

**CapMetro**

# Access Advisory Committee

March 2024

# Self Evaluation and ADA Transition Plan

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Martin Kareithi, Director of Systemwide Accessibility

Kimley-Horn Supporting Staff

# Agenda

- **Introductions**
- **Public Input Summary**
- **Self-Evaluation and Transition Plan**
  - **Program Accessibility Review**
  - **Digital Accessibility Review**
  - **Facility Review**
- **Project Deliverables**
- **Project Schedule**
- **Questions/Comments**

# Introductions

## CapMetro Staff

## Access Advisory Committee

## Consultant Team

- Kimley-Horn (Brian Shamburger)
- Accessology
- Converge Accessibility

# Public Input Summary

An online public survey and web-based mapping tool were used to gather public input for the Transition Plan from June to September 2023.

Survey: <https://www.surveymonkey.com/r/CapMetro-ADA-Transition-Plan>

Map: <https://wikimapping.com/wikimap/CapMetro-ADA-Transition-Plan.html>

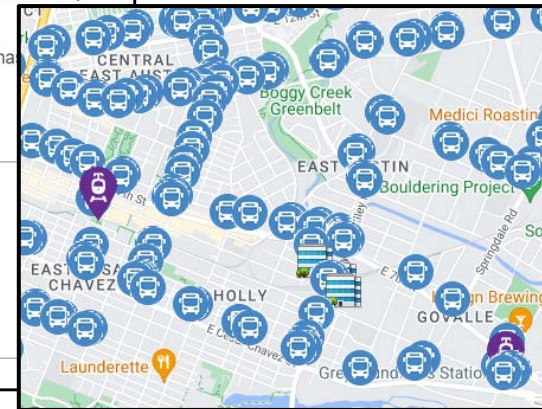
3. Have you experienced physical barriers or constraints on a pedestrian path or in a facility you currently use or would like to use?

Yes  A family member or loved one has

No

Please identify location or locations below.

Public access survey



Web-based map to comment on physical locations

# Public Input Summary

Online public survey results

- 137 responses

Web-based map results

- 12 comments

This input will help guide the prioritization of barrier removal and facility improvements as CapMetro works to implement the ADA Transition Plan

# Public Input Summary

## Online public survey results

- 70% of those surveyed answered positively when asked about the accessibility of CapMetro's transit facilities, such as bus stops, transit centers, rail stations, and park-and-rides.
- 90% of those surveyed answered positively when asked about any communication barriers.

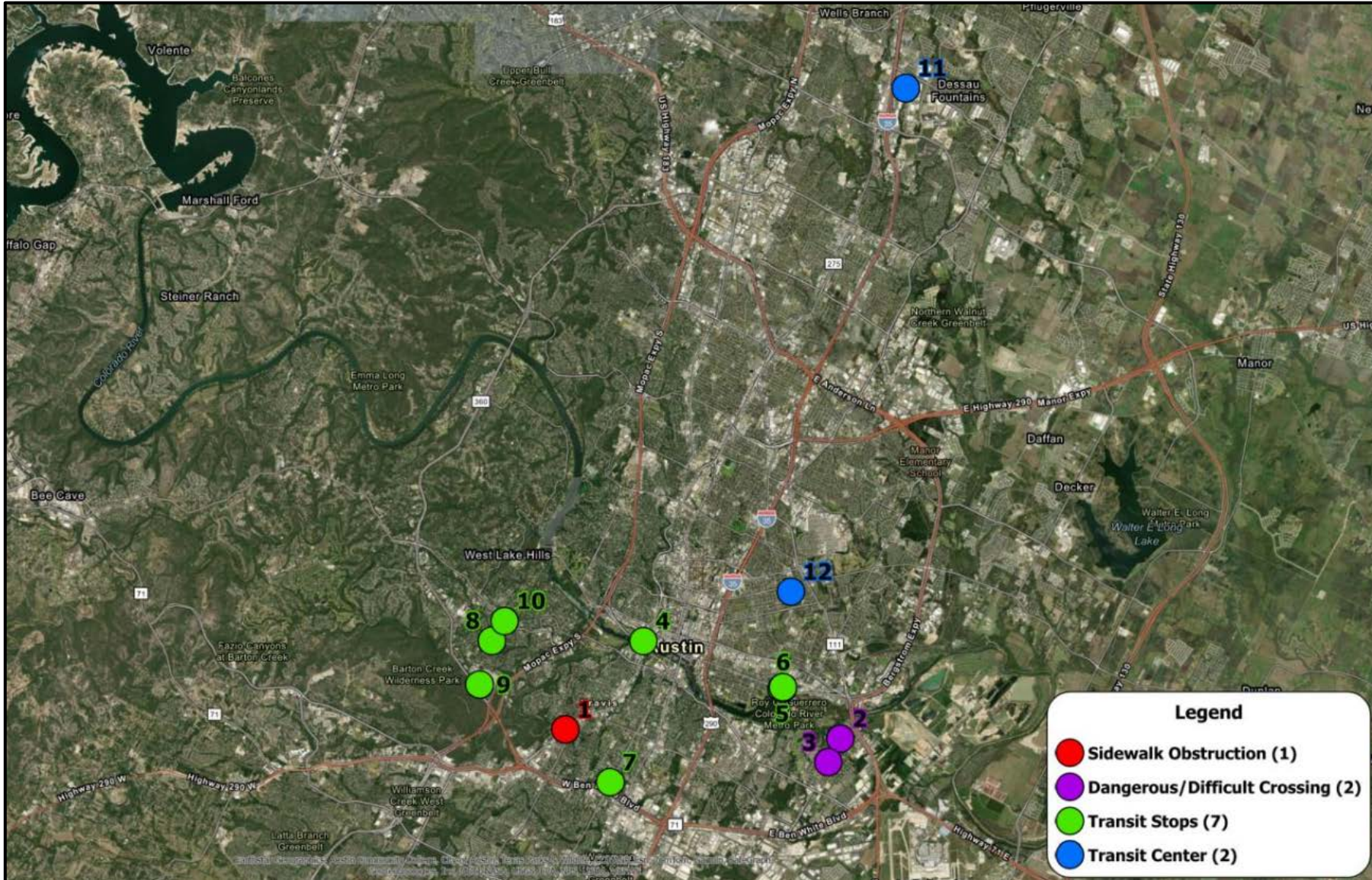
## The following facilities were selected as most often visited\*:

- Westgate Station (32%)
- Downtown Station (28%)
- North Lamar Station (25%)
- Crestview Station (21%)

\*Surveyors were allowed to select multiple locations



# Web Map Comment Summary





# Public Input Summary

## Web Map Feedback Results:

- Areas for improved access for wheelchair users at facilities and crossings
- Locations where transit stops are located near intersections and sidewalks that are difficult to navigate
- Transit stops where improvements are requested for areas that are deteriorating in condition and limiting access

# Program Accessibility Review

## Elements reviewed

- Internal CapMetro Policies, Procedures, and Guidance
- Accessibility Operations
- Vehicle Accessibility

# Program Accessibility Review

## General Observations

- **Job Description Update**
  - Remove discriminatory practices and verbiage
- **Form Development**
  - Develop forms for the grievance process, alternate format requests, and reasonable modification requests
- **Vehicle Accessibility**
  - Found compliant and consistent with FTA requirements

# Program Accessibility Review

## Website Content

- Expand the ADA Page to include:
  - The fully developed grievance procedure with form (one-click access)
  - Detailed information about access at stops
  - Enhanced information on what riders can expect when boarding and riding
  - Information about rider training for people with disabilities who are riding for the first time
  - Direct access to the reasonable modification process and alternate format requests (one-click access)

# Program Accessibility Review

## Training

- **Policies and Practices:**

- Employees aren't all aware of policies and practices in place
- Develop training on CapMetro's ADA Transition Plan implementation process
- Keep onboarding training regarding riders with disabilities updated regularly

# Digital Accessibility Review

## Elements Reviewed

- Website ([www.capmetro.org](http://www.capmetro.org))
- Mobile applications (iOS and Android)
  - Cap Metro App
  - Pickup App
- Ticket Vending Machine Kiosks



# Digital Accessibility Review

## CapMetro Website ([www.capmetro.org](http://www.capmetro.org))

- Generally compliant with web accessibility standards and guidelines
  - Continue accessibility scanning
  - Perform scheduled manual reviews
  - Provide training and resources
  - Remediate current issues
    - Control and link identification
    - Visible indication of area of focus



# Digital Accessibility Review

## Mobile Applications

- Apps perform well for accessibility
  - Provide training and resources
  - Review updates prior to release
  - Remediate current issues
    - Changes in context for screen reader users due to controls to receiving focus out of order



# Digital Accessibility Review

## Ticket Vending Machine Kiosks and Other Hardware

- Hardware performs well for accessibility
  - Remediate current issues
    - Provide additional Braille labeling to distinguish “tap to pay” from other controls
    - Indicate the order of cards dispersed (rider pass card, bank card receipt, and sales receipt)



# Facilities Review Status

Facility Type	Number Reviewed
Buildings Facilities	7
Transit Centers	5
Park and Rides	11
Rail Stations	6
Transit Stops*	2,247

\*Transit stops include both individual transit stops as well as stops located within transit centers, park and rides, and rail stations

# Facility Reports

Priority

Cost Estimate

Location

Compliance Summary

Project Description for Transit Stops					Priority: 2
Client: Capital Metropolitan Transportation Authority					City: Austin
Program: ADA Self-Evaluation and Transition Plan					GPS ID: 550
KHA No.: 068565003					
Route: 1: 201, 333, 486					
Project Name: 115 William Cannon and Circle S					
City: Austin					
Item No.	Item Description	Quantity	Unit	Unit Price	Item Cost
432S-B-4T	P.C. Concrete Sidewalk/ Bus Pad, 4 Inch Thickness	50	SF	\$ 9.50	\$ 475.00
1M4S-R1	Remove P.C. Concrete Slab, 0'-8"	50	SF	\$ 15.00	\$ 750.00
---	Relocate Fire Hydrant	0	LS	\$ 2,000.00	\$ -
---	Adjust Utility Elevation	0	LS	\$ 1,000.00	\$ -
---	Remove Obstruction	0	LS	\$ 1,000.00	\$ -
---	Remove Temporary Obstruction	0	LS	\$ 500.00	\$ -
---	Washed Spill Crabs	0	EA	\$ 1,300.00	\$ -
---	Fix Connection Transition	1	LS	\$ 2,000.00	\$ 2,000.00
802S-B	Install/Relocate Bus Stop Sign	1	EA	\$ 375.00	\$ 375.00
---	Fix Transit Shelter Opening	1	EA	\$ 1,000.00	\$ 1,000.00
				Subtotal	\$ 4,800.00
Basis for Cost Projection				Engineering (% +/-)	15% \$ 728.57
<input checked="" type="checkbox"/> No Design Completed				Contingency (% +/-)	20% \$ 971.43
<input type="checkbox"/> Preliminary Design					
<input type="checkbox"/> Final Design					
				<b>Estimated Project Cost:</b>	<b>\$ 6,500.00</b>
Project Location					
Field Observations					
Boarding Area Issues		Issue Exists	Possible Solutions		
Boarding area does not exist					
Boarding area length is less than 96"					
Boarding area width is less than 60"					
Boarding area running slope is greater than 2%		X	Remove and replace boarding area		
Boarding area cross slope is greater than adjacent street grade					
Heaving/Sinking/Cracking present in the boarding area					
Ponding present in the boarding area		X			
Permanent obstruction (>0.25') in boarding area					
Temporary obstruction (>0.25') in boarding area					
Transition at connection to the curb is greater than 0.25'					
Boarding area is missing a connection to the street or sidewalk network		X	Fix connection transition		
Adjacent Sidewalk Network Issues		Issue Exists	Possible Solutions		
Sidewalk network width is less than 48"					
Sidewalk network cross slope is greater than 2%					
Heaving/Sinking/Cracking present in the sidewalk network					
Ponding present in the sidewalk network					
Permanent obstruction (>0.25') in sidewalk network					
Temporary obstruction (>0.25') in sidewalk network					
Transition at connection to boarding area is greater than 0.25'					
Transit Stop Sidewalk Issues - See Associated Sidewalk Report if Applicable					
Transit Stop Amenity Issues		Issue Exists	Possible Solutions		
No transit stop signage					
Transit stop signage is non-compliant		X	Remove and replace transit stop signage		
No clear space adjacent to stand-alone bench					
Stand-alone bench clear space length is less than 48"					
Stand-alone bench clear space width is less than 30"					
Stand-alone bench clear space running slope is greater than 2%					
No clear space under shelter					
Shelter clear space length is less than 48"					
Shelter clear space width is less than 30"					
Shelter clear space running slope is greater than 2%		X	Remove and replace clear space		
Shelter opening clear width is less than 32"		X	Fix shelter opening		



Photolog

# Facility Improvement Prioritization

## Accessibility Prioritization Factors

- Severity of non-compliance with accessibility standards and guidelines
- DOJ priority levels
- Complaints related to accessibility

## CapMetro Equity-based Factors

- Age
- Car ownership
- Known accessibility needs
- Locations with high ridership and key destinations



# CapMetro ADA Transition Plan



CapMetro

CapMetro

## Americans with Disabilities Act (ADA) Self-Evaluation & Transition Plan

February 2024

Prepared by:

Kimley»Horn

10814 Jollyville Road  
Campus IV, Suite 200  
Austin, TX 78759

In association with:



CapMetro

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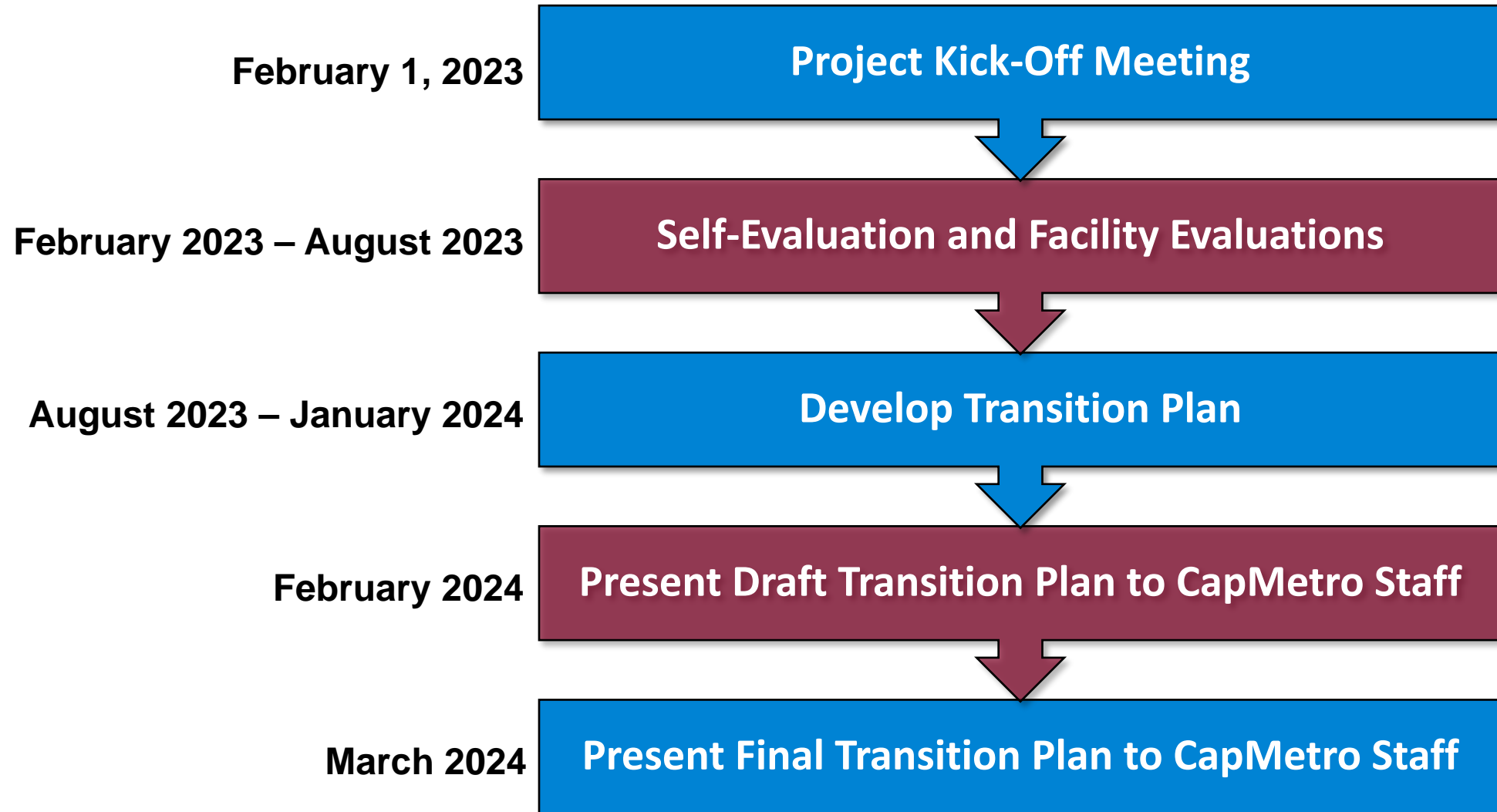
Kimley»Horn



# Project Facilities Dashboard (in progress)



# Project Schedule







## Project Contact Information

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March 6, 2024



# Proposed 2024 Summer Service Change

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Roberto Gonzalez, Sr. Director of Service Planning

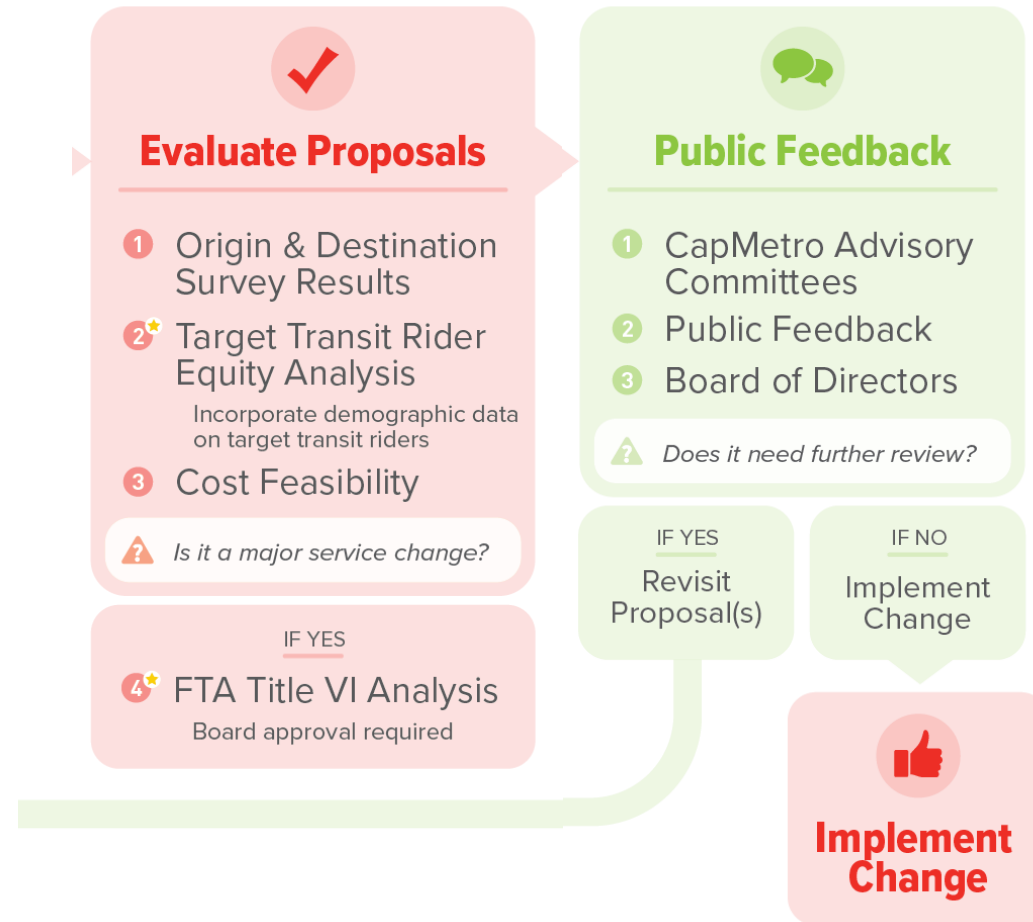
# Today's Presentation

- Proposed Summer Service Changes
  - Step 1: Identify Challenges and Opportunities
  - Step 2: Develop Proposals and Evaluate Proposals
  - Step 3: Engage Community and Board Approval
- Looking Forward
  - Pickup Performance





# How is a service change proposal developed?



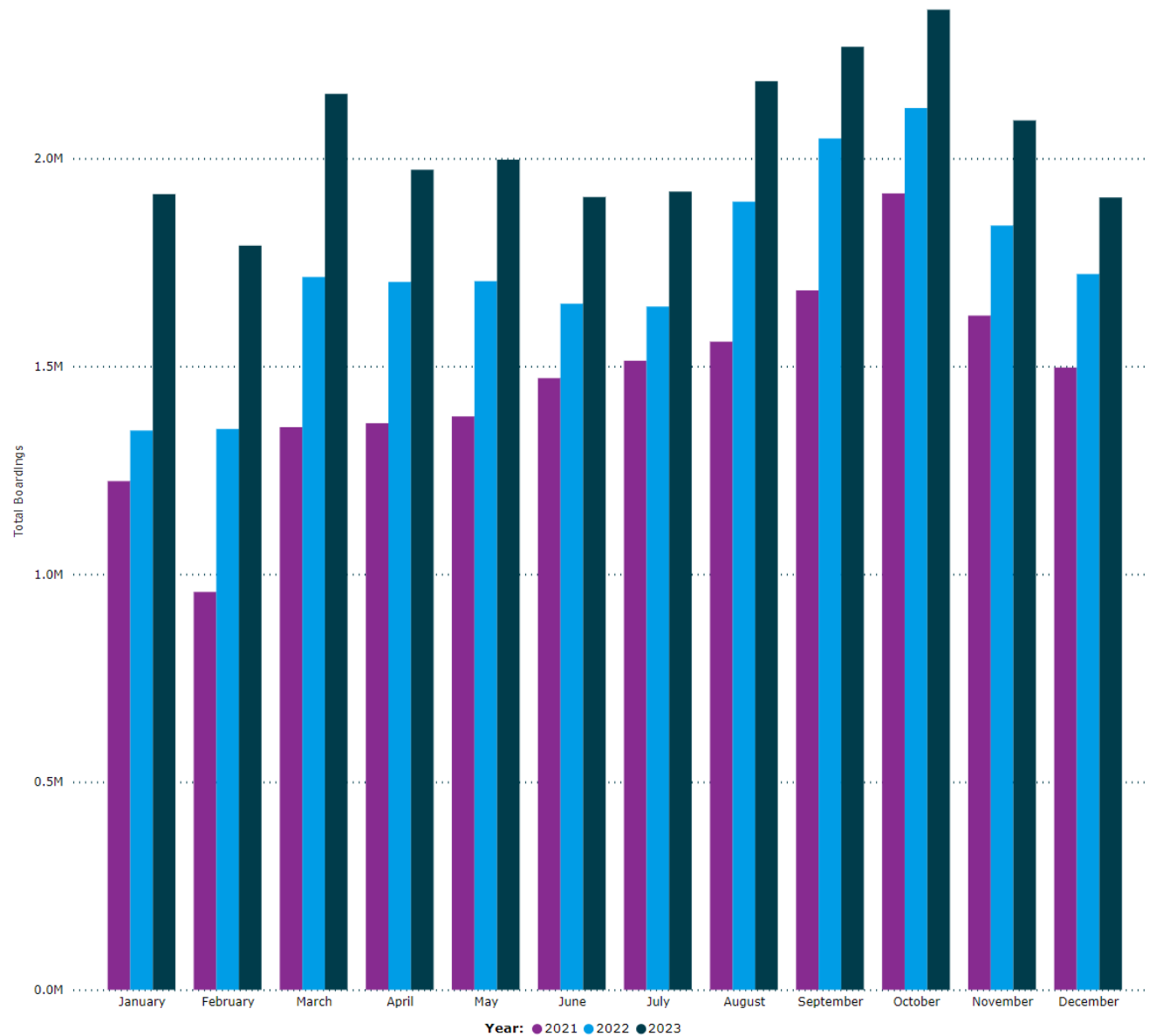
# Resource Availability

- Continuing Challenges:
  - Operator Shortage
  - Vehicle Shortage



'New Year, New Career' Job Fair at 2910 E. 5<sup>th</sup> Street'

# Ridership Growth



**+18.0%**

Overall Percent Change in Ridership from 2022 to 2023

**24.5 M**

Overall Ridership in 2023

# Proposed Service Changes – Summer 2024



## School Trip Adjustments

Select trips on mainline routes will return to summer service levels.

Select school trips that have duplicative service or low performance would be eliminated.

## UT Service Adjustments

Typical transition to summer service levels will occur on UT Shuttle routes.

## Minor Bus and Rail Schedule Adjustments

To improve on-time performance and ensure more efficient and reliable service, select routes may receive minor adjustments to their schedules.

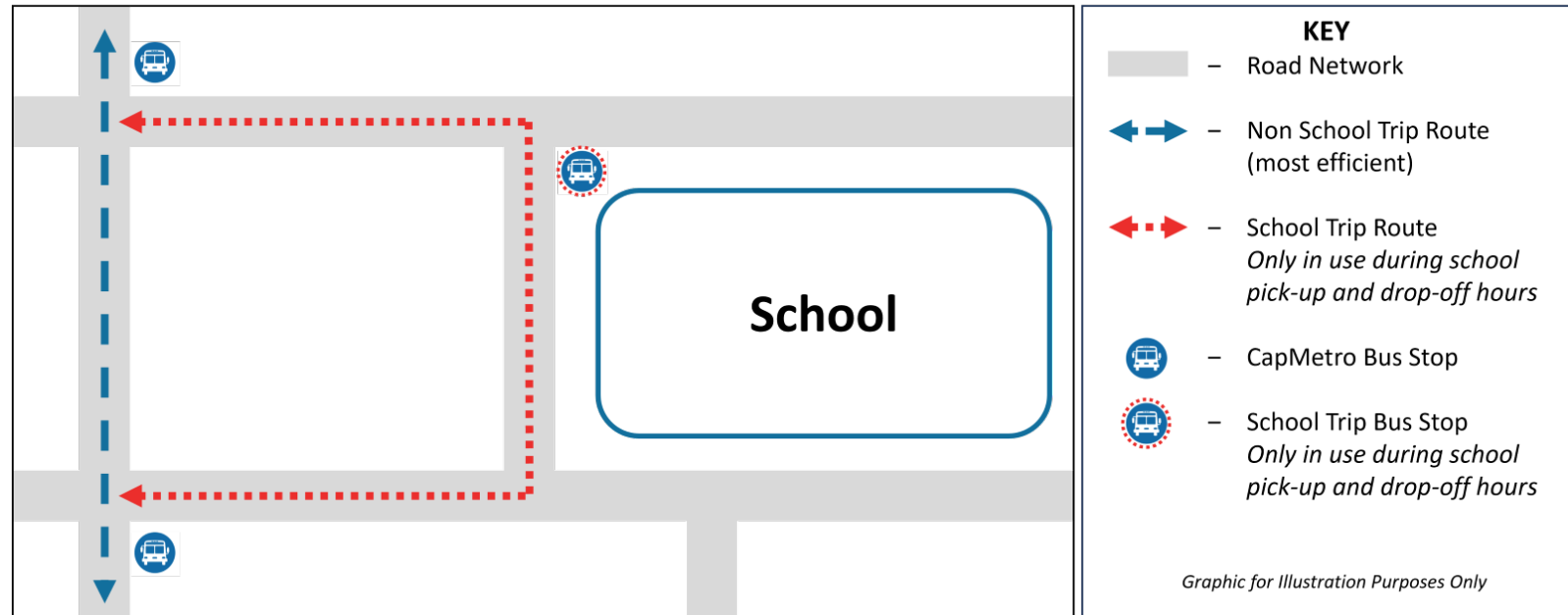
## Pickup

No Pickup zone changes are proposed at this time. However, the Summer 2024 Service Change presentation will include the biannual Pickup zone scores as part of the ongoing effort to evaluate and report Pickup performance.

# Changing Travel Patterns



- Lack of returning ridership on specific parts of the system
- Evaluated all CapMetro School Trips, short segments of an overall route that travel to schools only during school start and end times.



# Proposed School Tripper Changes



## Route 217

Service to  
**Allison  
Elementary**



**1**

## Route 315

Service to  
**Small Middle  
School**



**0**

## Route 333

Service to  
**Perez Elementary**



**0**

## Route 337

AM Service to  
**LBJ High School  
Stop ID 3655**



**1**

PM Service to  
**LBJ High School  
Stop ID 1616**



**0**

### KEY



Proposed elimination of school trip(s). Stop remains in service for other routes.



Proposed elimination of school trip(s) and stop closure.



School trip in schedule to return in the fall

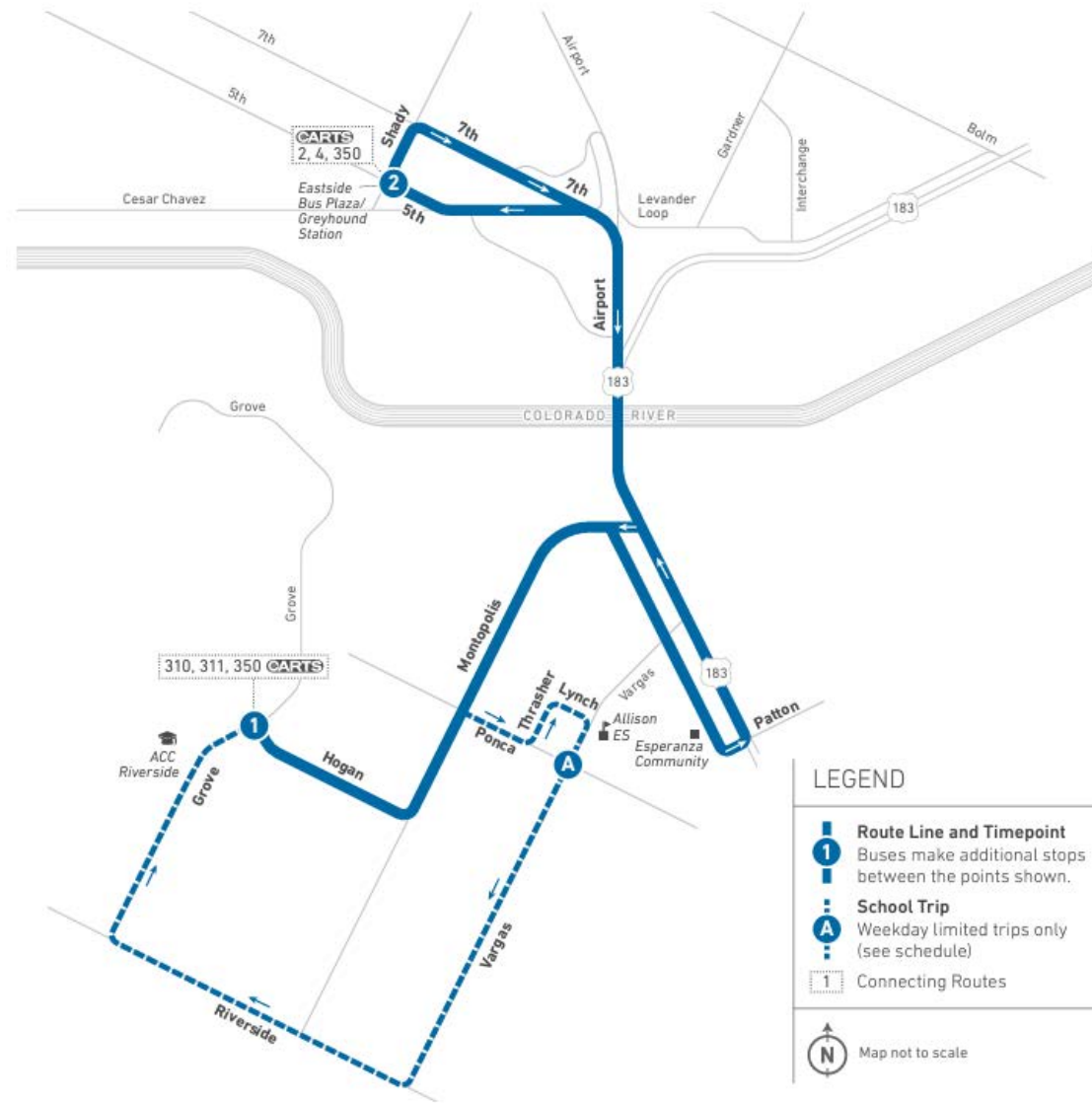


Duplicative service



Fall 2023 average daily ridership

# Route 217 to Allison Elementary



**LEGEND**

- Route Line and Timepoint**
- Buses make additional stops between the points shown.
- School Trip**
- Weekday limited trips only (see schedule)
- Connecting Routes

Map not to scale

P.M. TIMES ARE IN **BOLD** / LOS HORARIOS PM SE INDICAN EN **LETRAS OSCURAS** SCHOOL TRIP / VIAJE DE ESTUDIOS

217 WEEKDAYS/NORTHBOUND			217 WEEKDAYS/SOUTHBOUND		
Hogan Community	Eastside Bus Plaza	To Route/Garage	Eastside Bus Plaza	Allison Elementary	ACC Riverside
1	2	To Route/Garage	2	A	1
4:47	5:00		5:05	—	5:15
5:17	5:30		5:35	—	5:45
5:47	6:00		6:05	—	6:15
6:17	6:30		6:35	—	6:45
6:47	7:00		7:05	—	7:15
7:17	7:30		7:35	—	7:45
7:47	8:00		8:05	—	8:15
8:17	8:30		8:35	—	8:45
8:47	9:00		9:05	—	9:15
9:17	9:30		9:35	—	9:45
9:47	10:00		10:05	—	10:15
10:17	10:30		10:35	—	10:45
10:47	11:00		11:05	—	11:15
11:17	11:30		11:35	—	11:45
11:47	<b>12:00</b>		<b>12:05</b>	—	<b>12:15</b>
<b>12:17</b>	<b>12:30</b>		<b>12:35</b>	—	<b>12:45</b>
<b>12:47</b>	<b>1:00</b>		<b>1:05</b>	—	<b>1:15</b>
1:17	1:30		1:35	—	1:45
1:47	2:00		2:05	—	2:17
2:19	2:32		2:35	—	2:47
2:49	3:02		3:10	3:16	3:26
3:28	3:41		3:45	—	3:57
3:59	4:12		4:15	—	4:27
4:29	4:42		4:45	—	4:57
4:59	5:12		5:15	—	5:27
5:29	5:42		5:45	—	5:57
5:59	6:12		6:15	—	6:27
6:29	6:42		6:45	—	6:57
6:59	7:12		7:15	—	7:27
7:29	7:42		7:45	—	7:57
7:50	8:10		8:15	—	8:25



# Route 315 Extra Trip for Small Middle School

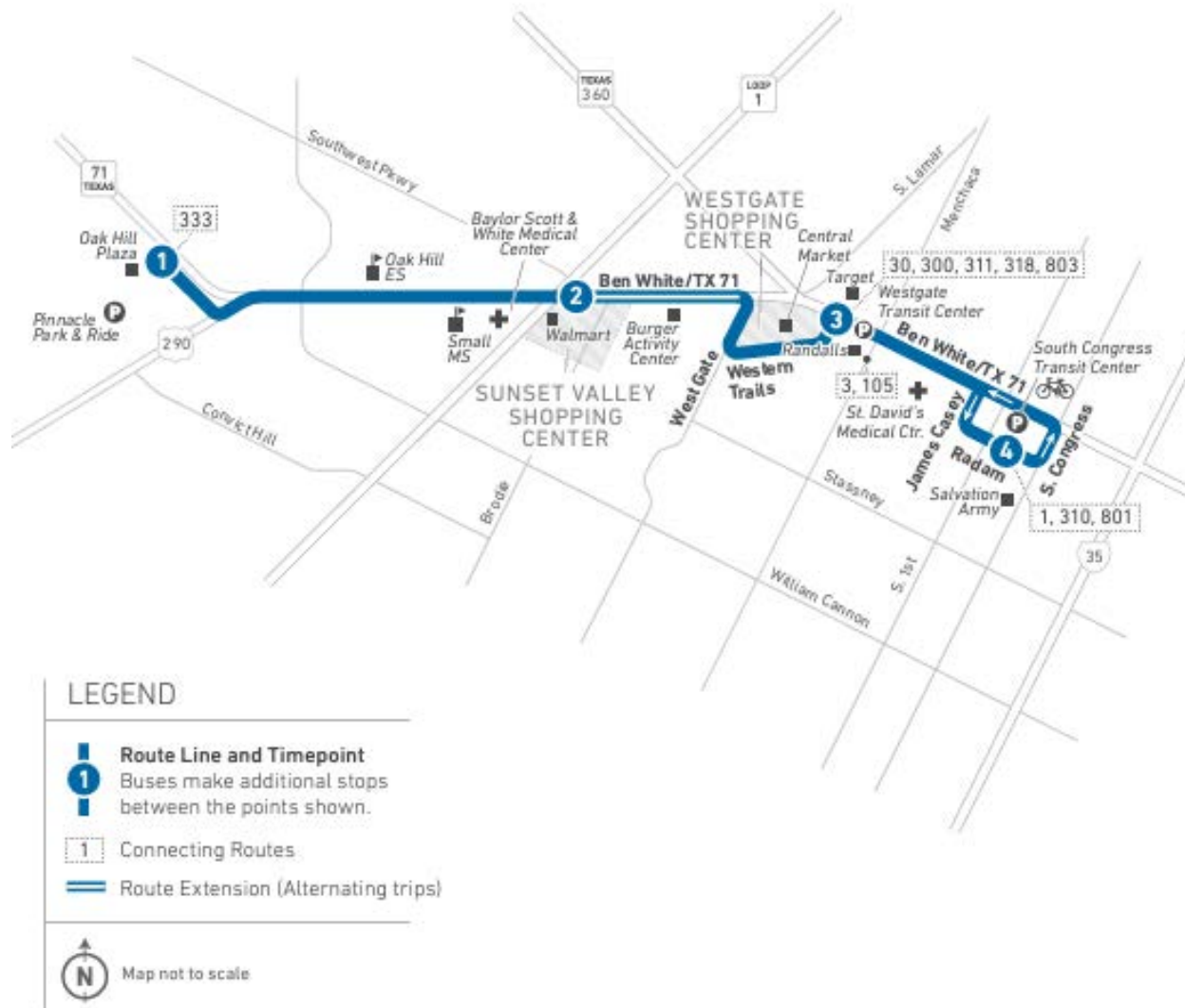
## Route 315

Service to Small Middle School

⚠ Stop # 6317  
290 HWY/  
Monterey Oaks

0

Route does not deviate to serve Small MS



PM TIMES ARE IN BOLD / LOS HORARIOS PM SE INDICAN EN LETRAS OSCURAS

315 WEEKDAYS/EASTBOUND					315 WEEKDAYS/WESTBOUND				
1	2	3	4	To Sunset Valley	1	2	3	4	To Westgate
5:50	6:04	6:14	6:25		5:10	5:20	5:28	5:39	3:33
6:10	6:24	6:34	6:45		5:40	5:50	5:58	6:09	3:33
6:45	7:02	7:12	7:24		6:10	6:20	6:28	6:39	3:33
7:15	7:32	7:42	7:54		6:40	6:51	6:59	7:11	3:33
7:35	7:52	8:02	8:14		7:10	7:21	7:29	7:41	3:33
8:05	8:22	8:32	8:44		7:40	7:51	7:59	8:11	3:33
8:35	8:52	9:02	9:14		8:10	8:21	8:29	8:41	3:33
9:05	9:21	9:31	9:43		8:40	8:51	8:59	9:11	3:33
9:35	9:51	10:01	10:13		9:10	9:21	9:30	9:42	3:33
10:04	10:20	10:30	10:42		9:40	9:51	10:00	10:12	3:33
10:34	10:50	11:00	11:12		10:10	10:21	10:30	10:42	3:33
11:04	11:20	11:30	11:42		10:40	10:51	11:00	11:12	3:33
11:34	11:50	<b>12:00</b>	<b>12:12</b>		11:10	11:21	11:30	11:42	3:33
<b>12:04</b>	<b>12:20</b>	<b>12:30</b>	<b>12:42</b>		11:40	11:51	<b>12:00</b>	<b>12:12</b>	3:33
<b>12:34</b>	<b>12:50</b>	<b>1:00</b>	<b>1:12</b>		<b>12:10</b>	<b>12:21</b>	<b>12:30</b>	<b>12:42</b>	3:33
<b>1:04</b>	<b>1:20</b>	<b>1:30</b>	<b>1:42</b>		<b>12:40</b>	<b>12:51</b>	<b>1:00</b>	<b>1:12</b>	3:33
1:34	1:50	2:00	2:12		1:10	1:21	1:30	1:42	3:33
2:04	2:20	2:30	2:42		1:40	1:51	2:00	2:12	3:33
2:34	2:50	3:00	3:12		2:10	2:22	2:31	2:44	3:33
3:04	3:20	3:30	3:42		2:40	2:52	3:01	3:14	3:33
3:34	3:50	4:00	4:12		3:10	3:22	3:31	3:44	3:33
<b>3:49</b>	<b>4:05</b>	<b>4:15</b>	<b>4:27</b>		<b>3:40</b>	<b>3:53</b>	<b>4:02</b>	<b>4:16</b>	3:33
4:04	4:20	4:30	4:42		4:10	4:23	4:32	4:46	3:33
4:34	4:52	5:02	5:14		4:40	4:53	5:02	5:17	3:33
5:04	5:22	5:32	5:44		5:10	5:23	5:32	5:47	3:33
5:34	5:52	6:02	6:14		5:40	5:53	6:02	6:16	3:33
6:04	6:22	6:32	6:44		6:10	6:23	6:32	6:46	3:33
6:34	6:52	7:02	7:14		6:40	6:53	7:02	7:16	3:33
7:04	7:19	7:29	7:41		7:10	7:22	7:30	7:43	3:33
7:34	7:49	7:59	8:11		7:40	7:52	8:00	8:13	G
8:02	8:17	8:27	8:39		8:10	8:22	8:30	8:43	3:33
8:37	8:52	9:02	9:14		8:34	8:46	8:54	9:07	3:33
9:10	9:25	9:35	9:47		9:04	9:16	9:24	9:37	3:33
9:37	9:52	10:02	10:14	C	9:34	9:46	9:54	10:07	3:33
10:10	10:25	10:35	10:47	G	10:04	10:16	10:24	10:37	3:33
10:37	10:52	11:02	11:14	G					



# Evaluate Proposals



- Minor Service Change
- Equity Considerations
  - Analyzed demographics in school tripper areas.
  - Outreach at schools to ensure these route changes did not negatively impact people who may rely on the service.
- Title VI Service Equity Analysis Not Required for this Minor Change



# Step 3: Outreach & Public Feedback



February

- Board Memo
- Customer Satisfaction Advisory Committee
- ADAPT
- Service Change Website with Comment Box
- AISD Meetings
- University of Texas

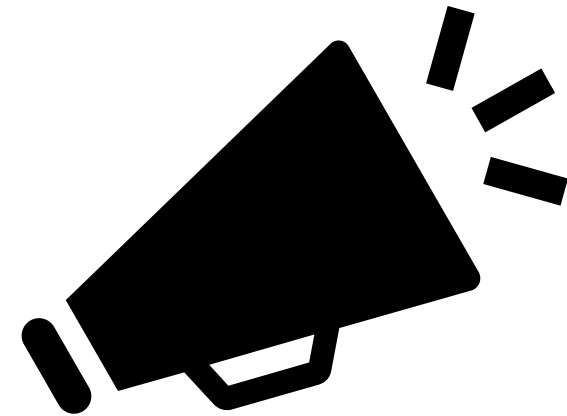
March

- ACCESS Committee
- On-Bus Brochure
- At-Stop Signs & School Outreach
- Public Hearing
- Operator Notices
- MetroAlerts & Social Media
- Virtual Presentation
- Board Approval

Changes Implemented May 26, 2024

# How to Give Feedback

- We want to hear from you!
- Email us at [Engage@capmetro.org](mailto:Engage@capmetro.org)
- [www.CapMetro.org/Summer2024](http://www.CapMetro.org/Summer2024)
- Public hearing on March 18, 2024





# Looking Ahead

# Pickup Performance Score

- Scoring is based on the Pickup Service Guidelines, adopted by CapMetro's Board of Directors in April 2021
- Zone performance is determined by:
  - Community Characteristics
  - Service Quality
  - Sustainability

Community Characteristics	Measures/KPI	Max Points Available
	Population Age 65 and Over	
Zero Car Households		5
Median Household Income		5
Households in Poverty		5
Minority Population ***		5
Essential Services (Medical, Grocery, School, Shopping, Affordable Housing)		5
		<b>30</b>
Service Quality	Measures/KPI	Max Points Available
	On Time Performance (15 min or less wait time)	
Square Mileage: Urban Zone		10*
Square Mileage: Suburban Zone		
Ridership: Passenger per Hour		10
		<b>30</b>
Sustainability	Measures/KPI	Max Points Available
	Cost Effectiveness	
MetroAccess Customers Using Pickup		10**
Mobility Impaired Passengers Transported		
Shared Rides		10
		<b>30</b>
* Measure would be either for an in-town zone or a suburban plus zone.		
** Total of 10 points split between two measures, unless a zone has no MetroAccess customers. In that case mobility impaired passengers would account for all 10 points.		

# Pickup Zone Performance Scores

Pickup Zone	Performance Score	
	June '23	Dec '23
Northeast ATX	74	74
East ATX	63	71
Walnut Creek	68	70
Dessau	56	59
Manor	55	57
Leander	64	55
South Menchaca	46	53
Exposition	34	48
Lago Vista	43	43
North Oak Hill	50	38
Dove Springs	Not Rated	Not Rated

- Pickup zones shall be evaluated and presented every six months in January and July
- Each zone will be classified based on its ability to meet the zone's established performance metrics
  - Meets Expectations: 60 or more points
  - Monitor: Zone score between 41 and 59
  - Does Not Meet Expectations: 40 points or less
- Exposition improved from "Does Not Meet Expectations" for the first time since the zone launched due to the increase in ridership from the Fall 2023 Community Engagement Campaign
- Dove Springs initiated in January 2024 and performance to be evaluated after 6 months (June 2024)

# On Our Radar

- Assessing Red Line service schedule in Austin
- Implement Project Connect services
  - McKalla Station - 2024
  - Pleasant Valley Rapid - 2025
  - Expo Rapid - 2025



# CapMetro Transit Plan



## Systemwide Service Plan

.....  
Public Engagement

Systemwide analysis and recommendations for all CapMetro services

- Demonstrates the value of transit
- Facilitate understanding of transit service planning methods.
- Encourage active collaboration in fostering a shared awareness of community transportation needs.
- Support a co-creative environment where insights and trends converge for the betterment of our transit services.
- Set the stage for a regional transit conversation
- Conduct technical market & service analysis of Central Texas region
- Considers equity throughout the process
- Develop service recommendations
- Identify a long-term vision that coordinates all current and future services



# Title VI Policy Update

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Emma Martinez, Transportation Planner I

# Why Title VI Applies to CapMetro

Title VI prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving **federal financial assistance.**

\*Subsequent Federal regulations extended this protection to discrimination on the basis of income.

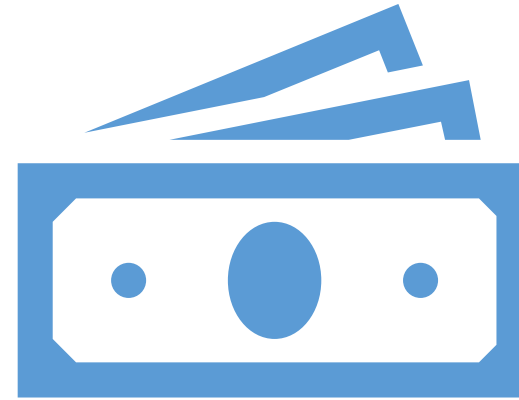
# Title VI Service Equity Analyses

Does this change unfairly impact:



Minority  
Populations?

“Disparate  
Impact”



Low Income  
Populations?

“Disproportionate  
Burden”

# CapMetro Title VI Policies

## Major Service Change Policy

When CapMetro is required to conduct service equity analyses

A service change that affects 25% of a route's annual miles or hours

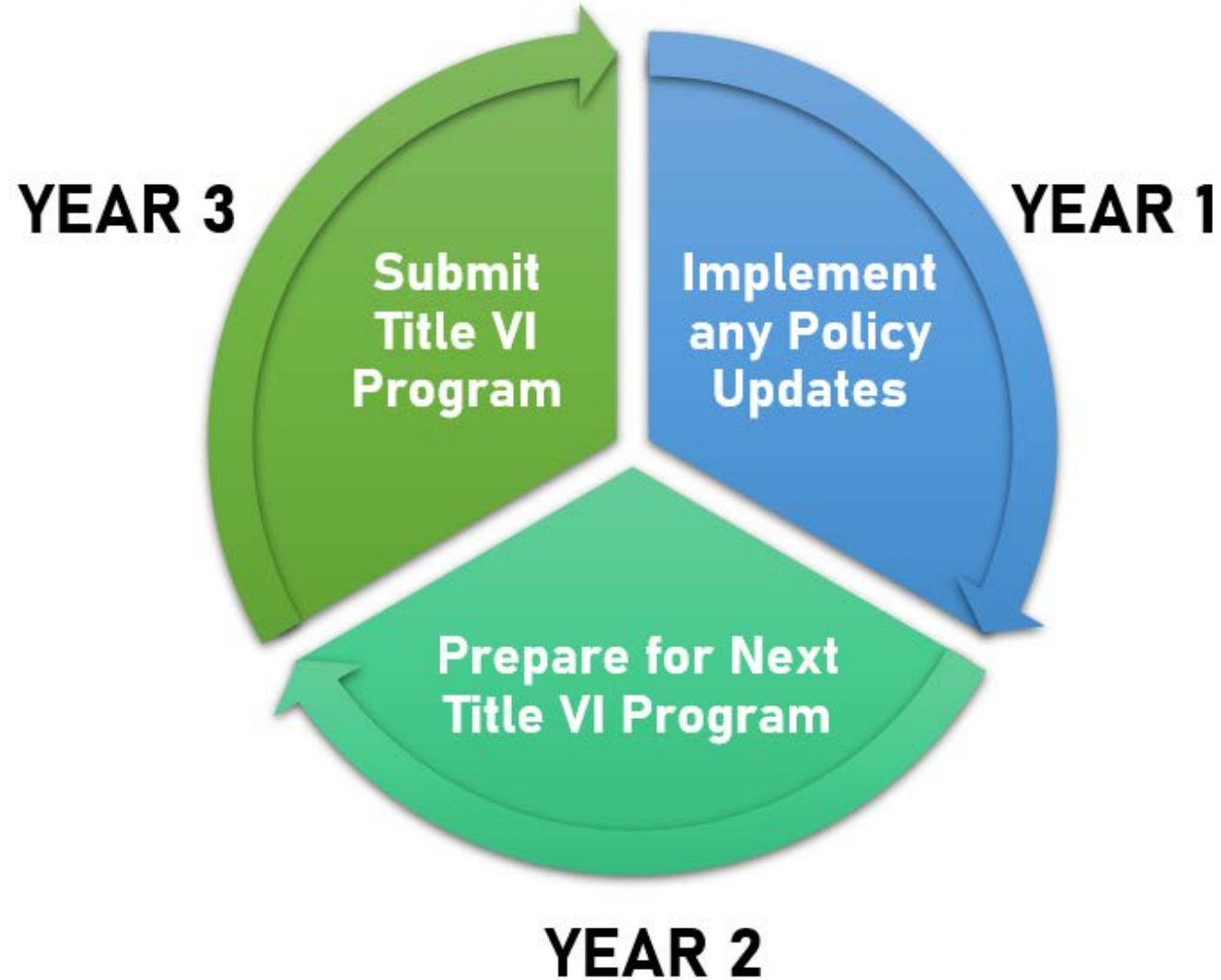
## Disparate Impact/ Disproportionate Burden Policy

Determines how disproportionate impacts to minority and low-income populations are identified

When a minority or low-income population receives

- More than 2% of their share of the adverse effects of a service change, or;
- Less than 2% of the benefits of a service change

# Review of CapMetro Title VI Policies



# Summary of Updates to the Title VI Policy



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



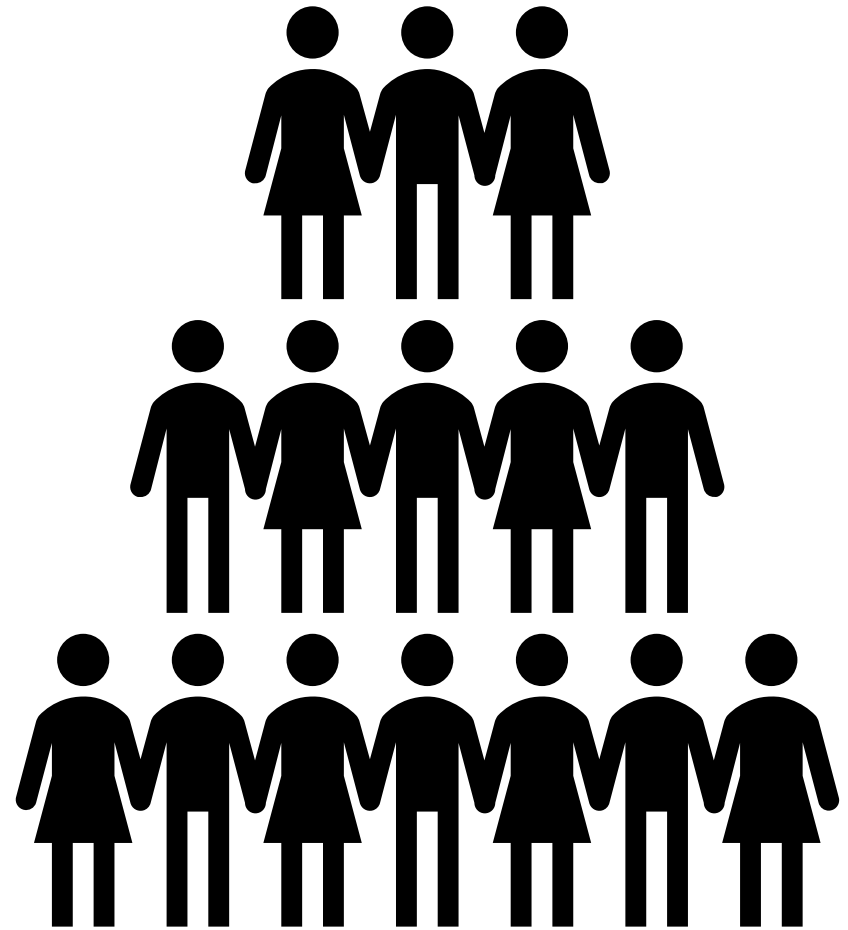
Update the analysis to include the service area average as the baseline for determining potential adverse impacts



# 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



# Updates to the 2025 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 2025 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

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

# 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 10<sup>TH</sup>)**



**BOARD ACTION (MAY  
20<sup>TH</sup>)**

# How to Provide Feedback



- [www.capmetro.org/TitleVIcompliance](http://www.capmetro.org/TitleVIcompliance)
- Email us at [engage@capmetro.org](mailto:engage@capmetro.org)
- Join us for a public hearing at 2910 E 5<sup>th</sup> Street on April 10, 2024 @ 12:15PM

CapMetro

Thank you!