, Capping	\$1.18	\$1.18	\$0.00	0%	2,466	2,466	\$2,916	\$2,916	1,685	1,685	\$1,993	\$1,993	781	781	\$923	\$923
Commuter	Reduced	31 Day Pass -> Non-Amp, 31 Day Pass	\$1.17	\$1.17	\$0.00	0%	20,964	20,964	\$24,461	\$24,461	11,774	11,774	\$13,738	\$13,738	9,190	9,190	\$10,723	\$10,723
Commuter	Reduced	31 Day Pass -> Amp, Capping	\$0.95	\$0.95	\$0.00	0%	24,609	24,609	\$23,374	\$23,374	13,821	13,821	\$13,128	\$13,128	10,788	10,788	\$10,247	\$10,247
Commuter	Full Fare - DPP/TEF	Day Pass	\$0.00	\$0.00	\$0.00	N/A	1,060	1,060	\$0	\$0	1,060	1,060	\$0	\$0	0	0	\$0	\$0
Commuter	Full Fare - DPP/TEF	7 Day Pass	\$0.00	\$0.00	\$0.00	N/A	4,249	4,249	\$0	\$0	4,249	4,249	\$0	\$0	0	0	\$0	\$0
Commuter	Full Fare - DPP/TEF	31 Day Pass	\$0.00	\$0.00	\$0.00	N/A	23,519	23,519	\$0	\$0	23,519	23,519	\$0	\$0	0	0	\$0	\$0
Commuter	Reduced - DPP	31 Day Pass	\$0.00	\$0.00	\$0.00	N/A	405	405	\$0	\$0	405	405	\$0	\$0	0	0	\$0	\$0
Local	MW Business - Full Fare	Day Pass	\$0.68	\$0.68	\$0.00	0%	709	709	\$480	\$480	361	361	\$244	\$244	348	348	\$236	\$236
Local	MW Business - Full Fare	7 Day Pass	\$0.66	\$0.66	\$0.00	0%	15	15	\$10	\$10	6	6	\$4	\$4	8	8	\$6	\$6
Local	MW Business - Full Fare	31 Day Pass	\$0.66	\$0.66	\$0.00	0%	634,643	634,643	\$417,670	\$417,670	291,021	291,021	\$191,526	\$191,526	343,622	343,622	\$226,144	\$226,144
Local	MW Business - Reduced	Day Pass	\$0.35	\$0.35	\$0.00	0%	1,779	1,779	\$617	\$617	983	983	\$341	\$341	796	796	\$276	\$276
Commuter	MW Business - Full Fare	Day Pass	\$3.38	\$3.38	\$0.00	0%	978	978	\$3,304	\$3,304	88	88	\$298	\$298	890	890	\$3,006	\$3,006
Commuter	MW Business - Full Fare	31 Day Pass	\$3.36	\$3.36	\$0.00	0%	122,897	122,897	\$412,956	\$412,956	3,187	3,187	\$10,707	\$10,707	119,711	119,711	\$402,248	\$402,248
Commuter	MW Business - Reduced	31 Day Pass	\$1.56	\$1.56	\$0.00	0%	119	119	\$186	\$186	66	66	\$103	\$103	53	53	\$83	\$83
Local	MW Government - Full Fare	31 Day Pass	\$0.57	\$0.57	\$0.00	0%	1,975	1,975	\$1,116	\$1,116	747	747	\$422	\$422	1,228	1,228	\$694	\$694
Commuter	MW Government - Full Fare	31 Day Pass	\$2.94	\$2.94	\$0.00	0%	974	974	\$2,863	\$2,863	104	104	\$305	\$305	870	870	\$2,559	\$2,559
Local & Commuter	Higher Ed Pass Programs	UT Austin	\$0.98	\$0.98	\$0.00	0%	6,370,099	6,370,099	\$6,233,340	\$6,233,340	3,487,493	3,487,493	\$3,412,620	\$3,412,620	2,882,606	2,882,606	\$2,820,720	\$2,820,720
Local & Commuter	Higher Ed Pass Programs	ACC & SEU	\$0.82	\$0.82	\$0.00	0%	537,592	537,592	\$441,562	\$441,562	292,103	292,103	\$239,925	\$239,925	245,489	245,489	\$201,637	\$201,637
Local & Commuter	Government Pass Programs	All Government Pass Programs	\$1.16	\$1.16	\$0.00	0%	410,218	410,218	\$474,543	\$474,543	147,193	147,193	\$170,274	\$170,274	263,025	263,025	\$304,269	\$304,269
Local & Commuter	MetroAccess	MetroAccess Monthly Pass on Fixed Route	\$0.00	\$0.00	\$0.00	0%	55,547	55,547	\$0	\$0	12,289	12,289	\$0	\$0	43,258	43,258	\$0	\$0
Local & Commuter	Kids Ride Free	Free Fare	\$0.00	\$0.00	\$0.00	0%	2,266,308	2,266,308	\$0	\$0	1,403,163	1,403,163	\$0	\$0	863,145	863,145	\$0	\$0
Local & Commuter	Other Free Fares	Free Fare	\$0.00	\$0.00	\$0.00	0%	562,924	562,924	\$0	\$0	274,448	274,448	\$0	\$0	288,475	288,475	\$0	\$0
Local	Unhoused Pass Program	Single Ride -> Free Unhoused Pass Program	\$1.25	\$0.00	-\$1.25	-100%	49,378	49,378	\$61,723	\$0	49,378	49,378	\$61,723	\$0	0	0	\$0	\$0
Local	Unhoused Pass Program	TEF Program -> Free, Unhoused Pass Program	\$0.00	\$0.00	\$0.00	N/A	938,185	938,185	\$0	\$0	938,185	938,185	\$0	\$0	0	0	\$0	\$0
Sum							28,525,113	28,525,113	\$18,209,328	\$18,147,606	16,099,948	16,099,948	\$8,221,084	\$8,159,361	12,425,165	12,425,165	\$9,988,244	\$9,988,244
Average Fare									\$ 0.638	\$ 0.636			\$ 0.511	\$ 0.507			\$ 0.804	\$ 0.804
Percentage Change in Average Fare										-0.3%				-0.8%				0.0%
Difference in Average Fare for Protected Populations														-0.8%				

Appendix E: Board Approval Document

Details

File #: AI20231019

Type: Resolution

Title: Approval of a resolution adopting amendments to CapMetro’s Fare Policy and Fare Structure to provide a no-cost, two-year transit pass for eligible unhoused or housing insecure customers for use on CapMetro local and Rapid bus, Pickup by CapMetro, and CapMetro Access services, approving the related Title VI Fare Equity Analysis, and authorizing the President & CEO, or her designee, to implement the fare change.

Mover: [Eric Stratton](#) Second: [Chito Vela](#)

Result: Pass

Agenda note:

Minutes note:

Action: adopted

Action text: A motion was made by Board Member Stratton, seconded by Board Member Vela, that this Resolution be adopted. The motion carried by the following vote:

Person Name	Vote
Jeffrey Travillion	Aye
Leslie Pool	Aye
Eric Stratton	Aye
Becki Ross	Aye
Man Harriss	Aye
Chito Vela	Aye
Dianne Bangle	Aye
Paige Ellis	Aye

G. SEPTEMBER 2021 SERVICE EQUITY ANALYSIS

September 2021 Service Changes

Discussion Item - Informational
August 2021 Board Meeting

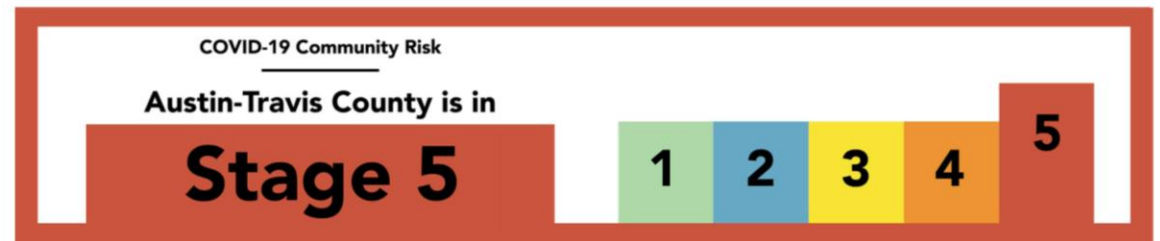
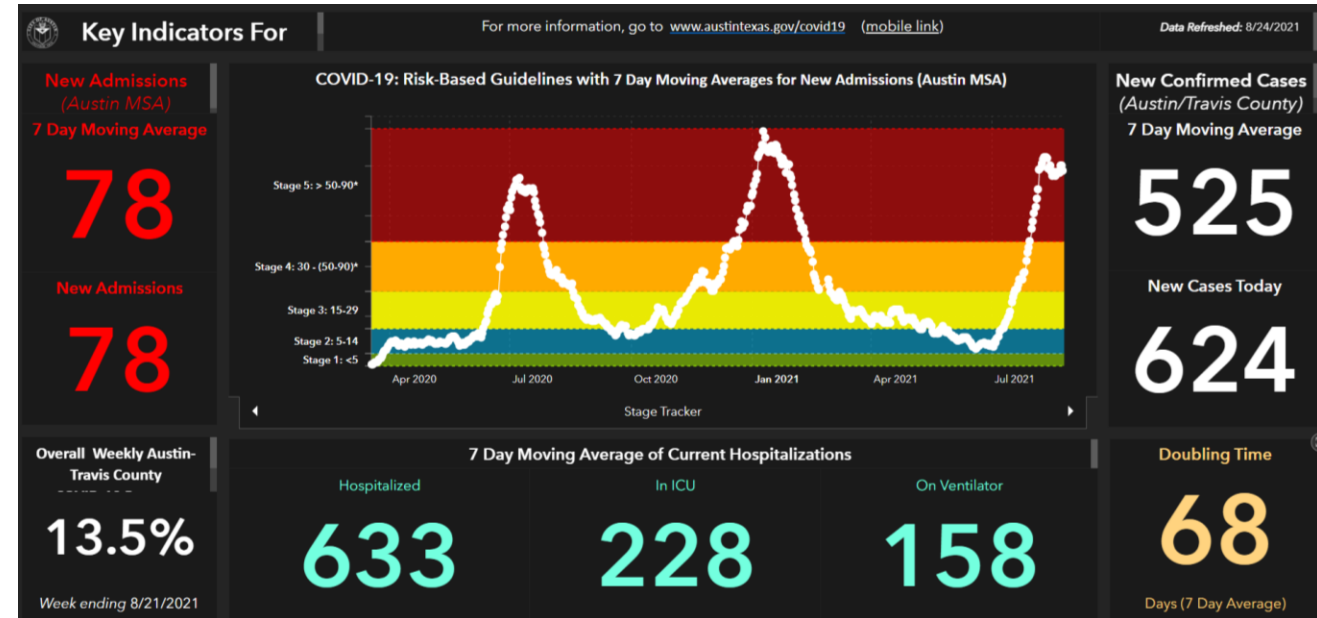
Current Conditions Influencing Service

COVID

- Uncertain outlook for community
- Reverted to Stage 5 (August 5th) several weeks after reaching Stage 2 (May 18th)

Resources and Workforce

- Services currently operating on adjusted August 2020 COVID levels
- Labor shortages and illness impacting daily delivery of services
- Temporary changes to services to ensure consistency to meet demands



Austin-Travis County is currently in Stage 5. For more information, read the [COVID-19 Risk-Based Guidelines](#).

Service Levels

Type	Pre-August	August	September
Frequent High Frequency Network MetroRapid	Frequent High Frequency Network <ul style="list-style-type: none"> • PreCOVID levels + Enhanced MetroRapid <ul style="list-style-type: none"> • PreCOVID levels (except Late Night) 	Frequent High Frequency Network <ul style="list-style-type: none"> • Improved Route 337 (to 15 min daily) MetroRapid <ul style="list-style-type: none"> • Resumed Late Night / Improved Weekday Evenings (8pm to 10pm) to 15 min 	Frequent High Frequency Network <ul style="list-style-type: none"> • Return to PreCOVID levels (no Enhanced) – Routes 7, 10, 20 and 300 (from 10-12 min to 15 min) • Reduce Saturday / Sundays on HF Network 2nd Tier – Routes 2, 4, 17, 18, 217, 311, 325, 333, 335 & 337 (from 15 min to 30 min) • Reduce Weekdays on HF Network 3rd Tier – Routes 18, 217 and 335 (from 15 min to 30 min) MetroRapid <ul style="list-style-type: none"> • Suspend Late Night (end at 12 am vs 3am) • Return to PreCOVID Evenings (20 min vs 15 min)
Regular Local	Regular <ul style="list-style-type: none"> • PreCOVID levels 	Regular <ul style="list-style-type: none"> • Improved Route 392 (to 30-35 min daily) 	Regular <ul style="list-style-type: none"> • Return to PreCOVID levels (no Enhanced) – Route 1 (from 20 min to 30 min)
Commuter Express Flyers MetroRail (Red Line)	Commuter <ul style="list-style-type: none"> • Select Routes and Trips Only • Select Trips Only • PreCOVID levels (except Late Night) 	Commuter <ul style="list-style-type: none"> • Introduced (1 AM & 1 PM trip) – Route 980 • No Changes • Resumed Late Night Friday and retained Saturday (regular & special events) 	Commuter <ul style="list-style-type: none"> • No Changes from August to Express, Flyers or MetroRail
Special University (UT) PickUp Night Owls / EBus	Special <ul style="list-style-type: none"> • Summer UT levels • PreCOVID levels (except Saturdays) • Suspended 	Special <ul style="list-style-type: none"> • Adjusted UT for Fall semester • Resumed Saturday (NE ATX & East) / New Saturday (Walnut Creek, Leander, Dessau) • Resumed Late Night Owl / EBus 	Special <ul style="list-style-type: none"> • No Changes from August to UT Services • No Changes from August to PickUp • No Changes from August to Night Owls • Suspend EBus

Sustain Key Services and Need

Grocery and Shopping

- Highest and Consistent Activity Generators
- Essential Trips

Core Network

- Specific Corridors and Routes providing key access

Frequent Network

- Select routes adjusted temporarily



METRO

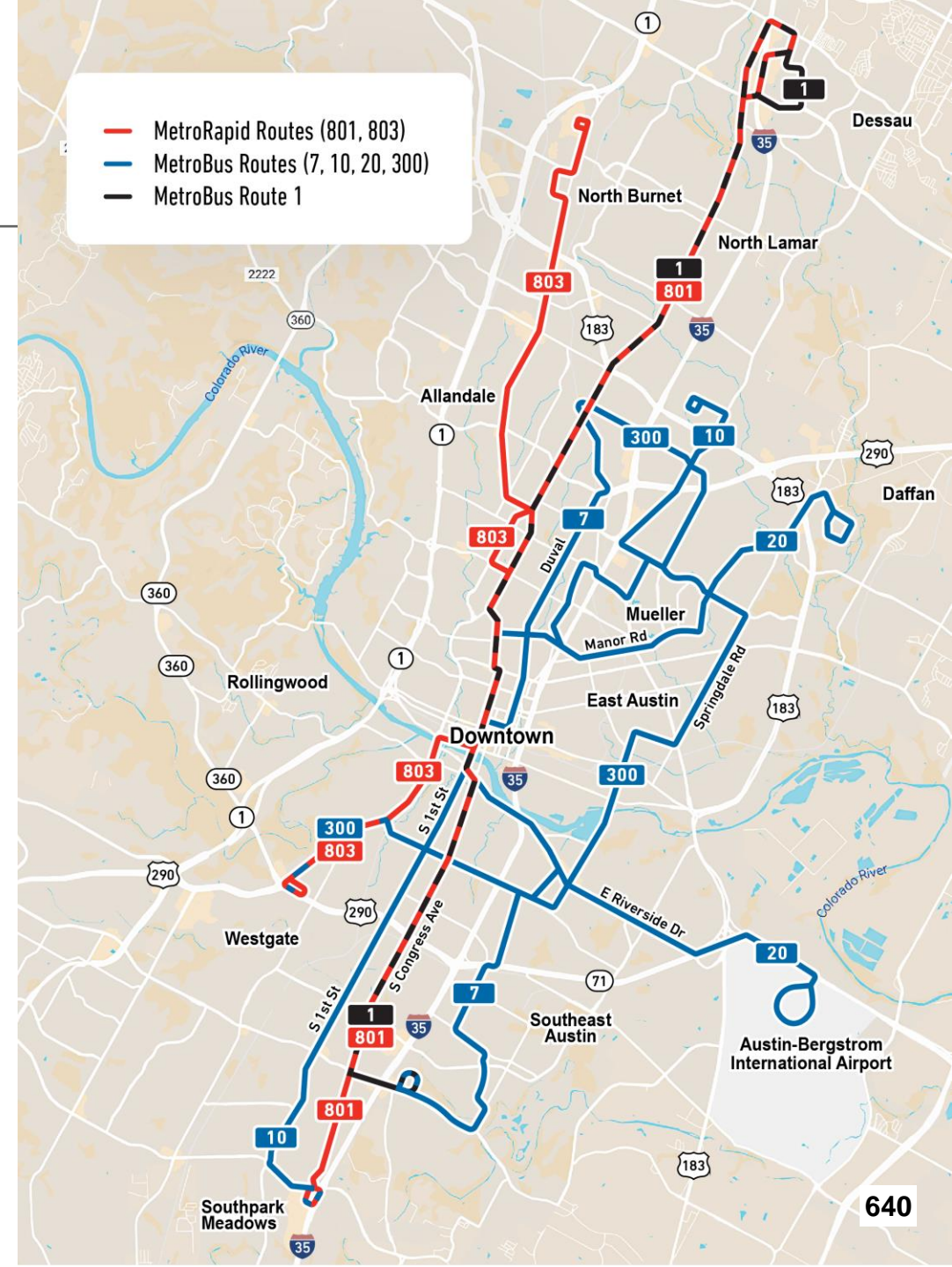
June 2020

TOTAL RIDERSHIP

1,212,969

High-Traffic Routes with Improved Frequencies since COVID-19 – to adjust

Route	Pre-COVID	Current (Aug)	New (Sept)
MetroRapid 801	10 min	10 min	10 min
MetroRapid 803	10 min	10 min	10 min
MetroBus Route 1	30 min	20-30 min	30 min
MetroBus Route 7	15 min	10-12 min	15 min
MetroBus Route 10	15 min	12-15 min	15 min
MetroBus Route 20	15 min	10-12 min	15 min
MetroBus Route 300	15 min	10-15 min	15 min



Future Service Changes

Spring 2022

- Review and evaluate ridership and service needs during the Fall
- Resume formal service change process with COVID lessons evaluated

Future (Summer/Fall 2022)

- Continued Evaluation of System Network
- Considerations in preparation for new Expo and Pleasant Valley MetroRapid in 2023

The screenshot shows the METRO website's COVID-19 update page. At the top, there is a yellow warning banner with a triangle icon and the text "COVID-19 Update | Click here to stay up-to-date on our COVID-19 guidelines and schedule changes before your next ride." Below this is a blue navigation bar with the METRO logo and links for "Plan Your Trip", "Rider's Guide", "Fares and Passes", and "Help & Contact". The main content area is titled "CapMetro & COVID-19" and contains a paragraph of text: "We're here for you with answers and support as we all navigate the ongoing pandemic together. CapMetro has updated our safety and cleaning measures to ensure you can get where you need to go without adding extra stress to your trip. Whether you're riding the train or catching your bus, our services continue to be the safe, convenient and affordable option you can count on." Below the text are two columns of content. The left column is titled "Mask Requirement" and features a graphic of a person wearing a yellow and white face mask with the text "MASKS REQUIRED" and "MASCARILLAS SE REQUIEREN". The right column is titled "Your Ride to Receive the Vaccine" and features a graphic of a blue bus and two syringes, with the text "Fare Free: Your Ride to Receive the Vaccine".



METRO

THANK YOU!

TO: Capital Metro Board of Directors

FROM: Sharmila Mukherjee, Executive Vice-President, Planning & Development

DATE: November 15, 2021

SUBJECT: August 2021 Service Change Equity Analysis

Summary

In response to the ongoing COVID-19 pandemic, Capital Metro has provided service at varying levels. As of the August 2021 service change, most service was restored to its pre-pandemic level. However, two sets of changes have been in place since March of 2020 and a service equity analysis was conducted for these changes. The changes are to commuter bus service and to university service routes.

No disparate impact was identified. These changes are not disproportionately borne by minority populations. There is no disproportionate burden by low-income populations for the university service routes. A disproportionate burden was identified for the commuter bus service changes. The disproportionate burden impacts were minimized through an intentional approach to reducing service and the availability of alternatives. Since Capital Metro took steps to minimize the disproportionate burden impacts, these changes can proceed.

Additional information regarding the analysis is contained in this memo.

Analysis

The analysis was conducted in accordance with Title VI policies adopted by the board on June 28, 2021. Since service levels for individual commuter bus service and university service routes were reduced by more than 25% a service equity analysis is required. The service equity analysis was conducted using the Title VI component of Remix Transit, an online transit planning software¹. The output of the Remix Transit VI analysis is then summarized to compare the people trips for minority/low-income to non-minority/non-low income for the prior service to the existing service. A difference of 2 percentage points or more results in a disparate impact/disproportionate burden (see following tables).

¹ Remix Transit Title VI methodology can be found at <https://help.remix.com/en/articles/1439215-remix-101-using-the-remix-title-vi-engine>

Commuter Bus Service

Commuter bus service includes express and flyer bus routes. Ten of Capital Metro’s commuter routes have had their service reduced in response to COVID while two routes have been suspended (Routes 981 & 987). Commuter routes have experienced a 90% decrease in ridership as employees have worked from home or work alternative schedules. With the Delta variant surge, many employers delayed plans for employees to return to the office. The demand for commuter service remains low and commuter routes have been adjusted to meet this reduced demand. Four of these 12 routes are classified as minority routes. Every route that was reduced or suspended qualify as a major service change.

Disparate Impact (Minority)

Minority populations experienced a 73.4% reduction and non-minority populations experienced a 74.5% reduction. Since minority populations experience fewer reductions than non-minority populations, there is no disparate impact.

	Non-Minority People Trips	Minority People trips
After	127,943,190	98,513,640
Before	501,034,455	370,217,925
Percent Change	-74.5%	-73.4%
Percentage Point Difference	-1.1%	

Disproportionate Burden (Low-Income)

Low-income populations experienced a 76.8% reduction and non-low income populations experienced a 72.6% reduction. Since low-income populations experience more reductions than non-low income populations, there is a disproportionate burden. Capital Metro’s Title VI policy states “Capital Metro will take steps to avoid, minimize or mitigate impacts when practicable”. Because of the 90% loss in commuter ridership Capital Metro needed to reduce commuter service to use our resources wisely. When reducing service, Capital Metro attempted to retain the trips with the highest ridership so that the fewest customers would be impacted. The Red Line also provides an alternative service for many of the commuter routes allowing residents of Capital Metro’s northwest service area to access the largest commuter destinations: University of Texas, Capitol Complex and downtown. The disproportionate burden impacts were minimized through the intentional approach to reducing service and the availability of alternatives.

	Non-Low-Income People Trips	Low-Income People trips
After	160,474,784	65,982,046
Before	586,735,443	284,516,937
Percent Change	-72.6%	-76.8%



METRO

MEMORANDUM

Percentage Point Difference

4.2%

University Service Routes

University service is the routes that serve the University of Texas. Five of the 12 routes experienced a major change resulting from the elimination of three combo routes that operated on Sundays and weekday evenings. Instead of combining routes, additional service was added to the individual routes resulting in a service improvement. All the affected routes are classified as minority routes.

Disparate Impact (Minority)

Minority populations experienced a 10.4% reduction and non-minority populations experienced an 11.7% reduction. Since minority populations experience fewer reductions than non-minority populations, there is no disparate impact.

	Non-Minority People Trips	Minority People trips
After	1,357,985,415	1,278,542,205
Before	1,537,597,725	1,427,162,835
Percent Change	-11.7%	-10.4%
Percentage Point Difference	-1.3%	

Disproportionate Burden (Low-Income)

Low-income populations experience a 9.2% reduction and non-low income populations experience a 12.6% reduction. Since low-income populations experience fewer reductions than non-low income populations, there is no disproportionate burden.

	Non-Low-Income People Trips	Low-Income People trips
After	1,450,279,789	1,186,247,831
Before	1,658,715,429	1,306,045,131
Percent Change	-12.6%	-9.2%
Percentage Point Difference	-3.4%	

To: CapMetro Board of Directors
From: Sharmila Mukherjee, Executive Vice-President, Planning & Development
Date: August 7, 2020
Re: January 2024 Service Change Equity Analysis

Summary

In September of 2021, CapMetro temporarily suspended E-Bus service and reduced daily service frequencies on Routes 18, 217 and 335. The decision to temporarily suspend these services and reduce frequencies was a necessary step to efficiently distribute limited resources to provide reliable service for our customers. Staff is recommending that the status of these service adjustments be classified as permanent, based on current availability of resources and needs. The update ensures that we are reliably meeting our established service levels and communicating clearly and transparently to our customers and the general public.

Analysis revealed no disparate impact borne by minority populations or disproportionate burden borne by low-income populations. CapMetro's Title VI policy states "Capital Metro will take steps to avoid, minimize or mitigate impacts when practicable". CapMetro minimized the impacts of these changes by making sure alternative service exists. Changes were implemented due to limited resources and mitigation options were not possible.

Additional information regarding the analysis is contained in this memo.

Analysis

The analysis was conducted in accordance with Title VI policies adopted by the board on June 28, 2021. Since service levels for Routes 18, 217, 335 and E-Bus (Routes 410, 411, & 412) were reduced by more than 25% a service equity analysis is required. The service equity analysis was conducted using the Title VI component of Remix Transit, an online transit planning software. The output of the Remix Transit VI analysis is then summarized to compare the people trips for minority/low-income to non-minority/non-low income for the prior service to the existing service. A difference of 2 percentage points or more results in a disparate impact/disproportionate burden (see following tables).

Route 18, 217, and 335

Prior to the start of the pandemic, Routes 18, 217, & 335 consistently had the lowest average daily ridership and lowest performance when compared to other High-Frequency Routes. They continued to have low performance compared to other High-Frequency Routes during the pandemic. When CapMetro needed to reduce service in fall of 2021, these routes were selected due to lagging ridership. These routes now operate every 30 minutes, to ensure that customers still have access to transit.

Disparate Impact (Minority)

Minority populations experienced a 42.4% reduction and non-minority populations experienced an 42.9% reduction. Since the percentage point difference is less than CapMetro’s 2% threshold, there is no disparate impact.

	Non-Minority People Trips	Minority People trips
After	401,986,095	253,465,280
Before	704,521,805	439,866,965
Percent Change	-42.9%	-42.4%
Percentage Point Difference	0.57%	

Disproportionate Burden (Low-Income)

Low-income populations experienced a 42.6% reduction and non-low income populations experienced a 42.8% reduction. Since the percentage point difference is less than CapMetro’s 2% threshold, there is no adisproportionate burden

	Non-Low-Income People Trips	Low-Income People trips
After	530,846,771	124,604,604
Before	927,356,124	217,032,646
Percent Change	-42.8%	-42.6%
Percentage Point Difference	0.17%	

E-Bus

E-Bus service (Routes 410, 411, and 412) operated on Thursday, Friday, and Saturday nights from 10:00 p.m. to 3:00 a.m. during the University of Texas' Fall and Spring semesters. Before the suspension, ridership on the E-Bus had been declining as students chose other options to travel downtown and service span and frequency had previously been reduced. CapMetro's Night Owl service is an alternative with 6-days-a-week year-round service.

Disparate Impact (Minority)

Both minority and non-minority populations experienced a 100% reduction. Since minority and non-minority populations, there is no disparate impact.

	Non-Minority People Trips	Minority People trips
After	0	0
Before	31,000,970	43,729,290
Percent Change	-100.0%	-100.0%
Percentage Point Difference	0.0 %	

Disproportionate Burden (Low-Income)

Both low-income and non-low income populations experienced a 100% reduction. Since the reduction is equally borne by low-income and non-low income populations, there is no disproportionate burden.

	Non-Low-Income People Trips	Low-Income People trips
After	0	0
Before	40,440,559	34,289,701
Percent Change	-100.0%	-100.0%
Percentage Point Difference	0.0 %	

H. JANUARY 2024 SERVICE CHANGE EQUITY ANALYSIS



Title VI January 2024

Service Equity Analysis & Engagement

Delivered on: December 2023

Title VI Compliance

This report documents an equity analysis for Capital Metropolitan Transportation Authority's ("CapMetro") Service Change Proposal for August 2024. The analysis will be included with CapMetro's Triennial Title VI Program in compliance with the Federal Transit Administration's ("FTA") Circular 4702.1B (the "Circular"), Title VI Requirements and Guidelines for Federal Transit Administration Recipients.

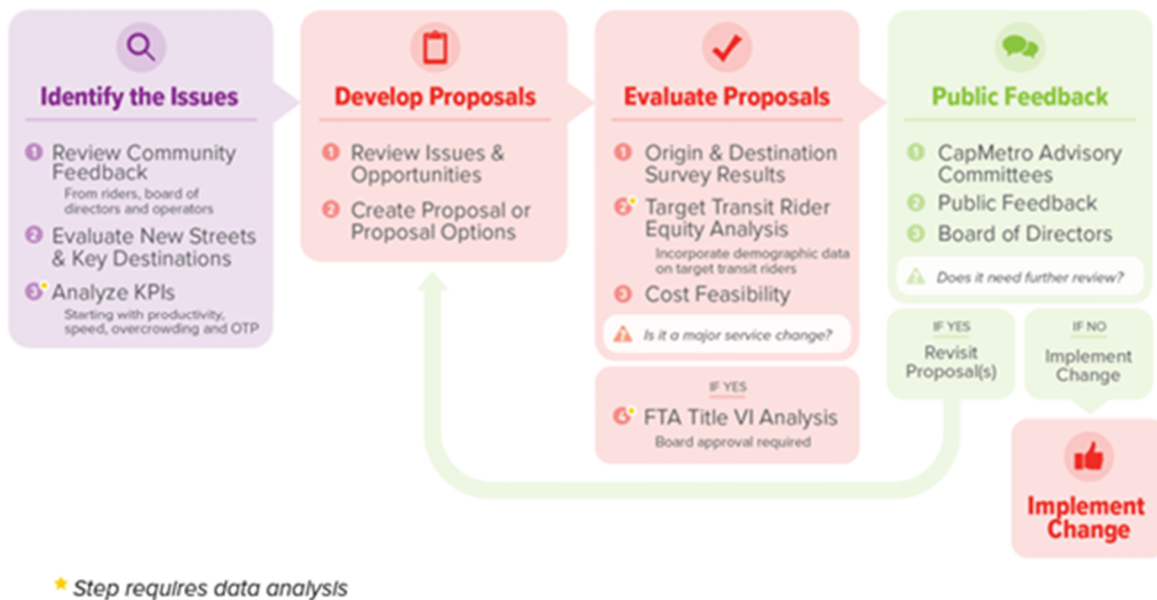
As a recipient of federal funding, CapMetro is required to comply with federal Title VI guidance identified in FTA Circular 4702.1B which describes the requirements for complying with the regulation in 49 Code of Federal Regulations ("CFR") Section 21.5(b)(2) which states, all providers of public transportation to which this Section applies shall develop written procedures consistent with this Section to evaluate, prior to implementation, any and all service changes that exceed the transit provider's major service change threshold, as well as all fare changes, to determine whether those changes will have a discriminatory impact based on race, color, or national origin. The written procedures and results of service and/or fare equity analyses shall be included in the transit provider's Title VI Program.

Service Change January 2024

Service changes provide CapMetro an opportunity to adjust its services to meet the needs of customers and efficiently use our resources. Service changes occur up to three times a year typically in January, June, and August. These changes coincide with local school and university calendars.

The revised Service Standards and Guidelines, which the board approved at its June 2023 board meeting, guide the service change process. CapMetro's service change process is illustrated below (Figure 1), and additional information about how service changes are developed, evaluated, approved, and ultimately implemented is available on our website at capmetro.org/servicechange.

Figure 1: CapMetro Service Change Process



The proposed January 2024 service change process includes a robust community engagement phase that involves notifying elected officials, key stakeholders, and communities at-large, and soliciting input from potentially impacted interests. CapMetro will share information about its proposed January 2024 service changes, review community feedback, and summarize its community engagement efforts prior to bringing the proposed service change to the board for approval in October 2023. A public involvement plan is included in Appendix C.

These proposed changes are classified as a major service change since routes are recommended for discontinuance or there is a major modification which causes a 25% or greater change in the number of daily service hours provided. Therefore, a public hearing is required, and the community will have an opportunity to formally comment on the proposed service changes during a scheduled public hearing before the board considers acting on this item.

The following is a high-level summary of the proposed service changes for January 2024.

- **Discontinuation of Service Suspension and Service Change for Reductions** – Service suspensions on Express routes 981 and 987, E-Bus are proposed to become permanent. Daily service frequency reductions on Routes 18, 217, & 335 would now be an official service change. These routes consistently had the lowest average daily ridership and lowest performance when compared to other High-Frequency Routes.
- **Minor Bus Schedule Adjustments** – To improve on-time performance, select routes may receive minor adjustments to their schedules.

- **Minor Rail Schedule Adjustments** – Rail on Weekdays and/or Saturdays may receive minor schedule adjustments to ensure more efficient and reliable service.
- **New Pickup Zone** – Implement a new Dove Springs Pickup zone in southeast Austin that will provide a flexible service in southeast Austin and a connector to the future Pleasant Valley MetroRapid service.

The proposed changes are in accordance with CapMetro’s proposed FY 2024 budget. If approved, the changes would be implemented on Sunday, January 14, 2024. Appendix A describes the specifics of the recommendations.

Bus

As part of our ongoing commitment to best serve the community and stewarding limited resources responsibly, CapMetro implemented several data-driven service adjustments and reallocations during the pandemic. We faced challenges maintaining service levels due to a shortage of operators, mechanics, vehicles, replacement parts, and numerous other unexpected changes. In March of 2020, we temporarily suspended Express Routes 981 and 987, and in September of 2021, we temporarily suspended E-Bus service and reduced daily service frequencies on Routes 18, 217 and 335. The decision to temporarily suspend these services and reduce frequencies was not taken lightly but was treated as a necessary step to efficiently distribute limited resources to provide reliable service for our customers overall.

CapMetro’s original intention was to restore these routes to their original service levels once various resources were available and transit demand returned. However, determining the timelines and processes for restoring service has proven to be unpredictable given the number of factors that influence this process -- recruitment, successful hiring, availability of vehicles and replacement parts, to name a few. In addition, there have been long-lasting shifts in travel patterns and demand that continue to necessitate reallocating limited CapMetro resources to other services.

Prior to the start of the pandemic, Routes 18, 217, & 335 consistently had the lowest average daily ridership and lowest performance when compared to other High-Frequency Routes. They continued to have low performance compared to other High-Frequency Routes during the pandemic. When CapMetro needed to reduce service in fall of 2021, these routes were selected due to lagging ridership. By providing service on these routes every 30 minutes, we aim to ensure that customers still have access to transit. The reclassification does not apply to temporary weekend frequency reductions for our High-Frequency routes. CapMetro still plans to reinstate 15-minute weekend frequencies for our High-Frequency routes once resources become available.

Commuter routes continue to have low ridership due to changing work patterns. The proposed discontinued Routes 981 and 987 have viable substitutes that ensure continued transportation options for commuters. More specifically, customers who use Route 981 can utilize Route 982 as an alternative, and those who use Route 987 have the option to switch to the Red Line and Route 985.

E-Bus service (Routes 410, 411, and 412) previously operated on Thursday, Friday, and Saturday nights from 10:00 p.m. to 3:00 a.m. during the University of Texas' Fall and Spring semesters. Before the suspension, ridership on the E-Bus had been declining as students chose other options to travel downtown. CapMetro temporarily suspended E-Bus service during Fall 2021 and encouraged customers to utilize our Night Owl service as a viable alternative with 6-days-a-week year-round service.

Staff recommends discontinuing the suspended service status of these service adjustments and confirming an official service change, based on current availability of resources, and needs. The update ensures that we are reliably meeting our established service levels and communicating clearly and transparently to our customers and the public. The board reviewed a Title VI service equity analysis for the suspension of Routes 981 and 987 in January 2022. A service equity analysis for E-Bus and Routes 18, 217 & 335 showed no disparate impact or disproportionate burden on our customers. Both service equity analysis memos are included in Appendix B.

Pickup

Pickup has provided over 650,000 trips since its inception on June 3, 2019, and ridership continues to increase in 2023. The service is currently providing an average of 1,351 weekday trips. Pickup's continued popularity drives CapMetro to expand this service to other parts of our service area.

Staff proposes a new zone, Pickup Dove Springs, that will provide a flexible service in southeast Austin and a connector to the future Pleasant Valley MetroRapid service. Pickup Dove Springs was planned to provide a neighborhood and activity-centered transit solution in an area of Austin that has been historically underinvested in and where typical fixed route transit services were inefficient due to the current geography and street grid connectivity. Pickup Dove Springs is planned to launch in January 2024 before the future Pleasant Valley MetroRapid and will provide first/last mile service to Route 7, Route 311 and Route 333. The zone will be bordered by IH-35 to the west, E. Ben White Blvd to the north, E. Stassney Ln to the east, and E. William Cannon Dr. to the south (see Appendix D for map). Pickup Dove Springs will include destinations such as HEB, Travis County Association for the Blind, Austin Lighthouse for the Blind, the future site of the Dove Springs Medical Center and numerous schools, elementary through high school.

Initial public engagement efforts for Pickup Dove Springs began on May 11, 2023, with the launch of an online survey and concluded on June 25, 2023. CapMetro's Community Engagement team informed stakeholder groups and key leaders of the proposed new service and reached out to select businesses and organizations throughout the proposed zone to seek input on destinations, service levels and other zone details. CapMetro sent 12,000 postcards to Dove Springs businesses and residents encouraging survey participation, held two public meetings, engaged local schools, conducted at-stop outreach, led information sessions at six community-based events in and around the proposed zone, and promoted the survey on social media. Staff provided English and

Spanish engagement materials and created accessible documents for meeting with the Lighthouse for the Blind, including accessible PowerPoint and recorded presentations, large-text posters, and braille materials. More than one hundred surveys were received because of these efforts.

The zone would launch on Monday, January 15, 2024. Two vehicles would operate simultaneously between 7am – 7pm Monday-Friday and 10am – 6pm Saturday¹. The number of vehicles could increase after the zone launches based on demand and ability to meet our 15-minute response time. The average monthly cost is expected to be \$51,000 to operate, which is in accordance with CapMetro’s proposed FY 2024 budget.

Regional Coordination

The CapMetro Government Affairs team, in collaboration with the Planning and Development staff, worked to establish engagement opportunities and maintain ongoing communication with all cities within CapMetro’s service area. Recently, staff met with member cities and non-member regional partners, with the assistance of the Regional Transportation Coordination team, to explore ways to enhance our service change process. These discussions provided valuable insights into incorporating regional feedback into our service change procedures. A memo updating the board on staff’s member city outreach was included in the July 24th board meeting agenda packet.

Moreover, CapMetro’s Regional Planning team, together with Government Affairs staff, was responsible for establishing partnerships, Transit Development Plans (TDPs), and transit service agreements with jurisdictions in the Central Texas urbanized area outside of the CapMetro service area. The team collaborated with Buda, Pflugerville, and Travis County on their TDPs. There were several agreements with regional partners to continue transit service into the September Board meeting in FY24.

As we worked on service change proposals, our staff collaborated with each jurisdiction to gather feedback, understand their concerns, evaluate current and future services, identify practical solutions, and address any potential issues. In the future, all service evaluations were to follow the process outlined in the updated Service Standards and Guidelines, which allowed for multiple points of engagement with the public. Additionally, as part of CapMetro’s upcoming Service Planning process, staff coordinated on communicating proposed service changes to facilitate an exchange of information and understanding among our regional partners and address any concerns.

Service Planning

While the proposed January 2024 Service Change included discontinuing suspended service and making permanent service changes to select routes, staff were about to start CapMetro’s next 5-10-Year Transit Plan. Our previous 5-10-year plan, Connections 2025, yielded our most recent transit system re-design, Cap Remap, that increased the frequency and reliability of our services and resulted in a month-over-month, year over year increase in ridership from June 2018 until March 2020.

The upcoming service planning effort culminated in a detailed implementation and vision plan to coordinate and implement all current and future CapMetro services in a way that aligned with community needs at the time. During this process, we identified how people were traveling in the central Texas region and evaluated the entire system to identify where services were meeting our customer's needs and where there were opportunities for improvements. During this process, CapMetro meaningfully engaged with the community and prioritized a public participatory and inclusive process to ensure we captured representative feedback and equipped the board with information to make informed decisions.

Appendixes

- Appendix A – August 2021 Service Change Equity Analysis (distributed to the Board in November, 2021)
- Appendix C – Public Involvement Plan

Appendix A: August 2021 Service Change Equity Analysis

Summary

In September of 2021, CapMetro temporarily suspended E-Bus service and reduced daily service frequencies on Routes 18, 217 and 335. The decision to temporarily suspend these services and reduce frequencies was a necessary step to efficiently distribute limited resources to provide reliable service for our customers. Staff is recommending that the status of these service adjustments be classified as permanent, based on the current availability of resources and needs. The update ensures that we are reliably meeting our established service levels and communicating clearly and transparently to our customers and the general public.

Analysis revealed no disparate impact borne by minority populations or disproportionate burden borne by low-income populations. CapMetro's Title VI policy states "Capital Metro will take steps to avoid, minimize or mitigate impacts when practicable". CapMetro minimized the impacts of these changes by making sure alternative services exist. Changes were implemented due to limited resources and mitigation options were not possible.

Analysis

The analysis was conducted in accordance with Title VI policies adopted by the board on June 28, 2021. Since service levels for Routes 18, 217, 335 and E-Bus (Routes 410, 411, & 412) were reduced by more than 25% a service equity analysis is required. The service equity analysis was conducted using the Title VI component of Remix Transit, an online transit planning software. The output of the Remix Transit VI analysis is then summarized to compare the people trips for minority/low-income to non-minority/non-low income for the prior service to the existing service. A difference of 2 percentage points or more results in a disparate impact/disproportionate burden (see following tables).

Route 18, 217, and 335

Prior to the start of the pandemic, Routes 18, 217, & 335 consistently had the lowest average daily ridership and lowest performance when compared to other High-Frequency Routes. They continued to have low performance compared to other High-Frequency Routes during the pandemic. When CapMetro needed to reduce service in fall of 2021, these routes were selected due to lagging ridership. These routes now operate every 30 minutes, to ensure that customers still have access to transit.

Disparate Impact (Minority)

Minority populations experienced a 42.4% reduction and non-minority populations experienced an 42.9% reduction. Since the percentage point difference is less than CapMetro's 2% threshold, there is no disparate impact.

	Non-Minority People Trips	Minority People trips
After	401,986,095	253,465,280
Before	704,521,805	439,866,965
Percent Change	-42.9%	-42.4%
Percentage Point Difference		0.57%

Disproportionate Burden (Low-Income)

Low-income populations experienced a 42.6% reduction and non-low income populations experienced a 42.8% reduction. Since the percentage point difference is less than CapMetro's 2% threshold, there is no disproportionate burden

	Non-Low-Income People Trips	Low-Income People trips
After	530,846,771	124,604,604
Before	927,356,124	217,032,646
Percent Change	-42.8%	-42.6%
Percentage Point Difference		0.17%

E-Bus

E-Bus service (Routes 410, 411, and 412) operated on Thursday, Friday, and Saturday nights from 10:00 p.m. to 3:00 a.m. during the University of Texas' Fall and Spring semesters. Before the suspension, ridership on the E-Bus had been declining as students chose other options to travel downtown and service span and frequency had previously been reduced. CapMetro's Night Owl service is an alternative with 6-days-a-week year-round service.

Disparate Impact (Minority)

Both minority and non-minority populations experienced a 100% reduction. Since minority and non-minority populations, there is no disparate impact.

Disproportionate Burden (Low-Income)

Non-Minority People Trips		Minority People trips
After	0	0
Before	31,000,970	43,729,290
Percent Change	-100.0%	-100.0%
Percentage Point Difference	0.0 %	

Both low-income and non-low-income populations experienced a 100% reduction. Since the reduction is equally borne by low-income and non-low-income populations, there is no disproportionate burden.

Non-Low-Income People Trips		Low-Income People trips
After	0	0
Before	40,440,559	34,289,701
Percent Change	-100.0%	-100.0%
Percentage Point Difference	0.0 %	

Appendix B:

CapMetro January Service Change 2024 Public Involvement Plan

Overview

We are committed to enhancing the efficiency and inclusivity of our transit system while responsibly utilizing our resources. This plan outlines our approach to engaging the public, integrating their insights, and ensuring transparency in the decision-making process as we implement service changes. Our dedication to delivering transit services drives us to proactively adjust our offerings. Up to three times annually, coinciding with local school and university calendars, we conduct service changes to align with evolving community demands, maximizing efficiency and optimizing the use of our resources in providing public transportation services.

The summary of January 2024 service change process includes:

- **Permanent Service Suspension and Reductions:** To provide clarity and stability, we will classify certain routes for permanent suspensions or reductions based on current resource availability and transit demand.
- **Minor Bus and Rail Schedule Adjustments:** We are implementing minor adjustments to bus and rail schedules to improve on-time performance and reliability.
- **New Dove Springs Pickup Zone:** Our focus on underserved areas drives us to introduce the Dove Springs Pickup zone, delivering reliable transit options to the southeast Austin community, connecting vital destinations efficiently.
- **Strengthening Regional Coordination:** Collaborating with regional partners and member cities is pivotal to achieving our vision. Together, we address concerns, assess service effectiveness, and make collective decisions that shape a prosperous transit landscape for our region.
- **Governed by Revised Service Standards and Guidelines:** Ensuring consistency and accountability is essential in the service change process. The board-approved revised Service Standards and Guidelines (SSG) guide our approach, guaranteeing that each decision serves the best interests of our esteemed customers.
- **Public Hearings for Major Service Changes:** As part of our commitment to public involvement, we will be conducting a public hearing to gather feedback on these significant service changes. Insights and needs will be reviewed and when possible, integrated into the decision-making process.

What does public involvement look like for the agency?

Capital Metro (CapMetro) is committed to public engagement on all changes to its services and follows all Federal Transit Administration (FTA) and Title VI requirements, and the agency's formal policies and procedures. All engagement involves community stakeholders, leaders, and operations staff during proposal preparation. This commitment to engagement helps to ensure that the agency's services are responsive to the needs of the communities it serves.

The agency presents service changes of any size to its Board of Directors for approval, providing the public with a final opportunity to provide feedback before a decision is made. After approval, the agency conducts additional outreach in impacted areas to ensure awareness of the upcoming changes and alternatives to service. The agency also provides the Board of Directors with updates on the results of service changes and input from the public after implementation, as demonstrated in the documents provided.

For Major Service Changes, as outlined in the agency's Title VI policies and procedures, a formal hearing is conducted and the selection of the most appropriate form of outreach, as shown in this document.

Project Team:

- **Project Manager:** Lawrence Deeter
- **Planning Team:** Rose Lisska, Emma Martinez, Jordan McGee & Ron Foster
- **Marketing & Communication:** Brandon Guidry & Madhu Singh
- **Community Engagement Manager:** Edna Parra
- **Community Engagement Team:** Peter Breton
- **Government Affairs:** Celso Baez

Coordination Meetings:

- Weekly meetings between July – October 2023

Project Schedule Overview:

- **August Early 2023:** Board Memo
- **August Late 2023:** Outreach and communications to community, stakeholders and elected officials
- **September 2023:** Continued community engagement
- **Mid-October 2023:** Public Hearing
- **October 2023:** Community feedback is compiled and incorporated
- **October 2023:** Board Item
- **January 2024:** Service Change

CapMetro Public Involvement Plans

Public Involvement Plans (PIPs) are essential to engage stakeholders and keep them informed of proposed changes effectively. A well-crafted PIP helps agencies establish goals, identify the target audience, define engagement strategies, and provide a timeline for outreach activities. By following a PIP, we can ensure that stakeholders receive the right message at the right time, increasing their trust and support for the proposed changes.

PIPs also allow for flexibility, giving agencies the ability to adjust their strategies if certain engagement methods or tools are not effective. For major planning proposals, a comprehensive PIP is created that outlines the principles, methods, tools, stakeholders, and best practices that will be used to engage stakeholders throughout the public engagement effort. It provides a clear framework for how stakeholders will be informed, consulted, and engaged throughout the process, as well as how feedback and input will be gathered, reported, and integrated into the final planning decisions and proposals.

Principles of Engagement

CapMetro's goals include fostering ongoing engagement and building relationships with stakeholders, promoting transparency, and maintaining an inclusive decision-making process. The following sections detail how the agency implements each principle and the associated practices.

Inclusivity

To achieve inclusivity, we aim to engage with diverse communities through tailored outreach, provide language access, and actively seek input from underrepresented groups in planning and decision-making processes. The following is a non-exhaustive list of stakeholders we include in the process:

- Racial and ethnic minorities, including Black, Indigenous, and People of Color (BIPOC)
- Low-income individuals and families
- People with limited English proficiency or who speak languages other than English
- People with disabilities, including physical, sensory, and cognitive disabilities
- People who have historically been underrepresented in transportation decision-making processes
- Older adults
- Youth and young adults
- Refugees and immigrants
- People experiencing homelessness or housing insecurity
- Schools and educational institutions
- Businesses and business associations
- Community-based organizations and neighborhood associations

We believe that internal stakeholder feedback is essential for successful public engagement. Our Public Involvement Plans are also shared with internal stakeholders, such as the Customer Service Advisory Committee (CSAC), Access Committee, Diversity, Equity and Inclusion (DEI) Council, CapMetro Board of Directors, Austin Transit Staff, Board and Committees, and City of Austin Committees and Staff, for their input. Their feedback helps us improve our engagement efforts and ensures that our proposals align with the agency's goals and objectives.

CapMetro Community Engagement Programs and Partnerships

CapMetro's community engagement programs and partnerships aim to support public involvement plans and projects by implementing innovative ways to reach underrepresented communities.

Transparency

To achieve transparency, we follow our public engagement policy and provide clear communication through multiple channels, including online resources, public meetings, and newsletters. One of the first steps we take is to create an exhaustive stakeholder list (Appendix A), identifying community members, organizations, leaders, and operators who will be affected by proposed changes. We then develop and follow public involvement plans that outline our outreach strategies and provide opportunities for feedback and input from stakeholders. By following a structured approach to community engagement, we can ensure that the right message is delivered to the right people at the right time, and that their input is taken into account when finalizing plans.

CapMetro's public engagement policy is designed to maintain a comprehensive community involvement program that includes plans for receiving public comments for major decision-making processes and provides an opportunity for the public to comment on board matters before a vote. This ensures that the public has a say in important decisions that will impact their daily lives and that CapMetro is accountable to the communities it serves.

General Engagement for Planning Proposals

We consistently engage in the following activities to keep the public informed and obtain feedback, regardless of whether a planning proposal has minor or major changes:

- **General Communications** – We send email service change information to our existing listserv, including timelines and affected areas. We also send MetroAlerts to customers who have signed up for affected stops.
- **Marketing/Social Media** – We run a social media campaign and provide easy-to-access webpage information for the public.
- **Board of Directors** – We present all service changes to the board, which provides an opportunity for the public to comment and give feedback on upcoming changes.
- **Committees and Advisory Groups** – We present service changes to the following CapMetro advisory committees and groups: Customer Service Advisory Committee (CSAC), Access Committee, and the Diversity, Equity, and Inclusion (DEI) Advisory Group.

Tailored Outreach and Community Engagement Methods for January 2024

At the core of our approach lies the understanding that tailoring engagement methods to the unique requirements of each proposed change is essential. To achieve this, we have developed customized methods that take into account the recommendations and requirements from Title VI, FTA, and local policy. Additionally, we consider the scope and impact of the proposed change, the demographics of the affected population, and community input best practices.

For the January 2024 Service Change, our comprehensive menu of engagement methods will include the following:

- **Public Meetings:** Meetings will be held to allow stakeholders to provide input and feedback on proposed changes or initiatives and will be scheduled as needed
- **Public Input Webpage:** We will use online and print opportunities to gather feedback from stakeholders.
- **One-on-One Meetings:** Hold individual meetings with stakeholders and agency representatives.
- **Social Media:** We will use platforms like Facebook, Twitter, and Instagram to inform stakeholders and gather feedback.
- **Advisory Committees:** We will collect feedback from our advisory committees made up of community members who provide advice and feedback to the agency on specific issues.
- **Public Hearings:** Conduct a public hearing to gather feedback from the public on proposed changes or initiatives.

Clear Communication

Toolkit for Effective Engagement and Implementation

Beyond the tailored list of engagement methods mentioned earlier, there are additional approaches that we will employ during *both* the service change engagement and implementation stages. Using diverse engagement methods during implementation, too, streamlines the process, gathers more feedback, and enables easier monitoring. Continued input from the community allows for timely adjustments, identification of issues, and ensures successful service changes.

- **Brochures/Flyers:** Distribute informative collateral during outreach events and at-stop engagements, containing details about the proposed service changes and available options.
- **Listservs:** Utilize existing listservs to explain proposed service changes, and leverage partner organizations' newsletters for promotion through their e-blasts.
- **Social Media:** Engage with the audience and share information on online platforms like Facebook, Twitter, and Instagram. Utilize specific Facebook and Twitter handles to reach out to the public.

- **Advertisements:** Use virtual and print ads across multiple channels, including social media, newspapers, news segments, and others areas for the proposed changes and public hearing.
- **Online forums:** Utilize online forums to gather feedback from the public regarding the proposed changes.
- **Press releases:** Provide media outlets with official statements for the public hearing.
- **Websites:** The CapMetro webpage for service changes will contain comprehensive information about the proposed service changes.
- **Direct Mail/Email:** Communicate directly with individuals or groups about specific topics through direct mail or email.
- **Presentations:** Deliver information to an audience using visual aids and verbal communication.
- **Webinars:** Create and post videos explaining and presenting proposed changes on the Public Input site.
- **Metro Alerts:** Send short, concise messages directly to individuals' phones about proposed service changes and feedback opportunities.
- **TimePoint:** Internally share the service plans and public input plan with all staff to support communication efforts.
- **Map Graphics:** Create a map outlining proposed changes and impacted areas, using graphics from the brochure for Public Input, Social Media, Presentations, etc.
- **At-Stop Signage:** Place signs at stops to inform riders of service changes. Identify specific stops for different services.
- **Print/Online Notices:** Print public hearing notices in publications to inform the public of changes and meet Title VI Equity Analysis requirements.
- **Blogposts:** Use blogs to share information and updates on proposed changes, incorporating content from the brochure.

These methods will be used to ensure that the public is kept informed and involved in the decision-making process for service changes. By engaging with the public, the organization can gather feedback and make informed decisions that meet the needs of the community.

[Language Assistance Plan \(LAP\)](#)

Capital Metro has a Language Assistance Plan (LAP) to provide access to services and programs for individuals with limited English proficiency (LEP). The LAP was updated recently and includes identifying LEP individuals, providing language assistance measures, training staff, providing notice to LEP persons, and monitoring and updating the plan. The LAP was developed using a four-factor analysis that considered various data sets to determine the languages that require Safe Harbor consideration. The primary language is Spanish, and the Safe Harbor and additional languages include Arabic, Burmese, Chinese (Mandarin), French, Korean, Pashto, Punjabi, Telugu, and Vietnamese.

Capital Metro uses various methods to provide language assistance, such as Google Translate on its website, bilingual customer service and marketing staff, Language Line services, public meetings in Spanish or with simultaneous English/Spanish translations, interpreters by request, and posting public meeting notices in foreign language newspapers. The LAP also includes recommendations to improve service to LEP customers, such as internal awareness, public outreach strategy, materials and documents, translation and interpretation tools and protocols, and employee training or incentives.

[General Title VI and LEP Tools](#)

Complying with Title VI and LEP requirements, the following will be done for engagement with Limited English Proficient (LEP) individuals and individuals with disabilities during the public involvement process:

For Limited English Proficient (LEP) Individuals:

- Provide language assistance services, translation, and interpretation.
- Conduct multilingual outreach to inform LEP individuals.
- Post public hearing notice and meeting opportunities in Spanish, and other languages identified.
- Have bilingual staff available to assist at all outreach events.
- Create multilingual written materials when communicating changes.

For Individuals with Disabilities:

- Choose accessible meeting locations.
- Provide assistive listening devices and sign language interpretation if requested.
- Ensure web accessibility.
- Direct email communications for providers and stakeholders for individuals with disabilities.

By following these actions, we will ensure that public involvement in the service change process is inclusive and accessible to diverse communities, including LEP individuals and those with disabilities.

January 2024 Major Service Change

Proposed Service Changes

The January 2024 service change includes a mix of service suspensions, reductions, and minor adjustments across the CapMetro system. The proposed changes are in accordance with the FY 2024 budget. If approved, the changes would be implemented on Sunday, January 14, 2024.

Permanent Service Suspension and Reductions – Service suspensions on Express routes 981 and 987, E-Bus, and daily service frequency reductions on Routes 18, 217, & 335 would now be classified as permanent.

Minor Bus Schedule Adjustments – To improve on-time performance, select routes may receive minor adjustments to their schedules.

Minor Rail Schedule Adjustments – Rail on Weekdays and/or Saturdays may receive minor schedule adjustments to ensure more efficient and reliable service.

New Pickup Zone – Implement a new Dove Springs Pickup zone in southeast Austin.

Key Messaging

There are several key items that we would like to ensure we clearly communicate with our customers while we are conducting this engagement effort.

- **Service Change Overview:** CapMetro's service changes provide us with an opportunity to make necessary adjustments, keeping in mind the demands of our diverse community and optimizing the utilization of our resources. These changes typically occur up to three times a year and the January 2024 service change are listed below.
- **Revised Service Standards and Guidelines:** The service change process is guided by the board-approved Service Standards and Guidelines. View the process here: [SSG](#)
- **January 2024 Service Change Process:** Community feedback will be reviewed and shared before board approval in October 2023.

- **Major Service Change Classification:** Changes are classified as major if routes are discontinued or if there's a 25% or greater change in daily service hours. Major service changes require a Title VI Service Equity Analysis, which requires a public hearing and notice, offering an opportunity for formal public comment, and community comment and feedback opportunities in the decision-making process.

Detailed Explanation of Proposed Changes

The January 2024 service change includes a mix of changes the following provides a detailed explanation of the key changes and the reasoning behind them.

Bus

As part of our ongoing commitment to best serve the community with limited resources, CapMetro implemented several data-driven service adjustments and reallocations during the pandemic. We faced challenges maintaining service levels due to a shortage of operators, mechanics, vehicles, replacement parts, and numerous other unexpected changes. In March of 2020, we temporarily suspended Express Routes 981 and 987, and in September of 2021, we temporarily suspended E-Bus service and reduced daily service frequencies on Routes 18, 217 and 335. The decision to temporarily suspend these services and reduce frequencies was not taken lightly but was a necessary step to efficiently distribute limited resources to provide reliable service for our customers.

CapMetro's original intention was to restore these routes to their original service levels once various resources were available and transit demand returned. However, determining the timelines and processes for restoring service has proven to be unpredictable given the number of factors that influence this process -- recruitment, successful hiring, availability of vehicles and replacement parts, to name a few. In addition, there have been long-lasting shifts in travel patterns and demand that continue to necessitate reallocating limited CapMetro resources to other services.

Prior to the start of the pandemic, Routes 18, 217, & 335 consistently had the lowest average daily ridership and lowest performance when compared to other High-Frequency Routes. They continued to have low performance compared to other High-Frequency Routes during the pandemic. When CapMetro needed to reduce service in fall of 2021, these routes were selected due to lagging ridership. By providing service on these routes every 30 minutes, we aim to ensure that customers still have access to transit, albeit with the need to follow a schedule instead of the spontaneity of just showing up at the bus stop. The reclassification does not apply to temporary weekend frequency reductions for our High-Frequency routes. CapMetro still intends to reinstate 15-minute weekend frequencies for our High-Frequency routes once resources become available. Commuter routes continue to have low ridership due to changing work patterns. The proposed discontinued Routes 981 and 987 have viable substitutes that ensure continued transportation options for commuters. More specifically, customers who previously used Route 981 can utilize Route 982 as an alternative, while those who used Route 987 have the option to switch to the Red Line and Route 985.

E-Bus service (Routes 410, 411, and 412) operated on Thursday, Friday, and Saturday nights from 10:00 p.m. to 3:00 a.m. during the University of Texas' Fall and Spring semesters. Before the suspension, ridership on the E-Bus had been declining as students chose other options to travel downtown. CapMetro temporarily suspended E-Bus service during Fall 2021 and encouraged customers to utilize our Night Owl service as a viable alternative with 6-days-a-week year-round service.

Staff is recommending that the status of these service adjustments be classified as permanent, based on current availability of resources and needs. The update ensures that we are reliably

meeting our established service levels and communicating clearly and transparently to our customers and the general public. The board reviewed a Title VI service equity analysis for the suspension of Routes 981 and 987 in January 2022. A service equity analysis for E-Bus and Routes 18, 217 & 335 showed no disparate impact or disproportionate burden.

Pickup

Pickup has provided over 650,000 trips since its inception on June 3, 2019, and ridership continues to increase in 2023. The service is currently providing an average of 1,351 weekday trips. Pickup's continued popularity drives CapMetro to expand this service to other parts of our service area. Staff is proposing a new zone, Pickup Dove Springs, that will provide a flexible service in southeast Austin and a connector to the future Pleasant Valley MetroRapid service. Pickup Dove Springs was planned to provide a neighborhood and activity-centered transit solution in an area of Austin that has been historically underinvested in and where typical fixed route transit services were inefficient due to the current geography and street grid connectivity. Pickup Dove Springs is planned to launch in January 2024 in advance of the future Pleasant Valley MetroRapid and will provide first/last mile service to Route 7, Route 311 and Route 333. The zone will be bordered by IH-35 to the west, E. Ben White Blvd to the north, E. Stassney Ln to the east, and E. William Cannon Dr. to the south. Pickup Dove Springs will include destinations such as HEB, Travis County Association for the Blind, Austin Lighthouse for the Blind, the future site of the Dove Springs Medical Center and numerous schools, elementary through high school.

Initial public engagement efforts for Pickup Dove Springs began on May 11, 2023 with the launch of the online survey and concluded on June 25, 2023. The Community Engagement team informed stakeholder groups of the proposed new service and reached out to key businesses and organizations throughout the proposed zone to seek input on destinations, service levels and other zone details. CapMetro sent out 12,000 postcards to Dove Springs businesses and residents encouraging survey participation, held two public meetings, engaged local schools, conducted at-stop outreach, led information sessions at six community-based events in and around the proposed zone, and promoted the survey on social media. Community Engagement provided English and Spanish engagement materials and created accessible documents for meeting with the Lighthouse for the Blind, including accessible PowerPoint and recorded presentations, large-text posters and braille materials. More than one hundred surveys were received because of these efforts.

The zone will launch on Monday, January 15, 2024. Two vehicles will operate simultaneously between 6am – 7pm Monday-Friday. The number of vehicles could increase after the zone launches based on demand and ability to meet our 15-minute response time. The average monthly cost is expected to be \$51,000 to operate, which is in accordance with the FY 2024 budget.

Regional Coordination

The CapMetro Government Affairs team continues communication with all cities within CapMetro's service area. As part of the update to the Service Standards and Guidelines, Government Affairs met with member cities and non-member regional partners, in coordination with the Regional Planning team, to explore ways to strengthen the service change process. This action helped address previously raised concerns on ensuring the voice of these entities is considered as part of the review and decision-making process.

As we develop service change proposals, we will work with each jurisdiction to understand their concerns, evaluate existing and future services, and address issues that occur. In the future, all service evaluations will follow the process outlined in the updated Service Standards and

Guidelines, which includes several points of engagement with the public. We will coordinate the proposed changes to help ensure an exchange of information and concerns occurs.

In addition, the Regional Planning team leads partnerships, Transit Development Plans (TDPs) and transit service agreements with jurisdictions within the urbanized area, but outside of the CapMetro service area. The team is currently working with the cities of Buda, Pflugerville, as well as Travis County on their TDPs. Coming up at the September Board meeting there will be several agreements with regional partners to continue transit service into FY24.

Public Engagement Strategy

First Phase: Stakeholder Presentations on Service Evaluation Process (Identify Issues, Develop Proposal, Evaluate Proposals)

In the first phase we will walk the customers through the service evaluation process communicating the issues we identified, the proposal developed and how we evaluated the proposals. CapMetro will actively engaged with stakeholders, including advisory committees, the board, and the public, to gather valuable feedback on the upcoming major service change. We will considered community needs and priorities to shape the proposed adjustments. Their input is crucial in developing a transit system that best serves our diverse community. During this initial phase we will share what we learned from the Customer Care Responses (CCR) and the KPI's.

Second Phase: Public Engagement & Input on Service Change Proposal

To ensure transparency and inclusivity, we are providing multiple opportunities for public input on the proposed service changes. A dedicated public comment webpage will be available, allowing community members to share their thoughts and suggestions. Public notices will be disseminated through various channels to keep everyone informed about the upcoming changes. Additionally, a public hearing will be held, offering a formal platform for community members to voice their opinions and concerns directly to the board before any final decisions are made.

1:1 Board Briefs Presentations	Early August 2023
1:1 Committee Chairs	Mid-August 2023
(ATU) Union Leaders – 1:1 Mtg – with union leadership –	Mid-August 2023
Internal Engagement	Mid-August 2023
Operators/Supervisors: Flyers and mailboxes or monitors or MV emails, Public Safety Ambassadors	Mid-August 2023
Customer Care: Inform them and collect any feedback received for report	Mid-August 2023
Time Point Communications	September 2023
CapMetro Advisory Committees	Early September 2023
Service Change Virtual Presentation	August/September 2023
Public Input Comment Provide Final Engagement Report	October 2023
Communications Throughout Feedback – listed above	Ongoing
If Service Change Proposal needs further review revisit proposal based on customer feedback.	Ongoing

Third Phase: Implementation and Monitoring

Following the public comment period and the public hearing, CapMetro will carefully consider all input received. The proposed service changes, along with any adjustments based on public feedback, will be implemented as planned. We will monitor the effects of these changes on the community and make

ongoing assessments to ensure the transit system continues to meet your needs effectively. Report out of all engagement, feedback and monitoring/feedback for 2024

Timeline and Schedule for Stakeholder Meetings

We will consistently engage stakeholders, including community-based organizations (CBOs), board members, and community leaders, in a structured manner. By actively involving these key partners on an ongoing basis, we will gather diverse perspectives and expertise to address community needs effectively.

Feedback Incorporation

Feedback incorporation is typically done throughout the public involvement process, starting with early engagement efforts and continuing through to the final stages of decision-making. This may involve any of the methods or tools we've listed, such as surveys, committee meetings, and engaging in one-on-one discussions with stakeholders. As feedback is received, it is analyzed, and it helps determine what changes need to be made and adjusts proposals or plans accordingly.

There are several ways to incorporate feedback in service change proposals, such as:

- Analyzing and summarizing the feedback received
- Identifying key themes and concerns raised by stakeholders
- Adjusting proposed changes based on the feedback received
- Providing feedback to stakeholders on how their input was incorporated
- Communicating changes and outcomes to stakeholders
- Updating the Public Involvement Plan to reflect changes and improvements for future engagement efforts

The chart below shows an overview of how we incorporate feedback in service planning change proposals:

Public Involvement Report-Out

A public engagement report is a valuable tool for fostering transparency and trust in the public involvement process. It demonstrates that we value community input and encourages future participation. CapMetro has a standard Public Involvement Template that helps create and outline the project and its objectives, reiterate the where, when, and how of engagement activities, describe the engagement methods used, identify who was engaged, outline what was heard from the community, and share the outcomes and next steps.

To showcase the community engagement process, the report has a snapshot of key touchpoints, tools, techniques that were utilized and successful, and recommendations for future public involvement. Additionally, the report typically has quantitative and qualitative data, highlighting the community's top responses, major themes, concerns, and key issues. Finally, the report should outline how community feedback was considered and applied, including what actions CapMetro will take based on the feedback, what's coming up next in the engagement process, and how the community can stay informed and follow the project's progress.

Continuous Engagement

It is crucial to educate the community on the final plans and new services that have been developed through the public involvement process. By doing so, we ensure that community members understand how their feedback and input have been incorporated into the final plans and that they are aware of what to expect from the new CapMetro service. This makes sure that they know their voices were heard and their input and opinions were taken into account.

In implementing different options from the engagement best practices listed above, CapMetro will consider a variety of information and educational methods to communicate with the community about the final plans and new services. These methods will include informative brochures, websites, presentations, and social media posts, like those used during the initial public involvement phases. By employing these practices, CapMetro aims to ensure that the community remains informed, engaged, and empowered throughout the implementation process and future engagement opportunities.

Additionally, continuous monitoring and ongoing communication with the community and stakeholders will be prioritized to gather feedback, make necessary adjustments, and ensure the success of the new service. It is also important to continue monitoring the implementation of the new service and ensuring its success. This can be achieved through ongoing communication with the community and stakeholders, creating feedback opportunities on the new service, and making any necessary adjustments to ensure its effectiveness.

Here are a few best practices CapMetro uses for continued engagement with the community:

- Provide regular updates: Share updates on the project or service regularly with the community.
- Offer additional opportunities for feedback: After the initial public involvement plan, continue to provide opportunities for community feedback. This shows that their input is still valuable and helps to ensure that the service is meeting their needs.
- Conduct surveys: Surveys are a useful tool for gathering feedback from a large number of people. They can be conducted online or in person.
- Empower community leaders: Work with community leaders to help spread the word about the project or service.
- Provide educational materials: Providing educational materials about the project or service can help to ensure that the community understands how it works and how it benefits them.

Close the feedback loop: Finally, it's important to close the feedback loop with the community. Let them know how their feedback was used and what changes were made as a result. This helps to build trust and demonstrates that their input is valued.

Close-Out Best Practices

- Close-out meeting with Project Team
- Draft Project Close-Out Report
- Review Close-Out report with Community Engagement Team Manager
- Close Any Granicus items (Discussions, Forum, etc)
- Thank you to team + stakeholders with report
- Document Public Involvement Report
- Clean-up Outlook Contacts Database
- Move Project Folder to _Completed Projects
- Schedule Event for Awareness

Appendix A - List of Partner Organizations

Community-Based Org, Agencies, etc.		
*highlighted organizations are recommended orgs for 1:1 communications		
Austin Child Guidance Center	Del Valle Community Coalition	Neighborhood Empowerment Foundation
A New Entry	Del Valle Independent School District	North Austin Muslim Community Center
ACC	Disability Rights Texas	Oak Springs Elementary School
ADAPT	Dittmar Recreation Center	OCEAN
African-American Cultural & Heritage Facility	Diverse Arts Culture Works	Olivet Baptist Church
Agape Pregnancy Resource Center	Dolores Catholic Church	One Voice of Central Texas
AGE of Central Texas	Doris Miller Recreation Center	Opportunities for Williamson & Burnet
AIDS Services of Austin	Dove Springs Neighborhood Center	Organization of E Austin Neighborhoods
AISD HeadStart	Dove Springs Proud	Our Lady of Guadalupe Parish
AISD Parent Support Specialists	Downtown Austin Alliance	Paisano Mobile Home Park Assn
AISD Refugee Family Support Office	Dress for Success	Partners in Participation
Allgo	Drive a Senior West Austin	Pecan Springs Neighborhood Assoc.
Alliance for African-American Health in Central Texas	East Austin Conservancy	People Fund
Allison Elementary	East Austin Neighborhood Center	People United for Mobility Action (PUMA)
Amalgamated Transit Union (ATU)	East Cesar Chavez Business District	Planning our Communities
American Association on Intellectual & Developmental Disabilities	East Communities YMCA	Pleasant Valley Neighborhood Association
Angel House Soup Kitchen	East End IBIZ District	PODER
Annunciation Maternity Home	Easter Seals	Professional Women of Williamson
Anti-Displacement Task Force	Eastside Community Church	Promesas Public School
ARC	Ecology Action	Prospanica, Austin Chapter
Area Agency on Aging	EcoRise	Public Works Department – Safe Routes
Asian American Resource Center Nonprofit	El Buen Samaritano	Rainforest Partnership
Austin Area Black Contractors Association	Mexican American Cultural Center	Raising Austin
Austin Area Black Contractor's Association	ECHO	Real Estate Council of Austin
Austin Area Urban League	Equilibrio Norte	Rebekah Baines Johnson Center
Austin Asian Community Health Initiative	Evolve Austin	Refugee Services of Texas
Austin Black Caucus	Explore Austin	River Bluff NA
Austin Chinese American Network (ACAN)	Family Eldercare	Riverside Farms Road Neighborhood Assn.

Austin Chinese-American Network	Farmshare	Riverside Meadows Homeowner's
Austin Commission on Seniors	Fostering Hope	Robertson Hill Neighborhood Association
Austin Community College - Eastview	Foundation Communities	ROCK Ride on Center for Kids
Austin Habitat For Humanity	Foundation for the Homeless	Ronald Mcdonald House Charities of CTX
Austin Heights Neighborhood Association	Front Steps / ARCH	Rosewood Glen Oaks Association
Austin History Center	Generation Serve	Rosewood Neighborhood Contact Team
Austin Hotel & Lodging Association	Givens Recreation Center	Rosewood-Zaragosa Neighborhood
Austin Justice Coalition	Go Austin Vamos Austin (GAVA)	Round Rock Area Serving Center
Austin Latino Coalition	Gonzalo Garza Independence HS	Round Rock El Amistad Club
Austin LGBT Chamber of Commerce	Grassroots Leadership	Round Rock Housing Authority
Austin Lighthouse/Travis Association	Greater Austin Asian Chamber	Round Rock New Neighbors
Austin Mental Health Consumers inc	Greater Austin Black Chamber of Commerce	Round Rock Rotary Club
Austin Neighborhood Council	Greater Austin Chamber of Commerce	Scenic Texas Inc
Austin Parks Foundation	Greater Austin Merchants Association	Senate Hills Homeowners' Association
Austin Public Library	Greater Austin Merchant's Cooperative	Simpson United Methodist Church
Austin Public Library, George Washington Carver Branch	Greater Round Rock Community Foundation	Six Square: Austin Black Cultural District
Austin Recovery	Guadalupe Assn. for an Improved Neighborhood	Souly Austin
Austin Steam Train Association	Gus Garcia Recreation Center	South Asian New Year
Austin Tenants Council	HABLA	South Congress Improvement District
Austin Young Chamber	Hermanos de East Austin	South East Austin Trails & Greenways
Austin Voices	Hispanic Impact Fund/Austin Community Foundation	South River City Citizens Assn.
AustinUP	Hispanic Women's Network of Texas	Southeast Austin Neighborhood Alliance
AVANCE	Holly Neighborhood Coalition	Southeast Combined Neighborhood Team
Backpack Friends Inc	Hope Alliance	Southeast Health and Wellness Center
Backpack Friends, Inc	Housing Authority of the COA (Austin Pathways)	Southwest Keys Program
BASTA (Building and Strengthening Tenant Action)	Housing Authority of the City of Austin (HACA)	Special Olympics Texas Inc
Bat Conservation International	Housing Works	Street Youth Ministry of Austin
Baylor Scott & White	Huston-Tillotson University	Stronger Austin
Big Brothers Big Sisters of Central Texas	I Live Here I Give Here	Sustainable Food Center
Bike Austin	IDEA Public Schools	Swede Hill Neighborhood Association

Appendix B – Feedback from Public Input

18 217 335 F-Rus	Route Alignment	It's a damn shame the way y'all are going about this, reducing service times. Really the 18 shouldn't even be that long of a route, if it were to turnaround in downtown then it would be able to have high frequency, if ...
18 217 335 E Bus	Increase Frequency Route Alignment	The 18 shouldn't be reduced, it should be split, with the 18 that goes east receiving high frequency, the western portion is really there for show and we all know it...
3 335	Schedule Alignment	Connecting southbound 5 to eastbound 335 is how I get to work, thirty minute frequency works for me. But, better syncing of those two routes would make my life easier.
18 335	Increase Frequency Hospital	I think that 18 and 335 should go back to 15 minute frequencies. The reason why is because both routes drive by major hospitals in the city. It should be about helping the public rather than following the theories of economics.
18 335 325	Weekend Service Increase Frequency	It's very upsetting to hear that the frequency reductions on the 18 and 335, which have been in place for over two years, will now be permanent. You've repeatedly promised for the past two years that you were going to restore this service. The 335 in particular never got a ...
335 20	Increase Frequency	The permanent reduction in service on the 335 is disappointing, as the reason for low ridership on my part is due to the lack of frequency. It's easier to just hop on the 20 than wait for a 335, but that results in a longer ride time and typically in the wrong direction.
18 335	Increase Frequency	Frequent service on the 18 and 335 shouldn't be written off now. Crosstown service is highly important.
217 18 335	Increase Frequency	Route 217 is fairly suburban, so this change makes sense. Routes 18 and 335 go through fairly dense areas (MLK for 18, Mueller, Hyde Park & West Austin for 335), so 30 minute frequencies are not ideal. I live in Hyde Park and many residents along the apartments on 38th St after that...
335	Increase Frequency Pickup Zone Request	In my opinion, route 335 would be utilized more often as more of an on-demand 15 minute route. The 30 minute turnaround requires significantly more planning and makes it especially inconvenient for medical and other workers and students along this route.
335	Increase Frequency	In my opinion, the 335 would be better utilized as a more on-demand 15 minute route. The 30 minute turnaround requires a lot more planning and is inconvenient for medical workers and patients, as well as students along the route.
335	Increase Frequency	If the 335 would go back to frequency of every 15 minutes it would probably have more ridership. The route is mainly used to transfer to other routes. It is a hardship to wait 30 min if you miss a connection. Please go back to every 15 before making this permanent decision. Thank you.

I. LANGUAGE ASSISTANCE PLAN

Language Assistance Plan

2024



CapMetro

Language Assistance Plan for
Limited English Proficient Populations
Deliberative Draft

June 2024

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1 INTRODUCTION

The following document serves as the Title VI Language Assistance Plan (LAP) for Limited English Proficient (LEP) Populations for Capital Metro Transportation Authority (CapMetro) and demonstrates the Agency's commitment to provide meaningful access to all individuals accessing services provided by the Agency. The plan is intended for managers and staff who interact directly or indirectly with LEP individuals. Title VI prohibits discrimination by recipients of Federal financial assistance on the basis of race, color, and national origin, including the denial of meaningful access for Limited English Proficient people. As a sub-recipient of Federal funds, CapMetro must "take reasonable steps to ensure meaningful access to their programs and activities by LEP persons."¹

On August 11, 2000, President William Jefferson Clinton signed Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" that requires Federal agencies and recipients of Federal funds to examine the services they provide, identify any need for services to those with limited English proficiency, and develop and implement a system to provide those needed services so that LEP persons can have meaningful access to them. Further guidance was provided in 2012 with the release of the Federal Transit Administration's (FTA) circular FTA C 4702.1B that further codified the FTA's objective to "promote full and fair participation in public transportation decision-making without regard to race, color, or national origin; and ensure meaningful access to transit-related programs and activities by persons with limited English proficiency."²

As a means of ensuring this access, the FTA Office of Civil Rights has created a handbook³ for public transportation agencies that provides step-by-step instructions for conducting the required LEP needs assessment and developing a LAP. The LAP becomes a blueprint for ensuring that language does not present a barrier to access to the agency's programs and activities.

To develop the LAP necessary to comply with the guidance, an individualized agency assessment is required that balances the following four factors:

1. Factor 1: The number or proportion of LEP persons eligible to be served or likely to encounter a program, activity, or service of the recipient or grantee;
2. Factor 2: The frequency with which LEP individuals come in contact with the program;
3. Factor 3: The nature and importance of the program, activity, or service provided by the recipient to people's lives; and
4. Factor 4: The resources available to the recipient and costs for language access services.

To ensure compliance with federal guidance, CapMetro undertook an assessment with the goal that all reasonable efforts should be made to ensure that customers are not denied access to their services due to a limited ability to speak, read, write and understand English. CapMetro believes in the rights of all residents

¹ Federal Register Volume 70, Number 239 (Wednesday, December 14, 2005)

² FTA Circular 4702.1B- TITLE VI REQUIREMENTS AND GUIDELINES FOR FEDERAL TRANSIT ADMINISTRATION RECIPIENTS, October 1, 2012.

³ Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons: A Handbook for Public Transportation Providers. The Federal Transit Administration Office of Civil Rights, April 13, 2007

within its community, and furthermore supports the overriding goal of providing meaningful access to its services to LEP persons. Given the diverse nature of the service area, eliminating the barrier to persons with limited English-speaking ability will have a positive impact not only on LEP individuals themselves, but also on the impact that CapMetro services have on the community.

Agency Background

In January 1985, voters approved the creation of CapMetro as the entity to provide mass transportation service to the greater Austin metropolitan area by agreeing to fund part of the organization with a one percent sales tax levied by members of its service area. The CapMetro service area is located in Travis and Williamson Counties and includes the cities of Austin, Jonestown, Lago Vista, Leander, Manor, Point Venture, San Leanna, Volente, the Anderson Mill area in Williamson County and Precinct 2 (an unincorporated area in north Travis County). The Cities of Round Rock, Pflugerville and Georgetown do not pay the one percent sales tax and currently contract for CapMetro service.

CapMetro services 549 square miles and a population of over 1,000,000. The regional transit system carried on average 23 million passengers per year from 2019 to 2023 and provides services that include bus, commuter rail system, and paratransit services⁴. CapMetro provides the following services:

- Bus service that includes frequent service with a limited number of stops and faster travel times, commuter rail service to and from downtown, and a shuttle system that provides access to the University of Texas campus.
- Americans with Disabilities Act (ADA) paratransit service (MetroAccess) for those who are unable to use bus and rail services.
- On-demand shared ride service (Pickup) that can accommodate customers in a wheelchair.
- Vanpool service (Metro Rideshare) for a group of 4 or more people who regularly travel together in a rideshare vehicle for the purpose of commuting to and from work.
- Fixed-route bus service, non-emergency medical transportation, and other services of varying frequency to riders who live outside of the CapMetro service area that covers a 7,200 square mile area surrounding Austin. CapMetro partners with Capital Area Rural Transportation System (CARTS) to support these services.
- Guaranteed Ride Home that provides registered customers with a taxi ride home in the event of an unexpected emergency from work.
- Bike rental and secure bike parking for bicycles (MetroBike) is designed for those trips that are too far to walk but too short to drive.

CapMetro operates 71 fixed bus routes and 13 high-frequency routes (2 rapid & 11 local) with a requirement of approximately 300 vehicles during peak service. The fixed route system includes: 416 Buses, 55 Rapid vehicles, 49 pickup vehicles, 10 train diesel electric, 94 vanpools, 181 paratransit vehicles, and 75 MetroBike stations. CapMetro also operates at 2,500 bus stops, 26 park & rides/transit centers, 10 commuter rail stations along 32 miles of track between Leander and downtown Austin, 162 freight lines between Giddings and Llano, and 26 rapid station pairs along each of the two rapid corridors (North Lamar to South Congress (Route 801) & from the Domain to the Westgate Transit Center (Route 803))⁴.

⁴ Fast Facts on CapMetro website at <https://www.capmetro.org/facts>

Methodology and Recommendations

The development of the LAP and associated Four Factor Analysis included the following components:

1. Research of peer agencies Data analysis;
2. Survey participation from Community Based Organizations (CBO);
3. Survey participation from Frontline Staff (i.e., Contracted Service Providers, Customer Service, Planning, and other staff that encountered customers) surveys; and,
4. General plan findings that include the Four Factor Findings and Top Languages and Safe Harbor languages.

Based on the Four Factor Findings, the following are categories of recommendations that would improve the level of service that CapMetro provides to its LEP customers and that can be implemented over time as budget and staff permits:

1. Internal awareness and public outreach strategy and training;
2. Materials and Documents review to ensure clarity;
3. Translation and Interpretation tools and protocols for employees and contracted service providers; and,
4. Employees, including training or incentives to empower employees to provide assistance.

2 FOUR FACTOR ANALYSIS OVERVIEW

The cornerstone of the LAP is the Four Factor Analysis that serves as a needs assessment for developing language assistance measures for those with a limited ability to read, write, speak or understand English. These LEP populations are those who reported to the U.S. Census that they speak English “less than very well,” “not well,” or “not at all.” It’s important to note that LEP status may be context-specific – an individual may have sufficient English language skills to communicate basic information (name, address etc.) but may not have sufficient skills to communicate detailed information (trip planning needs, origin and destination needs) in English.

The FTA circular FTA C 4702.1B provides guidance to recipients on how to ensure that they provide meaningful access to persons who are LEP. The guidance notes that recipients shall use the information obtained in the Four Factor Analysis to determine the specific language services that are appropriate to provide. The analysis can help CapMetro determine if it communicates effectively with LEP persons and will inform the development of the LAP.

The Four Factor Analysis is an individualized agency assessment that balances the following four factors: 1) determining the number or proportion of LEP persons in the service area who may be served or are likely to encounter a CapMetro program, activity or service; 2) the frequency with which LEP Populations come in contact with CapMetro’s programs, activities and services; 3) the nature and importance of the program, activity, or service provided by the recipient to people’s lives; and 4) the resources available to CapMetro and costs associated with language access services. This section describes the step-by-step instructions for conducting the required LEP needs assessment according to the FTA’s handbook as it applies to CapMetro.

2.1 DATA SOURCES AND USE

A variety of data sources were consulted for each of the steps in the Four Factor Analysis. This section presents a description of each of the data sources and what they were used for in the analysis.

Data that were consulted to determine the most prevalent languages spoken in the service area, as well as those that may benefit from language assistance for the Factor 1 analysis included:

1. American Community Survey (ACS) 2022 one-year sample languages of people that speak English less than “Very Well” for Travis County, Table B16001;
2. ACS 2015 five-year sample of languages of people that speak English less than “very well” for Williamson County, Table B16001;
3. ACS 2022 one-year sample of LEP Households, Table S1602;
4. Austin Independent School District English Language Learner Data (Bilingual and English as a Second Language Programs and Demographic Summary Report 2024, Austin Independent School District)
5. CapMetro Customer Service Information; and,
6. Origin and Destination Survey 2023, Figure 7 and Figure 8.

Because the service area includes both portions of Travis and Williamson County, the data includes different data years by county, as the most recent available data for Williamson County is from 2015 and the most recent available data for Travis County is 2022. Each county is displayed independently so that the differences can be compared. Had 2022 data been available for both counties, a cumulative display could be presented. However, the data is separated for accuracy.

The data that were consulted for Factors Two and Three (the frequency with which LEP Populations come in contact with CapMetro’s programs activities and services, and the nature and importance of the program, activity, or service provided by the recipient to people's lives) included:

1. Frontline survey data;
2. Language Line telephone data;
3. CBO survey data;
4. ACS 2022 one-year sample of commuting characteristics for Travis and Williamson counties, Table S0802; and,
5. Origin and Destination survey data.

Data that were consulted for the Factor 4 analysis to determine the resources available to CapMetro and costs associated with language access services included:

1. Department budgets for translation and interpreting expenses;
2. Language Line telephone data costs; and,
3. Document translation services costs.

2.2 FACTOR 1 OVERVIEW

Factor 1 includes determining the number or proportion of LEP persons in the service area who may be served or are likely to encounter a CapMetro program, activity or service.

The first step in the LAP development process is to quantify the number of persons in the service area who do not speak English fluently and would benefit from language assistance. This process includes examining the agency’s prior experience with LEP populations and using census and other available data to identify

concentrations of LEP persons in the service area, including those that qualify under the “Safe Harbor Languages” definition.

Safe Harbor languages are defined by FTA Circular 4702.1B as languages spoken by at least 1,000 individuals with Limited English Proficiency within the service area, stating, “if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient’s written translation obligations.”

To determine Safe Harbor languages in the CapMetro service area, the most recent available ACS data was used from Travis County and Williamson County as described above. While the data is not as contemporary as desired, it represents the most recent data available with the granularity necessary to review the specific languages for consideration.

The 2024 Austin Independent School District’s Language Learner data also provided corroborating data to support the findings.

2.2.1 DATA ANALYSIS

Linguistic Isolation

The first data reviewed related to the percentage of limited English-speaking households within the two counties in which no member 14 years or older (1) speaks only English or (2) speaks a non-English language and speaks English “very well.” In other words, all members 14 years old and older have at least some difficulty with English.⁵ Previous Census Bureau data products have referred to these households as “linguistically isolated.”

About 5% of all Travis County households would be considered LEP households, while about 3% of Williamson County households would fall into that category (see **Table 1: Linguistic Isolation for Households in Travis and Williamson Counties**). Similar differences in the two counties reveal that of the total Spanish-speaking households in Travis County, about 17% of those are LEP households, or linguistically isolate. This compares to about 10% of the Williamson County Spanish-speaking households.

What is notable is that the percentage of households that speak Asian and Pacific Island languages and are LEP are also about 18% of the total in Travis County. However, in Williamson County, the percentage of Asian language speaking households is almost double that of Spanish speaking households at almost 13%.

While this data presents the broad language categories of those LEP households, it is necessary to review other census data tables to determine the languages of the LEP population. The most current ACS data was reviewed for this analysis, which includes Table B16001, that presents the population’s ability to speak English.

⁵ ACS 2019 one-year sample Table S1602 Table Notes

Table 1: Linguistic Isolation for Households in Travis and Williamson Counties

	Travis County, Texas			Williamson County, Texas		
	Total Households	Limited English-speaking households	Percent limited English-speaking households	Total Households	Limited English-speaking households	Percent limited English-speaking households
All households	586,136	29,212	5.0%	258,095	8,751	3.4%
Households speaking --						
Spanish	124,392	20,925	16.8%	43,138	4,096	9.5%
Other Indo-European languages	24,834	2,120	8.50%	13,580	1,444	10.6%
Asian and Pacific Island languages	29,145	5,126	17.6%	18,140	2,385	13.1%
Other languages	8,400	1,041	12.4%	4,456	826	18.5%

Source: ACS, 2022 one-year sample Table S1602.

ACS Safe Harbor Languages

The Safe Harbor language determination began with a review of the 2022 ACS one-year sample data, Table B16001 for Travis County and the 2015 ACS five-year sample data, and Table B16001 for Williamson County. As previously mentioned, it was necessary to consult two different sample years for the analysis, as the most current data for Williamson County was 2015. As a result, these two counties are presented independently, as shown in **Table 2: Travis County LEP Population (ACS 2022 1-Year Sample)** and **Table 3: Williamson County LEP Population (20222015 ACS 5-Year Sample)** below. However, comparisons for languages that may have been under the 1,000 or the 5% threshold in one county were compared to the same language in the other county to see if the threshold could be reached. This data, below, is slightly different than the “Linguistic Isolation” table, above, as that data considers only those 14 years of age and older.

Seventeen unique Safe Harbor languages meeting the 1,000 or 5% threshold were identified using the 2022 and 2015 ACS data:

1. Spanish
2. Punjabi
3. Telugu
4. Chinese
5. Korean
6. Vietnamese
7. Arabic
8. French
9. German

10. Italian
11. Russian
12. Hebrew
13. Hindi
14. Urdu
15. Gujarati
16. Tagalog
17. Tamil

English-only is still spoken by the majority of the population in the service area, with about 70% in Travis County and 79 % in Williamson County. Spanish, by a large margin, continues to be the most prevalent LEP language in the service area, at 29% of the LEP population in Travis County and 24% of the LEP population in Williamson County. However, while Spanish is the most prevalent LEP population, this only accounts for about 8% of the entire population in Travis County and 5% in Williamson County.

Several other language groups also met the threshold but were in groups of languages rather than in discrete, unique languages. For example, over 1,000 residents indicated they spoke English less than “very well” in the Nepali, Marathi or other Indic languages (languages of India). However, that group includes greater than 10 common languages, including Hindi. As a result, while specific languages within the group are not included in the Safe Harbor list, there may a need to investigate whether there are unmet needs within this or other of these language groups that may result in some languages being included for written translations. This will be further discussed in Factors 2 and 3.

One language, Punjabi, was included as a Safe Harbor language even through it did not meet the 1,000 or 5% threshold due to the close proximity to meeting this threshold. At 382 respondents who indicated they spoke English less than “very well,” it was included. Should new data be available in the next LAP update, it can be reviewed for relevance at that time.

Table 2: Travis County LEP Population (ACS 2022 1-Year Sample) presents the Travis County LEP population and **Table 3: Williamson County LEP Population (2015 ACS 5-Year Sample)** presents the Williamson County LEP population.

Table 2: Travis County LEP Population (ACS 2022 1-Year Sample)

Travis County LEP Population			
Languages	Population	Percent of Total	Percent of LEP
Total:	1,253,905		
Speak only English	884,089	70.50% %	
Spanish:	257,494		
Speak English "very well"	157,697		
Speak English less than "very well"	99,797	7.95%	29.02%
Punjabi:	382		
Speak English "very well"	382		
Speak English less than "very well"	0	0 %	0.27%
Nepali, Marathi, or other Indic languages:	4,183		
Speak English "very well"	3,103		
Speak English less than "very well"	1,080	0.08%	0.31%

Other Indo-European languages:	2,261		
Speak English "very well"	1,904		
Speak English less than "very well"	357	0.03%	0.31%
Telugu:	5,943		
Speak English "very well"	5,227		
Speak English less than "very well"	716	0.05%	0.32%
Chinese (incl. Mandarin, Cantonese):	15,641		
Speak English "very well"	11,570		
Speak English less than "very well"	4,701	0.37%	1.09%
Korean:	4,281		
Speak English "very well"	2,513		
Speak English less than "very well"	1,768	0.14%	0.43%
Vietnamese:	10,602		
Speak English "very well"	5,397		
Speak English less than "very well"	5,207	0.42%	1.34%
Arabic:	3,282		
Speak English "very well"	2,427		
Arabic Speak English less than "very well"	2,427	0.07%	0.63%
Yoruba, Twi, Igbo, or other languages of Western Africa:	8,025		
Speak English "very well"	6,960		
Speak English less than "very well"	1,065	0.08%	0.28%
Hindi:	9,214		
Speak English "very well"	7,777		
Speak English less than "very well"	1,437	0.11%	0.39%
French (incl. Cajun):	5,500		
Speak English "very well"	3,753		
Speak English less than "very well"	1,747	0.14%	0.47%
Russian:	3,945		
Speak English "very well"	2,460		
Speak English less than "very well"	1,485	0.12%	0.40%
Tamil:	3,682		
Speak English "very well"	2,802		
Speak English less than "very well"	880	0.07%	0.24%
German:	3,522		
Speak English "very well"	3,167		
Speak English less than "very well"	355	0.03%	0.10%
Tagalog (incl. Filipino):	3,028		
Speak English "very well"	2,674		
Speak English less than "very well"	354	0.02%	0.10%
Other Languages of Asia:	2,526		
Speaks English "very well"	1,1315		
Speaks English less than "very well"	1,211	0.10%	0.33%
Persian (incl. Farsi, Dari):	2,524		
Speak English "very well"	1,661		
Speak English less than "very well"	863	0.07%	0.23%
Thai, Lao, or other Tai-Kadai languages:	2,472		
Speaks English "very well"	1,258		
Speak English less than "very well"	1,214	0.010%	0.33%
Malayalam, Kannada, or other Dravidian languages:	2,396		

	Speaks English "very well"	1,848		
	Speaks English less than "very well"	548	0.04%	0.15%
Other Indo-European languages:		2,261		
	Speaks English "very well"	1,904		
	Speaks English less than "very well:	357	0.03%	0.10%
Urdu:		2,083		
	Speaks English "very well"	1,758		
	Speaks English less than "very well:	325	0.03%	0.09%
Gujarati:		1,894		
	Speaks English "very well"	1,651		
	Speaks English less than "very well:	243	0.02%	0.07%
Hebrew:		1,570		
	Speak English "very well"	1,498		
	Speak English less than "very well"	72	0.0%	0.02%
Italian		1,468		
	Speaks English "very well"	1,166		
	Speaks English less than "very well:	302	0.02%	0.08%
Amharic, Somali, or other Afro-Asiatic languages:		1,436		
	Speak English "very well"	1,033		
	Speak English less than "very well"	403	0.03%	0.11%
Swahili or other languages of Central, Eastern, and Southern Africa:		1,281		
	Speak English "very well"	825		
	Speak English less than "very well"	456	0.04%	0.12%
Polish:		1,009		
	Speaks English "very well"	815		
	Speaks English less than "very well:	194	0.02%	0.05%

Source: ACS, 2022 one-year sample Table B16001.

Table 3: Williamson County LEP Population (2015 ACS 5-Year Sample)

Williamson County LEP Population			
Languages	Population	Percent of Total	Percent of LEP
Total:	440,120		
Speak only English	349,018	79.3%	
Spanish or Spanish Creole:	64,037		
	Speak English "very well"	42,227	
	Speak English less than "very well"	21,810	5.0%
Chinese:	3,226		
	Speak English "very well"	1,858	
	Speak English less than "very well"	1,368	0.3%
Korean:	1,398		
	Speak English "very well"	626	
	Speak English less than "very well"	772	0.2%
Vietnamese:	2,411		

	Speak English "very well"	1,203		
	Speak English less than "very well"	1,208	0.3%	1.3%
Hindi:		1,894		
	Speaks English "very well"	1,636		
	Speaks English less than "very well"	258	0.06%	0.3%
German:		1,592		
	Speaks English "very well"	1,422		
	Speaks English less than "very well"	170	0.04%	0.2%
Urdu:		1,589		
	Speaks English "very well"	1,157		
	Speaks English less than "very well"	432	0.10%	0.5%
French:		1,326		
	Speaks English "very well"	1,074		
	Speaks English less than "very well"	252	0.06%	0.3%
Gujarati:		1,209		
	Speaks English "very well"	693		
	Speaks English less than "very well"	516	0.12%	0.6%
Tagalog:		1,187		
	Speaks English "very well"	966		
	Speaks English less than "very well"	221	0.05%	0.2%
Arabic:		577		
	Speak English "very well"	414		
	Speak English less than "very well"	163	0.0%	0

Source: ACS, 2015 one-year sample Table B16001.

According to the guidelines set forward by the FTA, the LEP analysis should also review alternate and local sources of data to assist in Factor 1 findings. To provide further understanding of the languages that may require language assistance, the Austin Independent School District data on bilingual and English language learners was reviewed. The English Learner survey does not provide the most useful data for the LEP analysis, as it is collected among students and not the population as a whole. However, it provides another means of cross-checking census data analyses. As anticipated, Spanish remains the top language spoken by language-learners at 87% of the language learners. While this list does not present any unique observations, it does provide more clarity on several findings:

- 1) Mandarin is the Chinese language most spoken by language learners, which is not specified in the ACS data.
- 2) Several of the languages coincide with the ACS data and corroborate the findings, including: Spanish, Arabic, Vietnamese, Korean, and Telugu.
- 3) Several other languages are not represented in the ACS data but were further evaluated to determine if they should be considered languages requiring written translations, and following review were determined to be add, which including Burmese and Pashto.

Table 4: Austin Independent School District Language Learner Data 2024 provides a breakdown of the primary languages of the Austin Independent School District English Learners reported for the school district.

Table 4: Austin Independent School District Language Learner Data 2024

2024 Austin Independent School District English Learner Data				
Number	Languages	Number of Learners	% of LEP	Rank
1	Spanish	20611	86.64%	1
2	Pashto	509	2.14%	2
3	Vietnamese	345	1.45%	3
4	Arabic	301	1.27%	4
5	Chinese, Mandarin	196	0.82%	5
6	Dari	174	0.73%	6
7	Portuguese	119	0.50%	7
8	Russian	89	0.37%	8
9	Korean	83	0.35%	9
10	French	81	0.34%	10
11	Tegulu	72	0.30%	11
12	Burmese	69	0.29%	12
13	Hindi	64	0.27%	13
14	Kinyarwanda	64	0.27%	14
15	Tamil	56	0.24%	15
16	Urdu	53	0.22%	16
17	Q'eqchi	50	0.21%	17
18	Farsi	47	0.20%	18
19	Japanese	41	0.17%	19
20	Nepali	37	0.16%	20

Bilingual and English as a Second Language Programs and Demographic Summary Report 2024, Austin Independent School District

Using a compound analysis of the three data sources, we find that all of the most prevalent languages are represented in the data. **Table 5: Composite of LEP Languages** presents the ranking of the three data sets that were used to help identify the safe harbor languages. Based on Factor 2 and 3, additional languages may be added to reflect the better understanding of the service area’s language needs.

Table 4: Composite of LEP Languages

Language	Travis County ACS Ranking	Williamson County ACS Ranking	AISD Learner Ranking
Spanish	1	1	1
Vietnamese	2	2	3
Chinese	3	3	5
Arabic	4	NA	4
French	5	7	10
Korean	6	4	9
Russian	7	NA	8
Hindi	8	7	13
Thai (Burmese), Lao, Or Other Tai-Kadai	9	NA	12
Other Languages of Asia	10	NA	NA

Telugu	11	NA	NA
Other Indo-European Languages	12	NA	NA
Nepali, Marathi or other Indic Languages	13	NA	20
Yoruba, Twi, Igbo, or other languages of Western Africa	14	NA	NA
Punjabi	15	NA	NA
Tamil	16	NA	15
Persian(Farsi, Dari)	17	NA	18
Malayalam, Kannada, or other Dravidian languages	18	NA	NA
Amharic, Somali, or other Afro-Asiatic Languages	19	NA	NA
Swahili or other languages of Central, Eastern, and Southern Africa:	20	NA	NA
Burmese	NA	NA	12

Sources: ACS, 2022 one-year sample Table B16001; Source: ACS, 2015 five-year sample Table B16001; and Bilingual and English as a Second Language Programs and Demographic Summary Report 2024, Austin Independent School District.

Past Practice

In the past several years, the Community Advancement Network (CAN) in Austin has provided guidance to CapMetro on ways to enhance their language assistance measures to refugee and immigrant populations in the area. CAN is a partnership of government, non-profit, private and faith-based organizations who work together to enhance the social, health, educational and economic well-being of Central Texas. CAN provides a collaborative forum to enhance awareness of issues, strengthen partnerships, connect efforts across issue areas, and facilitate development of collaborative strategies.

CAN alerted CapMetro staff to the language assistance needs of several immigrant and refugee populations that have been underrepresented in census data, but whose language assistance needs may represent a barrier to using CapMetro’s service. The languages include French, which is used by a number of countries including Haiti and a variety of African counties, Burmese which is spoken in Myanmar, and Pashto which is spoken in Afghanistan and parts of Pakistan. CapMetro has provided targeted translations for these languages.

As a result of this past practice, French, Burmese and Pashto were added to the list of Safe Harbor languages.

2.2.2 FACTOR 1 FINDINGS

As a result of the Factor 1 analysis, the following languages are currently included in the language assistance plan:

- Primary: Spanish represents the language spoken in the heaviest concentration within the service area
- Safe Harbor languages:
 - i. Vietnamese,
 - ii. Chinese (Mandarin),
 - iii. Korean,
 - iv. Arabic,

- v. Telugu,
- vi. Punjabi,
- vii. French,
- viii. Myanmar (Burmese), and
- ix. Pashto (Afghani).

2.3 Factor 2 Overview

Factor 2 includes the frequency with which LEP Populations come in contact with CapMetro’s programs activities and services. This factor can also influence the languages that are included in the LAP, as some language groups may require language assistance even though they are not identified by data.

Assessing the frequency with which LEP populations come in contact with CapMetro’s programs, activities and service helps the agency determine which languages need to be considered for language services. Generally, “the more frequent the contact, the more likely enhanced language services will be needed.”⁶ Strategies that help serve an LEP person on a one-time basis will be very different than those may that serve LEP persons on a daily basis. This analysis provides more clarity on the languages encountered and can help refine the languages requiring language assistance. This can also include adding languages for potential language assistance based on the agency employee’s interaction with specific language populations.

For purposes of estimating the frequency of contact with LEP individuals, CapMetro programs and services were reviewed, and frontline employees that have direct connection with LEP populations were surveyed. Surveys with CBOs were also reviewed for relevance. Other data sources were also consulted including ACS data and the CapMetro Origin and Destination Survey (2023).

CapMetro Services and Programs

CapMetro provides a variety of services and programs that were reviewed to better understand the populations that CapMetro may serve. In addition to bus and light rail transit service, the agency also offers a number of customer-service related programs that assist the community to access their services. This includes, trip-planning, providing information on how to purchase tickets or ride transit, ADA paratransit trip-scheduling, Pickup trip scheduling, lost and found, MetroBike scheduling, planning and marketing their services and general management of the system. **Table 6: CapMetro Programs and Services** provides an overview of the broad categories of services that CapMetro provides, along with the activities that may be relevant to LEP populations.

⁶ Implementing the Department of Transportation’s Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons--A Handbook for Public Transportation Providers, 2007

Table 5: CapMetro Programs and Services

Program	Description of Relevant Activities
General Administration, Planning and Marketing Activities	Includes outreach to communities on new projects or programs, communication with community on changes to service, important decision-making, safety and security of system, general administration and system management
Fixed Route Bus and Rail Service	Bus and rail transit service to bus stops and stations within the service area.
Customer Service Activities	Trip Planning, wayfinding, information on fares, schedules and service disruptions, lost and found and other essential information.
MetroAccess	Service provision of demand-responsive ADA paratransit service. Trip scheduling of paratransit trips.
Pickup	App or Phone based demand responsive rideshare service in select neighborhoods
CapMetro Vanpool	Vanpool subscription service for a group of 4 or more, managed by Enterprise
CapMetro Bikeshare	Public bikeshare and secure bike parking for personal bicycles.
Guaranteed Ride Home	Provides registered Express, Flyer, Rail and Vanpool customers with a taxi ride home from work in the event of an emergency
Park & Rides	CapMetro maintained parking lots and transit stations to help connect riders to transit lines.
UT Shuttles	Bus service connecting the University of Texas campus and residential areas.
Late Night Routes	Provides a transit option for riders in central Austin between 12 - 3 a.m.
CARTS	The Capital Area Rural Transportation System provides transit to rural communities outside CapMetro's service area.

Source: CapMetro, 2023.

CapMetro On-site Language Assistance Services

The majority of the agency-wide language access services are provided in one of two ways: Staff-derived translations or interpretations, or the telephone Language Line service.

CapMetro contracts with Language Line phone service for interpreting assistance that can be used by Metro employees that need interpreters for languages for which no CapMetro staff is available to provide interpreting. Currently, there are multiple CapMetro Customer Service and Marketing staff that speak Spanish, which can provide direct customer communication if they are available. There are no dedicated staff for this function, as staff provides interpreting as part of their general duties. When CapMetro staff is assisting other calls or is not available, Language Line services provides interpretation.

Customer Service employees are trained how to handle the Language Line transactions, which require that the customers be placed on hold, then added to a three-way call between the customer, the Customer Service staff and the language line interpreters. If the Customer Service staff can recognize the language, Spanish for example, the Customer Service employee can request that language from Language Line operators prior to adding the customer to the call. For languages that are not recognized, Language Line staff speak directly with the customer to identify the language.

Both fixed route and paratransit customer service staff use Language Line service. While 65% of ADA trips booked per day are handled by customer service, there are times when Language Line services are required; when Spanish-speaking staff are not available, or when staff does not speak the language requested. The ADA customer service database of riders includes a note related to languages, so even languages that are

not common can be addressed in an effective and efficient manner. Spanish speaking customers can also book trips using the automated system. Paratransit eligibility is typically handled by service representatives. However, contractors can provide functional assessments and the contractors are required to have at least one Spanish speaker to address language access.

Marketing and Planning typically provide language assistance when conducting public meetings, including holding meetings in Spanish or having Spanish/English simultaneous interpreting. Many outreach campaigns also include Spanish translations for targeted materials for service changes along with information documents such as the Destinations Schedules Book and MetroAccess Rider Guide. CapMetro Planning also includes both meetings in Spanish, as well as translated outreach materials in other languages intended to help the community understand the contemplated capital projects and the public's role in decision-making. These efforts include advertising the meetings in foreign language newspapers and social media posts that can be translated within the app.

Information campaigns can also include videos aimed at improving the rider's understanding of the service or program that have been translated into Spanish. There are a number of embedded videos in Spanish on the website, in addition to videos on YouTube that provide Spanish subtitles or voiceover on a variety of subjects, including safety and other issues. There are also YouTube videos in English that provide Spanish subtitles on basic riding attributes (e.g. fare payment methods).

Spanish translations also are provided on CapMetro bus stop signs, and within the Ticket Vending machines so that Spanish speaking riders can purchase tickets in their preferred language. Real time information signs located at stops and stations also include Spanish translations, as do the automated announcements on-board vehicles and at stations.

CapMetro Website

While CapMetro primarily operates fixed route bus and rail service, and the federally required complementary paratransit, they also offer a number of other services that may have unique language access needs that should be considered. As a result, a review of the web-based forms and informational materials posted on the CapMetro website was undertaken to help establish which documents would need to have appropriate translations.

The CapMetro website uses Google Translate for a variety of languages that have historically been requested. Google Translate provides cost effective methods of addressing the immediate needs of LEP populations that speak lightly used languages. It can also be used as a method of translating text in a rough manner that can then be corrected by native speakers, thereby saving time on translations.

Translation of language on CapMetro's website has been addressed with the addition of a Google Translate bar with translatable languages at the bottom of the web page, requiring users to scroll to the bottom to select the language. A notice to provide Free Language Assistance in Safe Harbor languages will be included on the website.

Additionally, some programs and some functions of the website have pdf fact sheets or participation guidelines that cannot be translated using the Google Translate function and would take multiple steps to translate with other third-party applications. One example is the "Report a Problem" and "Customer Contact Form", which does not translate even after the user has selected a language. This is especially problematic, as customers may wish to report a Title VI complaint, but would be unable to unless they had additional

assistance. CapMetro will continue to review alternatives to address issues with translation of documents and other content.

Another example is the MetroBike Shelter program, whose participation form does not translate using Google Translate. Similar issues with the Guaranteed Ride Home program exist in which pdfs related to how to register are not translated. As the agency moves ahead with additional ground-breaking services, ensuring that all website applications and forms can be translated using Google Transit will help ensure that LEP populations have access to all of the CapMetro services.

Frontline Staff Consultation

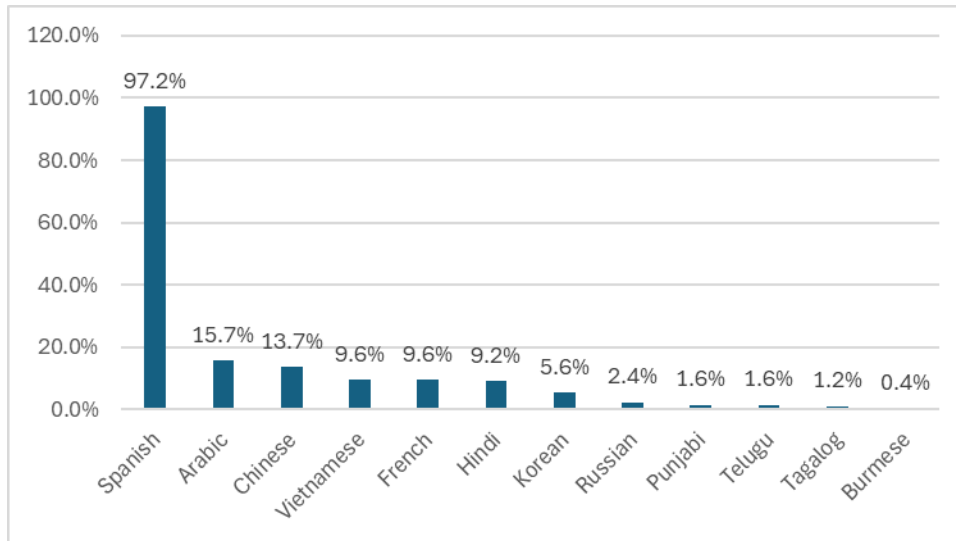
To better understand the languages that are most encountered by Frontline Staff (i.e., Contracted Service Providers, Customer Service, Planning, and other staff that encountered customers), surveys were conducted, which provided some broad understanding of the frequency of contact. The survey asked questions on methods that could improve CapMetro's outreach and communication to LEP communities.

The employee survey was posted online via SurveyMonkey.com to ensure that all employees would be able to participate. CapMetro publicized and distributed the survey to Frontline Staff. Frontline Staff received the internal survey through an email and had verbal reminders during their team meetings. Contracted service providers received the internal survey via email, distributed via operator mailboxes, social media platforms, and via text. Promotional material was also available on the Timepoint TV. The full survey results are included in the in Appendix A: LEP Public Involvement Summary.

Approximately 260 surveys were conducted, representing about 10% of the employees surveyed. However, the departments having the most direct communication with the public had much better response rates, which included Keolis.

The survey results found that Spanish was the predominant language most often heard when interacting with the customers or members of the public. This corresponds to the ACS data and on-board survey data discussed in Factor 1. Other languages from Factor 1 are also heard in significant numbers, including Arabic, Chinese, Vietnamese, French, Hindi, Korean, Punjabi, Telugu, Tagalog, and Burmese. **Figure 1: Languages Most Often Heard** provides the survey results for the languages heard most often by frontline customers.

Figure 1: Languages Most Often Heard

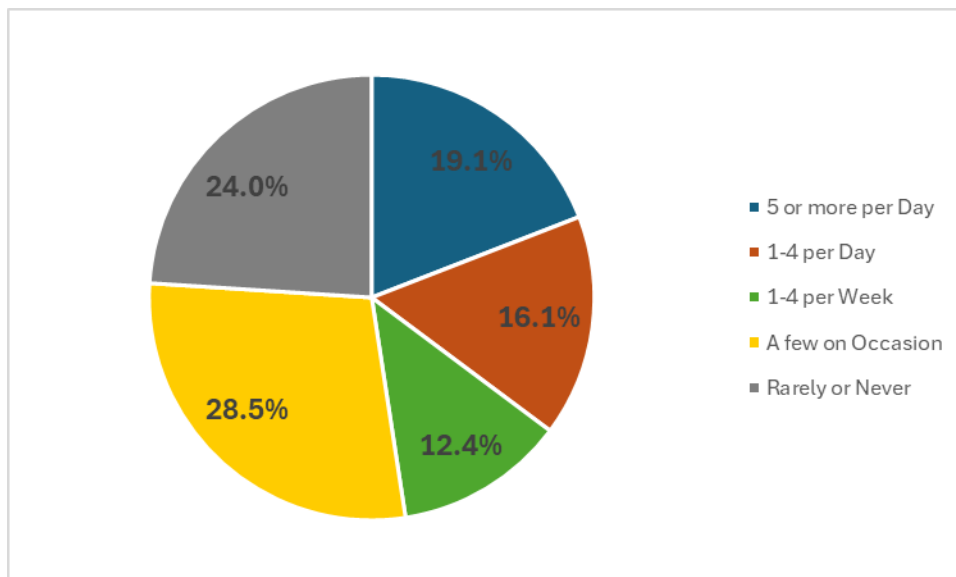


Note: Does not add to 100%, as respondents could choose as many as applied.
 Source: Language Assistance Plan Agency Survey Results, 2024.

About 35% of the survey respondents indicate that they encounter LEP customers fairly frequently (between 1-4 per day, and 5 or more per day). The survey results show that (24%) of respondents rarely or never encounter customers and/or members of the public who are seeking assistance and are unable to communicate well in in English. About 12% indicate that they encounter LEP customers about 1-4 per week.

Figure 2: Frequency of LEP Customer Encounters presents the frequency of contact with LEP customers.

Figure 2: Frequency of LEP Customer Encounters



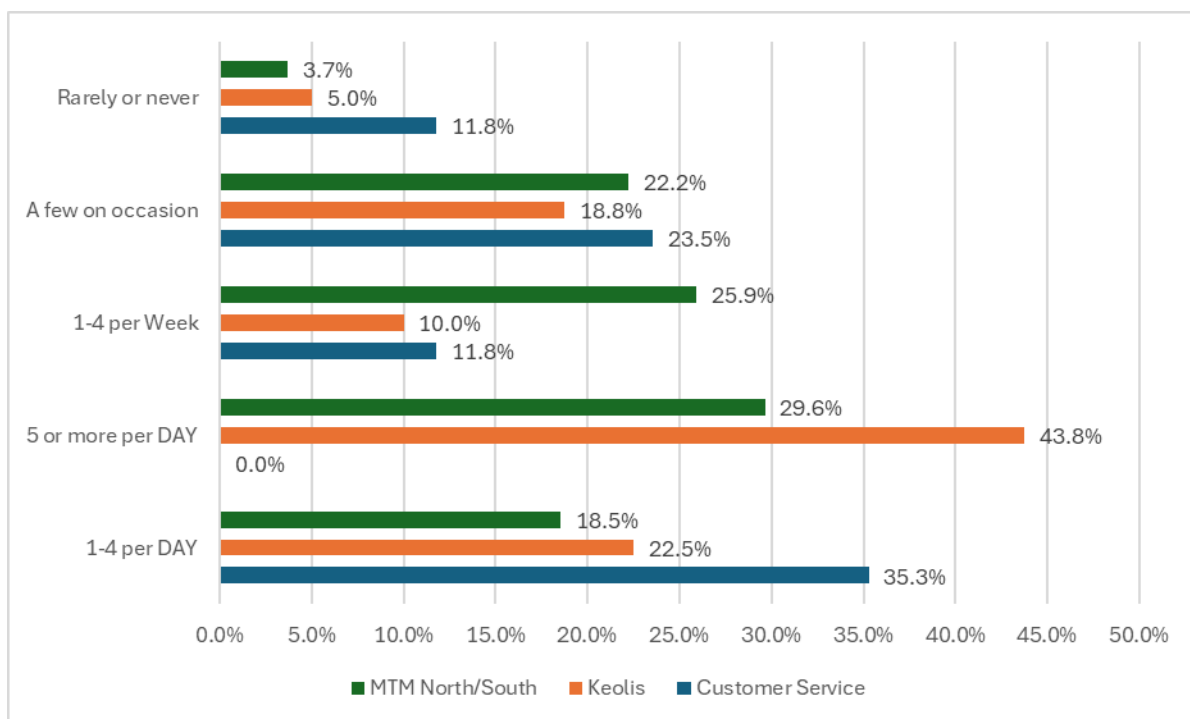
Source: Language Assistance Plan Agency Survey Results, 2024.

Keolis, MTM, and CapMetro Customer Service are the respondents who have the most public-facing interaction on a daily basis. To best serve the purpose of this survey, it was important to see if there was

commonality in their experience. No survey responses were received from Herzog. Only 5% of Keolis respondents Service staff indicated that they have little to no interaction with LEP individuals, 14.3% of Customer Service staff indicated that they have no LEP interactions, and 3.7% of MTM respondents indicated that they have little to no interaction with LEP individuals.

Based on the survey results 43.8% of the Keolis respondents interact with customers and/or members of the public who request language assistance 5 or more per day, 0% of the Customer Service respondents interact with customers and/or members of the public who request language assistance 5 or more per day, & 29.6% of MTM respondents interact with customers and/or members of the public who request language assistance 5 or more per day. Respondents listed Spanish as the language most often heard by customers and/or members of the public, followed by Arabic, Chinese, and then Vietnamese. 22.5% of the Keolis respondents encounter LEP customers and/or members of the public who request language assistance 1-4 times per day, 35.3% of Customer Service respondents encounter LEP customers and/or members of the public who request language assistance 1-4 times per day, and 18.5% of MTM respondents encounter LEP customers and/or members of the public who request language assistance 1-4 times per day. **Figure 3: Customer Service, Keolis & MTM Operators' Frequency of LEP Encounters**, presents the Keolis bus operators', MTM, and Customer Service representative's frequency of contact.

Figure 3: Customer Service, Keolis, & MTM Operators' Frequency of LEP Encounters

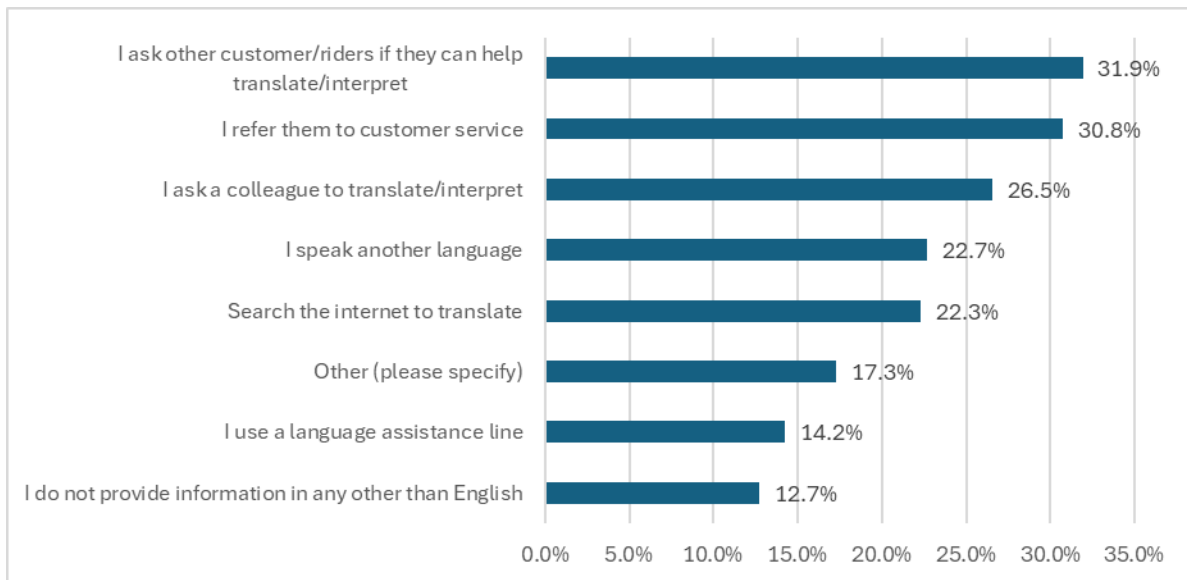


Source: Language Assistance Plan Agency Survey Results, 2024.

The employee survey also provided insight into how the agency handles requests for language assistance, which can help refine how CapMetro can improve their language assistance measures. When asked about how they currently provide information to customers who do not communicate well in English, the vast majority of respondents indicate that they provide some level of direction so that customers can be helped. Only 12.7% indicated that they do not provide information in anything other than English, although these respondents could have also asked other riders for help or other methods to provide assistance. **Figure 4:**

Methods of Providing Information to LEP Customers provides the survey responses for how employees provide information to LEP customers.

Figure 4: Methods of Providing Information to LEP Customers



Note: Does not add to 100%, as respondents could choose as many as applied.
 Source: Language Assistance Plan Agency Survey Results, 2024.

Community Based Organization Consultation

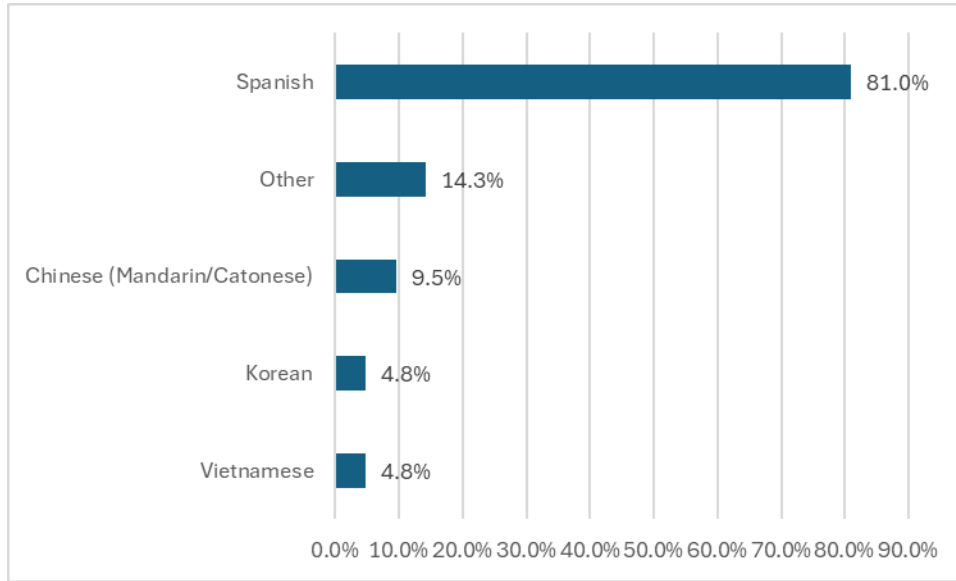
Feedback from employees was not the only feedback obtained as CapMetro sought to update its Language Assistance Plan. Via an online survey, up to 400 CBOs maintained in CapMetro’s database were asked to speak for the communities they represent and offer their insights about the needs of community members with LEP and how CapMetro could better meet those needs. See **Appendix A: LEP Public Involvement Summary** for the CBO’s survey questions.

CBOs were also consulted so that we could understand how their constituents both used CapMetro services, the languages their constituents speak and what types of language access services would be useful. Due to the high number of CBOs, it was not feasible to speak to LEP populations in person through focus groups. As a result, we relied on CBOs to represent their clients’ needs.

The survey was designed to include people representing non-profit organizations, such as those providing social services, immigration or legal information as well as other governmental agencies and educational and business organizations. In total, 24 representatives of 24 different CBOs completed the survey.

When asked which languages that the CBOs typically translate to provide information to their community, the overwhelming response was Spanish at 81%, followed by Chinese, Korean, and Vietnamese. Other responses included Braille. This corresponds to the Austin Independent School District English Learner data reviewed in Factor 1. **Figure 5: Translated Languages by CBOs** below, provides the full CBO responses.

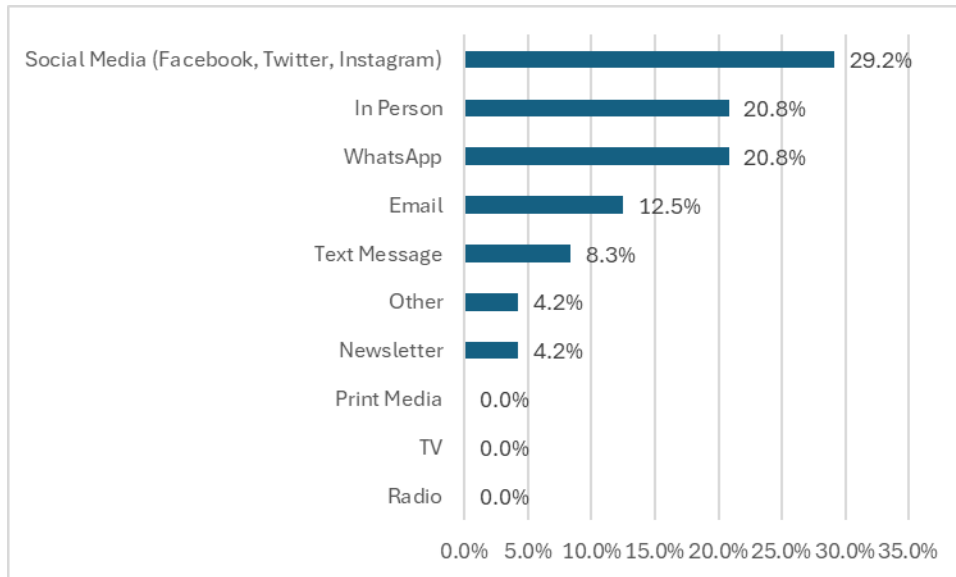
Figure 5: Translated Languages by CBOs



Source: Community Based Organizations Survey Results, 2024.

The CBO survey also provided insight into how their clients wanted to receive communications. As anticipated, the most common response was Social Media at 29%, followed by In Person at 21%. Those who responded "other" indicated website. Due to the popularity of online methods (social media, WhatsApp, text) the historical methods of communication that transit agencies have used (print, radio, or TV) may not reach the LEP populations. **Figure 6: Preferred Method of Communication for LEP Clients** presents the preferred method of communication for LEP clients.

Figure 6: Preferred Method of Communication for LEP Clients



Source: Community Based Organizations Survey Results, 2024.

Language Line Data

Language Line call data for October 2022-September 2023 was reviewed to understand the languages that were requested within the last year and the frequency that the service was used. Additional data will be reviewed in Factor 4, as the costs and resources to provide this service will be considered. The Language Line data includes general customer service calls, trip planning for fixed route bus and paratransit trip scheduling. **Table 7: Language Line Calls October 1, 2022 to September 30, 2023** presents the Language Line usage. . As expected, Spanish remains the predominant language, followed by Swahili and Farsi; I. Further follow up with the Paratransit department has revealed that the calls in Swahili relate to one customer who uses the Language Line services regularly to schedule their trip.

Five languages were not represented in any significant concentrations in any of the other data reviewed: Rundi, Kinyarwanda, and Portuguese. For these several customers, Language Line may be the most efficient way to provide language assistance.

Table 7: Language Line Calls October 1, 2022 to September 30, 2023

Language	Minutes	Calls	Average Length of Call	% Total (Minutes)	Sum of Connect Time (sec)	Average of Connect Time (sec) ²
SPANISH	30,200	3,978	7.6	96.4%	39,717	9.98
SWAHILI	443	15	29.5	1.4%	240	16.00
FARSI	154	9	17.1	0.5%	144	16.00
ARABIC	136	9	15.1	0.4%	76	8.44
KOREAN	90	6	15.0	0.3%	341	56.83
MANDARIN	72	5	14.4	0.2%	215	43.00
KINYARWANDA	62	4	15.5	0.2%	290	72.50
FRENCH	61	7	8.7	0.2%	16	2.29
VIETNAMESE	43	3	14.3	0.1%	58	19.33
PORTUGUESE	28	6	4.7	0.1%	22	3.67
URDU	24	1	24.0	0.1%	3	3.00
RUSSIAN	9	1	9.0	0.0%	18	18.00
RUNDI	5	2	2.5	0.0%	68	34.00
PORTUGUESE BRAZILIAN	5	1	5.0	0.0%	128	128.00
DARI	2	1	2.0	0.0%	2	2.00
Total	31,334	4,048	7.7	100.0%	41,338	10.21

Source: Language Line Services, Inc. Invoices; October 1, 2022 to September 30, 2023

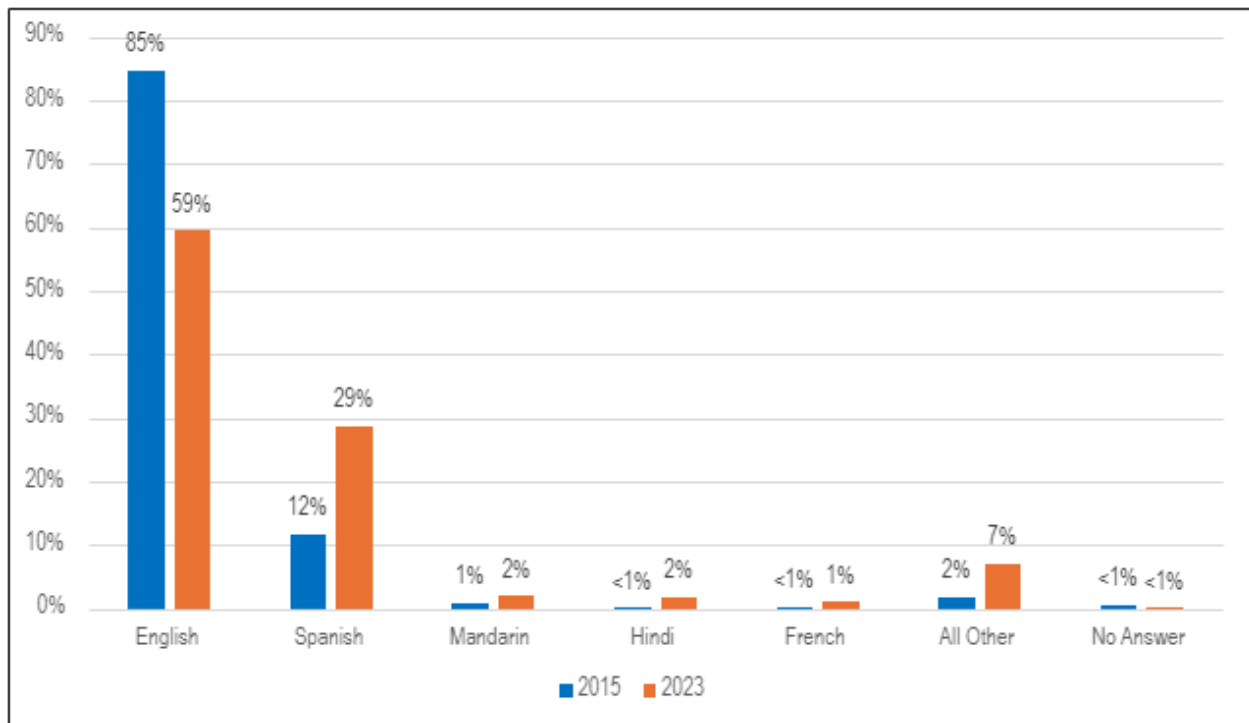
Origin and Destination Survey

The Origin Destination Survey conducted in 2023 provides a unique view of the ridership with regard to language and other characteristics that are useful to the Four Factor Analysis. Approximately 25,126 surveys were collected via intercept in the spring of 2023. The questionnaire was developed to determine riders' origins, destinations, fare payment and other information to develop models of travel patterns as well as profiles of the riders.

Question 27 of the survey asked riders to select the language they preferred to speak in the home. While not a surrogate for LEP status, it does provide a better understanding of the ridership of the system compared to the general countywide data contained in the ACS data.

Figure 7: Preferred Home Language 2015 and 2023 provides a comparison between 2015 and 2023 survey results, showing that approximately 29 % of the rider population prefer to speak Spanish in the home, followed by about 2% of Mandarin. Spanish is up a few percentage points from 2015, which may signal that Spanish language needs may be growing.

Figure 7: Preferred Home Language 2015 and 2023

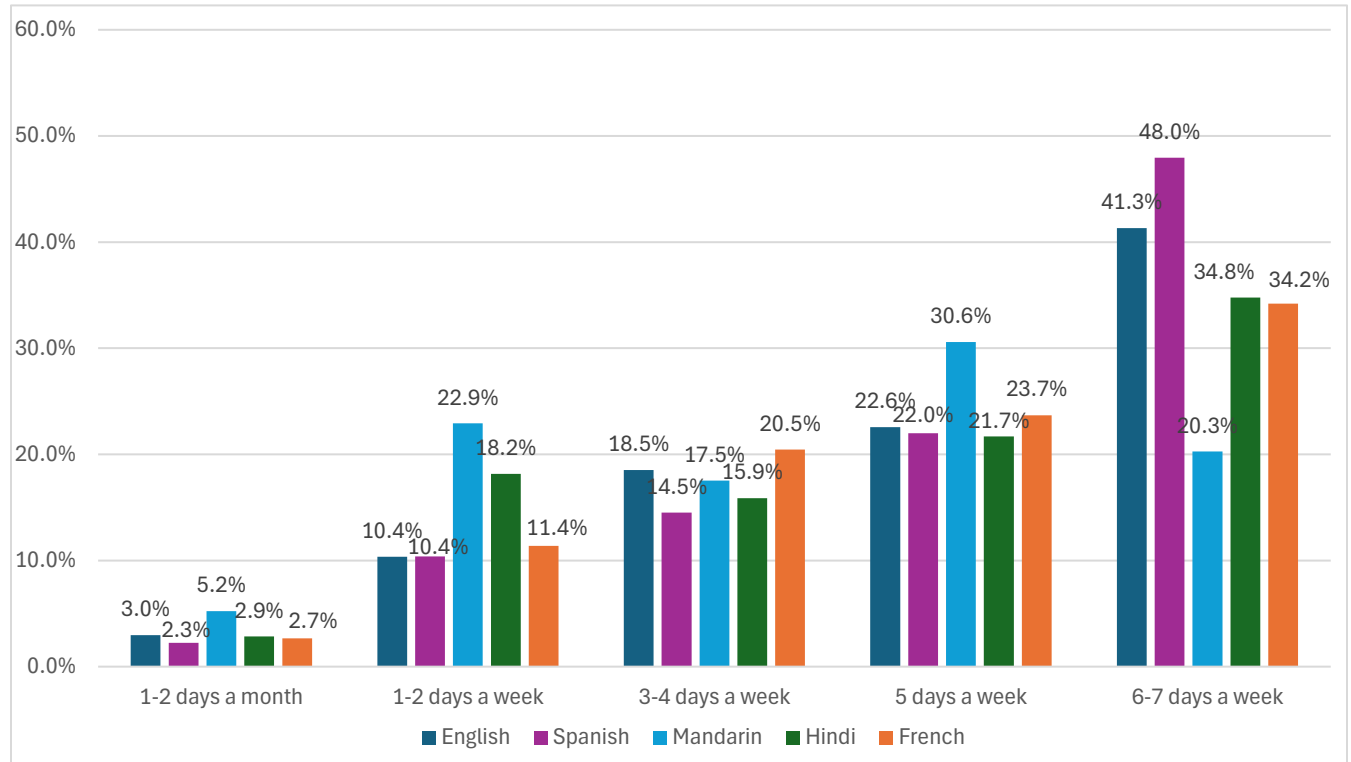


Source: CapMetro Origin and Destination Survey Findings 2023

The Origin and Destination Survey also provided a snapshot of transit use among those who prefer to speak other language at home (see **Figure 8: Frequency of Transit Use by Preferred Language**). Question 16 asked how often users rode the system. This response was cross tabulated with those who prefer to speak another language at home. While not a surrogate for LEP status, Spanish speakers are frequent transit users of the systems with 48% indicating that they use the system 6-7 days a week. Over 30% of Hindi and French speaking riders also indicate they use the system 6-7 days per week and 30% of the Mandarin speaking population indicate they use the service at least 5 days a week. This helps provide a better

understanding of the importance of the transit system, as well as how frequently staff may encounter LEP riders on board their vehicles.@

Figure 8: Frequency of Transit Use by Preferred Language



Source: CapMetro Origin and Destination Survey Findings 2023

2.3.1 FACTOR 2 FINDINGS

Contact with people who do not speak English very well was assessed through the Factor 2 analysis, which confirms that the LEP community frequently uses CapMetro services, and that CapMetro employees often cross paths with persons needing language assistance. About eight in ten of all employees who responded to the survey have some level of contact with the public. More than a third of them also encounter people who do not speak English very well on a daily basis.

Asked what people with LEP are typically seeking, employees most often point to bus or other connections (61%), schedules (48%), fares (38%), routes/wayfinding (36%), service changes/detours (35%), and ticket purchasing instructions (31%).

The languages encountered by CapMetro employees and contractors mirror those identified in the Factor 1 analysis: 97% say Spanish is one of the top languages spoken by people who do not speak English very well. All other languages rank between 2% and 15%, with several lightly spoken languages reaching only 1%.

CBO outreach also helped assess contact between the LEP population and CapMetro, with about 29% indicating that their LEP clients sought information from CapMetro at least monthly.

2.4 FACTOR 3 OVERVIEW

Factor 3 includes the nature and importance of the program, activity, or service provided by the recipient to people's lives. "The more important the activity, information, service, or program, or the greater the possible consequences of the contact to the LEP individuals, the more likely language services are needed. An LEP person's inability to utilize effectively public transportation may adversely affect his or her ability to obtain health care, education, or access to employment."⁷

While not a surrogate for LEP status, Spanish speakers are frequent transit users of the systems with more than 48% indicating that they use the system 6-7 days a week according to the Origin and Destination survey described in Factor 2. Over 30% of Mandarin speaking riders also indicate they use the system 5 days per week. This helps provide a better understanding of the importance of the transit system, as well as how frequently staff may encounter LEP riders on board their vehicles.

Several data sources were consulted in the development of this task, including ACS data, Employee Survey Data, and CBO survey data.

CapMetro Services

While CapMetro's services are predominantly fixed route bus service, there are a number of other services that must be considered when developing the Language Assistance Plan to ensure that language is not a barrier to participation. This includes a thorough understanding of the programs and activities that CapMetro operates, which includes fixed route services, MetroAccess ADA Paratransit, Pickup demand responsive services, Metrobike, Vanpool, and the Guaranteed Ride Home program.

ACS Data

To understand the importance of public transit to the general population, ACS data was reviewed for LEP worker populations as well as for all workers over the age of 16. While this does not fully address the role that CapMetro's service play in overall mobility, it does present a snapshot of those commuters who rely on public transit within the two counties to access their jobs. As presented in the **Table 8: Travis and Williamson County Transit Use** below, approximately 25.8% of the LEP population in Travis County use public transportation to commute to work, compared to almost 2% of the general population.

Table 6: Travis and Williamson County Transit Use

	Travis County Public Transit Use Percentage	Williamson County Public Transit Use Percentage
All Workers 16 years or over	1.8%	0.2%
Speak English Less Than Very Well	25.8%	8.3%

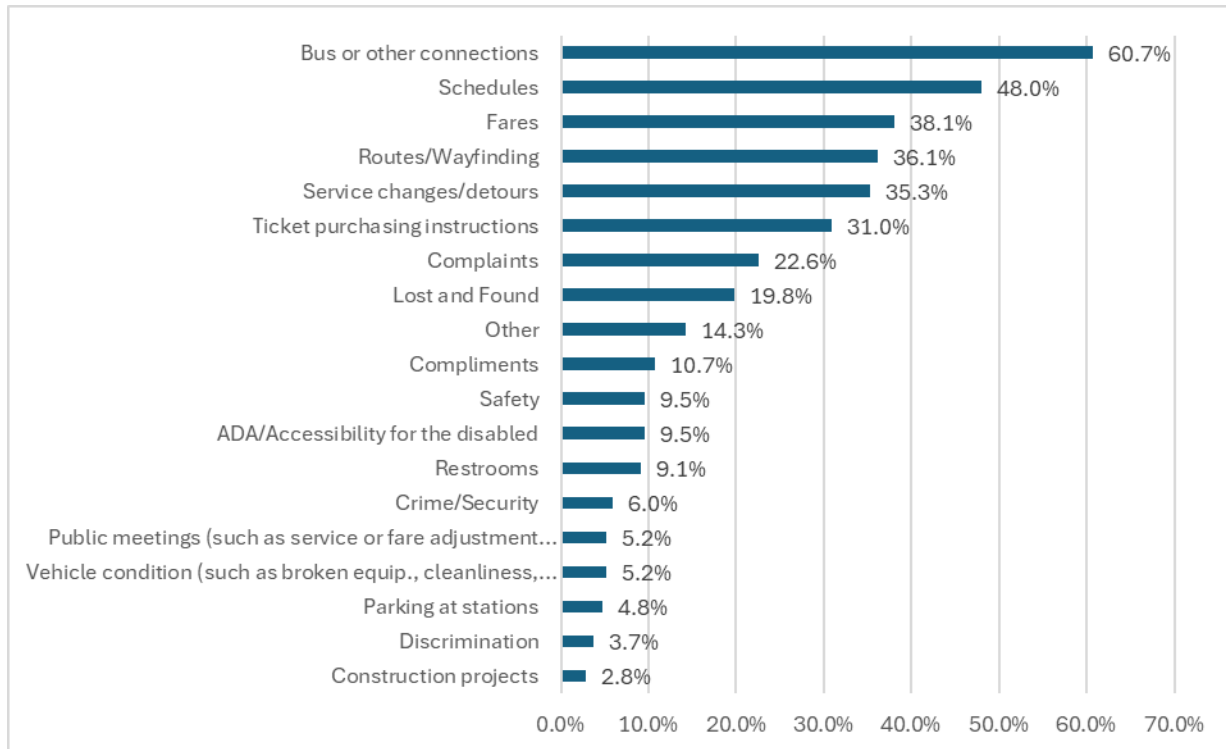
Source: ACS, 2022 one-year sample Table S0802

⁷ Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons--A Handbook for Public Transportation Providers, 2007

Employee Survey

Employees were asked what information was being sought by the LEP population which provides more clarity on how LEP riders may be interacting with the agency (see **Figure 9: Information Sought by LEP Customers**). Almost 60% of the respondents indicated that those who do not speak English very well are typically seeking information about schedules/routes/wayfinding followed by information on fares and ticket purchasing. This signals that customers calling into the service were actually using the services and were likely to need service-related language assistance. (see **Appendix A: LEP Public Involvement Summary** for the Agency Survey Questions).

Figure 9: Information Sought by LEP Customers

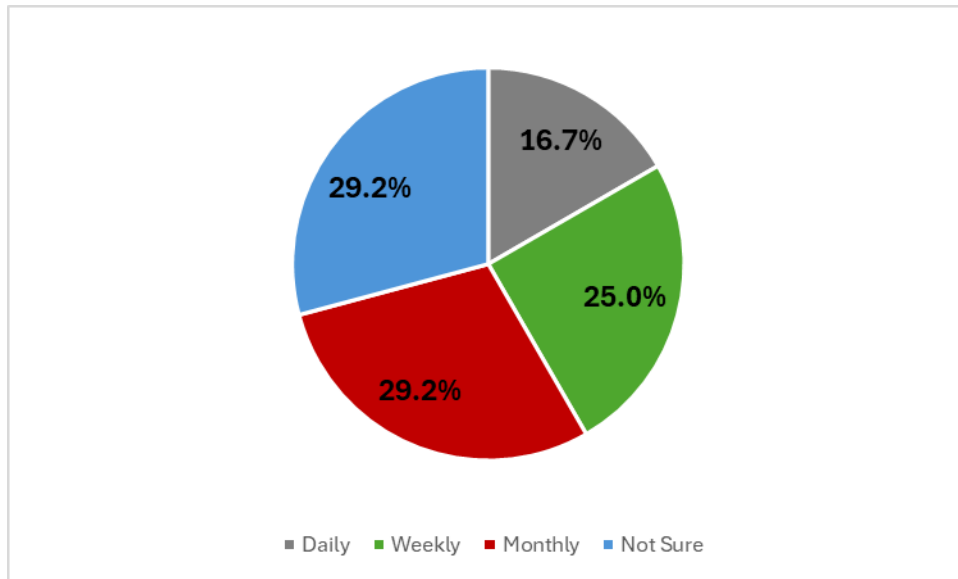


Source: Language Assistance Plan Agency Survey Results, 2024.

CBO Survey Results

The CBOs also provided information about their clients use of the CapMetro services that helps explain how important the services may be for them. Over 29% responded that their clients sought information about CapMetro’s services at least monthly or not sure, with 25% seeking information weekly, and 17% seeking information daily (see **Figure 10: Frequency of Seeking Information**).

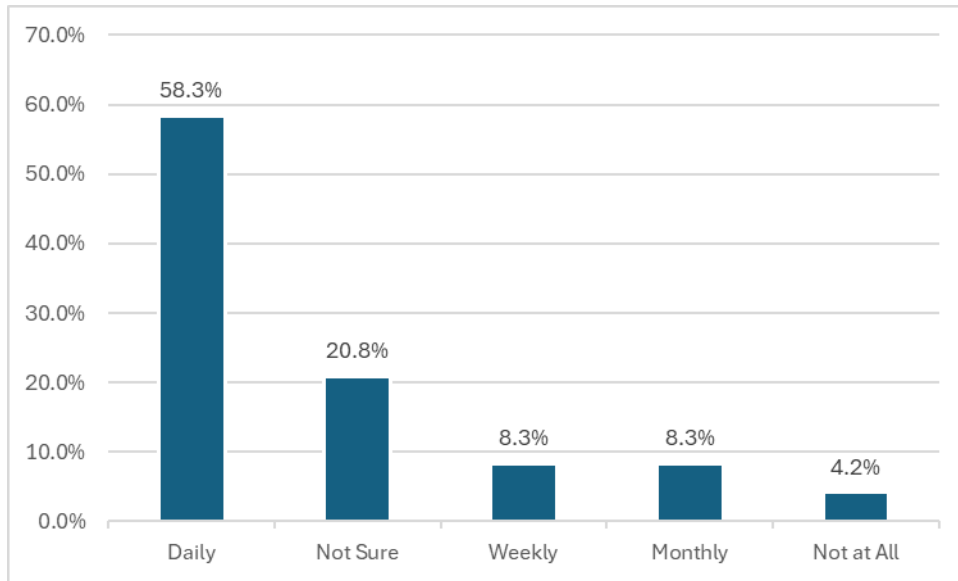
Figure 10: Frequency of Seeking Information



Source: Community Based Organizations Survey Results, 2024.

Even more crucial to our understanding of the LEP populations that the CBOs serve was how often their clients use CapMetro Service for general mobility (see **Figure 11: Frequency of Use of CapMetro Services**). 58% indicate that their clients use the service daily, and 8.3% indicate at least weekly and monthly. This signals that the CapMetro services are important to the LEP community that they serve and may represent the primary means of mobility.

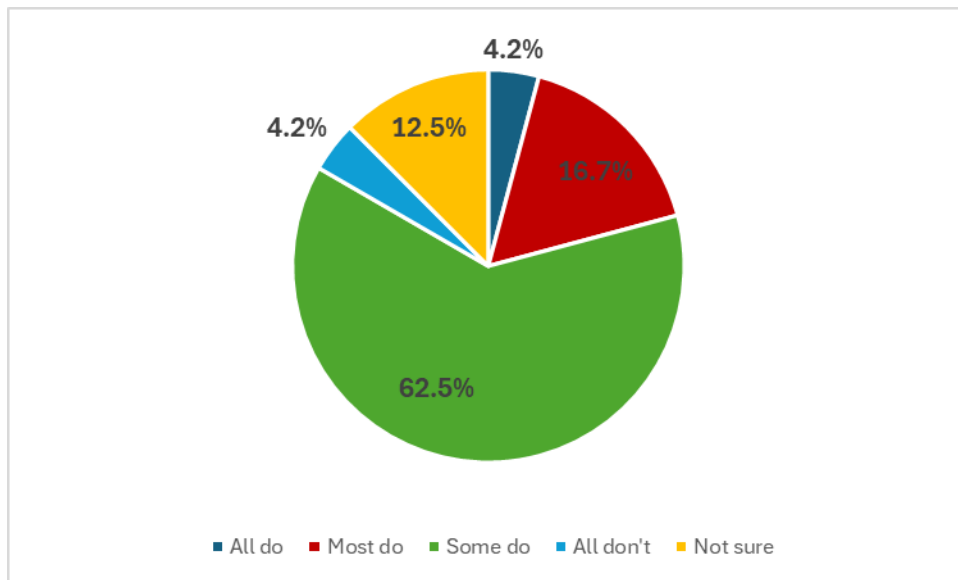
Figure 11: Frequency of Use of CapMetro Services.



Source: Community Based Organizations Survey Results, 2024.

CBOs also provided insight on auto availability and how important transit services might be to their community presented in **Figure 12: Auto Availability of CBO Clients**. Over 21% indicate that autos are mostly or not at all available to their clients. This is contrasted with 79% indicating that most or some of their clients do have an auto available. This may mean that most indicate that their clients used CapMetro services daily, they may also could have used a car for the trip.

Figure 12: Auto Availability of CBO Clients



Source: Community Based Organizations Survey Results, 2024.

2.4.1 FACTOR 3 FINDINGS

Transit service is arguably an important public service for many riders. However, to LEP populations, CapMetro is a vital service that provides both commuting options as well as general mobility. When asked, 30% of the CBO respondents indicated that most of their clients do not have a car available for their use. As the research underscores, CapMetro service is a vital means of transportation for those who do not speak English very well. Employees and CBO leaders agree there is a need to ensure CapMetro is able to communicate with those who do not speak English very well and that the LEP community is able to successfully navigate using the system without knowing English.

Providing critical information in languages most commonly used by the LEP community ensures that LEP riders can access the services and programs that CapMetro provides. Frequent connection with CBOs serving these populations, with LEP riders themselves, and with the agency's own employees will provide feedback on CapMetro's success in continuing to ensure all have equal access to the services and programs that CapMetro provides.

2.5 FACTOR 4 SUMMARY

The final step in the four-factor analysis is designed to weigh the demand for language assistance against current and projected financial and personnel resources. The DOT Guidance says, "A recipient's level of resources and the costs imposed may have an impact on the nature of the steps it should take in providing meaningful access for LEP persons. Smaller recipients with more limited budgets are not expected to provide the same level of language services as larger recipients with larger budgets. In addition, "reasonable steps" may cease to be reasonable where the costs imposed substantially exceed the benefits. Recipients should carefully explore the most cost-effective means of delivering competent and accurate language services before limiting services due to resource concerns."

Annual costs associated with the current measures to provide services and information in other languages for the last fiscal years are estimated below. CapMetro does not have a specific line item to capture the budgeted costs and expenditures that can be easily tracked. Language services are not specifically called out in departmental budgets, but rather are seen as a necessary effort within the greater department's operation. Additionally, translation or interpreting associated with the functional assessments of disabled individuals that are seeking ADA paratransit eligibility undertaken by a contractor are also included in that contractor's budget. As such, these amounts are not the absolute costs, as some language service expenses are either included in other contractors' budgets or are included in line items such as "Other Services."

Additionally, no cost estimates exist for the interpreting assistance that are provided by existing staff who speak other languages and provide ad hoc interpreting services such as the Customer Service representatives that provide Spanish interpreting on wayfinding, schedules and other customer requests. While Spanish interpreting is not the Customer Service representative's only function in the agency, it does represent a significant portion of their job and should be considered in the overall effort that CapMetro expends to provide language assistance. Further, the translation costs below do not take into consideration language services provided through Capital Projects contractors, which are internalized with the total contract costs and may be independently funded through grants. The greatest expense to the agency currently is associated with the provision of interpreting services through the third-party contract with Language Line services, indicated below. **Table 9: Estimated Translation Costs** and **Table 10: Language Line Costs** below, highlights the magnitude of costs associated with Spanish language services that were provided by the service in comparison to the other languages that are served.

Table 7: Estimated Translation Costs

Expenses	FY 2023
Total Agency Expenses	\$358,756,636
Language Line Services	\$18,230.42
Marketing/Communications	\$5,629.98
Total	\$23,860.40
% for Translations	0.01%

Source, CapMetro 2023

Table 10: Language Line Costs October 1, 2022 -September 30, 2023

Language	Sum of Charges
SPANISH	\$17,516.00
SWAHILI	\$279.09
FARSI	\$97.02
ARABIC	\$85.68
KOREAN	\$56.70
MANDARIN	\$45.36
KINYARWANDA	\$39.06
FRENCH	\$38.43
VIETNAMESE	\$27.09
PORTUGUESE	\$17.64
URDU	\$15.12
RUSSIAN	\$5.67
PORTUGUESE BRAZILIAN	\$3.15
RUNDI	\$3.15
DARI	\$1.26
Total	\$18,230.42

Source: Language Line Services, Inc. Invoices; October 1, 2022 to September 30, 2023

2.5.1 FACTOR 4 FINDINGS

CapMetro understands that reducing barriers to services and benefits of CapMetro to the extent resources are available will reap symbiotic benefits for the LEP populations as well as the agency. With more LEP individuals using CapMetro, revenue may increase as well, likely making more funds available for increased language assistance programs. CapMetro commits to devoting resources – monetary and staff time – to

enhance LEP persons' use of the CapMetro programs and services. Insofar as it is practical, ensuring that critical information is available in languages most commonly spoken within the CapMetro service area is important to providing access to CapMetro's services for LEP populations.

It may be impossible to determine the true costs of language services as many costs are unaccounted for or are included in line items that are hard to separate. Additionally, staff who currently speak another language and provide ad hoc language assistance are not accounted for in the agency's total costs. However, while there are some costs that are included in other budgets within the agency's operation, the agency has a relatively small translation budget associated with language services to LEP populations.

Having a separate line item for language services within the agency would help quantify the costs associated with additional assistance outside of providing staff-related interpreting. This way, costs can be tracked in the departments that have on-going expenses related to language services and planning for larger scale efforts could be more easily estimated, such as those associated with service or fare changes. Additionally, contracts that include outreach or scoping efforts should ensure that language services costs are budgeted and tracked through the life of the contract. This can be especially useful, as grant funds used for capital projects can help offset agency language services costs, particularly if grant funding is anticipated for projects included in the Project Connect Vision Plan.

2.6 FOUR FACTOR FINDINGS AND STRATEGIES

The Four-Factor analysis provides clear support for CapMetro's approach to universal access to its services and system regardless of English language proficiency and language spoken. Among the highlights of this analysis are:

- **Factor One:** Over 9% of the population in the service area do not speak English very well and are considered to have Limited English Proficiency. One language—Spanish—remains the predominant LEP language in both counties, amounting to 8% of the population in Travis County and 5% in Williamson County. Seventeen languages are included as Safe Harbor languages including languages that were added for translations due to community and staff input. The languages are: **Spanish, Punjabi, Chinese, Korean, Vietnamese, Arabic, French, German, Italian, Russian, Hebrew, Hindi, Urdu, Gujarati, Telugu, Tagalog, Tamil**
- **Factor Two:** The LEP community frequently accesses CapMetro services and information, and CapMetro employees often cross paths with persons needing language assistance. About 20% of all surveyed employees encounter people who do not speak English very well on a daily basis, while almost 90% of Keolis Bus Operators, MTM, and Customer Service staff regularly encounter LEP populations. Additionally, almost 71% of the CBOs responded that their clients frequently sought information for CapMetro about their services and programs.
- **Factor Three:** CapMetro's services are important to the LEP community. The LEP population either regularly uses CapMetro, or uses it at least sometimes, according to the CBOs. Census data also shows that LEP populations use transit about 5 times more than non-LEP populations in Travis County. CBOs also indicated that about 1/3 of their LEP clients do not have a car available for their trip and must rely on CapMetro for their general mobility.
- **Factor Four:** The analysis shows that CapMetro plans for the myriad activities that they currently undertake to ensure that people who do not speak English very well are able to access the system as

easily as the general population. While CapMetro only spends a little over 1/10th of the operating budget on language services, this does not include the hidden costs associated with staff providing on-site and ad hoc interpreting services. Recommended changes will help CapMetro plan into the future to monitor and budget their activities to ensure they are cost effective and help those with the greatest need.

3 LANGUAGE ASSISTANCE PLAN OVERVIEW

The Department of Transportation (DOT) LEP Guidance recommends that recipients develop an implementation plan to address the needs of the LEP populations they serve. The DOT LEP Guidance notes that effective implementation plans typically include the following five elements: 1) identifying LEP individuals who need language assistance; 2) providing language assistance measures; 3) training staff; 4) providing notice to LEP persons; and 5) monitoring and updating the plan.

This plan represents a continuing approach to providing language assistance. While some language assistance measures are in place, other methods of providing language assistance are being implemented over time to ensure continued compliance with federal requirements. This plan also includes recommendations that would assist CapMetro to reach best industry standards for providing language assistance for those needing to access CapMetro programs and services.

3.1 IDENTIFYING LEP INDIVIDUALS WHO NEED LANGUAGE ASSISTANCE

The Four Factor analysis considered a number of data sets to determine the languages that would require “Safe Harbor” consideration, in addition to languages predominantly used by CapMetro riders. These data included Census data (American Community Survey 5-year sample 2015 for Williamson County and 2022 1-year sample for Travis County), the Austin Independent School District English Learners data 2024 and the CapMetro 2023 Origin and Destination Survey. A little over 10% of the population in Travis County and 6% of the population in Williamson County speak English less than “Very Well” and would be considered the LEP population.

Based on the Four Factor analyses, the most frequently encountered languages broken into two groups:

- Primary: Spanish represents the language spoken in the heaviest concentration within the service area; and,
- Safe Harbor and additional languages: Punjabi, Telugu, Chinese (Mandarin), Korean, Vietnamese, Arabic, French, German, Italian, Russian, Hebrew, Hindi, Udu, Gujarati, Tagalog, Tamil.

3.2 PROVIDING LANGUAGE ASSISTANCE MEASURES

CapMetro is committed to providing meaningful access to information and services to its LEP customers. CapMetro uses various methods to accomplish this goal. Along with enabling persons who do not speak English very well to navigate the system with the same ease as the general population, it is necessary to provide a meaningful opportunity for LEP persons to participate in the public comment process for planning activities and major capital projects. Specific methods pertaining to outreach will be discussed in CapMetro’s Public Participation Plan.

Currently, the CapMetro primary language tools include the following:

- Providing Notice to Beneficiaries and Title VI Complaint procedures and forms in all Safe Harbor Languages;
- Providing Google Translate on the CapMetro website, allowing translations for most content;
- Providing bilingual customer service and marketing staff to provide on-site Spanish interpreting in a variety of settings;
- Making Language Line services available for any staff, including Customer Service staff, to address language assistance needs for any language;

- Holding public meetings in Spanish or with simultaneous English/Spanish translations;
- Offering interpreters by request for public meetings, public hearings or board meetings;
- Posting public meeting notices in foreign language newspapers to reach LEP populations;
- Providing Spanish translations and pictograms on board vehicles, on Ticket Vending Machines, at bus stops and at stations;
- Producing Spanish language video content;
- Creating Spanish translations for some informational brochures and marketing materials; and,
- Tapping into CBO assistance in outreach to LEP populations and language services.

The following are recommendations that would improve the level of service that CapMetro provides to its LEP customers and that can be implemented over time as budget and staff permits. Contained in **Appendix B: Language Assistance Plan Recommendations** is a listing of all recommended activities that are either being implemented or are ones that CapMetro desires to undertake to fully support its Language Assistance Plan and corresponding Public Participation Plan. These activities are organized into four categories:

1. General, including such things as internal awareness and public outreach strategy;
2. Materials and Documents;
3. Translation and Interpretation Tools and Protocols; and,
4. Employees, including training or incentives to empower employees to provide language assistance.

General Title VI and LEP Awareness

Title VI and LEP awareness are the cornerstone of the entire Title VI program and provide further understanding within the agency. The following will be considered and monitored to improve the practice:

- ***Title VI Awareness Training:*** integrate Title VI awareness into all activities of the agency.
- ***Public Engagement Needs and strategies:*** draft a handbook with protocols and procedures for all departments that interact with the public including incorporating language assistance measures.
- ***Project Charter:*** develop a protocol to ensure that Title VI and/or LAP issues are acknowledged and addressed by each department's project manager, including a form outlining the LEP strategy that is submitted to the Title VI office for approval.
- ***Demographic analysis of new project areas:*** consider the attributes of the new projects' geography.
- ***Eliminating English-only informational campaigns:*** include "Free Language Assistance" text box at a minimum to ensure participation of LEP populations.
- ***Develop or enhance relationships with Community Based Organization:*** continue to expand the CBO database and engage CBOs to improve communication methods.
- ***Contract compliance:*** ensure that contract languages include requirements to provide public information that complies with Title VI LEP guidelines.

Materials and Documents

- **Title VI Public Notice, Complaint Form and Procedures** (Vital Document): notice should be in all Safe Harbor languages on the website and posted on-board vehicles, Board room, General Office lobby, Transit Store, stations, or other public areas.
- **Notice of Free Language Assistance** (Vital Document): notice of free language assistance should be located on mast head of website and included in all printed and digital materials; this should also be posted with the Title VI information in the Board room, at the General Office lobby, Transit Store, stations, or any location where riders may congregate.
- **Legal Notices** (Vital Document); translations of legal documents should be provided upon request.
- **Registration Forms** (Vital Document): make sure that all registration forms on the website can be translated using online tools (Google Translate or others) and for printed materials, forms should be translated into Spanish with “Free Language Assistance” printed at the bottom of all forms and should be translated into the other Safe Harbor languages upon request.
- **Fare and Service Change Information** (Vital Document): translate into Spanish with “Free Language Assistance” text box printed on all documents.
- **Safety and Security Information**: use pictographs as much as practicable
- **TVMS, fareboxes, bus stops and onboard equipment**: translate into Spanish as needed and use pictographs onboard vehicles when applicable. Translate bus/train/station announcements into Spanish and other languages as budget permits.
- **General Promotional Materials**: Translate into Spanish as budget permits or as required by issue. Print “Free Language Assistance” on all promotional materials.
- **Construction, Detour, Stop Move, and Other Courtesy Notices**: translate into Spanish when feasible, and other languages as determined by analysis of location.
- **Website Materials**: make sure that all content (including navigation buttons) is in a form that can be translated using online tools; upload documents in original form and not scanned so documents can be translated. Use pictograms as necessary instead of printed text. Develop a web page on the CapMetro website where vital documents can be found in Safe Harbor languages.
- **Rider Guides and Materials**: develop rider guides or other materials in Spanish and other languages as funding permits; incorporate illustration and pictograms as feasible; produce how to ride videos with translations, create “how to ride” curriculum for ESL schools in the area.

Translation Tools and Protocols

- **Language Line Service**; promote the use of service via “Free Language Assistance” text block, including on the website, in all printed and digital material; investigate options to improve language recognition on phone tree when engaging calls.
- **Line Item for Translation and Interpretation**; use budget codes to monitor and plan for translation and interpreting expenses, including grant-funded capital projects that can be used to help fund necessary translation and interpreting assistance.
- **Public Hearing Protocol**: provide Spanish interpreter for all public hearings and offer other interpreters for Safe Harbor languages with advanced notice.
- **Board Meeting Protocol**: provide requested interpreters with a 72-hour notice for all Safe Harbor languages.

- **Community Meetings Protocol;** provide Spanish interpreters for at least one meeting with in the outreach subject matter; offer interpretation or translation of materials in advance of the meetings.
- **Simultaneous Interpretation Equipment:** consider simultaneous interpreting equipment to offer greater flexibility for language services.
- **"Language ID Chart:** create and distribute language identification charts to all employees (and operators' pouches) with Language Line phone and account numbers included for remote or emergency situations. Consider adding QR code that directs employees to Language Line.
- **Language Manual:** create language manual that includes common phrases used by riders in other languages that can be phonetically spelled out.
- **Digital Tools or Language Technology;** help employees take initiative to use new technology to provide language assistance for users; provide training on new apps and technology.
- **Mobile Apps;** ensure that new CapMetro sponsored apps allow for translation and interpreting into Safe Harbor languages.
- **Website Administration and Management:** move Google Translate to the top of the webpage and add all languages to the Google Translate function; Add "Free Language Assistance" in all Safe Harbor languages; Remove pictures with text that cannot be translated; Add Google Analytics to determine how LEP users interact with the website.

Employees

- **New Employees** (and contractors): Include ability to speak another language as a desired qualification in hiring.
- **Bilingual Employees:** Identify jobs where bilingual ability is required or desired; Investigate the ability to pay a shift differential for employees who speak another language and whose job requires customer contact.
- **Employee and Contractor Training:** hold Title VI and LEP training for all new hires (both agency and contractors), including operator refresher training; conduct training for planning and marketing staff to integrate consideration of Title VI protected populations (including LEP) into planning.
- **Training for Title VI-Related Complaints for Employees and Contractors:** Expand diversity training for operators on the need to accommodate LEP populations to avoid Title VI-related complaints.
- **"I Speak" Cards:** Distribute "I Speak" cards to operators or other employees; Consider adding QR code that directs users to Language Line.
- **Employee Tuition Assistance:** Promote the availability of tuition-reimbursement for all employees who learn the primary languages in the CapMetro service area.
- **Employee Shift Differential:** Consider offering monetary shift differential for positions that require frontline contact with LEP populations for those who speak a Safe Harbor language fluently.

3.3 TRAINING STAFF

Training staff on the protocols to provide language assistance and Title VI in general helps to ensure that employees understand the guidance and consider the needs of LEP individuals in the course of doing their job. Currently, only transit operators receive general Title VI training, which does not specifically describe how drivers are to provide language assistance if requested. Customer Service staff are instructed on how to use the Language Line service but not on more general Title VI requirements and general language assistance measures. Other employees are not given formal Title VI training, nor are they given specific LEP training to help them understand the agency's role in language assistance.

It is recommended that both general Title VI training and specific LAP training occur within the following framework:

- ***New Employee Orientation (Title VI)***: all new employees should be provided with an overview of the agency's Title VI responsibilities, including general information about language assistance measures that the agency provides.
- ***LEP Training***: All frontline employees (and contractors) should attend LEP-related training, with specific emphasis on elements under their job description at least upon orientation. Frontline employee classifications will be selected based on their likelihood to come in contact with the public or be in departments that have broad community engagement activities. This will likely include Customer Service staff, bus and rail operators, Marketing and Communication staff, ADA paratransit staff and contractors, Planning and Capital Projects; however, there may be other positions that would qualify and should undertake the training.

The training should be targeted to help the employees understand how to provide the language assistance measures that CapMetro offers. This could include new tools, existing or new technology that is available, or methods to provide language assistance to ensure competency. This should also be job-specific so that participants will come away from the training with real world understanding of how to provide language assistance given CapMetro's tools.

- ***Refresher Training (Title VI)***: Transit operators should attend Title VI training with an additional emphasis on providing language assistance as part of their normal refresher training series to address any questions that they may have regarding either encounters with LEP populations or how to provide language assistance. Training on technology or tools that are available to operators should be included.

Training can be accomplished using methods such as video learning, PowerPoint presentations, or small group learning so that the task associated with staff training does not become onerous to the agency. Videos on the subject can be produced in a cost-effective way that can be used in new employee orientation, contractor training or refresher training. This would be especially helpful when demonstrating new technology that may be available for language assistance.

3.4 PROVIDING NOTICE TO LEP PERSONS OF LANGUAGE ASSISTANCE MEASURES

As the most far-reaching and important aspect of language assistance, providing notice to the public on the available language assistance is crucial. Consequently, ensuring that informing the public of how to seek language assistance plays a substantial role in the LAP.

Web-based information has taken center stage, especially during the height time of COVID in 2020, with most documentation about service disruptions, COVID protocols or other crucial information. As a result, changes to the website are being undertaken to ensure that notices of free language assistance can be front and center in the users' CapMetro website experience. To ensure that notification of language assistance is undertaken with a comprehensive view, there are a number of recommendations that are being made to improve this practice.

One easy and effective method to provide notification of language assistance measures is to produce a text box with all the Safe Harbor languages that states "Free Language Assistance", and the customer service number that can be connected to Language Line. The text box can then be used on all printed materials and in the digital realm such as the example, below.

Free language assistance | Asistencia gratis en su idioma | Libreng tulong para sa wika | 免費語言幫助
 Hỗ trợ giúp thông dịch miễn phí | 무료 언어 지원 | शुल्क भाषा समर्थन | бесплатная языковая помощь

The establishment of vital documents also helps CapMetro communicate the language assistance measures and translations that should occur given the importance of the documents. **Table 11: Vital Documents Guidance** lists both vital and non-vital documents, categories of documents, and identifies the language category into which they should be translated. As has happened in the past, CapMetro may provide a summary of a vital document and/or notice of free language assistance for the "Safe Harbor" languages, rather than a word-for-word translation of each of the vital documents.

CapMetro should not limit itself to these guidelines, intending to translate documents into more languages as circumstances dictate and resources allow. As necessary, CapMetro may also rely on pictographs to communicate information regardless of language spoken.

Table 9: Vital Documents Guidance

Document	Languages	Vital Document?
Title VI Public Notice	All Safe Harbor Languages	Yes
Title VI Complaint Form and Procedures	All Safe Harbor Languages	Yes
Notice of Free Language Assistance	All Safe Harbor Languages	Yes
General Promotional Materials (such as FAQs or other materials that provide direction on how to access services and public meeting notices)	Spanish and Safe Harbor Languages as funding permits	Depends on content
Public Hearing Notices	Spanish, with written notice translated in Safe Harbor languages upon request	Yes
"Participation" or "Intake" forms (such as Americans with Disabilities Act (ADA) Determination letter and appeal forms, and incentive forms)	Spanish, with written notice in multiple languages that information will be translated upon request into all safe harbor languages	Yes

Ridership and/or Customer Satisfaction Surveys	Spanish, with written notice in multiple languages that information will be translated upon request into all safe harbor languages	Yes
Legal Notices, construction notices, or environmental findings notices	Spanish, with written notice in multiple languages that information will be translated upon request into all safe harbor languages	Depends on content

Source: CapMetro, 2024.

3.5 MONITORING AND UPDATING THE PLAN

Monitoring the LAP is an important element of keeping the plan not only up to date but relevant to the population being served. New immigrant populations with languages that were not originally identified may require additional consideration in the LAP.

Additionally, new technology changes our understanding of the best methods to use in establishing a comprehensive approach to language assistance. For example, smart phones were not as prevalent in prior years, and translation applications were not as commonplace. Social media applications like Facebook Live, YouTube live are more recent advancements to public engagement that have changed the landscape of communication. We have also seen LEP populations move away from receiving information in more historically standard formats (print, radio, TV) and opt for more text-based communications. All of these changes would not have been considered without a comprehensive review of the plan.

While a review of the LAP every three years to coincide with the Title VI update is standard, it is also important to monitor the language assistance measures periodically, along with how well the outreach activities are engaging LEP populations, so that if mid-course corrections are needed, they can be accomplished within the framework of the overall language assistance plan. Keeping track of subtle changes in how LEP populations are engaging in outreach activities may also help understand new methods of assistance.

An annual review of the plan would ensure that methods of outreach and communication consider small and large changes associated with the languages being requested for language assistance or to address changes in the most effective means of communicating.

This includes providing an opportunity for staff to provide feedback on the plan and the language assistance measures that may not be as effective. Informal “brown bag” sessions can provide an inviting forum that may encourage staff to become LEP experts and problem solvers for this serious concern. Community members may also play a role in the continual monitoring of the language assistance measures, as the broader community can often understand the issue in ways that the agency may not.

Informal focus groups can also be employed to help identify what language skills employees might have, how they might be able to employ them, and what activities they might best enjoy or be good at. These focus groups could include the general staff as well as job-specific staff as a way to further the LAP practice without significant cost.

Additionally, while the LAP provides guidance for how to approach LEP considerations in establishing new outreach campaigns, staff needs to be responsive to the community’s needs in providing language assistance. This may include a targeted outreach approach that reviews demographic changes in the area to anticipate language assistance needs.

Appendix A: LEP Public Involvement Summary

Table of Contents:

Language Assistance Plan

- Internal Survey
 - Development
 - Distribution
 - Results
- External Survey
 - Development
 - Distribution
 - Results

Language Assistance Plan Public Engagement Summary

CapMetro used a community-based public involvement strategy to obtain input from stakeholders to inform the development of the Language Assistance Plan by communicating with community-based organizations.

Internal Survey

Survey Development

CapMetro and the Title VI project team developed an internal survey in order to better understand the communication needs of CapMetro’s riders who have a limited English proficiency. Questions and answer categories were designed to reflect surveys used by other transit agencies, making changes that provided choices that reflect CapMetro services. The intent of question selection was to gather valuable on the communication needs of riders and identify what staff needs to feel equipped with helpful language assistance tools. The goal is that answers to the questions will inform the team to develop recommendations for the language assistance plan update.

Survey Distribution

The survey was posted on online via SurveyMonkey.com. CapMetro publicized and distributed the survey to selected CapMetro staff and contracted service providers. CapMetro staff received the internal survey through an email and had verbal reminders during their team meeting. Contracted service providers received the internal survey via email and through various media platform, and via Timepoint TV. The survey was open from Monday, April 15– Wednesday, April 24, 2024.

Survey Results

CapMetro developed an internal survey, for public-facing employees and contractors. A total of 267 responses were received during the survey period. The internal employee and contractor survey aimed to identify:

1. The languages they interacted regularly with.

2. The frequency of encounters with individuals who speak each language.
3. How they provide information to LEP customers seeking assistance.
4. Methods for how CapMetro can best reach LEP communities in Central Texas (etc. in writing, verbally, or through an interpreter).

The survey found that respondents reported that Spanish is the language most often heard when interacting with customers or members of the public. Second language most often heard is Arabic, third is Chinese, and a tie for fourth is Vietnamese and French. Other languages that staff heard were Hindi, Korean, Russian, Punjabi, Telugu, Tagalog, and Burmese. See **Figure 13: Internal Survey Results** for responses received from selected CapMetro staff and contracted service providers.

External Survey

Survey Development

CapMetro and the Title VI project team developed a survey that targeted up to 500 Community-Based Organizations (CBO) to collect feedback on the communication needs of CapMetro's riders who have a limited English proficiency. The intent of question selection was to gather valuable data on the communication needs of riders and identify what staff needs to feel equipped with helpful language assistance tools. The goal is that answers to the questions will inform the team to develop recommendations for the language assistance plan update. The survey was brief, optimized for accessibility, translatable to English and Spanish, available for other translations upon request, and mobile-friendly. CapMetro distributed emails to CBOs to promote the survey.

Survey Distribution

The survey was posted online via SurveyMonkey.com. CapMetro publicized and distributed the CBO survey to CBOs that serve people who speak different languages via email communication. The survey was open from Monday, April 15 – Wednesday, April 24, 2024.

Survey Results

CapMetro developed an external survey for the CBOs. A total of 24 responses were received during the survey period. The public surveys aimed to identify:

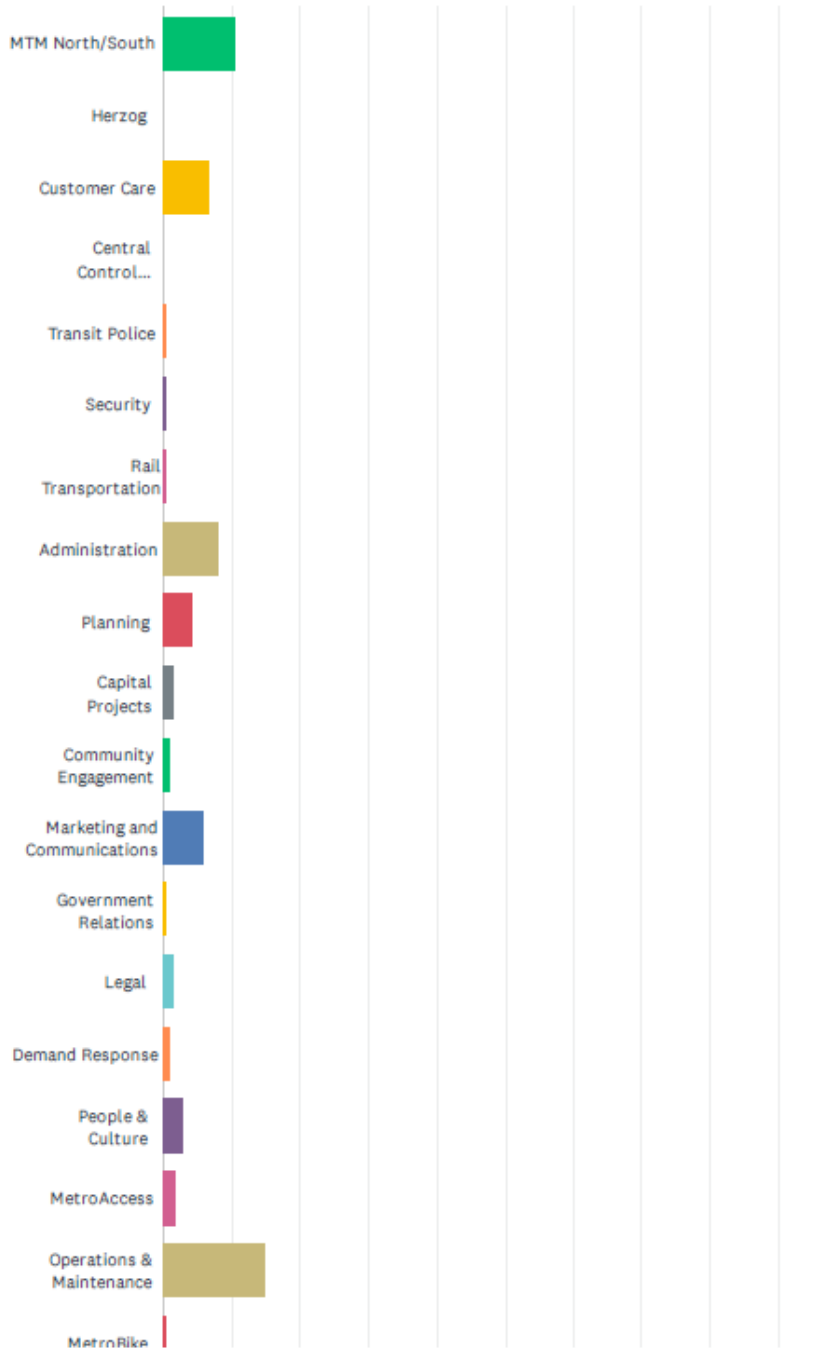
- The languages they translate the most for their community.
- The preferred method of communication their community uses to receive information.
- The frequency in which their community uses CapMetro services.
- The auto availability of their community.

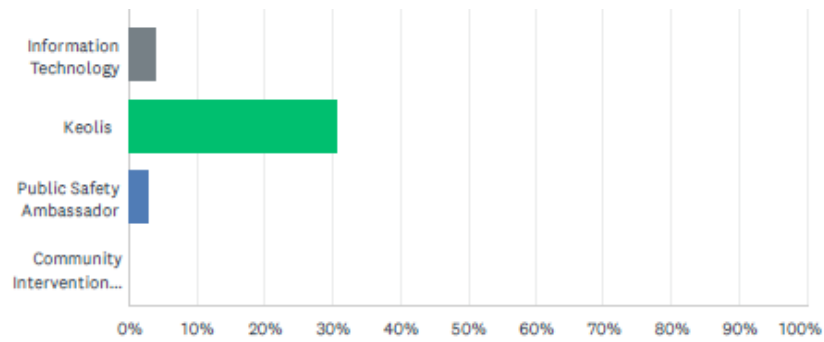
The survey found that respondents reported that Spanish is the language most often translated when interacting with their community members. Second language most often translated is Chinese, and tied for third is Korean and Vietnamese. See **Figure 14: External Survey Results** for responses received from CBOs.

Figure 13: Internal Survey Results

Q1 Which organization/department do you work in?

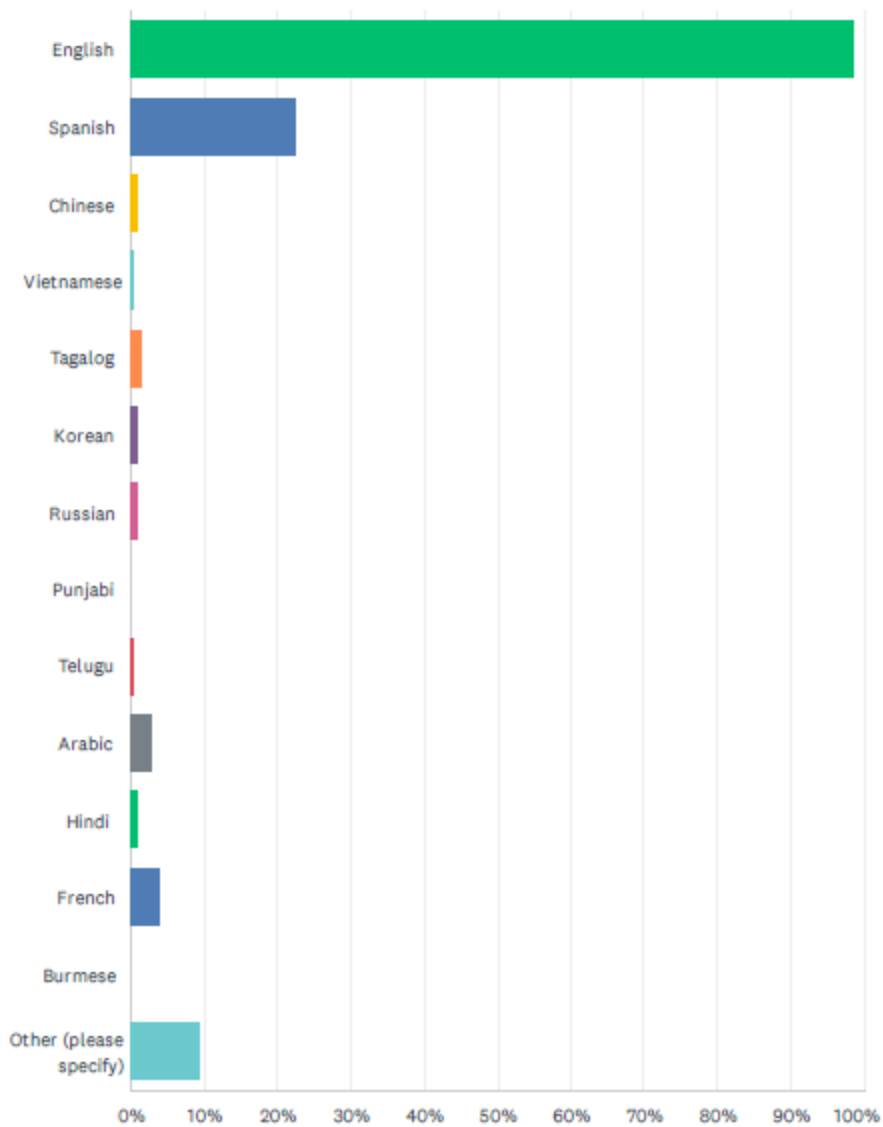
Answered: 260 Skipped: 7





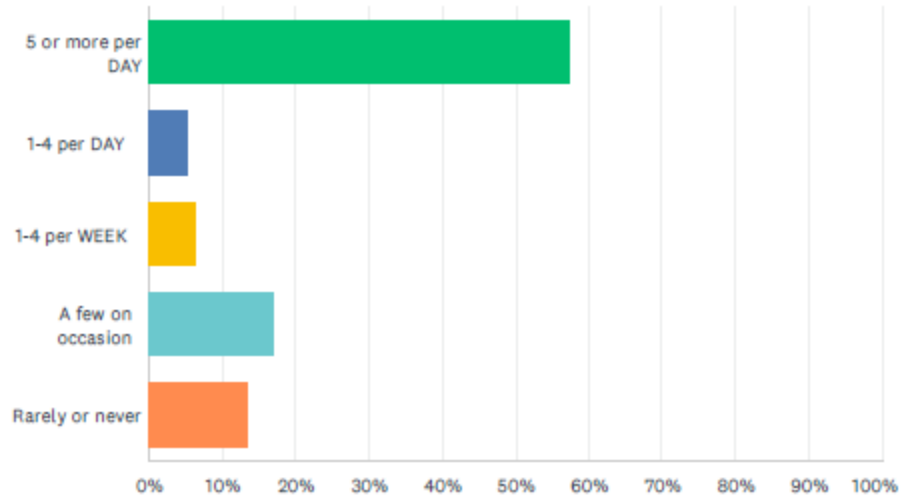
Q2 Which languages do you speak? Please select the language(s).

Answered: 267 Skipped: 0



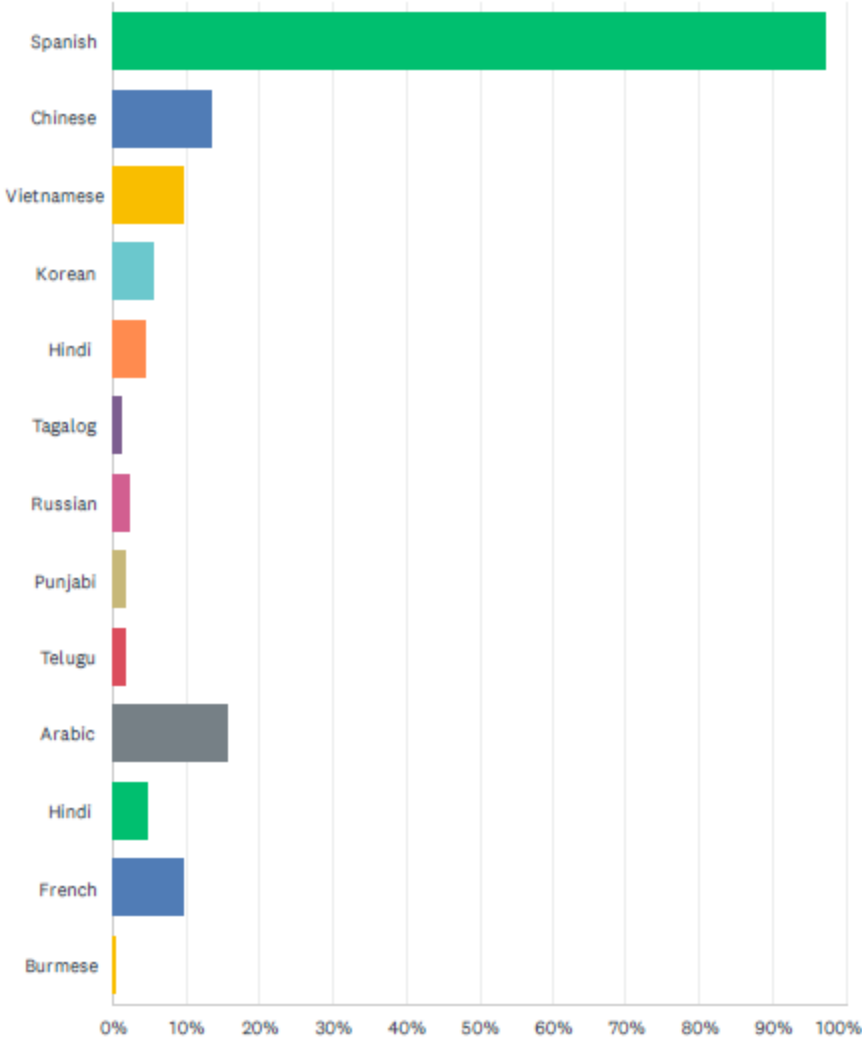
Q3 How many customers and/or members of the public do you interact with? Please select one.

Answered: 263 Skipped: 4



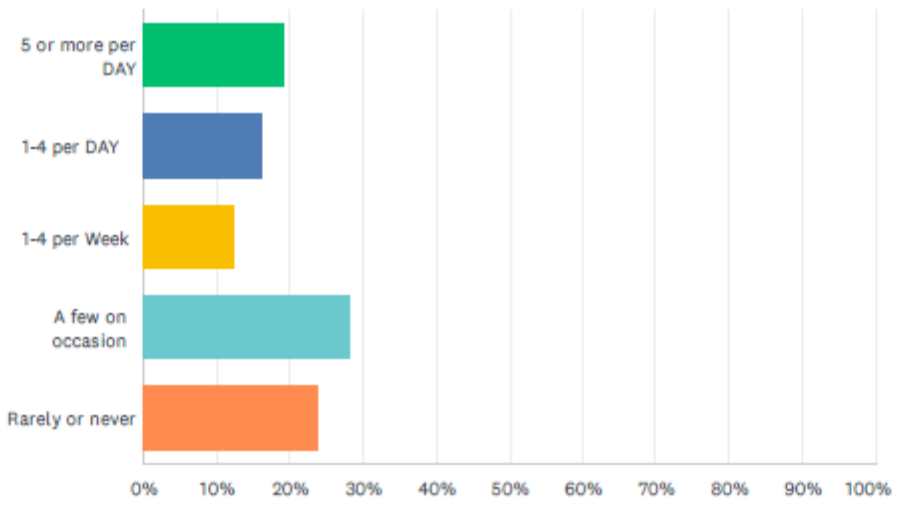
Q4 Besides English, what are the languages you hear most often by customers and/or members of the public you encounter? Please select all that apply.

Answered: 249 Skipped: 18



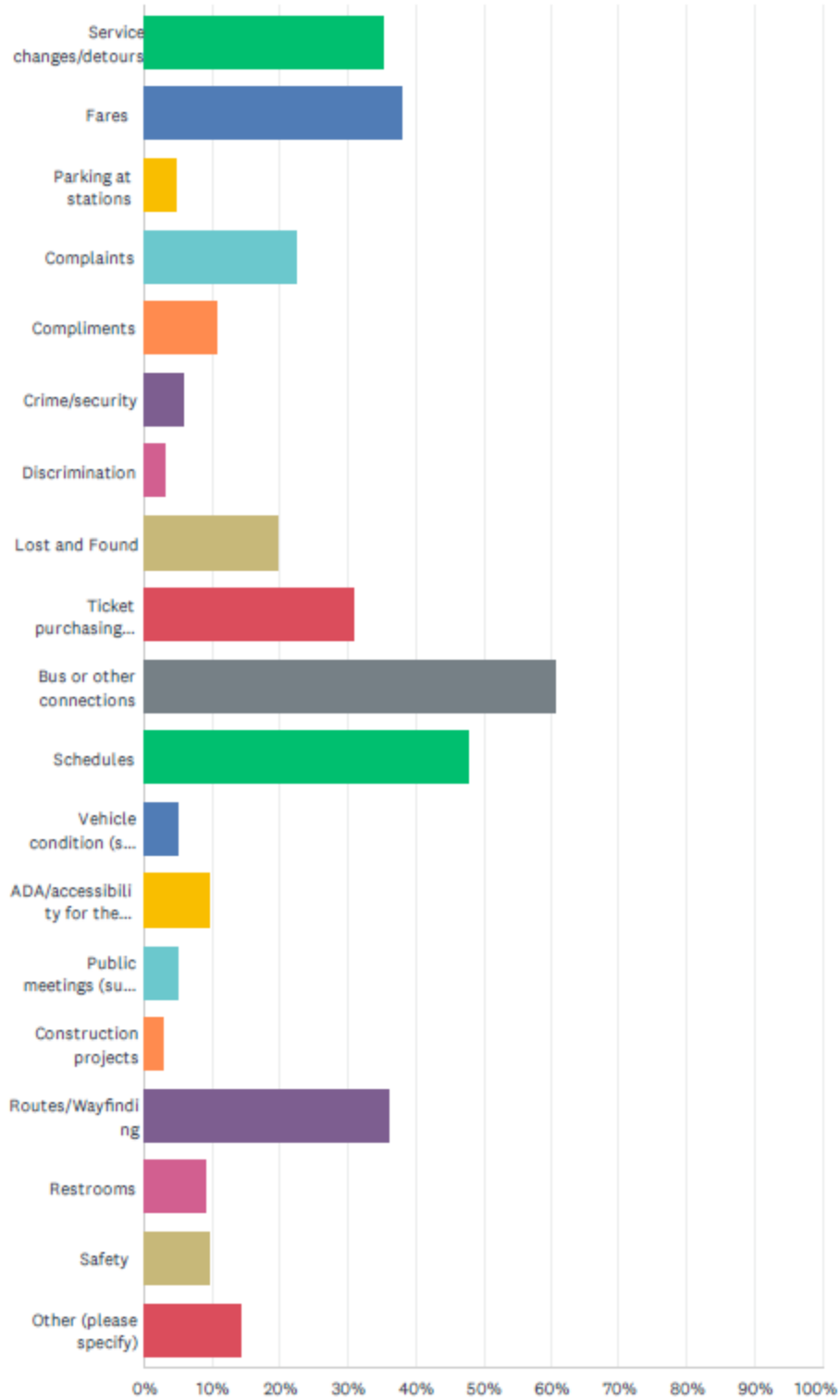
Q5 How often do you usually encounter customers and/or members of the public who are seeking assistance and are unable to communicate well in English? Please select one.

Answered: 267 Skipped: 0



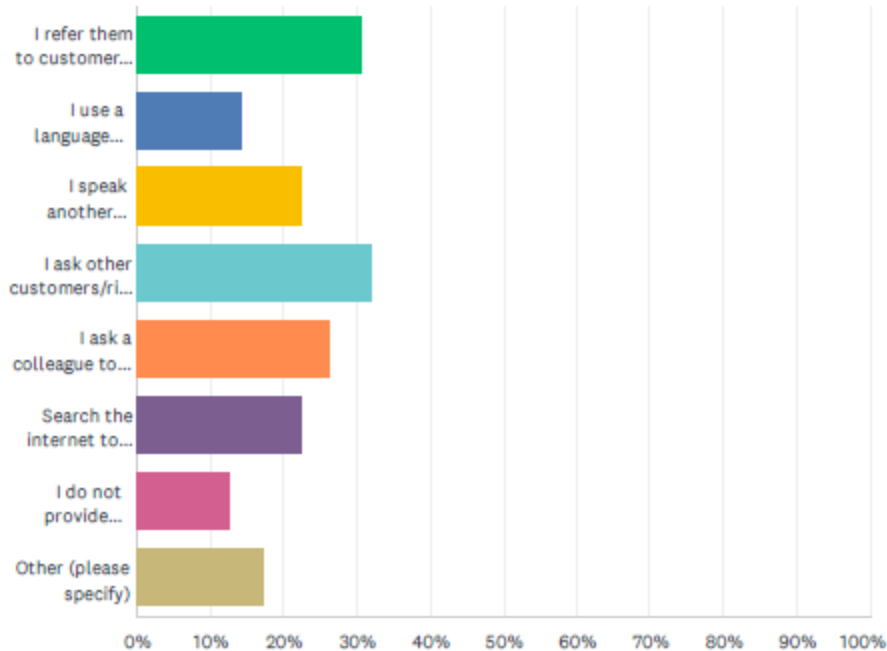
Q6 What information are those customers and/or members of the public usually seeking? Please select all that apply.

Answered: 252 Skipped: 15



Q7 How are you currently providing information to riders/customers of the public who are seeking assistance and are unable to communicate well in English? Please select all that apply.

Answered: 260 Skipped: 7



Q8 Are there any resources you need to help you assist you in communicating with customers? Please use the space below for suggestions to improve CapMetro's communication or for any comments you may have. If you have a specific language in mind, please include it.

Answered: 99 Skipped: 168

Question #8 offered a text field to capture additional information CapMetro staff and contracted service providers wanted to share on how CapMetro could support their community. The following information was shared:

- More diversity at Customer Service,
- Overhead announcements in different languages,
- Provide video communication in multiple languages,
- Communicate better that kids K-12 grade ride for free,
- Allowed to use personal phones to assist customers when translating,
- Provide translation tutorials,
- Offer basic language classes,
- Provide basic standard responses to customers in different languages,
- Offer reimbursement for classes taken to learn another language,
- Provide a language communicator box similar to a phone,

- Provide a pamphlet with the usual answers to usual questions received,
- Posting translation helpline information near or on buses where riders can call prior to boarding buses,
- Host community events or workshops to educate customers on using CapMetro services effectively,
- Provide accessible channels for customers to provide feedback, suggestions, or report issues, and
- Utilize social media platforms to engage with customers, answer questions, and provide updates about services.

Figure 14: External Survey Results (ENGLISH SURVEY)

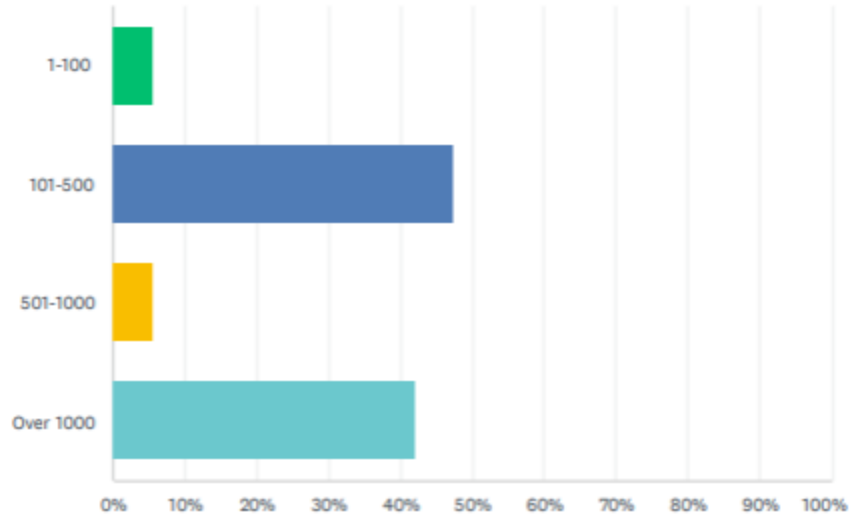
Q1 Your Organization Name

Question #1 offered a text field to capture their organization. Organizations or entities that responded included the following:

- Personal Attendant Coalition of Texas,
- El Concilio Mexican American landowners de East Austin,
- City of Manor,
- Con Mi Madre,
- Austin Free-Net,
- Real Estate Council of Austin,
- ESB MACC,
- Allison Elementary – Austin ISD,
- Mobile Blessings From the Heart,
- Travis Association for the Blind,
- Transit Forward,
- Round Rock Arts,
- Mt. Zion Baptist Church,
- Emma S. Barrientos Mexican American Cultural Center,
- ADAP of Texas/Personal Attendant Coalition of TX
- Carver Public Library,
- Greater Austin Asian Chamber of Commerce
- Blackshear Elementary, and
- Chariot.

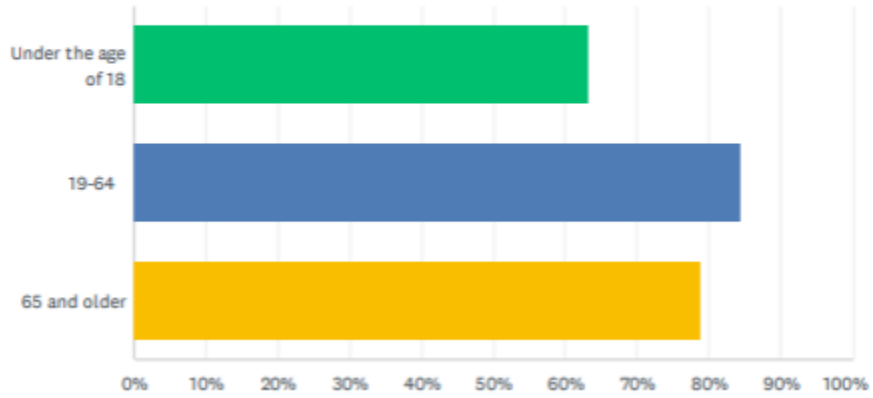
Q2 How many people are served by your organization?

Answered: 19 Skipped: 0



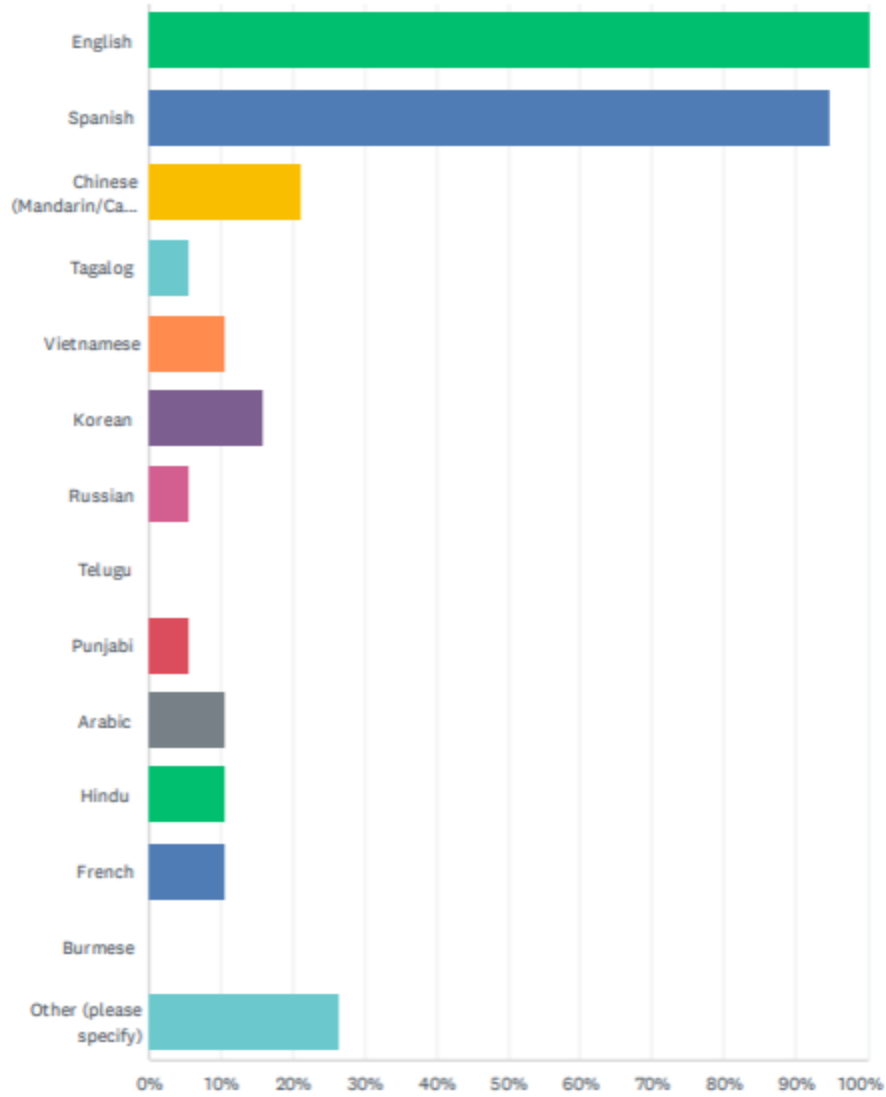
Q3 What age groups do you serve? (Please check all that apply)

Answered: 19 Skipped: 0



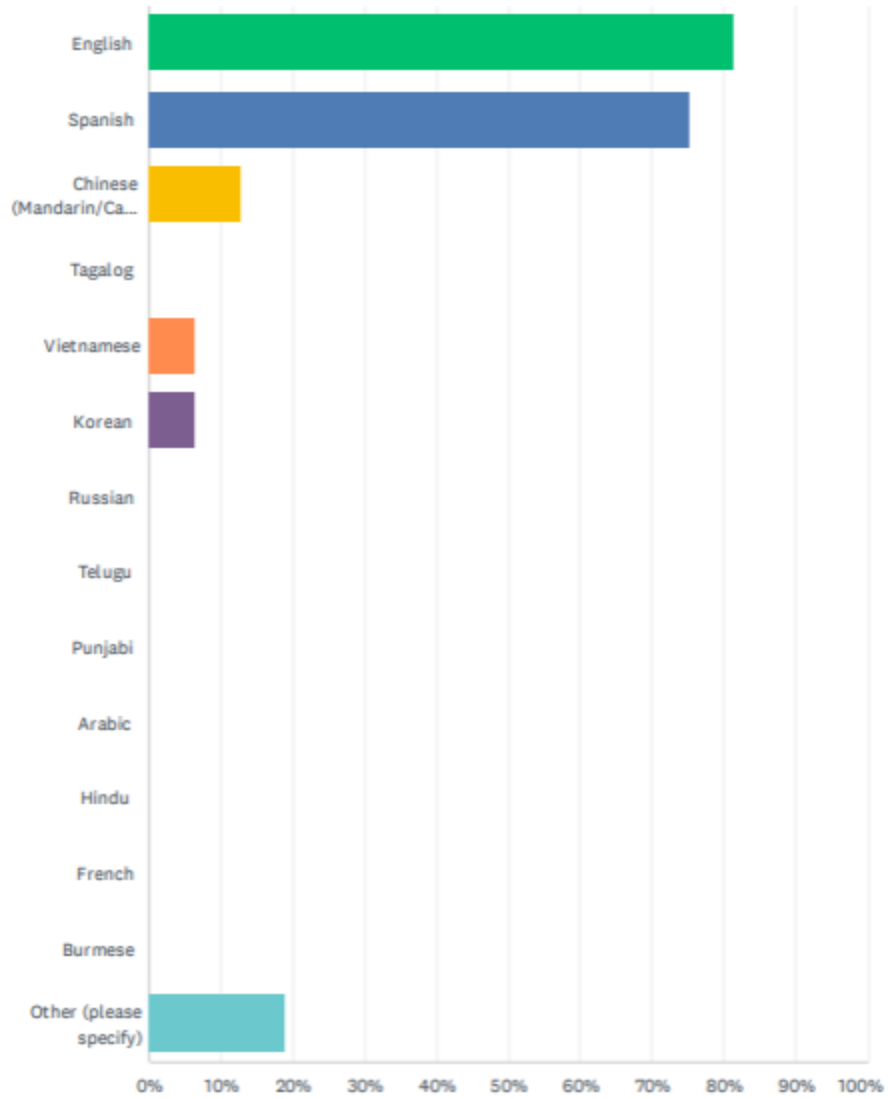
Q4 What are the five primary languages spoken by the population you serve? (Please select up to 5)

Answered: 19 Skipped: 0



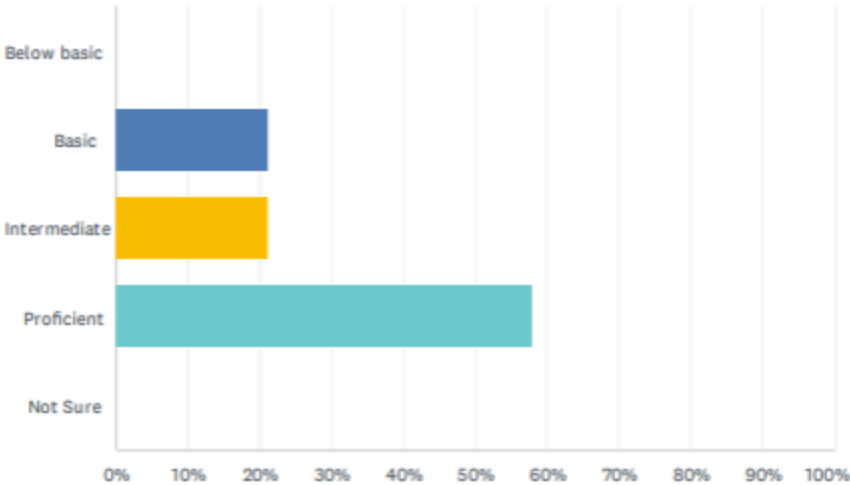
Q5 Which languages do you typically translate to provide information to your community?

Answered: 16 Skipped: 3



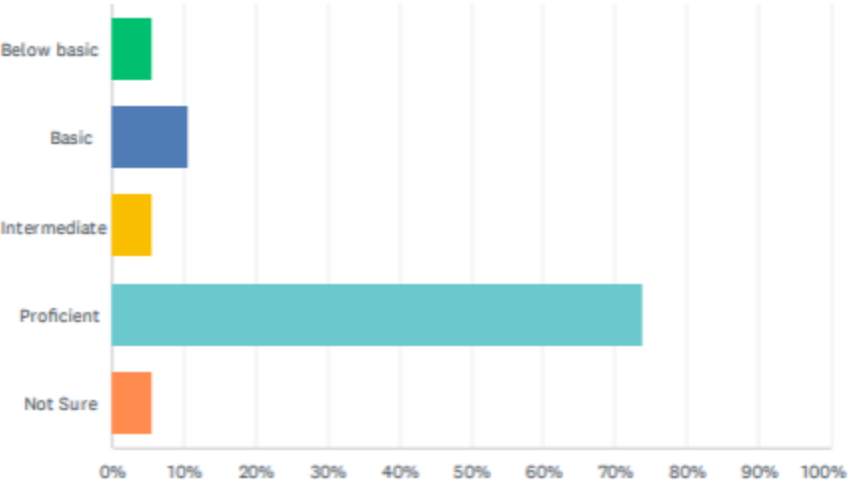
Q6 How well do your clients or constituents speak English?

Answered: 19 Skipped: 0



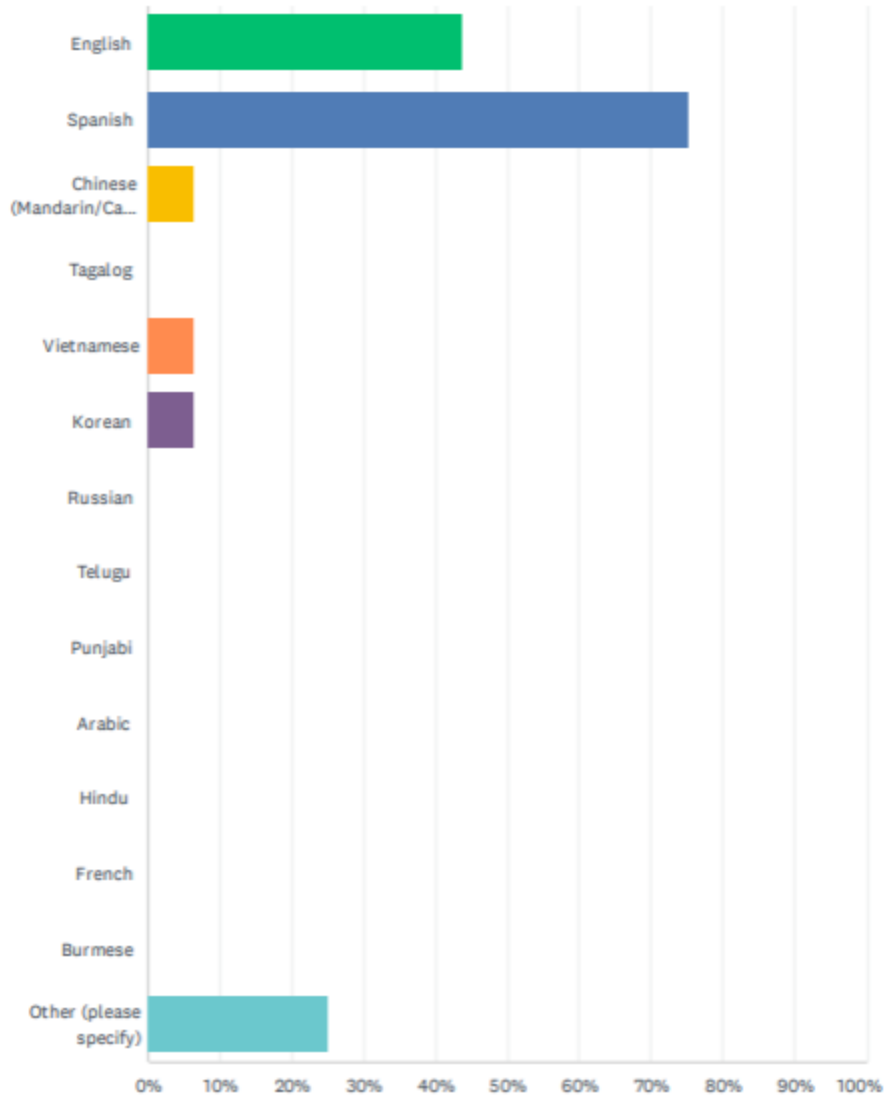
Q7 In general, how well does your community read in their native language?

Answered: 19 Skipped: 0



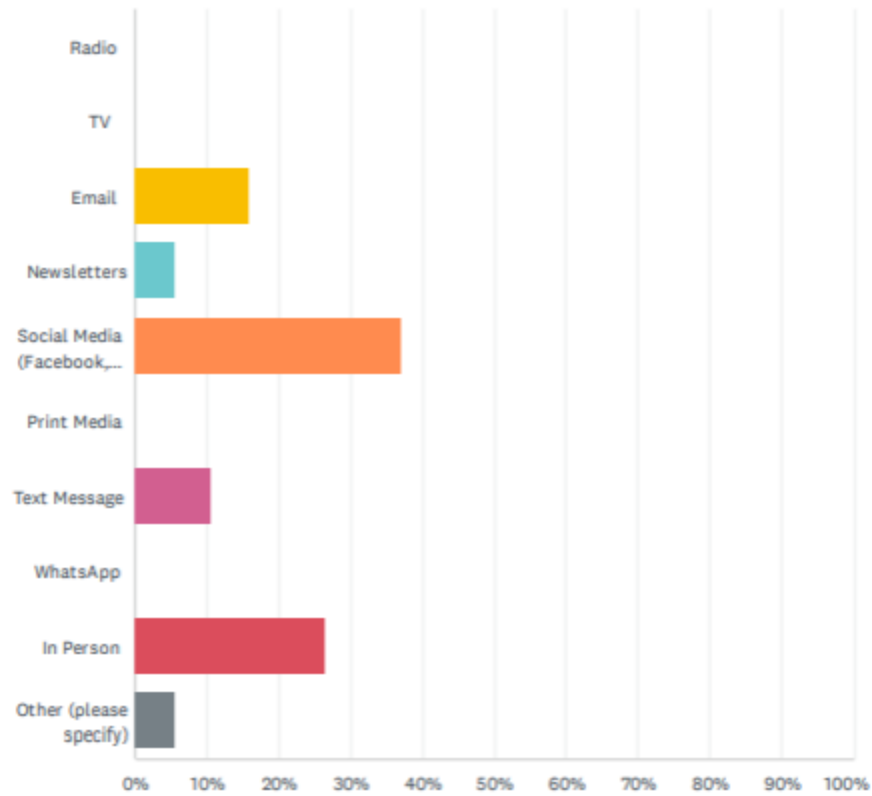
Q8 Which languages do you use interpreters for when hosting live or virtual events with your community?

Answered: 16 Skipped: 3



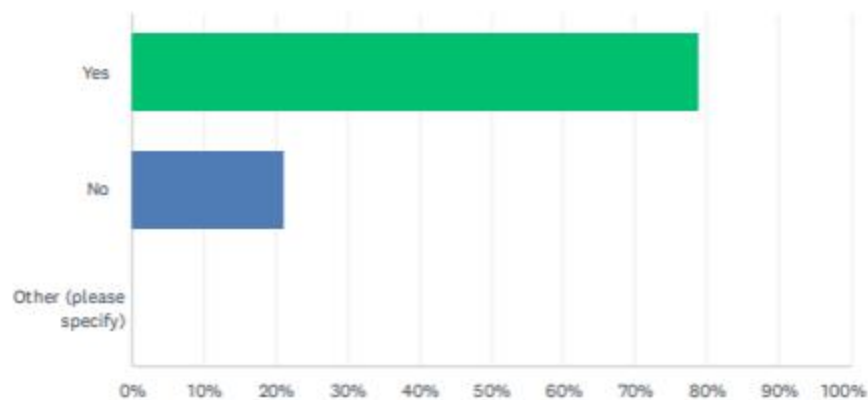
Q9 What is the preferred method of communication for your community?

Answered: 19 Skipped: 0



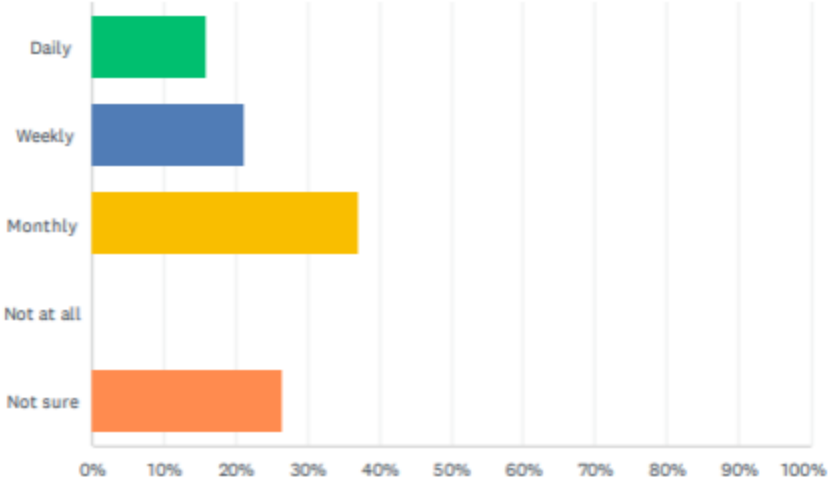
Q10 Has anyone your organization works with inquired about how to access public transportation or expressed a need for public transportation service?

Answered: 19 Skipped: 0



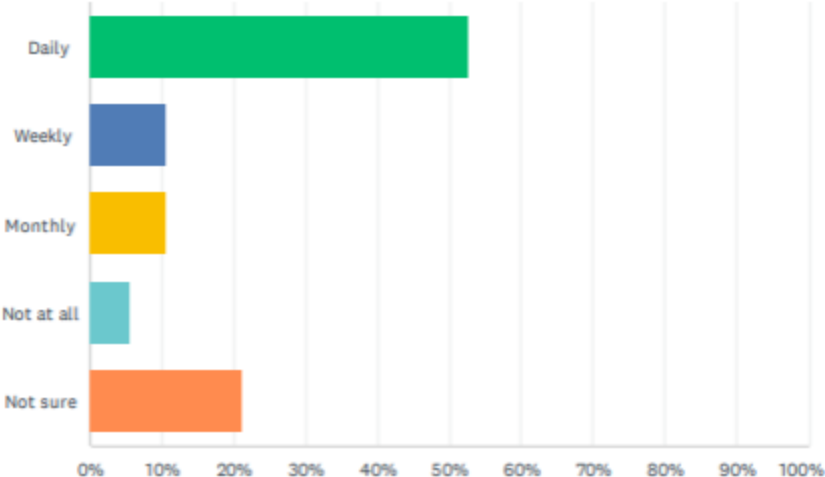
Q11 How often do the people your organization works with seek information about CapMetro services or programs?

Answered: 19 Skipped: 0



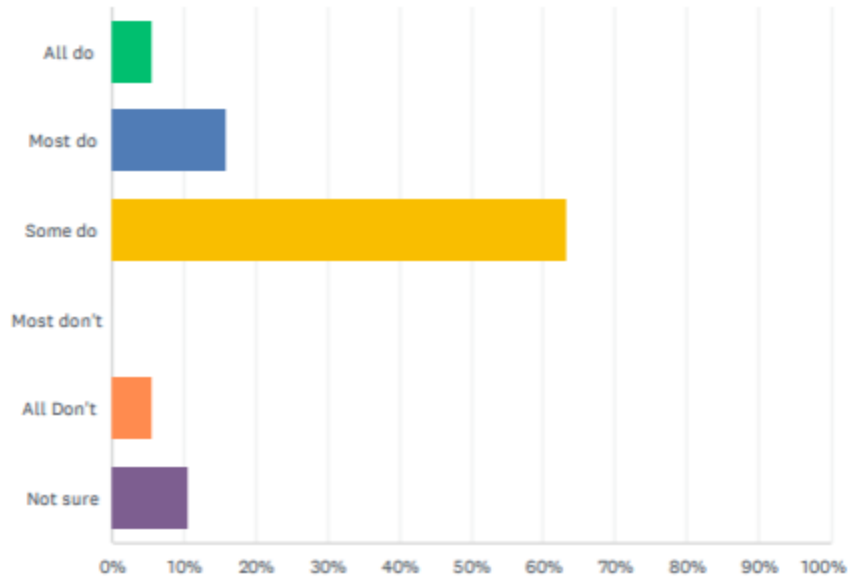
Q12 How much do the people your organization works with use CapMetro services to get around?

Answered: 19 Skipped: 0



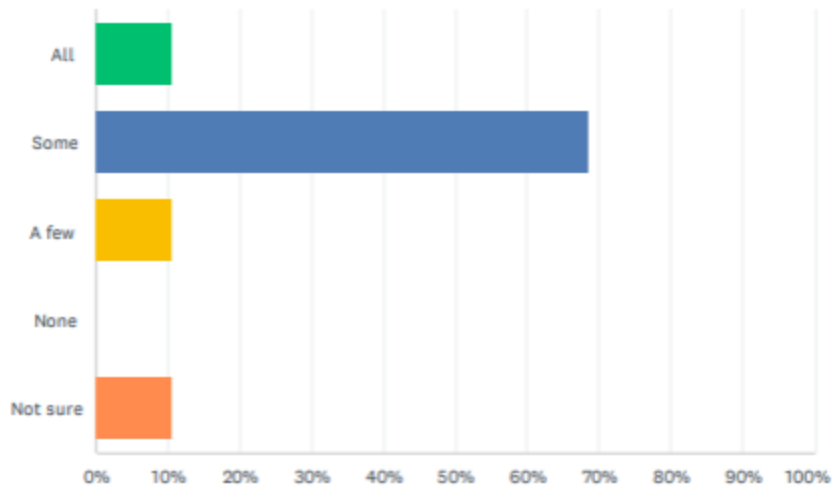
Q13 Do the people your organization works with have a vehicle available to them?

Answered: 19 Skipped: 0



Q14 Is CapMetro a primary mode of transportation for the community your organization serves?

Answered: 19 Skipped: 0



Q15 Do the people your organization works with have any language barriers or communication issues when using CapMetro services? Please be as specific as possible.

Answered: 16 Skipped: 3

Question #15 offered a text field to capture additional information the CBOs wanted to share on language barriers or communication issues when using CapMetro services. The following information was shared by CBOs:

- Drivers not bilingual, especially in Spanish,
- CapMetro isn't designed for other languages, and
- Providing communication for those that have speech disability or hard of hearing that require ASL.

Q16 Is there anything CapMetro can do to communicate better with the community you serve? Please be as specific as possible.

Answered: 16 Skipped: 3

Question #16 offered a text field to capture additional information the CBOs wanted to share on how CapMetro could support their community. The following information was shared by CBOs:

- Bilingual apps for drivers,
 - Present at nonprofit events,
 - Offer in-person learning sessions and resources in all languages,
 - Have a bus stop at cultural centers,
 - Make bus brochures more user friendly for native Spanish speakers and in other languages,
 - Connecting the CBO media platforms to promote more awareness of services/changes (i.e., bus and train delays or routes cancelled)
 - Quarterly emails with updates on services or changes,
 - Have interpretations available for bus drivers or have interpreters available at selected bus stops, and
4. Audio descriptions & less words and more pictures.

Figure 15: External Survey Results (SPANISH SURVEY)

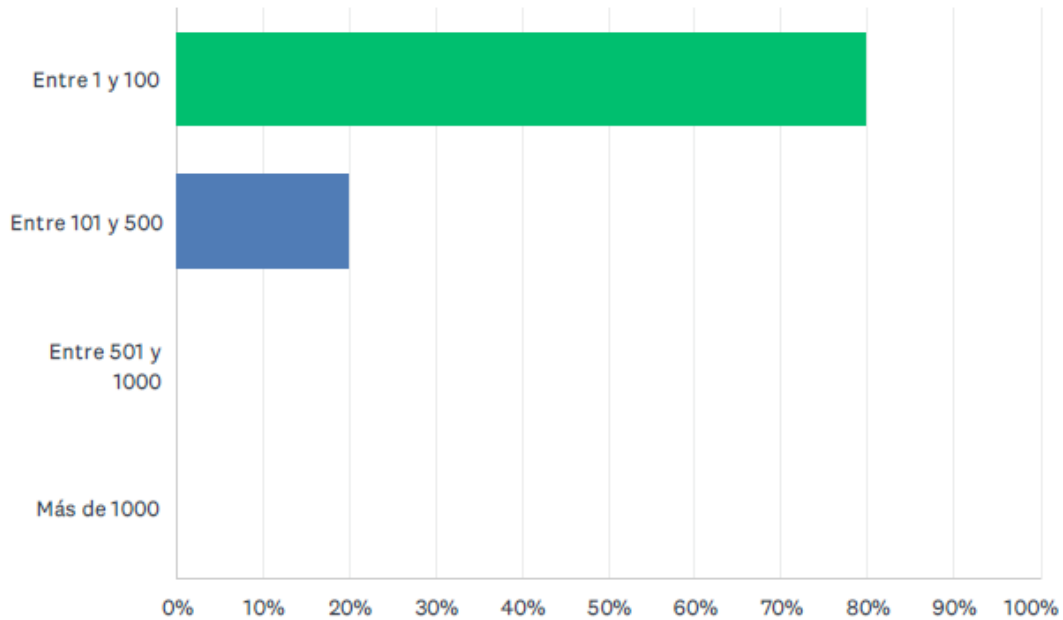
Q1 Nombre de su organización

Answered: 4 Skipped: 1

Question #1 offered a text field to capture their organization. Only one organization responded, which included the following: Gava

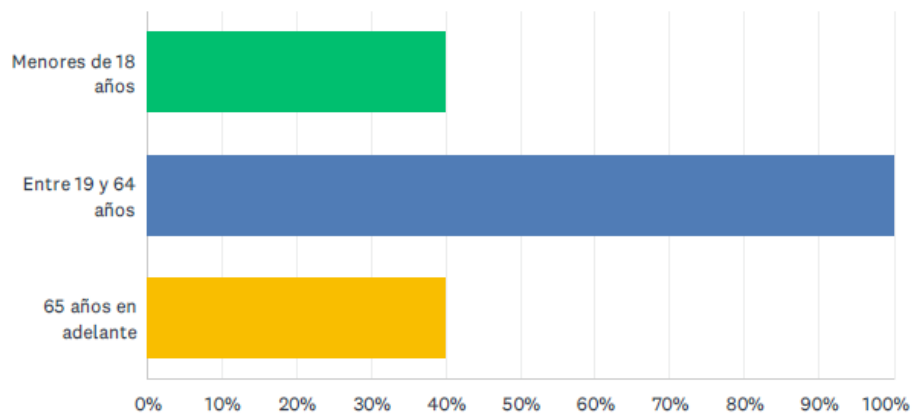
Q2 ¿Cuántas personas reciben servicios de su organización?

Answered: 5 Skipped: 0



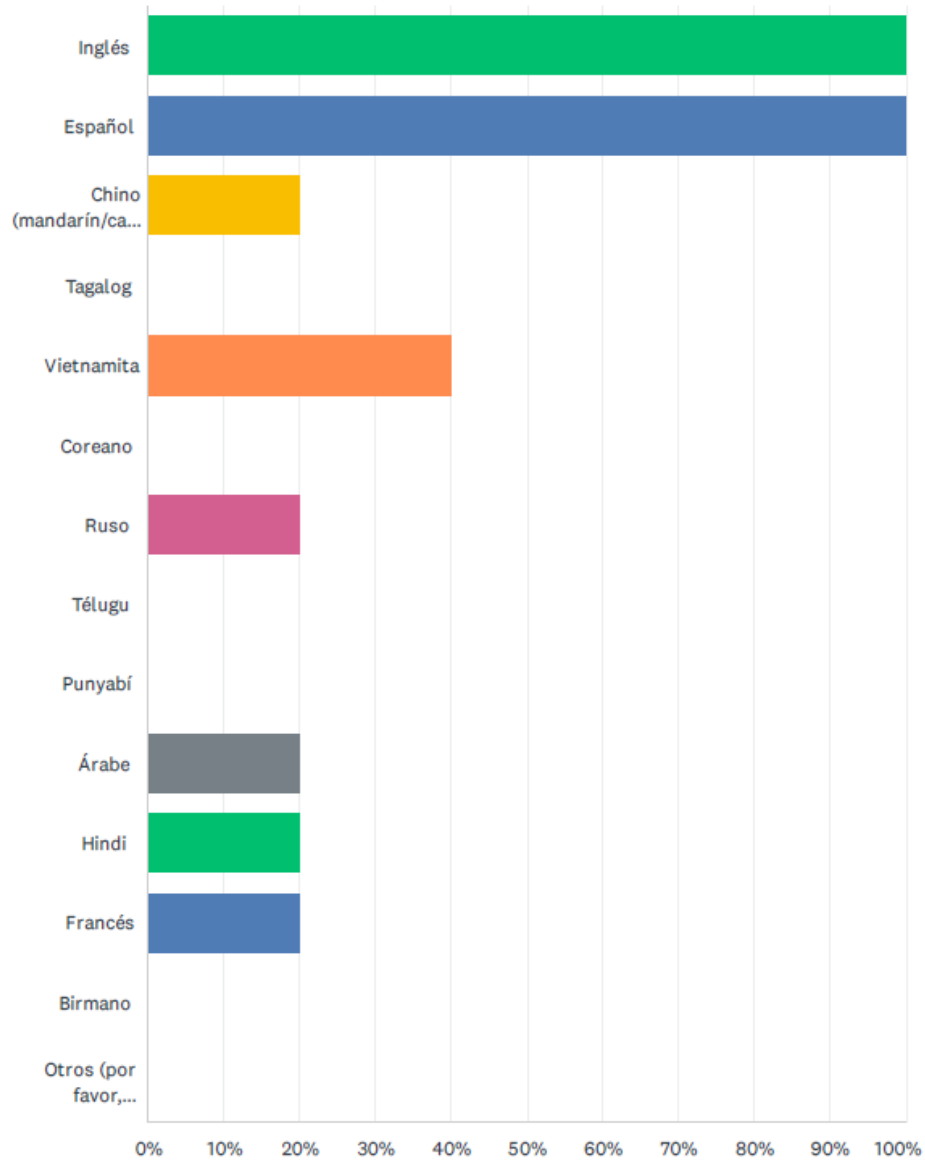
Q3 ¿A qué grupos de edad se dirigen sus servicios? (Marque todas las opciones que correspondan)

Answered: 5 Skipped: 0



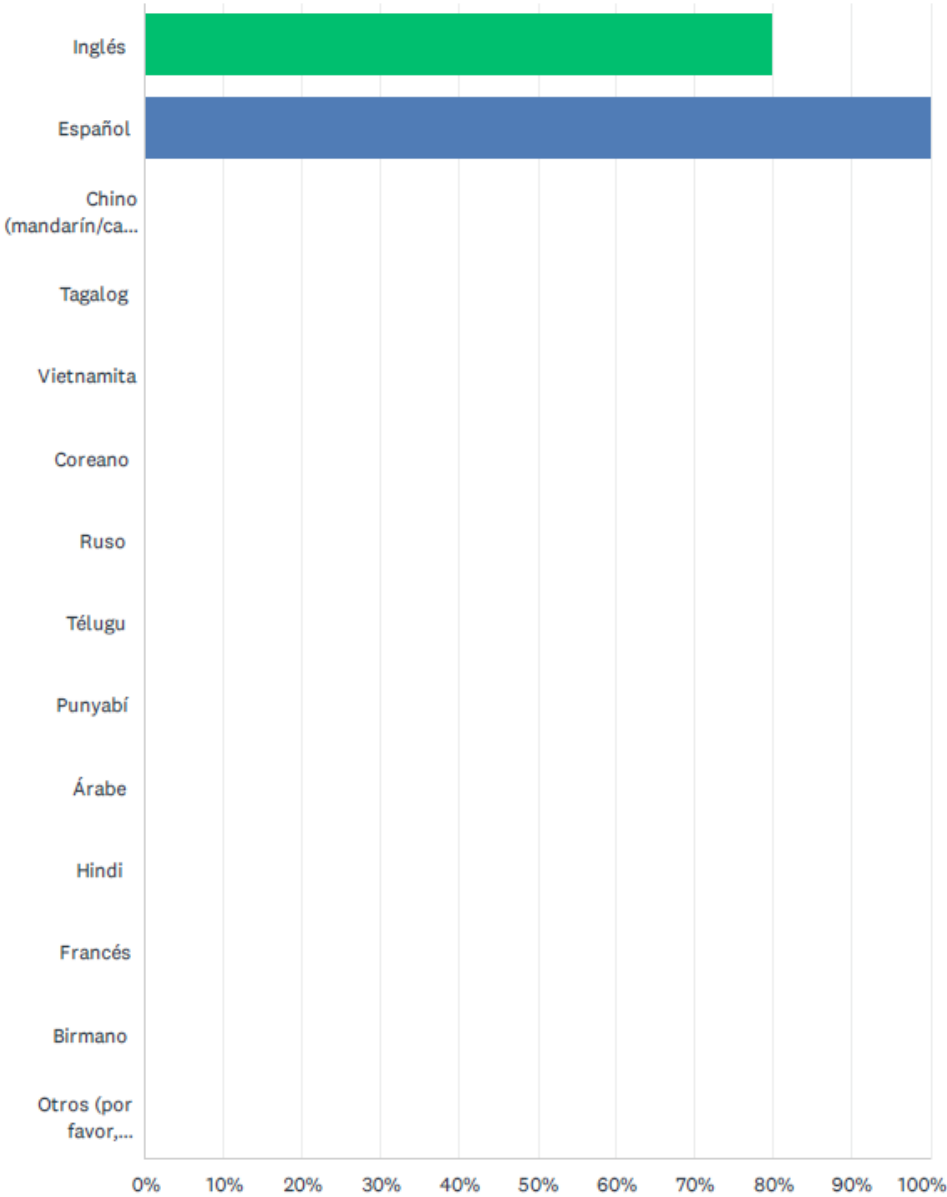
Q4 ¿Cuáles son los cinco idiomas más hablados entre la población a la que brindan servicios? (Seleccione 5 como máximo)

Answered: 5 Skipped: 0



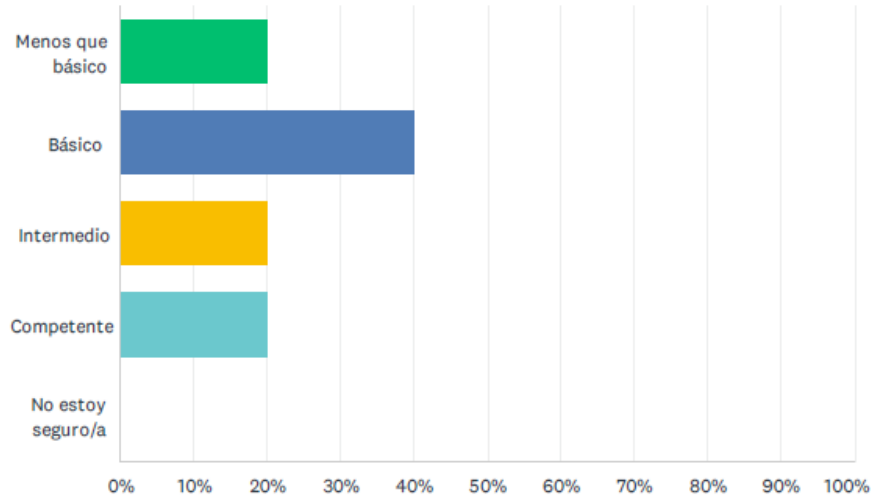
Q5 ¿A qué idiomas suele traducir la información para su comunidad?

Answered: 5 Skipped: 0



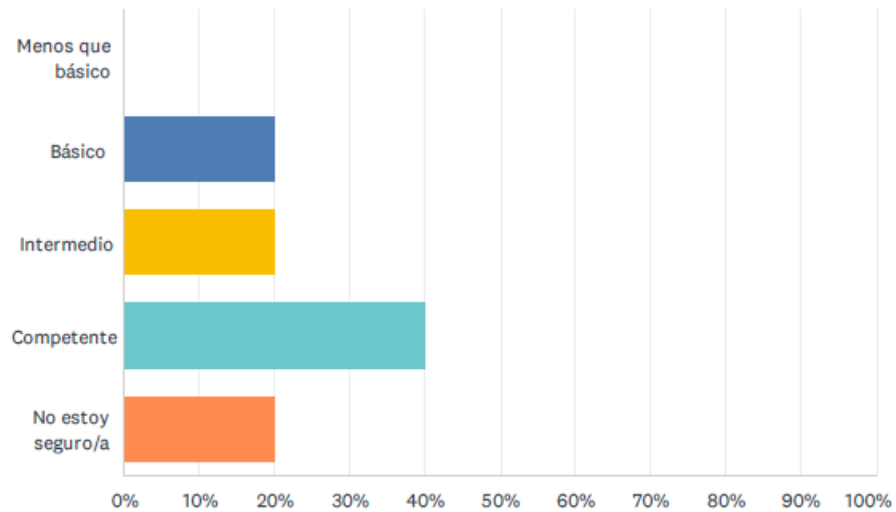
Q6 ¿Qué nivel de dominio del inglés tienen sus clientes o constituyentes?
(Por favor, especifique el nivel)

Answered: 5 Skipped: 0



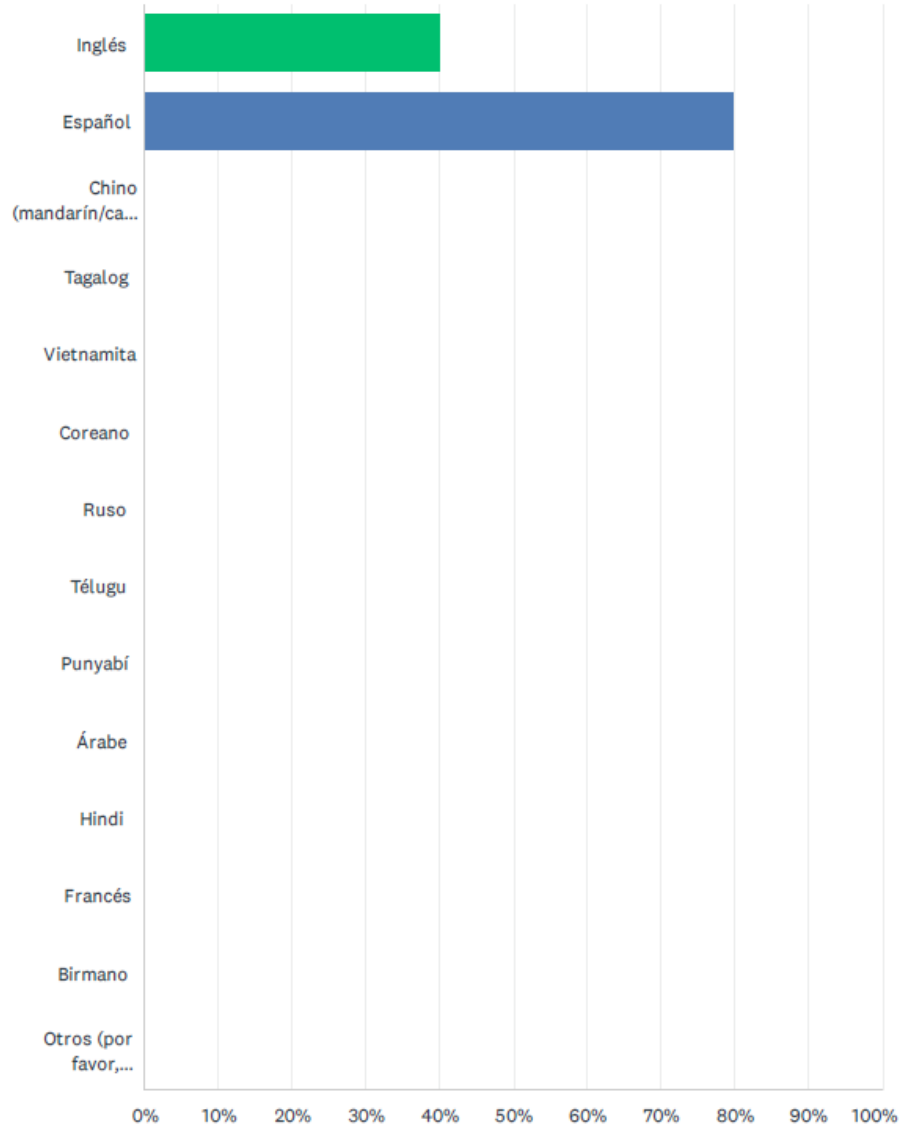
Q7 ¿Qué nivel de comprensión lectora tiene su comunidad en su lengua materna? (Por favor, especifique el nivel)

Answered: 5 Skipped: 0



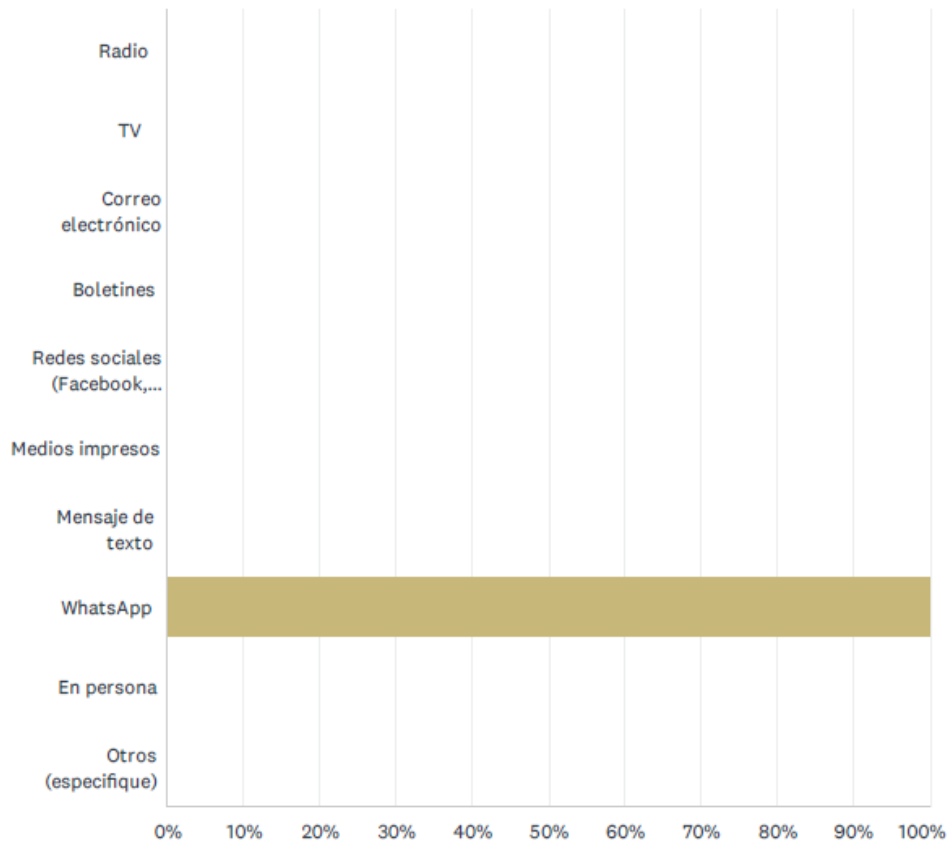
Q8 ¿En qué idiomas utiliza intérpretes para sus eventos o virtuales con la comunidad?

Answered: 5 Skipped: 0



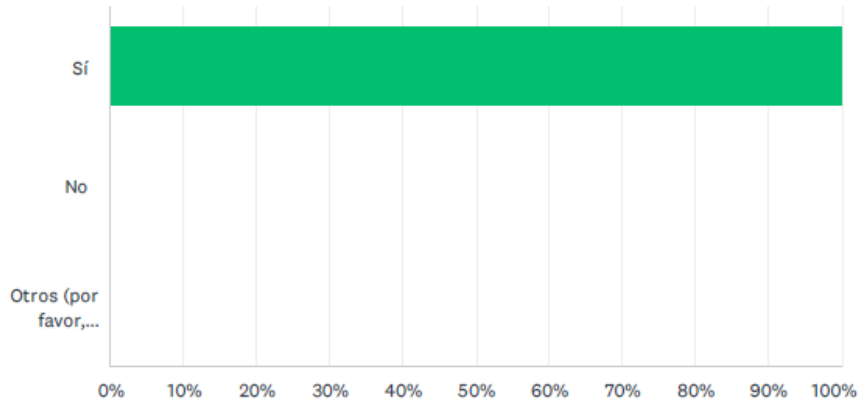
Q9 ¿Cuál es el método de comunicación preferido para su comunidad?

Answered: 5 Skipped: 0



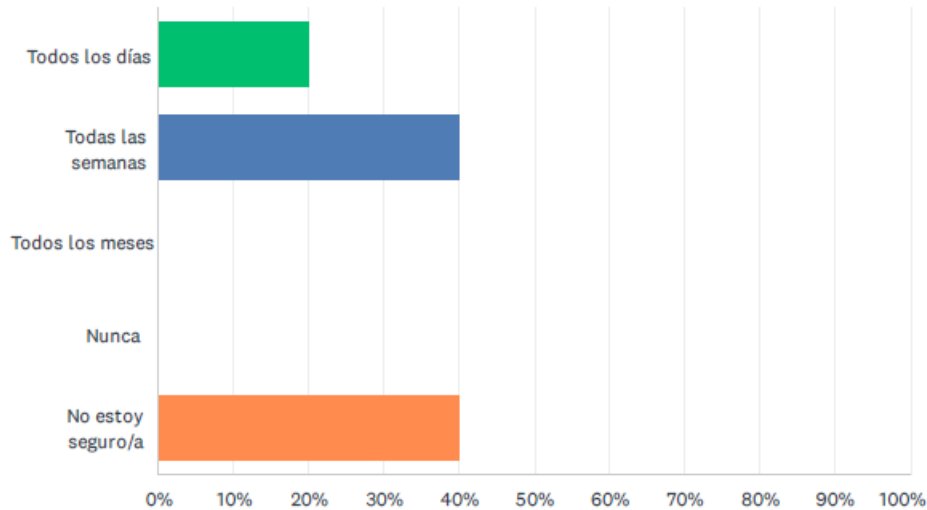
Q10 ¿Alguna persona con quien su organización trabaja ha preguntado sobre cómo acceder al transporte público o ha expresado la necesidad de recibir servicios de transporte público?

Answered: 5 Skipped: 0



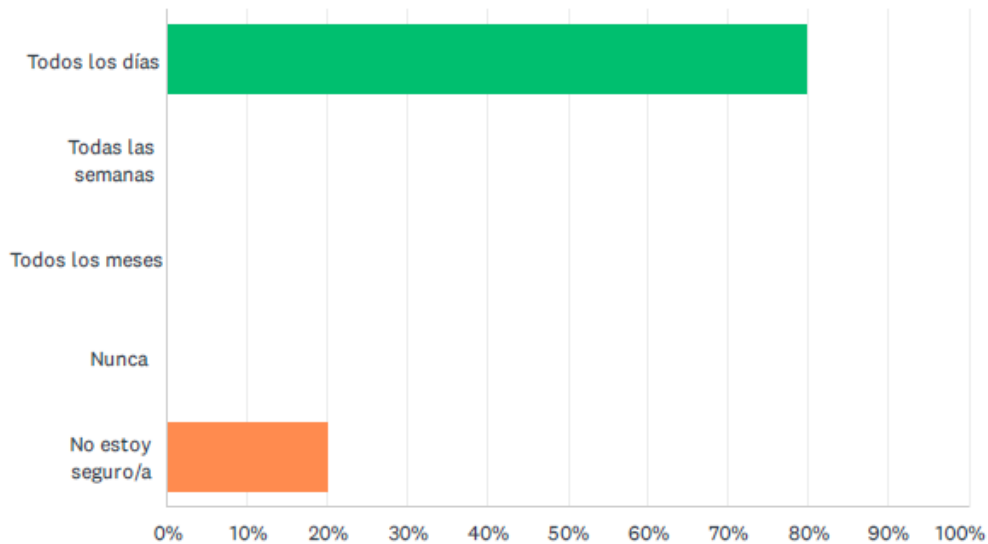
Q11 ¿Con qué frecuencia es que las personas con quienes su organización trabaja buscan información sobre servicios o programas de CapMetro?

Answered: 5 Skipped: 0



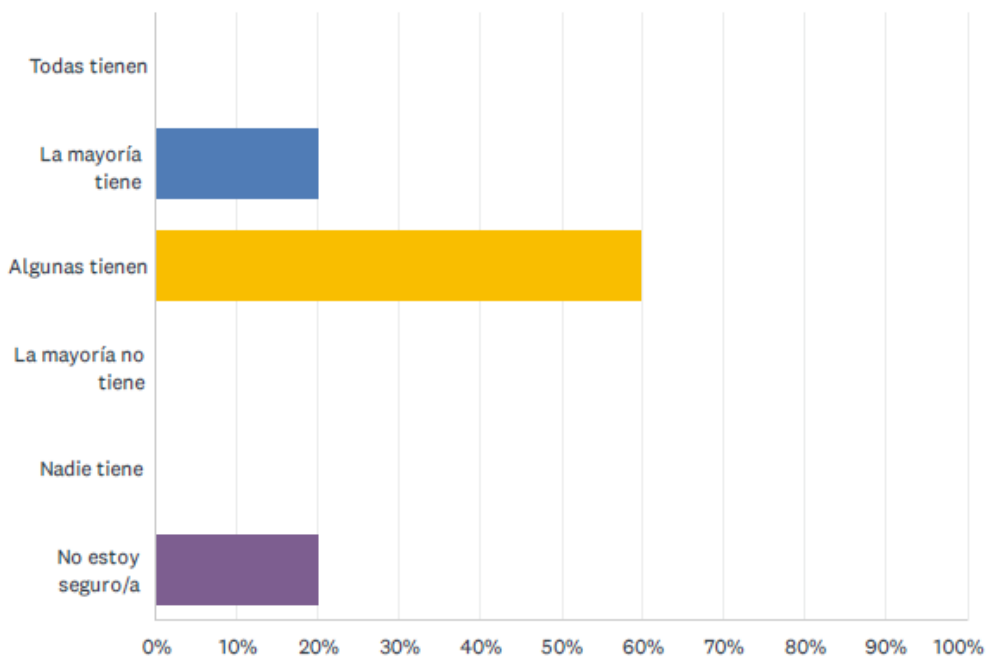
Q12 ¿Con qué frecuencia es que las personas con quienes su organización trabaja usan servicios de CapMetro para desplazarse?

Answered: 5 Skipped: 0



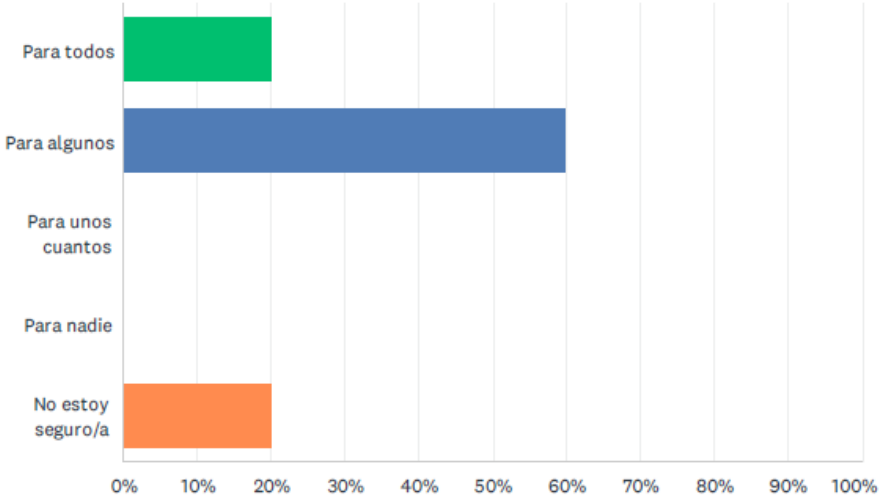
Q13 Las personas con quienes su organización trabaja, ¿tienen un vehículo disponible?

Answered: 5 Skipped: 0



Q14 ¿Es CapMetro uno de los principales medios de transporte utilizados por la comunidad a la que su organización atiende?

Answered: 5 Skipped: 0



Q15 ¿Las personas con las que trabaja su organización enfrentan barreras lingüísticas o dificultades de comunicación al utilizar los servicios de CapMetro? Por favor, especifique.

Answered: 3 Skipped: 2

Question #15 offered a text field to capture additional information the CBOs wanted to share on language barriers or communication issues when using CapMetro services. The following information was shared by CBOs:

- Don't know,
- Speaking,
- Hearing, and
- Vision.

Q16 ¿Hay algo que CapMetro pueda hacer para comunicarse mejor con la comunidad a la que usted brinda servicios? Sea lo más específico/a posible.

Answered: 2 Skipped: 3

Question #16 offered a text field to capture additional information the CBOs wanted to share on how CapMetro could support their community. The following information was shared by CBOs:

- CapMetro is a very good service for the community, and
- Yes, give the information in English and Spanish simultaneously,
- and offer it on paper since some are not

To: CapMetro Board of Directors

From: Sharmila Mukherjee
EVP, Chief Strategic Planning and Development Office

Date: May 20, 2024

Subject: Title VI Policy Update and Data Sources for Service Equity Analyses

RE: Public Hearing on Title VI Policy Update

At the public hearing held on April 10, 2024, members of the board and the public expressed interest in the data sources CapMetro employs for the proposed Title VI service equity analyses. Attendees sought clarity on our decision-making criteria regarding the use of Census data versus on-board survey data. To foster transparency and understanding within our community, the following memo provides clear explanations about these data sources and when they would be used. **The proposed policy change will allow CapMetro to use on-board survey data when appropriate, as opposed to being solely reliant on Census data under the current policy.**

Data Sources

Pursuant to FTA regulations, CapMetro recently conducted an exhaustive on-board survey, yielding statistically significant demographic insights about our ridership. This on-board survey data, gleaned from over 23,000 completed surveys, offers a granular understanding of our riders and their demographic characteristics. It is invaluable for analyzing changes that primarily affect users of our existing transit system, such as a change in a route's headways.

Conversely, Decennial Census¹ or American Community Survey (ACS) data² remains the preferred choice for evaluating service changes that include a route alignment change or the introduction of new routes. Census-derived data provide geographic insights primarily about the resident populations near proposed transit routes. Census data is also used to develop a market analysis for the transit service plan, which occurs every five years and helps CapMetro to understand and identify gaps in transit service throughout the Central Texas region.

Therefore, it's crucial to recognize that both Census and on-board survey data hold significance in our Title VI service equity analysis. While the on-board survey data is

¹ Data collected every 10 years.

² Smaller samples of data collected every 1-5 years to provide estimates.

optimal for assessing existing service impacts, Census data remains vital for informing decisions regarding route modifications and expansions (see Table 1).

Table 1: Data Sources and Types of Corresponding Service Changes

On Board Survey Data	Census Data
<ul style="list-style-type: none"> • Data collected at the route level and of current users • Changes are typically non-geographic in nature • Changes primarily affect current riders of an existing transit route 	<ul style="list-style-type: none"> • Data gathered within proximity to future route alignment of potential users in the area • Changes are typically geographic in nature • Changes primarily affect potential riders or those who currently lack access to transit

By incorporating both sources of data into our analysis, we ensure a comprehensive understanding of demographic dynamics within our ridership, enabling us to make more equitable and informed decisions across our transit services.

Thank you for your attention to this matter.



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2024-1168

Agenda Date: 5/20/2024

Memo: Title VI Policy Update and Data Sources for Service Equity Analyses (April 22, 2024)

To: CapMetro Board of Directors

From: Sharmila Mukherjee
EVP, Chief Strategic Planning and Development Office

Date: May 20, 2024

Subject: Title VI Policy Update and Data Sources for Service Equity Analyses

RE: Public Hearing on Title VI Policy Update

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Thank you for your attention to this matter.



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2024-1155

Agenda Date: 5/20/2024

SUBJECT:

Approval of a resolution authorizing the President & CEO, or her designee, to finalize and execute a Purchase and Sale Agreement for the purchase of 0.5350 acres of Lot 1, Houston & Powell Addition, and 0.1480-acre of Lot 2, Houston & Powell Addition, tracts of land located at 621 North Pleasant Valley Road, Austin, Texas 78702, all other improvements, and any easements and rights appurtenant thereto, from Montwalk Holdings, Ltd. for new CapMetro facility, in an amount not to exceed \$1,500,000 plus closing costs, as well as the payment of a broker fee to CBRE, Inc. in an amount not to exceed \$7,480.

FISCAL IMPACT:

Funding for this action is available in the FY2024 Capital Budget

STRATEGIC PLAN:

Strategic Goal Alignment:

- 1. Customer 2. Community
- 3. Workforce 4. Organizational Effectiveness

Strategic Objectives:

- 1.1 Safe & Reliable Service 1.2 High Quality Customer Experience 1.3 Accessible System
- 2.1 Support Sustainable Regional Growth 2.2 Become a Carbon Neutral Agency
- 2.3 Responsive to Community and Customer Needs 2.4 Regional Leader in Transit Planning
- 3.1 Diversity of Staff 3.2 Employer of Choice 3.3 Expand Highly Skilled Workforce
- 4.1 Fiscally Responsible and Transparent 4.2 Culture of Safety 4.3 State of Good Repair

EXPLANATION OF STRATEGIC ALIGNMENT: This proposed purchase will provide CapMetro with contiguous railroad right-of-way and parking to improve the CapMetro end-user experience and employee efficiency; aid in the recruitment of new, highly skilled employees by providing an improved work environment; and provide CapMetro with the flexibility to improve its existing operations at 2910 East 5th Street.

BUSINESS CASE: CapMetro provides transit services across the Austin region within the CapMetro service area. To help expedite arrival times and reduce non-revenue costs, additional land is being purchased to support service in eastern portions of its service area. This subject property is one of the few remaining vacant parcels

in East Austin that is in close proximity to CapMetro's new administration headquarters at 3100 E. 5th Street.

COMMITTEE RECOMMENDATION: This item will be presented to the full board on May 20, 2024.

EXECUTIVE SUMMARY: CapMetro is seeking an additional facility space in close proximity of its Operations and Maintenance facility ("SOPs") located at 2910 E. 5th Street, to improve its ability to serve customers efficiently and enhance organizational effectiveness. The proposed location consists of two vacant lots that will improve the overall end-user and employee experiences and, in a transit acceptable location adjacent to the current CapMetro administrative offices and bus maintenance facility.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply.

RESPONSIBLE DEPARTMENT: Real Estate

**RESOLUTION
OF THE
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS**

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2024-1155

WHEREAS, the Capital Metropolitan Transportation Authority (CapMetro) Board of Directors and CapMetro management recognize the need to protect the safety of all employees and CapMetro assets and provide facilities that meet all city, state, and federal code requirements; and

WHEREAS, the CapMetro Board of Directors and CapMetro management recognize the need to provide adequate and appropriate operations and maintenance facility for the workforce; and

WHEREAS, the CapMetro Board of Directors and CapMetro management recognize the need to make strategic real estate acquisitions to enable the future implementation of CapMetro’s sustainability, equity, and efficiency goals; and

WHEREAS, the purchase of 621 North Pleasant Valley Road, would improve organizational effectiveness and would improve the CapMetro end-user experience and provide CapMetro with the flexibility to improve its existing operations at 2910 East 5th Street; and

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, or her designee, is authorized to finalize and execute a Purchase and Sale Agreement for the purchase of 0.5350 acres of Lot 1, Houston & Powell Addition, and 0.1480-acre of Lot 2, Houston & Powell Addition, tracts of land located at 621 North Pleasant Valley Rad, Austin, Texas 78702, all other improvements, and any easements and rights appurtenant thereto, from Montwalk Holdings, Ltd. for new CapMetro facility, in an amount not to exceed \$1,500,000 plus closing costs, as well as the payment of a broker fee to CBRE, Inc. in an amount not to exceed \$7,480.

Date: _____

**Secretary of the Board
Becki Ross**

617 & 621 North Pleasant Valley Road

- 0.683 acre tracts of land, (29,752 square feet)
- Adjacent to 2910 E. 5th Street Operational Facility and 624 N. Pleasant Valley Admin.
- Proposed purchase price \$1,500,000
- June 17, 2024 closing date deadline
- Phase I environmental assessment completed





Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2023-985

Agenda Date: 1/29/2024

President & CEO Monthly Update



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2024-1169

Agenda Date: 5/20/2024

Memo: CapMetro Childcare Center Contract and Options Follow-up (April 25, 2024)

To: CapMetro Board of Directors
From: Donna Simmons, EVP, Administration and DEI Officer
Date: April 25, 2024
Subject: CapMetro Childcare Center Contract and Options Follow-up

The purpose of this memo is to provide the Board with an overview of the work ahead as CapMetro staff identifies a sustainable path forward for childcare benefits. The CapMetro Board and childcare center families provided thoughtful perspective during the March 25 CapMetro Board Meeting, and staff are eager to advance a solution or solutions that address our collective needs as best as possible.

We have developed a timeline and will be formulating a comprehensive plan for future employee childcare benefits and the childcare center with the following considerations in mind:

- CapMetro's responsibility to balance the expenditure of public dollars to deliver on our mission while playing an appropriate role in meeting the childcare needs of our employees and the community.
- Exploration of childcare assistance options for an update to be presented to the board at the July meeting that will include projected costs, related partnerships, employee needs from an updated needs survey and utilization projections. This information will form the basis for recommendations in the FY 2025 budget.
- Continuous engagement of employee and community parents who currently are or plan to use the CapMetro Childcare and Learning Center in the next few years. We have formed an advisory group consisting of current and future parents of the Center (including CapMetro and non-CapMetro families), and are working on launching an updated survey to get more information from CapMetro families about their childcare needs. We will also provide periodic updates to the broader stakeholder groups.
- Engagement of potential community partners and stakeholders interested in childcare options in the East Austin area.

During the March Board Meeting, Board Members also requested information about the volume of people at each CapMetro facility, and their shifts. This information is summarized as follows:

CapMetro Administrative Employees

- CapMetro has 583 full-time equivalent employees, and 166 temporary employees.
- Due to the nature of our business, which includes mobile work environments and variety of operating facilities, the most accurate way to determine facility occupation is not to count desks, but to count visits.
 - Over a two-week period, 486 individuals (64% of FTEs and temps) visited a CapMetro facility at least once.
 - The two largest facilities are also the most visited, with 889 visits across the two-week period occurring at 2910 E 5th Street, and 704 occurring at North Ops on McNeil Road.

- On average, each employee who came to a CapMetro facility did so five days over the two-week (fourteen day) period. Some people came in as few as one time, and as many as 14 times over the same period.
- Most of the people who came in more than five days per week are in roles that directly support operations such that on-site attendance is necessary. However, as an illustrative example, 700 Lavaca, which houses primarily office workers, still had more people coming in on 2.5 days per week on average.

CapMetro Contracted Service Providers

- CapMetro’s three largest contracted service providers are Keolis (fixed-route bus), MTM (demand response), and Herzog (rail). Approximately 1,770 people are employed by these providers as part of their contracts with CapMetro.
- There are dozens of different shifts worked by our operations and maintenance teams because they arrive on site based on the service and block schedule. Additionally, some team members work multiple shifts at various times of day, and the number of days worked in a week and which days are worked varies from person to person. With these factors in mind, the shift distribution is generally as follows.

Company	Shifts	2910-Admin	9315-Bus & Rail	817-Howard Lane	509-Thompson Lane	4811- 7th Street	Total
Herzog	AM		25				25
	MID						0
	PM		16				16
Keolis	AM	349	165				514
	MID	135	109				244
	PM	386	196				582
MTM	AM			95	59	18	172
	MID			147	26	17	190
	PM			140	46	14	200

* AM earliest arrival 3 a.m., latest departure 1:30 p.m.; mid shift earliest arrival 7 a.m., latest departure 5:30 p.m.; PM earliest arrival 11:45 a.m. latest departure 7 a.m, (overnight shifts).

Due to the variety of shifts and variety of days on-site, it is difficult to assess how many people would benefit from on-site childcare at any given facility. However, as facilities are consolidated into the CapMetro-owned buildings around 2910 and the new Headquarters Building on Tillery, a majority of activity among employees when they do come on site will be in this area. As mentioned above, an ongoing a survey will provide more accurate information about projected demand and needs from all employees, including CapMetro and contracted service providers.

Prior to reporting to the board in the July meeting, we will schedule briefings with each board member to share our research and recommendations. In addition, any major developments prior to July will be communicated to the Boar. This timeline allows for any recommendations to be incorporated into the FY2025 staff-recommended budget ahead of Board adoption in September 2024.

Board members who have questions regarding this information should contact Ed.Easton@capmetro.org.



Capital Metropolitan Transportation Authority

2910 East 5th Street
Austin, TX 78702

Board of Directors

Item #: AI-2024-1174

Agenda Date: 5/20/2024

Memo: Amendment to Approved August 2024 Service Changes (May 13, 2024)

To: CapMetro Board of Directors
From: Sharmila Mukherjee, EVP, Chief Strategic Planning and Development Officer
Date: May 13, 2024
Re: Amendment to Approved August 2024 Service Changes

CapMetro staff provided a [memo](#) on April 15, updating the Board on the now-approved August 2024 Service Changes and corresponding community engagement work. In the April 15 memo, and during the action item approving the service change, staff highlighted elements of the proposed service changes that involved developing scenario options to expand Pickup coverage in the City of Leander.

Subsequent to Board approval of the service change, CapMetro staff in consultation with Leander leadership, has refined a recommendation to expand Pickup coverage in the Leander Pickup zone to provide increased access to key grocery, medical, and residential destinations. The proposed Pickup zone expansion in Leander would add .64 square miles to the southwest corner of the current zone in response to ongoing feedback and requests for additional Pickup coverage from both current Pickup customers and City leadership (See Figure 1). This proposed zone expansion would be the fifth expansion to the Leander Pickup zone since service began in the City in December 2019.

CapMetro carefully balances riders' needs, budgetary considerations, operational efficiencies, and resource requirements. This proposed zone expansion would be resource neutral to the agency and, because we are expanding the zone to include more people and destinations but not increasing allocated vehicles, the change may result in increased wait times at peak hours due to increased demand and travel distances generated by this additional service area. However, we believe the opportunity to serve more of the community, and access more destinations, makes the proposed expansion a balanced approach for Leander. If implemented, CapMetro staff will closely monitor ridership, wait times, and the overall customer experience to understand trends and mitigate challenges to the extent possible.

CapMetro has worked closely with the City of Leander to recommend a Pickup zone expansion option that would serve community needs in addition to a framework for sustainable future growth. This specific zone expansion recommendation is supported by the City of Leander staff. CapMetro will continue to collaborate with the City of Leander and engage its residents to make them aware of this proposed expansion through the August service change process.

To advance this proposed change, CapMetro staff is recommending an amendment to the August 2024 service change as adopted by the CapMetro Board of Directors on April 22, 2024, to include this proposed Leander Pickup zone expansion.

A public hearing on the Amended August 2024 Service Changes will be held on June 12, 2024, at noon, and the CapMetro Board of Directors will consider approving the amended proposal on June 24, 2024,

at the regularly scheduled board meeting. This proposed change would take effect on Sunday, August 18, 2024, alongside the other elements in the already-approved August service change.

CapMetro’s service change community engagement for this amendment aims to keep riders informed on the feedback opportunities associated with this potential change in their area. CapMetro staff will keep customers updated on potential zone expansion efforts through the following, but not limited to, website updates, Pickup App outreach, signage at key areas of interest, and media updates. CapMetro Government Affairs staff attended the City of Leander’s May 2, 2024 council meeting to share information about the forthcoming proposed zone expansion recommendation by way of public comment. Staff are also slated to present additional details about this service change amendment before the Leander City Council at their May 16, 2024 meeting as part of their staff report update agenda item.

Should Board Members have any questions regarding the proposed changes, they should contact Ed.Easton@capmetro.org.

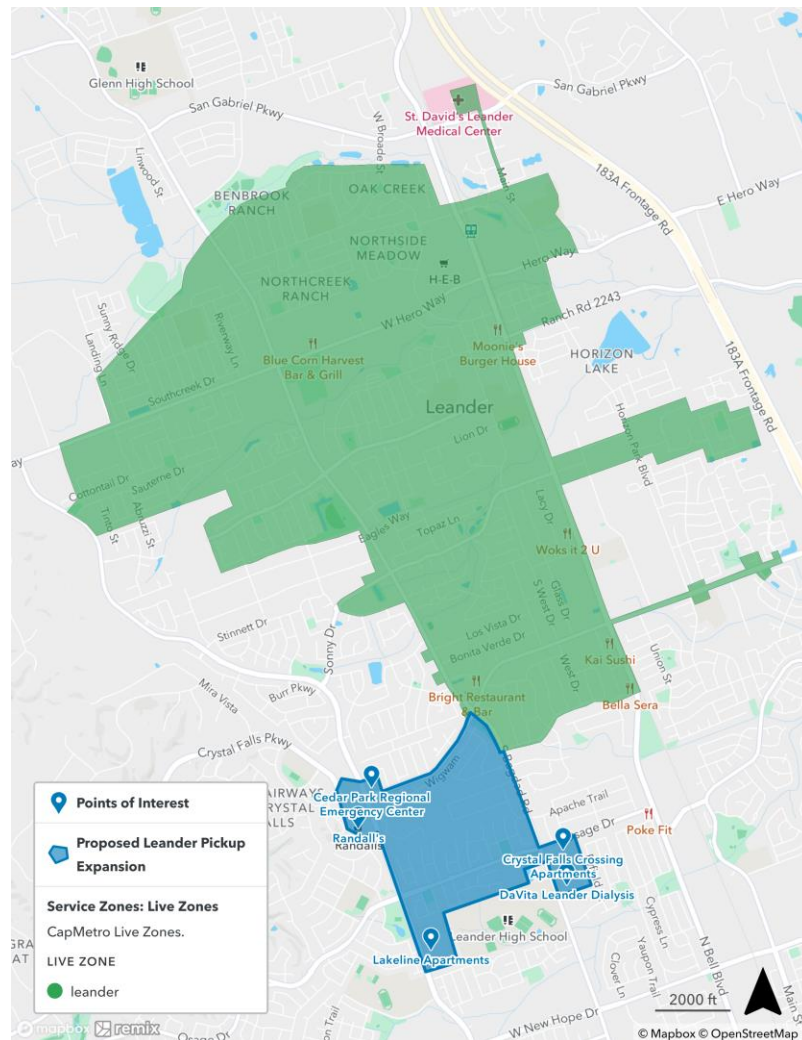


Figure 1. Proposed Leander Pickup Expansion

Appendix A: Community Engagement for Amendment to August Service Change

The following is a list of all engagement efforts planned for the Amendment to the August 2024 Service Change, including tailored outreach to ensure Leander Pickup customers are informed and able to provide feedback on the proposed zone expansion. All print and online materials will be available in Spanish and other languages upon request.

- **Flyers** Informational flyer created for Leander organizations, elected officials, or other community members to disseminate to their networks
- **Message Centers:** Signage will be placed onboard Pickup vehicles.
- **At-rail Signage and Outreach at Specific Points of Interest:** Will be placed in various locations around the Leander Pickup zone, including the key proposed destinations
- **Advisory Committees:** Will present at the CapMetro Customer Satisfaction Advisory Committee (CSAC) and Access Advisory Committee
- **Ongoing Communication & Engagement with City of Leander staff and leadership**
- **Pickup App Alerts:** Email and app alerts will be sent to all Pickup and Leander fixed route customers
- **Service Change Webpage:** Webpage with information about the proposed change, including the public hearing details and CapMetro contact information for questions
- **Social Media Posts:** A campaign was created to inform the community—riders and non-riders—about the future potential changes
- **Public Hearing Notice and Public Hearing**
- **Operator Communications**