



**Agenda - Final**  
**Capital Metropolitan**  
**Transportation Authority**  
**Board of Directors**

2910 East 5th Street  
Austin, TX 78702

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**Monday, July 25, 2022**

**12:00 PM**

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**Public Hearing on Capital Metro Fare Structure and Proposed Capital Budget  
Amendment**

**I. Call to Order**

**II. Discussion Items:**

1. Fiscal Year 2022 Capital Budget Amendment Public Hearing Presentation
2. Capital Metro Fare Structure Public Hearing Presentation

**III. Public Comment:**

**IV. Adjournment**

**ADA Compliance**

*Reasonable modifications and equal access to communications are provided upon request. Please call (512) 369-6040 or email [ed.easton@capmetro.org](mailto:ed.easton@capmetro.org) if you need more information.*

*BOARD OF DIRECTORS: Jeffrey Travillion, Chair; Ann Kitchen, Vice Chair; Leslie Pool, Secretary; Becki Ross; Eric Stratton, Wade Cooper and Matt Harriss.*

*The Board of Directors may go into closed session under the Texas Open Meetings Act. In accordance with Texas Government Code, Section 551.071, consultation with attorney for any legal issues, under Section 551.072 for real property issues; under Section 551.074 for personnel matters, or under Section 551.076, for deliberation regarding the deployment or implementation of security personnel or devices; arising regarding any item listed on this agenda.*



# Capital Metropolitan Transportation Authority

2910 East 5th Street  
Austin, TX 78702

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Board of Directors

**Item #:** AI-2022-476

**Agenda Date:** 7/25/2022

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Fiscal Year 2022 Capital Budget Amendment Public Hearing Presentation



# Public Hearing FY2022 Budget Amendment

Public Hearing 7/25

# FY2022 Budget Amendment Overview

- Capital Budget Amendment

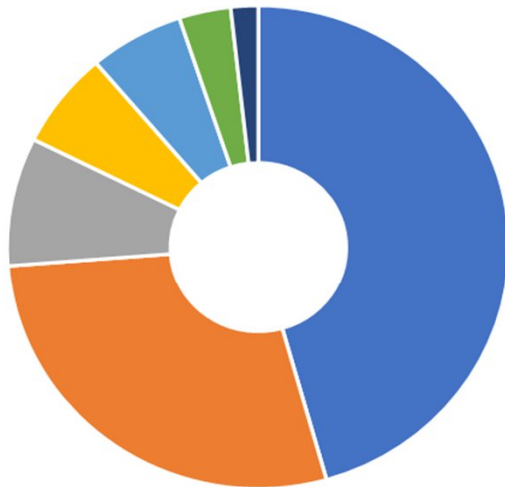
- \$6,000,000 for Project Connect Program Manager Owner Representative
  - Increase in funding for augmentation of staff resources
- \$1,000,000 for Project Connect Orange Line
  - Increase in funding for additional Orange Line engineering design and environmental
- \$1,000,000 for Project Connect Blue Line
  - Increase in funding for additional Blue Line engineering design and environmental
- \$8,000,000 of offsetting funding from the Austin Transit Partnership

# FY2022 Budget Amendment Summary

FY2022 AMENDED BUDGET - MARCH

**\$691.1m**

*Numbers are in millions*

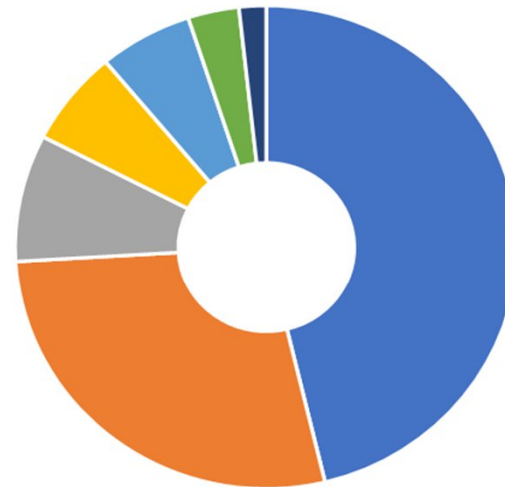


■ CAPITAL IMPROVEMENTS	\$315.3
■ TRANSPORTATION	\$194.6
■ PERSONNEL	\$59.4
■ SERVICES	\$44.5
■ PMTS TO GOV ENTITIES	\$42.1
■ OTHER	\$23.0
■ FUEL	\$12.2

FY2022 AMENDED BUDGET - JULY

**\$699.1m**

*Numbers are in millions*



■ CAPITAL IMPROVEMENTS	\$323.3
■ TRANSPORTATION	\$194.6
■ PERSONNEL	\$59.4
■ SERVICES	\$44.5
■ PMTS TO GOV ENTITIES	\$42.1
■ OTHER	\$23.0
■ FUEL	\$12.2

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Thank you!



# Capital Metropolitan Transportation Authority

2910 East 5th Street  
Austin, TX 78702

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Board of Directors

**Item #:** AI-2022-503

**Agenda Date:** 7/25/2022

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Capital Metro Fare Structure Public Hearing Presentation

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# Fare & Customer Payment Systems

CapMetro Board of Directors - July 2022

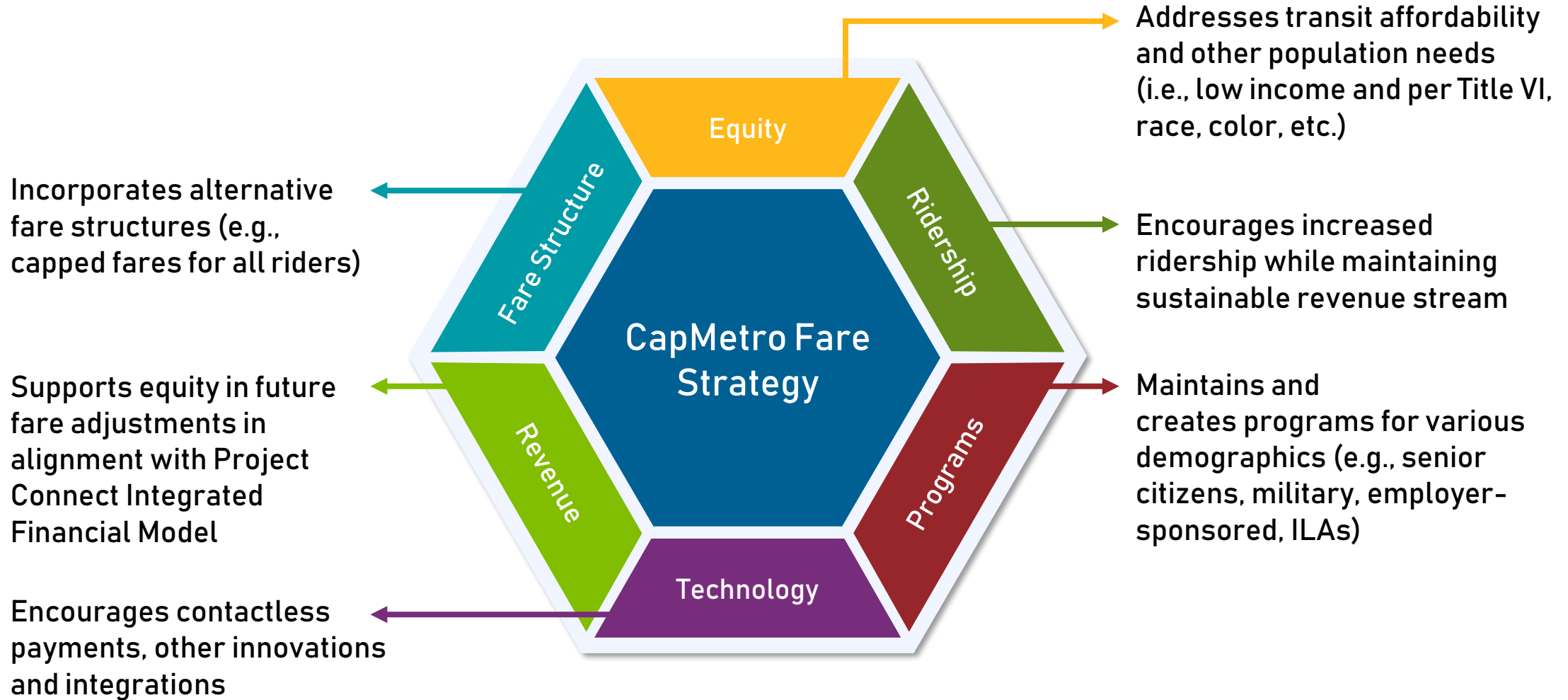


# Agenda

- Project Overview
  - Amp Account-Based System
  - Fare Capping
  - Equifare
- Title VI Equity Analysis
- Community Engagement & Pilot
- Implementation Timeline
- Overview of Board Actions



# Fare Strategy Review



# Proposed Changes

Two proposed programs powered by **Amp** (*account-based system technology that enables contactless payments*)

## Fare Capping

A pay-as-you-go system to reduce or "cap" customer spending on fares in a day or month

## Equifare

A new discounted fare category for income-eligible customers

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**Both of these proposed items align and support CapMetro's goal of making our fares and transit system more equitable**

# What is Amp?

- Amp is our new account-based system
- Uses a physical smart card or the new CapMetro app to pay for rides
  - Pay-as-you-go
- Reload payment directly to your account
  - Stored money is protected in a registered account in case card or phone is lost or stolen
- Fare capping is available on every physical Amp card, regardless of account registration
- Provides access to discount program benefits for income-eligible customers once customers register for an Amp account



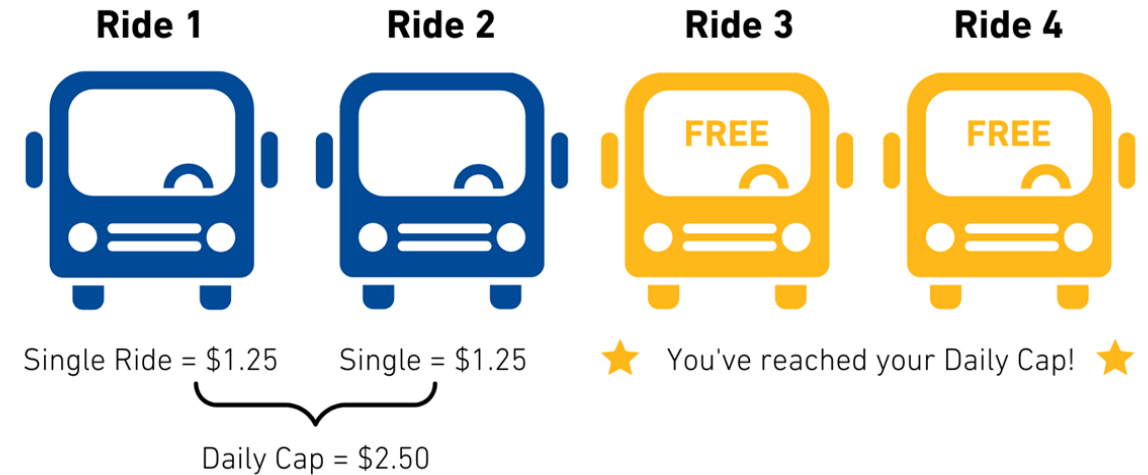
# What is Fare Capping?

Eliminates up-front costs for customers by replacing passes with a pay-as-you-go.

**Customers never pay more than:**

- Total cost of a day pass in a calendar day
  - Pay for 2 local rides or 2 commuter rides in one day → ride free with that service for the rest of the day
- Total cost of a monthly pass in a calendar month
  - Pay for 33 local service single rides in one month → ride free local service for the rest of the month
  - Pay for 28 commuter service single rides in one month → ride free commuter & local service for the rest of the month

## HOW FARE CAPPING WORKS - 1 DAY



# What is Equifare?

- A new discounted fare category for income-eligible customers
  - Our current Reduced Fare program will remain
  - Children under 18 still ride free
- Customers may apply online, at the Transit Store, and at other in-person opportunities
  - Eligibility modeled on City of Austin customer assistance program eligibility (utility discounts)
  - Customers can also show proof of enrollment in COA customer assistance program to become enrolled
  - Includes customers within 200% of Federal Poverty Level
- Equifare customers receive a discounted fare through a registered Amp account
  - Equifare customers also access fare capping – adding further savings each month

POTENTIAL NEW FARE STRUCTURE: Equifare

	PASS TYPE	Current standard fare	PROPOSED^
		Standard	Equifare
LOCAL BUS	Single Ride	\$1.25	\$1.00
	Day Pass	\$2.50	\$2.00
	Month Pass	\$41.25	\$33.00
COMMUTER BUS + RAIL (incl. Local Bus)	Single Ride	\$3.50	\$3.00
	Day Pass	\$7.00	\$6.00
	Month Pass	\$96.25	\$77.00

# Title VI Equity Analysis - Overview

Title VI Equity Analysis is required for all proposed fare changes

- Required for any **fare change** including decreasing or increasing fares, or adding elements to fare policy and structure
- If an impact or burden is identified, CapMetro must identify whether the impact or burden **can be mitigated**, avoided or minimized
- Analysis is **submitted to the FTA** upon completion

## Components of the Title VI Equity Analysis

- **Review of Proposed Changes** – including requirements to enroll in the new discount category Equifare and the introduction of fare capping
- **Average Fare Analysis** – assesses the effects of the changes on the average fare paid per boarding
- **Cash Retail Network Analysis** – assesses the population's proximity and access to the Amp retail network



# Title VI Equity Analysis

## Result: No Title VI Equity impacts found

### Average Fare Analysis Findings

- The systemwide change resulted in less than 1% disparate impact between minority and non-minority customers, and between low-income and non-low-income riders (within the 2% of the CapMetro threshold)

### Cash Retail Network Analysis Findings

- The proposed reload locations are expected to benefit minority and low-income customers to a greater degree than non-minority and non-low-income customers
- Not impacted by private retailer's decision to not participate in CapMetro distribution



# Community Engagement (April – July 2022)

- **Phase 1: Education & Engagement**

- Informed and educated the community (riders, non-riders and CapMetro staff)
- Collected feedback and comments
- Forming partnerships with local CBOs and partner agencies

- **Phase 2: Pilot Engagement**

- Recruit Pilot participants
- Collaborate with partners for education, training, and enrollment

- **Phase 3: Implementation**

- Continue to education and collect community feedback
- Assess enrollment strategies

# Community Engagement Summary

## Community Engagement

- Virtual and in-person community meetings
- In-person outreach – tabling, at-stop outreach
- Presentations Community Advisory Committees

## Partner Agencies, CBOs, Community Leaders

- Partner Agency & CBO meetings
- 1:1 meetings with community leaders
- Presentations to city boards & commissions

## Internal Engagement

- All-staff meeting, Town Hall, Advisory Committees
- Front-line staff engagement & emails

### Community Meeting Flyer

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**POTENTIAL FARE PROGRAMS**

#### CAPMETRO FARE PROGRAMS

CapMetro wants to make our fares work better and make them more equitable. Come learn about the new proposed fare programs and account-based system:



- **FARE CAPPING**
- **EQUIFARE**
- **AMP CARD**

#### UPCOMING MEETINGS:

**Community Meeting #1 | Phase I | Virtual**  
Wednesday, April 13, Noon – 1 p.m.  
[Register: CapMetro.org/Fare-Programs](https://www.capmetro.org/Fare-Programs)

**Community Meeting #2 | Phase I | In-Person**  
Thursday, April 14, 5:30 – 6:30 p.m. (food provided)  
624 N Pleasant Valley Rd, 78702  
Accessible by MetroBus 4 & 300, parking available in lot south of 624.  
[Questions? Engage@capmetro.org](mailto:Engage@capmetro.org)

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

**Community Meeting #2 | Phase II | In-Person**  
April 28, 5:30 – 6:30 p.m. (food provided)  
624 N Pleasant Valley Rd, 78702  
Accessible by MetroBus 4 & 300, parking available in lot south of 624.



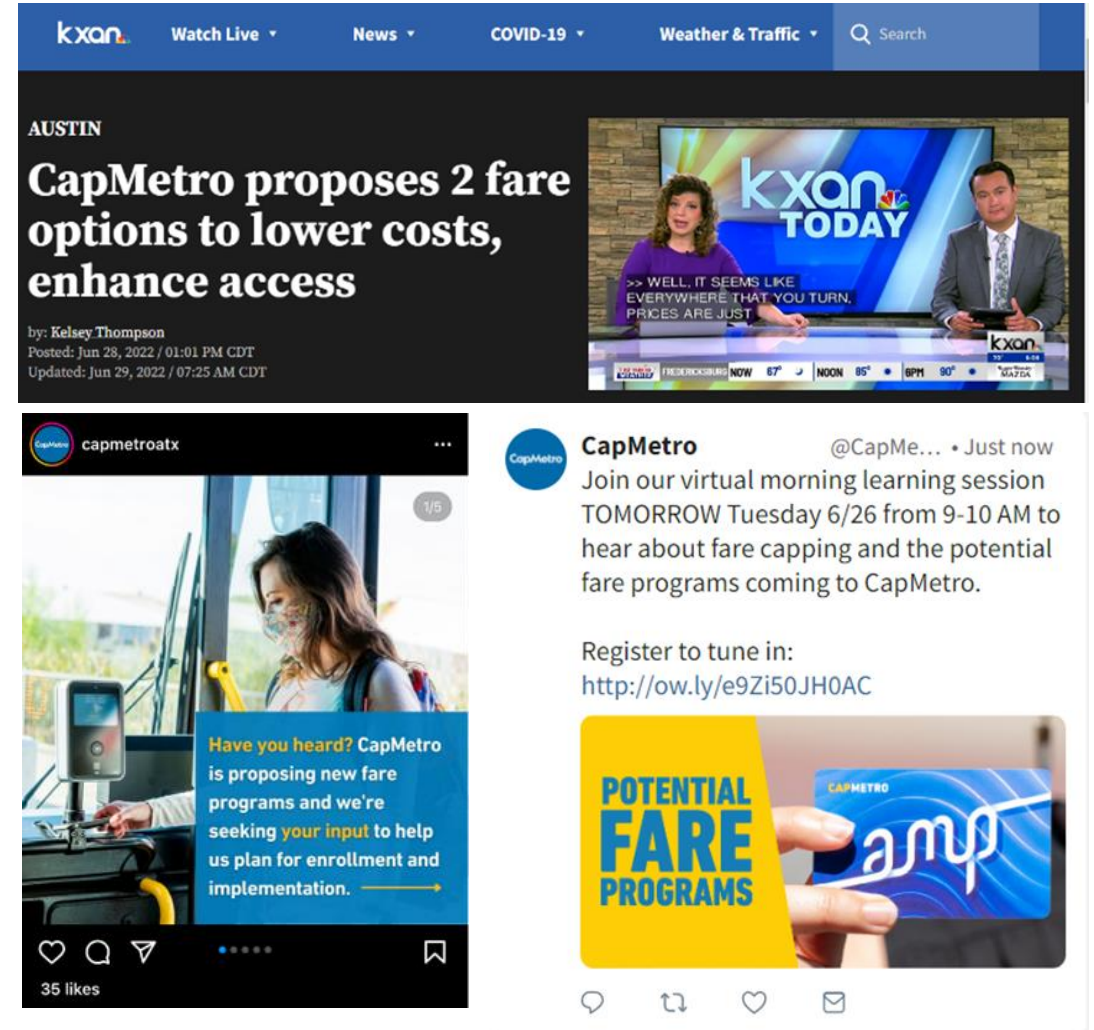
# Community Engagement Summary

## Multimedia Outreach

- Social media campaigns
- Email blasts through Listservs
- PublicInput.com (engagement platform)
  - Educational webpage
  - Comment log
  - Presentation recording

## Communications & Marketing

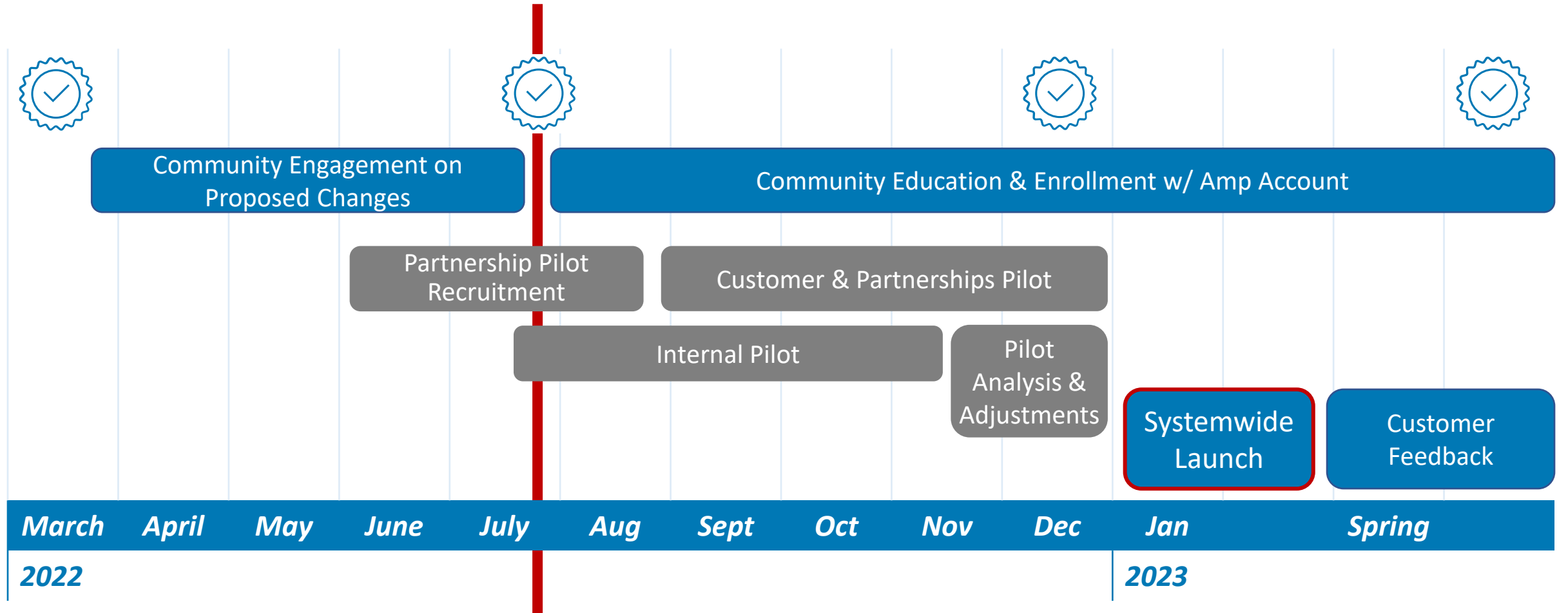
- Bus Placards (English and Spanish)
- Media Coverage (TV, Radio, Digital)
- Paid Advertisements
- CapMetro & PublicInput.com Webpages



# Pilot

- **Internal Pilot – Launched July 2022**
  - Recruit from various departments, especially those that will be directly involved (customer service, operators, eligibility, community engagement)
- **External Pilot – Launch Fall 2022**
  - Projected launch in Fall and estimated to run 3-months
  - Use ongoing feedback forms and systems to integrate input and issues before the systemwide launch
  - Various segments to test different program systems (virtual Amp, Equifare, etc.
- **Pilot Partnership Opportunities**
  - Potential Partners: Central Health, Austin Area Urban League (AAUL), Progressive Impaccct, Austin ECHO
  - Auto-enrollment opportunities or train-the-trainers for staff and community leaders
  - Pop-up events and enrollment events in collaboration with existing opportunities

# Proposed Implementation Timeline



# Summary of Board Agenda Items

- Public Hearing
- Board Action: resolution amending the CapMetro Fare Policy to allow for Fare Capping and Equifare
- Board Action: resolution amending the CapMetro Fare Structure to allow for a new fare category, Equifare

CapMetro

Thank you!