

TO: Capital Metro Board of Directors

FROM: Sharmila Mukherjee, Executive Vice-President, Planning & Development

DATE: November 15, 2022

SUBJECT: September 2021 Service Change Equity Analysis

### **Summary**

In response to the ongoing labor and vehicle shortages, Capital Metro reduced service levels on 17 routes in September 2021. Most of the service reductions were on weekends. Because three of these service changes qualify as a major service change and have been in place for more than a year, a Service Change Equity Analysis was required to be completed. These changes subject to an Equity Analysis were on Routes 18, 217, & 335 where weekday frequency was reduced to every 30 minutes from every 15 minutes in addition to weekend frequency reductions.

CapMetro has completed the Service Change Equity Analysis and no disparate impact or disproportionate burden was identified. These changes are not disproportionately borne by minority or low-income populations. Staff will ask the Board of Directors to formally acknowledge this analysis when the June 2023 service changes are presented to the board in March 2023.

These three questions and answers are intended to provide direct clarity as part of the summary; additional information regarding the analysis is contained below.

Board Member questions regarding this summary and analysis overview can be provided to Ed Easton (Ed.Easton@capmetro.org) who will work with the appropriate staff to respond or schedule a briefing.

### *Why wasn't this analysis conducted when the changes were implemented?*

At the time of implementation in September 2021, staff believed these changes wouldn't last for more than a year and therefore a service equity analysis was not required due to the emergency nature of the changes. The service reductions have been in place for more than a year and an analysis is required.

### *Why is the analysis being provided to the board more than a year after the service reductions?*

The analysis was conducted at the one-year anniversary of the service change as required. Since CapMetro strives to conduct accurate and informative service equity analysis, the analysis was submitted to the FTA for their review. CapMetro has not received any comments from the FTA, so the analysis is being distributed now.

*When will service levels be restored?*

Staff understands the board and our customers desire to have all service restored. CapMetro, alongside many industries that operate large fleets of vehicles, continues to work through existing labor (especially mechanic) and vehicle part shortages; this impacts our ability to operate our scheduled service each day. CapMetro cannot consider restoring service until these issues are stabilized.

## **Overview of Service Change Equity Analysis for Routes 18, 217, & 335**

### **Background**

In August 2021, CapMetro attempted to restore almost the service that was reduced in response to the pandemic. The exception was commuter bus service as these customers had not returned to the workplace. This service restoration occurred at the same time as labor and vehicle part shortages blossomed into a crisis. CapMetro was unable to operate 10% or more of its service each day creating unreliable and frustrating service for our customers.

CapMetro quickly understood that service would need to be reduced to better match the availability of labor and vehicles. In September 2021, CapMetro implemented an emergency service change that reduced frequency on 17 routes. Most of the frequency reductions are on the weekends. Routes 18, 217, & 335 had their frequency reduced from every 15 minutes to every 30 minutes each day due to low ridership. These three changes qualify as a major service change and require a service equity analysis since the reductions remain in place due to continued labor and vehicle supply issues.

### **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 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<sup>1</sup>. 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.

No disparate impact or disproportionate burden was identified. These changes are not disproportionately borne by minority or low-income populations.

### **Disparate Impact (Minority)**

No Disparate Impact was identified. The impacts of the service reduction are almost equally born by minority and non-minority populations.

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<sup>1</sup> Remix Transit Title VI methodology can be found at <https://help.remix.com/en/articles/1439215-remix-101-using-the-remix-title-vi-engine>

Route 18 Martin Luther King

	<b>Non-Minority People Trips</b>	<b>Minority People trips</b>
<b>After</b>	226,096,175	161,947,100
<b>Before</b>	397,242,675	281,529,900
<b>Percent Change</b>	-43.1%	-42.5%
<b>Percentage Point Difference</b>	0.61%	

Route 217 Montopolis Feeder

	<b>Non-Minority People Trips</b>	<b>Minority People trips</b>
<b>After</b>	1,411,280	9,118,335
<b>Before</b>	2,220,490	14,297,240
<b>Percent Change</b>	-36.4%	-36.2%
<b>Percentage Point Difference</b>	0.22%	

Route 335 35<sup>th</sup> / 38<sup>th</sup> Street

	<b>Non-Minority People Trips</b>	<b>Minority People trips</b>
<b>After</b>	174,466,400	82,321,030
<b>Before</b>	305,046,400	143,961,030
<b>Percent Change</b>	-42.8	-42.8%
<b>Percentage Point Difference</b>	-0.01%	

Disproportionate Burden (Low-Income)

No Disproportionate Burden was identified. The impacts of the service reduction are almost equally born by low-income and non-low-income populations.

Route 18 Martin Luther King

	<b>Non-Low Income People Trips</b>	<b>Low-Income People trips</b>
<b>After</b>	322,701,940	65,341,335
<b>Before</b>	564,833,986	113,938,589
<b>Percent Change</b>	-42.9%	-42.7%
<b>Percentage Point Difference</b>	0.22%	

Route 217 Montopolis Feeder

	<b>Non-Low Income People Trips</b>	<b>Low-Income People trips</b>
<b>After</b>	8,038,690	2,490,945
<b>Before</b>	12,688,475	3,829,255
<b>Percent Change</b>	-36.6%	-34.9%
<b>Percentage Point Difference</b>	1.7%	

Route 335 35<sup>th</sup> / 38<sup>th</sup> Street

	<b>Non-Low Income People Trips</b>	<b>Low-Income People trips</b>
<b>After</b>	200,036,016	56,751,414
<b>Before</b>	349,763,538	99,243,892
<b>Percent Change</b>	-42.8%	-42.8%
<b>Percentage Point Difference</b>	0.0%	