



Transit Pass for the Unhoused Community

Title VI Fare Equity Analysis

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1 Introduction

Title VI of the Civil Rights Act of 1964 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 proposed to provide no cost fares for unhoused or housing-insecure riders was prepared in conformity with the guidelines laid out in Chapter IV and Appendix K of FTA Circular 4702.1B.

The Fare Equity Analysis described herein assesses whether the proposed changes 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 Average Fare 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 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 Transit Pass for the Unhoused Community program.

2 Overview of Proposed Fare Changes

In an effort to increase mobility options for those who experience housing insecurity or are unhoused, CapMetro has developed a pilot program to directly administer a no-cost pass distribution process for unhoused community members who are registered and receiving services as part of the Homeless Management Information Systems (HMIS) that ties homelessness service providers with unhoused community members experiencing some form of housing insecurity or are unhoused. This pilot program was developed after a year-long comprehensive coordinated community engagement effort to ensure that the pilot program meets the needs of the unhoused participants as well as partner agencies that would be helping with this program.

CapMetro intends to launch a chip-enabled fare card that is at no-cost for people registered in HMIS for use on all CapMetro Local bus, Rapid bus, microtransit (Pickup) and ADA paratransit (MetroAccess) services. It is not anticipated that the Transit Pass for the Unhoused Community Program will be valid on Commuter services. Eligible customers will be able to pick up assigned cards directly from CapMetro's Transit Store or a designated service provider. The fare cards will be linked to the customers' HMIS profile and will be valid for two years. CapMetro staff intend to manage the program directly, including card distribution to HMIS registered individuals or agency partners, activating or deactivating cards, conducting periodic audit functions, and issuing new or replacement cards when lost or stolen.

It should be noted that the Fare Equity Analysis did not review the processes through which unhoused or housing insecure individuals become registered in the HMIS database, nor the distribution process that service providers use in the distribution of the no cost fare cards as these elements are outside the purview of CapMetro staff and policies.

Additional information about the proposed Transit Pass for the Unhoused Community Program is discussed further in Section 6. Fare Change Proposal.

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 Federal Transit Administration 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.

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.

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

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

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 at no cost 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 a Disproportionate Burden.

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 the following component:

- **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

It should be noted that the Fare Equity Analysis did not review the processes through which unhoused or housing insecure individuals become registered in the HMIS database, nor the distribution process that service providers use in the distribution of the no cost fare cards as these elements are outside the purview of CapMetro staff and policies.

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 effects of the COVID-19 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-19. The 2020 OD Survey collected approximately 13,821 surveys 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.

Additionally, to provide demographic classifications for the proposed Transit Pass for the Unhoused Community, Four Nines used data provided by the Ending Community Homeless Coalition through the 2023 Point in Time Count submitted to the Continuum of Care Board TX-503 in Austin / Travis County to fulfill requirements in 24 CFR § 578.7(c)(3). The report analyzes data from a point-in-time count undertaken on January 28, 2023. The data collected from the 2023 Point in Time count is the most recent data currently available on the demographics of sheltered and unsheltered people in Travis County. The demographic statistics are very similar to those in the 2022 Needs and Gaps report published by the Ending Community Homeless Coalition, based on 2021 data exported from the Homeless Management Information System (HMIS).

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.

The following demographic assumptions were used in the Average Fare Analysis, and replicates the assumptions used in the February 2022 Fare Equity Analysis:

- 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 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.
- 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 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 no cost ride or received a no cost 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.

Additional assumptions were made, specific to the Transit Pass for the Unhoused Community program:

- Based on feedback from CapMetro staff, through consultation with TEF organizations, it was assumed that roughly 5,000 Unhoused Community Transit Passes would be distributed, and that approximately 72% of them would be actively used by members of the community. The percentage of active use (72%) was based on statistics from the first three months of the Unhoused Community Pilot Program.
- The analysis assumed that the average utilization of each actively used pass would be approximately 23 boardings per month per passholder, consistent with the modeling assumptions regarding frequency of use of TEF pass products. This utilization assumption is in line with the ~25 boardings per month per passholder observed in the first three months of the Unhoused Community Pilot Program.
- Based on feedback from CapMetro staff, through consultation with TEF organizations, it was assumed that approximately 95% of boardings in the Transit Pass for the Unhoused Community program would come from existing TEF products. The remaining 5% of boardings were assumed to be customers that are currently paying Single Ride fares, likely with cash, and would move to the Transit Pass for the Unhoused Community program. In the analysis, this means that the share of boardings occurring in the TEF program is assumed to decrease, but the more likely outcome is that this degree of customer participation would free up existing TEF funding resources and allow TEF organizations to re-allocate funding to help additional groups or more members of their community.

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 1 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 2 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, as they could not be properly categorized.

Table 1: 2014 HHS Poverty Guidelines

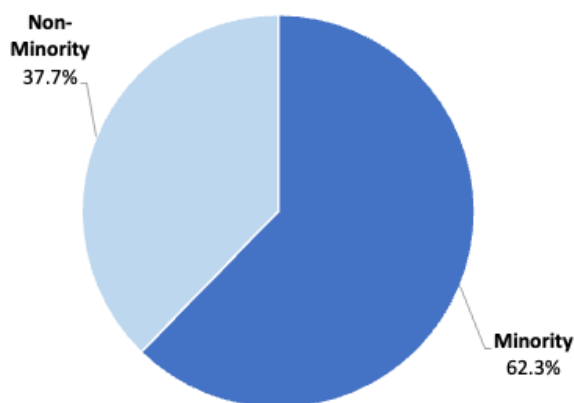
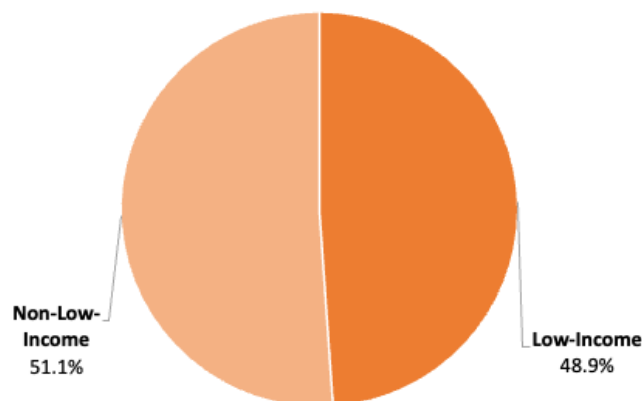
Persons in Family/Household	Poverty Guideline	125% of Poverty Guideline
1	\$11,670	\$14,588
2	\$15,730	\$19,663
3	\$19,790	\$24,738
4	\$23,850	\$29,813
5	\$27,910	\$34,888
6	\$31,970	\$39,963
7	\$36,030	\$45,038
8	\$40,090	\$50,113
For families/households with more than 8 persons:	Add \$4,060 for each additional person	Add \$5,075 for each additional person

Table 2: 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 3 presents the fare payment type by minority and income status, while Table 4 presents the percentage of minority and low-income ridership by fare payment type. It should be noted that not all fare payment types were represented in the 2015 OD Survey, such as those receiving Transit Empowerment Fund benefits. As such, demographic analyses for those fare types were determined through modeling efforts, as described in Section 4 and in Section 8, below.

Table 3: Fare Payment Type by Minority and Income Status (Source: 2015 OD Survey)

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%

Table 4: Percentage of Minority and Low-Income Ridership by Fare Payment Type (Source: 2015 OD Survey)

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%

6 Fare Change Proposal

Since 2011, CapMetro has maintained a partnership with the Transit Empowerment Fund (TEF) as an important part of CapMetro's comprehensive fare program. A key benefit of TEF is that they work directly with organizations and individuals in the social service arena and have designed a fare and transit access program that specifically serves the needs of low-income riders in the greater Austin community. In 2022, CapMetro Board and staff, TEF Board and staff, community members, and numerous local social service providers identified challenges to the existing TEF program framework that created burdens for social service providers and unintentionally restricted access to CapMetro's system for those who need it most.

In an effort to increase mobility options for those who experience housing insecurity or homelessness, CapMetro has developed a new program to directly administer a no cost pass distribution process for unhoused community members who are registered and receiving services as part of the Homeless Management Information Systems (HMIS). The HMIS ties service providers with community members experiencing some form of housing insecurity or homelessness. This fare program was developed after a year-long comprehensive and coordinated community engagement effort to ensure that the program met the needs of the unhoused as well as partner agencies that would be helping with this program.

Toward that end, CapMetro has launched a Pilot Project to provide a chip-enabled fare card that is cost-free for people registered in HMIS for use on all CapMetro Local bus, Rapid bus, microtransit (Pickup) and ADA paratransit (MetroAccess) services. It is not anticipated that the Transit Pass for the Unhoused Community Program will be valid on Commuter services. The fare cards are linked to the customers' HMIS profile and will be valid for two years. CapMetro staff intend to manage the program directly, including card distribution to HMIS registered individuals or agency partners, activating or deactivating cards, periodic audit functions, and issuing new or replacement cards when lost or stolen. The Transit Pass for the Unhoused Community will only be available as a smart card, and there are no plans to make the Transit Pass for the Unhoused Community available as a mobile pass at this time.

While it is anticipated that some TEF partners will transition to this new pass program, this pass program does not supplant the existing TEF program that provides deeply discounted and no cost passes to more than 230 local social service agencies through a Request for Applications allotment process. As such, there is no change to the TEF program at this time.

It should be noted that the Fare Equity Analysis did not review the processes through which unhoused or housing insecure individuals become registered in the HMIS database, nor the distribution process that service providers use in the distribution of the no cost fare cards as these elements are outside the purview of CapMetro staff and policies.

6.1 No Cost Fare for Unhoused Eligibility

While CapMetro will be able to provide the proposed Transit Pass for the Unhoused Community to those already in the HMIS database, CapMetro has no ability to register individuals into the HMIS program and/or database. As such, this analysis has not reviewed the HMIS eligibility process.

The proposed Transit Pass for the Unhoused Community will be available to individuals who are already registered in the HMIS, the local database that ties homelessness service providers with community members experiencing some form of housing insecurity or homelessness. The US Department of Housing and Urban Development requires local agencies to maintain a HMIS database of client-level data and data on the provision of housing and services to individuals and families experiencing, or at risk, of homelessness. Clients in the HMIS program meet certain criteria established by the state in order to obtain services related to housing instability and/or homelessness. Service providers must register client-level data and case management details into the HMIS database so that recipients can access related services, including the no cost transit passes. The HMIS system is free for service providers and government agencies to use, but an HMIS training program is required before organizations are able to utilize the database. Ending Community Homelessness Coalition (ECHO) leads Austin/Travis County's HMIS by administering the software to local organizations and aiding in technical assistance.

Each contact point between a service provider using HMIS and an individual experiencing housing insecurity or homelessness is recorded in the HMIS, which can be accessed by any organization using the system. Participating service providers and CapMetro Transit Store employees will be able to check the HMIS in order to verify the eligibility of a customer seeking the Transit Pass for the Unhoused Community. If the individual is in the HMIS system, they are eligible for the Transit Pass for the Unhoused Community, and can request the pass through the service provider or CapMetro.

For each recipient who requests the no cost transit card, HMIS service providers or CapMetro Transit Store staff will be required to access the HMIS database to add "Local Transit Pass" to the list of "services" along with the card's issue date and serial number that links the card to the HMIS recipient. It also allows the card to be deactivated in the event it is lost or stolen. Service providers will distribute the physical fare media to their registered HMIS clients through their internal systems and individual distribution processes.

If an individual who is experiencing housing insecurity or homelessness is not in the HMIS, a service provider will be able to register them. A CapMetro employee can refer them to a participating service provider, but will not be able to register them at the Transit Store.

CapMetro has partnered with select service providers to distribute the Transit Pass for the Unhoused Community during the pilot phase. They include: Texas Harm Reduction Alliance, Sunrise Navigation Center, Trinity Center, The Other Ones Foundation, Hungry Hill, Urban Alchemy, and Safe Haven. As the program expands, participating service providers will be organizations that provide services to individuals and families experiencing housing insecurity or homelessness and who are trained and able to use the HMIS database system. If additional service providers are interested in providing the no cost transit card, they will be required to fill out a form, which will be reviewed and approved by CapMetro, and estimate the number of Transit Pass for the Unhoused Community passes they will need in the next six months. Approved service providers will pick up the allotted number of Transit Pass for the Unhoused Community passes from the CapMetro Transit Store, and will be responsible for acquiring more from CapMetro in the future.

6.1.1. Media Distribution Proposal

HMIS recipients will have several ways to access the new pass:

- 1) Directly through the CapMetro Transit Store; or

2) Via HMIS service providers' internal systems and individual distribution processes.

For HMIS recipients who wish to access their no cost fare card via CapMetro, they can visit the CapMetro Transit Store located at 209 W. 9th St, Austin, TX on weekdays from 8am-5pm. Transit Store employees will have access to the HMIS database to verify eligibility, register the transit card, and provide an issue date for the card. Individuals will need to present name and verification of identity at the Transit Store for this method of pass access. Individuals who are not in the HMIS database will be referred to participating service providers. Table 5 presents the anticipated changes associated with the new pass program.

Table 5: Proposed Distribution Method

Policy	Existing	Proposed
Transit Empowerment Fund (TEF) Passes	<ul style="list-style-type: none"> – CapMetro releases an annual Request for Applications for deeply discounted and no-cost CapMetro Transit Passes – 501(c)3, 501(c)9, or government organizations that serve low-income individuals within CapMetro service area may apply – Local or Commuter 1-Day, 7-Day, and 31-Day full fare passes are distributed to approved organizations. Organizations can choose which fare product best serves their clients – Individuals receiving services from the approved TEF organizations may receive full fare 1-Day, 7-Day, or 31-Day passes at no cost from the organizations 	<ul style="list-style-type: none"> – No change
Transit Pass for the Unhoused Community Program	<ul style="list-style-type: none"> – none 	<ul style="list-style-type: none"> – Individuals registered in the HMIS will be eligible to receive a Transit Pass for the Unhoused Community at no cost – Eligible individuals will be able to receive a pass at participating service providers or at the CapMetro Transit Store (209 W. 9th St, Austin, TX; M-F 8am-5pm) – Participating service providers and CapMetro employees at the Transit Store will have access to the HMIS, and will verify an individual's HMIS registration – Upon successful verification and distribution of a Transit Pass for the Unhoused Community to an eligible customer, the service provider or Transit Store employee will record the card's serial number and issue date in the HMIS – Approved individuals will receive a chip-enabled card that is similar in appearance to a full fare Local Pass – The Transit Pass for the Unhoused Community will be valid for up to 2 years following first activation – If lost or stolen, pass holders will need to notify HMIS service providers or CapMetro, who will deactivate lost or stolen card and issue new card

6.1.1 New Program Payment System Media

The proposed Transit Pass for the Unhoused Community smart card will be identical in appearance to CapMetro's existing Local 7/31-Day Pass smart cards, but they will not include a date to denote pass duration. The Transit Pass for the Unhoused Community pre-programmed smart card will be valid for two years from the time of first activation.

Each participating Transit Pass for the Unhoused Community customer will have their own card with a unique serial number that will be recorded in the HMIS upon distribution. Customers will be instructed to report lost or stolen cards to the issuing service provider or by visiting the CapMetro Transit Store. Service providers or CapMetro Transit Store employees will enter an end date for the lost or stolen card in the HMIS, and reissue a new Transit Pass for the Unhoused Community smart card to the customer. Once cards are deemed lost or stolen, they are deactivated and cannot be used. CapMetro will run a weekly "end date" report to deactivate any lost or stolen cards and to update the system.

CapMetro staff also intend to conduct periodic audit functions to ensure that customers are still registered in the HMIS program and to deactivate cards that have not been used for a prolonged period of time.

6.1.2 Other Existing Fare Media

The existing TEF program will continue to operate in tandem with the proposed Transit Pass for the Unhoused Community program. The TEF program currently offers deeply discounted or no-cost transit passes to participating organizations that serve low-income communities in CapMetro's service area. The TEF process will not experience any changes, and 501(c)3, 501(c)9, or government organizations will continue to answer an annual Request for Application (RFA) process in order to receive transit passes for their low-income clients. TEF organizations choose which fare product best serves their clients: full fare Local or Commuter 1-Day, 7-Day, or 31-Day passes, and will continue to distribute TEF transit passes at no cost to their low-income clients. While the TEF program will remain, CapMetro expects that many TEF organizations will also distribute the Transit Pass for the Unhoused Community to clients registered in the HMIS.

7 Fare Proposal Outreach

Community engagement was an essential part of the development and implementation of this Transit Pass. Such engagement included collaborating with service providers, TEF, and ECHO – where discussions were held to share perspectives, gather feedback, and develop the program and pilot. A pilot was planned, developed, and implemented to test the pass technology, process with HMIS and service providers, and gather feedback from the unhoused community. About 400 passes were distributed to unhoused client testers to pilot in the months of July and August 2023. Overall, the pilot received positive feedback from the unhoused testers and the service providers. Takeaways from the pilot led to developing and streamlining the Transit Pass management process as well. Additional details can be found below in Section 7.2.

7.1 Public Outreach Overview

Engaging with the community was a fundamental aspect throughout the development and execution phases of the Transit Pass. Service Providers who advocated for more resources for those experiencing homelessness formed the unhoused workgroup and played a pivotal role in various stages starting from collaborating in the planning of the emergency Transit Empowerment Fund allocation. Additionally, they contributed to the design and implementation of the Transit Pass for the Unhoused Community, providing valuable feedback at every juncture.

Our outreach efforts extended to working closely with a consortium of service providers, leveraging their insights and perspectives to ensure the effectiveness of the implementation process. Feedback from both the unhoused individuals and their respective organizations was instrumental in refining our approach.

Furthermore, we actively solicited input from the Transit Empowerment Fund (TEF), fostering a collaborative environment to enhance the program's outcomes. To validate our strategies, a pilot initiative was launched, distributing approximately 400 passes to unhoused individuals for testing purposes.

The response from the testers was overwhelmingly positive, validating the efficacy of the Transit Pass initiative. Their feedback was meticulously incorporated into the final implementation, ensuring that the Transit Pass for the Unhoused Community met the diverse needs of its intended beneficiaries.

Phase I: Unhoused Workgroup Forms & Pass Planning

Timeline: September 2022-May 2023

Purpose: Create the unhoused workgroup to help plan and implement the no-cost smart card pilot program and identify and recruit Service Providers to participate.

Community Engagement Tools:

- **Workgroup Meetings:** Form the unhoused workgroup with service providers including representatives from the Transit Empowerment Fund, ECHO, ECHO's leadership council, Texas Harm Reduction Alliance (THRA), Sunrise Navigation Center, Trinity Center, UT School of Nursing, and CapMetro staff. This group met biweekly from August 2022- July 2023 to give their input on the development and implementation of the pilot program to help serve the unhoused community.

- **1:1 Meetings with Service Providers:** The Community Engagement team scheduled one-on-one meetings with identified Service Providers in the Austin community to start exploring partnership proposals and long-term use and contracts for identified community needs.
- **Service Provider Meetings:** Had regular meetings with participating service providers on the planning phase of the pilot program; including asking for feedback on the Homeless Management Information System training, pass details and logistics, educational materials, surveys and focus group questions for both Service Providers and clients, and the timeline of the phases of the pass.
- **Educational Materials:** Worked with Service Providers to provide feedback on educational materials such as [Transit Pass for the Unhoused Community Fact Sheet](#), [Training & Inventory One-pager](#), [Client Training & Flyer](#), [Service Provider & General Training One-Pager](#). Please see Appendix B Documents 1-5 for flyers.
- **Trainings:** Implement joint training with ECHO and CapMetro to provide training on how to use the HMIS system to input the smart-card information for clients, how to distribute and keep inventory for the smart cards, distribution of smart cards, how to request smart cards, and how to receive client and provider support for any questions that may arise.

Unhoused Workgroup Meetings

Held biweekly meetings from August 2022-July 2023

Schedule of 1-1 on meetings

Date	Organization Name
4/24	IMPACCCT
5/8/23	Texas Harm Reduction Alliance
5/3/23	Sunrise Navigation
5/3/23	Trinity Center
5/3/23	The Other Ones Foundation
5/5/23	Hungry Hill Foundation
5/8/23	IMPACCCT
5/8/23	Texas Harm Reduction Alliance
5/23/23	Texas Harm Reduction Alliance
5/23/23	Hungry Hill Foundation

Schedule of External Meetings

Date	Organization Name
4/10/23	ECHO, Transit Empowerment Fund & CapMetro
5/18/23	ECHO HMIS Training

Schedule of Trainings

Date	Training Topic	Organizations
5/25/23	HMIS Pass & ECHO Training	Texas Harm Reduction
5/23/23	HMIS Pass & ECHO Training	TOOF Sunrise Navigation Hungry Hill Urban Alchemy Trinity Center IMPACCCT Urban Alchemy
5/31/23	Pass Program Pilot Training	Customer Cares & Transit Store

Phase II: Implementing the Pilot Program and gathering input for the Next Phase

Timeline: July 5-July 31, 2023

Purpose: Launch the Pilot with 7 Service Providers and gather input from the program through focus groups, surveys, and HMIS Providers meetings to help develop and plan the next phase of the launch.

Community Engagement Tools:

- **HMIS Pilot Provider Meetings:** Regular check-in meetings with Service Providers participating in the pilot program. During these meetings, we will ask feedback on focus group questions, how the pilot program is going and input for the next launch phase.
- **1:1 Meetings with Service Providers:** Have regular check-in meetings with Service Providers to ask for input on the pilot program. To check in about how distribution, inventory, the HMIS system, and survey distribution is going within the pilot program.
- **Focus Groups:** Identify and implement focus groups with 2 service providers. This includes Safe Haven and the Other Ones Foundation. Please see Appendix C Document 1 for focus group data results.
- **Surveys:** Using input gathered from service providers in phase I, we will distribute and encourage participation in surveys for both [clients](#) and [service providers](#). This input will inform the next phase of the program. Please see Appendix C Document 2 for survey results.
- **Website:** Work with CapMetro internal communications team to create information on CapMetro's website to inform both service providers and clients about the program. The website will include information about the program background, benefits, and timeline of when service providers can apply for the program. Website can be found [here](#) and can be translated into Spanish. Please see Appendix B Document 6 for the website.

List of Service Providers for Pilot Program

Organization Name	Service type	Cards Distributed	Focus Groups
Texas Harm Reduction Alliance	Outreach & Drop-in	60	N/A
Sunrise Navigation Center	Day Center	100	N/A
Trinity Center	Day Center	30	N/A
The Other Ones Foundation	Day Center	100	Hosting 2
Hungry Hill Foundation	Outreach	70 in partnership w/ Urban Alchemy	N/A
Austin Urban Alchemy	Day Center	70 in partnership w/ Hungry Hill	N/A
Safe Haven	Shelter	30	Hosting 2

Schedule of Service Provider Check-Ins

Date	Meeting	Organizations
6/16/23	Pass Pilot Meeting	Trinity Center The Other Ones Foundation Sunrise Navigation Center Hungry Hill Foundation IMPACCCT Urban Alchemy Texas Harm Reduction Alliance
7/12/23	Service Provider Check-In	The Other Ones Foundation Texas Harm Reduction Alliance Sunrise Navigation Hungry Hill Urban Alchemy Trinity Center

Schedule of 1-on-1 meetings

Date	Meeting	Organization
6/9/23	Focus Group Check-In	IMPACCCT
6/22/23	Interest Meeting	Austin Public Library
6/26/23	Focus Group Check- in	The Other Ones Foundation
7/10/23	Pilot Onboarding & Focus Group Check-in	Safe Haven

Schedule of External Meetings

Date	Meeting	Organizations
7/10/23	SAFE HMIS Training	Integral Care, SAFE, ECHO
7/18/23	ECHO- HMIS Reporting Meeting	ECHO

Schedule of Focus Groups

Date	Organization Name	# of Attendees
8/8/23	The Other Ones Foundation	12
8/11/23	The Other Ones Foundation	12
8/17/23	Safe Haven	5
8/19/23	Safe Haven	4

Schedule of Trainings

Date	Training Topic	Organization
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6/1/23	EEO Training	ECHO
7/19/23	CapMetro Agency Admin Training with ECHO	ECHO

Phase III: Launching the Transit Pass for the Unhoused Community

Timeline: August 2023-2024

Purpose: To launch the next phase of the Pass for Individuals Experiencing Homelessness by incorporating feedback from the Pilot launch and fostering relationships with service providers in the community that work with the unhoused community to launch the program in the community. During this phase, we will begin and finish our Title XI analysis for the program.

- **Community Engagement Tools:**

- **Newsletter/Listservs:** Existing listservs will be used to communicate with Service Providers in the community to fill out an interest form to participate in the program.
- **Website:** We will update the CapMetro webpage to include the interest form for Service Providers to participate in the program, the timeline for the program, and expectations from providers. Link. Please see Appendix B Document 6 for website.
- **Direct Mail/Email:** During this phase, we aim to cultivate relationships with service providers in the community to participate in the program. We will invite them to trainings and informational sessions about the program, in addition to a fair to learn more about the program.
- **Outreach Events:** During this phase, we will implement a fair where we invite service providers in the community to come and learn about the Pass for Individuals Experiencing Homelessness. During this fair, service providers can learn more about the program and expectations for implementation. In addition, individuals who are enrolled in the HMIS system can come to enrollment fairs in the community to come and receive a transit pass.
- **Trainings and Informational Meetings:** During this phase we will host semi-regular virtual presentations in which Service Providers in the community can come and learn more about the program while asking questions. These trainings will also provide CapMetro an opportunity to ask for feedback about our communications—websites, flyers, and other communication methods to see if they are accurately explaining the program.
- **Meetings for Community Leaders and Social Services Providers:** We will host meetings throughout phase III for interested organizations to learn more about the program. In addition, once service providers fill out the interest form to be a part of the program and are selected, we will have a training to go over how to request smart cards, how to keep inventory, how to enter information into HMIS, and how to train clients on how to use the cards. These meetings hopefully will allow us to build and maintain relationships with service providers in the community.
- **1:1 Meetings with Service Providers as Requested:** Service Providers that are interested in participating in the program may request a one-on-one meeting with internal CapMetro staff to learn more about the program.
- **Brochures/Flyers:** These can be distributed during outreach events and emailed to Service Providers in the community. Please see Appendix B Documents 1-5 for flyers.

- **Title VI Analysis:** The Title VI analysis for the Transit Pass for the Unhoused Community involves a thorough examination of its impact on different demographic groups to ensure compliance with federal regulations. Title VI mandates that transit agencies receiving federal funding must not discriminate against individuals based on race, color, or national origin in implementing fare changes or service adjustments.

The analysis assesses how the introduction of the Transit Pass affects various communities, particularly those historically underserved or disadvantaged. Factors such as accessibility, affordability, and the equitable distribution of benefits are carefully evaluated to mitigate any potential disparate impacts.

Additionally, the analysis considers feedback from community stakeholders, including advocacy groups and affected populations, to address any concerns and ensure inclusivity. By adhering to Title VI requirements, the Transit Pass for the Unhoused Community aims to promote fairness and accessibility in public transit services for all individuals, regardless of background or socioeconomic status.

- **Techniques:**

- Building on the success of our previous phase, our public involvement plan will continue to employ proven techniques such as community building, community education, economic development, and institutional engagement. Inclusive participation remains a priority as we actively reach out to minority and vulnerable populations, ensuring their awareness and access to our programs. Additionally, we will now emphasize fostering and exploring long-term partnerships and services to better serve the community's needs. By integrating these techniques, we aim to deepen our connections, understand community needs, and provide ongoing support tailored to the diverse populations we serve.

List of Participating Service Providers

Organization Name	Smart Cards Distributed
Austin Travis County Emergency Medical Services	500
Austin Urban Alchemy	200
Austin Area Urban League	150
Austin Public Library	1000
CapMetro Intervention Specialists	200
Caritas of Austin	550
Casa Marianella	300
Catholic Charities	50
Charlie Center	300
City of Austin	250
Downtown Community Court	500
Family ElderCare	500
Foundation for the Homeless	50
GI Forum	300
Hungry Hill Foundation	300
Integral Care	1000
LINC Austin	350
Maximizing Hope	200
Queertopia	400
SAFE Alliance	In Progress
Salvation Army	120
Sunrise Navigation Center	4000
Texas Harm Reduction Alliance	2000
The Other Ones Foundation	400
Transit Store	450
Trinity Center	3000
Urban Alchemy	200
Working Group 512	400

Schedule of Service Provider Check-Ins

Date	Organization Name	Attendees/Organizations
8/9/23	Service Provider Check-In Meeting	The Other Ones Foundation Texas Harm Reduction Alliance Sunrise Navigation Center Hungry Hill Urban Alchemy Trinity Center Safe Haven
9/11	Pilot Participants- Enrollment for pass	Hungry Hill The Other Ones Foundation Sunrise Navigation Center Trinity Center Texas Harm Reduction Alliance Urban Alchemy
1/25	Service Provider Check-in	Austin Public Library Austin Travis County Emergency Medical Services Trinity Center American GI Forum Sunrise Navigation Center

Schedule of One-on-One Meetings

Date	Meeting Topic	Organization
8/30/23	Planning enrollment fairs	Sunrise Navigation Center
10/2/23	MOU Discussion	SAFE
10/10/23	Interest Meeting	Austin ISD
10/23/23	Check-in	Hungry Hill
10/23/23	Check-in	Sunrise Navigation Center
11/8/23	Check-in	Austin Public Library
11/16/23	Interest Meeting	Integral Care
11/21/23	Interest Meeting	Sobering Center
11/29/23	MOU Discussion	Integral Care
11/30/23	Interest Meeting	City of Austin
12/12/23	MOU Discussion	SAFE
12/12/23	Collaboration & Staff Training	Sunrise Navigation Center
1/25/24	MOU Discussion	SAFE
1/26/24	Check-in	Travis County Public Defender's Office
1/29/24	Collaboration & Staff Training	Sunrise Navigation Center
2/15/24	Collaboration & Staff Training	Sunrise Navigation Center

Schedule of Trainings

Date	Training Topic	Organizations
9/26/23	Service Provider Training	Caritas
9/27/23	Community Interest Meeting	Austin Mutual Aid LINC Lifeworks Community Care Trinity Center Texas Harm Reduction Saint Louise House Austin ISD TOOF Urban Alchemy
10/13/23	Service Provider Training	Austin Area Urban League Progressive Impactct American GI Forum-NVOP Inc. Travis County Constable Pct 3 CORP SSVDP The Salvation Army Homeless Strategy Division Maximizing Hope
11/7/23	Interest Meeting	Family Eldercare Walking by Faith Ministry Central Texas Food Bank Street Youth Ministry Stonehill Bread of Life Endeavors
12/4/23	Interest Meeting	Casa Marianella Central Texas Food Bank City of Austin The Samaritan Center Cross Creek Hospital
12/6/23	Service Provider Training	Salvation Army
2/14/24	CSAC Meeting	CSAC Meeting

Schedule of External & Outreach Meetings

Date	Meeting Topic	Organizations
8/16/23	Bidders Conference Presentation	Transit Empowerment Fund partnerships
8/23/23	HMIS Data	ECHO
9/6/23	Community Outreach Leaders	50+ community outreach leaders
10/12/23	MOU & Data	SAFE & ECHO
11/1/23	Community Outreach Leaders	50+ community outreach leaders
12/9/23	Community Outreach Leaders	50+ community outreach leaders
12/18/23	Public Hearing for HMIS	CapMetro board members & public

1/3/24	Community Outreach Leaders	50+ community outreach leaders
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Schedule of Enrollment Fairs

Date	Organization/Event	Number Reached
10/4/23	Provider Enrollment Fair	23 organizations: Saint Louise House ECHO Hungry Hill Foundation Caritas of Austin Community Care City of Austin, Office of Civil Rights Catholic Charities Integral Care The Charlie Center Foundation for the Homeless Working Group 512 Austin Free-Net ATCEMS Downtown Austin Community Court LINC Austin Austin Public Library Travis County Public Defender's Office Catholic Charities of Central TX VA- Homeless Veterans Program Sunrise Homeless Navigation Center
10/21/23	Stand Down for Veterans	50
10/25/23	Sunrise Navigation Center	150
10/27/23	Sunrise Navigation Center	100
11/9/23	THRA	30
11/14/23	Little Walnut Library	30
11/15/23	Pop Up Resource Clinic	50
11/16/23	Terrazas Library	30
11/16/23	THRA	30
12/5/23	THRA	30
12/13/23	Foundation Communities- Arbor Terrace	20
12/13/23	Foundation Communities- Garden Terrace	20
1/17/24	Pop Up Resource Clinic- Marshaling Yard	20
1/22/24	Foundation Communities- Capital Studios	20
1/24/24	Foundation Communities- Skyline Terrace	20

2/6/24	Foundation Zilker	Communities-	30
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List of Interested Organizations in which have either communicated with over the phone or email:

Organization Name
Walking by Faith Ministry
Sobering Center
Stonehill Bread of Life Ministry
Center for Survivors of Torture
Vocal-ATX
University Avenue Church of Christ
ENDEAVORS
Central Texas Food Bank
Central Health
Dell Med
AISD Project Help
APH Neighborhood Services Unit
Austin Mutual Aid
Challenger, Street Newspaper
Street Youth Ministry
LifeWorks
Cross Creek Hospital
Community Care
Austin Free-Net
Central Texas VA- Homeless Veterans Program
Progressive Impaccct
Travis County Public Defender's Office
Samaritan Center
Santa Maria Hostel
Blackland Community Development Corporation
Saint Louise House
Central Presbyterian Church

7.2 Summary of Public Comments

A public hearing was held on December 18th, 2023, we did not receive any public comments regarding the Transit Pass for the Unhoused Community.

7.3 Changes to Proposal

There are no proposed changes to the program as a result of our collaboration with providers or input from their clients.

7.4 Board Adopted Fare Change

Approval of a resolution adopting amendments to CapMetro's Fare Policy and Fare Structure to provide a no-cost, two-year transit pass for eligible unhoused or housing insecure customers for use on CapMetro local and Rapid bus, Pickup by CapMetro, and CapMetro Access services, approving the related Title VI Fare Equity Analysis, and authorizing the President & CEO, or her designee, to implement the fare change. A motion was made by Board Member Stratton, seconded by Board Member Vela, that this Resolution be adopted. The motion carried by the following vote: Aye: Travillion, Pool, Stratton, Ross, Harriss, Vela, Bangle, and Ellis.

Board Members present: Travillion, Pool, Stratton, Ross, Harris, Vela, Bangle, and Ellis II. Public comment made by: Karen Blizzard, Pedro Henandez, Zenobia Joseph, David Keyes, and Debra Miller. Comments received were not related to the fare change being proposed. See Appendix E for board approval document.

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 associated with the Transit Pass for the Unhoused Community program resulted in a significant reduction to some riders, the systemwide change resulted in less than a 0.2 percent difference between minority and non-minority customers and a 0.8 percent difference between low-income and non-low-income customers, which was within the 2% policy threshold. In fact, the proposed fare change is expected to benefit minority customers to a greater degree than non-minority customers and is expected to benefit low-income customers to a greater degree than non-low-income customers. 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 D** provides the detailed tables (Tables B-1 and B-2) that provide the average fare change by minority/non-minority and low-income/non-low-income status and by specific fare payment method. 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 the proposed fare change.

Table 7 shows the change between existing and proposed average fares per boarding. Systemwide, the average fare for all customers will decrease from \$0.638 to \$0.636 (0.3% decrease).

Table 7: 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	\$1.00	\$1.00	\$0.00	0%
Single Ride -> Amp, 3-4+ Days/Wk, Capping	\$1.03	\$1.03	\$0.00	0%
Single Ride -> Amp, 3-4+ Days/Wk, Capping, Equifare	\$0.82	\$0.82	\$0.00	0%
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	\$0.46	\$0.46	\$0.00	0%
Day Pass -> Amp, 3-4+ Days/Wk, Capping	\$0.45	\$0.45	\$0.00	0%
Day Pass -> Amp, 3-4+ Days/Wk, Capping, Equifare	\$0.36	\$0.36	\$0.00	0%
7-Day Pass -> Non-Amp, 7-Day Pass	\$0.56	\$0.56	\$0.00	0%
7-Day Pass -> Amp, Capping	\$0.52	\$0.52	\$0.00	0%
7-Day Pass -> Amp, Capping, Equifare	\$0.41	\$0.41	\$0.00	0%
31-Day Pass -> Non-Amp, 31-Day Pass	\$0.69	\$0.69	\$0.00	0%
31-Day Pass -> Amp, Capping	\$0.58	\$0.58	\$0.00	0%
31-Day Pass -> Amp, Capping, Equifare	\$0.46	\$0.46	\$0.00	0%
DPP/TEF, Day Pass	\$0.00	\$0.00	\$0.00	0%
DPP/TEF, 7-Day Pass	\$0.00	\$0.00	\$0.00	0%
DPP/TEF, 31-Day Pass	\$0.00	\$0.00	\$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%
Single Ride -> Transit Pass for the Unhoused Community	\$1.25	\$0.00	-\$1.25	-100%
TEF -> Transit Pass for the Unhoused Community	\$0.00	\$0.00	\$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	\$0.52	\$0.52	\$0.00	0%
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	\$0.22	\$0.22	\$0.00	0%
31-Day Pass -> Non-Amp, 31-Day Pass	\$0.29	\$0.29	\$0.00	0%
31-Day Pass -> Amp, Capping	\$0.26	\$0.26	\$0.00	0%
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	\$3.00	\$3.00	\$0.00	0%
Single Ride -> Amp, 3-4+ Days/Wk, Capping	\$2.52	\$2.52	\$0.00	0%
Single Ride -> Amp, 3-4+ Days/Wk, Capping, Equifare	\$2.16	\$2.16	\$0.00	0%
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	\$2.63	\$2.63	\$0.00	0%
Day Pass -> Amp, 3-4+ Days/Wk, Capping	\$2.09	\$2.09	\$0.00	0%
Day Pass -> Amp, 3-4+ Days/Wk, Capping, Equifare	\$1.79	\$1.79	\$0.00	0%

Fare Product	Average Fare per Boarding		Change in Average Fare	
	Existing	Proposed	Absolute	Percentage
7-Day Pass -> Non-Amp, 7-Day Pass	\$1.87	\$1.87	\$0.00	0%
7-Day Pass -> Amp, Capping	\$1.63	\$1.63	\$0.00	0%
7-Day Pass -> Amp, Capping, Equifare	\$1.30	\$1.30	\$0.00	0%
31-Day Pass -> Non-Amp, 31-Day Pass	\$3.15	\$3.15	\$0.00	0%
31-Day Pass -> Amp, Capping	\$2.48	\$2.48	\$0.00	0%
31-Day Pass -> Amp, Capping, Equifare	\$1.98	\$1.98	\$0.00	0%
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	\$1.37	\$1.37	\$0.00	0%
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	\$1.18	\$1.18	\$0.00	0%
31-Day Pass -> Non-Amp, 31-Day Pass	\$1.17	\$1.17	\$0.00	0%
31-Day Pass -> Amp, Capping	\$0.95	\$0.95	\$0.00	0%
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 & No Cost 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%

The Average Fare Analysis made assumptions regarding the share of customers that would be likely to migrate to the Transit Pass for the Unhoused Community Program. Demographic assumptions for the customers participating in the Transit Pass for the Unhoused Community pass program were derived from the 2023 Point in Time Count report submitted to the Continuum of Care Board by the Ending Community Homelessness Coalition. The estimated number of passes assumed to be distributed and the share that would be distributed to existing TEF recipients was determined based on discussions with CapMetro staff, through consultation with TEF organizations. Assumptions regarding the number of passes actively used were based on data from the current Pilot Program; average utilization per pass assumes that the Transit Pass for the Unhoused Community will be similar to the modeled utilization of the existing TEF program. These assumptions are documented in greater detail in Section 4.1.2.

Table 8 provides the systemwide analysis comparing the average fare for minority customers to non-minority customers. Table B-1 provides the detailed analysis by fare payment type. For minority customers, the average fare would decrease from \$0.576 to \$0.573, a 0.4% decrease. For non-minority customers, the average fare would decrease from \$0.745 to \$0.744, a 0.2% decrease. The percentage point difference between the percentage change for minority customers and non-minority customers is -0.2%, 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 8: Average Fare for Minority Customers

	Minority Customers			Non-Minority Customers		
	Number of Customers	Existing Fare Revenue	Proposed Fare Revenue	Number of Customers	Existing Fare Revenue	Proposed Fare Revenue
Total	17,974,456	\$10,348,692	\$10,302,8328	10,550,657	\$7,860,637	\$7,844,774
Average Fare		\$0.576	\$0.573	Average Fare	\$0.745	\$0.744
% Change in Average Fare			-0.4%	% Change in Average Fare		-0.2%
Difference between Protected and Non-Protected			-0.2%			

Table 9 presents the systemwide analysis comparing the average fare for low-income customers to non-low-income customers. Table B-2 provides the detailed analysis by fare payment type. For low-income customers, the average fare would decrease from \$0.511 to \$0.507, a 0.8% decrease. For non-low-income customers, the average fare would remain unchanged at \$0.804, a 0% change. The percentage point difference between the percentage change for low-income customers and non-low-income customers is 0.8%. 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 9: Average Fare for Low-Income Customers

	Low-Income Customers			Non-Low-Income Customers		
	Number of Customers	Existing Fare Revenue	Proposed Fare Revenue	Number of Customers	Existing Fare Revenue	Proposed Fare Revenue
Total	16,099,948	\$8,221,084	\$8,159,361	12,425,165	\$9,988,244	\$9,988,244
Average Fare		\$0.511	\$0.507	Average Fare	\$0.804	\$0.804
% Change in Average Fare			-0.8%	% Change in Average Fare		0%
Difference between Protected and Non-Protected			-0.8%			

9 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 Transit Pass for the Unhoused Community. The needs of CapMetro have been matched with the needs of the low-income and minority communities to develop a no cost transit pass for those experiencing housing insecurity or homelessness.

The Average Fare 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 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 Transit Pass for the Unhoused Community.

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.

- **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.

Appendix B: Transit Pass for the Unhoused Community Educational Materials

Document B- I: Transit Pass for the Unhoused Community Fact Sheet




Introducing a Transit Pass to Support Our Unhoused Community




We're excited to introduce our new transit passes. This pass provides convenient and accessible transit options for unhoused individuals in the Travis County Homeless Management Information System (HMIS).

CapMetro collaborates with local providers to offer a pass that benefits our community at no cost to riders. This partnership seeks to improve mobility, access to vital services and community connections. Enrollment opens to providers in October 2023. If you are a provider, please fill out this [Interest Form](#) to receive information about enrollment and client eligibility. Please reach out to Kelsey.Lammy@capmetro.org with questions.


Pass Details




Smart Card Technology:
The pass is a smart card that enables easy and efficient travel on CapMetro local services.



No Cost: The transit pass has no cost to both the unhoused clients and authorized service providers.



Pick-up Locations:
Unhoused clients can obtain their smart cards at participating service providers or the Transit Store.



Usage Flexibility:
The pass can be used as needed on valid local services.

Key Benefits

Access to Transportation: The pass ensures individuals experiencing homelessness have access to essential services, employment opportunities and community activities at no cost to them or providers.

Empowerment and Independence: By offering transportation fare support, we empower individuals to travel independently.

Increased Opportunities: Access to reliable transportation opens doors to employment, job interviews, medical appointments, social services and support networks.

Stability and Progress: Transit passes for people receiving services through the homelessness response system better links these services to individuals and links individuals to opportunities to progress toward stability in housing, support services and employment, and an improved quality of life.

Document B-2: Service Provider Training & Inventory Sheet



HMIS System and Inventory Training

This information is designed to familiarize service providers with the features and benefits of our Transit Pass for Unhoused Community, which uses a smart card that is provided free of cost to clients. This training will also equip you with the necessary knowledge and skills to effectively distribute transit cards and manage the HMIS system.

Step-by-Step Process:

1. Coordination for Transit Card Pick-up:

- The Transit Store will coordinate with service providers on pick-up times and location.
- CapMetro and HMIS recipient providers will fill out the necessary inventory forms to collect their transit cards.

2. Transit Card Distribution:

- Providers must be licensed HMIS users to participate.
- Providers will distribute cards to clients through their internal systems and individual distribution processes.

3. HMIS Provider System Process:

- Providers will add "Service Transaction" then "Add Service" under the client ID in the HMIS system.
- Select "Local Transit Pass" within the Service Type dropdown.
- Add the Transit Card Serial number (found on the back of the card).
- Enter the actual date under the "Issued Date" field for the transit pass.
- Select "CapMetro Pilot" as the funding source from the drop-down menu.
- Provide the card and the [Client Info Form](#) that explains how the card works to the client.

For Lost or Stolen Cards:

- Instruct clients to report lost or stolen cards to the issuing service provider.
- Clients need to report a lost or stolen card to receive a new card.
- Providers will enter the "end date" for the lost/stolen card in the HMIS system and then go through the process above to issue the client a new card.
- CapMetro will run an "end date" report every week to deactivate any reported lost or stolen cards.

Technical Issues:

- For non-working cards or technical issues, the client and/or service provider can contact the CapMetro Transit Store for troubleshooting support. If the issue is unable to be resolved, the service provider or CapMetro may issue another card.
- If a new card needs to be provided, the provider should collect the non-working card, enter the "end date" into the system, and re-issue a new card following the HMIS Provider System Process.



Audits

Service Providers are expected to keep an inventory log of their passes.

Reporting

CapMetro will run reports on a monthly basis that will be shared with service providers.

Contact List

Technical Support

TransitStore.Mailbox@capmetro.org

Primary Phone: 512-389-7475 or 512-389-7454

Secondary Phone: 512-389-8058

Process Support

Engage@capmetro.org

Other Support

Edna.Parra@capmetro.org

Kelsey.Lammy@capmetro.org

Danny.Souraphath@capmetro.org

Document B-3: Transit Pass for the Unhoused Community Client Training Flyer in English

**Transit Pass for Unhoused Community Client Training Sheet**

We're excited to introduce our new transit passes! This card will provide you with access to CapMetro's local services. Here's a step-by-step guide on how to use your transit card:

Activate and Use:

- Your card is ready to use as soon as you get it.
- Simply tap your card on the fare box card (the one one close to the operator) reader when boarding any CapMetro bus.

**Enjoy the Ride:**

- If you need any customer or trip-planning assistance, call the Go Line (512-474-1200) or visit [capmetro.org/planyourtrip](https://www.capmetro.org/planyourtrip).
- Always follow CapMetro's Rules of Riding (<https://www.capmetro.org/ride>).

Important Tips:

- **Don't Share Your Card:** Your transit card is only for your use and shouldn't be shared.
- **Lost/Stolen:** If it's lost or stolen, report it immediately to your service provider. We will deactivate it and help you get a new one.
- **Support:** If you encounter any technical issues, don't worry! Call the number on the card or visit the CapMetro Transit Store or a participating service provider for help.
- **Keep it in a secure place:** Consider using a wallet, pouch, or cardholder specifically for important items like IDs and cards.
- **Make it a habit to check:** Develop a routine to double-check that it is safely stored before moving on.

We hope that the CapMetro Transit Pass helps get you where you need to go. Keeping your card safe is important to make sure you're able to get free CapMetro rides.

For the most up-to-date information: Visit our webpage at www.capmetro.org/hmis-program for information about the program and participating providers.

Issues or questions: Go Line (512-474-1200) or visit [capmetro.org/planyourtrip](https://www.capmetro.org/planyourtrip).

Happy travels and have a fantastic journey! ¡Buen viaje y que tengas un fantástico recorrido!

Document B-4: Transit Pass for the Unhoused Community Client Training Flyer in Spanish

**Pase de Tránsito para la Comunidad sin Hogar Hoja de Entrenamiento para Clientes**

¡Estamos emocionados de presentar nuestros nuevos pases de tránsito! Esta tarjeta te proporcionará acceso a los servicios locales de CapMetro. Esto es una guía paso-a-paso sobre cómo usar tu tarjeta de tránsito.

Activar y Usar:

- Tu tarjeta está lista para usar tan pronto como la recibas.
- Simplemente toca tu tarjeta en la máquina de de cualquier vehículo de CapMetro al subir.

**Disfruta el Viaje:**

- Si necesitas cualquier asistencia al cliente o ayuda para planificar tu viaje, llama a la Línea Go (512-474-1200) o visita [capmetro.org/planyourtrip](https://www.capmetro.org/planyourtrip).
- Siempre sigue las Reglas de Viaje de CapMetro (<https://www.capmetro.org/ride>).

Consejos Importantes:

- **No Compartas Tu Tarjeta:** Tu tarjeta de tránsito es solo para tu uso y no debe ser compartida.
- **Perdida/Robada:** Si se pierde o es robada, repórtalo inmediatamente a tu proveedor de servicio. La desactivaremos y te ayudaremos a obtener una nueva.
- **Soporte:** Si encuentras cualquier problema técnico, ¡no te preocupes! Llama al número en la tarjeta o visita la Tienda de Tránsito de CapMetro o un proveedor de servicio participante para obtener ayuda.
- **Guárdala en un lugar seguro:** Considera usar una billetera, bolsa o porta tarjetas específicamente para artículos importantes como identificaciones y tarjetas.
- **Hazlo un hábito revisar:** Desarrolla una rutina para verificar dos veces que está guardada de forma segura antes de continuar.

Esperamos que el Transit Pass de CapMetro te ayude a llegar a donde necesitas ir. Mantener tu tarjeta segura es importante para asegurarte de que puedas obtener viajes gratis en CapMetro.

Para obtener la información más actualizada: Visita nuestra página web en www.capmetro.org/hmis-program para información sobre el programa y los proveedores participantes.

Problemas o preguntas: Línea Go (512-474-1200) o visita [capmetro.org/planyourtrip](https://www.capmetro.org/planyourtrip).

Happy travels and have a fantastic journey! ¡Buen viaje y que tengas un fantástico recorrido!

Document B-5: Service Provider Training Reference Sheet



Transit Pass for Unhoused Community Information and Training Reference Sheet

Welcome to the HMIS Pass Program Provider Training! This information is designed to familiarize service providers with the features and benefits of our transit program. By participating in this program, you will play a crucial role in facilitating transportation access for unhoused individuals.



Program Overview:

Name: Transit Pass for Unhoused Community

Objective: To provide free transportation to unhoused individuals through a smart card.

Client Eligibility: Unhoused individuals who are registered in the HMIS system with participating service providers.

Provider Responsibilities:

Attend the Provider Training: We will be having several meetings/trainings for providers participating in the program. We will send you training materials and forms.

Receiving Smart Card: If you need cards, fill out the [inventory request form](#). The Transit Store will then send out information to coordinate card pick-up with location and other details.

Enrollment: You can enroll eligible clients in the pass program through the HMIS system and the card serial numbers to HMIS. [See HMIS Provider Data Training](#).

Card Distribution: After enrolling, provide clients with smart cards and training on card usage. We will send you a one-pager you can share with clients.

Provide Ongoing Support: Be available to address any questions or issues clients may have and report back to the program managers regularly by emailing engage@capmetro.org. If clients are having technical issues with their card, please direct them to call/visit the Transit Store. If they report their card lost/stolen, please enter an "end date" to their previous card and issue them a new card through the HMIS system.

Contact Information for Pass Issues:

For any questions or further assistance, please contact engage@capmetro.org. We appreciate your dedication to improving the lives of unhoused individuals through accessible transportation. Together, we can make a positive impact on our community!

Document B-6: CapMetro's Transit Pass for the Unhoused Community Website

CapMetro
Plan Your Trip
Rider's Guide
Fares and Passes
Help & Contact


Home
»
HMS Integrated Fare Program

A Transit Pass to Support Our Unhoused Community

We're excited to introduce our new transit passes. This pass provides convenient and accessible transit options for unhoused individuals in the Travis County Homeless Management Information System (HMIS).


CapMetro collaborates with local providers to offer a pass that benefits our community at no cost to riders. This partnership seeks to improve mobility, access to vital services and community connections. Enrollment is currently open to providers. If you are a provider, please [fill out this Interest Form](#) to receive information about enrollment and client eligibility. Please reach out to Kelsey.Lemmy@capmetro.org with questions.

[Read Our Fact Sheet](#)




Smart Card Technology

The pass will be a smart card that enables easy and efficient travel on CapMetro local services.




No Cost

The transit pass has no cost to both unhoused clients and authorized service providers.



Pick-up Locations

Unhoused clients will be able to obtain their smart cards at participating service providers or the Transit Store.



Usage Flexibility

The pass can be used as needed on valid local services: CapMetro Bus, Access (for eligible riders) and Pickup.

What are the benefits?

Access to Transportation: The pass ensures individuals experiencing homelessness have access to essential services, employment opportunities and community activities at no cost to them or providers.

Empowerment and Independence: By offering transportation fare support, we empower individuals to travel independently.

Increased Opportunities: Access to reliable transportation opens doors to employment, job interviews, medical appointments, social services and support networks.

Stability and Progress: Transit passes for people receiving services through the homelessness response system better link these services to individuals and link individuals to opportunities to progress toward stability in housing, support services and employment and an improved quality of life.

Who will be eligible?

Customers Who:

- Are currently experiencing homelessness or housing insecurity within the CapMetro Service Area
- Have contacted a service provider participating in the Austin/Travis County Homeless Response System, are registered within the HMIS system and are receiving services through a provider

Service Providers Who:

- Are participating and working within the HMIS system. See our current list of enrolled providers in [English](#) and [Spanish](#).
- Can partner with CapMetro to directly distribute transit passes to clients registered in HMIS

If you are a service provider and meet the qualifications above, please [fill out this Interest Form](#) to receive information about enrollment and client eligibility. If you have any questions, please reach out to Kelsey.Lemmy@capmetro.org

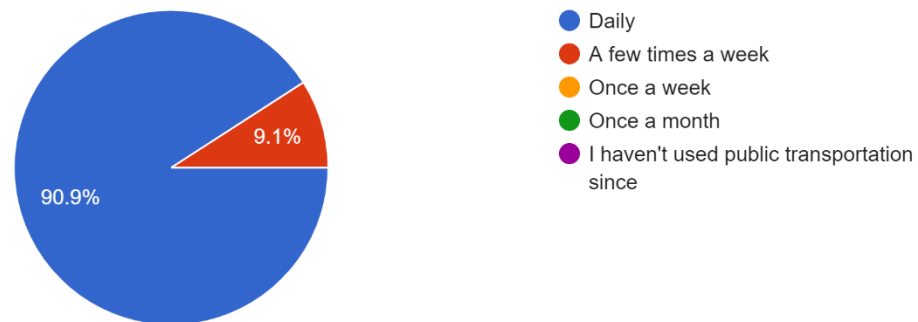
How much will the pass cost?

There is no monetary cost for eligible individuals or service providers to participate in this program.

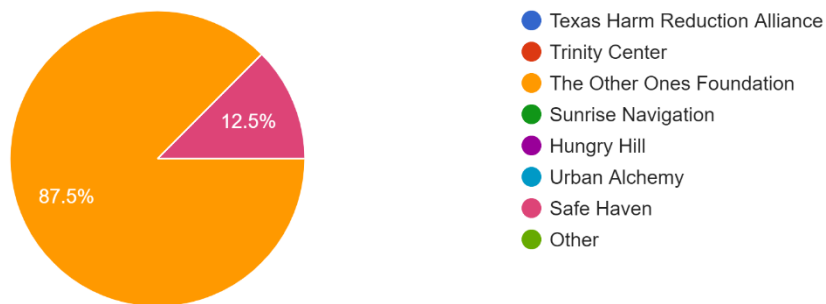
Appendix C: Focus Group & Service Provider Data Results

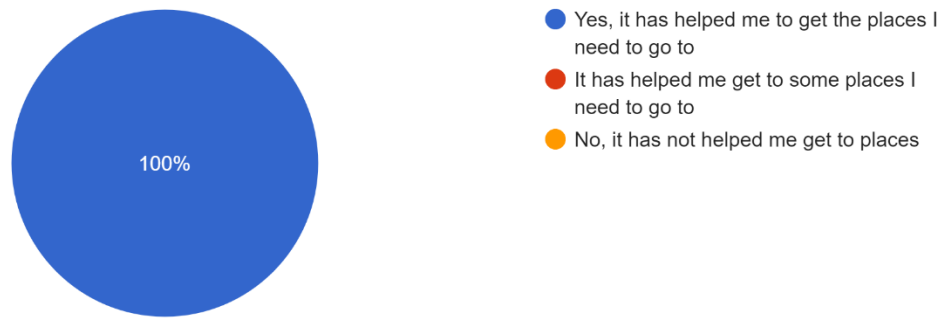
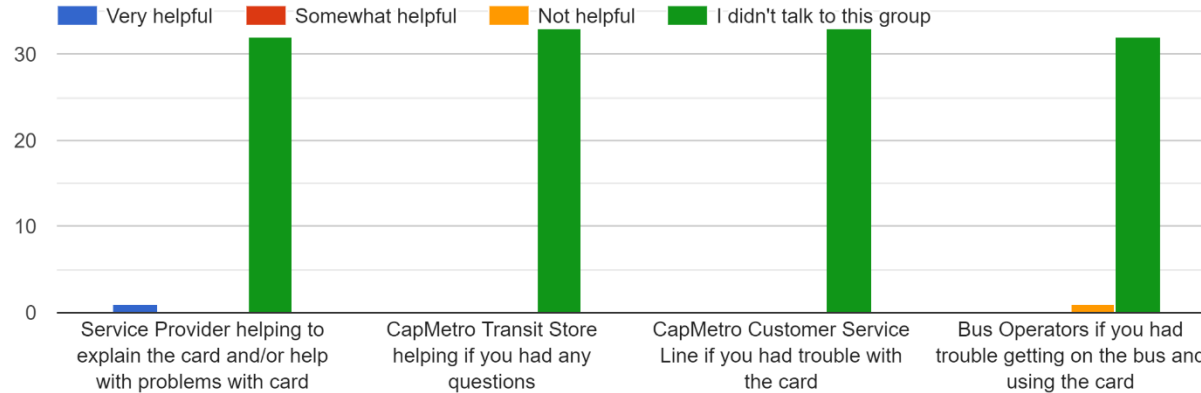
Document C-1: Focus Group Data Results

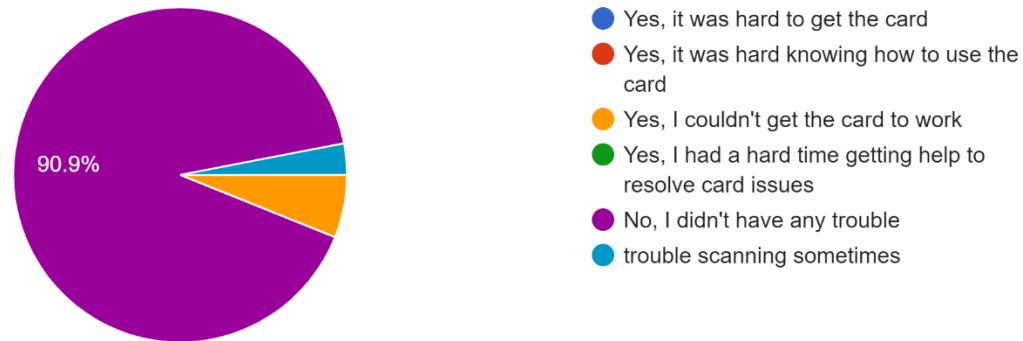
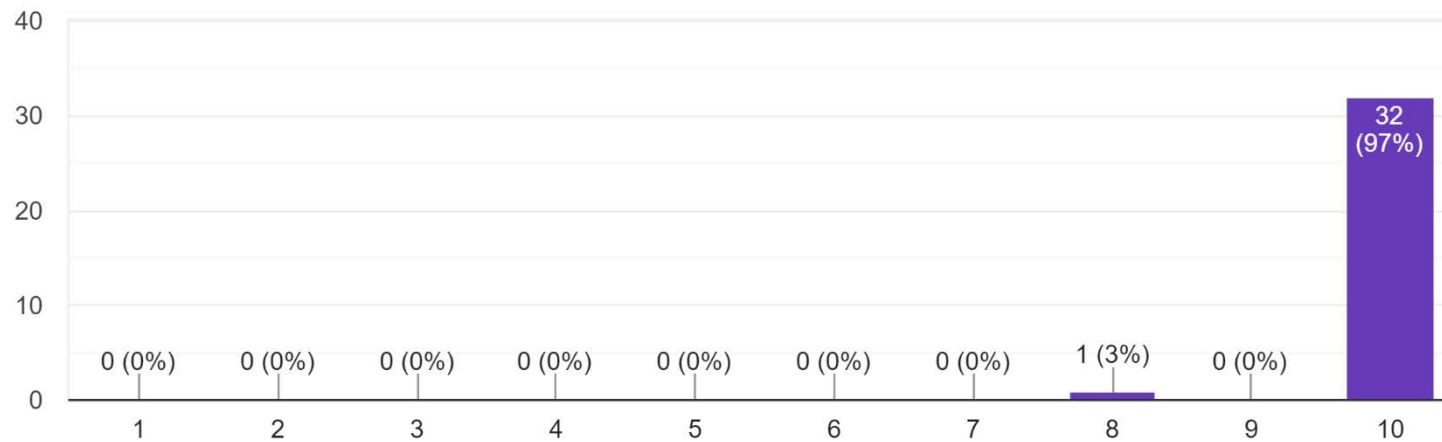
1. How often do you use public transportation since getting this new card?



2. Which Service Provider did you receive the smart card from?



3. Since getting the card, has it helped you get to important places like the doctors/hospital, job, service organizations, support systems, etc.?**4. Please answer how helpful the below groups were:**

5. Have you had any trouble with this new card?**6. How saftisified are you with the card?**

7. Do you have any ideas on how to make this card better to help people experiencing homelessness?**Responses:**

- Make it permanent.
- Have it work on the train.
- I am experiencing homelessness. This card is just one less thing I need to worry about in my day-to-day and its extremely beneficial.
- Make the card work on rail and expand PickUp to the Wells Branch Parkway area.
- Make it permanent.
- Plastic is better and more durable than paper cards.
- If you are getting SSI, you get a lifetime card.
- I have no complaints. It helped me get where I need to go.
- Make it work on the train & have an electronic card option.
- Make it work on the train.
- The card only worked for a few stops because it turned yellow when I scanned it.
- Allow dogs to ride the bus.

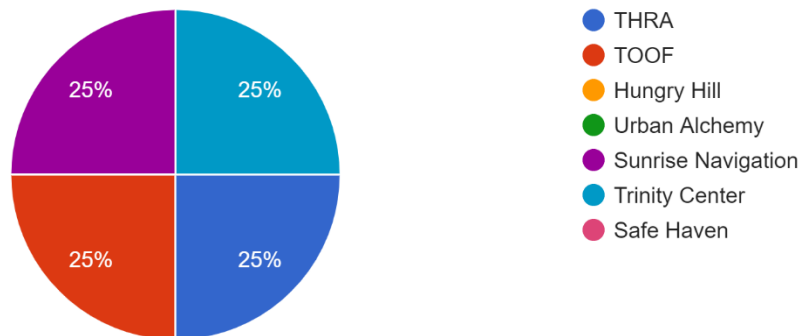
8. Please share any other comments you have about the card. We would love to hear your thoughts!**Responses:**

- This is an AMAZING program!!!! I really hope this stays!!!! PEOPLE NEED THIS
- Love the plastic card, like the blue wallet case and that you don't have to take the card out. Would like if the coordinated assessments that are in the HMIS system through ECHO could have you qualify for MetroAccess instead of having to do the MetroAccess assessment too.
- Have pick up zone in TOOF area.
- This card is a lifesaver.
- Wallet helps a lot.
- It was common sense and self-explanatory.
- Thank you!!!
- Helped me get where I need to go.
- I couldn't get the card to work the last few days but bus drivers still let me on.
- Thank you so much for this card. I really appreciate it!
- It has helped me get everywhere I need to go!
- It has worked really well!
- It's been great!
- I love CapMetro!

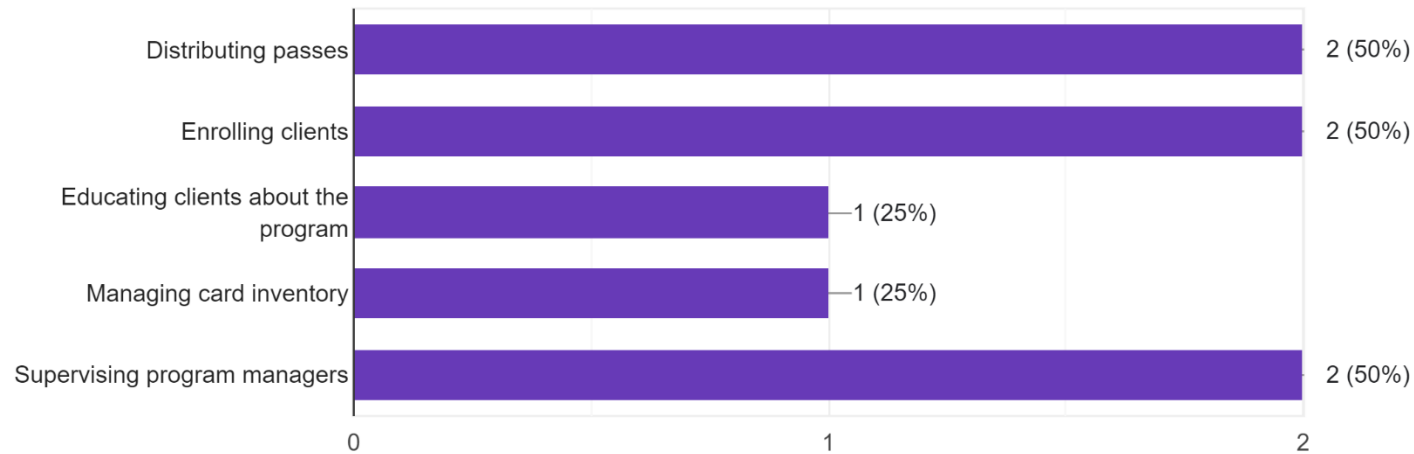
-
- I didn't have any trouble with the card. Thank you!
 - Thank you CapMetro!
 - This card is so great!
 - Thank you CapMetro for the card! I needed this!
 - Thank you CapMetro! We love CapMetro!

Document C-2: Pilot Service Providers Survey Data Results

1. What Organization are you with?

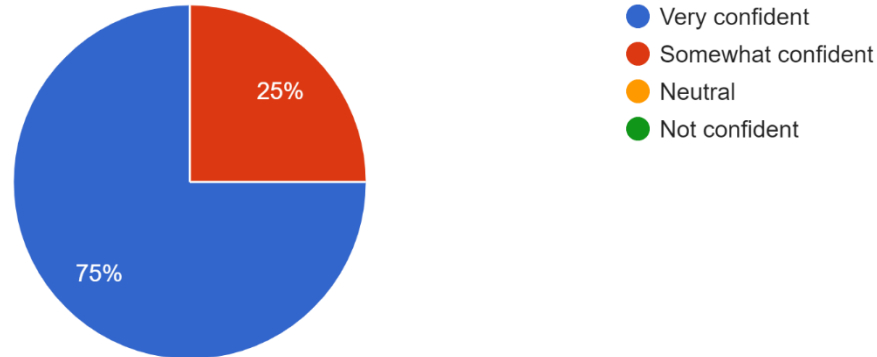


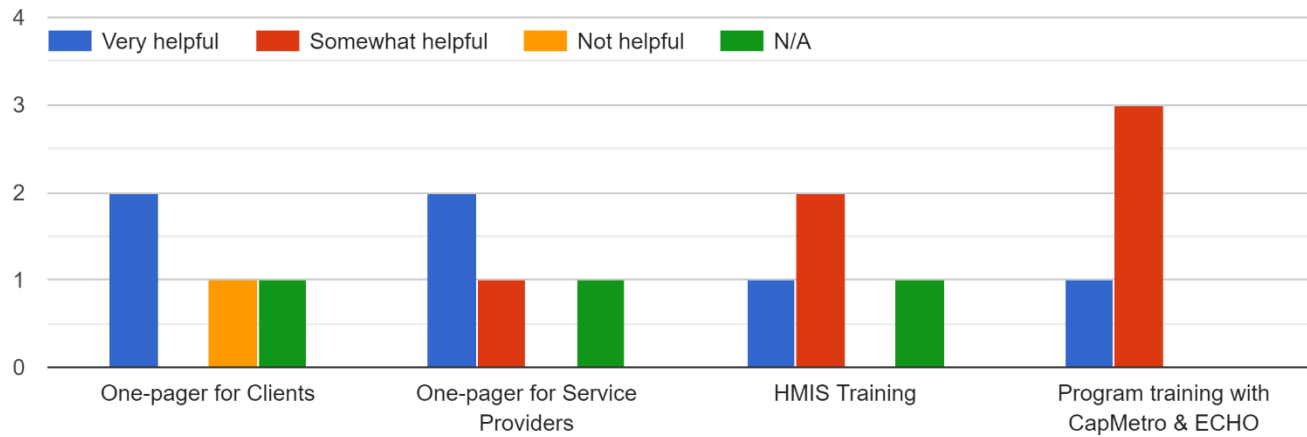
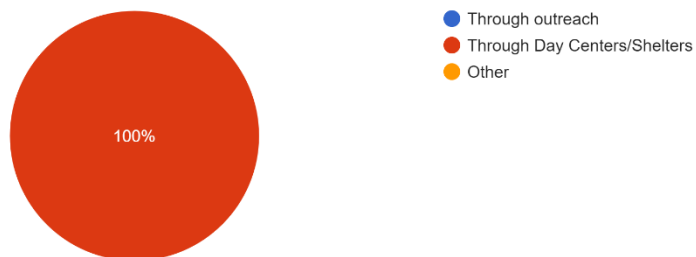
2. What is your role in the program? (e.g., enrolling clients, educating clients, managing inventory)



3. What are the main challenges you faced in enrolling unhoused riders into the pass program through HMIS?**Responses:**

- None
- Some of our clients wish to remain anonymous, and enrolling them in HMIS anonymously makes it difficult for them to get a pass from another provider if they get their pass stolen/lose it
- N/A
- No challenges with enrolling. Mostly lost of questions about how long hte pass would work for, and if it would be the new norm.

4. How confident do you feel in your ability to educate clients about the transit pass and address any questions or concerns they may have?

5. How effective do you find the educational materials and trainings provided to you for explaining the benefits and usage of the transit passes to clients?**6. How are you giving out the cards?**

7. Please summarize how the distribution process of the cards went? (timeframe of when distributed, how many passes did you keep in reserve, etc).

Responses:

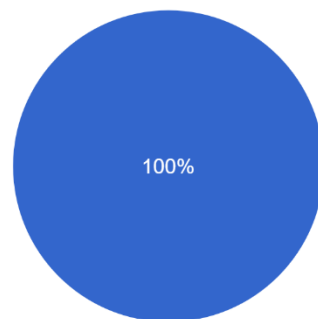
- I have been providing my Client on CM with passes. At this point we have distributed half of the passes and have only had one lost pass (to my knowledge)
- I kept 20 passes in reserve. I picked two days to stay back from outreach to distribute cards to participants. I had people sign up, looked up their service point ID, put the pass information in HMIS as well as in a personal spreadsheet I am keeping.
- 18 distributed/33 remaining: Have been distributing since 6/28/23.
- We distributed cards among 4 teams, and then allowed those teams to distribute. Due to the volume of clients we see, we were able to get them out within 1 week.

8. How did you keep track of the inventory of transit pass cards? Are there any recommendations on how to maintain card inventory and the process for future Service Providers?

Responses:

- Through our Operators Manager
- I am using a spreadsheet because that works best for me. I think it would make sense to let providers choose how we keep inventory, as every provider will have different needs
- Google sheets
- No recommendations

7. What is your process for issuing the card to clients?



- Staff member passing out the cards and entering information into HMIS simultaneously
- Cards are distributed and information entered into HMIS at a later time
- Enter information into HMIS first then issue the card to client

9. What strategies or resources do you find most helpful in encouraging unhoused riders to participate in the program?**Responses:**

- It doesn't doesn't take much. Every client has been shocked and excited to hear about the program. Being able to have one bus pass without navigating times/days/who has 31-day passes left is a blessing to them.
- For a lot of people the incentive of having a permanent bus pass was enough. Some people did not like the idea of being responsible for a card that would be difficult to replace.
- N/A
- Explaining the differences between these passes and the 31-day passes.

10. Are there any additional resources or support you would like to see provided to enhance your role in the Transit Pass Program?**Responses:**

- Having CapMetro at the Center once the program goes into effect to educate (and celebrate!) with the Neighbors!
- The full pilot will need an easier way to get back up passes.
- N/A
- Not currently

11. Please leave any other feedback or comments that would be helpful for providers and CapMetro to improve the full-scale program launch**Responses:**

- It would be helpful for you to create a spreadsheet template where someone without HMIS access could have a persons full name, demographics, and birthday so the staff member entering them in HMIS does not need to be present.
- No feedback. Thank you!

Appendix D: Detailed Average Fare Analysis Tables

Table D-1: Average Fare Analysis – Minority

Service Type	Rider Category	Fare Product	Average Fare per Boarding		Change in Average Fare	% Change in Average Fare	All Riders				Minority Riders				Non-Minority Riders			
			Existing	Proposed			Existing	Proposed	Existing	Proposed	Existing	Proposed	Existing	Proposed	Existing	Proposed	Existing	Proposed
Local	Full Fare	Single Ride -> Non-Amp, Single Ride	\$1.25	\$1.25	\$0.00	0%	921,306	921,306	\$1,151,633	\$1,151,633	573,189	573,189	\$716,487	\$716,487	348,117	348,117	\$435,146	\$435,146
Local	Full Fare	Single Ride -> Amp, <3-4 Days/Wk, Single Ride	\$1.25	\$1.25	\$0.00	0%	80,814	80,814	\$101,018	\$101,018	34,138	34,138	\$42,673	\$42,673	46,676	46,676	\$58,345	\$58,345
Local	Full Fare	Single Ride -> Amp, <3-4 Days/Wk, Single Ride, Equifare	\$1.00	\$1.00	\$0.00	0%	59,516	59,516	\$59,516	\$59,516	39,718	39,718	\$39,718	\$39,718	19,798	19,798	\$19,798	\$19,798
Local	Full Fare	Single Ride -> Amp, 3-4+ Days/Wk, Capping	\$1.03	\$1.03	\$0.00	0%	199,596	199,596	\$204,586	\$204,586	115,875	115,875	\$118,772	\$118,772	83,721	83,721	\$85,814	\$85,814
Local	Full Fare	Single Ride -> Amp, 3-4+ Days/Wk, Capping, Equifare	\$0.82	\$0.82	\$0.00	0%	230,158	230,158	\$188,729	\$188,729	168,451	168,451	\$138,130	\$138,130	61,707	61,707	\$50,600	\$50,600
Local	Full Fare	Day Pass -> Non-Amp, Day Pass	\$0.58	\$0.58	\$0.00	0%	3,898,722	3,898,722	\$2,243,740	\$2,243,740	2,570,434	2,570,434	\$1,479,302	\$1,479,302	1,328,287	1,328,287	\$764,438	\$764,438
Local	Full Fare	Day Pass -> Amp, <3-4 Days/Wk, Daily Capping	\$0.58	\$0.58	\$0.00	0%	212,270	212,270	\$122,163	\$122,163	115,685	115,685	\$66,577	\$66,577	96,585	96,585	\$55,585	\$55,585
Local	Full Fare	Day Pass -> Amp, <3-4 Days/Wk, Daily Capping, Equifare	\$0.46	\$0.46	\$0.00	0%	157,561	157,561	\$72,542	\$72,542	103,827	103,827	\$47,803	\$47,803	53,734	53,734	\$24,739	\$24,739
Local	Full Fare	Day Pass -> Amp, 3-4+ Days/Wk, Capping	\$0.45	\$0.45	\$0.00	0%	1,027,855	1,027,855	\$461,399	\$461,399	645,617	645,617	\$289,815	\$289,815	382,238	382,238	\$171,585	\$171,585
Local	Full Fare	Day Pass -> Amp, 3-4+ Days/Wk, Capping, Equifare	\$0.36	\$0.36	\$0.00	0%	1,094,940	1,094,940	\$393,210	\$393,210	778,263	778,263	\$279,487	\$279,487	316,676	316,676	\$113,724	\$113,724
Local	Full Fare	7 Day Pass -> Non-Amp, 7 Day Pass	\$0.56	\$0.56	\$0.00	0%	271,546	271,546	\$152,968	\$152,968	164,012	164,012	\$92,392	\$92,392	107,533	107,533	\$60,576	\$60,576
Local	Full Fare	7 Day Pass -> Amp, Capping	\$0.52	\$0.52	\$0.00	0%	788,337	788,337	\$408,562	\$408,562	467,389	467,389	\$242,228	\$242,228	320,948	320,948	\$166,334	\$166,334
Local	Full Fare	7 Day Pass -> Amp, Capping, Equifare	\$0.41	\$0.41	\$0.00	0%	233,192	233,192	\$96,683	\$96,683	149,610	149,610	\$62,029	\$62,029	83,582	83,582	\$34,654	\$34,654
Local	Full Fare	31 Day Pass -> Non-Amp, 31 Day Pass	\$0.69	\$0.69	\$0.00	0%	797,239	797,239	\$546,500	\$546,500	511,094	511,094	\$350,350	\$350,350	286,145	286,145	\$196,150	\$196,150
Local	Full Fare	31 Day Pass -> Amp, Capping, Capping	\$0.58	\$0.58	\$0.00	0%	909,493	909,493	\$525,567	\$525,567	564,500	564,500	\$326,206	\$326,206	344,993	344,993	\$199,360	\$199,360
Local	Full Fare	31 Day Pass -> Amp, Capping, Equifare	\$0.46	\$0.46	\$0.00	0%	391,266	391,266	\$180,880	\$180,880	269,390	269,390	\$124,538	\$124,538	121,876	121,876	\$56,343	\$56,343
Local	Reduced	Single Ride -> Non-Amp, Single Ride	\$0.60	\$0.60	\$0.00	0%	12,055	12,055	\$7,233	\$7,233	6,441	6,441	\$3,865	\$3,865	5,614	5,614	\$3,369	\$3,369
Local	Reduced	Single Ride -> Amp, <3-4 Days/Wk, Single Ride	\$0.60	\$0.60	\$0.00	0%	2,578	2,578	\$1,547	\$1,547	1,221	1,221	\$733	\$733	1,357	1,357	\$814	\$814
Local	Reduced	Single Ride -> Amp, 3-4+ Days/Wk, Capping	\$0.52	\$0.52	\$0.00	0%	4,502	4,502	\$2,323	\$2,323	2,562	2,562	\$1,322	\$1,322	1,940	1,940	\$1,001	\$1,001
Local	Reduced	Day Pass -> Non-Amp, Day Pass	\$0.29	\$0.29	\$0.00	0%	634,126	634,126	\$181,276	\$181,276	402,037	402,037	\$114,929	\$114,929	232,088	232,088	\$66,347	\$66,347
Local	Reduced	Day Pass -> Amp, <3-4 Days/Wk, Daily Capping	\$0.29	\$0.29	\$0.00	0%	37,643	37,643	\$10,761	\$10,761	18,460	18,460	\$5,277	\$5,277	19,183	19,183	\$5,484	\$5,484
Local	Reduced	Day Pass -> Amp, 3-4+ Days/Wk, Capping	\$0.22	\$0.22	\$0.00	0%	208,961	208,961	\$46,593	\$46,593	137,888	137,888	\$30,746	\$30,746	71,074	71,074	\$15,848	\$15,848
Local	Reduced	31 Day Pass -> Non-Amp, 31 Day Pass	\$0.29	\$0.29	\$0.00	0%	932,790	932,790	\$274,853	\$274,853	560,543	560,543	\$165,168	\$165,168	372,247	372,247	\$109,685	\$109,685
Local	Reduced	31 Day Pass -> Amp, Capping	\$0.26	\$0.26	\$0.00	0%	459,434	459,434	\$117,235	\$117,235	276,088	276,088	\$70,450	\$70,450	183,345	183,345	\$46,785	\$46,785
Local	Full Fare - DPP/TEF	Day Pass	\$0.00	\$0.00	\$0.00	N/A	456,488	456,488	\$0	\$0	340,579	340,579	\$0	\$0	115,909	115,909	\$0	\$0
Local	Full Fare - DPP/TEF	7 Day Pass	\$0.00	\$0.00	\$0.00	N/A	501,828	501,828	\$0	\$0	304,555	304,555	\$0	\$0	197,273	197,273	\$0	\$0
Local	Full Fare - DPP/TEF	31 Day Pass	\$0.00	\$0.00	\$0.00	N/A	914,493	914,493	\$0	\$0	647,551	647,551	\$0	\$0	266,941	266,941	\$0	\$0
Local	Reduced - DPP	Day Pass	\$0.00	\$0.00	\$0.00	N/A	1,135	1,135	\$0	\$0	751	751	\$0	\$0	384	384	\$0	\$0
Local	Reduced - DPP	31 Day Pass	\$0.00	\$0.00	\$0.00	N/A	101,651	101,651	\$0	\$0	67,817	67,817	\$0	\$0	33,834	33,834	\$0	\$0
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	Full Fare	Single Ride -> Non-Amp, Single Ride	\$3.50	\$3.50	\$0.00	0%	15,678	15,678	\$54,871	\$54,871	2,045	2,045	\$7,157	\$7,157	13,633	13,633	\$47,715	\$47,715
Commuter	Full Fare	Single Ride -> Amp, <3-4 Days/Wk, Single Ride	\$3.50	\$3.50	\$0.00	0%	65,920	65,920	\$230,719	\$230,719	7,490	7,490	\$26,213	\$26,213	58,430	58,430	\$204,506	\$204,506
Commuter	Full Fare	Single Ride -> Amp, <3-4 Days/Wk, Single Ride, Equifare	\$3.00	\$3.00	\$0.00	0%	5,301	5,301	\$15,904	\$15,904	2,025	2,025	\$6,075	\$6,075	3,276	3,276	\$9,829	\$9,829
Commuter	Full Fare	Single Ride -> Amp, 3-4+ Days/Wk, Capping	\$2.52	\$2.52	\$0.00	0%	40,366	40,366	\$101,723	\$101,723	4,945	4,945	\$12,462	\$12,462	35,421	35,421	\$89,262	\$89,262
Commuter	Full Fare	Single Ride -> Amp, 3-4+ Days/Wk, Capping, Equifare	\$2.16	\$2.16	\$0.00	0%	3,381	3,381	\$7,303	\$7,303	535	535	\$1,156	\$1,156	2,846	2,846	\$6,147	\$6,147
Commuter	Full Fare	Day Pass -> Non-Amp, Day Pass	\$3.07	\$3.07	\$0.00	0%	73,197	73,197	\$224,866	\$224,866	21,454	21,454	\$65,906	\$65,906	51,744	51,744	\$158,960	\$158,960
Commuter	Full Fare	Day Pass -> Amp, <3-4 Days/Wk, Daily Capping	\$3.07	\$3.07	\$0.00	0%	64,633	64,633	\$198,555	\$198,555	10,289	10,289	\$31,607	\$31,607	54,344	54,344	\$166,948	\$166,948
Commuter	Full Fare	Day Pass -> Amp, <3-4 Days/Wk, Daily Capping, Equifare	\$2.63	\$2.63	\$0.00	0%	4,972	4,972	\$13,093	\$13,093	419	419	\$1,103	\$1,103	4,553	4,553	\$11,990	\$11,990
Commuter	Full Fare	Day Pass -> Amp, 3-4+ Days/Wk, Capping	\$2.09	\$2.09	\$0.00	0%	50,064	50,064	\$104,583	\$104,583	22,396	22,396	\$46,786	\$46,786	27,667	27,667	\$57,797	\$57,797
Commuter	Full Fare	Day Pass -> Amp, 3-4+ Days/Wk, Capping, Equifare	\$1.79	\$1.79	\$0.00	0%	4,965	4,965	\$8,890	\$8,890	3,425	3,425	\$6,133	\$6,133	1,540	1,540	\$2,757	\$2,757

Service Type	Rider Category	Fare Product	Average Fare per Boarding		Change in Average Fare	% Change in Average Fare	All Riders				Minority Riders				Non-Minority Riders					
			Existing	Proposed			Existing	Proposed	Number of Riders		Fare Revenue		Number of Riders		Fare Revenue		Number of Riders		Fare Revenue	
									Existing	Proposed	Existing	Proposed	Existing	Proposed	Existing	Proposed	Existing	Proposed	Existing	Proposed
Commuter	Full Fare	7 Day Pass -> Non-Amp, 7 Day Pass	\$1.87	\$1.87	\$0.00	0%	15,902	15,902	\$29,813	\$29,813	5,662	5,662	\$10,615	\$10,615	10,240	10,240	\$19,197	\$19,197		
Commuter	Full Fare	7 Day Pass -> Amp, Capping	\$1.63	\$1.63	\$0.00	0%	86,230	86,230	\$140,649	\$140,649	29,926	29,926	\$48,812	\$48,812	56,304	56,304	\$91,837	\$91,837		
Commuter	Full Fare	7 Day Pass -> Amp, Capping, Equifare	\$1.30	\$1.30	\$0.00	0%	3,879	3,879	\$5,062	\$5,062	2,159	2,159	\$2,817	\$2,817	1,720	1,720	\$2,245	\$2,245		
Commuter	Full Fare	31 Day Pass -> Non-Amp, 31 Day Pass	\$3.15	\$3.15	\$0.00	0%	147,032	147,032	\$463,174	\$463,174	52,353	52,353	\$164,921	\$164,921	94,679	94,679	\$298,253	\$298,253		
Commuter	Full Fare	31 Day Pass -> Amp, Capping	\$2.48	\$2.48	\$0.00	0%	246,445	246,445	\$610,202	\$610,202	84,754	84,754	\$209,854	\$209,854	161,690	161,690	\$400,348	\$400,348		
Commuter	Full Fare	31 Day Pass -> Amp, Capping, Equifare	\$1.98	\$1.98	\$0.00	0%	14,946	14,946	\$29,605	\$29,605	8,318	8,318	\$16,477	\$16,477	6,628	6,628	\$13,128	\$13,128		
Commuter	Reduced	Single Ride -> Non-Amp, Single Ride	\$1.75	\$1.75	\$0.00	0%	4,465	4,465	\$7,814	\$7,814	2,386	2,386	\$4,175	\$4,175	2,080	2,080	\$3,639	\$3,639		
Commuter	Reduced	Single Ride -> Amp, <3-4 Days/Wk, Single Ride	\$1.75	\$1.75	\$0.00	0%	801	801	\$1,402	\$1,402	379	379	\$664	\$664	422	422	\$738	\$738		
Commuter	Reduced	Single Ride -> Amp, 3-4+ Days/Wk, Capping	\$1.37	\$1.37	\$0.00	0%	1,398	1,398	\$1,909	\$1,909	796	796	\$1,086	\$1,086	603	603	\$823	\$823		
Commuter	Reduced	Day Pass -> Non-Amp, Day Pass	\$1.69	\$1.69	\$0.00	0%	4,748	4,748	\$8,022	\$8,022	3,010	3,010	\$5,086	\$5,086	1,738	1,738	\$2,936	\$2,936		
Commuter	Reduced	Day Pass -> Amp, <3-4 Days/Wk, Daily Capping	\$1.69	\$1.69	\$0.00	0%	444	444	\$751	\$751	218	218	\$368	\$368	226	226	\$382	\$382		
Commuter	Reduced	Day Pass -> Amp, 3-4+ Days/Wk, Capping	\$1.18	\$1.18	\$0.00	0%	2,466	2,466	\$2,916	\$2,916	1,627	1,627	\$1,925	\$1,925	839	839	\$992	\$992		
Commuter	Reduced	31 Day Pass -> Non-Amp, 31 Day Pass	\$1.17	\$1.17	\$0.00	0%	20,964	20,964	\$24,461	\$24,461	12,598	12,598	\$14,699	\$14,699	8,366	8,366	\$9,762	\$9,762		
Commuter	Reduced	31 Day Pass -> Amp, Capping	\$0.95	\$0.95	\$0.00	0%	24,609	24,609	\$23,374	\$23,374	14,789	14,789	\$14,046	\$14,046	9,821	9,821	\$9,328	\$9,328		
Commuter	Full Fare - DPP/TEF	Day Pass	\$0.00	\$0.00	\$0.00	N/A	1,060	1,060	\$0	\$0	790	790	\$0	\$0	270	270	\$0	\$0		
Commuter	Full Fare - DPP/TEF	7 Day Pass	\$0.00	\$0.00	\$0.00	N/A	4,249	4,249	\$0	\$0	2,839	2,839	\$0	\$0	1,409	1,409	\$0	\$0		
Commuter	Full Fare - DPP/TEF	31 Day Pass	\$0.00	\$0.00	\$0.00	N/A	23,519	23,519	\$0	\$0	16,921	16,921	\$0	\$0	6,598	6,598	\$0	\$0		
Commuter	Reduced - DPP	31 Day Pass	\$0.00	\$0.00	\$0.00	N/A	405	405	\$0	\$0	270	270	\$0	\$0	135	135	\$0	\$0		
Local	MW Business - Full 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 - Full 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 - Full 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	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 - Full 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 - Full 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	31 Day Pass	\$1.56	\$1.56	\$0.00	0%	119	119	\$186	\$186	71	71	\$111	\$111	48	48	\$75	\$75		
Local	MW Government - Full 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 - Full 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		
Local	Unhoused Pass Program	Single Ride -> Free Unhoused Pass Program	\$1.25	\$0.00	-\$1.25	-100%	49,378	49,378	\$61,723	\$0	36,688	36,688	\$45,860	\$0	12,690	12,690	\$15,863	\$0		
Local	Unhoused Pass Program	TEF Program -> Free, Unhoused Pass Program	\$0.00	\$0.00	\$0.00	N/A	938,185	938,185	\$0	\$0	697,071	697,071	\$0	\$0	241,114	241,114	\$0	\$0		
Sum							28,525,113	28,525,113	\$18,209,328	\$18,147,606	17,974,456	17,974,456	\$10,348,692	\$10,302,832	10,550,657	10,550,657	\$7,860,637	\$7,844,774		
Average Fare									\$ 0.638	\$ 0.636			\$ 0.576	\$ 0.573			\$ 0.745	\$ 0.744		
Percentage Change in Average Fare										-0.3%				-0.4%				-0.2%		
Difference in Average Fare for Protected Populations														-0.2%						

Table D-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 Riders				Low Income Riders				Non-Low Income Riders			
							Number of Riders		Fare Revenue		Number of Riders		Fare Revenue		Number of Riders		Fare Revenue	
			Existing	Proposed			Existing	Proposed	Existing	Proposed	Existing	Proposed	Existing	Proposed	Existing	Proposed	Existing	Proposed
Local	Full Fare	Single Ride -> Non-Amp, Single Ride	\$1.25	\$1.25	\$0.00	0%	921,306	921,306	\$1,151,633	\$1,151,633	453,312	453,312	\$566,640	\$566,640	467,995	467,995	\$584,993	\$584,993
Local	Full Fare	Single Ride -> Amp, <3-4 Days/Wk, Single Ride	\$1.25	\$1.25	\$0.00	0%	80,814	80,814	\$101,018	\$101,018	16,907	16,907	\$21,133	\$21,133	63,908	63,908	\$79,885	\$79,885
Local	Full Fare	Single Ride -> Amp, <3-4 Days/Wk, Single Ride, Equifare	\$1.00	\$1.00	\$0.00	0%	59,516	59,516	\$59,516	\$59,516	35,222	35,222	\$35,222	\$35,222	24,294	24,294	\$24,294	\$24,294
Local	Full Fare	Single Ride -> Amp, 3-4+ Days/Wk, Capping	\$1.03	\$1.03	\$0.00	0%	199,596	199,596	\$204,586	\$204,586	78,844	78,844	\$80,815	\$80,815	120,753	120,753	\$123,771	\$123,771
Local	Full Fare	Single Ride -> Amp, 3-4+ Days/Wk, Capping, Equifare	\$0.82	\$0.82	\$0.00	0%	230,158	230,158	\$188,729	\$188,729	164,258	164,258	\$134,691	\$134,691	65,900	65,900	\$54,038	\$54,038
Local	Full Fare	Day Pass -> Non-Amp, Day Pass	\$0.58	\$0.58	\$0.00	0%	3,898,722	3,898,722	\$2,243,740	\$2,243,740	2,041,666	2,041,666	\$1,174,992	\$1,174,992	1,857,056	1,857,056	\$1,068,748	\$1,068,748
Local	Full Fare	Day Pass -> Amp, <3-4 Days/Wk, Daily Capping	\$0.58	\$0.58	\$0.00	0%	212,270	212,270	\$122,163	\$122,163	55,394	55,394	\$31,879	\$31,879	156,876	156,876	\$90,283	\$90,283
Local	Full Fare	Day Pass -> Amp, <3-4 Days/Wk, Daily Capping, Equifare	\$0.46	\$0.46	\$0.00	0%	157,561	157,561	\$72,542	\$72,542	98,917	98,917	\$45,542	\$45,542	58,644	58,644	\$27,000	\$27,000
Local	Full Fare	Day Pass -> Amp, 3-4+ Days/Wk, Capping	\$0.45	\$0.45	\$0.00	0%	1,027,855	1,027,855	\$461,399	\$461,399	413,185	413,185	\$185,477	\$185,477	614,670	614,670	\$275,922	\$275,922
Local	Full Fare	Day Pass -> Amp, 3-4+ Days/Wk, Capping, Equifare	\$0.36	\$0.36	\$0.00	0%	1,094,940	1,094,940	\$393,210	\$393,210	737,831	737,831	\$264,967	\$264,967	357,109	357,109	\$128,244	\$128,244
Local	Full Fare	7 Day Pass -> Non-Amp, 7 Day Pass	\$0.56	\$0.56	\$0.00	0%	271,546	271,546	\$152,968	\$152,968	120,668	120,668	\$67,975	\$67,975	150,877	150,877	\$84,993	\$84,993
Local	Full Fare	7 Day Pass -> Amp, Capping	\$0.52	\$0.52	\$0.00	0%	788,337	788,337	\$408,562	\$408,562	310,290	310,290	\$160,810	\$160,810	478,047	478,047	\$247,752	\$247,752
Local	Full Fare	7 Day Pass -> Amp, Capping, Equifare	\$0.41	\$0.41	\$0.00	0%	233,192	233,192	\$96,683	\$96,683	143,653	143,653	\$59,559	\$59,559	89,539	89,539	\$37,124	\$37,124
Local	Full Fare	31 Day Pass -> Non-Amp, 31 Day Pass	\$0.69	\$0.69	\$0.00	0%	797,239	797,239	\$546,500	\$546,500	378,967	378,967	\$259,778	\$259,778	418,272	418,272	\$286,721	\$286,721
Local	Full Fare	31 Day Pass -> Amp, Capping, Capping	\$0.58	\$0.58	\$0.00	0%	909,493	909,493	\$525,567	\$525,567	368,994	368,994	\$213,230	\$213,230	540,498	540,498	\$312,337	\$312,337
Local	Full Fare	31 Day Pass -> Amp, Capping, Equifare	\$0.46	\$0.46	\$0.00	0%	391,266	391,266	\$180,880	\$180,880	249,321	249,321	\$115,260	\$115,260	141,946	141,946	\$65,621	\$65,621
Local	Reduced	Single Ride -> Non-Amp, Single Ride	\$0.60	\$0.60	\$0.00	0%	12,055	12,055	\$7,233	\$7,233	6,128	6,128	\$3,677	\$3,677	5,927	5,927	\$3,556	\$3,556
Local	Reduced	Single Ride -> Amp, <3-4 Days/Wk, Single Ride	\$0.60	\$0.60	\$0.00	0%	2,578	2,578	\$1,547	\$1,547	1,272	1,272	\$763	\$763	1,306	1,306	\$783	\$783
Local	Reduced	Single Ride -> Amp, 3-4+ Days/Wk, Capping	\$0.52	\$0.52	\$0.00	0%	4,502	4,502	\$2,323	\$2,323	2,327	2,327	\$1,201	\$1,201	2,175	2,175	\$1,122	\$1,122
Local	Reduced	Day Pass -> Non-Amp, Day Pass	\$0.29	\$0.29	\$0.00	0%	634,126	634,126	\$181,276	\$181,276	433,588	433,588	\$123,949	\$123,949	200,537	200,537	\$57,327	\$57,327
Local	Reduced	Day Pass -> Amp, <3-4 Days/Wk, Daily Capping	\$0.29	\$0.29	\$0.00	0%	37,643	37,643	\$10,761	\$10,761	25,806	25,806	\$7,377	\$7,377	11,838	11,838	\$3,384	\$3,384
Local	Reduced	Day Pass -> Amp, 3-4+ Days/Wk, Capping	\$0.22	\$0.22	\$0.00	0%	208,961	208,961	\$46,593	\$46,593	142,812	142,812	\$31,844	\$31,844	66,149	66,149	\$14,750	\$14,750
Local	Reduced	31 Day Pass -> Non-Amp, 31 Day Pass	\$0.29	\$0.29	\$0.00	0%	932,790	932,790	\$274,853	\$274,853	523,881	523,881	\$154,365	\$154,365	408,909	408,909	\$120,488	\$120,488
Local	Reduced	31 Day Pass -> Amp, Capping	\$0.26	\$0.26	\$0.00	0%	459,434	459,434	\$117,235	\$117,235	258,031	258,031	\$65,842	\$65,842	201,403	201,403	\$51,393	\$51,393
Local	Full Fare - DPP/TEF	Day Pass	\$0.00	\$0.00	\$0.00	N/A	456,488	456,488	\$0	\$0	456,488	456,488	\$0	\$0	0	0	\$0	\$0
Local	Full Fare - DPP/TEF	7 Day Pass	\$0.00	\$0.00	\$0.00	N/A	501,828	501,828	\$0	\$0	501,828	501,828	\$0	\$0	0	0	\$0	\$0
Local	Full Fare - DPP/TEF	31 Day Pass	\$0.00	\$0.00	\$0.00	N/A	914,493	914,493	\$0	\$0	914,493	914,493	\$0	\$0	0	0	\$0	\$0
Local	Reduced - DPP	Day Pass	\$0.00	\$0.00	\$0.00	N/A	1,135	1,135	\$0	\$0	1,135	1,135	\$0	\$0	0	0	\$0	\$0
Local	Reduced - DPP	31 Day Pass	\$0.00	\$0.00	\$0.00	N/A	101,651	101,651	\$0	\$0	101,651	101,651	\$0	\$0	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	Full Fare	Single Ride -> Non-Amp, Single Ride	\$3.50	\$3.50	\$0.00	0%	15,678	15,678	\$54,871	\$54,871	1,714	1,714	\$5,997	\$5,997	13,964	13,964	\$48,874	\$48,874
Commuter	Full Fare	Single Ride -> Amp, <3-4 Days/Wk, Single Ride	\$3.50	\$3.50	\$0.00	0%	65,920	65,920	\$230,719	\$230,719	7,287	7,287	\$25,505	\$25,505	58,632	58,632	\$205,214	\$205,214
Commuter	Full Fare	Single Ride -> Amp, <3-4 Days/Wk, Single Ride, Equifare	\$3.00	\$3.00	\$0.00	0%	5,301	5,301	\$15,904	\$15,904	2,892	2,892	\$8,675	\$8,675	2,410	2,410	\$7,229	\$7,229
Commuter	Full Fare	Single Ride -> Amp, 3-4+ Days/Wk, Capping	\$2.52	\$2.52	\$0.00	0%	40,366	40,366	\$101,723	\$101,723	1,709	1,709	\$4,306	\$4,306	38,658	38,658	\$97,417	\$97,417
Commuter	Full Fare	Single Ride -> Amp, 3-4+ Days/Wk, Capping, Equifare	\$2.16	\$2.16	\$0.00	0%	3,381	3,381	\$7,303	\$7,303	678	678	\$1,465	\$1,465	2,703	2,703	\$5,839	\$5,839
Commuter	Full Fare	Day Pass -> Non-Amp, Day Pass	\$3.07	\$3.07	\$0.00	0%	73,197	73,197	\$224,866	\$224,866	6,676	6,676	\$20,508	\$20,508	66,522	66,522	\$204,358	\$204,358
Commuter	Full Fare	Day Pass -> Amp, <3-4 Days/Wk, Daily Capping	\$3.07	\$3.07	\$0.00	0%	64,633	64,633	\$198,555	\$198,555	3,514	3,514	\$10,795	\$10,795	61,119	61,119	\$187,760	\$187,760
Commuter	Full Fare	Day Pass -> Amp, <3-4 Days/Wk, Daily Capping, Equifare	\$2.63	\$2.63	\$0.00	0%	4,972	4,972	\$13,093	\$13,093	2,312	2,312	\$6,087	\$6,087	2,660	2,660	\$7,005	\$7,005
Commuter	Full Fare	Day Pass -> Amp, 3-4+ Days/Wk, Capping	\$2.09	\$2.09	\$0.00	0%	50,064	50,064	\$104,583	\$104,583	3,342	3,342	\$6,982	\$6,982	46,722	46,722	\$97,601	\$97,601
Commuter	Full Fare	Day Pass -> Amp, 3-4+ Days/Wk, Capping, Equifare	\$1.79	\$1.79	\$0.00	0%	4,965	4,965	\$8,890	\$8,890	2,199	2,199	\$3,937	\$3,937	2,766	2,766	\$4,953	\$4,953

Service Type	Rider Category	Fare Product	Average Fare per Boarding		Change in Average Fare	% Change in Average Fare	All Riders				Low Income Riders				Non-Low Income Riders			
			Existing	Proposed			Existing	Proposed	Existing	Proposed	Existing	Proposed	Existing	Proposed	Existing	Proposed	Existing	Proposed
Commuter	Full Fare	7 Day Pass -> Non-Amp, 7 Day Pass	\$1.87	\$1.87	\$0.00	0%	15,902	15,902	\$29,813	\$29,813	585	585	\$1,097	\$1,097	15,317	15,317	\$28,716	\$28,716
Commuter	Full Fare	7 Day Pass -> Amp, Capping	\$1.63	\$1.63	\$0.00	0%	86,230	86,230	\$140,649	\$140,649	2,341	2,341	\$3,818	\$3,818	83,890	83,890	\$136,831	\$136,831
Commuter	Full Fare	7 Day Pass -> Amp, Capping, Equifare	\$1.30	\$1.30	\$0.00	0%	3,879	3,879	\$5,062	\$5,062	975	975	\$1,273	\$1,273	2,904	2,904	\$3,789	\$3,789
Commuter	Full Fare	31 Day Pass -> Non-Amp, 31 Day Pass	\$3.15	\$3.15	\$0.00	0%	147,032	147,032	\$463,174	\$463,174	5,411	5,411	\$17,045	\$17,045	141,621	141,621	\$446,129	\$446,129
Commuter	Full Fare	31 Day Pass -> Amp, Capping	\$2.48	\$2.48	\$0.00	0%	246,445	246,445	\$610,202	\$610,202	5,862	5,862	\$14,514	\$14,514	240,583	240,583	\$595,688	\$595,688
Commuter	Full Fare	31 Day Pass -> Amp, Capping, Equifare	\$1.98	\$1.98	\$0.00	0%	14,946	14,946	\$29,605	\$29,605	3,758	3,758	\$7,443	\$7,443	11,188	11,188	\$22,162	\$22,162
Commuter	Reduced	Single Ride -> Non-Amp, Single Ride	\$1.75	\$1.75	\$0.00	0%	4,465	4,465	\$7,814	\$7,814	2,270	2,270	\$3,972	\$3,972	2,195	2,195	\$3,842	\$3,842
Commuter	Reduced	Single Ride -> Amp, <3-4 Days/Wk, Single Ride	\$1.75	\$1.75	\$0.00	0%	801	801	\$1,402	\$1,402	395	395	\$692	\$692	406	406	\$710	\$710
Commuter	Reduced	Single Ride -> Amp, 3-4+ Days/Wk, Capping	\$1.37	\$1.37	\$0.00	0%	1,398	1,398	\$1,909	\$1,909	723	723	\$987	\$987	676	676	\$922	\$922
Commuter	Reduced	Day Pass -> Non-Amp, Day Pass	\$1.69	\$1.69	\$0.00	0%	4,748	4,748	\$8,022	\$8,022	3,247	3,247	\$5,485	\$5,485	1,502	1,502	\$2,537	\$2,537
Commuter	Reduced	Day Pass -> Amp, <3-4 Days/Wk, Daily Capping	\$1.69	\$1.69	\$0.00	0%	444	444	\$751	\$751	305	305	\$515	\$515	140	140	\$236	\$236
Commuter	Reduced	Day Pass -> Amp, 3-4+ Days/Wk, Capping	\$1.18	\$1.18	\$0.00	0%	2,466	2,466	\$2,916	\$2,916	1,685	1,685	\$1,993	\$1,993	781	781	\$923	\$923
Commuter	Reduced	31 Day Pass -> Non-Amp, 31 Day Pass	\$1.17	\$1.17	\$0.00	0%	20,964	20,964	\$24,461	\$24,461	11,774	11,774	\$13,738	\$13,738	9,190	9,190	\$10,723	\$10,723
Commuter	Reduced	31 Day Pass -> Amp, Capping	\$0.95	\$0.95	\$0.00	0%	24,609	24,609	\$23,374	\$23,374	13,821	13,821	\$13,128	\$13,128	10,788	10,788	\$10,247	\$10,247
Commuter	Full Fare - DPP/TEF	Day Pass	\$0.00	\$0.00	\$0.00	N/A	1,060	1,060	\$0	\$0	1,060	1,060	\$0	\$0	0	0	\$0	\$0
Commuter	Full Fare - DPP/TEF	7 Day Pass	\$0.00	\$0.00	\$0.00	N/A	4,249	4,249	\$0	\$0	4,249	4,249	\$0	\$0	0	0	\$0	\$0
Commuter	Full Fare - DPP/TEF	31 Day Pass	\$0.00	\$0.00	\$0.00	N/A	23,519	23,519	\$0	\$0	23,519	23,519	\$0	\$0	0	0	\$0	\$0
Commuter	Reduced - DPP	31 Day Pass	\$0.00	\$0.00	\$0.00	N/A	405	405	\$0	\$0	405	405	\$0	\$0	0	0	\$0	\$0
Local	MW Business - Full 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 - Full 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 - Full 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	31 Day Pass	\$0.35	\$0.35	\$0.00	0%	1,779	1,779	\$617	\$617	983	983	\$341	\$341	796	796	\$276	\$276
Commuter	MW Business - Full 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 - Full 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	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 - Full 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 - Full 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
Local	Unhoused Pass Program	Single Ride -> Free Unhoused Pass Program	\$1.25	\$0.00	-\$1.25	-100%	49,378	49,378	\$61,723	\$0	49,378	49,378	\$61,723	\$0	0	0	\$0	\$0
Local	Unhoused Pass Program	TEF Program -> Free, Unhoused Pass Program	\$0.00	\$0.00	\$0.00	N/A	938,185	938,185	\$0	\$0	938,185	938,185	\$0	\$0	0	0	\$0	\$0
Sum							28,525,113	28,525,113	\$18,209,328	\$18,147,606	16,099,948	16,099,948	\$8,221,084	\$8,159,361	12,425,165	12,425,165	\$9,988,244	\$9,988,244
Average Fare									\$ 0.638	\$ 0.636			\$ 0.511	\$ 0.507			\$ 0.804	\$ 0.804
Percentage Change in Average Fare										-0.3%				-0.8%				0.0%
Difference in Average Fare for Protected Populations														-0.8%				

Appendix E: Board Approval Document

Details	
File #:	AI20231019
Type:	Resolution
Title:	Approval of a resolution adopting amendments to CapMetro's Fare Policy and Fare Structure to provide a no-cost, two-year transit pass for eligible unhoused or housing insecure customers for use on CapMetro local and Rapid bus, Pickup by CapMetro, and CapMetro Access services, approving the related Title VI Fare Equity Analysis, and authorizing the President & CEO, or her designee, to implement the fare change.
Mover:	Eric Stratton
Result:	Pass
Agenda note:	
Minutes note:	
Action:	adopted
Action text:	A motion was made by Board Member Stratton, seconded by Board Member Vela, that this Resolution be adopted. The motion carried by the following vote:

Person Name	Vote
Jeffrey Travillion	Aye
Leslie Pool	Aye
Eric Stratton	Aye
Becki Ross	Aye
Matt Harriss	Aye
Chito Vela	Aye
Dianne Bangle	Aye
Paige Ellis	Aye

