



Fare Structure Study

Title VI Fare Equity Analysis

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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 	Portal. Minimum load at the Transit Store is \$1
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 	- 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 	- 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 	- 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 Fare 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

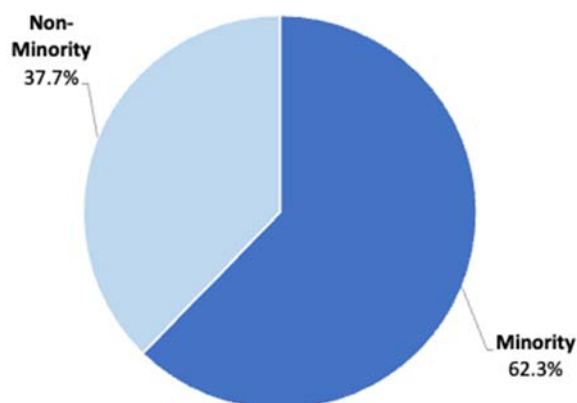
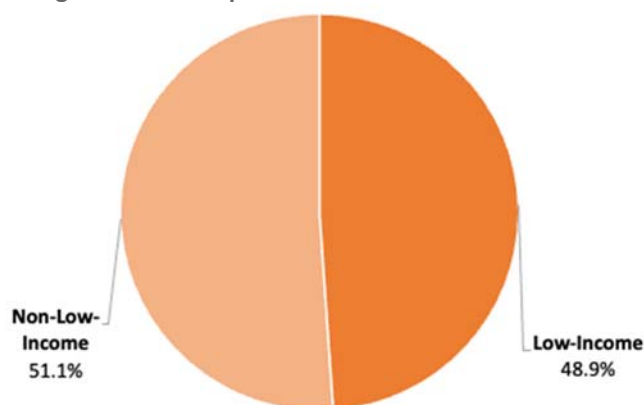
Persons in Family/Household	Poverty Guideline	125% of Poverty Guideline
1	\$11,670	\$14,588
2	\$15,730	\$19,663
3	\$19,790	\$24,738
4	\$23,850	\$29,813
5	\$27,910	\$34,888
6	\$31,970	\$39,963
7	\$36,030	\$45,038
8	\$40,090	\$50,113
For families/households with more than 8 persons:	Add \$4,060 for each 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

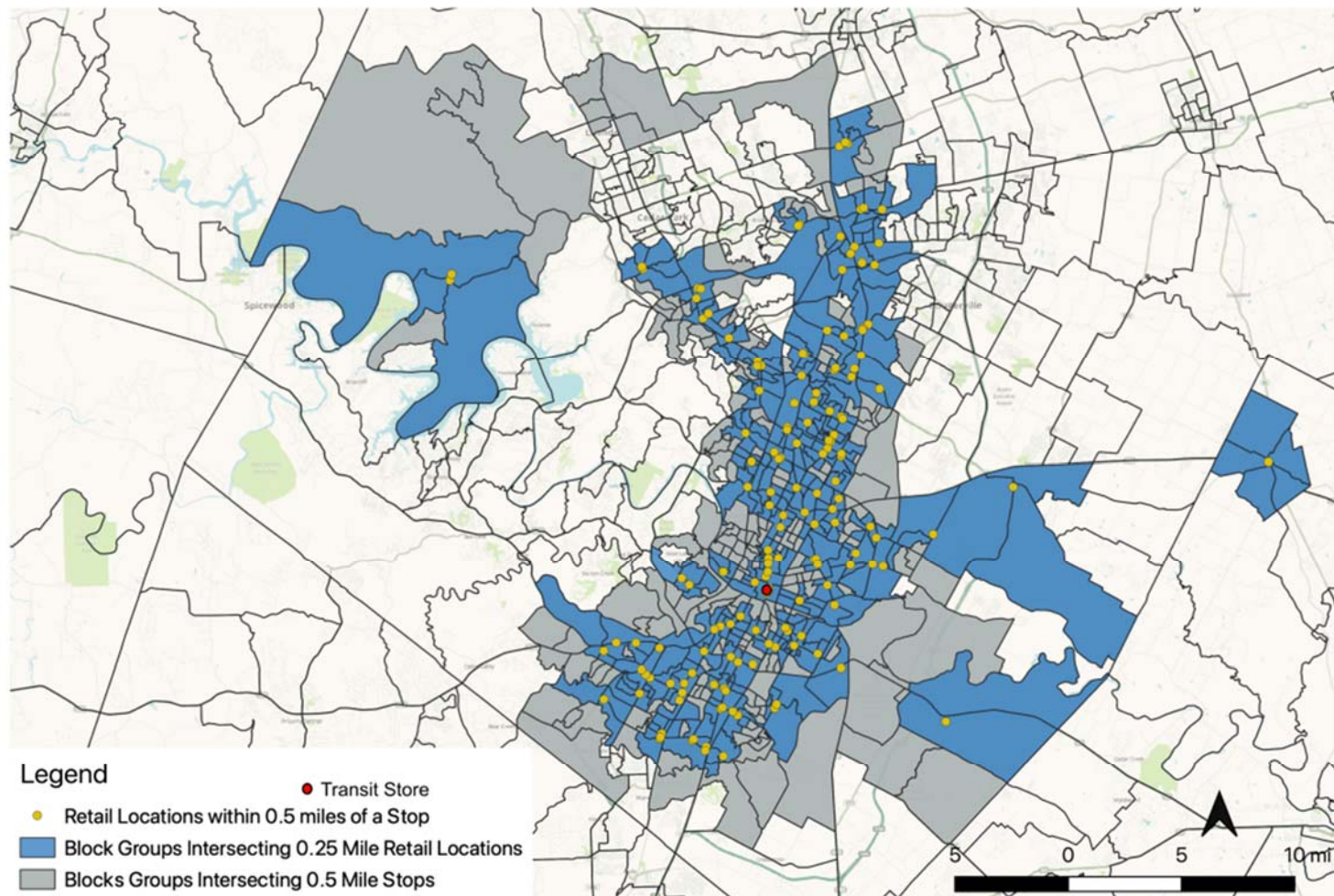


Figure 4: Retail Access Analysis - Minority Population Analysis by Block Groups

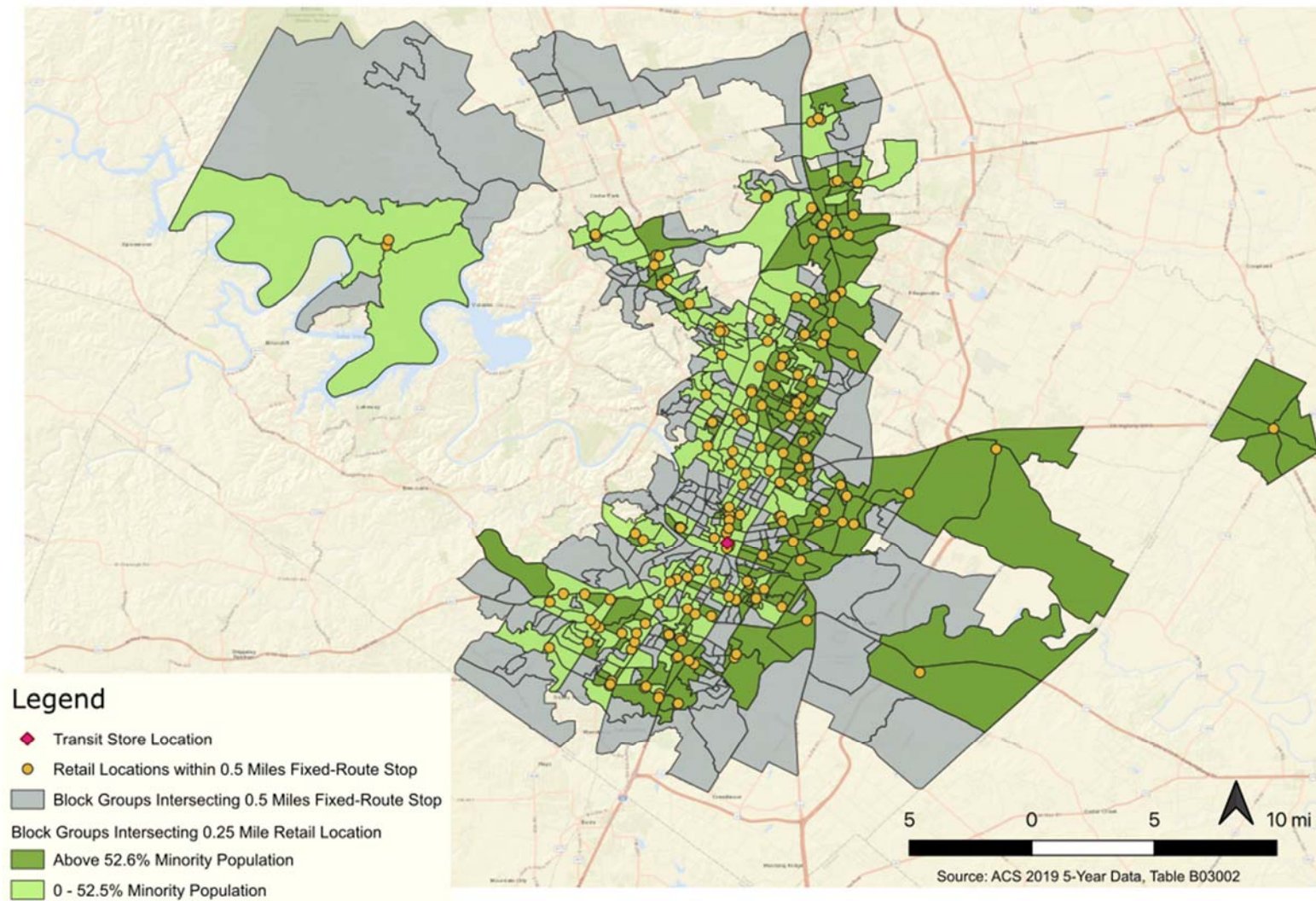
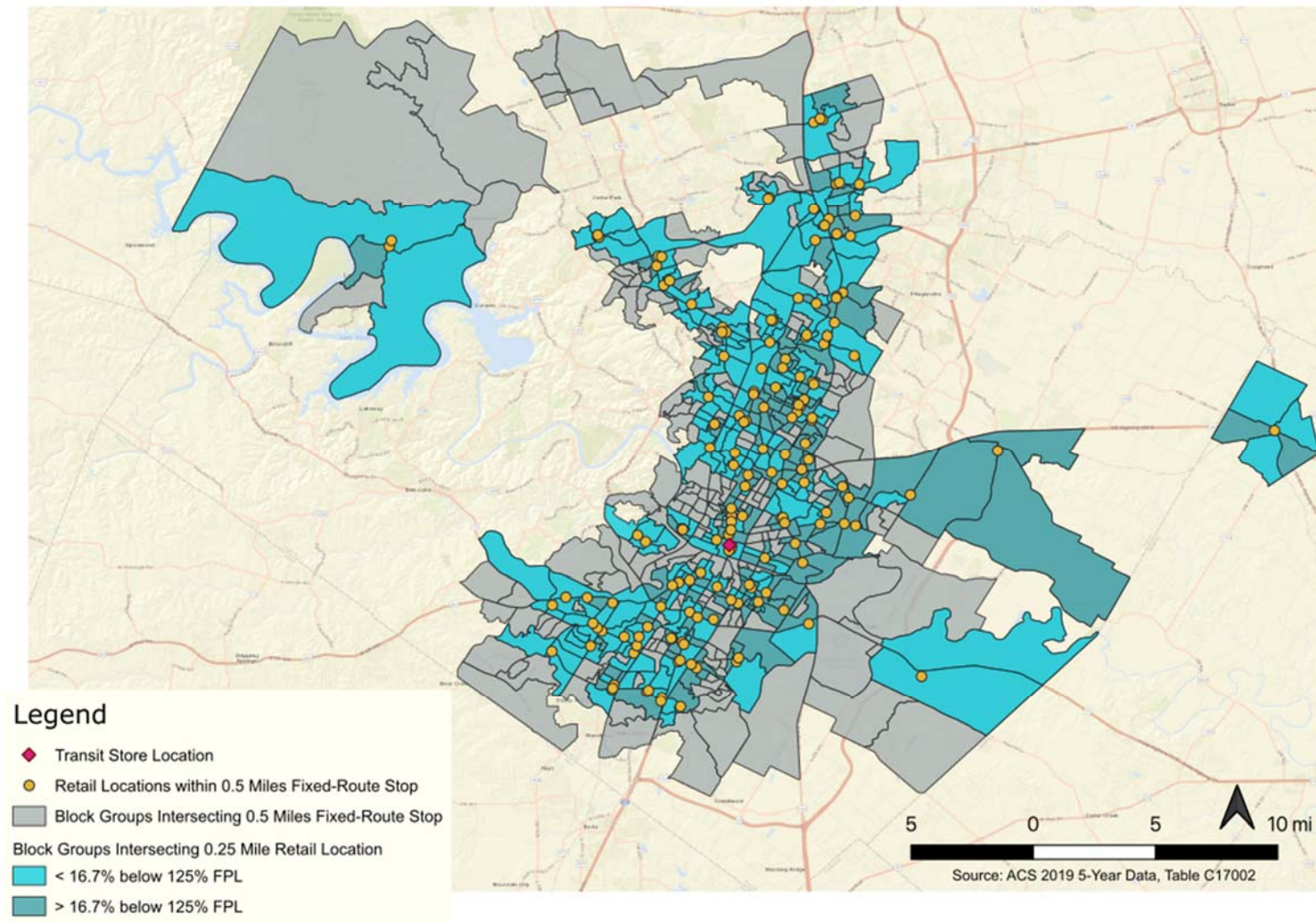


Figure 5: Retail Access Analysis - Low-Income Population Analysis by Block Groups



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

	TITLE VI POLICIES: Major Service Change, Disparate Impact, Disproportionate Burden Mgr., Office of Diversity	Issued: 6/28/2021 Approved by: Board of Directors
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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.

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- **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.

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

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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

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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

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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		
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			
							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		
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			
							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		
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			
							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
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			
							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*

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 Impaccct	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

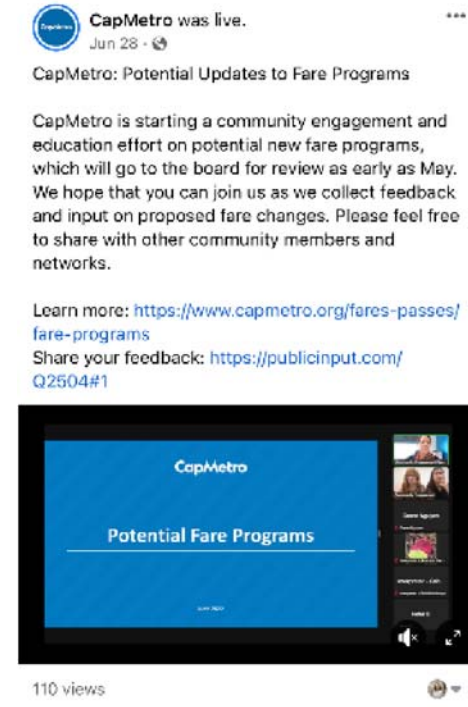
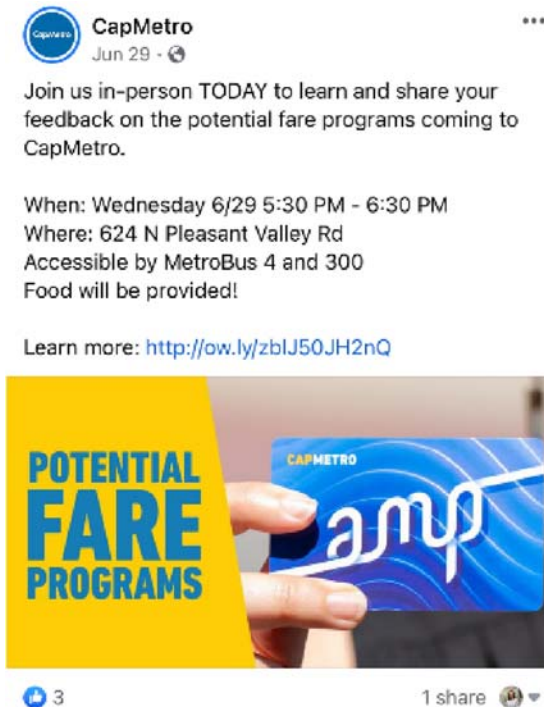
Social Media Schedule

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

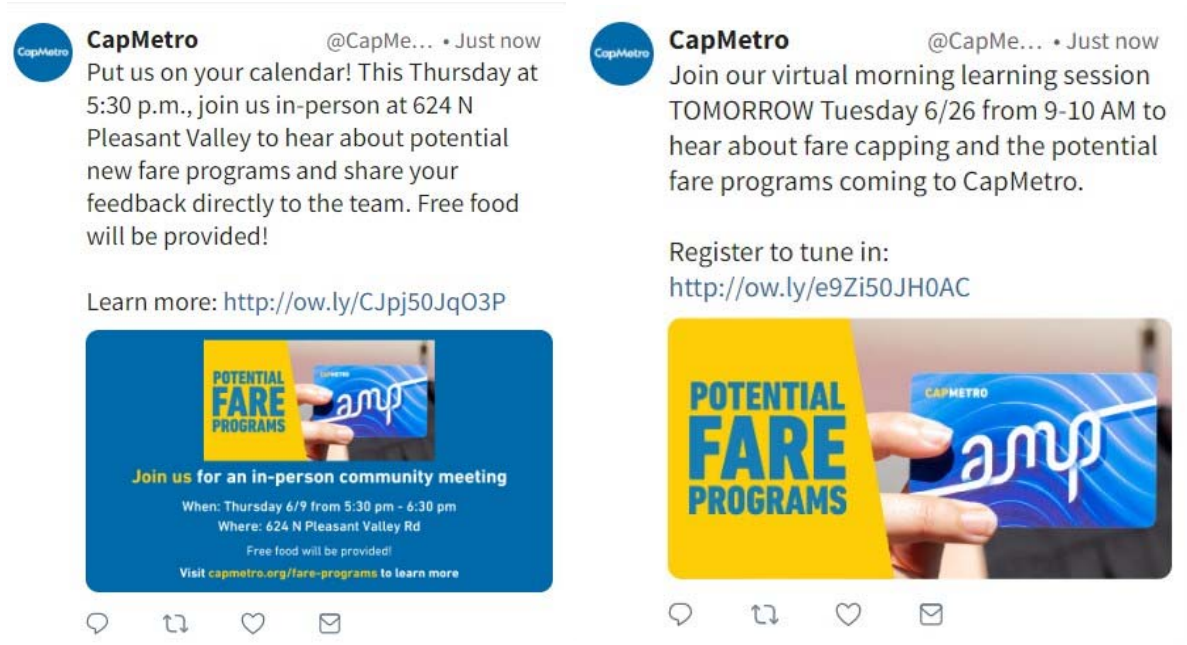
4/13	Facebook	337	7
4/26	Instagram	425	17
4/26	Facebook	1,929	10
4/27	Facebook	225	3
4/28	Facebook	564	0
5/16	Facebook	79	3
5/16	Twitter	1,510	12
5/17	Facebook	724	1
5/17	Twitter	1,986	6
5/23	Twitter	1,247	29
5/23	Twitter	90	3
5/23	Instagram	362	10
5/23	Facebook	1,177	12
5/25	Twitter	1,646	6
5/25	Facebook	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

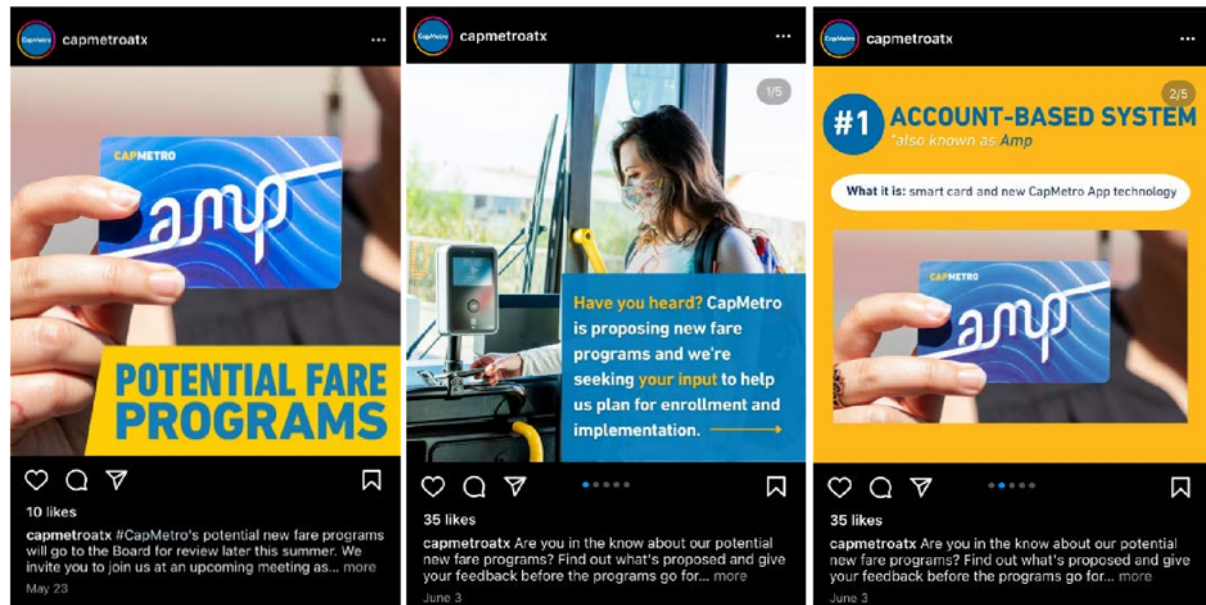
Facebook Posts



Twitter Posts



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](https://www.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](mailto:Engage@capmetro.org)

Community Meeting #1 | Phase II
Wednesday, April 27, 5:30 – 6:30 p.m.
[Register: CapMetro.org/Fare-Programs](https://www.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


POTENTIAL FARE PROGRAMS

Learn more about our potential new fare programs:

- » **FARE CAPPING**
(PAY AS YOU GO, STILL RECEIVE SAVINGS OF A DAY PASS)
- » **AMP CARD**
(REGISTER AN ACCOUNT TO USE FARE CAPPING & EQUIFARE)
- » **EQUIFARE**
(NEW DISCOUNTED FARE TYPE FOR ELIGIBLE USERS)

For Updates: capmetro.org/fare-programs

The placard features a blue background with yellow text. To the right is a photo of a hand holding a blue AMP card with the CapMetro logo. The CapMetro logo is also in the bottom right corner.



PROPUESTA DE PROGRAMAS DE TARIFAS

Infórmese acerca de las nuevas propuestas de programas de tarifas:

- » **TARIFA MÁXIMA**
(PAGUE SOBRE LA MARCHA, AUN RECIBE AHORROS DEL PASE DIARIO)
- » **TARJETA AMP**
(REGÍSTRESE POR UNA CUENTA PARA USAR LA TARIFA MÁXIMA Y EQUIFARE)
- » **EQUIFARE**
(NUEVO TIPO DE TARIFA CON DESCUENTO PARA USUARIOS ELEGIBLES)

Para más detalles: capmetro.org/fare-programs

The placard features a blue background with yellow text. To the right is a photo of a hand holding a blue AMP card with the CapMetro logo. The CapMetro logo is also in the bottom right corner.

Print Media – Ads

- Available in English, Spanish, Korean, and Vietnamese



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



¡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



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



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](#)

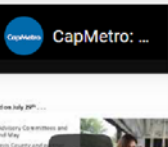
Community Meetings:

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.

Potential Programs Overview

View the Presentation



Download the presentation below:

Documents

CapMetro Potential Fare Programs Presentation_6.28.pdf

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](#).



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.)

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[NEXT UP: 6:30 PM Marketplace](#)
[+ All Streams](#)

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

Transit riders could pay less under new fare proposal by CapMetro

KUT 90.5 | By Nathan Denier
Published March 21, 2022 at 3:57 PM CDT

Photo by Gabriel C. Pérez / KUT

the kind of beautiful Hyde Park Theatre presents the world premier of *Running Bear*

A new dominant omicron strain in the U.S. is driving up cases - and reflections

Here's what it would take for ERCOT to start rolling blackouts

El operador de la red eléctrica de Texas advierte de la escasez de suministros el lunes y pide reducir la energía

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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

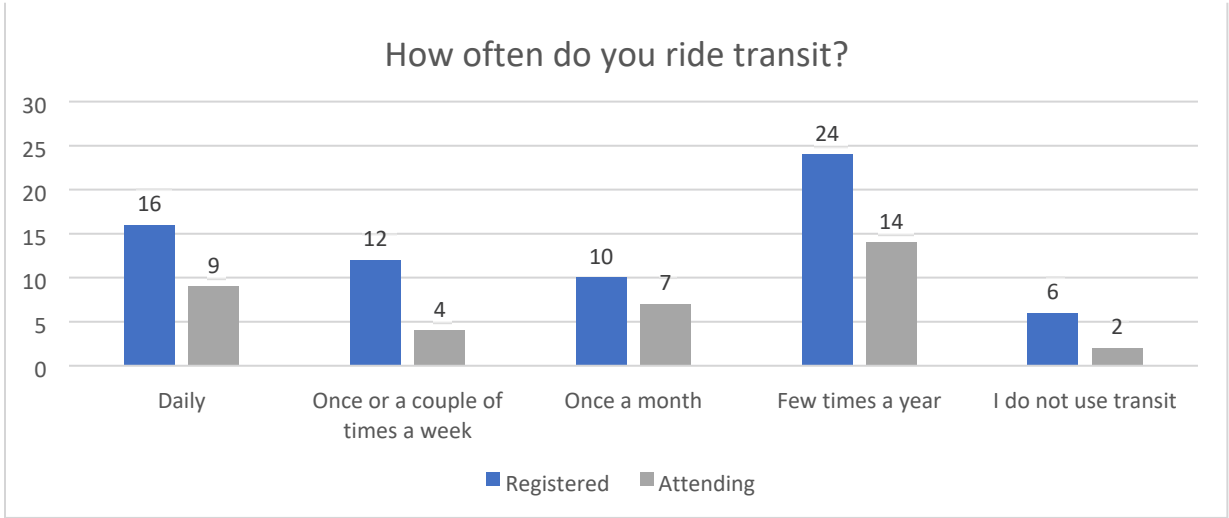
Appendix B: Community & Partner Agency Zoom Meeting Data

Community & Partner Agency Meeting Attendance Data

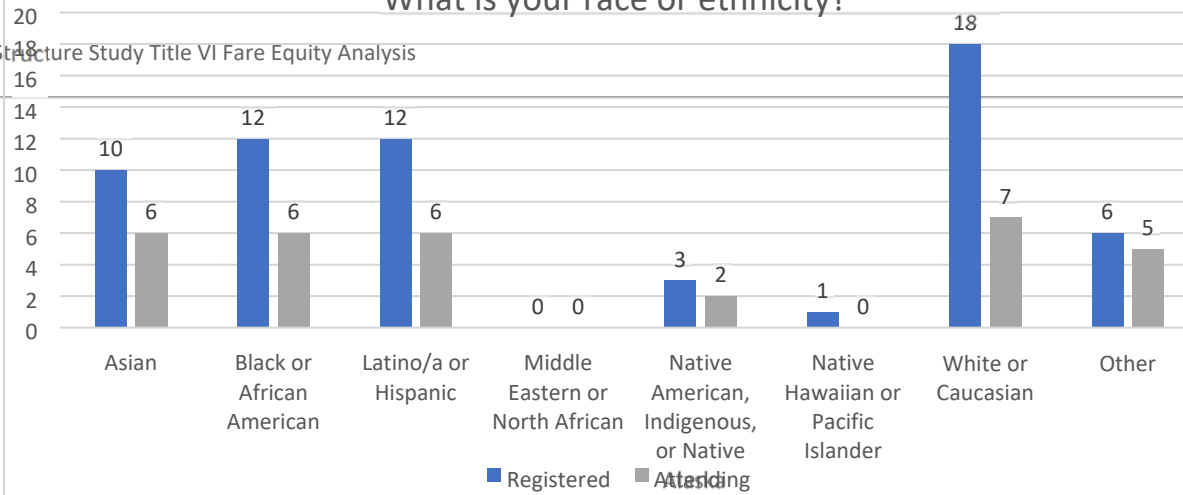
Meeting Info		Attendees				
Date	Type	Live	Facebook	Twitter	YouTube	# Reached
4/13	Community	5	180	156	62	403
4/14	Community	0				0
4/21	Partner Agencies	0				0
4/27	Community	5	100	151	78	334
4/28	Community					0
5/17	Partner Agencies	4				4
5/18	Internal	144				144
5/19	Partner Agencies	0				0
5/25	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

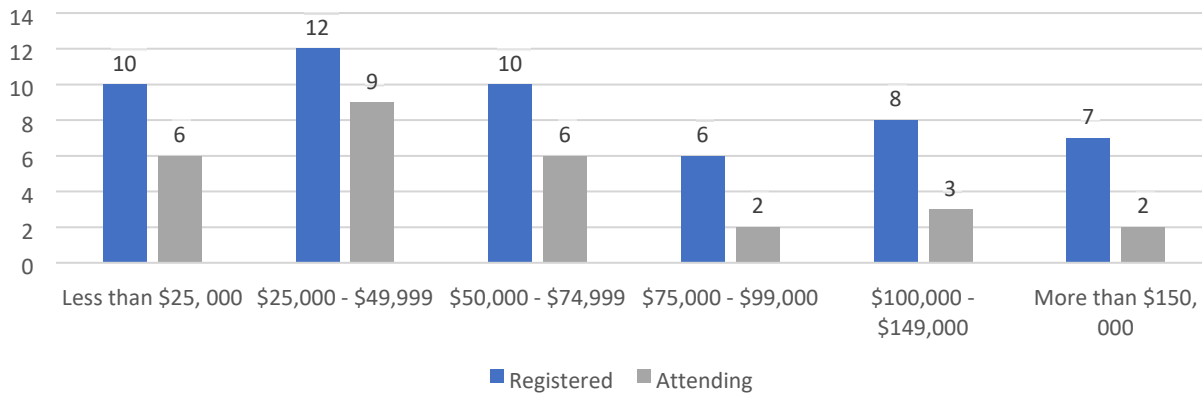
This demographic data is only available for attendees who registered through the Zoom registration and completed the survey. This does not include the attendee information from social media, 1:1 meetings, or other engagement events.

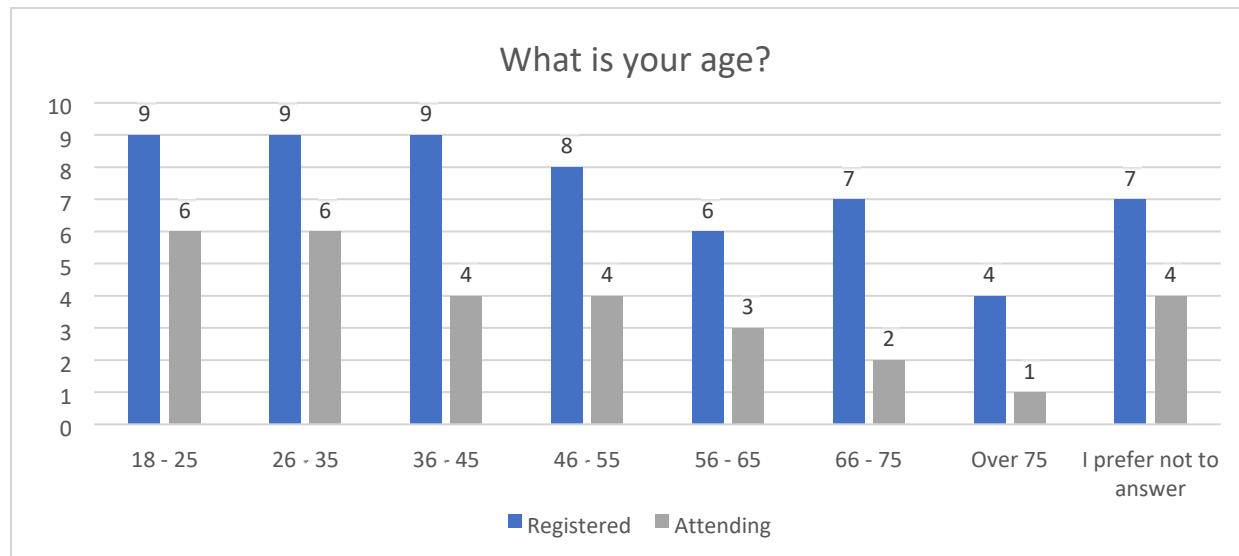


What is your race or ethnicity?



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.	June 10, 2022
		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?	• Provide easily and frequently accessible enrollment locations
Commission Presentation	Opportunity	Wants rail to be cheaper – based on Pedro's presentation from a previous meeting on transit equity	• 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
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Fare Structure Study Title VI	Fare Equity Analysis	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.	June 10, 2022
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	Concern	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.	

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	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	Equifare 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
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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 insert 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

