

To: CapMetro Board of Directors  
From: Sharmila Mukherjee, EVP, Chief Strategic Planning and Development Officer  
Date: August 5, 2024  
Re: Proposed Spring 2025 Service Changes

The proposed Spring 2025 Service Change is one of the most significant service changes CapMetro has completed in several years, featuring two additional Rapid lines that are Project Connect investments, a new Pickup zone and routine adjustments across the rest of the system. This memo provides Board Members with an overview of the proposed changes, how those will be implemented, the community engagement plan in support of these proposed changes, the Title VI analysis, and more. The proposed changes will be considered by the CapMetro Board during the September 2024 Board Meeting.

### Background

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 to coincide with local school and university calendars.

The service change process is guided by the Board-approved [Service Standards and Guidelines](#). Additional information about how service changes are developed, evaluated, approved and ultimately implemented is available on our website at [capmetro.org/service change](https://capmetro.org/service-change).

### Spring 2025 Service Change Summary

The following is a high-level summary of the proposed service changes for Spring 2025.

- **Introduce Service for CapMetro Rapid 800 Pleasant Valley and 837 Expo Center** – As a priority investment under Project Connect, designated by the FTA as Small Starts project, these CapMetro Rapid lines will provide new and important transit connections for the community. Initial service levels will begin once the essential infrastructure is in place, and service and operations testing are complete, anticipated in Spring 2025. It's important to note that as the agency introduces the new CapMetro Rapid lines, customers should expect further enhancements beyond the initial launch. The initial service is an opportunity for our customers to get accustomed to the new lines, as part of their daily travel routine while operational review continues of its service with potentially concurrent testing of additional new vehicles, any associated infrastructure and construction of the end of the line facilities with charging infrastructure. When service comes online in Spring 2025, CapMetro will still be in the process of building the infrastructure for some stops along the routes and the new Park & Rides. As these are built, customers may be asked to use nearby existing/temporary local stops or new end points to access service. If there are concerns during the initial service and operations testing, the agency may adjust the implementation timeline to ensure customer reliability and safety at its discretion.
- **New Pickup Zone for the Decker and Colony Park Area** – A new Pickup service zone for the Decker and Colony Park areas in Northeast Austin will provide increased access to the bus network, key grocery, medical, and residential destinations and serve as a first-last mile connection to the new Rapid 837 route.

- **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.

The proposed changes are in accordance with CapMetro’s proposed FY 2025 budget. CapMetro received \$65.60 million through the FTA Small Starts Grant Program for the new set of Rapid routes and is utilizing \$35.64 million in local Project Connect dollars to complete the project. FTA Small Starts projects undergo a rigorous evaluation process to assess factors such as cost-effectiveness, local support, and environmental impact before receiving federal funding assistance. This program aims to encourage the implementation of innovative and cost-effective transit solutions in communities across the United States.

If approved, the Spring 2025 Service Changes would start with the implementation of minor schedule changes on Sunday, January 12, 2025, while the Pickup Decker zone will begin service on Monday, January 13, 2025. Initial service levels for Rapid 800 Pleasant Valley and 837 Expo Center will begin once the essential infrastructure is in place and service and operations testing are complete, anticipated Spring 2025. If there are concerns during the initial service and operations testing, the agency may adjust the implementation timeline to ensure customer reliability and safety at its discretion.

The proposed Spring 2025 service change process includes a robust community engagement phase that involves notifying key stakeholders and communities at-large and soliciting input from potentially impacted interests. CapMetro will share information about its proposed Spring 2025 service changes, review community feedback, and summarize its community engagement efforts prior to bringing the proposed service change to the board for approval on Monday, September 23, 2024. Further details of engagement efforts for the Spring 2025 Service Changes can be found in the appendices of this memo.

These recommendations constitute a major service change, as it introduces a new set of routes (Rapid 800 and 837) under FTA’s Small Starts program. Thus, this necessitates a Title VI service equity analysis prior to the beginning of revenue operations. As such, a service equity analysis for the service was completed and showed no disparate impact or disproportionate burden; the initial launch of service will benefit customers and those who frequent the east Austin community. The full analysis and findings are detailed in Appendix E.

## New Rapid 800 Pleasant Valley and 837 Expo Center

As a priority investment under Project Connect, CapMetro proposes introducing Rapid 800 Pleasant Valley and Rapid 837 Expo Center. These routes incorporate frequent service on a select number of stops with faster travel times, when compared to regular Bus service. They will provide access to the community in an area growing with new development and redevelopment and establish additional frequent, high-quality transit service east of I-35. Maps detailing these routes are included in Appendix A.

- **Rapid 800 Pleasant Valley** will provide service from Berkman/Mueller to Goodnight Ranch in southeast Austin, connecting customers to destinations such as Mueller area, ACC Eastview, Dove Springs and more. It will also include connections to the future network, with transfers to the upcoming light rail and future Green Line commuter rail.

- **Rapid 837 Expo Center** will connect customers to medical, university, residential and commercial areas, as well as to downtown at the Republic Square transit hub. At Republic Square, it will connect with a variety of CapMetro routes, including our high-frequency network and existing Rapid 801 and 803. Rapid 837 will also connect to the existing Red Line (Brush Square/Downtown Station) and the upcoming light rail, giving customers even more transit options to move throughout the city.

These routes will begin with available resources and essential infrastructure to provide new and important transit connections for the community and support our sustainability commitment. As additional resources and infrastructure become available, the service will increase with additional amenities.

During the introduction of service, a select number of stations and new Park & Rides will be under construction; customers may be asked to use nearby existing/temporary local stops or new end points to access service. Once constructed, each route will also feature new Park & Rides with end of line charging: Rapid 837 Expo Center with Park & Rides at the Expo Center and the Delco Center; Rapid 800 Pleasant Valley with a Park & Ride at Goodnight Ranch. During construction of the new Park & Rides, the routes will have temporary alternate End of Lines (EOLs), where operators will also have a scheduled layover to allow them to take breaks. The temporary alternate EOLs are as follows:

- **Rapid 800 Pleasant Valley:** temporarily at Vertex/Slaughter Lane (from Slaughter Lane, the operator will turn right on Vertex). Once constructed, the EOL will extend to the new Goodnight Ranch Park & Ride on Slaughter Lane.
- **Rapid 837 Expo Center:** temporarily at Loyola Lane/Decker Lane (from Loyola Lane, the operator will turn left on Wentworth, right on Colony Loop Drive, right on Decker Lane to Loyola Lane). Once constructed, the EOL will extend to the new Expo Center Park & Ride near Decker Lane/Loyola Lane.

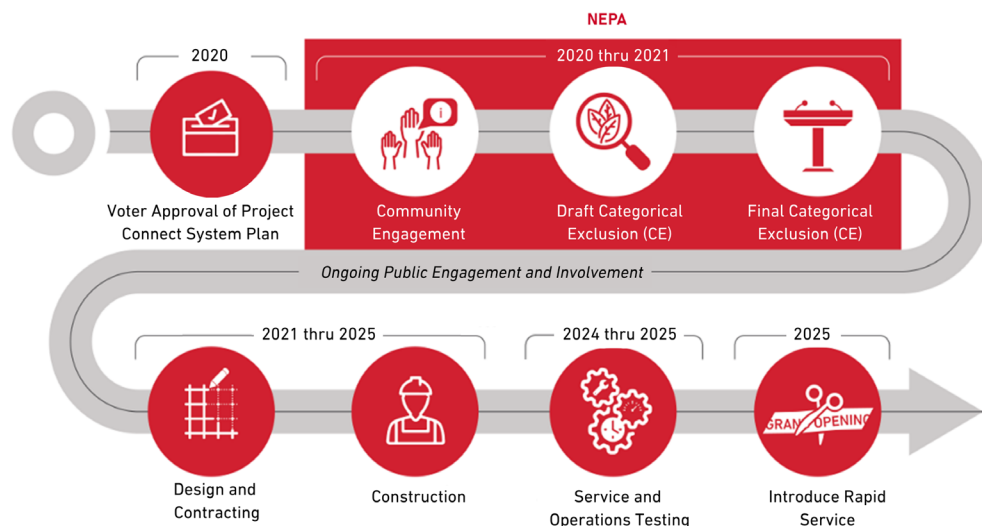
As presented in the [June 2024 CapMetro Board of Directors Meeting](#), electric buses are being purchased and their supporting charging infrastructure is being constructed in support of CapMetro's sustainability commitment and to be carbon-neutral by 2040. Due to ongoing Park & Ride construction, recent challenging developments in the bus manufacturing industry, and the state of battery electric buses, Rapid 800 Pleasant Valley and 837 Expo Center will initially utilize diesel vehicles. These Rapid routes will ultimately operate all zero-emission vehicles and existing electric vehicles will be strategically deployed across the system until the entire service is supported with zero-emission vehicles. By decreasing single-occupancy cars and traffic, and encouraging transit-use, the introduction of additional Rapid service continues to support our sustainability plan.

Given available resources and infrastructure, initial service levels would be as follows. The frequencies will increase once the Park & Rides and electrification infrastructure is in place and new systems technologies are ready.

- **Weekday** – 5:00 a.m. to 10:00 p.m. at 20-minute frequency and 10:00 p.m. to 12:30 a.m. at 30-minute frequency
- **Saturday** – 6:00 a.m. to 8:00 p.m. at 20-minute frequency and 8:00 p.m. to 12:00 a.m. at 30-minute frequency
- **Sunday** – 6:00 a.m. to 7:00 p.m. at 20-minute frequency and 7:00 p.m. to 11:30 p.m. at 30-minute frequency

The introduction of new Rapid service builds on the voter-approved Project Connect System Plan and its associated engagement efforts (*Figure 1*). During these efforts, CapMetro engaged the community on the project by hosting public meetings to discuss the routes and gather feedback. As part of the National Environmental Policy Act (NEPA), public comments were documented and incorporated into final design considerations. Further details on prior engagement efforts can be found in Appendix C.

*Figure 1. Implementation Process for Rapid Service*



## New Pickup Zone for the Decker and Colony Park Area

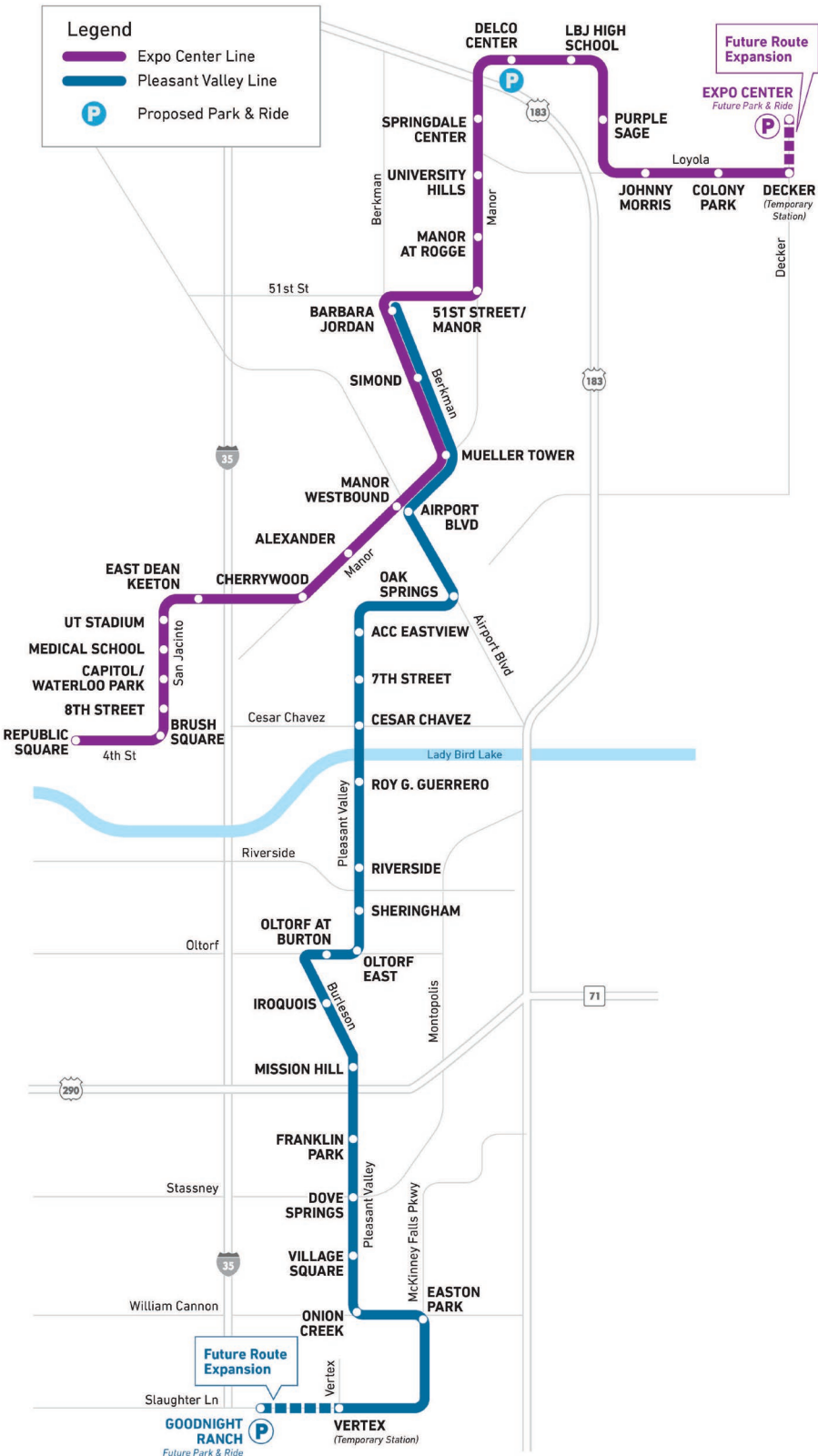
Pickup Decker was planned and is partially funded in partnership with Travis County ([Travis County TDP](#)) to provide a neighborhood and activity-centered transit solution in an area of Austin that has been historically underinvested. The Travis County partnership is contingent upon approval of an interlocal agreement between CapMetro and the County for FY 2025. Pickup is well-suited to serve neighborhoods where typical fixed route transit services may be less feasible due to neighborhood geography and street grid connectivity.

Staff proposes a new zone, Pickup Decker, that will provide a flexible service in the Northeast Austin area and connectivity to the proposed Rapid 837 Expo Center. It will also serve as a first-and-last-mile service to Local Routes [20 Manor Road/Riverside](#), [233 Decker/Daffan Ln](#), [237 Northeast Feeder](#) and [339 Tuscany](#). Currently, there are no plans to modify other services as part of the proposed zone. However, CapMetro has begun work on its update to the System Plan that will include an evaluation of all current services and future needs, which will include broad community outreach and could lead to future bus route adjustments.

The proposed zone will approximately be bordered by Springdale Road to the west, US 290 to the north, Decker Ln to the east, and E. Martin Luther King Jr to the south. Pickup Decker may include destinations such as Community First! Village, Travis County Exposition Center, University Hills Austin Public Library, the Colony Park neighborhood and numerous schools (elementary through high school). Service is planned to operate between 7 a.m. – 7 p.m. on weekdays and 10 a.m. – 6 p.m. on Saturdays. Service aims to provide on-demand, curb-to-curb service while increasing frequency for neighborhood residents.

Initial public engagement efforts for Pickup Decker began on June 27, 2024, with the launch of an online survey, CapMetro Alerts, and social media promotion. CapMetro has informed key stakeholder groups and leaders of the proposed new service and has reached out to select businesses and organizations throughout the proposed zone to seek input on destinations, service levels and zone boundaries. Proposed service details and Pickup Decker zone boundaries will be presented to the community and Board of Directors once community engagement efforts have concluded. Further details of the initial engagement efforts can be found in Appendix D.

Appendix A: Proposed CapMetro Rapid Routes 800 and 837



Appendix B: Proposed Pickup Decker Service Area





## Appendix C: Community Engagement for New Rapid 800 Pleasant Valley and 837 Expo Center

Upcoming engagement efforts for Rapid services build upon extensive outreach and feedback gathered during the development of the voter-approved Project Connect System Plan. Below is a summary of key past and upcoming engagement activities for Rapid 800 Pleasant Valley and 837 Expo Center, both priority investments under Project Connect. Upcoming engagement will include tailored outreach to ensure customers are informed and able to provide feedback. All print and online materials will be available in Spanish and other languages upon request.

### Prior Engagement Activities (Engagement Phase I), 2021-2022

- **Virtual Public Meetings with Live Q&A and Surveys:**
  - [Rapid Virtual Public Meetings, February 2021 to March 2021](#)
    - Approximately half of the feedback was related to project elements and design. Feedback from these public meetings was directly associated with the new station design.
  - [Rapid Virtual Community Update with Live Q&A and Survey, September 2021](#)
    - Detailed information and artist renderings were shared. The meeting was designed to communicate upcoming project details while providing an opportunity for real-time interaction and feedback.
  - [Rapid Community Update Meeting with Live Q&A and Survey, February 2022](#)
    - An overview of the planned Rapid routes and Park & Rides were shared, including project timelines, service amenities and characteristics, and funding. After the presentation, feedback on the importance of amenities was gathered through an online pooling tool.
- **Meetings with Stakeholder Groups and Advisory Committees:**
  - Project updates were discussed with the Project Connect Ambassador Network (PCAN), Interagency Technical Advisory Group and CapMetro Advisory Committees
  - Meetings with community groups, non-profit organizations and neighborhood homeowner associations
- **Various Updates and Notifications:**
  - Monthly eNewsletter and Corridor Program Office eNewsletter
  - Social media posts and event notifications
  - Rapid promotional videos and Fact Sheets
  - Tabling at events, such as the Festival of Good at Goodnight Ranch
  - Direct feedback email, project hotline, and in-person Project Connect office
  - In-person outreach during the groundbreaking in 2022

### Upcoming Service Change Engagement (Engagement Phase II): August 12<sup>th</sup>-September 11<sup>th</sup>, 2024

- **Service Change Webpage with Comment Box:**
  - A virtual presentation will be posted on the webpage
  - A reference and link will be included on the Project Connect webpage
- **At-Stop Signage:**
  - Signage will be posted at key locations along the corridor
- **In-Person and Virtual Public Meetings:**



- CapMetro will host two in-person public meetings at community centers along the routes, including September 4th from 9:30AM-11:30AM at the Austin Public Library Southeast branch and September 5th from 3:00PM-6:30PM at the Austin Public Library University Hills Branch
- CapMetro will also host a virtual public meeting on September 10th from 6PM-7PM
- **Communication and Meetings with Stakeholders and the Community:**
  - CapMetro will email and provide presentations for stakeholders, neighborhood groups and community-based organizations
  - Flyers will be provided at tabling opportunities and relevant community events
- **Advisory Committees:**
  - CapMetro will present at the September 2024 CapMetro Customer Satisfaction Advisory Committee (CSAC), the Access Advisory Committee and the Project Connect Community Advisory Committee (CAC)
  - Email updates will be provided to the Public Safety Advisory Committee (PSAC), the Diversity, Equity and Inclusion (DEI) Advisory Group, and the disabilities rights group ADAPT
- **Operator Communications:**
  - All operators with Keolis will receive notice through posters in breakrooms, direct email, and TimePoint TV
  - CapMetro will also discuss the proposed changes with operators during at-stop outreach
- **Message Centers:**
  - Signage will be placed onboard directly behind operator's seats
- **Brochures:**
  - Brochures will be available onboard at the front of the bus
- **CapMetro Alerts Text Messages:**
  - Email and text will go out to associated subscribers
- **Social Media Posts:**
  - A campaign to inform the community-riders and non-riders about the future potential changes
  - Targeted social media posts between 8/12-9/11
- **Public Hearing Notice and Public Hearing: 9/11**

#### Future Engagement Activities for Implementation (Engagement Phase III): Anticipated Spring 2025

- **CapMetro Alerts Text Messages:**
  - Email and text will go out to associated subscribers to inform them of the introduction of service
- **Social Media Posts:**
  - A campaign created to inform the community-riders and non-riders about introducing Rapid service
  - Targeted social media posts
- **Message Centers:**
  - Signage will be placed onboard directly behind operator's seats
- **Brochures:**
  - Brochures will be available onboard at the front of the bus
- **Communication and Meetings with Stakeholders and the Community:**

- CapMetro will email and provide presentations for stakeholders, neighborhood groups and community-based organizations
- Flyers will be provided at tabling opportunities and relevant community events
- **Advisory Committees:**
  - Email updates will be provided to the CapMetro Customer Satisfaction Advisory Committee (CSAC), the Access Advisory Committee, the Project Connect Community Advisory Committee (CAC), Public Safety Advisory Committee (PSAC), the Diversity, Equity and Inclusion (DEI) Advisory Group, and the disabilities rights group ADAPT
- **At-Stop Signage and Outreach:**
  - Notify businesses and residents through at-stop signage, postcards and digital communications.
- **At-Stop Outreach:**
  - Engaging at stops along the CapMetro Rapid Lines to let riders know about new service.
- **Blockwalking:**
  - Notifying key businesses along the CapMetro Rapid Lines about the new service.

## Appendix D: Community Engagement for the Pickup Decker Zone

The following is a list of engagement efforts already conducted and planned for the proposed Pickup Decker zone, including tailored outreach to ensure customers are informed and able to provide feedback. All print and online materials will be available in Spanish and other languages upon request.

### Community Outreach

- **Survey with Associated Promotion:** CapMetro sent 12,000 postcards to Decker businesses and residents encouraging survey participation, held two public meetings, conducted at-stop outreach, and promoted the survey on social media.
- **Social Media Posts:** A campaign was created to inform the community—riders and non-riders about the future potential changes. Targeted social media posts for the associated zip codes occurred between 7/9-7/20.
- **At-Stop Signage:** Placed at key stops throughout the proposed Pickup zone.
- **Pickup App Alerts:** Email and app alerts sent to all registered Pickup and fixed route customers.
- **Flyers:** Informational flyer created for organizations, elected officials, or other community members to disseminate to their networks.
- **Service Change Webpage:** Webpage with information about the proposed change, including the public hearing details and CapMetro contact information for questions
- **Advisory Committees:** Will present at the CapMetro Customer Satisfaction Advisory Committee (CSAC), the Project Connect Community Advisory Committee (CAC), and Access Advisory Committee in September 2024. Email updates will be provided to the Public Safety Advisory Committee (PSAC), the Diversity, Equity and Inclusion (DEI) Advisory Group, and the disabilities rights group ADAPT.
- **Public Hearing Notice and Public Hearing:** September 11, 2024
- **Ongoing Communication & Engagement with Area Leadership:** including but not limited to government affairs outreach and notifications to key community stakeholders and elected officials comprising the local, state and federal delegation that represents CapMetro's service area.
- **In-Person and Virtual Public Meetings:** Hosted several public meetings to discuss proposed changes, ensuring community members have the opportunity to provide input on the proposed zone and ask questions.

### Phase I Engagement (Educational Demonstrations about Pickup), March – April 2024

- Public Input Website Launched —2/6
- Tabling at STEM Night at Overton Elementary — 2/29 from 4:30PM-7PM
- Colony Park "It's My Park Day" Event Sponsor — 3/2 from 7AM-12:30PM
- Tabling at Spring Fling at Turner Roberts Recreation Center— 3/23 from 10AM-12:30PM
- Tabling at Equidad ATX Food Distribution Event at Turner Roberts Recreation Center —3/28 from 10AM-11AM
- Presentation at Equidad Voices— 4/5 from 9:45AM-10:45AM
- Tabling at Equidad ATX Food Distribution Event at Turner Roberts Recreation Center — 4/2 from 10AM-11AM

### Phase II Engagement (Feedback Collection), June – July 2024

- CapMetro Alerts sent to customers in the proposed area — 6/26

- Social Media posts — 6/27
- Tabling at Equidad ATX Food Distribution Event at Turner Roberts Recreation Center — 6/27 from 10AM-11AM
- Emails to businesses and neighborhood associations — week of 7/1
- Virtual Presentation at Colony Park Core Team Meeting — 7/2 from 10AM-11:30AM
- Block Walking at key businesses in the zone — 7/3, 7/8 & 7/17
- Virtual Presentation at Community Outreach Leaders Meeting — 7/3 from 10AM-11AM
- At-stop signage (48 bus stops within proposed study area) — week of 7/8
- At-Stop Outreach — 7/8-7/11 (5 highly utilized stops from 7AM-9AM and 4PM-6PM)
- Social Media ads (targeted) — 7/9 - 7/20
- Social Media posts advertising survey & proposed zone — 7/11
- Postcards (to businesses, homes and apartments within proposed study area) — week of 7/16
- Block Walking in neighborhood — 7/17 from 8AM-10AM
- CapMetro Alerts sent to customers in the proposed area — 7/22
- Social Media post advertising Public Meetings — 7/27
- In-Person engagement at Community First! — 7/24 from 1PM-3PM
- In-Person Public Meeting — 7/25 from 2:30PM-4:30PM at University Hills Public Library
- Virtual Public Meeting — 7/31 from 6PM-7PM

### Phase III Engagement (Implementation), January 2025

- CapMetro Alerts sent to customers in the zone
- Social Media Posts
  - A campaign created to inform the community of the Pickup Decker launch in January 2025
  - Targeted social media posts in Spring 2025
- Postcards (to businesses, homes and apartments within zone)
- In-person Educational Demonstrations of Pickup: Equidad ATX Food Distribution at Turner Roberts Recreation Center January 23<sup>rd</sup>, 2025 from 10AM-11AM and Community First! in January 2025

## Appendix E: Title VI Service Equity Analyses for Rapid 800 Pleasant Valley and 837 Expo Center Services

### Project Overview

CapMetro is excited to introduce two new rapid bus lines, Rapid 800 Pleasant Valley and Rapid 837 Expo Center. The Pleasant Valley route will serve major neighborhoods and employment centers in east and southeast Austin. Additionally, the Expo route will extend from the Colony Park neighborhood through northeast Austin and Mueller to downtown, medical, and university areas. Both routes have been designated by the Federal Transit Administration (FTA) as Small Starts projects.<sup>1</sup>

### Guidance for Title VI Compliance

In accordance with the requirements of Title VI of the Civil Rights Act of 1964, and FTA Title VI Circular 4702.1B (2012), CapMetro, as a recipient of federal funds, must ensure that services provided are conducted in a manner that does not discriminate on the basis of race, color, or national origin. To this end, FTA Title VI Circular 4702.1B requires CapMetro to evaluate proposed service and fare changes to determine whether the planned change will have a disparate impact on the basis of race, color, or national origin, or whether low-income populations will bear a disproportionate burden of the changes.

Specifically, the FTA Circular 4702.1B notes that a Service Equity Analysis for a “Small Starts” project must be completed six months before its revenue service:

*Transit providers that have implemented or will implement a New Start, Small Start, or other new fixed guideway capital project shall conduct a service and fare equity analysis. The service and fare equity analysis will be conducted six months prior to the beginning of revenue operations, whether or not the proposed changes to existing service rise to the level of “major service change” as defined by the transit provider. All proposed changes to parallel or connecting service will be examined... The service equity analysis shall include a comparative analysis of service levels pre-and post- the New Starts/Small Starts/new fixed guideway capital project. The analysis shall 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. (FTA C 4702.1B, Chap. IV-21)*

CapMetro completed the Title VI Service Equity Analyses for both new rapid lines in June 2024, and the results of the analyses are documented below.

### Title VI Service Equity Analysis Methodology

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. For Service 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 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

---

<sup>1</sup> A Small Starts project refers to a specific funding program designed to support the development and implementation of transit projects that typically have a total cost of less than \$300 million. These projects often include new light rail lines, bus rapid transit systems, and other types of fixed-guideway transit infrastructure. Small Starts projects undergo a rigorous evaluation process to assess factors such as cost-effectiveness, local support, and environmental impact before receiving federal funding assistance. This program aims to encourage the implementation of innovative and cost-effective transit solutions in communities across the United States.

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.

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. If a disparate impact or disproportionate burden were to occur, planners would work with the community to identify what actions would best mitigate negative impacts.

Expo and Pleasant Valley Rapid Analysis

Baseline Data

When proposing to provide new service to a neighborhood or corridor not served by CapMetro, staff compares the population served by the proposed routes with the population in the service area using Census data. Based on Census data, the population in CapMetro’s service area is 52.4% minority<sup>2</sup> and 14.5% people with low incomes<sup>3</sup>, as shown in the table below.

Table 1: Baseline Data, CapMetro Service Area

| Protected Class | Service Area | Source  |
|-----------------|--------------|---|
| Minority        | 52.4%        | 2020 Decennial Census Blocks                                |
| Low-Income      | 14.5%        | American Community Survey, 5-year, 2022-2018, Census Tracts |

<sup>2</sup> Minority is defined as people who are non-White or of Hispanic or Latino origin.  
<sup>3</sup> People with low incomes are defined as people who are within 125% of the federal poverty threshold.

Figure 1: CapMetro Service Area

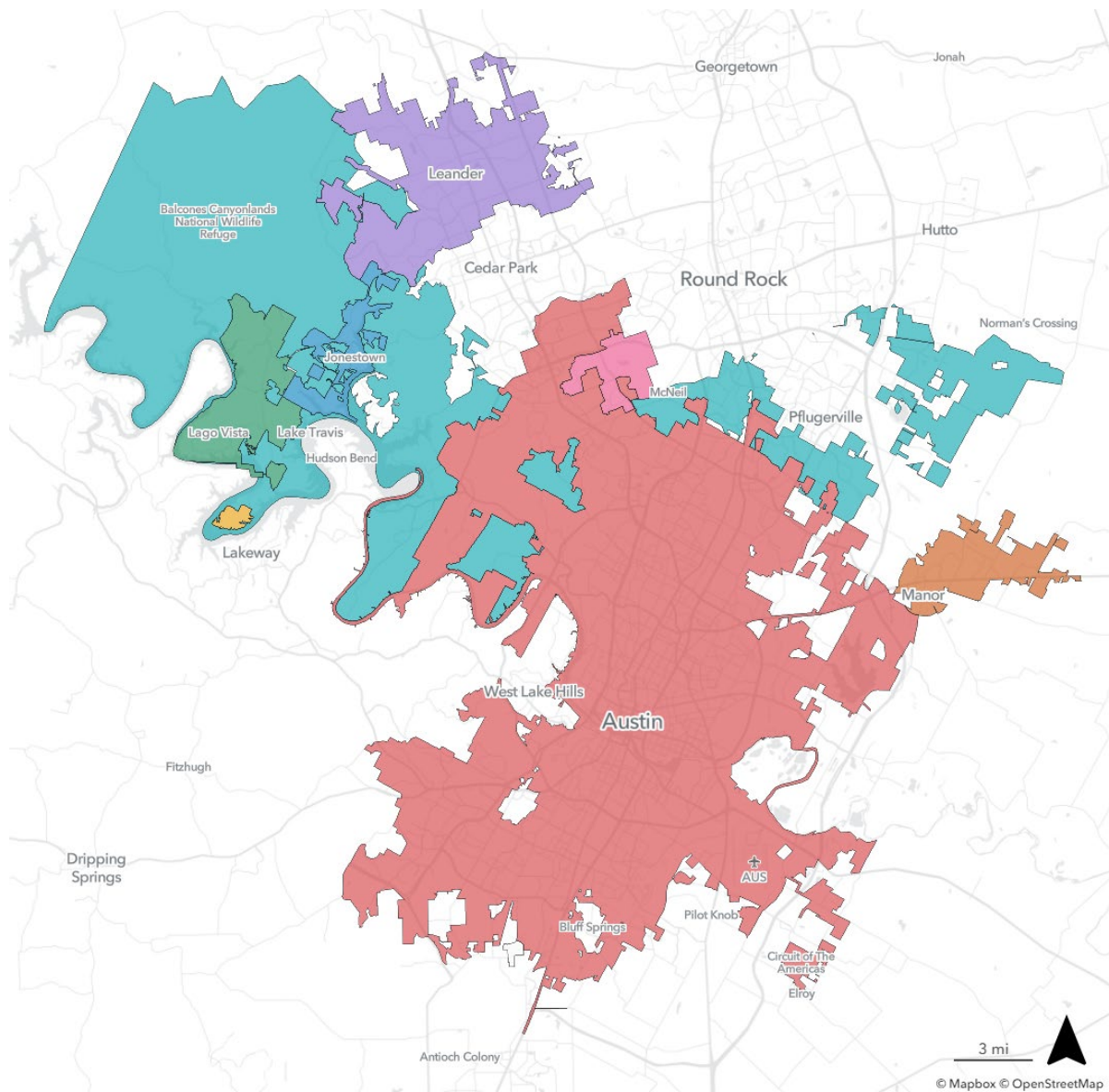




Figure 2: Median Household Income in Central Texas and CapMetro Routes

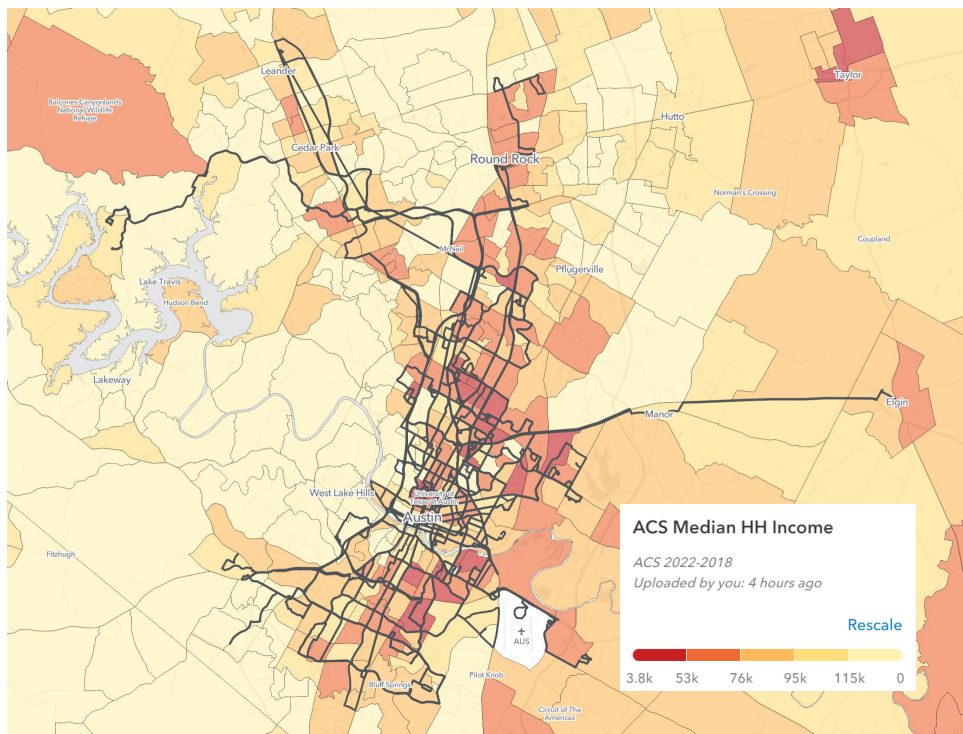
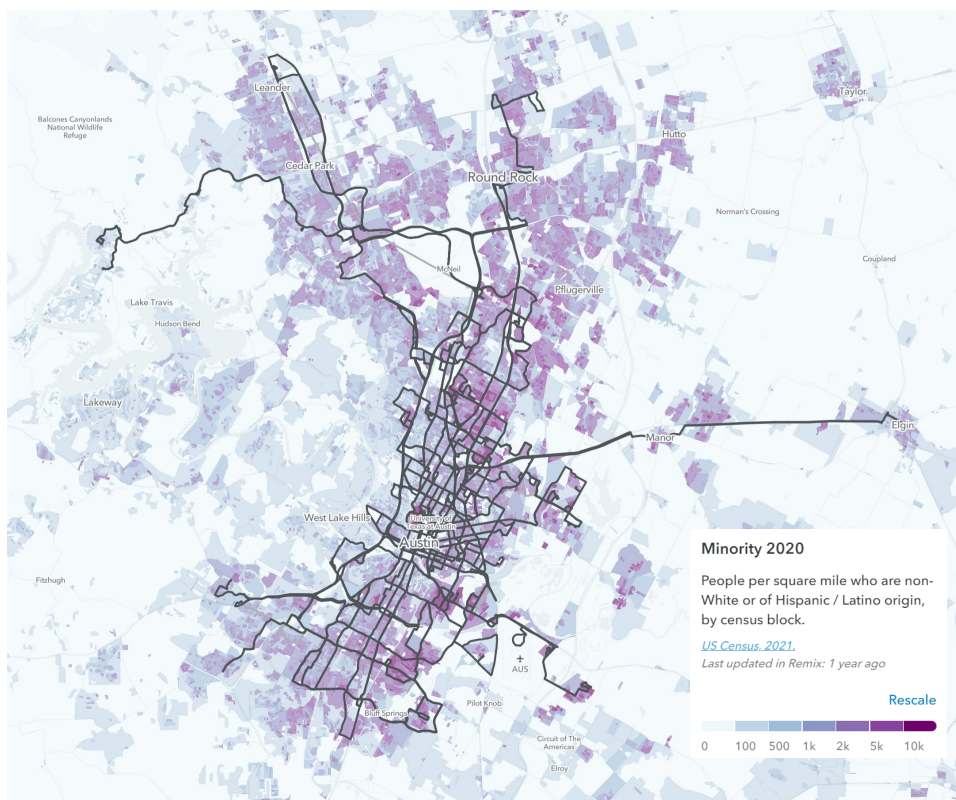


Figure 3: Minority Population in Central Texas and CapMetro Routes



# Demographics of Proposed Routes

Staff utilized Remix to obtain Census data for the area within a 0.25-mile radius around proposed new bus stops. As shown in Table 2, proposed Rapid 837 Expo Center has a slightly higher than average minority population, and proposed Rapid 800 Pleasant Valley has a higher-than-average minority and low-income population.

Figure 4: Pleasant Valley and Expo Rapid Lines, Minority Population and Median Household Income Data

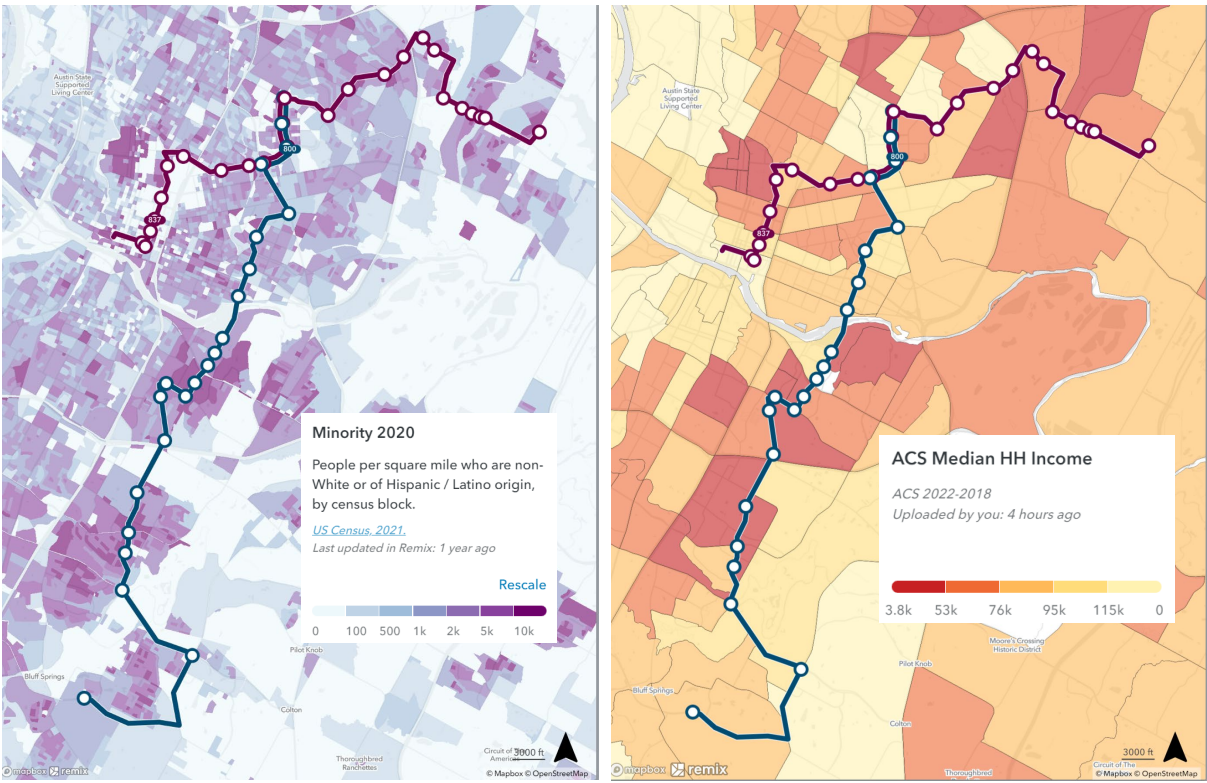


Table 2: Demographics of Proposed Routes

| Route                       | Minority (Census) | Low-Income (Census) | Minority <sup>4</sup> | Low-Income <sup>5</sup> |
|-----------------------------|-------------------|---------------------|-----------------------|-------------------------|
| Rapid 837 - Expo Center     | 54.8%             | 15.8%               | Yes                   | No                      |
| Rapid 800 - Pleasant Valley | 66.0%             | 22.9%               | Yes                   | Yes                     |
| Service Area Comparison     | <b>52.4%</b>      | <b>14.5%</b>        |                       |                         |

<sup>4</sup> A route is “minority” if the percent of the minority population on that route is more than 2 percentage points above the average minority population in the service area.

<sup>5</sup> A route is “low-income” if the percent of people with low incomes on that route is more than 2 percentage points above the average minority population in the service area.

## Analysis Results

The **percent of minority and low-income populations** served by the proposed changes were compared to the **service area average** to determine whether there is a disparate impact, measured in revenue miles.

CapMetro is proposing two completely new routes, amounting to a total increase of 1,031,908 revenue miles. To ensure they receive their share of the benefit of this increase, minority populations should receive at least 50.4% of the revenue mile increase and low-income populations should receive 12.5% of the revenue mile increase (both percentages 2 percentage points less than the service area average).

### Minority Results

Based on the population located within a quarter mile of the proposed transit stops and the proposed revenue miles on each route, an increase in service will be received by a population that is 61% minority (8.6 percentage points higher than the service area average).

| Route                        | Minority Percentage | Revenue Miles Increase | Minority Revenue Miles |
|------------------------------|---------------------|------------------------|------------------------|
| 837 - Expo Center Rapid      | 54.8%               | 461,212                | 252,795                |
| 800 - Pleasant Valley Rapid  | 66.0%               | 570,696                | 376,648                |
| <b>All Changes</b>           | <b>61.0%</b>        | <b>1,031,908</b>       | <b>629,443</b>         |
| <b>CapMetro Service Area</b> | <b>52.4%</b>        |                        |                        |

**Conclusion: No disparate impact to minority populations from the proposed changes.**

### Low-Income Results

Based on the population located within a quarter mile of the proposed transit stops and the proposed revenue miles on each route, an increase in service will be received by a population that is 19.7% people with low incomes (5.2 percentage points higher than the service area average).

| Route                        | Low-Income Percentage | Revenue Miles Increase | Low-Income Revenue Miles |
|------------------------------|-----------------------|------------------------|--------------------------|
| 837 - Expo Center Rapid      | 15.8%                 | 461,212                | 73,080                   |
| 800 - Pleasant Valley Rapid  | 22.9%                 | 570,696                | 130,612                  |
| <b>All Changes</b>           | <b>19.7%</b>          | <b>1,031,908</b>       | <b>203,692</b>           |
| <b>CapMetro Service Area</b> | <b>14.5%</b>          |                        |                          |

**Conclusion: No disproportionate burden to low-income populations from the proposed changes.**

## Conclusion

This Title VI service equity analyses was completed in June 2024 in preparation for the launch of CapMetro's Rapid 800 and 837. **No disparate impact or disproportionate burden was identified;** the initial launch of service will benefit customers and those who frequent the east Austin community. The proposed Rapid routes are expected to begin revenue service in 2025, and the Title VI analysis was done at least 6 months in advance to comply with guidance from the FTA Circular for Small Starts projects. CapMetro staff intend to present this service equity analysis, along with any other subsequent changes and corresponding service equity analyses, to the CapMetro board as part of the normal service change process.