~ NOTICE OF MEETING ~
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS MEETING
2910 East Fifth Street Austin, TX  78702

~ Agenda ~
Executive Assistant/Board Liaison Gina Estrada
512-389-7458

<table>
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<th>Monday, April 23, 2018</th>
<th>12:00 PM</th>
<th>Capital Metro Board Room</th>
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I.  Pledge of Allegiance
II. Safety Briefing
III. Public Comment:
IV. Advisory Committee Updates:
   1. Update on the Customer Satisfaction Advisory Committee (CSAC)
   2. Update on the Access Advisory Committee (AAC)
V.  Board Committee Updates:
   1. Operations, Planning and Safety Committee
   2. Finance, Audit and Administration Committee; and
   3. CAMPO update
VI. Consent Items
   1. Approval of Minutes from March 26, 2018 board meeting.
   2. Approval of a resolution authorizing the President/CEO, or his designee, to execute an Interlocal Agreement with the University of Washington to provide pedestrian data for accessible pathway trip planning in an amount not to exceed $30,000.
   3. Approval of a resolution authorizing the President/CEO, or his designee, to finalize and execute Amendment #1 to the Contracted Service Supplement No. 5 with Capital Area Rural Transportation System (CARTS) for the operation of Route 1517 Gold Route - interurban coach express to extend service for this route not to exceed December 31, 2018 or until the remaining grant funding amount of $58,000 has been depleted.
4. Approval of a resolution authorizing the President/CEO, or his designee, to negotiate, finalize and execute an Interlocal Agreement (ILA) with the City of Austin allowing Capital Metro to relocate underground chilled water services lines that connect to the Austin Convention Condominium Association's (ACCA) building (commonly referred to as the "Hilton Austin Hotel" building) as part of the work required for the Downtown Rail Station Improvements project.

5. Approval of a resolution authorizing the President/CEO, or his designee, to execute a contract with Sam Pack's Five Star Ford, utilizing the Houston-Galveston Area Council's Purchasing Cooperative, to purchase up to ten (10) Ford Police Interceptor Sedans, in an amount not to exceed $325,253 for security patrol vehicles.

VII. Action Items:

1. Approval of a resolution authorizing the President/CEO, or his designee, to finalize and execute a contract with Ride Right, LLC for contracted paratransit services for a period of 4 years with two 3-year options for an amount not to exceed $210,090,123.

2. Approval of a resolution authorizing the President/CEO, or his designee, to finalize and execute a contract modification to include the award of three (3) option years with Ride Right, LLC for operation of the North Paratransit Operating Facility. This resolution is an increase to the total contract amount by $25,679,658, for a total not to exceed amount of $78,673,506.

3. Approval of a resolution for adoption of the Title VI Service Monitoring Results and the Triennial Title VI Program Update.

4. Approval of a resolution authorizing the President/CEO, or his designee, to finalize and execute a contract for the Printing of Pocket Schedules with AC Printing in the aggregate amount not to exceed $1,111,552 for one (1) base year and four (4) one-year options.

VIII. Presentations:

1. Strategic Board Agenda Calendar

IX. Reports:

1. President's Report

X. Executive Session of Chapter 551 of the Texas Government Code:

Section 551.074 for Personnel matters - Establishment of President/CEO Performance Metrics.

XI. Items for Future Discussion:

XII. Adjournment

ADA Compliance

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(512)389-7458 or email gina.estrada@capmetro.org if you need more information.  

**BOARD OF DIRECTORS:** Wade Cooper, Chair; Delia Garza, Vice Chair; Juli Ward, Board Secretary; Ann Kitchen, Jeffrey Travillion, Rita Jonse, Terry Mitchell and Pio Renteria. Board Liaison: Gina Estrada (512)389-7458, email gina.estrada@capmetro.org if you need more information.  

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.
TITLE: CSAC Minutes
Call to Order:
David Foster, Customer Service Advisory Committee

Chair Foster called the meeting to order at 6:00 p.m.

Introductions:

Committee members present were David Foster, Lin Rui Li, Elizabeth Stehl, and Betsy Greenberg, and BJ Taylor.

Capital Metro staff members present were Randy Clarke, Kendall Jackson, Roberto Gonzalez, and Cynthia Lucas.

CEO Clarke introduced himself and fielded questions from the committee.

June 2018 Service Change Implementation Update
Roberto Gonzalez, Manager – Short Range Planning, Capital Metro

Roberto gave the presentation on the June 2018 Service Change and Public Involvement Plan. He touched on marketing efforts, signage, amenities. There will be a shelter slide on next month’s agenda. Connections Captains, and street team will be hired. Timeline: surge May 20-June 10 and again in Aug-Sep.

June 2018 Stop Signage Briefing
Cynthia Lucas, Manager – Marketing, Capital Metro

Cynthia gave the presentation on new signs that will be installed starting next week.
David Foster: What about new stops? We don’t want to confuse people.
Roberto: There are 75 new stops, we’ll do those last.

Community Involvement Invitation
Jackie Nirenberg, Manager – Community Involvement, Capital Metro

Outreach has more feeling when it’s coming from people who are in the community – puts a human face on the change. Two outreach buses so that we can go to them…to reach people who won’t come to us. Even if people don’t use transit, it’s healthy for a community to have good transit. We’ll set up a system to invite you all to do a few things. If your neighborhood, office, church wants a talk about Cap Remap, Project Connect, or a Transit Adventure, let us know.

Approval of March Minutes
We postponed approving the minutes until next month.

Adjournment

The committee adjourned at 8:00 p.m.
TITLE: Access Committee Minutes
Call to Order:
Chris Prentice, Access Advisory Committee

Chair Chris Prentice called the meeting to order at 5:30 p.m.

Introductions:

Committee members present were Chris Prentice, Molly Birrell, John McNabb, Pat Thomas, Mike Gorse, Glenda Born, and Paul Hunt.

Capital Metro staff members present were Randy Clarke, Chad Ballentine, Martin Kareithi, Kendall Jackson, Sam Sargent, Paul Hamilton, Jenn Golech, and Jeff Dennin.

Capital Metro contractor staff present were Regina Marshall, Raoul (RideRight), and Nate Peterson.

Members of the public present were Katherine Rutledge and Audrey Diaz.

CEO Clarke introduced himself and fielded questions from the committee.

MetroAccess Statistics & Tech Update
Chad Ballentine, Director of Paratransit, Capital Metro

Pickup is seeing constant growth, still ending in June. Record of 142 passengers in day. Innovation Zones: Rides to Wellness program through TE, Austin e-cab, vehicle donations as vehicles retired. Martin will talk about Bluetooth beacon project. The main goal is that innovative ideas are shared rides. Want these to support high capacity transit, not compete. Martin sent email about commuter bus coming on Monday. Looking into vehicles at North base. Try to have something by next Access Committee. Fuel standards, crash test requirements are changing. Desire to look at other providers.

June 2018 Service Change Implementation Update
Sam Sargent, Deputy Chief of Staff, Capital Metro

Sam gave the presentation on the June 2018 Service Change and Public Involvement Plan. He touched on marketing efforts, signage, amenities. There will be a shelter slide on next month’s agenda. Connections Captains, and street team will be hired. Timeline: surge May 20-June 10 and again in Aug-Sep.

Proposed August 2018 Service Changes
There will be a Service Change on Sunday, August 12th. This is a routine change. The August change is focused on school trippers and UT shuttles. The only thing to note is that the Red River shuttle will go away when June service change.

Wayfinding Update
Martin Kareithi, Program Manager – Accessible Services, Capital Metro

Martin gave an update on the Bluetooth wayfinding system, which a few people pilot tested during SXSW.

ABIA Pickup and Dropoff Update
Paul Hamilton, Control Center Manager, Capital Metro

Paul Hamilton gave the update on the question from April on MetroAccess Dropoff at ABIA. The location goes back to 2008. It is Column L on lower level. Paul spoke with Jennifer Williams with the city, made a request to her office, and she said it was not feasible.

Approval of April Minutes

Molly motioned to approve the April Minutes. Pat seconded the motion. The motion to approve the minutes was approved 8-0.

Adjournment

The committee adjourned at 7:30 p.m.
Approval of Minutes from March 26, 2018 board meeting.
I. Pledge of Allegiance

II. Safety Briefing

Donna Simmons, Capital Metro’s Executive Vice President of Administration and Chief Safety Officer, gave her monthly briefing. She reviewed evacuation protocols for the boardroom and emphasized the importance of ensuring you have a safe ride home when going out.

III. Security Briefing

Darryl Jamail, Capital Metro’s Security Director, reviewed the assistance that Capital Metro staff and service providers provided to the Austin Police Department during the recent bombings investigation, and recognized several employees for their efforts. He emphasized the importance of communication and coordination between the two agencies. Chair Cooper added his thanks and appreciation.

IV. Recognition

Former Texas State Representative Patrick Rose presented the agency with the "Employer of the Year" award from the International Right of Way Association. Vincent Sandoval accepted on behalf of Capital Metro.

V. Public Comment:

Gus Pena, citizen, stated that cuts being made to bus routes will be catastrophic to many veterans, and people, and he is opposed to them. He intends to file a federal injunction to prevent these cuts.

Anthony Walker, bus operator, believes that the reputation of Capital Metro is so poor in the community that any bond election related to the agency is certain to fail. MetroRail is the worst investment in history. Must do a better job of reaching out to operators, and the public, because much damage has already been done. Service changes should have waited until the new CEO was onboard.

Brent Payne, ATU Local 1091, represents 90 percent of operators and appreciates recent efforts to work together on things like restrooms and operator breaks. He hopes that this continues and that lines of communication stay open.

David King, citizen, spoke on the issue of displacement of lower-income residents to the suburbs that may not be as well served by transit. Hopes that analysis is being done to insure that changes don’t disproportionately affect these citizens. Worried about CodeNext and the impact on our community over the next decade.

Zenobia Joseph, citizen, provided comments related to Title VI of the Civil Rights Act of 1964. She spoke against the elimination of Route 392, which serves more customers than other routes that will remain -- this is not equitable. We will no longer have east-west connectivity. Other examples of this type of inequity include service in Hyde Park, the TIGER grant related to MetroRail service near the Domain, and a heavily subsidized route in Manor.
VI. Advisory Committee Updates:

1. Update on the Customer Satisfaction Advisory Committee (CSAC); and

David Foster, Chair of CSAC, provided the report. He invited CEO Clarke to attend the committee’s next meeting and expressed thanks to the board of getting recent vacancies filled. The committee is looking at ways to engage other transit users, including increased use of social media and moving CSAC’s meeting location around.

2. Update on the Access Advisory Committee (AAC).

Kendall Jackson, Community Involvement, provided the report. The committee met on March 7th, and heard updates on MetroAccess statistics and technology from Chad Ballentine. Marc Guerrero also gave an update on the Downtown Station, and the committee heard updates on Cap Remap and the MetroAccess “Pathways” Program.

VII. Executive Session of Chapter 551 of the Texas Government Code:

Section 551.072 for real property issues - Real Estate - future operational facilities
Went into session at 2:27 pm
Returned at 3:00 pm

VIII. Board Committee Updates:

1. Operations, Planning and Safety Committee

Committee Chair Jonse provided the report. The committee met on March 9th and heard four items -- two of which are on the consent agenda today and two of which are on the action agenda.

2. CAMPO update

Board member Mitchell provided the report. The policy board met on March 5th to discuss several items, including amendments to pedestrian improvements in the area.

IX. Consent Items

1. Approval of minutes from the February 26, 2018 board meeting.

2. Approval of a resolution authorizing the President/CEO, or his designee, to finalize and execute a contract with MAC, Inc. in an amount not to exceed $201,931, for the construction of 35 parking spaces at the South Congress Transit Center.

X. Action Items:

1. Approval of a resolution authorizing the President/CEO, or his designee, to modify a contract for Literature Distribution services with SmartMail of Austin, Inc. to increase the contract in an amount not to exceed $646,555 for three (3) option years with a total not to exceed amount of $1,049,545.

Cynthia Lucas, Marketing Director, presented this item. This contract puts Capital Metro printed materials out on each of our buses, at our transit centers, and at 85 other outlets throughout the city. Many people still rely on these printed materials, and in particular we expect increased demand around the June Service Change. The use of digital information is increasing but we still have need for this contract. We distribute about 1.3 million leaflets a year and 200,000 system maps. Twice a week we also place placards with updated messages from the agency on each of our buses. We will
continue to evaluate the need for this contract as things change, and bring it back to the board when these 3 option years expire.

RESULT: ADOPTED [UNANIMOUS]
MOVER: Delia Garza, Board Member
SECONDER: Rita Jonse, Board Member
AYES: Mitchell, Word, Cooper, Garza, Kitchen, Jonse, Renteria
EXCUSED: Travillion

2. Approval of a resolution authorizing the President/CEO, or his designee, to finalize and execute an Interlocal Agreement with the City of Austin to design, manage, construct, and maintain transportation infrastructure projects that will improve transit speed and reliability for an amount not to exceed $3 million.

Todd Hemingson, Executive Vice President of Planning and Development, presented this item. The City of Austin approved this ILA last week. The improvements paid for with this partnership will increase transit speed and reliability. We have identified four items that we would like to complete in time for the June Service Change.

Board member Renteria asked if this agreement included study of all the major corridors, including the Green Line. Mr. Hemingson explained that this agreement was really for the implementation of specific projects, not studies, and that the Green Line was being looked at as part of Project Connect.

RESULT: ADOPTED [UNANIMOUS]
MOVER: Ann Kitchen, Board Member
SECONDER: Sabino Renteria, Board Member
AYES: Mitchell, Word, Cooper, Garza, Kitchen, Jonse, Renteria
EXCUSED: Travillion

3. Approval of a resolution authorizing the President/CEO, or his designee, to waive collection of fares on all Capital Metro services for the period of June 3, 2018 through June 9, 2018.

Reinet Marneweck, Chief Financial Officer, presented this item. This item was requested by Board member Travillion, and will increase reliability during the first week of the major service change in June. It will speed up boarding for customers and allow operators to focus on new routes. The estimated cost for waiving fares for the week is $310,000 in lost revenue, but we can absorb this cost because our sales tax revenue has been favorable and above projections this year.

Board member Garza asked if it might be possible to extend this by an additional week, or even for the entire month of June. Ms. Marneweck stated that in her next CFO report she will be reporting on some other items that have run above budget and she can look at what the costs of doing so would be. CEO Clarke said we can do some more analysis and bring it back to the Finance Committee.

RESULT: ADOPTED [UNANIMOUS]
MOVER: Delia Garza, Board Member
SECONDER: Terry Mitchell, Board Member
AYES: Mitchell, Word, Cooper, Garza, Kitchen, Jonse, Renteria
EXCUSED: Travillion

4. Approval of a resolution authorizing the President/CEO, or his designee, to formally request the inclusion of funding for Project Connect preliminary engineering and environmental analysis as a component of the City of Austin's 2018 Bond Proposal.
Todd Hemingson, Executive Vice President of Planning and Development, presented this item. Project Connect will require additional funding to move to the next phase, including preliminary engineering and environmental work. Funding via the 2018 bond would keep the ball rolling on the project. The funding would also ask the City to look into how we resolve the gap on Pleasant Valley Road south of Riverside, which could become a major North-South transit corridor for Capital Metro.

Board member Renteria commented that the reason that Pleasant Valley does not connect is that residents in that area are opposed to it, but something might be worked out. Board member Kitchen wondered if the work on Pleasant Valley was related to work already being studied on Bradshaw. Mr. Hemingson said he thought that was the case.

Board member Garza expressed that she was excited about the prospect of a corridor in southeast Austin, to get more customers onto transit. Board member Renteria expressed support and offered that his office is willing to assist with outreach efforts in this area to educate residents of the importance of connecting the roadway gap.

Board member Kitchen asked if the $15 million in funding would be enough to cover all the discussed items. Mr. Hemingson explained that the figure did not include the study for Pleasant Valley, just the engineering and environmental work for Project Connect.

RESULT: ADOPTED [UNANIMOUS]

MOVER: Delia Garza, Board Member
SECONDER: Ann Kitchen, Board Member
AYES: Mitchell, Word, Cooper, Garza, Kitchen, Jonse, Renteria
EXCUSED: Travillion

XI. Presentations:

1. Transit Empowerment Fund

Michelle Meaux, Regional Coordination Manager and Capital Metro's staff representative on the Transit Empowerment Fund, introduced Andrew Levack, TEF board member. Mr. Levack gave an overview of TEF's goals and activities.

In addition to providing transit passes to low income riders through area social service agencies, the TEF also funds several projects that address transit needs in the region. Capital Metro's annual contribution is currently $350,000. He discussed the process through which agencies obtain the passes. The TEF has now provided more than 4 million rides since 2012. The TEF makes money available to local demonstration projects that support mobility.

Board member Jonse asked about providing passes to MetroAccess-eligible customers. Board member Renteria asked if TEF has reached out to the Rebekah Baines Johnson Center. Chair Cooper asked what the TEF saw as the biggest gaps in the communities we serve. Board member Kitchen asked about efforts to reach out to the City and Austin Energy, who are also looking at innovative options for low-income residents.

2. Project Connect

CEO Randy Clarke gave some opening comments to set the stage for the presentation. He sees the effort comprised of two major pieces -- a deep technical planning effort, which Todd Hemingson and his team have been leading along with a technical advisory committee and partners; and an easier-to-comprehend set of materials that can be used to initiate discussion in the community. At this point in the process discussion of specific modes is not as crucial as progress on corridors and dedicated right-of-way. We also need to consider that future technological innovations in transportation will affect what is eventually chosen.
Todd Hemingson, Executive Vice President of Planning and Development, made the presentation. Project Connect is a regional transportation vision, connecting people and places across Central Texas. This is about moving people, not just cars, since building more roads is no longer an option.

Mr. Hemingson also discussed the process of pursuing federal funding. Project development and engineering will help us to decide which projects, or package of projects, to pursue funding for. He showed maps and discussed goals of the current plan at the regional, urban, and downtown levels. We have prioritized each of corridors in the plan into several categories, with the highest ridership potential being the corridors along North Lamar, South Congress, and Riverside.

Mr. Clarke added to the discussion with some ideas that he has asked to be put into the mix for consideration, which have been discussed before but may warrant a second look: the terminus of the Red Line, the MoKan corridor, tunneling in areas where the right-of-way is constrained, vehicle technology, and "other" which includes being the regional unifier for transportation options, even if we do not own or operate every piece of it.

Board member Kitchen inquired about the Bergstrom Spur. Mr. Hemingson stated that Capital Metro had made inquiries into acquiring the right-of-way, although it is held by a mix of public and private landowners.

Mr. Hemingson then discussed timelines for several phases of the project and for getting to a potential bond vote in 2020. He also gave an overview of recent public involvement efforts for Project Connect. He encouraged everyone to attend the upcoming Traffic Jam event at the new Central Library.

Jeb Boyt from the Alliance for Public Transportation provided public comment after the presentation. He praised recent efforts on Project Connect and emphasized how critical the public involvement process is in this effort. He welcomes the opportunity to engage with the Agency on this in the coming years.

Board member Kitchen asked if we were engaging partners in providing support and endorsement for the overall Project Connect map, which the Capital Metro board will approve in June. Mr. Hemingson said endorsements are expected -- they may not come as early as June -- but that outreach on that is already underway.

XII. Reports:

1. President’s Report

President Randy Clarke presented his report. He thanked the board and community and board for the warm welcome he has received. He has been meeting with elected officials and partners and is working hard to get to everyone. He thanked staff, in particular Darryl Jamail and John Jones, for their great work in the recent effort with APD. He also thanked staff for their hard work and extra effort during this year’s SXSW festival -- 90 staff ambassadors and 755 hours of volunteer time. Finally, he thanked the team that put together the team that was able to quickly develop and implement a new MetroRail schedule earlier in the week, and thanked our customers for their patience in dealing with the recent rail delays.

Mr. Clarke introduced Dave Dech, the new Vice President of Rail Operations. He mentioned the recent “We’re On It - Meet the Team” event at the Downtown Rail Station, and stated that we’d be doing similar events monthly in the future. Lastly, he mentioned his intention to bring forward to the board a strategic calendar for board agenda items.

XIII. Items for Future Discussion:

XIV. Adjournment
ADA Compliance

Reasonable modifications and equal access to communications are provided upon request. Please call (512)389-7458 or email gina.estrada@capmetro.org if you need more information.

BOARD OF DIRECTORS: Wade Cooper, Chair; Delia Garza, Vice Chair; Juli Word, Board Secretary; Terry Mitchell, Pio Renteria, Jeffrey Travillion, Rita Jonse and Ann Kitchen. Board Liaison: Gina Estrada (512)389-7458, email gina.estrada@capmetro.org if you need more information.

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Approval of a resolution authorizing the President/CEO, or his designee, to execute an Interlocal Agreement with the University of Washington to provide pedestrian data for accessible pathway trip planning in an amount not to exceed $30,000.
SUBJECT:

Approval of a resolution authorizing the President/CEO, or his designee, to execute an Interlocal Agreement with the University of Washington to provide pedestrian data for accessible pathway trip planning in an amount not to exceed $30,000.

FISCAL IMPACT:

Funding for this action is available in the FY2018 Operating Budget.

STRATEGIC PLAN:

1. Customer

Strategic Objectives:
1.2 Improve system reliability and convenience

EXPLANATION OF STRATEGIC ALIGNMENT:

This interlocal agreement supports a project to implement comprehensive wayfinding for all Capital Metro customers.

BUSINESS CASE:

Capital Metro strives to provide an excellent customer experience. This grant-funded project will allow for enhanced wayfinding, specifically the identification of accessible paths of travel to and from transit stops.

COMMITTEE RECOMMENDATION:

This agenda item was presented and is recommended for approval by the Operations, Planning and Safety Committee on April 9, 2018.

EXECUTIVE SUMMARY:

In partnership with the Texas A&M Transportation Institute, Capital Metro successfully collaborated on a TCRP IDEA (Innovations Deserving Exploratory Analysis) grant to develop a wayfinding mobile application termed Comprehensive Wayfinding. This project incorporates a variety of technologies to help guide and direct people to transit stops.

This resolution is for the development of pedestrian pathway data to assist persons in wheelchairs or other wheeled mobility devices with accessible pathway trip planning. Commensurate with previous work, The University of Washington’s Taskar Center for Accessible Technology will provide pedestrian pathway data for two pilot zones, a defined area within downtown Austin and Tech Ridge Park and Ride.

This data will be integrated into trip planning to provide information on the pedestrian network for accessible trip planning. The goal of this comprehensive wayfinding project, to include accessible trip planning, is to improve access to fixed route, increase...
ridership and provide riders with confidence and ease while travelling on fixed route. This demonstrates CMTA’s commitment to accessible fixed route while building on Capital Metro’s spirit of innovation. This will be the first technology of its kind to combine technologies to provide a comprehensive wayfinding solution in one seamless mobile app.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply.

RESPONSIBLE DEPARTMENT: Operations
RESOLUTION
OF THE
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS

STATE OF TEXAS
COUNTY OF TRAVIS

RESOLUTION (ID # AI-2018-729)
ILA with the University of Washington for Accessible Technology

WHEREAS, Capital Metro desires to improve pedestrian access and access to transit services using the sidewalk infrastructure; and

WHEREAS, the University of Washington is well-positioned to assist Capital Metro with the data services necessary to further the effort to develop an application that provides comprehensive wayfinding for transit users.

NOW THEREFORE BE IT RESOLVED that the President/CEO or his designee is authorized to execute an interlocal agreement with the University of Washington to provide pedestrian pathway data for accessible pathway trip planning in an amount not to exceed $30,000.

________________________  ____________________
Secretary of the Board  Date: ____________________
Juli Word
Approval of a resolution authorizing the President/CEO, or his designee, to finalize and execute Amendment #1 to the Contracted Service Supplement No. 5 with Capital Area Rural Transportation System (CARTS) for the operation of Route 1517 Gold Route - interurban coach express to extend service for this route not to exceed December 31, 2018 or until the remaining grant funding amount of $58,000 has been depleted.
SUBJECT:
Approval of a resolution authorizing the President/CEO, or his designee, to finalize and execute Amendment #1 to the Contracted Service Supplement No. 5 with Capital Area Rural Transportation System (CARTS) for the operation of Route 1517 Gold Route - interurban coach express to extend service for this route not to exceed December 31, 2018 or until the remaining grant funding amount of $58,000 has been depleted.

FISCAL IMPACT:
Funding for this action is available in the FY2018 Operating Budget.

STRATEGIC PLAN:
2. Ridership

EXPLANATION OF STRATEGIC ALIGNMENT:
The Capital Metro/CARTS partnership enables the provision of services that serve the region, including areas not currently in the Capital Metro service area or on the borders of the Capital Metro service area.

BUSINESS CASE:
Capital Metro receives transit services at a reasonable price under this agreement. CARTS currently operates services in the rural areas surrounding Capital Metro’s service area, making them a logical partner for providing services that extend beyond the Capital Metro service area.

COMMITTEE RECOMMENDATION:
This agenda item was presented and is recommended for approval by the Operations, Planning and Safety Committee on April 9, 2018.

EXECUTIVE SUMMARY:
Capital Metro and CARTS partner to operate transit services on the borders of Capital Metro’s service area and in communities located within the Austin urbanized area but outside of the Capital Metro service area. The parties utilize a master Regional Mobility Agreement (RMA) for the purposes of outlining terms and conditions which apply to all services. Addenda to the agreement outline each of the services provided and the fees paid for that service.

This resolution authorizes the extension of the Contracted Service Supplement No. 5 of the Capital Area Rural Transportation System (CARTS) for the operation of Route 1517
gold route - interurban coach express not to exceed December 31, 2018 or until the remaining grant funding amount of $58,000 has been depleted.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply

RESPONSIBLE DEPARTMENT: Bus and Paratransit Services
RESOLUTION
OF THE
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS

STATE OF TEXAS
COUNTY OF TRAVIS

RESOLUTION (ID # AI-2018-723)

Amendment to CARTS Contracted Services Supplement No. 5 for Provision of Route 1517

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management endeavor to be a regional leader and grow the service and customer base for transit; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the Contracted Services Supplement for the provision of Route 1517 requires an amendment due to the expiration of the current Contracted Services Supplement.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President/CEO, or his designee, is authorized to finalize and execute Amendment #1 to the Contracted Service Supplement No. 5 with Capital Area Rural Transportation System (CARTS) for the operation of Route 1517 Gold Route through December 31, 2018 or until the grant funding amount of $58,000 has been depleted.

________________________
Date: ____________________

Secretary of the Board
Juli Word
AMENDMENT NO. 2 TO INDEPENDENTLY PROVIDED SERVICES SUPPLEMENT NO. 5 TO MASTER REGIONAL MOBILITY AGREEMENT

(Interurban Express Service AUS-SM – CARTS Route 1517/Gold)

This Amendment No. 1 to Independently Provided Services Supplement No. 5 to Master Regional Mobility Agreement ("Amendment") is made and entered into by and between Capital Metropolitan Transportation Authority ("Capital Metro"), a transportation authority and political subdivision of the State of Texas organized under Chapter 451 of the Texas Transportation Code, and Capital Area Rural Transportation System, a rural/urban transit district and political subdivision of the State of Texas organized under Chapter 458 of the Texas Transportation Code ("CARTS"), collectively referred to as the "Parties," upon the premises and for the consideration stated herein.

RECITALS:

A. Whereas, Capital Metro and CARTS entered into that one certain Master Regional Mobility Agreement dated effective May 1, 2015 ("Agreement"); and,

B. Whereas, pursuant to the Agreement, the Parties entered into Independently Provided Services Supplement No. 5 dated effective September 25, 2015 ("Supplement"); and,

C. Whereas, the Parties entered into Amendment No. 1 dated September 25, 2017 ("Amendment No. 1"); and,

D. Whereas, the Parties desire to amend the Supplement.

NOW, THEREFORE, by its execution below, Capital Metro and CARTS agree as follows:

AGREEMENT:

A. AMENDMENT.

1. Paragraph 2 B. of the Supplement is deleted in its entirety and replaced with the following:

   B. FEES FOR SERVICES. For Independently Provided Services provided under this Supplement, CARTS shall be paid as set forth in in Attachment SFP-3 (Schedule of Fees and Payments), attached and incorporated herein for all purposes.

2. Attachment SFP-2 is deleted and replaced with SFP-3.

3. Paragraph 2 C. of the Supplement is deleted in its entirety and replaced with the following:

   C. TERM. The term of this Supplement is from October 1, 2015 to September 30, 2018.
The Parties may extend the term of this Supplement by written agreement. Provided, however, either party may terminate this Supplement upon sixty (60) days advance written notice to the other party. In the event of such termination by Capital Metro, CARTS shall be paid its costs, including contract close-out costs, and profit on services performed up to the time of termination. CARTS shall promptly submit its termination claim to Capital Metro to be paid CARTS. If CARTS has any property in its possession belonging to Capital Metro, CARTS shall account for the same, and dispose of it in the manner Capital Metro directs.

B. **INCORPORATION BY REFERENCE.** All defined terms contained in the Agreement and the Supplement shall have the same meaning herein. All terms and conditions contained in the Agreement and the Supplement are incorporated herein for all purposes. All terms not herein defined have the same meaning as set forth in the Agreement and the Supplement. The Recitals contained in this Amendment are incorporated herein for all purposes.

C. **ENTIRE AGREEMENT.** This Amendment represents the entire agreement between the Parties concerning the subject matter of this Amendment and supersedes all prior or contemporaneous oral or written statements, agreements, and negotiations.

D. **RATIFICATION.** The Supplement, as modified and amended by this Amendment, is ratified and confirmed in all respects.

E. **CONFLICT.** In the event of a conflict between the terms of this Amendment and the terms of the Agreement, the provisions of this Amendment shall control.

[**SIGNATURES ON NEXT PAGE**]
IN WITNESS WHEREOF, the Parties have caused this Amendment to be executed by their respective undersigned duly authorized representatives as of the date of the last party to sign.

Capital Metropolitan Transportation Authority

By: ______________________________________
   Randy Clarke
   President/CEO

Date: _________________________________

Capital Area Rural Transportation System

By: ______________________________________
   David L. Marsh
   General Manager

Date: _________________________________

Attachments:

ATTACHMENT SFP-3 - Schedule of Fees and Payments
ATTACHMENT SOS-1 – Project Grant Agreement
ATTACHMENT SFP-3

SCHEDULE OF FEES AND PAYMENTS
AMENDMENT NO. 2 TO INDEPENDENTLY PROVIDED SERVICES SUPPLEMENT NO. 5
TO MASTER REGIONAL MOBILITY AGREEMENT

(Interurban Express Service AUS-SM – CARTS Route 1517/Gold)

Capital Metro shall pay CARTS for the Independently Provided Service at the following rates:

**October 1, 2017 – September 30, 2018:** $35.515 per vehicle hour (based off 50% of the $71.03 per vehicle hour rate).

**Capital Metro Source of Funds for Payment of Independently Provided Service:**
50% Local Funds from CARTS & 50% FTA Section 5316-JARC Funds (under PGA# TX-37-x101-00), minus 50% of the fares collected.

For the purposes of payment, a fixed route vehicle hour means the time a vehicle leaves its base for the service day, to the time it arrives at its base at the end of the service day. Not included as part of vehicle hour are breaks, pre-trip inspection time, and scheduled and unscheduled maintenance periods (vehicle breakdowns).

Regarding fare collection on this route, all fare collection equipment shall be supplied by, owned by and maintained by CARTS. All fares shall be retrieved, counted, recorded and deposited by CARTS designated personnel in accordance with CARTS procedures. Such fares collected shall be deducted from the monthly service billing to Capital Metro. All fares collected are subject to audit by Capital Metro and should be reconciled to the monthly report submitted.
ATTACHMENT SOS-1

SCOPE OF SERVICES

AMENDMENT NO. 2 TO INDEPENDENTLY PROVIDED SERVICES SUPPLEMENT NO. 5 TO MASTER REGIONAL MOBILITY AGREEMENT

(Interurban Express Service AUS-SM – CARTS Route 1517/Gold)

PROJECT GRANT AGREEMENT
Approval of a resolution authorizing the President/CEO, or his designee, to negotiate, finalize and execute an Interlocal Agreement (ILA) with the City of Austin allowing Capital Metro to relocate underground chilled water services lines that connect to the Austin Convention Condominium Association's (ACCA) building (commonly referred to as the "Hilton Austin Hotel" building) as part of the work required for the Downtown Rail Station Improvements project.
SUBJECT:
Approval of a resolution authorizing the President/CEO, or his designee, to negotiate, finalize and execute an Interlocal Agreement (ILA) with the City of Austin allowing Capital Metro to relocate underground chilled water services lines that connect to the Austin Convention Condominium Association's (ACCA) building (commonly referred to as the "Hilton Austin Hotel" building) as part of the work required for the Downtown Rail Station Improvements project.

FISCAL IMPACT:
Funding for this action is available in the FY2018 Capital Budget.

STRATEGIC PLAN:
3. Community

Strategic Objectives:
3.2 Build Strong Community Partnerships that further Capital Metro’s mission and vision.

EXPLANATION OF STRATEGIC ALIGNMENT:
This is an inter-agency partnership with the City of Austin (Austin Energy Chilled Water Division) allowing for allowing Capital Metro to undertake utility infrastructure modifications in coordination with the Downtown Station Improvements project.

BUSINESS CASE:
This Interlocal Agreement between the City of Austin and Capital Metro is part of an on-going inter-agency partnership and will allow Capital Metro to construct the new Downtown Station Improvements project

COMMITTEE RECOMMENDATION:
This agenda item was presented and is recommended for approval by the Operations Planning and Safety Committee on April 9, 2018

EXECUTIVE SUMMARY:
The Texas Department of Transportation awarded a $50 million grant to Capital Metro for the purpose of purchasing four new commuter rail vehicles and constructing a permanent Downtown Rail Station. The execution of this Interlocal Agreement with the City of Austin (Austin Energy Chilled Water Division) will allow Capital Metro, on behalf of Austin Energy, to design and relocate underground the chilled water services lines that connect to the Austin Convention Condominium Association's (ACCA) building (commonly referred to as the "Hilton Austin Hotel" building) near the intersection of 4th Street and Red River Street as part of the work required for the Downtown Rail Station Improvements project.
Improvements project. The City owns the main chilled water service lines that exist on the exterior and interior of the Hilton Austin Hotel building, and through this Interlocal Agreement the City is granting Capital Metro the ability to design and modify the exterior and interior utilities per City's requirements. The Interlocal Agreement generally includes the scope and limits of the work, roles and responsibilities for design, construction, and management, and references the master ILA executed between the City of Austin and Capital Metro. Capital Metro's Downtown Station Improvements project will bear all costs for the design and construction therefore no exchange of funds is required for this item.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply.

RESPONSIBLE DEPARTMENT: Capital Projects
RESOLUTION
OF THE
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS

STATE OF TEXAS
COUNTY OF TRAVIS

RESOLUTION (ID # AI-2018-731)
Downtown Station Improvements - Interlocal Agreement with Austin Energy for Chilled Water Service Relocation

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management endeavor to design, build, operate and maintain a new Downtown Rail Station and partner with the City of Austin per the master Interlocal Agreement executed between the City of Austin and Capital Metro for the purposes of the project; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need for the Downtown Station project to make modifications to the interior and exterior chilled water services lines that connect to the Austin Convention Condominium Association's (ACCA) building (commonly referred to as the "Hilton Austin Hotel" building).

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President/CEO, or his designee, is authorized to negotiate, finalize and execute an Interlocal Agreement with the City of Austin (Austin Energy) granting permission for Capital Metro to modify and relocate the interior and exterior chilled water services lines that connect to the Hilton Austin Hotel building as required for the new Downtown Rail Station Improvements project.

__________________________________________  Date: _______________________
Secretary of the Board
Juli Word
Capital Metro Downtown Station Improvements

CMTA Board Resolution

Austin Energy – Chilled Water Line Relocation (Interlocal Agreement)

April 2018
Overall Site Plan
& Area of work

Area of Proposed Chilled Water Line Relocations
Enlarged view of Red River & 4th St. intersection

Location of existing chilled water equipment room in Hilton basement level

Location of new chilled water lines

Location of existing chilled water lines to be removed for new train tracks

Main chilled water lines at Red River St.
Thank you.

For more information visit: https://www.capmetro.org/plans-development/

Downtown Multimodal Station
Approval of a resolution authorizing the President/CEO, or his designee, to execute a contract with Sam Pack's Five Star Ford, utilizing the Houston-Galveston Area Council's Purchasing Cooperative, to purchase up to ten (10) Ford Police Interceptor Sedans, in an amount not to exceed $325,253 for security patrol vehicles.
SUBJECT:
Approval of a resolution authorizing the President/CEO, or his designee, to execute a contract with Sam Pack's Five Star Ford, utilizing the Houston-Galveston Area Council's Purchasing Cooperative, to purchase up to ten (10) Ford Police Interceptor Sedans, in an amount not to exceed $325,253 for security patrol vehicles.

FISCAL IMPACT:
Funding for this action is available in the FY2018 Capital Budget.

STRATEGIC PLAN:
1. Customer
5. Finance

Strategic Objectives:
1.1 Promote a culture of safety,
1.3 Ensure an attractive and accessible transit environment,
5.3 Continue commitment to State of Good Repair (SOGR) and transit asset management

EXPLANATION OF STRATEGIC ALIGNMENT:
This agenda item is in alignment with promoting a culture of safety, ensuring an attractive and accessible transit environment, and exercising our commitment to State of Good Repair. The replacement of life-expired patrol cars and the purchase of additional new patrol cars ensures the officers can patrol and respond in an effective manner, enhancing the safety of passengers and operators, and creating a more attractive environment for the riding public.

BUSINESS CASE:
Capital Metro has identified a need to replace six (6) patrol cars which are two (2) years beyond their planned life and to increase the patrol fleet size by four (4) patrol cars. The life-expired cars are experiencing decreasing reliability issues and increasing maintenance costs. The additional cars are to insure an adequate fleet size is available for patrols.

COMMITTEE RECOMMENDATION:
This agenda item was presented and is recommended for approval by the Operations, Planning, and Safety Committee on April 9, 2018.
EXECUTIVE SUMMARY:
Capital Metro employs off-duty police officers to patrol the bus and rail transit systems in Capital Metro-owned vehicles. This vehicle purchase will provide for the replacement of six (6) life-expired patrol cars and will add four (4) more patrol cars, thereby increasing the effectiveness of the officers in ensuring a safe transit environment. Given the planned use of patrol cars by off-duty police officers, the Ford Police Interceptor Sedan is the most appropriate vehicle.

DBE/SBE PARTICIPATION: Due to the nature of the solicitation, a SBE goal was not established.

PROCUREMENT: The contract will utilize Houston-Galveston Area Council (HGAC) Contract No. VE11-15 held by Sam Pack’s Five Star Ford to sell Ford Police Interceptor Sedans.

HGAC-awarded contracts are made available for use by Capital Metro via Title 7, Intergovernmental Relations Chapter 791, Interlocal Cooperation Contracts and The Texas Interlocal Cooperation Act.

Purchases made using HGAC contracts satisfy otherwise applicable competitive bidding requirements. Pricing for the Ford Police Interceptor Sedan was determined to be fair & reasonable by the HGAC organization during its solicitation and award process.

HGAC pricing for (10) Ford Police Interceptor Sedans:

<table>
<thead>
<tr>
<th>Description</th>
<th>Quantity</th>
<th>Per Unit</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ford Police Sedans</td>
<td>10</td>
<td>$32,465.30</td>
<td>$324,653.00</td>
</tr>
<tr>
<td>H-GAC PO Fee:</td>
<td></td>
<td></td>
<td>$600.00</td>
</tr>
<tr>
<td>Grand Total Cost for Entire Order:</td>
<td></td>
<td></td>
<td>$325,253.00</td>
</tr>
</tbody>
</table>

The contract is a definite quantity indefinite delivery, firm fixed price type contract.

RESPONSIBLE DEPARTMENT: Operations and Maintenance Oversight
RESOLUTION
OF THE
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS

STATE OF TEXAS
COUNTY OF TRAVIS

RESOLUTION (ID # AI-2017-643)
Transit Police Vehicles

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management endeavor to provide a safe and attractive transit environment and to continue our commitment to State of Good Repair; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to acquire new vehicles to replace life-expired vehicles, and to maintain a sufficient fleet size.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President/CEO, or his designee, is authorized to execute a contract with Sam Pack’s Five Star Ford, utilizing the Houston-Galveston Area Council’s Purchasing Cooperative, to purchase up to ten (10) Ford Police Interceptor Sedans, in an amount not to exceed $325,253 for security patrol vehicles.

________________________
Date: _____________________

Secretary of the Board
Juli Word
Approval of a resolution authorizing the President/CEO, or his designee, to finalize and execute a contract with Ride Right, LLC for contracted paratransit services for a period of 4 years with two 3-year options for an amount not to exceed $210,090,123.
SUBJECT:
Approval of a resolution authorizing the President/CEO, or his designee, to finalize and execute a contract with Ride Right, LLC for contracted paratransit services for a period of 4 years with two 3-year options for an amount not to exceed $210,090,123.

FISCAL IMPACT:
Funding for this action item will be programmed in the FY2019 Operating Budget and future operating budgets.

STRATEGIC PLAN:
1. Customer

STRATEGIC OBJECTIVES:
1.2 Improve system reliability and convenience

EXPLANATION OF STRATEGIC ALIGNMENT: This action will provide a replacement contractor for the South Paratransit Operating Facility that will fully align with Capital Metro’s operational structure as recommended in Senate Bill 650.

BUSINESS CASE:
Capital Metro has competitively procured the service of a private firm to operate paratransit services for the South facility. The previous service provider completed all base and option years, therefore requiring this latest procurement. This Service Provider is responsible for the provision of high quality ADA paratransit services, maintenance of paratransit vehicles, and maintenance of the 509 Thompson Lane facility.

COMMITTEE RECOMMENDATION:
This agenda item was presented and is recommended for approval by the Operations, Planning and Safety Committee on April 9, 2018.

EXECUTIVE SUMMARY:
MetroAccess is Capital Metro’s federally mandated Americans with Disabilities Act (ADA) paratransit service that provides origin to destination transportation for persons with disabilities who are unable to ride the fixed route either some or all of the time. More than 65% of Capital Metro’s ADA paratransit services are operated from the South facility. This board action is to award the South facility service provider contract to Ride Right, LLC for a base term of four years in addition to an option to extend the contract for two additional three-year periods for a total of up to ten years. Ride Right LLC has proposed an overflow subcontractor and a mobile app as an enhancement to the contract that Capital Metro is considering.

Capital Metro will provide the operations and maintenance facility at 509 Thompson
Lane, MetroAccess-branded revenue vehicles, fuel and existing shop equipment. The service provider is responsible for providing drivers, training, maintenance, equipment, parts, supplies and all personnel necessary to operate a high quality public transportation service. Capital Metro will continue to directly provide paratransit eligibility, call center operations and scheduling services.

The recommended firm is Ride Right, LLC. The proposal provided by Ride Right includes the following elements:

- Experienced management team
- Commitment to preventive maintenance
- Customer-driven service plan
- Focus on Safety and Training
- Corporate commitment to seamless transition
- Proven record of performance

The service provider will also be responsible for negotiating a collective bargaining agreement with the Amalgamated Transit Union, Local 1091 to establish the wages and working conditions of represented employees.

All implementation activities will be completed on or before Sunday, September 30th, 2018. Ride Right will assume complete operation of the assigned services on Monday, October 1st, 2018.

DBE PARTICIPATION: The goal is 4%. The contractor will exceed the goal utilizing the following DBE contractors.

<table>
<thead>
<tr>
<th>DBE</th>
<th>SERVICE/PRODUCT</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>JCM &amp; Associates, Inc.</td>
<td>Supply uniforms.</td>
<td>6.02</td>
</tr>
<tr>
<td>Transit Auto Parts, LLC</td>
<td>Supply auto parts.</td>
<td>4.65</td>
</tr>
</tbody>
</table>

PROCUREMENT: On August 18, 2017, a Request for Proposals was issued and formally advertised. By the closing date of October 18, 2017, five (5) proposals were received. The evaluation team used the following factors in the evaluation of proposals:

2. Quality of Delivery, Safety and Performance Monitoring Plan.
3. Quality of Training, Mobilization Plan and other required submittals.
4. Quality of Maintenance Program.
The proposal from Ride Right, LLC was determined to be the best value to the Authority, price and other factors considered. Price was deemed to be fair and reasonable based on price analysis. The contract is a fixed price contract. The term of the Contract is a four (4) year base with two renewable options periods of three (3) years each, for pricing offered as follows. Service anticipated to commence by October 1, 2018.

<table>
<thead>
<tr>
<th>Total Pricing Base Period (Years 1-4)</th>
<th>$75,880,469</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Pricing Option Period 1 (Years 5-7)</td>
<td>$61,901,183</td>
</tr>
<tr>
<td>Total Pricing Option Period 2 (Years 8-10)</td>
<td>$66,189,341</td>
</tr>
<tr>
<td>3% Contingency</td>
<td>$6,119,130</td>
</tr>
<tr>
<td><strong>GRAND TOTAL</strong></td>
<td><strong>$210,090,123</strong></td>
</tr>
</tbody>
</table>

RESPONSIBLE DEPARTMENT: Demand Response and Innovative Mobility.
RESOLUTION
OF THE
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS

STATE OF TEXAS
COUNTY OF TRAVIS

RESOLUTION (ID # AI-2018-685)
South Base Paratransit RFP #303335

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management endeavor to provide the highest quality paratransit operation to the community; and

WHEREAS, the competitive procurement process was completed and Ride Right, LLC was determined to be the service provider that offers the best value to Capital Metro.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President/CEO, or his designee, is authorized to finalize and execute a contract with Ride Right, LLC for contracted paratransit services for a period of four years with two three-year options, in an amount not to exceed $210,090,123.

________________________
Date: ____________________

Secretary of the Board
Juli Word
MetroAccess – South Base Facility Garage

Ride Right Transportation LLC – South Base Contract Award

April 9, 2018 Committee Review
April 23, 2018 Board of Directors

Chad Ballentine – VP, Demand Response & Innovative Mobility
Linda Cherrington – Texas Transportation Institute
South Base Facility Garage – New Contract Award

- **Term**: 4 year base, two 3-year options
- **Start Date**: October 1, 2018
- **Facility Location**: 509 Thompson Lane
- **CMTA Provides**: Facility, Revenue Vehicles, Fuel, Radio System, Scheduling, Service Contracts
- **Contractor Provides**: Operators, Dispatchers, Maintenance, Non-Revenue Vehicles, Insurance, Management, Supervision, On-Site Scheduling, Tablets, etc.
- **Contract Improvements**: Remove auxiliary facility, phones/computers, Pickup style operations
- **Service Hours**: 310k each year – zero growth
South Base Facility Garage – New Contract Award

Timeline:
• November 2016 – Re-procurement Kickoff
• May 2017 – Expression of Interest (EOI) Released
• August 2017 – RFP Released
• December 2017 – Oral Presentations
• December 2017 – Final Proposal Revisions (FPR) Due
• February 2018 – Evaluation Committee Award Consensus
• April 2018 – Board Award
• May – September 2018 – Transition & Mobilization
• October 1, 2018 – Go Live

Competitive Range:
- Ride Right
- RATP Dev
- First Transit
- MV Transportation

South Base Garage – 4 Year Base

South Base Facility Garage – New Contract Award

Ride Right LLC

3 Option Years 3 Option Years
South Base Facility Garage – New Contract Award

Proposed General Manager: Rodney Rucker, 31 years of transportation experience
• Director of Transportation, Anchorage School District, Anchorage, AK 2013-2015
• General Manager, MV Transportation, Houston, TX 2011-2013

Value Add:

Established by MTM in 2009
19 operations nationwide in 11 states
South Base Facility Garage – New Contract Award

Financial Analysis:

Linda Cherrington
Research Scientist
Transit Mobility Program
Texas A&M Transportation Institute
Questions?

Chad.Ballentine@capmetro.org
MetroAccess Service Provider Contract Timelines

- Taxi Overflow (Yellow Cab) - LeFleur
- Previous Provider: Ride Right LLC - 5 Year Base, 3 Option Years
  - 1 Opt
  - 1 Opt
- Current Day
- North Base Garage
- South Base Garage
- Contracts Align

Attachment: South Base Garage contract award Ride Right (4078 : South Base Paratransit Contract)
Approval of a resolution authorizing the President/CEO, or his designee, to finalize and execute a contract modification to include the award of three (3) option years with Ride Right, LLC for operation of the North Paratransit Operating Facility. This resolution is an increase to the total contract amount by $25,679,658, for a total not to exceed amount of $78,673,506.
SUBJECT:
Approval of a resolution authorizing the President/CEO, or his designee, to finalize and execute a contract modification to include the award of three (3) option years with Ride Right, LLC for operation of the North Paratransit Operating Facility. This resolution is an increase to the total contract amount by $25,679,658, for a total not to exceed amount of $78,673,506.

FISCAL IMPACT:
Funding for this action is available in the FY2018 Operating Budget and planned for future operating budgets.

STRATEGIC PLAN:
1. Customer

Strategic Objectives:
1.2 Improve system reliability and convenience,
1.4 Deliver a customer-friendly experience through our people and systems

EXPLANATION OF STRATEGIC ALIGNMENT:
Expansion of the North Paratransit Operating Facility contract is necessary to balance MetroAccess growth and to absorb the trip volumes left by the unexpected loss of the paratransit overflow contract. This adjustment will result in an increase in available assets that will reduce MetroAccess costs while ensuring no loss of service quality for MetroAccess customers.

BUSINESS CASE:
Adjustment to the current North operating facility contract is necessary to balance service between our two facilities, North with South, as well as offset the loss of the overflow service provider.

COMMITTEE RECOMMENDATION:
This agenda item was presented and recommend for approval by the Operations, Planning and Safety Committee on April 9, 2018.

EXECUTIVE SUMMARY:
Ride Right, LLC was awarded Contract #132939 to provide paratransit services for the North facility operations via a competitive procurement process on January 29th, 2014 with Board resolution CMTA-2014-5. First day of service was May 1, 2014. Under this contract, the service provider is required to provide all revenue vehicles, an operations facility, fuel storage tank, and other capital investments. Additionally, the contractor provides all vehicle Operators, Dispatchers, maintenance, administrative staff and management personnel required to provide a high-quality paratransit service.
During the past two years MetroAccess has begun to balance service volumes between our north and south operating facilities. The South facility had been running more than 65% of the service. This adjustment resulted in the growth of the North facility and the Overflow provider. Capital Metro was informed on September 25th, 2017 that the MetroAccess overflow service provider would unexpectedly be ending services for their overflow contract with Capital Metro. The last day of service was October 27th, 2017.

The Vice President of Demand Response and Innovative Mobility in consultation with Procurement determined the most expedient method to cover the demand left by the abrupt end of the overflow contract was to assign all trips to Ride Right, rather than initiate an emergency procurement of another overflow provider. Capital Metro requested Ride Right expand their fleet by 8 vehicles to cover MetroAccess’ immediate need for service coverage, which they accomplished within the month. Ride Right has proposed a pricing and term modification to the current contract as a solution to absorb current growth and future demand, including the ability to relocate and expand their operations facility on a long-term basis.

Ride Right submitted a proposal in response to the request which responded to the urgent need and included some volume discounts for the increased service. This proposal results in the award of three (3) out of the five (5) original option years. The adjustment in total hours and total cost are reflected below:

- Estimated total Hours for all 10 years: 982,500
- Approved Award Amount (including 5% contingency) $52,993,848

The new revised proposal to account for growth and absorbing overflow:

- Estimated Total Hours for all 10 Years: 1,695,749
- Requested Award Amount (including 5% contingency) $78,673,506

PROCUREMENT: On 8/7/2013 a Request for Proposals (RFP) was issued and formally advertised. Ride Right, LLC was rated highest, all factors considered. The Board of Directors approved a fixed price contract for a five (5) year base contract with one five (5) year option included as follows:

<table>
<thead>
<tr>
<th>Previous Board Approved Contract Amount</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Base Term (5 yrs.)</td>
<td>$24,556,278</td>
</tr>
<tr>
<td>Option Term (5 yrs.)</td>
<td>$25,914,054</td>
</tr>
<tr>
<td>Subtotal</td>
<td>$50,470,332</td>
</tr>
<tr>
<td>5% contingency</td>
<td>$2,523,516</td>
</tr>
<tr>
<td>Grand Total – Previous Board Approval</td>
<td>$52,993,848</td>
</tr>
</tbody>
</table>
The following represents the contract breakdown and amount requested for approval. This reflects an increase in the total volume of service as the North facility is planned to absorb growth throughout all years of the contract.

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Base Term (5 yrs.)</td>
<td>$32,446,781</td>
</tr>
<tr>
<td>Option Periods Exercised (3 yrs.)</td>
<td>$24,649,979</td>
</tr>
<tr>
<td>Remaining Option Periods (1 &amp; 2 yrs.)</td>
<td>$17,830,388</td>
</tr>
<tr>
<td></td>
<td><strong>Subtotal</strong></td>
</tr>
<tr>
<td>5% contingency</td>
<td>$3,746,357</td>
</tr>
<tr>
<td><strong>New Grand Total</strong></td>
<td><strong>$78,673,506</strong></td>
</tr>
<tr>
<td>Previous Board Approved Amount</td>
<td>$52,993,848</td>
</tr>
<tr>
<td><strong>Requested Increase Amount</strong></td>
<td><strong>$25,679,658</strong></td>
</tr>
</tbody>
</table>

DBE/SBE PARTICIPATION: The contractor will meet this goal utilizing the following DBE contractors. The DBE goal is 9%.

<table>
<thead>
<tr>
<th>DBE</th>
<th>SERVICE/PRODUCT</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>BMR Janitorial &amp; Pressure Washing</td>
<td>Cleaning Services</td>
<td>5.63</td>
</tr>
<tr>
<td>DLR Distributors, Inc.</td>
<td>Parts</td>
<td>3.20</td>
</tr>
<tr>
<td>JCM &amp; Associate, Inc.</td>
<td>Uniforms</td>
<td>.34</td>
</tr>
<tr>
<td>Richard Vera</td>
<td>Body Shop</td>
<td>2.00</td>
</tr>
</tbody>
</table>

RESPONSIBLE DEPARTMENT: Demand Response and Innovative Mobility
RESOLUTION
OF THE
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS

STATE OF TEXAS
COUNTY OF TRAVIS

RESOLUTION (ID # AI-2018-696)
Modification of Ride Right Contract #132939

WHEREAS, the Capital Metropolitan Transportation Authority Board Directors and Capital Metro management endeavor to provide the highest quality paratransit operation to the community; and

WHEREAS, the Capital Metropolitan Transportation Authority Board Directors and Capital Metro management recognize the need to increase the volume of service provided from the North Paratransit Operating Facility contract with Ride Right, LLC to meet the goals of the Authority.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President/CEO, or his designee is authorized to finalize and execute a contract modification with Ride Right, LLC for operation of the North Paratransit Operating Facility, and increase the contract value by $25,679,658 for a total not to exceed amount of $78,673,506.

________________________
Date: _____________________

Secretary of the Board
Juli Word
MetroAccess - North Base Facility Garage

Ride Right Transportation - Contract Adjustment

April 9, 2018 Committee Review
April 23, 2018 Board of Directors

Chad Ballentine – VP, Demand Response & Innovative Mobility
North Base Facility Garage - Service Provider Adjustment

**Contract Adjustment Overview:**
Award 3 of 5 option years +
58% increase in total service hours

- New Leased facility 817 W. Howard – Double capacity
- In-vehicle tablets provided by Ride Right
- 67 vehicles provided by Ride Right
- 103 Vehicle Operators
- Two option years still remain for FY23 & FY24

- Taxi Overflow (Yellow Cab)
- In-vehicle tablets provided by Ride Right
- 67 vehicles provided by Ride Right
- 103 Vehicle Operators
- Two option years still remain for FY23 & FY24

**Previous Provider:**
Ride Right LLC
5 Year Base

**Current Day:**
LeFleur

**Timeline:**
- 2012
- 2013
- 2014
- 2015
- 2016
- 2017
- 2018
- 2019
- 2020
- 2021
- 2022
- 2023
- 2024
- 2025
- 2026
- 2027
- 2028
North Base Facility Garage - Service Provider Adjustment

Current Day

Contracts Align

North Base Facility Garage


3 Year Base
3 Option Years

3 Option Years 3 Option Years

4 Year Base

5 Year Base
3 Option Years

3 Option Years

MV Transportation
3 Year Base

Ride Right LLC
5 Year Base

Ride Right LLC
4 Year Base

LeFleur

Previous Provider

Taxi Overflow (Yellow Cab)

North Base Facility Garage - Service Provider Adjustment

North Base Garage

South Base Garage

Taxi Overflow (Yellow Cab)

LeFleur

Previous Provider

Ride Right LLC

3 Option Years

1 Opt 1 Opt

Ride Right LLC

3 Option Years

3 Option Years

3 Option Years

Attachment: North Base Garage contract adjustment Ride Right (4079 : Ride Right Contract for North
Questions?

Chad.Ballentine@capmetro.org
Approval of a resolution for adoption of the Title VI Service Monitoring Results and the Triennial Title VI Program Update.
SUBJECT:
Approval of a resolution for adoption of the Title VI Service Monitoring Results and the Triennial Title VI Program Update.

FISCAL IMPACT:
This action has no fiscal impact.

STRATEGIC PLAN:
1. Customer
2. Ridership

Strategic Objectives:
1.3 Ensure an attractive and accessible transit environment,
1.4 Deliver a customer-friendly experience through our people and systems

EXPLANATION OF STRATEGIC ALIGNMENT:
The Title VI program is required for federal compliance. It is related to providing Capital Metro services equitably to the community.

BUSINESS CASE:
FTA Circular 4702.1B requires Transit Providers that operate 50 or more fixed route vehicles in peak service and are located in a UZA of 200,000 or more in population to monitor services and include the monitoring results in the Title VI Program. Adoption of this service monitoring report will ensure that Capital Metro follows the FTA requirements for Title VI. The Circular also requires that the 2018 Title VI Program be approved by the Board.

COMMITTEE RECOMMENDATION:
This agenda item was presented and is recommended for approval by the Operations, Planning and Safety Committee April 9, 2018.

EXECUTIVE SUMMARY:
Title VI prohibits recipients of Federal financial assistance, such as Capital Metro, from discriminating on the basis of race, color, or national origin in their programs or activities, and it obligates Federal funding agencies to enforce compliance.

The FTA requires that all direct and primary recipients document their compliance with the Department of Transportation’s Title VI regulations by submitting a Title VI Program to their FTA regional civil rights officer once every three years or as otherwise directed.
by FTA. The FTA Circular 4702.1B also requires that the Title VI Program be approved by the recipient’s board of directors or appropriate governing entity or officials responsible for policy decisions prior to submission to FTA.

The Circular also requires that the service monitoring report be approved by the Board. The Title VI Program is required to be submitted to FTA sixty days prior to the expiration. The existing Title VI approval for Capital Metro will expire on July 31, 2018.

**Title VI Service Monitoring**

To ensure equity in fixed route services, FTA requires recipients that meet the above-mentioned thresholds to monitor the performance of fixed route services related to their system-wide service standards and policies at least once every three years. This monitoring compares performance of minority routes to non-minority routes for service standards and policies.

The new Title VI Circular 4702.1B requires documentation of the Board’s “consideration, awareness and approval of the monitoring results”.

**DBE/SBE PARTICIPATION:** Does not apply.

**PROCUREMENT:** Does not apply

**RESPONSIBLE DEPARTMENT:** Legal
RESOLUTION
OF THE
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS

STATE OF TEXAS
COUNTY OF TRAVIS
RESOLUTION (ID # AI-2018-707)
Service Monitoring Results and Capital Metro Title VI Program 2018

WHEREAS, Capital Metropolitan Transportation Authority (Capital Metro) is the recipient of Federal transit funds; and

WHEREAS, 49 CFR Section 21.9(b) requires Capital Metro to have a Title VI Program; and

WHEREAS, the Federal Transit Administration (FTA) requires that recipients of FTA funding that operate 50 or more fixed route vehicles in peak service and are located in a UZA of 200,000 or more in population to monitor its fixed-route services comparing minority and non-minority routes; and

WHEREAS, the Federal Transit Administration (FTA) requires that recipients of FTA funding prepare and submit Title VI Program Update every three years.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the Title VI Service Monitoring Results as well as the 2018 Title VI Program Update in the attached documents are hereby approved.

________________________
Date: ____________________

Secretary of the Board
Juli Word
Request for Board Approval

2018 Service Monitoring Report

2018 Title VI Program Update
No person in the United States shall, on the ground 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.
Elements of Capital Metro
Title VI Program

* Title VI Notice to the Public
* Title VI Complaint Procedures
* Title VI Investigations, Lawsuits, and Complaints
* Inclusive Public Participation Plan
* LEP Plan
* Racial Breakdown of Non-elected Advisory Councils
* Subrecipient Monitoring Procedures
* Determination of Site/Location of Facilities
* System-wide Service Standards and Policies
* Demographic Data, Maps, and Charts
* Summary of Equity Analyses
* Service Monitoring Results
* Board Approved Policies and Resolutions
### Racial Break-down of Advisory Committees

<table>
<thead>
<tr>
<th>Body</th>
<th>Caucasian</th>
<th>Hispanic</th>
<th>African American</th>
<th>Asian American</th>
<th>Others</th>
</tr>
</thead>
<tbody>
<tr>
<td>CMTA Service Area Population</td>
<td>51%</td>
<td>33%</td>
<td>8%</td>
<td>6%</td>
<td>2%</td>
</tr>
<tr>
<td>Access Committee</td>
<td>89%</td>
<td>11%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>CSAC</td>
<td>43%</td>
<td>0%</td>
<td>29%</td>
<td>29%</td>
<td>0%</td>
</tr>
</tbody>
</table>
### LEP Populations in Austin

**Persons with Limited English Proficiency (LEP)**
- Speak English less than “Very Well”

**Total Population in Austin** 880,241

<table>
<thead>
<tr>
<th>LANGUAGE</th>
<th>Population</th>
<th>LEP Population</th>
<th>% LEP of Total Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spanish</td>
<td>203,171</td>
<td>77,636</td>
<td>8.82%</td>
</tr>
<tr>
<td>Chinese</td>
<td>12,937</td>
<td>5,034</td>
<td>0.57%</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>7,611</td>
<td>4,097</td>
<td>0.47%</td>
</tr>
<tr>
<td>Arabic</td>
<td>4,189</td>
<td>2,729</td>
<td>0.31%</td>
</tr>
<tr>
<td>Hindi</td>
<td>8,775</td>
<td>2,665</td>
<td>0.30%</td>
</tr>
<tr>
<td>Korean</td>
<td>3,691</td>
<td>1,649</td>
<td>0.19%</td>
</tr>
</tbody>
</table>

Source: 2016 ACS 1-year Estimates
(released on January 18, 2018)
Title VI Service Monitoring Program

Capital Metro Committee Meetings
April 9, 2018
Overview

• Report on Title VI Service Monitoring program
Requirements of the Program

• Monitor performance of minority routes compared to non-minority routes compared to service standards
• Use a random sample
• Six specified standards/goals
  – Route Level
  – System Level
Definition of Minority Route

• At least one-third of the revenue miles are located in Capital Metro defined minority Census tracts
  – minority population threshold (33%)
• May supplement with Origin/Destination data
• 70 of Capital Metro’s 82 routes are defined as minority routes
Minority Census Tracts with Service

Minority Population by 2010 Census Tract
MetroRail, MetroRapid, & Local Service
(Tracts within CMTA Service Area)
## Randomly Selected Routes

<table>
<thead>
<tr>
<th>Type</th>
<th>Minority</th>
<th>Non-Minority</th>
</tr>
</thead>
<tbody>
<tr>
<td>Radial</td>
<td>1 Metric/South Congress 2 Rosewood 10 South 1st/Red River 22 Chicon</td>
<td>30 Barton Creek</td>
</tr>
<tr>
<td>Frequent</td>
<td>7 Duval/Dove Springs</td>
<td>None</td>
</tr>
<tr>
<td>Flyer</td>
<td>103 Manchaca Flyer 142 Metric Flyer</td>
<td>171 Oak Hill Flyer</td>
</tr>
<tr>
<td>Feeder</td>
<td>228 Burleson 240 Rutland</td>
<td>214 Northwest Flex</td>
</tr>
<tr>
<td>Crosstown</td>
<td>320 St. Johns 392 Braker</td>
<td>338 Lamar/45th</td>
</tr>
<tr>
<td>Special Service</td>
<td>410 E-Bus/West Campus 481 Night Owl/North Lamar 486 Night Owl/South Congress</td>
<td>491 Allandale</td>
</tr>
<tr>
<td>UT</td>
<td>642 West Campus 670 Crossing Place 672 Lakeshore</td>
<td>None</td>
</tr>
<tr>
<td>MetroRapid</td>
<td>801 North Lamar/South Congress</td>
<td>803 Burnet/South Lamar</td>
</tr>
<tr>
<td>Express</td>
<td>982 Pavilion Express 985 Leander/Lakeline Direct via IH-35</td>
<td>970 Lantana Express</td>
</tr>
</tbody>
</table>
Route Level Analysis

*Vehicle Load, Vehicle Frequency, & On-Time Performance*
Vehicle Load

• Finding: 5 out of 3,312 trips exceeded the threshold for vehicle load
Vehicle Frequency

Finding:

• **Weekdays**: A higher percentage of minority routes meet the goal than non-minority routes

• **Weekends**: All but one sampled routes meet the goal
On-Time Performance

• Finding:
  – Capital Metro’s overall OTP is 79.8%
  – Approximately third of sampled routes meet OTP standard
  – Sampled minority routes perform worse than sampled non-minority routes
  – On-going running time adjustments and new investments
System Level Analysis

Service Availability, Transit Amenities, Vehicle Assignment
Service Availability

72% of area within service area meets guideline

Why not more?
- Some areas are not contiguous
- Road network doesn’t always allow service

Capital Metro Service Coverage
Transit Amenities

- Finding: Bus stops in minority Census Tracts meet the guidelines for amenities more than stops in non-minority areas

<table>
<thead>
<tr>
<th></th>
<th>Benches</th>
<th>Shelters</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minority</td>
<td>Meets Guideline and has a bench</td>
<td>Meets Guideline and has a shelter</td>
</tr>
<tr>
<td></td>
<td>87.9%</td>
<td>80.9%</td>
</tr>
<tr>
<td>Non-Minority</td>
<td>76.0%</td>
<td>60.5%</td>
</tr>
</tbody>
</table>
Vehicle Assignment

- Reviewed Sept. 2017 bus assignment data:
  - Total instances of vehicle assignment: 4,366
  - Total instances of incorrect vehicle assignment: 569 (13.3%)
  - Total instances of incorrect vehicle assigned to minority route: 539 (93%)
Summary
# Monitoring Results Summary

<table>
<thead>
<tr>
<th>Standard</th>
<th>Results</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Vehicle Load</strong></td>
<td>Five trips on three minority routes exceeded the threshold.</td>
</tr>
<tr>
<td><strong>Vehicle Frequency</strong></td>
<td>A higher percentage of minority routes (61%) meet the guideline than non-minority routes (33%) on weekdays.</td>
</tr>
<tr>
<td><strong>On-Time Performance</strong></td>
<td>Sampled minority routes perform worse than sampled non-minority routes of the same service type.</td>
</tr>
<tr>
<td><strong>Service Availability</strong></td>
<td>72% of areas meeting the residential density threshold meet the service availability guideline.</td>
</tr>
<tr>
<td><strong>Transit Amenities</strong></td>
<td>Bus stops in minority Census Block Groups meet the guidelines for amenities more than stops in non-minority areas.</td>
</tr>
<tr>
<td><strong>Vehicle Assignments</strong></td>
<td>Minority routes have more instances of incorrect vehicle assignment compared to non-minority.</td>
</tr>
</tbody>
</table>
Next Steps

- Implement Cap ReMap
- Update Service Guidelines and Standards
TITLE VI COMPLIANCE REPORT

CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY (CMTA)

Response to the Federal Transit Administration
Circular 4702.1B Regarding
Title VI of the Civil Rights Act of 1964

April 2018

CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
2910 EAST FIFTH ST
AUSTIN, TX 78702
(512) 474-1200
WWW.CAPMETRO.ORG
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I. Introduction
A. PROGRAM OVERVIEW

Capital Metro complies with Section 601 of Title VI of the Civil Rights Act of 1964 that States: “No person in the United States shall, on the ground 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 Metro’s responsibility is to guarantee that access to all transit services are equitably distributed and provided without regard to race, color, or national origin. To ensure its transit services do not have any adverse and discriminatory impacts on minority and low-income populations within the system, Capital Metro has compiled this triennial Title VI compliance report as required by the Federal Transit Administration (FTA).

This report contains information on transit services administered by the Capital Metropolitan Transportation Authority (Capital Metro) and its subrecipients and is intended to document compliance with Title VI of the 1964 Civil Rights Act regarding nondiscriminatory delivery of services and benefits under federally-funded programs or activities. In accordance with FTA Circular 4702.1B, various data, assurance statements, maps, and transit-related information and analyses are provided.

The report begins with a profile of Capital Metro and a description of its services. It then responds to the general requirements of the Circular. There are additional requirements for a transit provider which operates 50 or more fixed route vehicles in peak service and is located in an Urbanized Area (UZA) of 200,000 or more in population. So, this report has included required additional program-specific reports, analyses, and policies on Capital Metro services. Appendices are provided at the end for additional information.

B. PROFILE OF CAPITAL METRO

Capital Metro was formed in 1985 in accordance with Chapter 451 of the Texas Transportation Code to provide transit services within the Austin metropolitan area. It is the major public transportation provider of this area. The transit authority serves Austin and the surrounding communities of Leander, Lago Vista, Jonestown, Manor, San Leanna, and Point Venture, as well as the unincorporated area of Travis County Precinct 2 and the Anderson Mill area of Williamson County. Capital Metro services include bus, rail, ride-share programs, special event services, and special transit services for the mobility impaired. Service area communities participate in the one percent (1%) sales tax levied to support Capital Metro service. The Capital Metro service area extends across approximately 535 square miles and includes a population of 1,163,204.

Capital Metro’s Board of Directors is an 8-member body responsible for making policies about the operation, control and management of Capital Metro. It is authorized to hire the President/CEO to operate the Authority effectively.
The Board consists of:

- Three members appointed by the Capital Metropolitan Planning Organization (CAMPO), including an elected official; one appointee with a business background; and one appointee with a financial background.
- One member representing the smaller cities within Capital Metro’s service area.
- One member each appointed by the Travis County commissioners and Williamson County commissioners.
- Two members appointed by the Austin City Council, one of whom is an elected official.

Capital Metro operates 82 fixed-route bus services with a requirement of 344 vehicles in fixed-route peak services. The fixed-route system includes 15 radial, 4 frequent, 9 flyer, 10 feeder, 8 crosstown, 15 special services, 12 UT Shuttles, 2 Metro Rapid BRT lines, and 7 express routes. In addition to fixed route services, Capital Metro provides complementary paratransit services, Metro Access, as required by the Americans with Disabilities Act (ADA). Capital Metro also offers a rail service Monday through Friday between Leander and downtown Austin, and from Lakeline to downtown on Saturday. Many of the stations are also serviced by buses to make it easier for transit riders to coordinate trips from start to finish.

Capital Metro’s planning activities are included in the Unified Planning Work Program (UPWP), which is adopted annually by CAMPO which serves the Austin metropolitan area. Capital, operating, and planning activities of the Authority are also reflected in various Capital Metro plans on the capmetro.org website and in the short-range Transportation Improvement Program (TIP) as well as in the region’s long-range transportation plan (LRTP).
II. General Reporting Requirements

Chapter III in the Circular 4702.1B
A. TITLE VI NOTICE TO THE PUBLIC

Capital Metro is committed to ensuring that the public is aware of the rights and protections afforded to them under Title VI. In accordance with Title 49 CFR Section 21.9(d) and guidance provided in FTA Circular 4702.1B, Capital Metro’s Title VI notice includes:

- A statement that the agency operates programs without regard to race, color, or nation origin;
- A description of the procedures that the public should follow in order to request additional information regarding Capital Metro’s Title VI obligations; and
- A description of the procedures that the public needs to follow in order to file a Title VI discrimination complaint.

Capital Metro’s Title VI information can be found on the website at: https://capmetro.org/diversity/

This notice is posted on all Capital Metro buses. In addition, Capital Metro has posted this notice at its rail stations, notice boards of various administrative buildings, park & ride locations, transit centers, and transit store. This notice contains a phone number as well as e-mail and surface mailing addresses for customers to file a Title VI discrimination complaint.

In order to help the LEP population, this notice is also translated into Spanish. In the Capital Metro service area, there are also three languages: Chinese, Korean, and Vietnamese, that meet the Safe Harbor provision threshold of 1,000 to receive translation of vital documents. To fulfil the requirement, the contact information is provided in Chinese, Korean, and Vietnamese if the information is needed in those languages. However, the latest American Community Survey 2016 data shows that there will be two more languages added to this safe harbor list. These are Hindi and Arabic. Capital Metro already added these languages to its website and will be updating the Title VI Notice in the near future.

Capital Metro has a Title VI Brochure available in English and Spanish that provides the public more information regarding Title VI. Copies of Capital Metro’s Title VI Notice on the bus and on the website are provided on the following pages.
NOTICE

Capital Metropolitan Transportation Authority is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services on the basis of race, color or national origin as protected by Title VI of the Civil Rights Act of 1964, as amended (“Title VI”). If you believe you have been subjected to discrimination under Title VI, you may file a complaint with Capital Metro – Attn: Title VI Complaints at 2910 E. 5th Street, Austin, TX 78702 or via e-mail at titlevicomplaints@capmetro.org or call (512) 474-1200.

If this information is needed in another language, please contact (512) 474-1200.

AVISO

Capital Metropolitan Transportation Authority se compromete a que ninguna persona sea excluida de participar, o sea negada beneficios de sus servicios a base de raza, color o origen de nacionalidad como protección del Título VI (Título VI) del Acto de Derechos Civiles, como amendado (“Título VI”). Si usted creó que usted ha sido discriminado bajo el Título VI, usted puede someter un queja por escrito con Capital Metro – Attn: Título VI Comentarios en 2910 E. 5th Street, Austin, TX 78702 o por correo electrónico a titlevicomplaints@capmetro.org o llame (512) 474-1200.

如果您需要其他语言的信息，请联系 (512) 474-1200。

경우가 다른 언어로 필요한 경우, (512) 474-1200로 연락 주시기 바랍니다.

Nếu thông tin này cần thiết trong ngôn ngữ khác, xin vui lòng liên lạc số (512) 474-1200.
A-2. Title VI Notice on the Capital Metro Website

Your Rights under Title VI of the Civil Rights Act of 1964

Title VI, 42 U.S.C. § 2000d et seq., was enacted as part of the Civil Rights Act of 1964. It prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance.

Compliance with Title VI of the Civil Rights Act of 1964 is a federal mandate for all agencies providing public services. Title VI applies to all aspects of the services provided by Capital Metro which are required to be provided without regard to race, color or national origin. In addition, agencies must also comply with Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency".

Capital Metro has a designated Title VI Officer who coordinates and oversees program requirements when implementing fare and service changes as well as any other areas requiring Title VI compliance.

Title VI Complaint Process

Capital Metropolitan Transportation Authority is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services on the basis of race, color or national origin as protected by Title VI of the Civil Rights Act of 1964, as amended (“Title VI”).

If you believe you have been subjected to discrimination under Title VI, you may file a complaint with Capital Metro - Attn: Title VI Complaints at 2910 E. 5th Street, Austin, TX 78702 or via e-mail at titlevicomplaints@capmetro.org or call (512) 474-1200.

Title VI Brochure [PDF]
Title VI Complaint Form [PDF]
Capital Metro will investigate the complaint and will provide a determination. If you disagree with the determination, you can appeal and submit your complaint to:
Federal Transit Administration, Office of Civil Rights
819 Taylor Street, Room 8A36
Fort Worth, TX 76102
or call (817) 978-0558

Proceso de Quejas del Titulo VI (Title VI) Programa de Derechos Civiles

Capital Metropolitan Transportation Authority se compromete a que ninguna persona sea excluida de participar, o se le niegue beneficios de sus servicios a base de raza, color o origen de nacionalidad como protección del Titulo VI (Title VI) del Acto de Derechos Civiles, como amendado (“Title VI”). Si usted creé que usted ha sido discriminado bajo el Titulo VI, usted puede someter un queja por escrito con Capital Metro - Attn: Title VI Complaints en 2910 E. 5th Street, Austin, TX 78702 o por correo electrónico a titlevicomplaints@capmetro.org o llame (512) 474-1200

Titulo VI Brochure en español [PDF]

Capital Metro investigará la queja y dará un determinación. Si la determinación no le es satisfactoria, usted puede apelar y someter su queja a la Administración de Transito Federal—Office of Civil Rights
819 Taylor Street, Room 8A36
Fort Worth, TX 76102
o llame (817) 978-0558

民權法案第六項(“Title VI”)的申訴程序

奧斯丁首都捷運局, 依據1964年的民權法案第六項(“Title VI”)的修正規定, 致力於確保沒有任何一個人會因為其種族、膚色或其原住國家的不同, 而被排除於活動參與之外, 或被拒絕提供其所應享有的福利。如若您受到前述第六項中的任何歧視, 請向奧斯丁首都捷運局的下列管道申訴:

信件寄至 Title VI Complaints at 2910 E. 5th Street, Austin, TX 78702,

寄電子郵件至 titlevicomplaints@capmetro.org 或打電話至 (512) 474-1200.

“市民權法 6章” 場面 及 郵件 申訴

奧斯汀市首都交通局是1964年的市民權法第6章所使用的一個例子，提供任何種族、膚色，或國籍的入籍人提供服務，將違法的問題。然而，市民權法第6章對於可能發生的物質或法律問題，如偏見或歧視，則可通過電子郵件或電話提出申訴。
QUI TRÌNH KHIẾU NẠI DƯỚI ĐIỀU KHOẢN SỐ VI (TITLE VI)

Hãng Xe Buýt Capital Metropolitan cam kết đảm bảo rằng không một người nào bị loại trừ hoặc từ chối sử dụng các dịch vụ xe buýt vì lý do sắc dân, màu da, hoặc chủng tộc như được bảo vệ dưới điều khoản số VI Đạo luật Nhân Quyền ban hành năm 1964, như đã được tu chính ("Title VI"). Nếu quý vị nghĩ rằng mình là nạn nhân bị kỳ thị dưới điều khoản số VI, quý vị có thể làm đơn khiếu nại gửi về Capital Metro, theo địa chỉ:

Title VI Complaints, địa chỉ 2910 East 5th Street, Austin, TX 78702,
hoặc gọi điện thư về: titlevicomplaints@capmetro.org
hoặc gọi điện thoại số: 512-474-1200

diponker.mukherjee@capmetro.org
(512) 369-6255.If you need this information in any other language contact Diponker Mukherjee:
B. Title VI Complaint Procedures

The following pages detail Capital Metro’s Title VI complaint procedures.

**TITLE VI COMPLAINT INVESTIGATION PROCEDURES**

*Title VI of the Civil Rights Act of 1964 is Federal Law that protects individuals from discrimination on the basis of their race, color, or national origin in programs that receive Federal financial assistance. Any individual who feels they have been discriminated against has the right to file a complaint within 180 days of the alleged discrimination.*

Any individual who believes he/she is or was discriminated against under Title VI:

If you believe you have been subjected to discrimination under Title VI, you may file a written complaint with Capital Metro - Attn: Title VI Complaints at 2910 E. 5th Street, Austin, TX 78702, via email at titlevicomplaints@capmetro.org or by calling (512) 474-1200.

Capital Metro will investigate complaints and will provide a written determination. Any Title VI related calls referred by the Customer Service Call Center, written complaints received by U.S. mail or electronic mail will be investigated by the Title VI officer with attorney consultation to determine if they warrant further investigation. This may include interviews with the complainant and operator as well as reviewing the video evidence.

**Investigation procedures**

For Telephone calls and/or written complaints via U.S. mail or electronic mail:

- Using broad criteria, relevant calls will be identified through Capital Metro’s Customer Service Call Center and referred to the Title VI Officer.

- The Title VI Officer will send an acknowledgement letter to the complainant if an address is available.

- The Title VI Officer will consult with the attorney on an “as needed” basis to review referrals from the Customer Service Call Center or written complaints received via U.S. Mail or Electronic Mail. All Title VI Complaints received through phone, surface mail, or email will be monitored by the Office of Diversity. A preliminary determination will result in either:
  
  - the Title VI officer will conduct and document investigation; or
o a written rationale to the complainant as to why the call is not being considered as a Title VI complaint.

- The Title VI Officer will review documentation on any and all aspects of the investigation.
- The Title VI Officer will issue a written determination for each and every complaint referred.
- The determination may or may not recommend action.
- The complainant will be informed of the determination.
- Action will be taken if applicable. All action will be documented.
- All documentation will be filed and made available for public access.

If claimant disagrees with the determination, claimant can appeal to the Federal Transit Administration (FTA) Office of Civil Rights, 819 Taylor Street, Room 8A36, Fort Worth, TX 76102 or by calling (817) 978-0558.
B-1. Title VI Complaint Form in English

The following pages show Capital Metro’s Title VI complaint form. The form is available on Capital Metro’s website and as a hardcopy.

Title VI Complaint Form
Capital Metropolitan Transportation Authority

Capital Metro is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as provided by the Title VI of the Civil Rights Act of 1964, as amended. Title VI complaints must be filed within 180 days from the date of the alleged discrimination.

The following information is necessary to assist us in processing your complaint. If you require assistance in completing this form, please contact the Title VI Officer at (512) 474-1200 or titlevicomplaints@capmetro.org. The completed form must be returned to Capital Metro, ATTN: Title VI Complaints, 2910 E. 5th Street, Austin, TX 78702.

SECTION 1

Your Name: _______________

E-mail address: ________________________________

Daytime phone: ________________________________

Evening phone: ________________________________

Address: ______________________________________

Accessible format requirements: (check all that apply)

☐ Large print    ☐ Audio tape    ☐ TDD    ☐ Other (specify): ____________
Are you filing this complaint on your own behalf? Yes ☐ No ☐ (If yes, go to Section 2) If not, please supply the following information:

Name of person for whom you are complaining: ________________________________

Relationship to you: ______________________________________________________

Please explain why you have filed for this person: ______________________________

Please confirm that you have obtained the permission of this person to file this complaint on their behalf. Yes ☐ No ☐

SECTION 2

Date of incident: ________________

Which of the following best describes the reason the alleged discrimination took place? (Check one)

☐ Race ☐ Color ☐ National Origin (including limited English proficiency)

Please describe the alleged discrimination incident. Include any specific details if available including names, dates, times, route numbers, witnesses and any other information that would assist us in our review of your complaint. Explain what happened and whom you believe was responsible. Please use additional pages if additional space is required.

_________________________________________________________________________

_________________________________________________________________________

_________________________________________________________________________

_________________________________________________________________________

_________________________________________________________________________

_________________________________________________________________________

_________________________________________________________________________

_________________________________________________________________________

_________________________________________________________________________

Have you filed a complaint on this incident with any other federal, state or local agencies? Yes ☐ No ☐
If yes, please provide the following information:

Agency Name: ________________________________

Agency Address: ________________________________

Contact Name: ________________________________

Phone: ________________________________

I affirm that I have read the above complaint and that it is true to the best of my knowledge, information and belief.

__________________________________________  ____________
Signature of Complainant                     Date

*For internal use only:*

Date Received: ____________  Received by: ____________
B-2. Title VI Complaint Form in Spanish

Formulario de Quejas del Título VI
Autoridad de Transporte Capital Metropolitan

Capital Metro está comprometido a garantizar que ninguna persona sea excluida de participar en o de recibir los beneficios de sus servicios, debido a raza, color u origen nacional, conforme establece el Título VI de la Ley de Derechos Civiles de 1964 y enmiendas. Las quejas conforme al Título VI deben presentarse en el transcurso de 180 días de haber ocurrido la supuesta discriminación.

Es necesario obtener la siguiente información para ayudarnos a procesar su queja. Si requiere ayuda para llenar este formulario, por favor, llame al representante del Título VI, al (512) 369-6255 o visite titlevicomplaints@capmetro.org. El formulario completo debe enviarse a Capital Metro, ATTN: Title VI Complaints, 2910 E. 5th Street, Austin, TX 78702.

SECCIÓN 1
Su nombre
Correo electrónico
Teléfono diurno
Teléfono nocturno
Dirección

Requisitos accesibles del formulario (seleccione todos los que apliquen):
  o Letra grande
  o Cintas de audio
  o TDD
  o Otro (especifique): ______________

¿Presenta esta queja a nombre propio?  Sí ___  No ___

Si la respuesta es sí, vaya a la SECCIÓN 2.
Si la respuesta es no, por favor, incluya la siguiente información:

- Nombre de la persona por la que presenta la queja
- Relación con usted
- Por favor, explique porqué presenta la queja para esta persona
- Por favor, confirme que haya obtenido permiso de esta persona para presentar esta queja en su nombre. Sí _________ No ________

SECCIÓN 2

Fecha del incidente: ______________

¿Cuál de lo siguiente describe mejor la razón por la que ocurrió la supuesta discriminación? (Marque una)

- Raza
- Color
- Origen nacional (incluyendo manejo limitado del idioma inglés)

Por favor, describa el incidente de la supuesta discriminación. Incluya cualquier detalle específico, si lo tiene, incluyendo nombres, fechas, horas, números de rutas, testigos y cualquier otra información que pueda ayudarnos a revisar su queja. Explique qué sucedió y a quién considera responsable. Por favor, use páginas adicionales si requiere más espacio.

¿Ha presentado queja de este incidente ante otras agencias federales, estatales o locales? Sí___ No___

De ser sí, por favor proporcione la siguiente información:

- Nombre de la agencia: ______________________________________
- Dirección de la agencia: ______________________________________
- Nombre del contacto: ______________________________________
- Teléfono: ______________________________________
Declaro que leí la queja anterior y que es verdadera en la medida de mi conocimiento, información y consideración.

<table>
<thead>
<tr>
<th>Firma de la persona presentando la queja</th>
<th>Fecha</th>
</tr>
</thead>
</table>

*Sólo para uso interno:*

<table>
<thead>
<tr>
<th>Fecha de recepción:</th>
<th>Recibido por:</th>
</tr>
</thead>
</table>
C. RECORD OF TITLE VI INVESTIGATIONS, LAWSUITS, OR COMPLAINTS

Capital Metro has received one Title VI complaint since the last Triennial Review. The summary of that complaint is provided below (Table 1).

C-1. Summary of Title VI Complaints

Table 1. Summary of Title VI Complaints (2015 - 2017)

<table>
<thead>
<tr>
<th>Date Filed</th>
<th>Summary of Complaint</th>
<th>Status/Action Taken</th>
</tr>
</thead>
<tbody>
<tr>
<td>6/13/17</td>
<td>Capital Metro received the FTA Complaint No. 2017-0326 on 10/31/17. Complainant originally filed a claim to the FTA on 6/13/17 stating that Capital Metro violates Title VI on the basis of race, color, or national origin by not conducting an equity analysis for its short-range service plan, Connections 2025. This Plan recommends for multiple route elimination, addition, and an overall restructuring of Capital Metro bus system. These changes will have a disparate impact and disproportionate burden on minority and low-income population.</td>
<td>On 11-30-17, Capital Metro provided to FTA all necessary documents it was asked for along with answers to series of questions. Capital Metro justified that Connections 2025 was a conceptual plan that didn’t warrant any Title VI service change equity analysis. Instead, we are conducting equity analysis for each major service change as they go to the board for approval. In fact, we have already conducted multiple equity analyses related to Connections 2025. This claim is pending on FTA investigation.</td>
</tr>
</tbody>
</table>
D. INCLUSIVE PUBLIC PARTICIPATION

The following texts are the Public Participation Plan and a summary of Capital Metro’s public outreach and involvement activities.

D-1. Public Participation Plan and Policy

The following policy was adopted by the Board on 05/20/13.

The Board of Directors believes that effective community involvement improves the quality of decision-making processes and builds public trust in Capital Metro. The purpose of this policy is to ensure that Capital Metro integrates, in a meaningful way, the knowledge and opinions of its many stakeholders into its decision-making processes.

POLICY:
I. Capital Metro will maintain a comprehensive community involvement program that includes plans for receiving public comments for major decision-making processes including, but not limited to, policy development, strategic planning, budgeting, capital projects planning, fare adjustments and transit service changes. Capital Metro’s Community Involvement Program will include:
   a. Methods to provide the public with access to accurate, understandable, and timely information to facilitate effective involvement in the decision-making process;
   b. Methods to ensure a diverse range of stakeholders are engaged in the process;
   c. Methods of providing the community with a sound understanding of the pertinent issues and options Capital Metro is considering;
   d. Methods to ensure information and activities are accessible to stakeholders with disabilities and/or limited English proficiency; and
   e. Methods to ensure that the public has an opportunity to comment on board matters before a vote on the matters occur.
II. The Board of Directors shall not utilize a consent agenda nor expedite consideration of board matters at board meetings unless it is for routine, non-controversial matters.
III. Capital Metro staff will annually provide the Board of Directors with a workplan outlining major opportunities for the public to provide comments on significant board matters.
IV. Capital Metro will seek community input that reflects all points of view and will carefully consider this input when making decisions.
V. Capital Metro will work to ensure that decision-making processes are open and accessible to all interested parties, including but not limited to:
   a. Those with limited financial and technical resources
   b. Persons with limited English proficiency
   c. Persons with disabilities
d. Those with limited past experience participating in transportation decision-making

THE BOARD OF DIRECTORS RESERVES THE RIGHT TO WAIVE THIS POLICY AND THESE PROCEDURES WHEN NECESSARY TO CONDUCT BOARD MEETINGS EFFICIENTLY AND EFFECTIVELY.

D-2. Process of Community Involvement and Outreach

The following represents a compilation of the Capital Metro Community Involvement Team’s work plans, and is a general reflection of activities undertaken to ensure the authority has more than sufficiently met the objectives of Title VI and further made aware, presented an opportunity, and meaningfully involved groups traditionally unengaged around policy decision-making and participatory transit planning processes, that could potentially impact said groups from 2015 through 2017. These efforts are realized and driven by the Capital Metro Board of Director’s Policy on Community Involvement. This policy is inclusive to ensure that decision-making processes are open and accessible to all interested parties, including but not limited to, minorities and low-income populations as well as persons with Limited English Proficiency (LEP) and disabilities.

The Community Involvement Team is deployed geographically throughout Capital Metro’s Service Area and outlying areas. Each individual Community Involvement Team member also is responsible for liaising with stakeholder groups across the service area that include, but are not limited to seniors, youth, refugees, ethnic minorities, LEP populations, persons with disabilities, individuals experiencing homelessness, schools, and many other business and neighborhood organizations.

When Capital Metro seeks feedback on an agency-wide initiative or decision, a cross-departmental team is assembled to coordinate meaningful engagement of stakeholders in the decision-making process. Before each community outreach or engagement activity hosted by Capital Metro, the team prepares with appropriate departments such as Planning, Communications, Marketing, Office of Diversity, Government Relations, Customer Service, and Operations to determine the best methods to reach targeted populations and ensure inclusion of minority, disabled, and LEP populations. Staff develops and implements plans to proactively engage populations that traditionally do not participate in public involvement activities, including minorities, low-income, LEP groups and persons with disabilities. Methods include conducting on-board and at-stop outreach at strategic locations where such populations are typically present, including ad-hoc meetings at bus stops and transit facilities, public libraries, and community recreation centers, surveys, and general outreach at community-wide and targeted events. Further, the Community Involvement team partners with several non-profit, social-service, higher education and business
organizations to provide information regarding public involvement activities to their clients, who are typically, comprised of populations traditionally under-represented in public involvement activities. A representative list of partner organizations is provided later in this section.

Capital Metro public meetings are only held in locations that are accessible to persons with disabilities and via transit. Route numbers are always listed on public materials related to meetings and the Authority’s MetroAccess call center is given advanced notice for the purposes of facilitating paratransit reservations. A representative listing of public meeting locations is included in this report. Public meeting materials are made available in accessible formats upon request, and outreach and engagement staff, both of which are represented on Capital Metro’s Planning and Community Involvement Teams, speak multiple languages in order to facilitate communication with LEP groups. MetroAccess staff is also readily available to assist with special arrangements to accommodate for persons who experience disabilities.

Capital Metro has formal partnerships with minority chambers of commerce (Hispanic, Asian, Black, Gay and Lesbian, and Young) to assist in making public information available in multiple languages, as well as contracts with professional translation and interpretation services to further make information available to those who do not speak English. Since the last report, Capital Metro has continued to increase the number of Asian languages our materials are produced in and have placed ads regularly in Mandarin and Vietnamese newspapers.

As a part of our outreach efforts regarding public participation processes, Capital Metro routinely updates its partners and reminds groups of opportunities to engage in the decision-making process. Furthermore, Capital Metro encourages its partners to pass along information about opportunities to participate via newsletters, list serves, social media platforms, and any other information/media channels partner organizations utilize to reach each of the partners’ respective constituencies. When appropriate, Capital Metro directly collaborates with its various partners to involve and engage stakeholders in public participation opportunities.

Outreach occurs via several methods when Capital Metro undertakes comprehensive public participation efforts. Staff engages the public in multiple ways, with emphasis on meeting stakeholders where they congregate, and using innovative methods to involve stakeholders in the decision-making process, which is aligned with Capital Metro’s strategic plan goals. Capital Metro has conducted more than 1,500 outreach activities during the last three years. For Connections 2025 and the June 2018 Service Change, staff has engaged over 6,000 individuals in multiple languages alone. Community Involvement staff has also increased participation in service planning surveys, which are also made available in multiple languages.
Below is a sample list of communication and engagement methods deployed when involving the public, along with a sample list of partner organizations.

- Online discussion forums
- Social Media
  - Facebook: facebook.com/capitalmetro
  - Twitter: @CapMetroATX
- Email:
  - feedback@capmetro.org
- Public open houses
- At-stop outreach
- On-board outreach
- Bilingual brochures aboard vehicles
- Webinars
- Project-specific webpages on www.capmetro.org
- At-stop signage
- Legal print notices
- Blogposts
- Media Advisories
- Infographics
- Rider alerts via subscriber list
- Partner newsletters
- Passenger notices aboard vehicles
- Direct mail
- Block-walking
- Bus Wraps
- Bus placards
- Television Talk Shows
- Billboard Advertisements
- Capital Metro Mobile App
- Advertisements
- Web Advertisements
- Radio
- Print
- Videos
- Community Calendars
D-3. List of Partner Organizations

- The University of Texas at Austin
- Austin Community College (ACC)
- Alliance for Public Transportation
- Capital Area Metropolitan Planning Organization (CAMPO)
- Community Advancement Network (CAN)
- City of Austin
- Austin Transportation Department
- Downtown Austin Alliance
- Greater Austin Chamber of Commerce
- Greater Austin Hispanic Chamber of Commerce
- Austin Young Chamber of Commerce
- Greater Austin Black Chamber of Commerce
- Greater Austin Asian Chamber of Commerce
- Austin Gay and Lesbian Chamber of Commerce
- Network of Asian American Organizations
- Congress for the New Urbanism Central Texas Chapter
- 6ith Street Merchants
- East Cesar Chavez Planning Team
- Austin Cycling Association
- Movability Austin
- Bike Austin
- Pedestrian Advisory Council (PAC)
- Bike Advisory Council (BAC)
- Downtown Commission (DAC)
- Neighborhood Association list serves
- One Voice Central Texas
- Austin Independent School District
- Del Valle Independent School District
- Round Rock Independent School District
- Manor Independent School District
- Pflugerville Independent School District
- Lago Vista Independent School District
- Leander Independent School District
- American Youthworks
- Adapt of Texas
- AGE of Central Texas
- AIDS Services of Austin
- Any Baby Can
- ARC of the Capital Area
- ARCIL
- Assistance League of Austin
- Austin Area Urban League
- Austin Community College
- Austin Council of the Blind (ACB)
- Austin Energy
- Austin Groups for the Elderly
- Austin Housing Authority
- Austin Interfaith
- Austin Latino Lesbian/Gay Organization (ALLGO)
- Austin Pain Associates
- Austin State Hospital
- Austin Steam Train Association
- Austin Task
- Austin Tenants’ Council
- Austin Travis County Integral Care
- Austin Travis County MHMR Center
- Austin Travis County MHMR Center CARE Unit
- African-American Youth Harvest Foundation
- Austin/Travis County HHS
- Ballet Austin
- Paramount Theater
- Big Brothers Big Sisters of Central Texas
- Blackland Community Development Corporation
- Central Health
- Capital Area Food Bank of Texas
- Capital Area Mental Health Center
- Williamson County Probation Office
- Capital IDEA, Inc.
- Care Communities
- Caritas
- Casa Marianella
- Casa of Travis County
- Catholic Charities of Central Texas
- Center for Child Protection
- Central Texas VA Clinic
- Central Texas Veterans Health Care System
- Child, Inc.
- Children at Heart Foundation
- Children’s Dialysis Clinic of Central Texas
- City of Austin ADA Office
- City of Round Rock
- Coalition for Texans with Disabilities
- Communities in Schools (CIS)
- Conley-Guerrero Center
- Creative Arts Austin
- Criss Cole Rehabilitation Center
- DaVita Dialysis clinics
- Disability Rights Texas
- Down Syndrome Association of Central Texas
- Easter Seals Central Texas
- ECHO
- Elder Haven
- Environmental Corps - Youth Works
- Faith in Action Caregivers
- Family Eldercare
- Foundation for the Homeless
- Front Steps
- Georgetown Health Foundation
- Georgetown Special Education Foundation
- GO Project / AISD / St. John’s
- Goodwill
- Greater Calvary Rites of Passage Development, Inc.
- Habitat for Humanity of Williamson County
- Health South Rehabilitation Center
- Drive-a-Senior
- Hispanic Women’s Network of Texas - Austin Chapter
- Hispanic Advocates Business Leaders of Austin
- Home Builders Association of Greater Austin
- Housing Authority of the City of Austin
- iACT
- Inter-Agency Council on Aging
- Intellectual and Developmental Disabilities Coalition
- Jewish Family Services
• Lakeside Development
• Leadership Enrichment Arts Program
• Lifeskills
• Lifeworks
• Lighthouse for the Blind
• Liveable City Austin
• LiveStrong Cancer Navigation Center
• Mary Lee Foundation
• McBeth Recreation Center
• Meals on Wheels and More
• Movability ATX
• National Federation for the Blind of Central Texas
• Out Youth Austin
• Planned Parenthood of Texas Capital Region
• Project Transitions
• Reading is Fundamental of Austin
• Rebecca Baines Johnson Center
• River City Youth Foundation
• Round Rock Area Serving Center
• Rotary Club of Austin
• Safe Place
• Self-Help Advocacy Center (SHAC)
• Salvation Army
• Seton Family of Hospitals
• Seton Brain and Spine Center
• Seton Total Health Partners
• Skillpoint Alliance
• Society of Saint Vincent de Paul
• Spirit Reins
• St. Edwards University
• St. John's Recreational Center
• St. Louise House/Vincare of Austin
• Susan G. Komen Foundation
• Sustainable Food Center

• Texas Baptist Children's Home
• Texas Fair Defense Project
• Texas School for the Blind and Visually Impaired
• Texas School for the Deaf and Hard of Hearing
• Texas Youth Commission
• The Austin Project (TAP)
• The Retreat
• The Real Estate Council of Austin, Inc.
• Travis County Department of Health & Human Services
• Travis County Health & Human Services, Family Support Services
• Travis County Health and Human Services & Veteran Services
• Travis County Hospital District
• Travis County Juvenile Court - Probation Department
• Travis County Services for the Deaf
• Travis County Veterans Services
• Trinity Center
• United Way Capital City
• United Way for Greater Austin
• United Way of Williamson County
• University of Texas - Services for Students with Disabilities
• Vaughn House
• Veteran’s Administration
• Village of Marbridge/Marbridge Foundation, The
• WellMed
• Williamson County and Cities Health District
• Workers Assistance Program, Inc.
Over the course of the past three years, Capital Metro has conducted a range of public participatory processes that have engaged stakeholders around key policy, strategic planning, budget, capital projects and service initiatives and have specifically included public involvement opportunities on Capital Metro’s tri-annual service changes, annual budget, high capacity transit regional planning efforts, transit oriented development plans, mobility innovation zones, and fare restructuring.

Capital Metro has hosted numerous public involvement opportunities across the service area to engage customers and non-customers alike, including but not limited to, minorities and low-income populations as well as persons with Limited English Proficiency (LEP) and disabilities.

Below is a sample list of said publically posted engagement activities categorized by year and by initiative. It is by no means exhaustive.

2015

- **Proposed August 2015 Service Changes:**
  - Online Webinar: April 6 (12 p.m. – 1 p.m.)
  - Public Meeting: April 7 (5:30 p.m. – 6 p.m.)
    Capital Metro Transit Store, 209 W. 9th St. (Served by downtown routes)
  - Public Meeting: April 8 (12 p.m. - 1 p.m.)
    Capital Metro Transit Store, 209 W. 9th St. (Served by downtown routes)
  - Public Hearing: April 13 (12 p.m. – 1 p.m.)
    Capital Metro Headquarters, 2910 E. 5th St. (Served by routes 17, 300)

- **Proposed January 2016 Service Changes and FY 2016 Budget**
  - Webinar: September 8 (12 p.m. – 1 p.m.)
  - Webinar: September 9 (12 p.m. – 1 p.m.)
o Public Meeting: September 10 (4 p.m. – 6 p.m.)
    Capital Metro Transit Store, 209 W. 9th St. (Served by downtown routes)

o Public Meeting: September 10 (5:30 p.m. – 7 p.m.)
    Capital Metro Headquarters, 2910 E. 5th St. (Served by routes 17, 300)

o Public Meeting: September 15 (5:30 p.m. – 7 p.m.)
    North Austin YMCA, 1000 W. Rundberg Ln. (Served by routes 1, 240)

- Proposed January 2016 Service Changes and FY 2016 Budget (Continued)

o Public Meeting: September 16 (6:30 p.m. – 8 p.m.)
    ACC South Campus, 1820 W. Stassney Ln. (Served by routes 3, 311)

o Public Meeting: September 17 (5:30 p.m. – 7 p.m.)
    Turner Roberts Recreation Center, 7201 Colony Loop Dr. (Served by routes 37, 233, 237)

o Public Meeting: September 17 (5:30 p.m. – 6:30 p.m.)
    Lago Vista Public Library, 5803 Thunderbird St. (Served by route 214)

2016

- Proposed June 2016 Service Changes

  o Webinar: March 9 (12 p.m. – 1 p.m.)

  o Public Meeting: March 9 (12 p.m. – 1 p.m.)
    Capital Metro Headquarters, 2910 E. 5th St. (Served by routes 17, 300)

- Proposed August 2016 Service Changes

  o Webinar: April 13 (12 p.m. – 1 p.m.)

  o Public Meeting: March 9 (12 p.m. – 1 p.m.)
    Capital Metro Headquarters, 2910 E. 5th St. (Served by routes 17, 300)

- Proposed January 2017 Service Changes and Connections 2025

  o Public Meeting: September 6 (5 p.m. – 6:30 p.m.)
    Dove Springs Recreation Center, 5801 Ainez Dr. (Served by route 333)
• **Proposed January 2017 Service Changes and Connections 2025 (Continued)**
  
  o Public Meeting: September 8 (5 p.m. – 6:30 p.m.)
    Terrazas Branch Library, 1105 E. Cesar Chavez St. (Served by route 17)
  
  o Public Meeting: September 10 (9 a.m. – 10:30 a.m.)
    Faith United Methodist Church, 2701 S. Lamar (Served by routes 3, 331, 803)
  
  o Public Meeting: September 12 (5 p.m. – 6:30 p.m.)
    Leander Station, 4760 N. U.S. 183 (Served by routes 985, 987, MetroRail)
  
  o Public Meeting: September 13 (5 p.m. – 6:30 p.m.)
    North Austin YMCA, 1000 W. Rundberg Ln. (Served by routes 1, 240, 325, 801)
  
  o Public Meeting: September 14 (5 p.m. – 6:30 p.m.)
    Milwood Branch Library, 12500 Amherst Dr. (Served by route 142)
  
  o Webinar: September 14 (6 p.m. – 7 p.m.)
  
  o Public Meeting: September 15 (5 p.m. – 6:30 p.m.)
    University Hills Branch Library, 4721 Loyola Ln. (Served by routes 20, 37)

2017

• **Proposed June 2017 Service Changes**
  
  o Webinar: March 6 (12 p.m. – 1 p.m.)
  
  o Webinar: March 6 (6 p.m. – 7 p.m.)
  
  o Public Meeting: March 10 (11 a.m. – 1 p.m.)
University of Texas, Gregory Gym (Served by downtown and UT Shuttle routes)

- Public Meeting: March 15 (12 p.m. – 12:30 p.m.)
  Capital Metro Headquarters, 2910 E. 5th St. (Served by 17, 300)

- Proposed August 2017 Service Changes
  - Webinar: April 3 (12 p.m. – 1 p.m.)
  - Public Meeting: April 5 (5 p.m. – 6 p.m.)
    Manor City Hall, 105 E. Eggleston St. (Served by route 470)
  - At-Station Outreach: April 3-7 (rush hour periods)

- Proposed August 2017 Service Changes (Continued)
  - Public Meeting: April 12 (12 p.m. – 12:30 p.m.)
    Capital Metro Headquarters, 2910 E. 5th St. (Served by routes 17, 300)

- Proposed January and June 2018 Service Changes
  - Public Meeting: September 25 (5:30 p.m. – 7:00 p.m.)
    Howson Branch Library, 2500 Exposition Rd. (Served by routes 21, 22)
  - Public Meeting: September 26 (5:30 p.m. – 7:00 p.m.)
    Pleasant Hill Branch Library, 211 E. William Cannon Dr. (Served by routes 1, 201, 331, 801)
  - Public Meeting: September 27 (5:30 p.m. – 7:00 p.m.)
    Hampton Branch Library, 5125 Convict Hill Rd. (Served by routes 111, 333)
  - Webinar: September 28 (12 p.m. – 12:30 p.m.)
  - Public Meeting: October 2 (5:30 p.m. – 7:00 p.m.)
    Gus Garcia Recreation Center, 1201 E. Rundberg Ln. (Served by routes 10, 325)
  - Webinar: October 2 (12 p.m. – 12:30 p.m.)
  - Public Meeting: November 1 (12 p.m. – 12:30 p.m.)
    Capital Metro Headquarters, 2910 E. 5th St. (Served by routes 17, 300)
• Proposed FY2018 Budget

  o Public Meeting: September 11 (5 p.m. – 6 p.m.)
    Old Quarry Branch Library, 7051 Village Center Dr. (Served by routes 19, 320)

  o Webinar: September 12 (12 p.m. – 12:30 p.m.)

  o Public Meeting: September 12 (5 p.m. – 6 p.m.)
    Pleasant Hill Branch Library, 211 E. William Cannon Dr. (Served by routes 1, 201, 331, 801)

  o Webinar: September 13 (5 p.m. – 5:30 p.m.)

  o Public Meeting: November 1 (12 p.m. – 12:30 p.m.)
    Capital Metro Headquarters, 2910 E. 5th St. (Served by routes 17, 300)
E. MEANINGFUL ACCESS TO PERSONS WITH LIMITED ENGLISH PROFICIENCY

The following pages detail Capital Metro’s existing policy on Limited English Proficiency (LEP) as well as the Language Assistance Plan (LAP) to assist LEPs. However, Capital Metro is in the process of updating its LAP and its implementation due to the innovation in technology and changes in demographics.
E-1. Capital Metro’s LEP Policy

(This was approved by the President/CEO in 2009 and previously submitted to FTA)

| METRO | LANGUAGE ASSISTANCE POLICY
| Limited English Proficiency (LEP) |
| TITLE VI CIVIL RIGHTS ACT OF 1964 |
| BD-004 |
| Issued: April 2009 |
| Revised: |
| Approved by: Fred M. Gilliam |
| President/CEO |

PURPOSE

Title VI of the Civil Rights Act of 1964 is the Federal law that protects individuals from discrimination on the basis of their race, color, or national origin in programs that receive Federal financial assistance. Part of Title VI includes addressing Limited English Proficiency (LEP). Each agency must have a policy for their adherence to the Limited English Proficiency (LEP) portion of the Title VI Program. This policy applies to all Capital Metro employees and to its non-profit corporation, Star Tran, Inc., administrative (non-bargaining) employees, unless otherwise stated, and is intended to create a policy for addressing Limited English Proficiency (LEP) needs pertaining to the Title VI Program. LEP applies to individuals who do not speak English as their primary language and have a limited ability to read, write, speak, or understand English.

POLICY

It is the policy of the Capital Metro to take reasonable steps to provide meaningful access to limited English proficient (LEP) individuals who use our services, facilities, programs, and attend our meetings. The policy is to ensure that language will not prevent staff from communicating effectively with LEP clients and others to ensure safe and orderly operations, and that limited English proficiency will not prevent clients or any member of the public from accessing important programs and information; understanding rules, participating in proceedings; or gaining eligibility for programs and/or services.

PROCEDURE

To ensure compliance with the policy, a detailed implementation plan has been developed. In addition, the Title VI Steering committee comprised of representatives from Planning, Communications, Marketing, EEO, ADA, Capital Projects (EJ), Business & Community Development, Fixed Route Services and Metro Access which are departments that have a role in communicating with Capital Metro customers will meet regularly to ensure the plan is being implemented. The implementation plan will be based on the four-factor analysis as outlined in the DOT LEP Guidance.
E-2. Language Assistance Policy and Plan and Four-Factor Analysis

LANGUAGE ASSISTANCE POLICY AND IMPLEMENTATION PLAN FOR ADDRESSING LIMITED ENGLISH PROFICIENCY

I. INTRODUCTION AND BACKGROUND

Capital Metropolitan Transportation Authority has developed policies and procedures to address individuals with Limited English Proficiency (LEP) as required by Title VI of the Civil Rights Act of 1964 as mandated by the LEP section and monitored by the U.S. Department of Justice. The following document is a working plan that includes examples of LEP practices and procedures that are implemented at Capital Metro and is hereafter referred to as the “LEP Plan.”

A. POLICY STATEMENT

It is the policy of Capital Metro to take reasonable steps to provide meaningful access to limited English proficient (LEP) individuals who use its services, facilities, programs, and attend meetings. The policy is to ensure that language will not prevent staff from communicating effectively with LEP clients and others to ensure safe and orderly operations, and that limited English proficiency will not prevent clients or any member of the public from accessing important programs and information; understanding rules, participating in proceedings; or gaining eligibility for programs and/or services.

B. WHO IS LIMITED ENGLISH PROFICIENT (LEP)?

Limited English Proficient (LEP) persons are individuals who do not speak English as their primary language and have a limited ability to read, write, speak, or understand English.

- Many LEP persons are in the process of learning English and may read, write, speak, and/or understand some English, but not proficiently.
- LEP status may be context-specific – an individual may have sufficient English language skills to communicate basic information (name, address etc.) but may not have sufficient skills to communicate detailed information (trip planning needs, origin and destination needs) in English.
C. BACKGROUND

Federal law prohibits discrimination and requires meaningful access to LEP persons.

D. FRAMEWORK FOR DECIDING WHEN LANGUAGE SERVICES ARE NEEDED

The U.S. Department of Justice Limited English Proficiency Guidance for Recipients (DOJ LEP Guidance, or Guidance) sets forth a four-factor analysis for agencies to review when determining steps to take to communicate effectively with LEP individuals. The Guidance also provides examples of application of that analysis, particularly in Section B of the Appendix http://www.usdoj.gov/crt/cor/lep/DOJFinLEPFRJun182002.pdf) Additional information and technical assistance tools can be found at LEP.gov and could also be attached to an agency’s policy as reference tools.

The following are the four factors to be analyzed:

1. The number or proportion of LEP persons and those that would be eligible, but for limited English proficiency or English proficiency prerequisites, for different aspects of services and facilities programs and the specific language needs of those individuals.
2. The frequency of contact that the different aspects of the agency’s programs and activities have with LEP persons, or would have if LEP persons were allowed access to those programs and activities.
3. The nature and importance of the various aspects of Capital Metro’s facilities, programs and activities; and
4. The resources available to Capital Metro, and costs associated with different language service options.

F. APPLICATION OF THE FOUR FACTORS

Capital Metro’s LEP Plan includes discussion of the four factors as applied to Capital Metro. The Policy reflects language service options and determinations by Capital Metro of important areas for the provision of language services based on the four-factor analysis. The Language Assistance Implementation Plan provides detailed information on the protocols for accessing language services, translating vital documents, training, monitoring, and other specifics to implement the Policy.

Factor 1: Capital Metro relies on decennial census data to determine the proportion of LEP persons in our service area. The next Census 2020 is scheduled to be released after 2021. However, we use American Community Survey (ACS) data for Austin, that represents the bulk of our service area, to get estimates in years when decennial census data is not available. The latest American Community Survey “2016 1-Year Estimates on Language
Spoken at Home by Ability to speak English” provides such an updated estimate on the LEP population (see pages 49-52).

We break down the numbers and percentages of LEP customers overall and in our service area, note any trends or other information helpful to describe the linguistic characteristics of the customer population, set forth the nature and importance of particular types of encounters (see below for more detailed information). According to the ACS figures, the number of LEP persons in the Austin region that speak Spanish is 203,171 of which 77,636 or about 9% of the total population (880,241) reported speaking English “less than very well”. No other language exceeded the 5% threshold. However, five languages exceeded the threshold of 1,000 for Safe Harbor provision that requires translation of vital documents upon request. These languages are Chinese, Vietnamese, Korean, Hindi, and Arabic. Hindi and Arabic are the two latest additions through 2016 ACS data. Capital Metro is in the process of incorporating Hindi and Arabic in all Title VI documents as required, such as its Title VI Notice.

In addition, Capital Metro uses data pertaining to language proficiency obtained from the Austin Independent School District (AISD) as it is the largest school district in its service area. Based on 2016-17 AISD data, 28% of its students are LEP students whose primary language is Spanish (89%). No other non-English language represents more than 2%.

**Factor 2**: The frequency of contact used by Capital Metro is the Call Center and Interactive Voice Response (IVR). Spanish is the main non-English language requested which is consistent with the ACS data.

**Factor 3**: The nature of Capital Metro’s facilities and programs are all considered and information is available in Spanish as well as signage at locations. Vital documents are translated into Spanish.

**Factor 4**: Resources available to address the LEP needs for Capital Metro’s service area populations are considered in the Customer Service Call Center where the majority of agents are bilingual. In addition, Spanish speakers are available at ALL community meetings as well as the Transit Store where information and services are shared with the public.

II. DEFINITIONS

- **Primary Language** – The language in which an individual is most effectively able to communicate.
- **Interpretation** – The act of listening to a communication in one language and orally converting it into another language, while retaining the same meaning. Interpreting is a sophisticated skill needing practice and training and should not be confused with simple
bilingualism. Even the most proficient bilingual individuals may require additional training and instruction prior to serving as interpreters. Qualified interpreters are generally required to have undergone rigorous and specialized training.

- Translation – The replacement of written text from one language into an equivalent written text in another language. Translation also requires special knowledge and skills.
- Bilingual – The ability to speak two languages fluently and to communicate directly and accurately in both English and another language.
- Direct Communication – Monolingual communication in a language other than English between a qualified bilingual Department employee or other bilingual person and an LEP individual (e.g., Spanish to Spanish).

III. LANGUAGE ASSISTANCE OPTIONS

In general, the following options are considered in planning for providing language services:

A. ORAL LANGUAGE SERVICES

1. Direct Communication with LEP Individuals by Bilingual Staff

- Often, the most efficient and cost-effective method for communicating with LEP individuals is direct communication through qualified bilingual employees fluent both in English and the LEP person’s language.
- Capital Metro takes the following steps to ensure accurate communications:
  - Creating written standards and adopting assessments for qualifying employees as bilingual.
  - Assessing fluency in both languages and in the terminology used by Capital Metro prior to Designating a Staff Member as bilingual. A person may be able to convey simple instructions or hold conversations in an LEP individual’s primary language, but not be sufficiently proficient in that language to perform more complicated tasks. These individuals are not yet “bilingual.”
- Providing initial and periodic training to bilingual employees on their role in direct bilingual communication.
- Capital Metro may take the following steps to improve effective utilization of bilingual staff:
  - Maintaining a directory of all qualified bilingual employees, including a list of the non-English language(s) they speak and their contact information, assignments, shifts, etc.
  - Recruiting bilingual staff and considering pay differentials or other forms of recognition for employees who do “double duty” as qualified bilingual employees.
  - Incorporates bilingual capabilities of staff and evaluates language assistance needs of the customer population and other communities encountered by Capital Metro.
2. Interpretation

When language services are needed, Capital Metro uses qualified interpretation services when a non-bilingual employee needs to communicate with an LEP person or vice versa, when qualified bilingual employees are unavailable or en route, and when available bilingual employees lack the skills, supervisory authority or assignment to provide direct communication services.

a. Options include:

- Staff interpreters (trained and qualified) who are employed by Capital Metro exclusively to perform interpretation services.
- Contract in-person interpreters, such as state and federal court interpreters, among others.
- Contract telephonic interpreters who provide interpretation according to Department guidelines. The language assistance implementation plan could establish telephonic interpretation options, and how to access them, including use of telephonic or radio equipment to:
  - Access employees, interpreters from other agencies, or others who have been qualified as interpreters by Capital Metro.
  - Access commercial telephonic interpretation services. The Plan sets forth information on access codes and assurances of quality control for such services.
  - Interpreters from other agencies with which Capital Metro has a resource-sharing or other formal arrangement to interpret according to Departmental guidelines.
  - Interpreters who also serve as bilingual resources who have undergone training and language proficiency assessment, certification or bilingual training to serve in a dual role as both an employee and interpreter.
- Bilingual staff who may be sufficiently proficient in English and a foreign language to have direct monolingual conversations in that foreign language with an LEP individual, but not sufficiently proficient to interpret.
- Adopt written standards for assessing and qualifying bilingual employees as interpreters, and provide or secure training for qualified employees on the role of a Department interpreter.
- Volunteer interpreters from Community Based Organization Partners who are bilingual and have some second language training and meet language proficiency standards can establish formal arrangements with Capital Metro to perform interpretation services.
- Customers, their family members, or unqualified volunteers will not be used for interpretation, especially for communications involving medical, psychological, privileged information, disciplinary procedures or other sensitive situations, except temporarily in unforeseen, emergency circumstances while awaiting professional interpretation or bilingual staff.
b. Choosing Between Telephonic and In-Person Interpretation

- When interpretation is needed, in-person interpreters may be preferred (employees or contract) for lengthy interactions and interactions with significant potential consequences to the LEP person, such as policy proceeding, public hearings, eligibility of services appointments.
- In general, when interpretation is needed, telephonic interpretation services are most appropriate for brief encounters, situations in which no qualified in-person interpreter is available, while awaiting a qualified in-person interpreter, and during telephone conversations with LEP persons.

B. WRITTEN LANGUAGE SERVICES

1. General Forms and Documents

Using the four-factor analysis, Capital Metro will translate the vital written materials into languages of frequently–encountered LEP groups (considering literacy of LEP populations in their language). Vital information from those documents should be interpreted when translations are not available for LEP or when oral communication is more effective, such as in the case of LEP individuals whose primary language is traditionally an oral one.

The Plan sets forth the documents to be translated, including languages and timeframes for such translations. For instance, Capital Metro requires the following format and types of documents for translations of general materials:

<table>
<thead>
<tr>
<th>FORMS [Identify specifically, as appropriate]</th>
<th>Languages</th>
<th>Timeframe</th>
</tr>
</thead>
<tbody>
<tr>
<td>Documents relating to service changes and general information:</td>
<td>English, Spanish</td>
<td>At least within 60 days of change</td>
</tr>
<tr>
<td>Documents relating to routes and schedules, including riding rules.</td>
<td>English, Spanish</td>
<td>At least within 60 days of change</td>
</tr>
<tr>
<td>Title VI Complaint Process</td>
<td>English</td>
<td>Ongoing</td>
</tr>
<tr>
<td>---------------------------</td>
<td>---------</td>
<td>---------</td>
</tr>
<tr>
<td></td>
<td>Spanish</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Documents relating to eligibility of services:</th>
<th>English</th>
<th>Ongoing</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Spanish</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Notices and posters containing important information on the availability of language services:</th>
<th>English</th>
<th>Ongoing</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Spanish</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Documents relating to fare changes or fare media changes</th>
<th>English</th>
<th>60 -90 days before change</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Spanish</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Documents relating to complaints:</th>
<th>English</th>
<th>Ongoing</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Spanish</td>
<td></td>
</tr>
</tbody>
</table>

Note: Determination of complaints is going to be given to the person submitting the complaint in the initial language submitted.

Requires planning options for the following:

- **Obtaining Translations**: The Plan sets forth the procedures for obtaining the initial translations, and directives tell staff how and when to access these translations, as well as how to request additional translations.
- **Quality Control**: The Plan sets forth a quality control protocol, such as assuring initial translations and second checks by qualified individuals.
- **Updating**: The Plan takes steps to consider demographic changes, new information, or modifications to exiting documents, leading to the need for additional translations.

2. Written Documents Containing Information Specific to Particular Customers

a. Capital Metro should take reasonable steps to ensure document translation and meaningful communication.

b. The more significant the communication to the LEP person, the greater the need to ensure competent and timely translations.

c. When translations are not possible or reasonable, important information should be conveyed verbally in the relevant language. Taglines or signage in the appropriate languages could inform...
individuals how to receive oral language assistance to understand the contents of document.

d. Capital Metro should take care to provide translation of important information consistent with this policy to the extent such written communication would be made available to English proficient customers. For example, the following types of documents follow this approach:

1. Medical eligibility for MetroAccess Services or Disability Fare Cards.
2. Service Change notices and bus stop changes, etc.
3. Title VI complaints decisions/findings.
4. The content of forms filled out by LEP customers.

e. The Plan and/or implementing Directives should set forth qualified translation services (not customers) to provide translations of documents containing information specific to a particular LEP customer or group of customers. They should also include quality control/second check measures and measures to ensure confidentiality and the avoidance of conflicts of interest. Further, they could include information on what to do when translations are not feasible or reasonable and oral communication of the information is more appropriate.

C. DECIDING WHICH LANGUAGE SERVICE OPTIONS TO USE

1. Fact-dependent decision.

The types of language assistance resources Capital Metro decides to use relies on the four-factor analysis. For instance, direct services in a non-English language by bilingual staff or hiring a staff interpreter may be cost-effective ways to respond to many language needs where there are large numbers of LEP speakers of a particular language. For more rarely-encountered languages, telephonic or contract interpretation may be a preferred option.

2. Quality Control

The Plan and Directives flowing from the Policy include, where appropriate, consideration of strategies to ensure quality control measures such as:

- Assessment and training for bilingual direct service staff.
- Interpreter quality control, ensuring that individuals used as interpreters are trained in the skill of interpreting (role, code of conduct, modes of interpretation, expectations of confidentiality, specialized terminology, etc.), are able accurately to convey information, including special terminology, in the appropriate languages, and are evaluated and monitored.
- Second-check systems for translations.
- Training and continuing skills improvement on all of the above.
• Limiting use of customers and visitors to interpret to unforeseeable emergencies while awaiting proper interpretation or to situations in which the Policy and four-factor analysis would not result in the need for Capital Metro to provide language services.
• Limiting use of customers to translate written documents to general forms and other documents that are not specific to a particular customer and do not contain any personal or confidential information, and assuring professional quality control.

V. ELIGIBILITY FOR AGENCY PROGRAMS AND SERVICES

Require the following:

• Taking reasonable steps to ensure that training and programs, or reasonable alternatives (offering same or similar opportunities), are available to LEP customers;
• Avoiding situations in which inability to participate in programs due to LEP status adversely impacts LEP customers.
• Avoiding situations in which programs and/or services are withheld on account of limited English proficiency.
• Including in the Plan and appropriate Directives what steps will be instituted in terms of the provision of language assistance regarding eligibility for agency programs and services, and who is responsible.

F. COMMUNITY PROGRAMS AND SERVICES

Require the following with regard to the provision of language services to provide access to:

• Explanations of bus and rail service.
• Development of outreach plans.
• Setting up referrals for services.
• Outlining safety rules

VI. STAFF TRAINING

Ongoing and thorough training will be important to assure that staff members are knowledgeable about LEP processes and procedures. Adopts the following:

• Initial and periodic training for staff coming into contact with LEP persons, or any other aspect of this Plan.
• Include training on the Policy and the LEP Plan during new employee orientation.
• Provide video training for employees on the intranet.
• Provide training to staff, contract interpreters, shared interpreter resources from other agencies, and community volunteers who may provide oral or written language assistance services for LEP persons on how and when it is appropriate for them to do so,
confidentiality and conflict of interest requirements, necessary terminology, language skills development, and other important guidelines.

- Include in the Plan the steps to be followed in terms of staff training and who is responsible.

IX. LEP PROGRAM MATERIAL

Keep updated copies of the LEP Policy, the LEP Plan, training opportunities, and other information for ensuring language access in a central location. Make these materials easily accessible and available for distribution.

X. FACILITY LANGUAGE ASSISTANCE RESOURCE LISTS

Create and distributing facility language assistance resource lists, such as:

- Instructions for handling emergency situations, including radio protocols for accessing language services.
- Procedures for providing language assistance, including instructions on how to work with interpreters.
- Location of language identification flash cards.
- Contact, shift, and language information for staff interpreters.
- Contact, on-call availability, and language information for contract interpreters.
- Contact numbers and language information for telephonic interpretation.
- Contact, shift, and language information for bilingual staff and officers.
- Contact, availability, and language information on community volunteers whose qualifications have been evaluated and who have been trained in confidentiality issues.
- Location and list of translated materials available for customers and visitors.
- For obtaining additional written translations, instructions for identifying appropriate translator and ensuring quality control.

Include in the Plan and/or Directives a timeframe and identification of who is responsible for maintaining and distributing such resources.
XI. SIGNS IN CUSTOMER, VISITOR, AND STAFF AREAS

Requires:

- Posting signs in customer and visitor areas that detail important information in languages most frequently encountered.
- Posting signs in staff areas on how staff can access language services.
- Including in the Plan and/or Directives a timeframe and identification of who is responsible for posting such signs.

XII. MONITORING

Require the following:

- Setting forth clear expectations for staff and managers regarding language assistance.
- Implementing a system to monitor effectiveness of the Plan and its implementation.
- Seeking feedback on the quality and effectiveness of the language service resources available and utilized by staff.
- Reviewing programs, the linguistic demographics of the customer population, and the language resources available in an ongoing fashion, and more formally at least once per year (or as appropriate), and make adjustments as necessary and appropriate to ensure meaningful access and to reflect improved approaches to providing language access.
- Including in the Plan or information on how monitoring will take place and who is responsible for it.
Table 3. LEP Population in Austin (2016 ACS)

<table>
<thead>
<tr>
<th>Language</th>
<th>Estimate</th>
<th>Margin of Error</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>880,241</td>
<td>± 2,866</td>
</tr>
<tr>
<td>Speak only English</td>
<td>607,096</td>
<td>± 11,292</td>
</tr>
<tr>
<td>Spanish</td>
<td>203,171</td>
<td>± 9,464</td>
</tr>
<tr>
<td>Speak English &quot;very well&quot;</td>
<td>125,536</td>
<td>± 8,831</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>77,636</td>
<td>± 6,269</td>
</tr>
<tr>
<td>French (Cajun)</td>
<td>4,802</td>
<td>± 1,960</td>
</tr>
<tr>
<td>Speak English &quot;very well&quot;</td>
<td>3,764</td>
<td>± 1,523</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>886</td>
<td>± 422</td>
</tr>
<tr>
<td>Haitian</td>
<td>927</td>
<td>± 810</td>
</tr>
<tr>
<td>Speak English &quot;very well&quot;</td>
<td>927</td>
<td>± 810</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>0</td>
<td>± 220</td>
</tr>
<tr>
<td>Italian</td>
<td>692</td>
<td>± 486</td>
</tr>
<tr>
<td>Speak English &quot;very well&quot;</td>
<td>602</td>
<td>± 421</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>166</td>
<td>± 261</td>
</tr>
<tr>
<td>Portuguese</td>
<td>1,174</td>
<td>± 665</td>
</tr>
<tr>
<td>Speak English &quot;very well&quot;</td>
<td>924</td>
<td>± 522</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>243</td>
<td>± 314</td>
</tr>
<tr>
<td>German</td>
<td>2,434</td>
<td>± 1,264</td>
</tr>
<tr>
<td>Speak English &quot;very well&quot;</td>
<td>2,317</td>
<td>± 1,179</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>117</td>
<td>± 194</td>
</tr>
<tr>
<td>Yiddish, Pennsylvania Dutch or other West Germanic languages</td>
<td>103</td>
<td>± 103</td>
</tr>
<tr>
<td>Speak English &quot;very well&quot;</td>
<td>103</td>
<td>± 103</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>0</td>
<td>± 220</td>
</tr>
<tr>
<td>Greek</td>
<td>481</td>
<td>± 305</td>
</tr>
<tr>
<td>Speak English &quot;very well&quot;</td>
<td>776</td>
<td>± 753</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>103</td>
<td>± 212</td>
</tr>
<tr>
<td>Russian</td>
<td>569</td>
<td>± 568</td>
</tr>
<tr>
<td>Speak English &quot;very well&quot;</td>
<td>698</td>
<td>± 445</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>252</td>
<td>± 196</td>
</tr>
<tr>
<td>Polish</td>
<td>584</td>
<td>± 341</td>
</tr>
<tr>
<td>Speak English &quot;very well&quot;</td>
<td>481</td>
<td>± 310</td>
</tr>
<tr>
<td>Language Description</td>
<td>Estimate</td>
<td>Margin of Error</td>
</tr>
<tr>
<td>----------------------------------------------------------</td>
<td>----------</td>
<td>-----------------</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>87</td>
<td>+/-144</td>
</tr>
<tr>
<td>Serbo-Croatian</td>
<td>0</td>
<td>+/-220</td>
</tr>
<tr>
<td>Speak English &quot;very well&quot;</td>
<td>0</td>
<td>+/-220</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>0</td>
<td>+/-220</td>
</tr>
<tr>
<td>Ukrainian or other Slavic languages</td>
<td>495</td>
<td>+/-431</td>
</tr>
<tr>
<td>Speak English &quot;very well&quot;</td>
<td>374</td>
<td>+/-313</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>121</td>
<td>+/-151</td>
</tr>
<tr>
<td>Armenian</td>
<td>158</td>
<td>+/-127</td>
</tr>
<tr>
<td>Speak English &quot;very well&quot;</td>
<td>158</td>
<td>+/-127</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>0</td>
<td>+/-220</td>
</tr>
<tr>
<td>Persian (incl. Farsi, Dari)</td>
<td>1,413</td>
<td>+/-806</td>
</tr>
<tr>
<td>Speak English &quot;very well&quot;</td>
<td>1,068</td>
<td>+/-566</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>345</td>
<td>+/-314</td>
</tr>
<tr>
<td>Gujarati</td>
<td>849</td>
<td>+/-661</td>
</tr>
<tr>
<td>Speak English &quot;very well&quot;</td>
<td>746</td>
<td>+/-542</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>103</td>
<td>+/-115</td>
</tr>
<tr>
<td>Hindi</td>
<td>8,775</td>
<td>+/-2,690</td>
</tr>
<tr>
<td>Speak English &quot;very well&quot;</td>
<td>6,110</td>
<td>+/-1,765</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>2,665</td>
<td>+/-1,496</td>
</tr>
<tr>
<td>Urdu</td>
<td>1,172</td>
<td>+/-764</td>
</tr>
<tr>
<td>Speak English &quot;very well&quot;</td>
<td>943</td>
<td>+/-671</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>229</td>
<td>+/-354</td>
</tr>
<tr>
<td>Punjabi</td>
<td>479</td>
<td>+/-476</td>
</tr>
<tr>
<td>Speak English &quot;very well&quot;</td>
<td>406</td>
<td>+/-466</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>73</td>
<td>+/-121</td>
</tr>
<tr>
<td>Bengali</td>
<td>1,156</td>
<td>+/-792</td>
</tr>
<tr>
<td>Speak English &quot;very well&quot;</td>
<td>869</td>
<td>+/-677</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>237</td>
<td>+/-249</td>
</tr>
<tr>
<td>Nepali, Marathi, or other Indic languages</td>
<td>2,113</td>
<td>+/-1,201</td>
</tr>
<tr>
<td>Speak English &quot;very well&quot;</td>
<td>1,755</td>
<td>+/-1,091</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>358</td>
<td>+/-374</td>
</tr>
<tr>
<td>Other Indo-European languages</td>
<td>1,627</td>
<td>+/-864</td>
</tr>
<tr>
<td>Speak English &quot;very well&quot;</td>
<td>1,085</td>
<td>+/-453</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>552</td>
<td>+/-626</td>
</tr>
<tr>
<td>Telegu</td>
<td>2,138</td>
<td>+/-927</td>
</tr>
<tr>
<td>Speak English &quot;very well&quot;</td>
<td>1,821</td>
<td>+/-957</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>317</td>
<td>+/-286</td>
</tr>
<tr>
<td>Tamil</td>
<td>1,550</td>
<td>+/-733</td>
</tr>
<tr>
<td>Speak English &quot;very well&quot;</td>
<td>1,222</td>
<td>+/-581</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>532</td>
<td>+/-599</td>
</tr>
<tr>
<td>Malayalam, Kannada, or other Dravidian languages</td>
<td>920</td>
<td>+/-526</td>
</tr>
<tr>
<td>Speak English &quot;very well&quot;</td>
<td>750</td>
<td>+/-491</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>53</td>
<td>+/-90</td>
</tr>
<tr>
<td>Chinese (incl. Mandarin, Cantonese)</td>
<td>12,937</td>
<td>+/-2,789</td>
</tr>
<tr>
<td>Speak English &quot;very well&quot;</td>
<td>7,093</td>
<td>+/-1,881</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>6,034</td>
<td>+/-1,784</td>
</tr>
<tr>
<td>Japanese</td>
<td>1,296</td>
<td>+/-1,664</td>
</tr>
<tr>
<td>Speak English &quot;very well&quot;</td>
<td>1,296</td>
<td>+/-1,664</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>0</td>
<td>+/-220</td>
</tr>
<tr>
<td>Korean</td>
<td>3,691</td>
<td>+/-1,120</td>
</tr>
<tr>
<td>Speak English &quot;very well&quot;</td>
<td>2,042</td>
<td>+/-789</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>1,649</td>
<td>+/-728</td>
</tr>
<tr>
<td>Hmong</td>
<td>0</td>
<td>+/-220</td>
</tr>
<tr>
<td>Speak English &quot;very well&quot;</td>
<td>0</td>
<td>+/-220</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>0</td>
<td>+/-220</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>7,611</td>
<td>+/-1,949</td>
</tr>
<tr>
<td>Speak English &quot;very well&quot;</td>
<td>3,514</td>
<td>+/-987</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>4,097</td>
<td>+/-1,339</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>+/-220</td>
</tr>
</tbody>
</table>
Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see Accuracy of the Data). The effect of nonsampling error is not represented in these tables.

In 2016, changes were made to the languages and language categories presented in tables B16001, C16001, and B16002. For more information, see: 2016 Language Data User note.

While the 2016 American Community Survey (ACS) data generally reflect the February 2013 Office of Management and Budget (OMB) definitions of metropolitan and micropolitan statistical areas, in certain instances the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB definitions due to differences in the effective dates of the geographic entities.

Estimates of urban and rural population, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2010 data. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

Source: U.S. Census Bureau, 2016 American Community Survey 1-Year Estimates

<table>
<thead>
<tr>
<th>Austin city, Texas</th>
<th>Estimate</th>
<th>Margin of Error</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Speak English &quot;very well&quot;</strong></td>
<td>0</td>
<td>±/220</td>
</tr>
<tr>
<td><strong>Speak English less than &quot;very well&quot;</strong></td>
<td>0</td>
<td>±/220</td>
</tr>
<tr>
<td>Thai, Lao, or other Tai-Kadai languages</td>
<td>291</td>
<td>±/319</td>
</tr>
<tr>
<td><strong>Speak English &quot;very well&quot;</strong></td>
<td>152</td>
<td>±/251</td>
</tr>
<tr>
<td><strong>Speak English less than &quot;very well&quot;</strong></td>
<td>139</td>
<td>±/197</td>
</tr>
<tr>
<td>Other languages of Asia</td>
<td>1,152</td>
<td>±/926</td>
</tr>
<tr>
<td><strong>Speak English &quot;very well&quot;</strong></td>
<td>619</td>
<td>±/462</td>
</tr>
<tr>
<td><strong>Speak English less than &quot;very well&quot;</strong></td>
<td>573</td>
<td>±/816</td>
</tr>
<tr>
<td>Tagalog (incl. Filipino)</td>
<td>1,259</td>
<td>±/880</td>
</tr>
<tr>
<td><strong>Speak English &quot;very well&quot;</strong></td>
<td>640</td>
<td>±/463</td>
</tr>
<tr>
<td><strong>Speak English less than &quot;very well&quot;</strong></td>
<td>619</td>
<td>±/518</td>
</tr>
<tr>
<td>Ilocano, Samoan, Hawaiian, or other Austronesian languages</td>
<td>126</td>
<td>±/167</td>
</tr>
<tr>
<td><strong>Speak English &quot;very well&quot;</strong></td>
<td>126</td>
<td>±/167</td>
</tr>
<tr>
<td><strong>Speak English less than &quot;very well&quot;</strong></td>
<td>0</td>
<td>±/220</td>
</tr>
<tr>
<td>Arabic</td>
<td>4,189</td>
<td>±/2,033</td>
</tr>
<tr>
<td><strong>Speak English &quot;very well&quot;</strong></td>
<td>4,460</td>
<td>±/345</td>
</tr>
<tr>
<td><strong>Speak English less than &quot;very well&quot;</strong></td>
<td>2,729</td>
<td>±/1,443</td>
</tr>
<tr>
<td>Hebrew</td>
<td>389</td>
<td>±/352</td>
</tr>
<tr>
<td><strong>Speak English &quot;very well&quot;</strong></td>
<td>389</td>
<td>±/352</td>
</tr>
<tr>
<td><strong>Speak English less than &quot;very well&quot;</strong></td>
<td>0</td>
<td>±/220</td>
</tr>
<tr>
<td>Amharic, Somali, or other Afro-Asiatic languages</td>
<td>488</td>
<td>±/461</td>
</tr>
<tr>
<td><strong>Speak English &quot;very well&quot;</strong></td>
<td>331</td>
<td>±/406</td>
</tr>
<tr>
<td><strong>Speak English less than &quot;very well&quot;</strong></td>
<td>157</td>
<td>±/223</td>
</tr>
<tr>
<td>Yoruba, Tutsi, Igbo, or other languages of Western Africa</td>
<td>289</td>
<td>±/296</td>
</tr>
<tr>
<td><strong>Speak English &quot;very well&quot;</strong></td>
<td>289</td>
<td>±/296</td>
</tr>
<tr>
<td><strong>Speak English less than &quot;very well&quot;</strong></td>
<td>0</td>
<td>±/220</td>
</tr>
<tr>
<td>Swahili or other languages of Central, Eastern, and Southern Africa</td>
<td>384</td>
<td>±/362</td>
</tr>
<tr>
<td><strong>Speak English &quot;very well&quot;</strong></td>
<td>368</td>
<td>±/290</td>
</tr>
<tr>
<td><strong>Speak English less than &quot;very well&quot;</strong></td>
<td>86</td>
<td>±/154</td>
</tr>
<tr>
<td>Navajo</td>
<td>52</td>
<td>±/66</td>
</tr>
<tr>
<td><strong>Speak English &quot;very well&quot;</strong></td>
<td>52</td>
<td>±/66</td>
</tr>
<tr>
<td><strong>Speak English less than &quot;very well&quot;</strong></td>
<td>0</td>
<td>±/220</td>
</tr>
<tr>
<td>Other Native languages of North America</td>
<td>53</td>
<td>±/65</td>
</tr>
<tr>
<td><strong>Speak English &quot;very well&quot;</strong></td>
<td>53</td>
<td>±/65</td>
</tr>
<tr>
<td><strong>Speak English less than &quot;very well&quot;</strong></td>
<td>0</td>
<td>±/220</td>
</tr>
<tr>
<td>Other and unspecified languages</td>
<td>312</td>
<td>±/338</td>
</tr>
<tr>
<td><strong>Speak English &quot;very well&quot;</strong></td>
<td>312</td>
<td>±/338</td>
</tr>
<tr>
<td><strong>Speak English less than &quot;very well&quot;</strong></td>
<td>0</td>
<td>±/220</td>
</tr>
</tbody>
</table>
Explanation of Symbols:

1. An *** entry in the margin of error column indicates that either no sample observations or too few sample observations were available to compute a standard error and thus the margin of error. A statistical test is not appropriate.
2. An ** entry in the estimate column indicates that either no sample observations or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest interval or upper interval of an open-ended distribution.
3. An * following a median estimate means the median falls in the lowest interval of an open-ended distribution.
4. An + following a median estimate means the median falls in the upper interval of an open-ended distribution.
5. An ++++ entry in the margin of error column indicates that the median falls in the lowest interval or upper interval of an open-ended distribution. A statistical test is not appropriate.
6. An ++++ entry in the margin of error column indicates that the estimate is controlled. A statistical test for sampling variability is not appropriate.
7. An N entry in the estimate and margin of error columns indicates that data for this geographic area cannot be displayed because the number of sample cases is too small.
8. An "X" means that the estimate is not applicable or not available.
F. MINORITY REPRESENTATION ON PLANNING AND ADVISORY BODIES

The Capital Metropolitan Transportation Authority (Capital Metro) has two committees that consist of non-elected members of the public. These are the Customer Satisfaction Advisory Committee (CSAC) and the Access Advisory Committee (AAC). Functions of these two committees are provided later in this section. Within the Title VI Circular, FTA requires that Capital Metro include a table (Table 3) depicting the racial break-down of the members of all of its non-elected committees and advisory councils who were appointed to their current position by the Capital Metro Board. It must also include a description of the process the agency uses to encourage participation of minorities on such committees. These requirements apply to the AAC and CSAC committees because all the positions on these committees are appointed by members of the Capital Metro Board of Directors.

Both of these committees shall have a structure, duties, and responsibilities as may be determined by the Board. The Board may from time to time establish other advisory committees/taskforces that may include citizen members. The Board of Directors believes that although no one approach guarantees successful involvement, effectiveness in communication and building community trust stems from careful planning and attention to creating a balance between the needs of the Authority and the needs of the community.

Table 4. Membership of CMTA Advisory Committees Broken Down by Race

<table>
<thead>
<tr>
<th>Body</th>
<th>Caucasian</th>
<th>Hispanic</th>
<th>African American</th>
<th>Asian American</th>
<th>Others</th>
</tr>
</thead>
<tbody>
<tr>
<td>CMTA Service Area Population</td>
<td>51%</td>
<td>33%</td>
<td>8%</td>
<td>6%</td>
<td>2%</td>
</tr>
<tr>
<td>Access Committee</td>
<td>89%</td>
<td>11%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>CSAC</td>
<td>43%</td>
<td>0%</td>
<td>29%</td>
<td>29%</td>
<td>0%</td>
</tr>
</tbody>
</table>

Note: Percentages are rounded and may not necessarily add up to 100%.
F-1. The Capital Metro Advisory Committees

The Capital Metro board of directors has the authority to establish advisory committees consisting of resident citizens of the Authority’s territory and pursuant to Section 451 of the Texas Transportation Code. The board has adopted a Policy and Procedure related to Advisory Committees (Resolution #1665, September 24, 2010), which is explained below.

Both the Access Advisory Committee (AAC) and Customer Satisfaction Advisory Committee (CSAC) will consist of nine members. The members of each of the advisory committees will be appointed by each member of the Capital Metro board of directors. The chairman of the board has two appointments and each of the other members of the board of directors has one appointment. Members of the committee will serve at the will of their appointing board member and their term shall end with the end of their appointing member’s term.

The committee representatives will represent diverse backgrounds, abilities and interests, including, but not limited to, those who may be limited English speaking or who have disabilities, or who have different levels of experience with public policy and group decision making. These members must live in the Capital Metro service area. There is a preference that members be transit users and may include residents, business owners, and other key stakeholders concerned about transit service in the service area.

As per statutory requirements, each member of the Capital Metro board of directors will select their appointees based on a recommendation from Capital Metro’s President/CEO. These committees report directly to the board of directors. A member of any one of the advisory committees may not act in an official capacity except through the action of the board.

The Access Advisory Committee serves as a resource to Capital Metro in promoting and educating the public regarding acceptance and usage of the transit system across jurisdictions and in suburban communities. It meets once a month at the Capital Metro Headquarters located at 2910 E 5th Street.

The Access Advisory Committee regularly passes resolutions which advise the Capital Metro Board of Directors on upcoming service changes, programs, and policies related to individuals with disabilities. The Access Advisory Committee’s highest level of authority is to provide advice and recommendations to the Board of Directors.

The Customer Satisfaction Advisory Committee (CSAC) assists Capital Metro in developing and maintaining a transit system that is convenient, dependable, and practical by providing advice and recommendations on planning, operations, services, and all other matters of concern to Capital Metro customers. CSAC members regularly use transit.
CSAC meets the second Wednesday of every month from 6 p.m. to 7:30 p.m. unless otherwise noted in monthly CSAC announcements. The public is always encouraged to attend a meeting of the Customer Satisfaction Advisory Committee. Meetings are currently held at the Capital Metro Transit Store, located at 209 W. 9th St.

Table 3 (on page 59) shows the racial breakdown of the two advisory committees in comparison to the Capital Metro service area. Currently, there are two vacancies to fill for CSAC. This Committee still shows a balanced racial diversity in members. However, all but one member of the Access Advisory Committee are Caucasian. Though not classified as minority, the committee includes five people who have disabilities and four women. Both Capital Metro staff and committee members have asked additional minority persons to participate on the committee. Emphasis in selecting AAC members is focused on diversity of disabilities and a balance between members utilizing different types of Capital Metro services. Staff intends to increase its efforts to engage minority persons who have a strong interest in transportation for people with disabilities.

In an effort to bring diversity in Capital Metro’s advisory committees, staff reached out to many minority organizations. These are: Asian American Resource Center (a division of the City of Austin’s Parks and Recreation Department), African American Resource Advisory Commission, African American Quality of Life Initiative, Black Chamber of Commerce, and Greater Austin Hispanic Chamber of Commerce. Capital Metro will continue its outreach to minority communities and organizations in order to improve minority representation in its advisory committees. Capital Metro’s elected official board members have also assisted with minority recruitment for both advisory committees.
G. ENSURING SUBRECIPIENTS’ COMPLIANCE

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin for programs and activities receiving Federal financial assistance. Subrecipients, as part of the Interagency Agreement(s) with Capital Metro, will certify compliance with the requirements of Title VI laws and regulations. To ensure that all subrecipients comply with Title VI regulations, Capital Metro provides assistance to all subrecipients and monitors their performance annually. The subrecipient monitoring process is summarized in the following pages.
G-1. Providing Assistance to Subrecipients

Capital Metro has developed procedures to provide assistance to subrecipients, distribute funds in an equitable and non-discriminatory way, and to monitor subrecipients’ compliance with Title VI. Capital Metro is committed to ensuring that subrecipients agree to comply with the requirements of Title VI of the Civil Rights Act, 42 U.S.C. §2000d, and applicable regulations, in programs and activities receiving or benefiting from FTA funding. During the last three-year period, Capital Metro has provided a variety of assistance to subrecipients regarding Title VI, including but not limited to training, site visits, guidance, and also assistance through e-mails and phone calls.

Capital Metro required subrecipients to agree to and assure compliance with the requirements of Title VI by submitting certifications and assurances which are included in their subaward agreements. Capital Metro also performed annual reviews which included site visits. The reviews required subrecipients to demonstrate compliance with the FTA requirement to prepare a Title VI program containing at least the following information:

Notice to beneficiaries of their rights under Title VI; Title VI complaint procedures and form; Title VI investigations, complaints, and lawsuits; inclusive public participation; meaningful access to persons with Limited English Proficiency (LEP); and minority representation on advisory bodies.

Since the issuance of the revised FTA Circular 4702.1B, Capital Metro has implemented procedures and trainings to educate its subrecipients on the enhanced requirements. Capital Metro will continue to provide subrecipients with assistance as needed in the form of supplemental materials including but not limited to:

i. Sample documents: Title VI Program Updates, Notices to the Public, Complaint forms, Public Participation Plans, and Language Assistance Plans;

ii. Demographic (Census) information.

G-2. List of Capital Metro Subrecipients

As of February 2018, there were eleven active subrecipients under Capital Metro (subawards for four additional subrecipients were under development). Table 5 (below) lists Capital Metro’s subrecipients and the type of FTA assistance they receive.
### Table 5 – Subrecipients with Active Projects

<table>
<thead>
<tr>
<th>Entity Name</th>
<th>Entity Type</th>
<th>Type of FTA Assistance Received</th>
</tr>
</thead>
<tbody>
<tr>
<td>Austin Groups for The Elderly</td>
<td>Private Non-Profit Organization</td>
<td>Section 5310, Section 5317</td>
</tr>
<tr>
<td>Austin-Travis County Mental Health and Mental Retardation Center</td>
<td>Local Government</td>
<td>Section 5310</td>
</tr>
<tr>
<td>Bluebonnet Trails Community Mental Health and Mental Retardation Center</td>
<td>Local Government</td>
<td>Section 5310</td>
</tr>
<tr>
<td>Capital Area Rural Transportation System</td>
<td>Local Government</td>
<td>Section 5316, Section 5317, Section 5339(b)</td>
</tr>
<tr>
<td>City of Buda</td>
<td>Local Government</td>
<td>Section 5310</td>
</tr>
<tr>
<td>City of Round Rock</td>
<td>Local Government</td>
<td>Section 5316</td>
</tr>
<tr>
<td>Drive a Senior – Senior Access</td>
<td>Private Non-Profit Organization</td>
<td>Section 5310</td>
</tr>
<tr>
<td>Easter Seals Central Texas</td>
<td>Private Non-Profit Organization</td>
<td>Section 5310</td>
</tr>
<tr>
<td>Faith in Action Georgetown</td>
<td>Private Non-Profit Organization</td>
<td>Section 5310, Section 5317</td>
</tr>
<tr>
<td>Foundation for the Homeless</td>
<td>Private Non-Profit Organization</td>
<td>Section 5316</td>
</tr>
<tr>
<td>Mary Lee Foundation</td>
<td>Private Non-Profit Organization</td>
<td>Section 5310, Section 5316</td>
</tr>
<tr>
<td><strong>New Subawards Under Development as of February 2018</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ARCIL, Inc</td>
<td>Private Non-Profit Organization</td>
<td>Section 5310</td>
</tr>
<tr>
<td>City of Austin</td>
<td>Local Government</td>
<td>Section 5310</td>
</tr>
<tr>
<td>Drive a Senior Network</td>
<td>Private Non-Profit Organization</td>
<td>Section 5310</td>
</tr>
<tr>
<td>Friends of Austin State Supported Living Center</td>
<td>Private Non-Profit Organization</td>
<td>Section 5310</td>
</tr>
</tbody>
</table>

As a Designated Recipient of various FTA formula program grants, Capital Metro passes through some of the federal funds to these entities and is responsible for monitoring their compliance with FTA requirements. Two subrecipients, the City of Round Rock and Capital Area Rural Transportation System, are also direct recipients of FTA funds. As such, the FTA is responsible for monitoring their compliance with federal requirements. For the rest of the subrecipients, Capital
Metro collects their approved Title VI programs and other related documents in a paper format or digitally. The detailed monitoring process is provided in the next section.

**G-3. Subrecipient Monitoring Procedures**

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin for programs and activities receiving Federal financial assistance. Subrecipients, as part of the Project Grant Agreement(s) with Capital Metro, are required to certify compliance with the requirements of Title VI laws and regulations. Capital Metro will collect Certification and Assurances from subrecipients prior to passing through FTA funds. **This Title VI Assurance is included in the agreement and is monitored annually**. Additional items, as listed below, in relation to subrecipient’s compliance with Title VI are monitored at a minimum once in three years.

1. **Approval of Title VI program**: Each subrecipient is responsible for providing Capital Metro a document that shows the approval of its Title VI program by the governing body.

2. **Title VI Notice to Beneficiaries**: A notice that subrecipient complies with Title VI and procedures the public may follow to file a discrimination complaint. Such a notice should be posted on website, transit vehicles, transit centers, etc.

3. **Title VI investigations, complaints, or lawsuits**: A list of any Title VI investigations, complaints, or lawsuits filed against the subrecipient.

4. **Title VI Complaint Procedures**: A copy of their procedures related to filing of a Title VI complaint. It may include a complaint form, tracking system, and investigating procedures. These procedures must be available upon request.

5. **Minority Representation on Planning and Advisory Bodies**: In order to improve minority participation in the decision-making process, a subrecipient that has transit-related, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which is selected by the subrecipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees.

6. **Access to Services by Persons with LEP**: Either a copy of the LEP plan for providing access to meaningful activities and programs for persons with limited English proficiency which was based on the DOT LEP guidance or a copy of the alternative framework for providing access to activities and programs. It includes the identification and distribution of LEP persons as well as the guidance for language assistance measures.
7. **Summary of Outreach Efforts to Minority Population:** A public participation strategy that offers early and continuous opportunities for minority populations to be involved in transportation decisions. It involves outreach to community based organizations serving minority and/or low-income populations through meetings and other means of communications.

G-4. **Certification and Assurance – Title VI of The Civil Rights Act of 1964**

Capital Metro keeps subrecipients’ Title VI Program documents digitally and/or in paper format. The following Title VI Certification and Assurance is included in the Capital Metro grant agreement with its subrecipients:

During the performance of this contract, the Contractor for itself, its assignees and successors in interest agrees as follows:

(a) **Compliance with Regulations.** The Contractor shall comply with the Regulations relative to nondiscrimination in Federally-assisted programs of the Department of Transportation (hereinafter referred to as "DOT") Title 49, Code of Federal Regulations, Part 21, as they may be amended from time to time (hereinafter referred to as the Regulations), which are herein incorporated by reference and made a part of this contract.

(b) **Nondiscrimination.** The Contractor, with regard to the work performed by it during the contract, shall not discriminate on the grounds of race, color, religion, age, sex, or national origin in the selection and retention of subcontractors, including procurement of materials and leases of equipment. The Contractor shall not participate either directly or indirectly in the discrimination prohibited by Section 21.5 of the Regulations, including employment practices when the contract covers a program set forth in Appendix B of the Regulations.

(c) **Solicitations for Subcontracts, Including Procurement of Materials and Equipment.** In all solicitations either by competitive bidding or negotiation made by the Contractor for work to be performed under a subcontract, including procurements of materials or leases of equipment, each potential subcontractor or supplier shall be notified by the Contractor of the Contractor's obligations under this contract and the Regulations relative to nondiscrimination on the grounds of race, religion, color, sex, age, or national origin.

(d) **Information and Reports.** The Contractor shall provide all information and reports required by the Regulations or directive issued pursuant thereto, and shall permit access to its books, records, accounts, other sources of information and its facilities as may be determined by the Authority or the Federal Transit Administration (FTA) to be pertinent to ascertain compliance with such Regulations, orders, and instructions. Where any information is required or a Contractor is in the exclusive possession of another who fails or refuses to furnish this information, the Contractor shall so certify to the Authority, or FTA, as appropriate, and shall set forth what efforts it has made to obtain the information.
(e) Sanctions for Noncompliance. In the event of the Contractor's noncompliance with the nondiscrimination provisions of this contract, the Authority shall impose such contract sanctions as it or the FTA may determine to be appropriate, including, but not limited to:

(1) Withholding of payments to the Contractor under the contract until the contractor complies; and/or

(2) Cancellation, termination or suspension of the contract, in whole or in part.

(f) Incorporation of Provisions. The Contractor shall include the provisions of paragraph (a) through (f) above in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Regulations, or directives issued pursuant thereto. The Contractor shall take such action with respect to any subcontract or procurement as the Authority or FTA may direct as a means of enforcing such revisions including sanctions for noncompliance: provided, however, that in the event a contractor becomes involved in, or is threatened with, litigation with a subcontractor or supplier as a result of such direction, the Contractor may request the Authority, and, in addition, the United States to enter into such litigation to protect the interests of the Authority and the United States.
H. DETERMINATION OF SITE OR LOCATION OF FACILITIES

According to the FTA Circular, a Title VI fixed-facility impact analysis must also be conducted if a federal recipient constructs a facility, such as a vehicle storage garage, maintenance facility, or operations center, to determine the local environmental impacts on minority and low-income populations. This does not include bus stops or transit centers because these are classified as transit amenities.

Capital Metro has not constructed a storage, maintenance or operations center since 2015 that requires land acquisition and the displacement of persons from their residences and businesses. Also, it has no plans to construct any such facilities at a new location in FY 2018.
III. Requirements for Fixed Route Transit Providers

Chapter IV in the Circular 4702.1B
A. SYSTEM-WIDE SERVICE STANDARDS AND POLICIES

The following text details Capital Metro’s system-wide service standards. This section addresses the reporting requirements as described under Chapter IV of the Circular 4702.1B refers to Fixed Route Transit Providers. Supporting documentation can be found in the Appendix to this report.

INTRODUCTION

Purpose

The Capital Metropolitan Transportation Authority connects people, jobs and communities by providing quality transportation choices. Service guidelines and standards reflect the goals and objectives of the Authority.

Guidelines and standards are service planning tools that help maintain balance between the demand and allocation of service. Primary applications include the planning, evaluation, and implementation of services. Service guidelines and standards do not determine operations policies or procedures.

Overview

Service guidelines provide a framework for the provision, design, and allocation of service. Service guidelines incorporate transit service planning factors including residential and employment density, land use, activity centers, street characteristics, and demographics. Design criteria include defining service attributes such as route directness, span, frequency, stop spacing, and passenger amenities. Service guidelines are to be used with some flexibility.

Service standards include methodology by which services are evaluated in terms of productivity and cost-effectiveness. Schedule reliability, load factors, and ridership performance help identify high and low performing routes. This methodology is to be applied regularly and rigorously. A series of corrective actions may be taken to address specific issues.

Update

Capital Metro staff will conduct a review of service guidelines and standards biennially to ensure alignment with goals, objectives, and resource availability. This allows an opportunity to revise content based on recent experience and best practices.
Service types

Throughout this document, a set of common group names are used to describe similar services. These groups are designed to permit evaluation of a given route relative to the performance of similar routes within the system. This approach avoids the difficulty of comparing routes with fundamentally different designs, purposes, and operating characteristics.

Service classification:

<table>
<thead>
<tr>
<th>Core services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Radial</td>
</tr>
<tr>
<td>Crosstown</td>
</tr>
<tr>
<td>Limited</td>
</tr>
<tr>
<td>Feeder</td>
</tr>
<tr>
<td>Express/Flyer</td>
</tr>
<tr>
<td>MetroRail</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>UT Shuttle</th>
</tr>
</thead>
<tbody>
<tr>
<td>Radial</td>
</tr>
<tr>
<td>Circulators</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Special services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Night Owl</td>
</tr>
<tr>
<td>Senior</td>
</tr>
<tr>
<td>Rail Connector</td>
</tr>
<tr>
<td>Flexible</td>
</tr>
<tr>
<td>Reverse Commute</td>
</tr>
<tr>
<td>Ebus</td>
</tr>
</tbody>
</table>

The Capital Metro Board adopted service guidelines and standards to evaluate the performance of the fixed route and express bus operation – from passenger safety to hours of bus operation to bus stop location standards. In addition, Capital Metro Planning Department has an adopted policy which addresses Vehicle Assignment. In order to fulfill the reporting requirements, this report includes Vehicle Load, Vehicle Headway, Service Availability, On-time Performance, Distribution of Transit Amenities, and Vehicle Assignment. The following are the standards and quantifiable criteria that will be used by staff to determine adherence with the service standards and policies as they are periodically reviewed.
A-1. Vehicle Load Factor

Load factors reflect the ratio of passengers to total seated capacity. Load factors vary by route type and time of day. Overcrowding on buses often indicates the need for improved frequency or increased capacity. Load factors should not exceed the following thresholds (Table 6):

Table 6. Maximum load factor standards

<table>
<thead>
<tr>
<th>Route type</th>
<th>Peak hours</th>
<th>Off-peak hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Radial</td>
<td>140%</td>
<td>120%</td>
</tr>
<tr>
<td>Crosstown</td>
<td>140%</td>
<td>120%</td>
</tr>
<tr>
<td>Limited</td>
<td>140%</td>
<td>120%</td>
</tr>
<tr>
<td>Feeder</td>
<td>140%</td>
<td>120%</td>
</tr>
<tr>
<td>Express/Flyer</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>MetroRail</td>
<td>140%</td>
<td>120%</td>
</tr>
<tr>
<td>UT Shuttle</td>
<td>140%</td>
<td>120%</td>
</tr>
</tbody>
</table>

A-2. Vehicle Headway or Service Frequency

Service frequency has a major influence on transit ridership. Frequent service is costly to provide but is valued by regular and occasional customers. It is also regarded as an attractive characteristic by potential customers. Table 7 shows the minimum frequency standards.

Due to the expense of providing frequent service, frequency is based upon existing or potential demand, translating into variations in frequency throughout the day. Clock headways (frequency intervals of 15, 20, 30, 40, or 60 minutes) are preferred as they are easier for passengers to remember and can help facilitate better transfer connections between routes.

Table 7. Desired minimum frequency

<table>
<thead>
<tr>
<th>Weekday</th>
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<tbody>
<tr>
<td>Route type</td>
</tr>
<tr>
<td>----------</td>
</tr>
<tr>
<td>Radial</td>
</tr>
<tr>
<td>Crosstown</td>
</tr>
<tr>
<td>Limited</td>
</tr>
<tr>
<td>Feeder</td>
</tr>
</tbody>
</table>
A-3. On-time Performance (Schedule Reliability)

On-time performance is a critical measure of the quality and reliability of services. Buses are considered on-time if they depart a designated timepoint between 30 seconds earlier or 5 minutes and 30 seconds later than scheduled.

Buses should never depart a timepoint more than 30 seconds ahead of schedule unless operators are given explicit permission to do so. Permission to depart early should only be provided for destination stops on limited stop or Express services during peak travel hours.

Under normal circumstances, system-wide on-time performance should exceed 90% at end of line locations, and 75% at timepoints along the route. Services that fall below the guideline should be examined to determine the factors behind schedule adherence problems, which may include running time problems, traffic conditions, construction, or other issues.

A-4. Service Availability

Residential and employment density are primary influences on transit demand. Service coverage guidelines reflect industry standards for minimum density needed to support cost-effective transit service.

Contiguous areas of the following densities are deemed transit supportive and should be prioritized for transit service within walking distance (¼ mile):

- Residential densities of 16 persons per acre or
- Employment densities of 8 employees per acre

A-5. Distribution of Transit Amenities

- Bus stop spacing

Bus stop spacing is based on several factors including customer convenience, ridership demand, and service type.
Customer convenience involves a tradeoff between proximity to stops and bus travel time. Closely spaced stops reduce customer walking distance but result in slower bus speeds. Few stops spaced further apart increase walking distance but result in faster, more reliable service. Sufficient ridership demand is necessary to support the investment of stops. Specific service types such as limited stop and express require increased stop spacing to maintain higher speeds, while radial and crosstown services have frequent stops to maximize ridership potential.

Stops serving downtown Austin or major activity centers should be spaced at least 800 feet apart. Regular local stops on arterial streets should be spaced every 800-1,200 feet. In suburban and other low-density areas, stops may be spaced over 1,200 feet.

❖ **Bus stop placement**

Bus stop placement involves a balance of customer safety, accessibility, and operations. All stops should be fully accessible with a concrete landing and access to sidewalk or pathway. Bus stops should be compatible with adjacent land use and minimize adverse impacts on the built and natural environment.

Bus stops should be placed at intersections to maximize pedestrian safety. Near-side and far-side stops are generally preferred over mid-block stops. Specific ridership generators may determine the placement of a bus stop.

Near-side stops allow passengers to board and alight closer to intersection crosswalks, which may facilitate better transfers. Near-side stops also eliminate the potential of alighting passengers waiting through a red light.

Far-side stops are preferred at intersections in which buses make left turns and intersections with a high volume of right turning vehicles. Far-side stops are also preferred on corridors with transit signal priority. Far-side stops encourage pedestrians to cross behind the bus.

Mid-block stops should only be considered if pedestrian crosswalks are present. Mid-block stops may be the only option at major intersections with dedicated turn lanes.

Infrastructure considerations for bus stop placement include lighting, topography, and roadside constraints such as driveways, trees, poles, fire hydrants, etc.

❖ **Bus stop amenities**

Bus stop amenities improve customer comfort and convenience. They also have the potential to increase ridership. Bus stop improvements should promote regional equity rather than focusing on select corridors or areas.
Bus stops generating at least 50 daily boardings qualify for a shelter. Shelters may be considered for stops with 25 daily boardings meeting at least 3 of the following criteria:

- Adjacent major activity/employment centers
- Adjacent hospitals or social service agencies
- Adjacent apartments with 250+ units
- Adjacent schools
- Route intersections
- Service frequency greater than 30 minutes

Bus stops generating at least 15 boardings per weekday qualify for a bench. All bus stops with shelters or benches should also have a litter container. Other stops may have a litter container installed upon request.

Bike racks may be installed at stops in areas of high demand or in concert with other local entities.

Circumstances that might preclude installation of amenities at a stop meeting threshold warrant are as follows:

- Amenities would threaten pedestrian or operational safety
- Adequate right-of-way is not available
- Regulations enforced by City, County, State, or Federal government
- Service to the location is subject to potential changes
- Installation and maintenance costs are excessive
- Other circumstances that would negatively impact operations or service

Bus stop signage should contain route name and number, Capital Metro customer service phone number, and website address. Detailed schedule and route information should be provided at major boarding locations and transfer points.
A-6. Vehicle Assignments

The following memorandum explains the practices of vehicle assignments exercised at Capital Metro’s 2910 East 5th St. facility and its North Operations Garage at McNeil Rd.

ATTACHMENT A

TO: Planning Staff

FROM: Planning Staff

DATE: March 26, 2015

SUBJECT: Vehicle Assignments by Block and Type (Daily Services)

The following memorandum explains the practices of vehicle assignments exercised at Capital Metro’s 2910 East 5th St. facility and its North Operations Garage at McNeil Rd.

Process

As part of each regular service change mark-up, the Planning Department recommends the type of vehicle to be operated on a particular block assignment and route. Various factors are considered when determining these assignments.

Once Planning and Scheduling teams finalize schedules, vehicle blocking assignments required to meet daily operations are started. Assignments are reviewed for entire day operations for Weekday, Saturday and Sunday. However, since Weekday vehicle requirements are the maximum for the agency, this particular day is reviewed more extensively and divided into Morning Peak, Midday, Afternoon Peak, Evening and Late Night requirements.

Vehicle Types by Particular Route Services

Due to the nature of several particular routes in operation, items such as interior/exterior vehicle features and seating types/configurations can influence a vehicle assignment type. The following are route services that require particular vehicle types due to the nature of their operations:

- Express Services – Two types of vehicles are used for this particular service; the 40’ Suburban (40’ SUB) and 45’ Over the Road Coach (45’ ORC). Both vehicles use particular seating types suited for long distance travel. Assignments between the two types are based on passenger loads.
- Over the Road Coach (45’ ORC) – For efficiency of vehicle utilization, Capital Metro regularly interlines blocks between various route services. However, due to the height and
length of this particular vehicle interlines must be limited for use on only Express route operations.

- University of Texas Shuttle – Due to special design schemes on units to identify their use on this particular system, particular buses are assigned to this set of services
- MetroRapid – This federally grant funded program requires use of newly purchased and specialized vehicles for this particular service.

**Comprehensive Review of Vehicle Types for All Services**

For all routes not uniquely associated with a particular vehicle type, staff uses the following steps to determine appropriate vehicle assignments.

1) Trapeze Scheduling software is used to export a file for each day of scheduled operations that lists the block, garage pull-out time and garage pull-in time by day of service (i.e. Weekday, Saturdays, Sundays, Thursday Only, Friday Only, etc.).

2) This table of Raw Data is then calibrated to determine its “Make Ready” time.
   a) The calculation used to determine the “Make Ready” time for a bus uses the scheduled garage pull-out time and allows 3 hours prior to this time as the time when this vehicle must be available for service operation. This ensures that adequate time is available to complete scheduled and unscheduled maintenance work on a vehicle prior to its intended use.

3) Planning uses the following data for the most recent time period prior to the scheduled mark-up to help identify initial vehicle type assignments. Information for each of the following is listed in order of frequency to determine priority of vehicle type changes.
   a) Automatic Passenger Counter (APC) data – Information by route and block are used to identify blocks where maximum passenger loads are exceeding the service standard set for that vehicle and route type. For instance, for local multiple stop service, standing loads are allowed during Weekday morning and afternoon peak hours. However, for Express services which must travel on the highway, only full seated loads are recommended for vehicle types used on this service.
   b) Radio Delay Logs – Daily listing of all delays related to passenger and capacity loads are reviewed for all blocks. Information catalogues, time of day, day of week, vehicle type in use and location of occurrence.
   c) Customer Call Reports – Daily calls related to complaints regarding overloads or crowding are reviewed for all blocks. Information is not as detailed compared to other sources, but follow-up is made with customers and field checks are completed by route supervisors to gather more information.

4) A comprehensive list is developed depicting blocks, make ready time, garage pull-in time, duration, other assignments (such as School Trips or Interlines) and initial vehicle types based on data outlined in item 3) or particular route services (i.e. Trolley and Express).

5) This list is then displayed as Weekday Morning Peak (start of service to 8:30am); Midday (8:30am to approximately 1:00pm); Afternoon Peak (approximately 1:00pm to midnight) and Late Night (specialized services operating until 3am such as EBus, Starlight/Moonlight and...
Night Owl). Saturday and Sunday operations are listed in the same format.

6) Staff must then work to ensure that the maximum available vehicle by type is not exceeded during any of the listed time periods. The maximum available vehicle available by type is calculated as the maximum peak required multiplied by 1.2 (Federal Transit Administration calculations allow for 20% spare ratio). Thus, in the following example, a maximum requirement of 42 vehicles of a particular type, would require 50 vehicles available in the fleet. When this cannot be met, the following steps are needed:
   a) Identify marginal routes (those that do not normally record ridership issues) and determine whether a change in their initial assignment can assist.
   b) Identify “tripper” blocks (those whose duration is approximately 1-2 hours) and determine whether a change in their initial assignment can assist.
   c) Identify those blocks with Interlines and School Trips and verify ridership to determine whether a change in their initial assignment can assist.

7) The completed recommended assignments by block and day of operation are then entered into the Trapeze System for use by Maintenance, Yard Supervisors and Operations staff daily.

8) During the course of the mark-up, information will begin to be received via operators, customers or data to indicate possible issues with a particular vehicle assignment on a block. When an issue arises, the following steps will be taken:
   a) Field Verification is to be made by a Route Supervisor within 24 hours of the initial report of an issue. The supervisor is to speak to the operator (particularly if this person is assigned daily to the block) and report back findings.
   b) Planning staff reviews Radio Logs, APC’s to identify whether this issue has been recorded and its frequency.
   c) Planning staff initiates a process to schedule a Ridecheck to confirm if additional information is required.

If findings indicate a problem with the assigned vehicle type, then staff must begin the process outlined in step 6) to find a solution. If a particular vehicle type cannot be identified to assist with this situation, then staff must work with the Operations Team to determine whether a “Que” bus or other “tripped” service can assist the situation until a permanent schedule and/or route change can occur at the next mark-up.
B. COLLECTION AND REPORTING OF DEMOGRAPHIC DATA

The following pages show demographic service profile maps and information on travel survey.
B-1. Demographic and Service Profile Maps and Charts

Demographic Data

In order to assess the effects of the Capital Metro services, various maps were produced and data gathered on minority and low-income populations within the Austin service area (see Figure 1-2). Both a visual and database analysis of minority, median household income, and population density was accomplished by using Geographic Information Systems (GIS) software. Census data from the base year 2010 was utilized in each case.

In the case of median household income and minority percentage, both ends of the spectrum were examined by looking at the tracts with both the highest and the lowest incomes and minority percentages. Figure 2 shows the distribution of low-income tracts within Capital Metro service area.

Minority Areas

The census definition of minority groups includes Black, Asian, American Indian, and Other (including individuals of Hispanic origin or multi-racial groups). The average percent minority for the Capital Metro service area was approximately 50 percent. Figure 1 shows the percent minority by census tracts with Capital Metro services overlaid. The high minority areas were mostly located east of I-35, which are in east central and north and southeast parts of the service area. These areas have relatively good access to public transit offerings as shown in Figure 1. Low minority areas were spread throughout the west, north, and northwest, but were more prevalent on the periphery.

Low-Income Population

Figure 2 shows the distribution of low-income population by tracts. Lower income areas were concentrated mostly in the center, north, and south parts of the service area. Lower income areas were concentrated in and around the University of Texas due to the concentration of students living in those areas. Most of these areas are adjacent or near multiple transit routes. Also, there is an isolated low-income area located in the extreme northwest part of the service area which does not have much access to transit. This area is very sparsely populated. High income areas were located throughout the west, north, and southwest parts of the Capital Metro service area and were more likely to be in the newer parts of Austin or the surrounding communities. The Capital Metro service area poverty level for a family of four was calculated to be $29,999 by the Agency (see page 78) for detail information on the calculation of poverty level.)
Population Density

The areas with the highest population density are those with higher concentrations of residential development and thus a greater demand for mobility. In 2018, the population density per square mile averaged 2,174 for the census tracts in the Capital Metro service area. Figure 8 (page 90) shows the population density of the Austin metro area. The highest density areas are clustered in central, south, and north parts of Austin metro area and have relatively good access to public transit. The most densely populated areas of the region include those with high concentrations of UT students (West Campus, Far West, and Crossing Place) and affordable rental housing (Rundberg, St. John’s, Riverside/Oltorf, Dove Springs). Additional pockets of high residential density are scattered across the service area.
Figure 1. Distribution of Minority Population within Capital Metro Service Area
Figure 2. Distribution of Low-income Population within Capital Metro Service Area
B-2. Ridership Demographics and Travel Patterns

Origin and Destination and Customer Satisfaction Surveys:

The 2015 Origin and Destination and Customer Satisfaction Surveys provide the most current and up to date information on items such as: rider demographics, ridership trends, loyalty, and customer satisfaction. The 2015 Origin and Destination Survey contains information collected by Creative Consumer Research, a contractor hired by the Planning Department, where research surveyors conducted 21,153 surveys which included General Rider interviews on board Capital Metro’s rail and fixed route bus systems. The survey contained questions used to determine specific information measured in the report such as: frequency of ridership, income, age, and race/ethnicity. Information from the survey was used to complete the tables found in the demographic profile. Questions taken directly from the report were cross tabulated to get more specific demographic data used for the analysis.

In addition to gauging patrons’ riding experience, the 2015 Surveys also provided demographic information such as age, annual household income, gender, and race/ethnicity.

- According to Survey, 32% of general riders are between the ages of 19-25, while the 26-39 age group accounts for 30% of Capital Metro riders. Patrons who are 65 years and older account for only 3% of Capital Metro ridership (See Figure 6).

- The annual household incomes of general riders vary, with 12% of the population earning between $10,000 and $19,999. About 15% of general riders make between $20,000 and $29,999. Only 10% of Capital Metro’s general riders make over $60,000 (Figure 7).

- The Survey also provides information about the gender of its riders. For fixed and express routes, about 60% are male and 39% are female. In regards to race/ethnicity, 20% of Capital Metro general riders are African American, 31% Hispanic, 37% Caucasian, 7% Asian, and 3% belongs to other groups. With respect to MetroRail, 70% of Rail riders are Caucasian, while 15% are Hispanics and only 6% are African-American. Due to Capital Metro’s diverse population some minority groups may be affected anytime a change is proposed to the Fixed Route system; however, we do not expect changes proposed to MetroRail to affect minority populations given the demographic profile currently exhibited.

- According to the Federal Transit Administration, low income is defined as, a person whose median household income is at or below the Department of Health and Human Services’ poverty guidelines. Capital Metro’s Planning Department has referenced poverty as 125% of the federal definition of poverty for a family of four. The poverty level for a family of four is $21,200 and if a 125% measure, as noted above is applied, it would equate to a threshold of $26,500. However, because information from the survey is collected in $10,000 increments, low income would be referenced mostly as individuals who make less than $29,999. Capital Metro’s Survey does not have information to pinpoint the threshold of $26,500.
Figure 3. Age of General Riders

Figure 3 represents Capital Metro ridership by age. Over 60% of Capital Metro riders are between the age of 19 and 39, while 3% of riders are over 65 of age.

Figure 4. Income of General Riders

Figure 4 shows the income distribution of Capital Metro riders. The majority of riders fall into the $0-$9,999 income bracket, with 15% of respondents reporting this income level. The income brackets from $10,000-$19,999 to $60,000+ also have significant percentages, with 12%, 15%, 8%, 7%, 10%, and 32% respectively. The lowest income bracket, $0-$9,999, has the highest percentage.
42% of Capital Metro riders have an income below $29,999 while only 25% of riders reported to make above $30,000 (Figure 4).

Figure 5. Household Income of Riders by Service Type (Regular, UT, Rail)

Figure 5 above provides Capital Metro ridership by income and service type. A significant portion of riders other than rail earn less than $30,000.

Table 8. Age by Income for General Riders

<table>
<thead>
<tr>
<th>Age</th>
<th>$0-$9,999</th>
<th>$10,000-$19,999</th>
<th>$20,000-$29,999</th>
<th>$30,000-$39,999</th>
<th>$40,000-$59,999</th>
<th>$60,000+</th>
<th>Refused</th>
</tr>
</thead>
<tbody>
<tr>
<td>18 &amp; under</td>
<td>7%</td>
<td>3%</td>
<td>3%</td>
<td>3%</td>
<td>2%</td>
<td>3%</td>
<td>9%</td>
</tr>
<tr>
<td>19 to 25</td>
<td>43%</td>
<td>28%</td>
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<td>40 to 64</td>
<td>27%</td>
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</tr>
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<td>65 &amp; older</td>
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<td>4%</td>
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<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>

The Table 8 provides a representation of Capital Metro ridership cross-tabulated using age and income information.
The Figures 6 and 7 provide a representation of Capital Metro ridership by race/ethnicity. The Figure 6 shows that African Americans, Hispanics and Asians account for over half of Capital Metro ridership (61%) of the general ridership. However, when ethnicity is viewed by service (Figure 7), Caucasians are the predominant users of the Metro Rapids, University of Texas, and Rail services.

Figure 6. Race/Ethnicity of General Riders

![Race/Ethnicity of General Riders](image)

Figure 7. Race/Ethnicity by Service

![Race/Ethnicity by Service](image)

Caucasian Hispanic/Latino African American Asian Native American Mixed race Refused

MetroRail N=3,861 MetroRapid N=18,075 Regular Route N=150,172 UT Route N=23,043
African Americans and Hispanics make up over half of Capital Metro’s ridership (Table 9). Nearly half of African Americans riders earn less than $30,000 annually. The same is also true for Capital Metro’s Hispanic ridership population. The system average shows that about 42% of Capital Metro patrons earn less than $30,000 per annum. Low income would be referenced mostly as individuals who make less than $29,999 (see page 78 for detailed information).

Figure 8. Transit Dependency

2015 Household Vehicles
Figures 8-10 provides various transit dependency information. Transit dependent riders consist of individuals who have no access to a vehicle or other means outside of Capital Metro to take a trip. Choice riders are riders who have other alternatives to make their trip. Choice riders (34%) ride
the regular route system less than transit dependent riders (66%). 63% of regular route riders do not have any vehicle. Figure 16 shows minority and non-minority riders have a very similar transit dependency depending on ownership of vehicles.

While the majority of those riding the Local/Express routes do not have a working vehicle available in their household, most MetroRail riders have at least one working vehicle in their household. 86% of Rail riders chose to ride the rail when they could have used a personal vehicle. This is in stark opposition to riders of the Fixed and Express routes, which by comparison, have extremely limited ability to use a personal vehicle for their daily travels. UT and MetroRapid riders also have limited options to use a personal vehicle.

**Figure 11. Farebox usage**

![Farebox By Minority/Non-Minority](image1)

**Figure 12. Mobile App usage – Minority and Non-Minority**

![Mobile App By Minority/Non-Minority](image2)

Figures 11 and 12 show minority and non-minority have a very similar usage pattern on farebox and mobile app.
C. MONITORING OF TRANSIT SERVICE

Introduction
Federal Transit Administration (FTA) Circular 4702.1B requires providers of public transportation that operate 50 or more fixed route vehicles in peak service and are located in a UZA of 200,000 or more to monitor the performance of their transit system relative to their system-wide service standards and policies at least once every three years. Capital Metropolitan Transportation Authority (Capital Metro) meets this threshold and monitors its service every three years.

The FTA service monitoring program requires transit agencies to monitor the performance of minority routes compared to non-minority routes against their service standards and policies. The FTA requires agencies to monitor:

1. Vehicle Load standard
2. Vehicle Frequency standard
3. On-Time Performance standard
4. Service Availability standard
5. Transit Amenities policy
6. Vehicle Assignment policy

Capital Metro’s service monitoring process has three steps:

1. Determine minority routes
2. Randomly select minority and non-minority routes from each service type provided
3. Assess the performance of each selected route compared to the board approved Service Guidelines and Standards

Selection of Routes
The first step in route selection was to classify routes as minority and non-minority. A minority transit route is defined as one in which at least one-third of the revenue miles are located in a Census tract where the percentage of minority population exceeds the Capital Metro defined minority population threshold (33%). Transit providers are allowed to supplement Census data with other ridership data to adjust route designations accordingly. This is typically done in an instance where the Census data may not match who is actually using the service. Capital Metro chose to use Origin and Destination (O-D) data to assist with the classification of University of Texas (UT) shuttle routes and express routes. Using Census and O-D data, Planning determined that 70 of Capital Metro’s 82 routes\(^1\) are classified as minority routes.

The service type as defined in the Service Guidelines and Standards is used to compare minority and non-minority routes. This approach avoids the difficulty of comparing the performance of routes

\(^1\) Routes operating on August 21, 2017. Capital Metro is not required to monitor Round Rock or Georgetown routes.
with fundamentally different designs, purposes, and operating characteristics. The service types include:

- **Radial** – Local stop service on primary corridors passing through downtown Austin
- **Frequent** - High-frequency, high-ridership Radial or Crosstown routes
- **Flyer** – Limited stop commuter service typically operating a shorter distance
- **Feeder** – Local stop service from low-density areas to transit centers
- **Crosstown** – Local stop service on primary corridors that bypass downtown Austin
- **Special Services** – service designed to meet the needs of a specific market, for example Night Owl, Senior Service, Rail Connector, or Ebus.
- **UT Shuttle** – limited stop radial service in areas with dense UT population or circulators within campus
- **MetroRapid** - High-frequency, limited stop service on primary corridors
- **Express** - Limited stop commuter service typically operating a longer distance via a limited access roadway

The FTA requires transit providers to select a sample of minority and non-minority routes. The FTA does not provide any specific guidance on sample size. Capital Metro chose to select 25% of the routes for each service type.

The routes were randomly selected using a random number generator in Excel. Table 10 below lists the randomly selected routes:

Table 10. Randomly Selected Routes

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Minority</th>
<th>Non-Minority</th>
</tr>
</thead>
<tbody>
<tr>
<td>Radial</td>
<td>1 Metric/South Congress 2 Rosewood 10 South 1st/Red River 22 Chicon</td>
<td>30 Barton Creek</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Frequent</td>
<td>7 Duval/Dove Springs</td>
<td>None</td>
</tr>
<tr>
<td>Flyer</td>
<td>103 Manchaca Flyer 142 Metric Flyer</td>
<td>171 Oak Hill Flyer</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Feeder</td>
<td>228 Burleson 240 Rutland</td>
<td>214 Northwest Flex</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Crosstown</td>
<td>320 St. Johns 392 Braker</td>
<td>338 Lamar/45th</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Special Service</td>
<td>410 E-Bus/West Campus 481 Night Owl/North Lamar 486 Night Owl/South Congress</td>
<td>491 Allandale</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>UT</td>
<td>642 West Campus 670 Crossing Place</td>
<td>None</td>
</tr>
</tbody>
</table>
The following sections assess the performance of minority and non-minority routes compared to Capital Metro’s Service Guidelines and Standards. All analysis used the most recent Fall 2017 data.

**C-1. Vehicle Load**

Load factor is the ratio of passengers to total seated capacity. Capital Metro’s Service Standards state that the load factor should not exceed the following percentages:

- Express/Flyer routes: 100% of seated load during peak and off-peak hours
- All other routes: 140% of seated load during peak hours and 120% during off-peak hours

An analysis of Fall 2017 ridership data showed that 5 out of 3,312 trips exceeded the threshold for vehicle load. These trips were on minority routes (410, 642, & 801). Further analysis revealed:

- Route 410 E-Bus exceed the standard by 4 passengers. Route 410 operates during the late night/early morning when the load standard is 120% of seated load.
- Route 642 West Campus exceeds the load standard only during UT registration when less service is provided due to lower demand. The load standard is exceeded by 2 to 7 passengers.
- MetroRapid 801 exceeds the load standard on one trip by 11 passengers. The average peak load on this trip was 75 customers, below the 100-passenger capacity of the 60’ bus assigned to MetroRapid 801.

No non-minority routes exceed the threshold for vehicle load.

**C-2. Vehicle Frequency**

Vehicle frequency describes how often a bus passes by a bus stop during an hour. Capital Metro’s guideline for desired minimum frequency is as follows (Table 11):

---

Table 11. Frequency standards

<table>
<thead>
<tr>
<th>Route type</th>
<th>Weekday</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Peak</td>
<td>Midday</td>
<td>Night</td>
<td>Weekends</td>
</tr>
<tr>
<td>Radial</td>
<td>30</td>
<td>60</td>
<td>60</td>
<td>60</td>
</tr>
<tr>
<td>Frequent</td>
<td>15</td>
<td>15</td>
<td>20</td>
<td>30</td>
</tr>
<tr>
<td>Crosstown</td>
<td>30</td>
<td>60</td>
<td>60</td>
<td>60</td>
</tr>
<tr>
<td>Special</td>
<td>Based on demand</td>
<td>Based on demand</td>
<td>Based on demand</td>
<td>Based on demand</td>
</tr>
<tr>
<td>Feeder</td>
<td>30</td>
<td>60</td>
<td>Based on demand</td>
<td>Based on demand</td>
</tr>
<tr>
<td>MetroRapid</td>
<td>15</td>
<td>15</td>
<td>20</td>
<td>30</td>
</tr>
<tr>
<td>Express/Flyer</td>
<td>20</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>UT Shuttle</td>
<td>20</td>
<td>20</td>
<td>40</td>
<td>60</td>
</tr>
</tbody>
</table>

Planning compared the published frequencies for the Fall 2017 time period for the sampled routes to the guideline and found that the following number of sampled routes met the guideline (Table 12):

Table 12. Sample routes that meet the guidelines:

<table>
<thead>
<tr>
<th>Route type</th>
<th>Weekdays Peak Hour</th>
<th>Weekends</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Minority</td>
<td>Non-Minority</td>
</tr>
<tr>
<td>Radial</td>
<td>3 of 4</td>
<td>0 of 1</td>
</tr>
<tr>
<td>Frequent</td>
<td>1 of 1</td>
<td>N/A</td>
</tr>
<tr>
<td>Crosstown</td>
<td>0 of 2</td>
<td>0 of 1</td>
</tr>
<tr>
<td>Feeder</td>
<td>1 of 3</td>
<td>0 of 1</td>
</tr>
<tr>
<td>Flyer</td>
<td>0 of 2</td>
<td>1 of 1</td>
</tr>
<tr>
<td>MetroRapid</td>
<td>1 of 1</td>
<td>1 of 1</td>
</tr>
<tr>
<td>Express</td>
<td>2 of 2</td>
<td>0 of 1</td>
</tr>
<tr>
<td>UT Shuttle</td>
<td>3 of 3</td>
<td>N/A</td>
</tr>
</tbody>
</table>
On weekdays, a higher percentage of minority routes (61%) meet the guideline than non-minority routes (33%). On weekends, all except one of the sampled routes meet the guideline.

C-3. On-Time Performance

Capital Metro considers buses on-time if they depart a designated timepoint between 0 seconds earlier and 6 minutes later than scheduled. System-wide on-time performance (OTP) should exceed 82%. Capital Metro’s overall OTP is 79.8%.

When analyzing OTP for 2017, Planning observed that approximately a third of the sampled routes meet the standard. Sampled minority routes perform worse than sampled non-minority routes of the same service type with 25% of routes meeting the standard (Table 13).

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Minority</th>
<th>Non-Minority</th>
</tr>
</thead>
<tbody>
<tr>
<td>Radial</td>
<td>1 of 4</td>
<td>1 of 1</td>
</tr>
<tr>
<td>Frequent</td>
<td>1 of 1</td>
<td>N/A</td>
</tr>
<tr>
<td>Flyer</td>
<td>0 of 2</td>
<td>0 of 1</td>
</tr>
<tr>
<td>Feeder</td>
<td>2 of 3</td>
<td>0 of 1</td>
</tr>
<tr>
<td>Crosstown</td>
<td>1 of 2</td>
<td>1 of 1</td>
</tr>
<tr>
<td>Special</td>
<td>0 of 2</td>
<td>0 of 1</td>
</tr>
<tr>
<td>UT</td>
<td>0 of 3</td>
<td>N/A</td>
</tr>
<tr>
<td>MetroRapid</td>
<td>0 of 1</td>
<td>1 of 1</td>
</tr>
<tr>
<td>Express</td>
<td>0 of 2</td>
<td>1 of 1</td>
</tr>
</tbody>
</table>

The range of OTP for each minority and non-minority routes by service types is shown below (Table 14):

Table 14. Average on-time performance by service type

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Minority</th>
<th>Non-Minority</th>
</tr>
</thead>
<tbody>
<tr>
<td>Radial</td>
<td>72% - 84%</td>
<td>90%</td>
</tr>
<tr>
<td>Frequent</td>
<td>82%</td>
<td>N/A</td>
</tr>
</tbody>
</table>
Flyer | 77% - 78% | 73%
Feeder | 73% - 86% | 79%
Crosstown | 73% - 84% | 85%
Special | 78% - 79% | 66%
UT | 64% - 78% | N/A
MetroRapid | 80% | 85%
Express | 65% - 78% | 95%

Capital Metro realizes that OTP is a critical measure of the quality and reliability of its services. A task force meets monthly to identify OTP root causes and make the appropriate running time adjustments at each service change.

C-4. Service Availability

Service availability is a general measure of the distribution of routes within Capital Metro’s service area. Capital Metro’s guideline is to prioritize service within walking distance (quarter mile) of areas with a residential density of 16 persons per acre. Residential density is a primary influence on transit demand and this guideline reflects industry standards for minimum density needed to support cost-effective transit service.

By creating a quarter mile buffer around every bus stop and then determining the overlap with density of 16 persons per acre, Planning was able to determine that 72% of areas meeting the residential density threshold meet the service availability guideline.
There are two major reasons why more area isn’t covered. First, some of the areas are not contiguous; making them difficult to serve effectively. Second, the road network in Capital Metro’s service area does not allow transit to access certain areas.

C-5. Distribution of Transit Amenities

Capital Metro has two guidelines to guide the placement of amenities at bus stops:

- Bus stops generating at least 50 daily boardings qualify for a shelter
- Bus stops generating at least 15 daily boardings qualify for a bench

Amenities may be placed at locations not meeting these guidelines if the stop is located near:
• Major activity/employment centers
• Hospitals or social service agencies
• Apartments with 250+ units
• Schools
• Route intersections
• Service frequency greater than 30 minutes

Planning analyzed bus stops in minority and non-minority Census Tracts to determine the number of stops that meet the guideline (Table 15). Bus stops in minority Census Tracts that meet the guideline for an amenity have the amenity more often than stops in non-minority areas.

Table 15. Bus stops and shelters that meet the guidelines

<table>
<thead>
<tr>
<th></th>
<th>Benches</th>
<th>Shelters</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minority</td>
<td>Meets Guideline and has a bench</td>
<td>Meets Guideline and has a shelter</td>
</tr>
<tr>
<td>Minority</td>
<td>87.9%</td>
<td>80.9%</td>
</tr>
<tr>
<td>Non-Minority</td>
<td>76.0%</td>
<td>60.5%</td>
</tr>
</tbody>
</table>
Figure 14. Benches in Minority Tracts

Legend
- No Bench, but ONs warrant one
- Bench, and ONs warrant one
- Bench, but ONs do not warrant one
- Minority Census Tracks
Figure 15. Benches in Non-Minority Census Tracts
Figure 16. Shelters in Minority Census Tracts
Figure 17. Shelters in Non-Minority Census Tracts
C-6. Vehicle Assignment

Vehicle assignments are guided by a memorandum previously reviewed by the FTA (see Attachment A on page 72). Planning compared actual vehicle assignments to recommended assignments for September 2017 and observed:

- 4,366 instances of vehicle assignment
- 579 (13.3%) instances of the wrong vehicle being assigned

Of the 579 instances of the wrong vehicle being assigned, the incorrect vehicle was assigned 539 (93%) times to a minority route. Further analysis of the incorrect vehicle assigned to a minority route reveals:

- 54% of the instances of the incorrect vehicle being assigned were for Local and UT Shuttle routes. A 40’ vehicle was assigned instead of a 35’ vehicle. This can be considered an improvement over the bus type assigned to the block.
- 23% of the instances of the incorrect vehicle being assigned were for Flyer and Express routes. A 45’ over the road coach was assigned to Express routes instead of a 40’ Suburban style vehicle and a 40’ suburban style vehicle assigned to Flyer routes instead of a standard 40’ standard vehicle. In these instances, this can be considered an improvement over the bus type assigned to the block.
- Approximately 23% (124) of the instances of the incorrect vehicle being assigned is where a smaller vehicle was assigned than the bus type assigned to the block.

Capital Metro’s fleet was in transition in the Fall of 2017. Capital Metro was retiring 34’ Opus buses and purchasing additional 45’ MCI over the road coaches. This transition resulted in a newer or larger vehicle being assigned to a block. Now that the transition is over, Capital Metro expects the instances of incorrect vehicle assignment to decrease. Vehicle assignments will be monitored again in Spring 2018 to determine if the issue is corrected.
**Summary**

Overall, Planning found no disparate impact existing on the basis of race, color, or national origin. The only corrective action that needs to take place is the monitoring of vehicle assignments. The following table (Table 16) summarizes the finding for each standard, guideline or policy that was monitored:

<table>
<thead>
<tr>
<th>Standard</th>
<th>Results</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Vehicle Load</strong></td>
<td>Five trips on three minority routes exceeded the threshold.</td>
</tr>
<tr>
<td><strong>Vehicle Frequency</strong></td>
<td>A higher percentage of minority routes (61%) meet the guideline than non-minority routes (33%) on weekdays.</td>
</tr>
<tr>
<td><strong>On-Time Performance</strong></td>
<td>Sampled minority routes perform worse than sampled non-minority routes of the same service type.</td>
</tr>
<tr>
<td><strong>Service Availability</strong></td>
<td>72% of areas meeting the residential density threshold meet the service availability guideline.</td>
</tr>
<tr>
<td><strong>Transit Amenities</strong></td>
<td>Bus stops in minority Census Block Groups meet the guidelines for amenities more than stops in non-minority areas.</td>
</tr>
<tr>
<td><strong>Vehicle Assignments</strong></td>
<td>Minority routes have more instances of incorrect vehicle assignment compared to non-minority.</td>
</tr>
</tbody>
</table>

The next time a service monitoring will take place is in 2021.
D. EVALUATION OF SERVICE AND FARE CHANGES

The following pages provide information on Capital Metro’s policies regarding service and fare changes. The Board approved resolutions are available in the appendices.
D-1. Major Service Change Policy

PURPOSE

Federal Transit Administration (FTA) Revised Title VI Circular 4702.1B which became effective on October 1, 2012, requires transit providers meeting the required threshold to develop a Major Service Change Policy for service changes. The policy is needed in order to properly conduct a service equity analysis.

The purpose of this policy is to establish a threshold that defines a major service change and a recipient’s definition of an adverse effect caused by a major service change.

POLICY

This policy proposes to establish a Major Service Change Policy in compliance with applicable federal requirements (Title VI of the Civil Rights Act 1964, 49 CFR Section 21 and FTA Circular 4702.1B).

The Federal Transit Administration (FTA) requires that recipients of FTA funding prepare and submit service equity analyses for proposed major service changes. Currently, Capital Metro will consider any service changes that qualify for a public hearing as "major" and in need of analysis under Title VI. Service changes that require a public hearing are currently defined as:

- The establishment of new bus routes
- A substantial geographical alteration on a given route of more than 25% of its route miles
- The elimination of any bus service
- A major modification which causes a 25% or greater change in the number of daily service hours provided

All major service changes will be subject to an equity analysis which includes an analysis of adverse effects. An adverse effect is defined as a geographical or temporal reduction in service which includes but is not limited to: elimination of a route, rerouting an existing route and a decrease in frequency. Capital Metro shall consider the degree of adverse effects, and analyze those effects, when planning major service changes.
D-2. Disparate Impact Policy

PURPOSE

Federal Transit Administration (FTA) Revised Title VI Circular 4702.1B which became effective on October 1, 2012, requires transit providers meeting the required threshold to develop a Title VI Disparate Impact Policy for service and fare changes. The policy is needed in order to properly conduct service and fare equity analyses.

The purpose of this policy is to establish a threshold which identifies when the adverse effects of a major service change (defined in Capital Metro's Major Service Change Policy) as well as any fare changes are borne disproportionately by minority populations.

POLICY

The FTA Circular 4702.1B, requires that recipients of Federal Transit Administration funding prepare and submit service equity analyses for proposed major service changes (defined in Capital Metro’s Major Service Change Policy) as well as for any proposed fare changes.

Capital Metro establishes this Disparate Impact Policy in compliance with applicable federal requirements (Title VI of the Civil Rights Act 1964, 49 CFR Section 21 and FTA Circular 4702.1B) and establishes a threshold which identifies when the adverse effects of a major service change as well as any fare changes are borne disproportionately by minority populations.

A Disparate Impact occurs when the minority population/minority ridership adversely affected by a major service change or fare change is more than 2% greater than the average minority population/average minority ridership of Capital Metro’s service area.

For the purposes of this policy, Minority Population is defined as: Black or African American + American Indian and Alaska Native + Asian + Native Hawaiian and Other Pacific Islander + Some other race + Two or more Races + Hispanic or Latino (of any race)

When using population data, Capital Metro will use census block figures to determine the average minority population in our service area. When using ridership data, Capital Metro will use data obtained from the 2010 Origin Destination Survey for Capital Metro’s Fixed Route System.
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 potential 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. Capital Metro may find that there are no alternatives that would have a less Disparate Impact on minority riders but would still accomplish the transit provider’s legitimate program goals.
D-3. Disproportionate Burden Policy

TITLE VI DISPROPORTIONATE BURDEN POLICY
OOD-102
Mgr., Office of Diversity

Issued: May 2013
Revised: 
Approved by: Board of Directors

PURPOSE

Federal Transit Administration (FTA) Revised Title VI Circular 4702.1B which became effective on October 1, 2012, requires transit providers meeting the required threshold to develop a Title VI Disproportionate Burden Policy for service and fare changes. The policy is needed in order to properly conduct service and fare equity analyses.

The purpose of this policy is to establish a threshold which identifies when the adverse effects (defined in Capital Metro’s Major Service Change Policy) of a major service change and fare change are borne disproportionately by low-income populations.

POLICY

The FTA Circular 4702.1B, requires that recipients of Federal Transit Administration funding prepare and submit service equity analyses for proposed major service changes (defined in Capital Metro’s Major Service Change Policy) and a fare equity analysis for all fare changes.

This policy establishes a Disproportionate Burden Policy in compliance with applicable federal requirements (Executive Order 12898 and FTA Circular 4702.1B) by establishing a threshold which identifies when the adverse effects of a major service change or fare change are borne disproportionately by low-income populations.

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 Department of Health and Human Services Poverty Guidelines. When using population data, Capital Metro will use Census figures to determine the average low-income population in our service area. When using ridership data, Capital Metro will use ridership data from the 2010 Origin and Destination Survey for Capital Metro’s Fixed Route Service.

A Disproportionate Burden occurs when the low-income population/low-income ridership adversely affected by a major service change or fare change is more than 2% greater than the low-income population/low-income ridership of the Capital Metro service area.
Should a proposed major service change or fare change result in a Disproportionate Burden, Capital Metro will consider modifying the proposed change to avoid, minimize or mitigate the Disproportionate Burden of the change. If Capital Metro finds a potential Disproportionate Burden and then modifies the proposed changes in order to avoid, minimize, or mitigate potential Disproportionate Burden, Capital Metro will reanalyze the proposed changes in order to determine whether the modifications actually removed the potential Disproportionate Burden of the changes. Capital Metro may find that there are no alternatives that would have a less Disproportionate Burden on minority riders but would still accomplish the transit provider’s legitimate program goals.

D-4. Public Outreach for the Title VI Policies

Capital Metro conducted public outreach as required by the FTA Circular. Six meetings were held from April 22, 2013 through April 25, 2013 throughout the service area during day and evening hours.

In addition, a presentation was made to the Access Committee at their May 1, 2013 regularly scheduled meeting and to the CSAC Committee at their May 8, 2013 regularly scheduled meeting.

Capital Metro staff will continue to monitor the adopted 2% threshold over the next two years and will determine if this threshold adequately meets the needs of Capital Metro’s minority and low income populations.

D-5. Processes for Conducting Equity Analyses

Chapter IV of the Title VI Circular 4702.1B talks about the requirements for all transit providers that operate 50 or more fixed route vehicles in peak service and are located in an urbanized area of 200,000 or more in population to prepare and submit service and fare equity analyses. Capital Metro falls in this category and is required to evaluate the impacts that would result from a major service change or any fare changes, to ensure that minority populations are not disparately impacted from these changes.

Capital Metro is also required to conduct such an analysis on the impacts to low-income populations. Low-income populations are not a protected class under Title VI. However, as mentioned in the circular, recognizing the inherent overlap of environmental justice principles in this area, and because it is important to evaluate the impacts of service and fare changes on passengers who are transit-dependent, FTA requires transit providers to evaluate proposed service and fare changes to determine whether low-income populations will bear a disproportionate burden of the changes.
Capital Metro has adopted a major service change policy as well as disparate impact and disproportionate burden policies which are identified at the beginning of this section. All service changes that meet Capital Metro’s threshold of a major service change as well as any fare changes that are proposed are required for conducting an impact analysis to determine whether a disparate impact toward minorities or a disproportionate burden toward low-income populations will occur. Capital Metro also defines its policies for what constitutes a disparate impact and a disproportionate burden in this section.

The following evaluation focuses on those changes where services will be either realigned or eliminated. Our evaluation:
- Assesses the effects of the proposed changes on minority and low-income populations.
- Assesses the alternatives available for people affected by these changes
- Determines which, if any of the proposals would have a disproportionately high effect on minority and low income riders
- Describes the actions Capital Metro will take to minimize, mitigate or offset any adverse effect of these changes on minority and low income riders.

Low-income persons were considered according to the FTA circular guidelines. Capital Metro has identified household incomes less than $29,999 as low-income (see page 78 for detail). The threshold for this is set at 18% which is the reported percentage of Low-Income households for Travis County (of which over 95% of Capital Metro’s Service Area encompasses).

Capital Metro combines information from Census Tract and Automatic Passenger Counter bus stop level data to evaluate impacts on routes that receive major service changes. To determine disproportionate impacts to populations within the Capital Metro service area, minority and low-income populations are quantified by route for all impacted census tracts. For the analysis, Capital Metro used 2010 Census for Minority identification and 2015 American Community Survey for Income.

The thresholds that are used in the equity analysis for Capital Metro population demographics are 33% for minority population and 18% for low income population. When the percentages for impacted minority populations were higher than the threshold, impacts were considered disparate. When the percentages for impacted low-income populations were higher than the threshold, impacts were considered as a disproportionate burden on transit dependent low-income populations. Capital Metro then has identified the actions and/or alternatives to minimize, mitigate or offset any adverse effect of these changes on minority and low income riders.

The fare equity analysis examined the impact of the proposed fare changes on minority and low-income riders and whether that impact is of a disproportionate nature to the impact on the ridership as a whole. According to 2015 Origin & Destination Survey, Capital Metro ridership demographics are 61% minority and 43% low-income. The analysis looked at the alternatives available for those affected by the increases and the attempts to minimize, mitigate or avoid any
impacts to the protected classes and low-income. The document described Capital Metro’s efforts to engage the public in its decision-making process regarding the proposed fare changes. Equity analyses were conducted during the planning process and were submitted to FTA once final.

D-6. Summary of Equity Analyses for Service and Fare Changes 2015-2017

Since the last triennial update of the Title VI Program, there were four service changes that met the adopted threshold of being considered a “major service change,” which requires a minimum of 25% service change of revenue hours or miles of any route, or a service elimination, or a service addition. All other service changes were considered minor and a Title VI equity analysis would not have been necessary. In addition, there was a fare change that occurred in 2017 that required equity analysis.

All equity analyses examined the impact of the proposed service or fare changes on minority and low-income riders and whether that impact had a disparate impact and/or disproportionate burden for the ridership as a whole. It looked at the alternatives available for those affected by the service or fare changes and attempted to avoid, minimize, or mitigate any impacts to the protected classes and low-income population. Finally, the document described Capital Metro’s efforts to engage the public in its decision making process regarding the proposed service or fare changes.

Capital Metro used the guidelines of Circular 4702.1B for these equity analyses. Changes analyzed according to adopted policies and thresholds for disparate impact and disproportionate burden in order to comply with new federal guidelines. The list of all equity analyses conducted during the last three years is provided below with summary of changes, mitigations if needed, timeframes, and board’s approval dates.

FARE EQUITY ANALYSIS

❖ January 2017 Fare Equity Analysis.

• Capital Metro was in the process of finalizing the update of its short-range plan, Connections 2025. This plan calls for consolidating the premium fare down to the base fare level along with a plethora of changes in the Authority’s existing transit services in an effort to increase its ridership on MetroRapid and reduce traffic congestion within the metro area.

• Capital Metro proposed changes to its fare structure to reduce its premium fare down to local fare prices effective on January 8, 2017. It consolidated two bus fares to allow passengers easier transfers between types of service, such as MetroRapid and local bus routes. Passengers used to pay $1.75 per ride for a premium fare ticket, which
included rides on MetroRapid and Flyer routes that offered limited service to and from neighborhoods and downtown, compared with $1.25 per ride for the local bus fare.

- This analysis confirmed that there would be no disparate impact on minority or the classes protected by Title VI. Additionally, no disproportionate burden existed on low-income riders. Overall, minority and low-income riders would get more benefit than non-minority and non-low-income riders. There was no additional mitigation required at this point.

- Capital Metro followed the requirements of fare changes equity analysis according to Title VI Circular 4702.1B. It met the legal test as described in the circular to justify that the proposed fare changes would have no disparate impact and disproportionate burden on minority and low income riders respectively.

- This analysis was approved by the board in October, 2016.

**SERVICE EQUITY ANALYSIS**

- **June 2016 Service Equity Analysis**

  - Capital Metro proposed for three new services to improve access for current and potential transit users: Route 470 Manor Circulator, Route 233 Far Northeast Feeder, and Route 237 Northeast Feeder. This service changes were in accordance with Capital Metro’s Service Standards and represented an incremental step in implementing ServicePlan2020. Recommendations from ServicePlan2020 were designed to increase efficiency of the system while improving route directness and connectivity as well as providing services to minority and low-income population.

  - This analysis confirmed that there would be no disparate impact on minorities or the classes protected by Title VI as well as no disproportionate burden existed on low-income riders since these new service additions would provide more benefits to minority and low-income riders. There was no additional mitigation required for minority or low-income riders at that point.

  - This analysis was approved by the board in March, 2016.
August 2017 Service Equity Analysis

- To ensure maximum efficiency of resources and the riders served, Capital Metro proposed several route changes for implementation in August 2017. The proposed service changes were in accordance with Capital Metro’s Service Standards and represented an incremental step in implementing Connections 2025.

- The changes were as follows:
  - **Flyer Route 111** – Schedule would be adjusted with new trips at 1AM and 1 PM.
  - **MetroRapid 801 and 803** – As part of the first phased implementation of Connections 2025, frequencies on Weekdays, Saturdays and Sundays were enhanced and operating hours were expanded (Thursday, Friday and Saturday evenings). In addition, late evening service (until 2:30am) offered on Thursday, Friday and Saturday.
  - **MetroExpress (MoPac Lanes)** – The MoPac lanes were anticipated to be fully operational by August 2017. In coordination, Express services operating from the Leander, Lakeline, and Pavilion park-and-rides, as well as a new service from Howard Lane, would operate on these new lanes. This would expand service to downtown markets while maintaining other existing commuter destinations.
  - **Manor Route 470** – Performance had been lower than expected after the first 9-months of operation. Thus, service would be evaluated for possible adjustment.

- During the planning stage when it was found that a change (e.g. Route 983) would impact on minority or low-income riders, we identified available alternatives including alternate services that could provide a comparable service. All changes were designed to improve operating efficiency and improve system ridership. In general, this series of changes were predominantly an increase in resources to routes that were designated as minority/low-income.

- This analysis found that there would be no disparate impact on minorities or the classes protected by Title VI as well as no disproportionate burden on low-income riders. Thus, there was no additional mitigation required for minority or low-income riders at that point.

- This analysis was approved by the board in April, 2017.
January 2018 Service Equity Analysis

- The proposed service changes were in accordance with Capital Metro’s Service Standards and represented an incremental step in implementing Connections 2025. It provided an added resource investments designed to increase ridership for the system. The proposed change that was recognized as a major service change:

  - **MetroRail** - Introduction of additional service trips during Weekday AM and PM peak periods. These additional trips would primarily operate in the peak direction of travel (Morning – Southbound and Afternoon – Northbound).

- In 2014, Capital Metro was awarded a transportation grant from TxDOT specifically for the purchase of four additional railcars. This, coupled with an FTA grant awarded in 2013 to add tracks and sidings allows Capital Metro to improve levels of service including frequency and span.

- A very high percentage of MetroRail riders are non-minority and non-low-income. The analysis found that there might be some disparate impact on minorities or the classes protected by Title VI because the bulk of the benefits of this service increase didn’t directly go proportionately to minority riders or population. Additionally, a disproportionate burden might also exist on low-income riders since this service didn’t operate in an area with high levels of low-income riders.

- It was a minor adjustment to an existing service. The majority of Capital Metro resources to be expended as part of FY 2018 Budget were designed for improvements to core bus services during the August 2017 and June 2018 Service Changes. These investments would concentrate on services where a significant portion of minority and Low-Income populations would receive a direct benefit.

- The grant funds received from TxDOT and the FTA were limited to rail improvement projects and the purchase of rail cars.

- Furthermore, Capital Metro only runs one line of rail service. There was no opportunity to invest on another line that could minimize the impact on minority and low income riders or population.

- Thus, there was no additional mitigation required for minority or low-income riders at this point.

- This analysis was approved by the board in September, 2017.
**June 2018 Service Equity Analysis**

- As part of the implementation of Connections 2025, Capital Metro proposed major service changes effective June 2018. The goal is to create a more frequent, more reliable, and better connected transit system.

- More than half of the current 82 routes would see some level of change, with 38 remaining the same. The proposed changes would make for a simpler bus system that has more direct routes without many of the current system’s confusing twists and turns through neighborhoods. They would also bring much more frequent service. While the plan proposes to eliminate 13 current routes, most riders would see similar and likely even better service replace their current experience.

- When we considered individual changes, a potential disparate impact on minority populations was found for 11 of 13 routes that were proposed to be eliminated and 18 of 20 routes that were proposed for major service changes based on the policy thresholds for consideration. The potential disparate impacts were mitigated on almost all of the eliminated routes as these routes would be replaced or served by one or multiple new or changed routes. Similarly, most of the modified routes would be replaced or served by one or multiple routes. In fact, eight of those modified routes will have a significant frequency increase that would bring benefits of this service change to minority populations. In addition, there were five new routes that would provide services to significantly high minority population areas.

- No disproportionate burden on the low-income population was found for any proposed eliminated and modified routes. When the new proposed routes were analyzed in isolation from the other proposed changes, the analysis identified a potential for an adverse effect on the low-income population since the proposed new routes would not travel through many low-income areas. So, the benefits of the new routes might not go to low-income population proportionately. However, these new routes would greatly benefit identified minority populations and the increased frequency and other service improvements and modifications of the proposed changes would bring significant improvements in service to areas with high concentrations of low-income individuals.

- Throughout the planning process, staff evaluated each change to determine whether any adverse effects would occur on minority or low-income populations. We applied “Avoid, Minimize, and Mitigate” principles to reduce disproportionate impacts. When staff did find a change that would impact one of these groups, available alternatives were identified.
including alternate trips and services that could provide comparable service. After considering public comments and other resources, the impact from the final proposed route changes had been reduced compared to the initial proposal. In the final proposal, there were 13 routes proposed for elimination instead of 17, twenty (20) routes would see major changes instead of 22, and seven new routes would be added instead of five.

- All of these changes were designed to improve the entire transit system as a whole, including riding experience and operating efficiency. The number of minority and low-income people within the current Capital Metro service area, who would have faster, more reliable access to employment, healthcare, education, social services, and recreation opportunities available through these upcoming service changes, far exceeds the number of people potentially negatively affected by this change. Overall, the proposed service changes would have a positive impact within the system because of the level of investment proposed to increase capacity through additional trips on existing services.

- The proposed changes went through a public engagement period between September and November until approved by the board in November 2017.
IV. Appendices
A. MAJOR SERVICE CHANGE POLICY

RESOLUTION

OF THE

CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY

BOARD OF DIRECTORS

STATE OF TEXAS
COUNTY OF TRAVIS

RESOLUTION CMTA-2013-38

Title VI Major Service Change Policy

WHEREAS, the Federal Transit Administration (FTA) requires that recipients of FTA funding adopt policies that determine the threshold for Major Service Changes and the determination of disparate impact (minority)/disproportionate burden (low-income) applied to Title VI service and fare equity analyses;

WHEREAS, these analyses will examine the impact to minority and low-income populations of any fare change or major service change proposed by Capital Metro;

WHEREAS, a comprehensive outreach effort was conducted to share these policies with the public that included: several area neighborhood public open houses, posting and availability of information on board buses, publication of legal notices in local print/electronic media, social and web outreach and a public hearing; and

WHEREAS, the Board considered staff comments and recommendations received via this outreach effort and including consideration of comments received at the May 13, 2013 Public Hearing.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the policies described in the attached document dated May 20, 2013 are hereby approved.

RESULT: ADOPTED [5 TO 0]

MOVER: Norm Chafetz, Board Member
SECONDER: Ann Stafford, Board Member
AYES: Chafetz, Langmore, Stafford, Riley, Siebold
EXCUSED: Frank Fernandez
AWAY: Beverly Silas, Mike Martinez

Date: May 20, 2013

Secretary of the Board
Ann Stafford
B. DISPARATE IMPACT POLICY

RESOLUTION

OF THE

CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY

BOARD OF DIRECTORS

STATE OF TEXAS

COUNTY OF TRAVIS

RESOLUTION CMTA-2013-40

Title VI Disparate Impact Policy

WHEREAS, the Federal Transit Administration (FTA) requires that recipients of FTA funding adopt policies that determine the threshold for the determination of disparate impact (minority) /disproportionate burden (low-income) applied to Title VI service and fare equity analyses;

WHEREAS, these analyses will examine the impact to minority and low-income populations of any fare change or major service change proposed by Capital Metro;

WHEREAS, a comprehensive outreach effort was conducted to share these policies with the public that included: several area neighborhood public open houses, posting and availability of information on board buses, publication of legal notices in local print/electronic media, social and web outreach and a public hearing; and

WHEREAS, the Board considered staff comments and recommendations received via this outreach effort and including consideration of comments received at the May 13, 2013 Public Hearing.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the Title VI Disparate Impact Policy in the attached document is hereby approved.

RESULT: ADOPTED [5 TO 0]

SECONDER: Norm Chafetz, Ann Stafford

AYES: Chafetz, Langmore, Stafford, Riley, Siebold

EXCUSED: Frank Fernandez

AWAY: Beverly Silas, Mike Martinez

Date: May 20, 2013

Secretary of the Board
Ann Stafford
C. DISPROPORTIONATE BURDEN POLICY

RESOLUTION

OF THE

CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY

BOARD OF DIRECTORS

STATE OF TEXAS

COUNTY OF TRAVIS

RESOLUTION CMTA-2013-39

Title VI Disproportionate Burden Policy

WHEREAS, the Federal Transit Administration (FTA) requires that recipients of FTA funding must adopt policies that determine the threshold for the determination of disparate impact (minority) /disproportionate burden (low-income) applied to Title VI service and fare equity analyses,

WHEREAS, these analyses will examine the impact to minority and low-income populations of any fare change or major service change proposed by Capital Metro;

WHEREAS, a comprehensive outreach effort was conducted to share these policies with the public that included: several area neighborhood public open houses, posting and availability of information on board buses, publication of legal notices in local print/electronic media, social and web outreach and a public hearing; and

WHEREAS, the Board considered staff comments and recommendations received via this outreach effort and including consideration of comments received at the May 13, 2013 Public Hearing.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the Title VI Disproportionate Burden policy is described in the attached document is hereby approved.

RESULT: ADOPTED [5 TO 0]
MOVER: Norm Chafetz, Board Member
SECONDER: Ann Stafford, Board Member
AYES: Chafetz, Langmore, Stafford, Riley, Siebold
EXCUSED: Frank Fernandez
AWAY: Beverly Silas, Mike Martinez

Date: May 20, 2013

Secretary of the Board
Ann Stafford
D. SERVICE MONITORING RESULTS AND 2018 TITLE VI PROGRAM

RESOLUTION

OF THE

CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY

BOARD OF DIRECTORS

STATE OF TEXAS
COUNTY OF TRAVIS

RESOLUTION CMTA AI-2018-707
Title VI Service Monitoring Results and
2018 Title VI Program Update

WHEREAS, Capital Metropolitan Transportation Authority (Capital Metro) is the recipient of Federal transit funds; and

WHEREAS, 49 CFR Section 21.9(b) requires Capital Metro to have a Title VI Program; and

WHEREAS, the Federal Transit Administration (FTA) requires that recipients of FTA funding that operate 50 or more fixed route vehicles in peak service and are located in a UZA of 200,000 or more in population to monitor its fixed-route services comparing minority and non-minority routes;

WHEREAS, the Federal Transit Administration (FTA) requires that recipients of FTA funding prepare and submit Title VI Program Update in every three years;

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the Title VI Service Monitoring Results as well as the 2018 Title VI Program Update in the attached documents are hereby approved.

RESULT:
SECONDER:
AYES:
EXCUSED:
AWAY:

________________________   Date:
Secretary of the Board

Packet Pg. 207
Approval of a resolution authorizing the President/CEO, or his designee, to finalize and execute a contract for the Printing of Pocket Schedules with AC Printing in the aggregate amount not to exceed $1,111,552 for one (1) base year and four (4) one-year options.
SUBJECT:
Approval of a resolution authorizing the President/CEO, or his designee, to finalize and execute a contract for the Printing of Pocket Schedules with AC Printing in the aggregate amount not to exceed $1,111,552 for one (1) base year and four (4) one-year options.

FISCAL IMPACT:
Funding for this action is available in the FY2018 Operating Budget.

STRATEGIC PLAN:
1. Customer

Strategic Objectives:
1.4 Deliver a customer-friendly experience through our people and systems

EXPLANATION OF STRATEGIC ALIGNMENT:
The availability of printed wayfinding and schedule information that allows customers to successfully navigate the system is a mission critical component, especially during the planning and implementation of Capital Metro's three (3) annual service changes and major special events like SXSW and ACL. Maps, schedules and information at stops/stations are touchpoints of the user experience that help define the success of Capital Metro’s customer experience. This contract is responsible for the on-time printing/production of bus and rail service literature (pocket schedules and brochures) made available on vehicles, at rail stations, transit centers and ticket outlets, and through numerous Community Involvement outreach activities.

BUSINESS CASE:
Printed route and schedule information, in the form of pocket schedules and brochures, is a critical component of Capital Metro’s wayfinding system that customers depend upon to understand and use Capital Metro services. The continuous availability of the most up-to-date service information requires the Authority to contract with specialists who have the equipment, facility and resources to mass-produce these materials and deliver on an ongoing, timely basis. This will be especially critical during the implementation of the June 2018 Service Change, when Capital Metro introduces brand-new route and schedule information.

COMMITTEE RECOMMENDATION:
This agenda item will be presented and is recommended for approval by the Operations, Planning and Safety Committee on April 9, 2018.

EXECUTIVE SUMMARY:
Capital Metro contracts the printing of its service literature in the form of pocket schedules and brochures. This includes information used to communicate proposed and approved service changes, as well as service adjustments for major special events.
This service provides customers with the literature and information they need to navigate Capital Metro’s system successfully.

SBE PARTICIPATION: The SBE goal is 5%. The contractor will exceed the goal.

<table>
<thead>
<tr>
<th>SBE Firm</th>
<th>SERVICE/PRODUCT</th>
<th>100%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prime is an SBE</td>
<td>Printing Services</td>
<td>100</td>
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</tbody>
</table>

PROCUREMENT: The IFB was publicly advertised in the Austin American-Statesman on February 12th & 19th, 2018, and was posted on DemandStar on February 7, 2018. Advance notices were issued to 139 vendors and 265 suppliers were notified through DemandStar, with 16 plan holders that downloaded documents. A non-mandatory pre-bid conference was conducted on February 22, 2018.

Two Amendments were issued. Four bids were received by the due date of March 7, 2018 prior to 3:00 p.m. from the following bidders:

<table>
<thead>
<tr>
<th></th>
<th>Richmond Printing</th>
<th>Capital Printing</th>
<th>AC Printing</th>
<th>Aus-Tex Printing</th>
</tr>
</thead>
<tbody>
<tr>
<td>BASE YEAR</td>
<td>$219,144</td>
<td>$225,308</td>
<td>$215,366</td>
<td>$302,975</td>
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<tr>
<td>OPT YEAR 1</td>
<td>$225,414</td>
<td>$225,308</td>
<td>$220,752</td>
<td>$302,975</td>
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<tr>
<td>OPT YEAR 2</td>
<td>$225,625</td>
<td>$229,814</td>
<td>$220,752</td>
<td>$302,975</td>
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<tr>
<td>OPT YEAR 3</td>
<td>$231,266</td>
<td>$229,814</td>
<td>$226,261</td>
<td>$302,975</td>
</tr>
<tr>
<td>OPT YEAR 4</td>
<td>$239,360</td>
<td>$229,814</td>
<td>$228,420</td>
<td>$302,975</td>
</tr>
<tr>
<td>GRAND TOTAL</td>
<td>$1,140,809</td>
<td>$1,140,058</td>
<td>$1,111,552</td>
<td>$1,514,875</td>
</tr>
</tbody>
</table>

The basis of award was determined by the sum total of all sizes and quantities listed in Exhibit A pricing schedule for the base and all option years. Totals above are for evaluation purposes only and do not reflect actual annual requirements.

AC Printing, LLC was the lowest, responsive, responsible bidder and submitted all the required documents with their bid, which was received prior to the established date and time for the receipt of bids. AC Printing is the current contractor as well as the previous contractor for this service and has performed well. AC Printing is not debarred on the Federal or State Debarred vendor lists. The price was determined to be fair and reasonable based on adequate competition. The contract will be an indefinite quantity, fixed unit price contract with an estimated annual expenditure not to exceed $215,366 for a base period of one year with four one-year options for a total of five years not to exceed $1,111,552.

RESPONSIBLE DEPARTMENT: Marketing/Communications
RESOLUTION
OF THE
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS

STATE OF TEXAS
COUNTY OF TRAVIS

RESOLUTION (ID # AI-2018-728)
Printing of Pocket Schedules

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management endeavor to keep our customers up-to-date on service and schedule information; and

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to ensure customers have access to up-to-date printed information on our vehicles and at our stops.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President/CEO, or his designee, is authorized to finalize and execute a contract for Printing of Pocket Schedules with AC Printing in the aggregate amount not to exceed $1,111,552 for one (1) base year and four (4) one-year options.

________________________
Date: _____________________

Secretary of the Board
Juli Word
Printing Services Contract Award

Pocket Schedules & Color Brochures
Action Requested

Resolution to Approve:

• Printing of Pocket Schedules and Color Brochures
• AC Printing
• Five-Year Contract
  – One (1) Base Year: $215,366
  – Four (4) One-Year Options:
    • $220,752
    • $220,752
    • $226,251
    • $228,420
• Total not to exceed $1,111,552
1.4) Deliver a customer-friendly experience through Capital Metro’s people and systems.
Purpose of Contract

Consistent availability of most up-to-date printed route and schedule information

- Service Changes – three (3) per year
  - Proposed Service Changes
  - Approved/Final Service Changes
  - Service Change Implementation
Purpose of Contract (cont’d.)

Consistent availability of most up-to-date printed route and schedule information

- Special Event & Holiday Service
  - SXSW®
  - ACL
  - Formula 1™
  - New Year’s Eve
  - July 4th
  - Halloween
Inventory/Order Management

- Print totals adjusted based on previous service change and year-over-year service change comparisons
- Weekly inventory reports provided by literature distribution contractor for analysis
- Typically do not reach annual not-to-exceed price
Current Literature Distribution Outlets

Printed route and schedule information is currently distributed on or at the following:

- Public Outreach & Community Engagement Events
- 400+ Fleet Vehicles (2910/N. Ops)
- 9 MetroRail Stations, 10 Park and Rides/Transit Centers
- 85 Literature Outlets
  - Transit Store
  - HEB’s
  - Hotels
  - Service Providers
  - UT
  - ABIA
Tangibility!

While Capital Metro offers trip-planning options via desktop and mobile devices and the CapMetro App, demand tells us that many customers still prefer a physical, printed copy of their individual routes(s) for reference.

• This is especially true at the time of route changes/adjustments!
• In June, with Cap Remap, over 60% of Capital Metro’s wayfinding system will experience some type of change.
Other Uses of Contract

Print collateral for department initiatives and programs

- Fare information and updates
- Safety and Courtesy materials
- MetroWorks
- MetroRideShare
- MetroBike
- MetroAccess
- Other materials as required
Summary

- Maps, schedules and information at stops/stations are touchpoints of the user experience that help define the success of Capital Metro's customer experience.
- Approval of this resolution will ensure the continuity and availability of the most up-to-date printed route and schedule information for our riders.
  - This will be especially critical as changes are implemented for June 2018.
Thank You!
**TITLE:** Strategic Board Agenda Calendar
2018 Board Agenda Calendar

May – Performance Metrics/PTC Update
June – Project Connect Update/Innovative Mobility
July – Budget/Fleet Plan
August – Board Policies
September – Real Estate Strategy/Cap Remap Assessment
Oct/Nov – Project Connect Approval /Strategic Plan