

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)

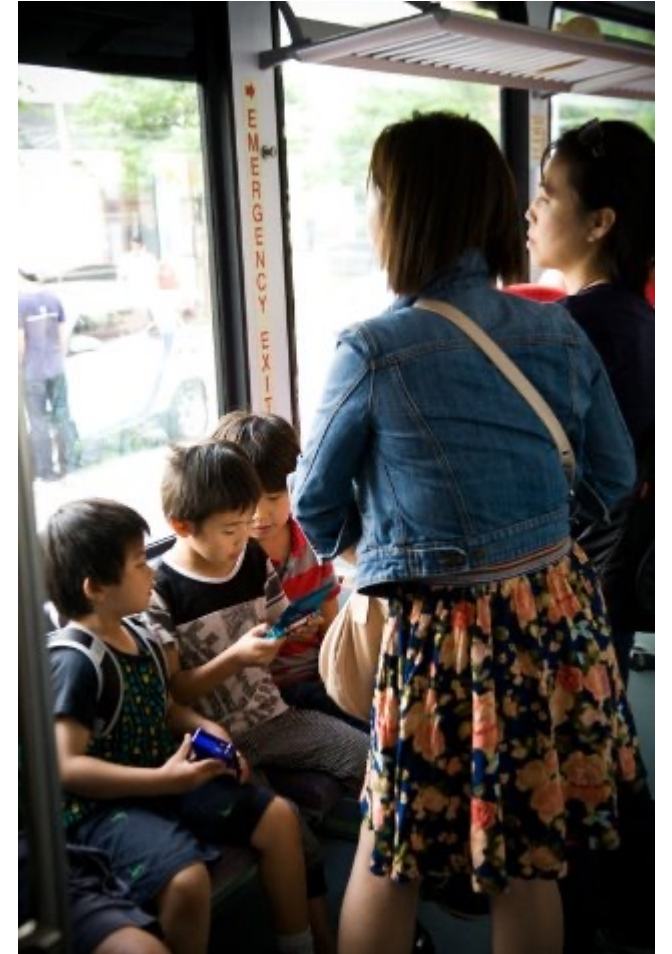
LEP Individuals are those that respond with “less than very well,” “not well,” or “not at all.” on US census language fluency questions.

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

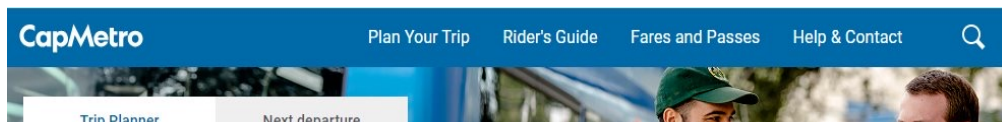
Required per Federal Register Volume 70, Number 239

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.

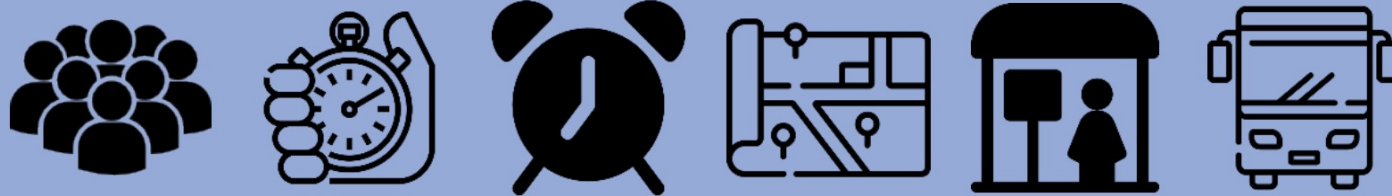
Limited

- 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?

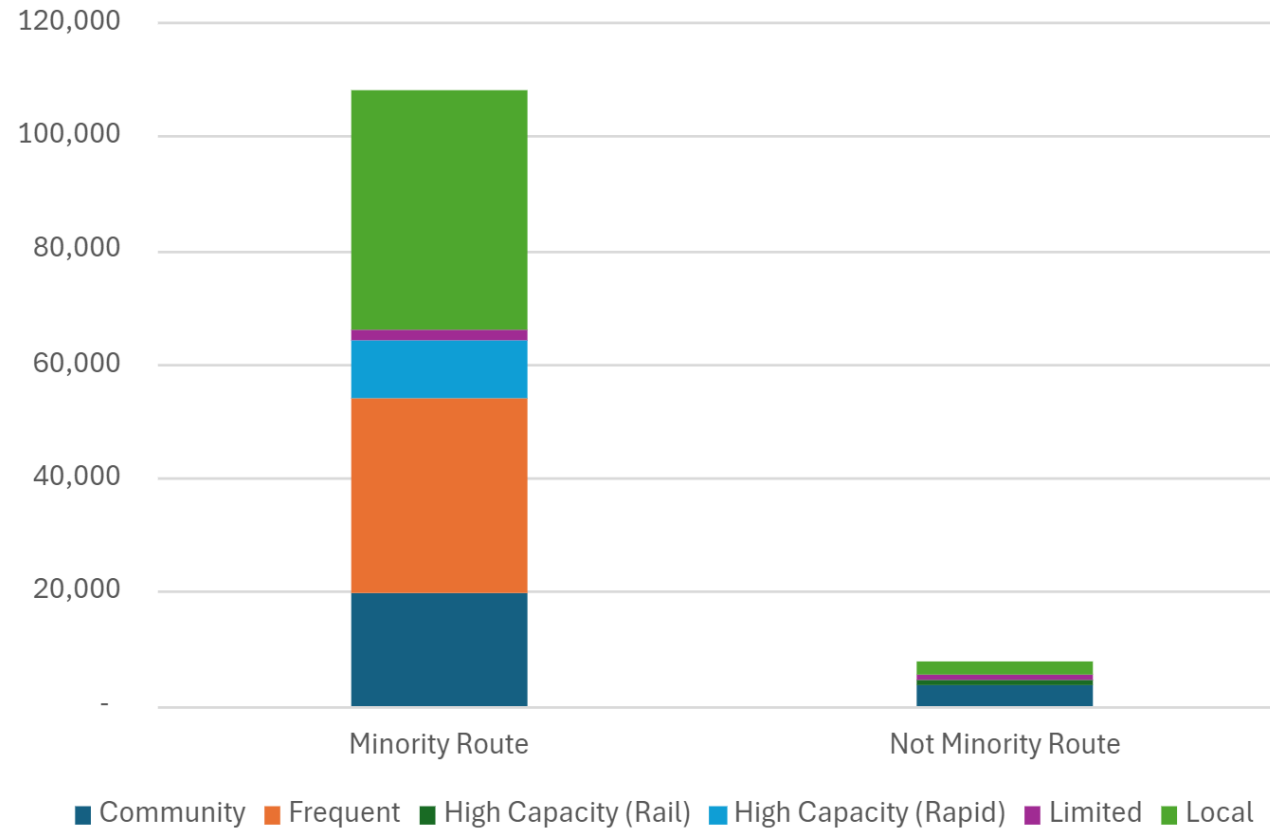
59 Minority routes

71 Routes total




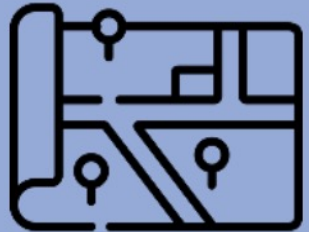


51.39%
Minority population in the CapMetro service area

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

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

Non – Minority Community Routes

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

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

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

Vehicle Frequency Analysis

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

LIMITED

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

WEEKDAYS	Average Minutes Between Buses	
	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

LOCALS

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

LOCALS

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

LOCALS

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**

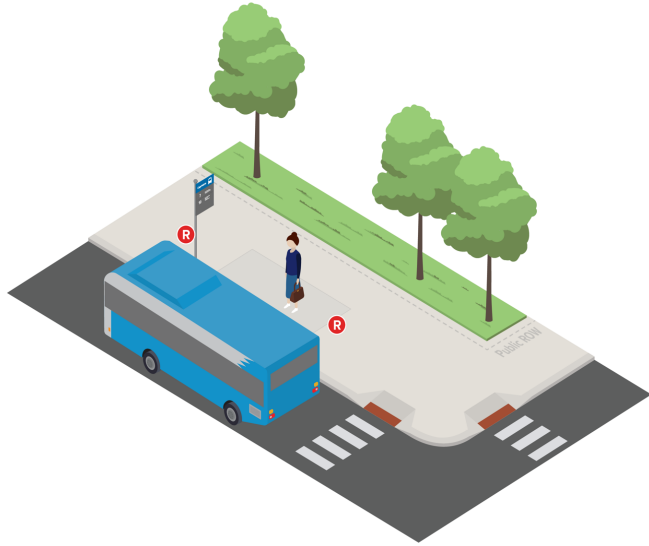
- 2 **Examine Feasibility**
Some stops may have ROW constraints that prevent particular improvements.



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**

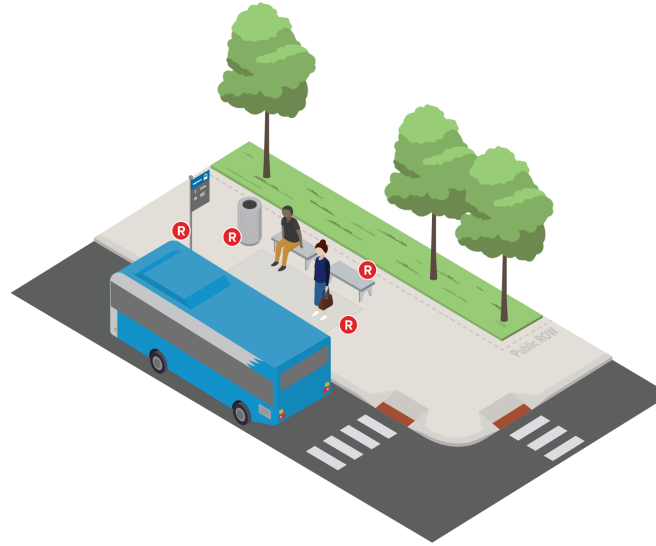
Transit Amenities Standards



**Level 1
Transit Stop**



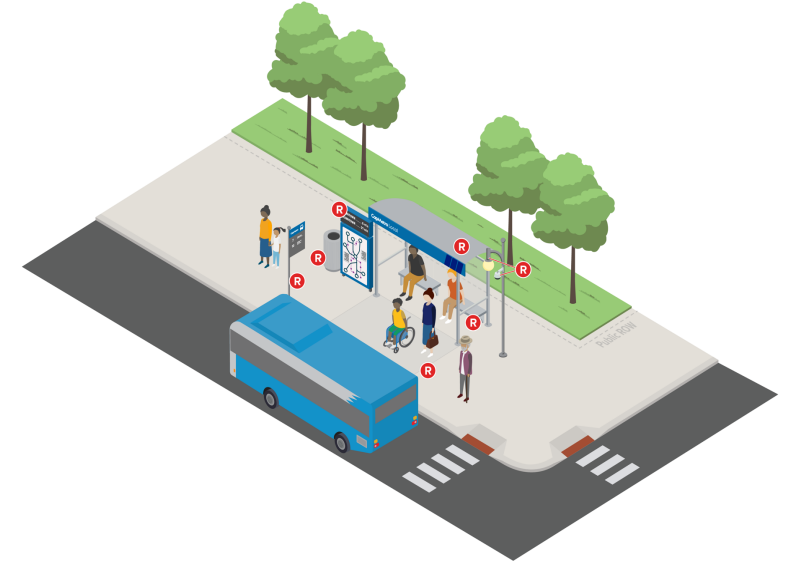
**MODERATE
RIDERSHIP**



**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

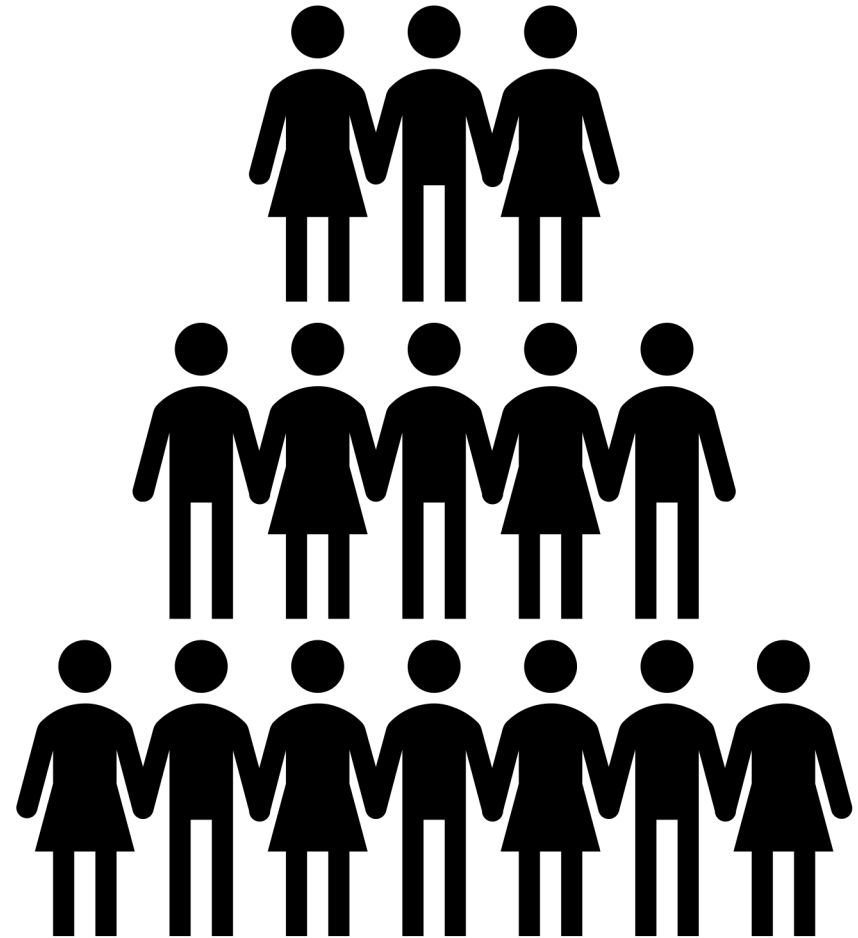


Update the analysis to include the service area average as the baseline for determining potential adverse impacts

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

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