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Title VI January 2024

Service Equity Analysis & Engagement

Delivered on: December 2023

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## Title VI Compliance

This report documents an equity analysis for Capital Metropolitan Transportation Authority's ("CapMetro") Service Change Proposal for August 2024. The analysis will be included with CapMetro's Triennial Title VI Program in compliance with the Federal Transit Administration's ("FTA") Circular 4702.1B (the "Circular"), Title VI Requirements and Guidelines for Federal Transit Administration Recipients.

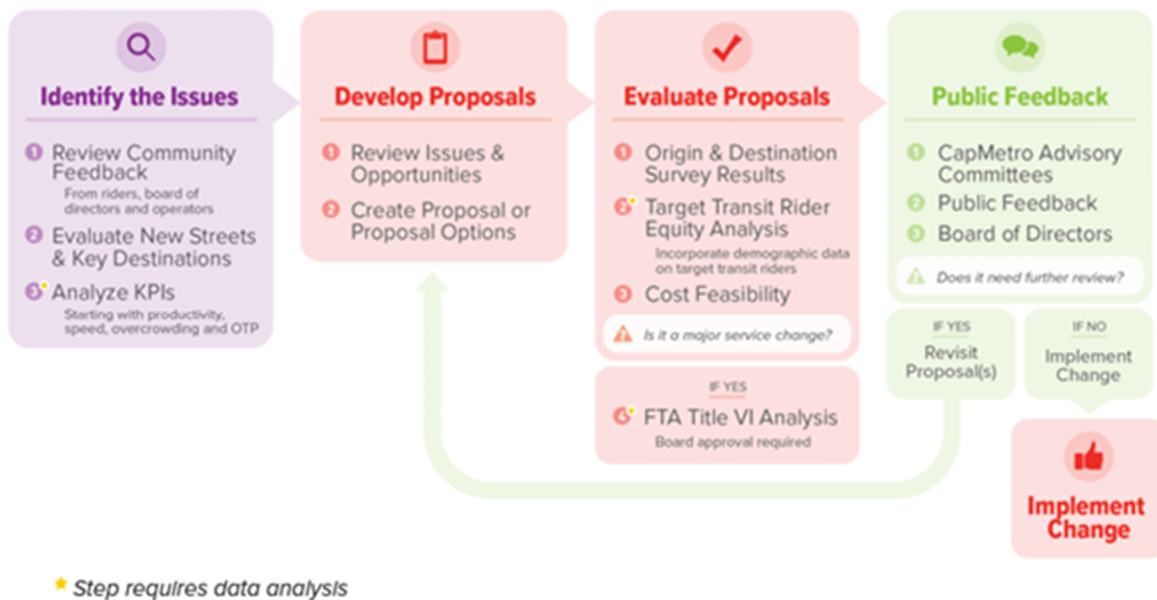
As a recipient of federal funding, CapMetro is required to comply with federal Title VI guidance identified in FTA Circular 4702.1B which describes the requirements for complying with the regulation in 49 Code of Federal Regulations ("CFR") Section 21.5(b)(2) which states, all providers of public transportation to which this Section applies shall develop written procedures consistent with this Section to evaluate, prior to implementation, any and all service changes that exceed the transit provider's major service change threshold, as well as all fare changes, to determine whether those changes will have a discriminatory impact based on race, color, or national origin. The written procedures and results of service and/or fare equity analyses shall be included in the transit provider's Title VI Program.

### **Service Change January 2024**

Service changes provide CapMetro an opportunity to adjust its services to meet the needs of customers and efficiently use our resources. Service changes occur up to three times a year typically in January, June, and August. These changes coincide with local school and university calendars.

The revised Service Standards and Guidelines, which the board approved at its June 2023 board meeting, guide the service change process. CapMetro's service change process is illustrated below (Figure 1), and additional information about how service changes are developed, evaluated, approved, and ultimately implemented is available on our website at [capmetro.org/servicechange](http://capmetro.org/servicechange).

Figure 1: CapMetro Service Change Process



The proposed January 2024 service change process includes a robust community engagement phase that involves notifying elected officials, key stakeholders, and communities at-large, and soliciting input from potentially impacted interests. CapMetro will share information about its proposed January 2024 service changes, review community feedback, and summarize its community engagement efforts prior to bringing the proposed service change to the board for approval in October 2023. A public involvement plan is included in Appendix C.

These proposed changes are classified as a major service change since routes are recommended for discontinuance or there is a major modification which causes a 25% or greater change in the number of daily service hours provided. Therefore, a public hearing is required, and the community will have an opportunity to formally comment on the proposed service changes during a scheduled public hearing before the board considers acting on this item.

The following is a high-level summary of the proposed service changes for January 2024.

- **Discontinuation of Service Suspension and Service Change for Reductions** – Service suspensions on Express routes 981 and 987, E-Bus are proposed to become permanent. Daily service frequency reductions on Routes 18, 217, & 335 would now be an official service change. These routes consistently had the lowest average daily ridership and lowest performance when compared to other High-Frequency Routes.
- **Minor Bus Schedule Adjustments** – To improve on-time performance, select routes may receive minor adjustments to their schedules.

- **Minor Rail Schedule Adjustments** – Rail on Weekdays and/or Saturdays may receive minor schedule adjustments to ensure more efficient and reliable service.
- **New Pickup Zone** – Implement a new Dove Springs Pickup zone in southeast Austin that will provide a flexible service in southeast Austin and a connector to the future Pleasant Valley MetroRapid service.

The proposed changes are in accordance with CapMetro’s proposed FY 2024 budget. If approved, the changes would be implemented on Sunday, January 14, 2024. Appendix A describes the specifics of the recommendations.

## **Bus**

As part of our ongoing commitment to best serve the community and stewarding limited resources responsibly, CapMetro implemented several data-driven service adjustments and reallocations during the pandemic. We faced challenges maintaining service levels due to a shortage of operators, mechanics, vehicles, replacement parts, and numerous other unexpected changes. In March of 2020, we temporarily suspended Express Routes 981 and 987, and in September of 2021, we temporarily suspended E-Bus service and reduced daily service frequencies on Routes 18, 217 and 335. The decision to temporarily suspend these services and reduce frequencies was not taken lightly but was treated as a necessary step to efficiently distribute limited resources to provide reliable service for our customers overall.

CapMetro’s original intention was to restore these routes to their original service levels once various resources were available and transit demand returned. However, determining the timelines and processes for restoring service has proven to be unpredictable given the number of factors that influence this process -- recruitment, successful hiring, availability of vehicles and replacement parts, to name a few. In addition, there have been long-lasting shifts in travel patterns and demand that continue to necessitate reallocating limited CapMetro resources to other services.

Prior to the start of the pandemic, Routes 18, 217, & 335 consistently had the lowest average daily ridership and lowest performance when compared to other High-Frequency Routes. They continued to have low performance compared to other High-Frequency Routes during the pandemic. When CapMetro needed to reduce service in fall of 2021, these routes were selected due to lagging ridership. By providing service on these routes every 30 minutes, we aim to ensure that customers still have access to transit. The reclassification does not apply to temporary weekend frequency reductions for our High-Frequency routes. CapMetro still plans to reinstate 15-minute weekend frequencies for our High-Frequency routes once resources become available.

Commuter routes continue to have low ridership due to changing work patterns. The proposed discontinued Routes 981 and 987 have viable substitutes that ensure continued transportation options for commuters. More specifically, customers who use Route 981 can utilize Route 982 as an alternative, and those who use Route 987 have the option to switch to the Red Line and Route 985.

E-Bus service (Routes 410, 411, and 412) previously operated on Thursday, Friday, and Saturday nights from 10:00 p.m. to 3:00 a.m. during the University of Texas' Fall and Spring semesters. Before the suspension, ridership on the E-Bus had been declining as students chose other options to travel downtown. CapMetro temporarily suspended E-Bus service during Fall 2021 and encouraged customers to utilize our Night Owl service as a viable alternative with 6-days-a-week year-round service.

Staff recommends discontinuing the suspended service status of these service adjustments and confirming an official service change, based on current availability of resources, and needs. The update ensures that we are reliably meeting our established service levels and communicating clearly and transparently to our customers and the public. The board reviewed a Title VI service equity analysis for the suspension of Routes 981 and 987 in January 2022. A service equity analysis for E-Bus and Routes 18, 217 & 335 showed no disparate impact or disproportionate burden on our customers. Both service equity analysis memos are included in Appendix B.

### **Pickup**

Pickup has provided over 650,000 trips since its inception on June 3, 2019, and ridership continues to increase in 2023. The service is currently providing an average of 1,351 weekday trips. Pickup's continued popularity drives CapMetro to expand this service to other parts of our service area.

Staff proposes a new zone, Pickup Dove Springs, that will provide a flexible service in southeast Austin and a connector to the future Pleasant Valley MetroRapid service. Pickup Dove Springs was planned to provide a neighborhood and activity-centered transit solution in an area of Austin that has been historically underinvested in and where typical fixed route transit services were inefficient due to the current geography and street grid connectivity. Pickup Dove Springs is planned to launch in January 2024 before the future Pleasant Valley MetroRapid and will provide first/last mile service to Route 7, Route 311 and Route 333. The zone will be bordered by IH-35 to the west, E. Ben White Blvd to the north, E. Stassney Ln to the east, and E. William Cannon Dr. to the south (see Appendix D for map). Pickup Dove Springs will include destinations such as HEB, Travis County Association for the Blind, Austin Lighthouse for the Blind, the future site of the Dove Springs Medical Center and numerous schools, elementary through high school.

Initial public engagement efforts for Pickup Dove Springs began on May 11, 2023, with the launch of an online survey and concluded on June 25, 2023. CapMetro's Community Engagement team informed stakeholder groups and key leaders of the proposed new service and reached out to select businesses and organizations throughout the proposed zone to seek input on destinations, service levels and other zone details. CapMetro sent 12,000 postcards to Dove Springs businesses and residents encouraging survey participation, held two public meetings, engaged local schools, conducted at-stop outreach, led information sessions at six community-based events in and around the proposed zone, and promoted the survey on social media. Staff provided English and

Spanish engagement materials and created accessible documents for meeting with the Lighthouse for the Blind, including accessible PowerPoint and recorded presentations, large-text posters, and braille materials. More than one hundred surveys were received because of these efforts.

The zone would launch on Monday, January 15, 2024. Two vehicles would operate simultaneously between 7am – 7pm Monday-Friday and 10am – 6pm Saturday<sup>1</sup>. The number of vehicles could increase after the zone launches based on demand and ability to meet our 15-minute response time. The average monthly cost is expected to be \$51,000 to operate, which is in accordance with CapMetro’s proposed FY 2024 budget.

### **Regional Coordination**

The CapMetro Government Affairs team, in collaboration with the Planning and Development staff, worked to establish engagement opportunities and maintain ongoing communication with all cities within CapMetro’s service area. Recently, staff met with member cities and non-member regional partners, with the assistance of the Regional Transportation Coordination team, to explore ways to enhance our service change process. These discussions provided valuable insights into incorporating regional feedback into our service change procedures. A memo updating the board on staff’s member city outreach was included in the July 24th board meeting agenda packet.

Moreover, CapMetro’s Regional Planning team, together with Government Affairs staff, was responsible for establishing partnerships, Transit Development Plans (TDPs), and transit service agreements with jurisdictions in the Central Texas urbanized area outside of the CapMetro service area. The team collaborated with Buda, Pflugerville, and Travis County on their TDPs. There were several agreements with regional partners to continue transit service into the September Board meeting in FY24.

As we worked on service change proposals, our staff collaborated with each jurisdiction to gather feedback, understand their concerns, evaluate current and future services, identify practical solutions, and address any potential issues. In the future, all service evaluations were to follow the process outlined in the updated Service Standards and Guidelines, which allowed for multiple points of engagement with the public. Additionally, as part of CapMetro’s upcoming Service Planning process, staff coordinated on communicating proposed service changes to facilitate an exchange of information and understanding among our regional partners and address any concerns.

### **Service Planning**

While the proposed January 2024 Service Change included discontinuing suspended service and making permanent service changes to select routes, staff were about to start CapMetro’s next 5-10-Year Transit Plan. Our previous 5-10-year plan, Connections 2025, yielded our most recent transit system re-design, Cap Remap, that increased the frequency and reliability of our services and resulted in a month-over-month, year over year increase in ridership from June 2018 until March 2020.

The upcoming service planning effort culminated in a detailed implementation and vision plan to coordinate and implement all current and future CapMetro services in a way that aligned with community needs at the time. During this process, we identified how people were traveling in the central Texas region and evaluated the entire system to identify where services were meeting our customer's needs and where there were opportunities for improvements. During this process, CapMetro meaningfully engaged with the community and prioritized a public participatory and inclusive process to ensure we captured representative feedback and equipped the board with information to make informed decisions.

### **Appendixes**

- Appendix A – August 2021 Service Change Equity Analysis (distributed to the Board in November, 2021)
- Appendix C – Public Involvement Plan

## **Appendix A: August 2021 Service Change Equity Analysis**

### **Summary**

In September of 2021, CapMetro temporarily suspended E-Bus service and reduced daily service frequencies on Routes 18, 217 and 335. The decision to temporarily suspend these services and reduce frequencies was a necessary step to efficiently distribute limited resources to provide reliable service for our customers. Staff is recommending that the status of these service adjustments be classified as permanent, based on the current availability of resources and needs. The update ensures that we are reliably meeting our established service levels and communicating clearly and transparently to our customers and the general public.

Analysis revealed no disparate impact borne by minority populations or disproportionate burden borne by low-income populations. CapMetro's Title VI policy states "Capital Metro will take steps to avoid, minimize or mitigate impacts when practicable". CapMetro minimized the impacts of these changes by making sure alternative services exist. Changes were implemented due to limited resources and mitigation options were not possible.

### **Analysis**

The analysis was conducted in accordance with Title VI policies adopted by the board on June 28, 2021. Since service levels for Routes 18, 217, 335 and E-Bus (Routes 410, 411, & 412) were reduced by more than 25% a service equity analysis is required. The service equity analysis was conducted using the Title VI component of Remix Transit, an online transit planning software. The output of the Remix Transit VI analysis is then summarized to compare the people trips for minority/low-income to non-minority/non-low income for the prior service to the existing service. A difference of 2 percentage points or more results in a disparate impact/disproportionate burden (see following tables).



**Route 18, 217, and 335**

Prior to the start of the pandemic, Routes 18, 217, & 335 consistently had the lowest average daily ridership and lowest performance when compared to other High-Frequency Routes. They continued to have low performance compared to other High-Frequency Routes during the pandemic. When CapMetro needed to reduce service in fall of 2021, these routes were selected due to lagging ridership. These routes now operate every 30 minutes, to ensure that customers still have access to transit.

***Disparate Impact (Minority)***

Minority populations experienced a 42.4% reduction and non-minority populations experienced an 42.9% reduction. Since the percentage point difference is less than CapMetro’s 2% threshold, there is no disparate impact.

	<b>Non-Minority People Trips</b>	<b>Minority People trips</b>
<b>After</b>	401,986,095	253,465,280
<b>Before</b>	704,521,805	439,866,965
<b>Percent Change</b>	-42.9%	-42.4%
<b>Percentage Point Difference</b>		0.57%

***Disproportionate Burden (Low-Income)***

Low--income populations experienced a 42.6% reduction and non-low income populations experienced a 42.8% reduction. Since the percentage point difference is less than CapMetro’s 2% threshold, there is no disproportionate burden

	<b>Non-Low-Income People Trips</b>	<b>Low-Income People trips</b>
<b>After</b>	530,846,771	124,604,604
<b>Before</b>	927,356,124	217,032,646
<b>Percent Change</b>	-42.8%	-42.6%
<b>Percentage Point Difference</b>		0.17%

**E-Bus**

E-Bus service (Routes 410, 411, and 412) operated on Thursday, Friday, and Saturday nights from 10:00 p.m. to 3:00 a.m. during the University of Texas’ Fall and Spring semesters. Before the suspension, ridership on the E-Bus had been declining as students chose other options to travel downtown and service span and frequency had previously been reduced. CapMetro’s Night Owl service is an alternative with 6-days-a-week year-round service.

***Disparate Impact (Minority)***

Both minority and non-minority populations experienced a 100% reduction. Since minority and non-minority populations, there is no disparate impact.

*Disproportionate Burden (Low-Income)*

<b>Non-Minority People Trips</b>		<b>Minority People trips</b>
<b>After</b>	0	0
<b>Before</b>	31,000,970	43,729,290
<b>Percent Change</b>	-100.0%	-100.0%
<b>Percentage Point Difference</b>	0.0 %	

Both low-income and non-low-income populations experienced a 100% reduction. Since the reduction is equally borne by low-income and non-low-income populations, there is no disproportionate burden.

<b>Non-Low-Income People Trips</b>		<b>Low-Income People trips</b>
<b>After</b>	0	0
<b>Before</b>	40,440,559	34,289,701
<b>Percent Change</b>	-100.0%	-100.0%
<b>Percentage Point Difference</b>	0.0 %	

## Appendix B:

# CapMetro January Service Change 2024 Public Involvement Plan

### Overview

We are committed to enhancing the efficiency and inclusivity of our transit system while responsibly utilizing our resources. This plan outlines our approach to engaging the public, integrating their insights, and ensuring transparency in the decision-making process as we implement service changes. Our dedication to delivering transit services drives us to proactively adjust our offerings. Up to three times annually, coinciding with local school and university calendars, we conduct service changes to align with evolving community demands, maximizing efficiency and optimizing the use of our resources in providing public transportation services.

### The summary of January 2024 service change process includes:

- **Permanent Service Suspension and Reductions:** To provide clarity and stability, we will classify certain routes for permanent suspensions or reductions based on current resource availability and transit demand.
- **Minor Bus and Rail Schedule Adjustments:** We are implementing minor adjustments to bus and rail schedules to improve on-time performance and reliability.
- **New Dove Springs Pickup Zone:** Our focus on underserved areas drives us to introduce the Dove Springs Pickup zone, delivering reliable transit options to the southeast Austin community, connecting vital destinations efficiently.
- **Strengthening Regional Coordination:** Collaborating with regional partners and member cities is pivotal to achieving our vision. Together, we address concerns, assess service effectiveness, and make collective decisions that shape a prosperous transit landscape for our region.
- **Governed by Revised Service Standards and Guidelines:** Ensuring consistency and accountability is essential in the service change process. The board-approved revised Service Standards and Guidelines (SSG) guide our approach, guaranteeing that each decision serves the best interests of our esteemed customers.
- **Public Hearings for Major Service Changes:** As part of our commitment to public involvement, we will be conducting a public hearing to gather feedback on these significant service changes. Insights and needs will be reviewed and when possible, integrated into the decision-making process.

### What does public involvement look like for the agency?

Capital Metro (CapMetro) is committed to public engagement on all changes to its services and follows all Federal Transit Administration (FTA) and Title VI requirements, and the agency's formal policies and procedures. All engagement involves community stakeholders, leaders, and operations staff during proposal preparation. This commitment to engagement helps to ensure that the agency's services are responsive to the needs of the communities it serves.

The agency presents service changes of any size to its Board of Directors for approval, providing the public with a final opportunity to provide feedback before a decision is made. After approval, the agency conducts additional outreach in impacted areas to ensure awareness of the upcoming changes and alternatives to service. The agency also provides the Board of Directors with updates on the results of service changes and input from the public after implementation, as demonstrated in the documents provided.

For Major Service Changes, as outlined in the agency's Title VI policies and procedures, a formal hearing is conducted and the selection of the most appropriate form of outreach, as shown in this document.

#### Project Team:

- **Project Manager:** Lawrence Deeter
- **Planning Team:** Rose Lisska, Emma Martinez, Jordan McGee & Ron Foster
- **Marketing & Communication:** Brandon Guidry & Madhu Singh
- **Community Engagement Manager:** Edna Parra
- **Community Engagement Team:** Peter Breton
- **Government Affairs:** Celso Baez

#### Coordination Meetings:

- Weekly meetings between July – October 2023

#### Project Schedule Overview:

- **August Early 2023:** Board Memo
- **August Late 2023:** Outreach and communications to community, stakeholders and elected officials
- **September 2023:** Continued community engagement
- **Mid-October 2023:** Public Hearing
- **October 2023:** Community feedback is compiled and incorporated
- **October 2023:** Board Item
- **January 2024:** Service Change

#### CapMetro Public Involvement Plans

Public Involvement Plans (PIPs) are essential to engage stakeholders and keep them informed of proposed changes effectively. A well-crafted PIP helps agencies establish goals, identify the target audience, define engagement strategies, and provide a timeline for outreach activities. By following a PIP, we can ensure that stakeholders receive the right message at the right time, increasing their trust and support for the proposed changes.

PIPs also allow for flexibility, giving agencies the ability to adjust their strategies if certain engagement methods or tools are not effective. For major planning proposals, a comprehensive PIP is created that outlines the principles, methods, tools, stakeholders, and best practices that will be used to engage stakeholders throughout the public engagement effort. It provides a clear framework for how stakeholders will be informed, consulted, and engaged throughout the process, as well as how feedback and input will be gathered, reported, and integrated into the final planning decisions and proposals.

#### Principles of Engagement

CapMetro's goals include fostering ongoing engagement and building relationships with stakeholders, promoting transparency, and maintaining an inclusive decision-making process. The following sections detail how the agency implements each principle and the associated practices.

#### Inclusivity

To achieve inclusivity, we aim to engage with diverse communities through tailored outreach, provide language access, and actively seek input from underrepresented groups in planning and decision-making processes. The following is a non-exhaustive list of stakeholders we include in the process:

- Racial and ethnic minorities, including Black, Indigenous, and People of Color (BIPOC)
- Low-income individuals and families
- People with limited English proficiency or who speak languages other than English
- People with disabilities, including physical, sensory, and cognitive disabilities
- People who have historically been underrepresented in transportation decision-making processes
- Older adults
- Youth and young adults
- Refugees and immigrants
- People experiencing homelessness or housing insecurity
- Schools and educational institutions
- Businesses and business associations
- Community-based organizations and neighborhood associations

We believe that internal stakeholder feedback is essential for successful public engagement. Our Public Involvement Plans are also shared with internal stakeholders, such as the Customer Service Advisory Committee (CSAC), Access Committee, Diversity, Equity and Inclusion (DEI) Council, CapMetro Board of Directors, Austin Transit Staff, Board and Committees, and City of Austin Committees and Staff, for their input. Their feedback helps us improve our engagement efforts and ensures that our proposals align with the agency's goals and objectives.

### CapMetro Community Engagement Programs and Partnerships

CapMetro's community engagement programs and partnerships aim to support public involvement plans and projects by implementing innovative ways to reach underrepresented communities.

### Transparency

To achieve transparency, we follow our public engagement policy and provide clear communication through multiple channels, including online resources, public meetings, and newsletters. One of the first steps we take is to create an exhaustive stakeholder list (Appendix A), identifying community members, organizations, leaders, and operators who will be affected by proposed changes. We then develop and follow public involvement plans that outline our outreach strategies and provide opportunities for feedback and input from stakeholders. By following a structured approach to community engagement, we can ensure that the right message is delivered to the right people at the right time, and that their input is taken into account when finalizing plans.

CapMetro's public engagement policy is designed to maintain a comprehensive community involvement program that includes plans for receiving public comments for major decision-making processes and provides an opportunity for the public to comment on board matters before a vote. This ensures that the public has a say in important decisions that will impact their daily lives and that CapMetro is accountable to the communities it serves.

### General Engagement for Planning Proposals

We consistently engage in the following activities to keep the public informed and obtain feedback, regardless of whether a planning proposal has minor or major changes:

- **General Communications** – We send email service change information to our existing listserv, including timelines and affected areas. We also send MetroAlerts to customers who have signed up for affected stops.
- **Marketing/Social Media** – We run a social media campaign and provide easy-to-access webpage information for the public.
- **Board of Directors** – We present all service changes to the board, which provides an opportunity for the public to comment and give feedback on upcoming changes.
- **Committees and Advisory Groups** – We present service changes to the following CapMetro advisory committees and groups: Customer Service Advisory Committee (CSAC), Access Committee, and the Diversity, Equity, and Inclusion (DEI) Advisory Group.

### Tailored Outreach and Community Engagement Methods for January 2024

At the core of our approach lies the understanding that tailoring engagement methods to the unique requirements of each proposed change is essential. To achieve this, we have developed customized methods that take into account the recommendations and requirements from Title VI, FTA, and local policy. Additionally, we consider the scope and impact of the proposed change, the demographics of the affected population, and community input best practices.

For the January 2024 Service Change, our comprehensive menu of engagement methods will include the following:

- **Public Meetings:** Meetings will be held to allow stakeholders to provide input and feedback on proposed changes or initiatives and will be scheduled as needed
- **Public Input Webpage:** We will use online and print opportunities to gather feedback from stakeholders.
- **One-on-One Meetings:** Hold individual meetings with stakeholders and agency representatives.
- **Social Media:** We will use platforms like Facebook, Twitter, and Instagram to inform stakeholders and gather feedback.
- **Advisory Committees:** We will collect feedback from our advisory committees made up of community members who provide advice and feedback to the agency on specific issues.
- **Public Hearings:** Conduct a public hearing to gather feedback from the public on proposed changes or initiatives.

### Clear Communication

#### Toolkit for Effective Engagement and Implementation

Beyond the tailored list of engagement methods mentioned earlier, there are additional approaches that we will employ during *both* the service change engagement and implementation stages. Using diverse engagement methods during implementation, too, streamlines the process, gathers more feedback, and enables easier monitoring. Continued input from the community allows for timely adjustments, identification of issues, and ensures successful service changes.

- **Brochures/Flyers:** Distribute informative collateral during outreach events and at-stop engagements, containing details about the proposed service changes and available options.
- **Listservs:** Utilize existing listservs to explain proposed service changes, and leverage partner organizations' newsletters for promotion through their e-blasts.
- **Social Media:** Engage with the audience and share information on online platforms like Facebook, Twitter, and Instagram. Utilize specific Facebook and Twitter handles to reach out to the public.

- **Advertisements:** Use virtual and print ads across multiple channels, including social media, newspapers, news segments, and others areas for the proposed changes and public hearing.
- **Online forums:** Utilize online forums to gather feedback from the public regarding the proposed changes.
- **Press releases:** Provide media outlets with official statements for the public hearing.
- **Websites:** The CapMetro webpage for service changes will contain comprehensive information about the proposed service changes.
- **Direct Mail/Email:** Communicate directly with individuals or groups about specific topics through direct mail or email.
- **Presentations:** Deliver information to an audience using visual aids and verbal communication.
- **Webinars:** Create and post videos explaining and presenting proposed changes on the Public Input site.
- **Metro Alerts:** Send short, concise messages directly to individuals' phones about proposed service changes and feedback opportunities.
- **TimePoint:** Internally share the service plans and public input plan with all staff to support communication efforts.
- **Map Graphics:** Create a map outlining proposed changes and impacted areas, using graphics from the brochure for Public Input, Social Media, Presentations, etc.
- **At-Stop Signage:** Place signs at stops to inform riders of service changes. Identify specific stops for different services.
- **Print/Online Notices:** Print public hearing notices in publications to inform the public of changes and meet Title VI Equity Analysis requirements.
- **Blogposts:** Use blogs to share information and updates on proposed changes, incorporating content from the brochure.

These methods will be used to ensure that the public is kept informed and involved in the decision-making process for service changes. By engaging with the public, the organization can gather feedback and make informed decisions that meet the needs of the community.

### [Language Assistance Plan \(LAP\)](#)

Capital Metro has a Language Assistance Plan (LAP) to provide access to services and programs for individuals with limited English proficiency (LEP). The LAP was updated recently and includes identifying LEP individuals, providing language assistance measures, training staff, providing notice to LEP persons, and monitoring and updating the plan. The LAP was developed using a four-factor analysis that considered various data sets to determine the languages that require Safe Harbor consideration. The primary language is Spanish, and the Safe Harbor and additional languages include Arabic, Burmese, Chinese (Mandarin), French, Korean, Pashto, Punjabi, Telugu, and Vietnamese.

Capital Metro uses various methods to provide language assistance, such as Google Translate on its website, bilingual customer service and marketing staff, Language Line services, public meetings in Spanish or with simultaneous English/Spanish translations, interpreters by request, and posting public meeting notices in foreign language newspapers. The LAP also includes recommendations to improve service to LEP customers, such as internal awareness, public outreach strategy, materials and documents, translation and interpretation tools and protocols, and employee training or incentives.

### [General Title VI and LEP Tools](#)

Complying with Title VI and LEP requirements, the following will be done for engagement with Limited English Proficient (LEP) individuals and individuals with disabilities during the public involvement process:

**For Limited English Proficient (LEP) Individuals:**

- Provide language assistance services, translation, and interpretation.
- Conduct multilingual outreach to inform LEP individuals.
- Post public hearing notice and meeting opportunities in Spanish, and other languages identified.
- Have bilingual staff available to assist at all outreach events.
- Create multilingual written materials when communicating changes.

**For Individuals with Disabilities:**

- Choose accessible meeting locations.
- Provide assistive listening devices and sign language interpretation if requested.
- Ensure web accessibility.
- Direct email communications for providers and stakeholders for individuals with disabilities.

By following these actions, we will ensure that public involvement in the service change process is inclusive and accessible to diverse communities, including LEP individuals and those with disabilities.

## January 2024 Major Service Change

### Proposed Service Changes

The January 2024 service change includes a mix of service suspensions, reductions, and minor adjustments across the CapMetro system. The proposed changes are in accordance with the FY 2024 budget. If approved, the changes would be implemented on Sunday, January 14, 2024.

**Permanent Service Suspension and Reductions** – Service suspensions on Express routes 981 and 987, E-Bus, and daily service frequency reductions on Routes 18, 217, & 335 would now be classified as permanent.

**Minor Bus Schedule Adjustments** – To improve on-time performance, select routes may receive minor adjustments to their schedules.

**Minor Rail Schedule Adjustments** – Rail on Weekdays and/or Saturdays may receive minor schedule adjustments to ensure more efficient and reliable service.

**New Pickup Zone** – Implement a new Dove Springs Pickup zone in southeast Austin.

### Key Messaging

There are several key items that we would like to ensure we clearly communicate with our customers while we are conducting this engagement effort.

- **Service Change Overview:** CapMetro's service changes provide us with an opportunity to make necessary adjustments, keeping in mind the demands of our diverse community and optimizing the utilization of our resources. These changes typically occur up to three times a year and the January 2024 service change are listed below.
- **Revised Service Standards and Guidelines:** The service change process is guided by the board-approved Service Standards and Guidelines. View the process here: [SSG](#)
- **January 2024 Service Change Process:** Community feedback will be reviewed and shared before board approval in October 2023.



- **Major Service Change Classification:** Changes are classified as major if routes are discontinued or if there's a 25% or greater change in daily service hours. Major service changes require a Title VI Service Equity Analysis, which requires a public hearing and notice, offering an opportunity for formal public comment, and community comment and feedback opportunities in the decision-making process.

## Detailed Explanation of Proposed Changes

The January 2024 service change includes a mix of changes the following provides a detailed explanation of the key changes and the reasoning behind them.

### Bus

As part of our ongoing commitment to best serve the community with limited resources, CapMetro implemented several data-driven service adjustments and reallocations during the pandemic. We faced challenges maintaining service levels due to a shortage of operators, mechanics, vehicles, replacement parts, and numerous other unexpected changes. In March of 2020, we temporarily suspended Express Routes 981 and 987, and in September of 2021, we temporarily suspended E-Bus service and reduced daily service frequencies on Routes 18, 217 and 335. The decision to temporarily suspend these services and reduce frequencies was not taken lightly but was a necessary step to efficiently distribute limited resources to provide reliable service for our customers.

CapMetro's original intention was to restore these routes to their original service levels once various resources were available and transit demand returned. However, determining the timelines and processes for restoring service has proven to be unpredictable given the number of factors that influence this process -- recruitment, successful hiring, availability of vehicles and replacement parts, to name a few. In addition, there have been long-lasting shifts in travel patterns and demand that continue to necessitate reallocating limited CapMetro resources to other services.

Prior to the start of the pandemic, Routes 18, 217, & 335 consistently had the lowest average daily ridership and lowest performance when compared to other High-Frequency Routes. They continued to have low performance compared to other High-Frequency Routes during the pandemic. When CapMetro needed to reduce service in fall of 2021, these routes were selected due to lagging ridership. By providing service on these routes every 30 minutes, we aim to ensure that customers still have access to transit, albeit with the need to follow a schedule instead of the spontaneity of just showing up at the bus stop. The reclassification does not apply to temporary weekend frequency reductions for our High-Frequency routes. CapMetro still intends to reinstate 15-minute weekend frequencies for our High-Frequency routes once resources become available. Commuter routes continue to have low ridership due to changing work patterns. The proposed discontinued Routes 981 and 987 have viable substitutes that ensure continued transportation options for commuters. More specifically, customers who previously used Route 981 can utilize Route 982 as an alternative, while those who used Route 987 have the option to switch to the Red Line and Route 985.

E-Bus service (Routes 410, 411, and 412) operated on Thursday, Friday, and Saturday nights from 10:00 p.m. to 3:00 a.m. during the University of Texas' Fall and Spring semesters. Before the suspension, ridership on the E-Bus had been declining as students chose other options to travel downtown. CapMetro temporarily suspended E-Bus service during Fall 2021 and encouraged customers to utilize our Night Owl service as a viable alternative with 6-days-a-week year-round service.

Staff is recommending that the status of these service adjustments be classified as permanent, based on current availability of resources and needs. The update ensures that we are reliably

meeting our established service levels and communicating clearly and transparently to our customers and the general public. The board reviewed a Title VI service equity analysis for the suspension of Routes 981 and 987 in January 2022. A service equity analysis for E-Bus and Routes 18, 217 & 335 showed no disparate impact or disproportionate burden.

### Pickup

Pickup has provided over 650,000 trips since its inception on June 3, 2019, and ridership continues to increase in 2023. The service is currently providing an average of 1,351 weekday trips. Pickup's continued popularity drives CapMetro to expand this service to other parts of our service area. Staff is proposing a new zone, Pickup Dove Springs, that will provide a flexible service in southeast Austin and a connector to the future Pleasant Valley MetroRapid service. Pickup Dove Springs was planned to provide a neighborhood and activity-centered transit solution in an area of Austin that has been historically underinvested in and where typical fixed route transit services were inefficient due to the current geography and street grid connectivity. Pickup Dove Springs is planned to launch in January 2024 in advance of the future Pleasant Valley MetroRapid and will provide first/last mile service to Route 7, Route 311 and Route 333. The zone will be bordered by IH-35 to the west, E. Ben White Blvd to the north, E. Stassney Ln to the east, and E. William Cannon Dr. to the south. Pickup Dove Springs will include destinations such as HEB, Travis County Association for the Blind, Austin Lighthouse for the Blind, the future site of the Dove Springs Medical Center and numerous schools, elementary through high school.

Initial public engagement efforts for Pickup Dove Springs began on May 11, 2023 with the launch of the online survey and concluded on June 25, 2023. The Community Engagement team informed stakeholder groups of the proposed new service and reached out to key businesses and organizations throughout the proposed zone to seek input on destinations, service levels and other zone details. CapMetro sent out 12,000 postcards to Dove Springs businesses and residents encouraging survey participation, held two public meetings, engaged local schools, conducted at-stop outreach, led information sessions at six community-based events in and around the proposed zone, and promoted the survey on social media. Community Engagement provided English and Spanish engagement materials and created accessible documents for meeting with the Lighthouse for the Blind, including accessible PowerPoint and recorded presentations, large-text posters and braille materials. More than one hundred surveys were received because of these efforts.

The zone will launch on Monday, January 15, 2024. Two vehicles will operate simultaneously between 6am – 7pm Monday-Friday. The number of vehicles could increase after the zone launches based on demand and ability to meet our 15-minute response time. The average monthly cost is expected to be \$51,000 to operate, which is in accordance with the FY 2024 budget.

### Regional Coordination

The CapMetro Government Affairs team continues communication with all cities within CapMetro's service area. As part of the update to the Service Standards and Guidelines, Government Affairs met with member cities and non-member regional partners, in coordination with the Regional Planning team, to explore ways to strengthen the service change process. This action helped address previously raised concerns on ensuring the voice of these entities is considered as part of the review and decision-making process.

As we develop service change proposals, we will work with each jurisdiction to understand their concerns, evaluate existing and future services, and address issues that occur. In the future, all service evaluations will follow the process outlined in the updated Service Standards and

Guidelines, which includes several points of engagement with the public. We will coordinate the proposed changes to help ensure an exchange of information and concerns occurs.

In addition, the Regional Planning team leads partnerships, Transit Development Plans (TDPs) and transit service agreements with jurisdictions within the urbanized area, but outside of the CapMetro service area. The team is currently working with the cities of Buda, Pflugerville, as well as Travis County on their TDPs. Coming up at the September Board meeting there will be several agreements with regional partners to continue transit service into FY24.

**Public Engagement Strategy**

**First Phase: Stakeholder Presentations on Service Evaluation Process (Identify Issues, Develop Proposal, Evaluate Proposals)**

In the first phase we will walk the customers through the service evaluation process communicating the issues we identified, the proposal developed and how we evaluated the proposals. CapMetro will actively engaged with stakeholders, including advisory committees, the board, and the public, to gather valuable feedback on the upcoming major service change. We will considered community needs and priorities to shape the proposed adjustments. Their input is crucial in developing a transit system that best serves our diverse community. During this initial phase we will share what we learned from the Customer Care Responses (CCR) and the KPI’s.

**Second Phase: Public Engagement & Input on Service Change Proposal**

To ensure transparency and inclusivity, we are providing multiple opportunities for public input on the proposed service changes. A dedicated public comment webpage will be available, allowing community members to share their thoughts and suggestions. Public notices will be disseminated through various channels to keep everyone informed about the upcoming changes. Additionally, a public hearing will be held, offering a formal platform for community members to voice their opinions and concerns directly to the board before any final decisions are made.

1:1 Board Briefs Presentations	Early August 2023
1:1 Committee Chairs	Mid-August 2023
(ATU) Union Leaders – 1:1 Mtg – with union leadership –	Mid-August 2023
Internal Engagement	Mid-August 2023
Operators/Supervisors: Flyers and mailboxes or monitors or MV emails, Public Safety Ambassadors	Mid-August 2023
Customer Care: Inform them and collect any feedback received for report	Mid-August 2023
Time Point Communications	September 2023
CapMetro Advisory Committees	Early September 2023
Service Change Virtual Presentation	August/September 2023
Public Input Comment Provide Final Engagement Report	October 2023
Communications Throughout Feedback – listed above	Ongoing
If Service Change Proposal needs further review revisit proposal based on customer feedback.	Ongoing

**Third Phase: Implementation and Monitoring**

Following the public comment period and the public hearing, CapMetro will carefully consider all input received. The proposed service changes, along with any adjustments based on public feedback, will be implemented as planned. We will monitor the effects of these changes on the community and make

ongoing assessments to ensure the transit system continues to meet your needs effectively. Report out of all engagement, feedback and monitoring/feedback for 2024

### Timeline and Schedule for Stakeholder Meetings

We will consistently engage stakeholders, including community-based organizations (CBOs), board members, and community leaders, in a structured manner. By actively involving these key partners on an ongoing basis, we will gather diverse perspectives and expertise to address community needs effectively.

### Feedback Incorporation

Feedback incorporation is typically done throughout the public involvement process, starting with early engagement efforts and continuing through to the final stages of decision-making. This may involve any of the methods or tools we've listed, such as surveys, committee meetings, and engaging in one-on-one discussions with stakeholders. As feedback is received, it is analyzed, and it helps determine what changes need to be made and adjusts proposals or plans accordingly.

There are several ways to incorporate feedback in service change proposals, such as:

- Analyzing and summarizing the feedback received
- Identifying key themes and concerns raised by stakeholders
- Adjusting proposed changes based on the feedback received
- Providing feedback to stakeholders on how their input was incorporated
- Communicating changes and outcomes to stakeholders
- Updating the Public Involvement Plan to reflect changes and improvements for future engagement efforts

The chart below shows an overview of how we incorporate feedback in service planning change proposals:

### Public Involvement Report-Out

A public engagement report is a valuable tool for fostering transparency and trust in the public involvement process. It demonstrates that we value community input and encourages future participation. CapMetro has a standard Public Involvement Template that helps create and outline the project and its objectives, reiterate the where, when, and how of engagement activities, describe the engagement methods used, identify who was engaged, outline what was heard from the community, and share the outcomes and next steps.

To showcase the community engagement process, the report has a snapshot of key touchpoints, tools, techniques that were utilized and successful, and recommendations for future public involvement. Additionally, the report typically has quantitative and qualitative data, highlighting the community's top responses, major themes, concerns, and key issues. Finally, the report should outline how community feedback was considered and applied, including what actions CapMetro will take based on the feedback, what's coming up next in the engagement process, and how the community can stay informed and follow the project's progress.

### Continuous Engagement

It is crucial to educate the community on the final plans and new services that have been developed through the public involvement process. By doing so, we ensure that community members understand how their feedback and input have been incorporated into the final plans and that they are aware of what to expect from the new CapMetro service. This makes sure that they know their voices were heard and their input and opinions were taken into account.

In implementing different options from the engagement best practices listed above, CapMetro will consider a variety of information and educational methods to communicate with the community about the final plans and new services. These methods will include informative brochures, websites, presentations, and social media posts, like those used during the initial public involvement phases. By employing these practices, CapMetro aims to ensure that the community remains informed, engaged, and empowered throughout the implementation process and future engagement opportunities.

Additionally, continuous monitoring and ongoing communication with the community and stakeholders will be prioritized to gather feedback, make necessary adjustments, and ensure the success of the new service. It is also important to continue monitoring the implementation of the new service and ensuring its success. This can be achieved through ongoing communication with the community and stakeholders, creating feedback opportunities on the new service, and making any necessary adjustments to ensure its effectiveness.

**Here are a few best practices CapMetro uses for continued engagement with the community:**

- Provide regular updates: Share updates on the project or service regularly with the community.
- Offer additional opportunities for feedback: After the initial public involvement plan, continue to provide opportunities for community feedback. This shows that their input is still valuable and helps to ensure that the service is meeting their needs.
- Conduct surveys: Surveys are a useful tool for gathering feedback from a large number of people. They can be conducted online or in person.
- Empower community leaders: Work with community leaders to help spread the word about the project or service.
- Provide educational materials: Providing educational materials about the project or service can help to ensure that the community understands how it works and how it benefits them.

Close the feedback loop: Finally, it's important to close the feedback loop with the community. Let them know how their feedback was used and what changes were made as a result. This helps to build trust and demonstrates that their input is valued.

**Close-Out Best Practices**

- Close-out meeting with Project Team
- Draft Project Close-Out Report
- Review Close-Out report with Community Engagement Team Manager
- Close Any Granicus items (Discussions, Forum, etc)
- Thank you to team + stakeholders with report
- Document Public Involvement Report
- Clean-up Outlook Contacts Database
- Move Project Folder to \_Completed Projects
- Schedule Event for Awareness

## Appendix A - List of Partner Organizations

Community-Based Org, Agencies, etc.		
*highlighted organizations are recommended orgs for 1:1 communications		
Austin Child Guidance Center	Del Valle Community Coalition	Neighborhood Empowerment Foundation
A New Entry	Del Valle Independent School District	North Austin Muslim Community Center
ACC	Disability Rights Texas	Oak Springs Elementary School
ADAPT	Dittmar Recreation Center	OCEAN
African-American Cultural & Heritage Facility	Diverse Arts Culture Works	Olivet Baptist Church
Agape Pregnancy Resource Center	Dolores Catholic Church	One Voice of Central Texas
AGE of Central Texas	Doris Miller Recreation Center	Opportunities for Williamson & Burnet
AIDS Services of Austin	Dove Springs Neighborhood Center	Organization of E Austin Neighborhoods
AISD HeadStart	Dove Springs Proud	Our Lady of Guadalupe Parish
AISD Parent Support Specialists	Downtown Austin Alliance	Paisano Mobile Home Park Assn
AISD Refugee Family Support Office	Dress for Success	Partners in Participation
Allgo	Drive a Senior West Austin	Pecan Springs Neighborhood Assoc.
Alliance for African-American Health in Central Texas	East Austin Conservancy	People Fund
Allison Elementary	East Austin Neighborhood Center	People United for Mobility Action (PUMA)
Amalgamated Transit Union (ATU)	East Cesar Chavez Business District	Planning our Communities
American Association on Intellectual & Developmental Disabilities	East Communities YMCA	Pleasant Valley Neighborhood Association
Angel House Soup Kitchen	East End IBIZ District	PODER
Annunciation Maternity Home	Easter Seals	Professional Women of Williamson
Anti-Displacement Task Force	Eastside Community Church	Promesas Public School
ARC	Ecology Action	Prospanica, Austin Chapter
Area Agency on Aging	EcoRise	Public Works Department – Safe Routes
Asian American Resource Center Nonprofit	El Buen Samaritano	Rainforest Partnership
Austin Area Black Contractors Association	Mexican American Cultural Center	Raising Austin
Austin Area Black Contractor's Association	ECHO	Real Estate Council of Austin
Austin Area Urban League	Equilibrio Norte	Rebekah Baines Johnson Center
Austin Asian Community Health Initiative	Evolve Austin	Refugee Services of Texas
Austin Black Caucus	Explore Austin	River Bluff NA
Austin Chinese American Network (ACAN)	Family Eldercare	Riverside Farms Road Neighborhood Assn.

Austin Chinese-American Network	Farmshare	Riverside Meadows Homeowner's
Austin Commission on Seniors	Fostering Hope	Robertson Hill Neighborhood Association
Austin Community College - Eastview	Foundation Communities	ROCK Ride on Center for Kids
Austin Habitat For Humanity	Foundation for the Homeless	Ronald Mcdonald House Charities of CTX
Austin Heights Neighborhood Association	Front Steps / ARCH	Rosewood Glen Oaks Association
Austin History Center	Generation Serve	Rosewood Neighborhood Contact Team
Austin Hotel & Lodging Association	Givens Recreation Center	Rosewood-Zaragosa Neighborhood
Austin Justice Coalition	Go Austin Vamos Austin (GAVA)	Round Rock Area Serving Center
Austin Latino Coalition	Gonzalo Garza Independence HS	Round Rock El Amistad Club
Austin LGBT Chamber of Commerce	Grassroots Leadership	Round Rock Housing Authority
Austin Lighthouse/Travis Association	Greater Austin Asian Chamber	Round Rock New Neighbors
Austin Mental Health Consumers inc	Greater Austin Black Chamber of Commerce	Round Rock Rotary Club
Austin Neighborhood Council	Greater Austin Chamber of Commerce	Scenic Texas Inc
Austin Parks Foundation	Greater Austin Merchants Association	Senate Hills Homeowners' Association
Austin Public Library	Greater Austin Merchant's Cooperative	Simpson United Methodist Church
Austin Public Library, George Washington Carver Branch	Greater Round Rock Community Foundation	Six Square: Austin Black Cultural District
Austin Recovery	Guadalupe Assn. for an Improved Neighborhood	Souly Austin
Austin Steam Train Association	Gus Garcia Recreation Center	South Asian New Year
Austin Tenants Council	HABLA	South Congress Improvement District
Austin Young Chamber	Hermanos de East Austin	South East Austin Trails & Greenways
Austin Voices	Hispanic Impact Fund/Austin Community Foundation	South River City Citizens Assn.
AustinUP	Hispanic Women's Network of Texas	Southeast Austin Neighborhood Alliance
AVANCE	Holly Neighborhood Coalition	Southeast Combined Neighborhood Team
Backpack Friends Inc	Hope Alliance	Southeast Health and Wellness Center
Backpack Friends, Inc	Housing Authority of the COA (Austin Pathways)	Southwest Keys Program
BASTA (Building and Strengthening Tenant Action)	Housing Authority of the City of Austin (HACA)	Special Olympics Texas Inc
Bat Conservation International	Housing Works	Street Youth Ministry of Austin
Baylor Scott & White	Huston-Tillotson University	Stronger Austin
Big Brothers Big Sisters of Central Texas	I Live Here I Give Here	Sustainable Food Center
Bike Austin	IDEA Public Schools	Swede Hill Neighborhood Association



## Appendix B – Feedback from Public Input

18 217 335 F-Rus	Route Alignment	It's a damn shame the way y'all are going about this, reducing service times. Really the 18 shouldn't even be that long of a route, if it were to turnaround in downtown then it would be able to have high frequency, if ...
18 217 335 E Bus	Increase Frequency Route Alignment	The 18 shouldn't be reduced, it should be split, with the 18 that goes east receiving high frequency, the western portion is really there for show and we all know it...
3 335	Schedule Alignment	Connecting southbound 5 to eastbound 335 is how I get to work, thirty minute frequency works for me. But, better syncing of those two routes would make my life easier.
18 335	Increase Frequency Hospital	I think that 18 and 335 should go back to 15 minute frequencies. The reason why is because both routes drive by major hospitals in the city. It should be about helping the public rather than following the theories of economics.
18 335 325	Weekend Service Increase Frequency	It's very upsetting to hear that the frequency reductions on the 18 and 335, which have been in place for over two years, will now be permanent. You've repeatedly promised for the past two years that you were going to restore this service. The 335 in particular never got a ...
335 20	Increase Frequency	The permanent reduction in service on the 335 is disappointing, as the reason for low ridership on my part is due to the lack of frequency. It's easier to just hop on the 20 than wait for a 335, but that results in a longer ride time and typically in the wrong direction.
18 335	Increase Frequency	Frequent service on the 18 and 335 shouldn't be written off now. Crosstown service is highly important.
217 18 335	Increase Frequency	Route 217 is fairly suburban, so this change makes sense. Routes 18 and 335 go through fairly dense areas (MLK for 18, Mueller, Hyde Park & West Austin for 335), so 30 minute frequencies are not ideal. I live in Hyde Park and many residents along the apartments on 38th St after that...
335	Increase Frequency Pickup Zone Request	In my opinion, route 335 would be utilized more often as more of an on-demand 15 minute route. The 30 minute turnaround requires significantly more planning and makes it especially inconvenient for medical and other workers and students along this route.
335	Increase Frequency	In my opinion, the 335 would be better utilized as a more on-demand 15 minute route. The 30 minute turnaround requires a lot more planning and is inconvenient for medical workers and patients, as well as students along the route.
335	Increase Frequency	If the 335 would go back to frequency of every 15 minutes it would probably have more ridership. The route is mainly used to transfer to other routes. It is a hardship to wait 30 min if you miss a connection. Please go back to every 15 before making this permanent decision. Thank you.



To: CapMetro Board of Directors  
From: Sharmila Mukherjee, Executive Vice-President, Planning & Development  
Date: August 7, 2020  
Re: January 2024 Service Change Equity Analysis

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### **Summary**

In September of 2021, CapMetro temporarily suspended E-Bus service and reduced daily service frequencies on Routes 18, 217 and 335. The decision to temporarily suspend these services and reduce frequencies was a necessary step to efficiently distribute limited resources to provide reliable service for our customers. Staff is recommending that the status of these service adjustments be classified as permanent, based on current availability of resources and needs. The update ensures that we are reliably meeting our established service levels and communicating clearly and transparently to our customers and the general public.

Analysis revealed no disparate impact borne by minority populations or disproportionate burden borne by low-income populations. CapMetro's Title VI policy states "Capital Metro will take steps to avoid, minimize or mitigate impacts when practicable". CapMetro minimized the impacts of these changes by making sure alternative service exists. Changes were implemented due to limited resources and mitigation options were not possible.

Additional information regarding the analysis is contained in this memo.

### **Analysis**

The analysis was conducted in accordance with Title VI policies adopted by the board on June 28, 2021. Since service levels for Routes 18, 217, 335 and E-Bus (Routes 410, 411, & 412) were reduced by more than 25% a service equity analysis is required. The service equity analysis was conducted using the Title VI component of Remix Transit, an online transit planning software. The output of the Remix Transit VI analysis is then summarized to compare the people trips for minority/low-income to non-minority/non-low income for the prior service to the existing service. A difference of 2 percentage points or more results in a disparate impact/disproportionate burden (see following tables).

**Route 18, 217, and 335**

Prior to the start of the pandemic, Routes 18, 217, & 335 consistently had the lowest average daily ridership and lowest performance when compared to other High-Frequency Routes. They continued to have low performance compared to other High-Frequency Routes during the pandemic. When CapMetro needed to reduce service in fall of 2021, these routes were selected due to lagging ridership. These routes now operate every 30 minutes, to ensure that customers still have access to transit.

**Disparate Impact (Minority)**

Minority populations experienced a 42.4% reduction and non-minority populations experienced an 42.9% reduction. Since the percentage point difference is less than CapMetro’s 2% threshold, there is no disparate impact.

	<b>Non-Minority People Trips</b>	<b>Minority People trips</b>
<b>After</b>	401,986,095	253,465,280
<b>Before</b>	704,521,805	439,866,965
<b>Percent Change</b>	-42.9%	-42.4%
<b>Percentage Point Difference</b>	0.57%	

**Disproportionate Burden (Low-Income)**

Low-income populations experienced a 42.6% reduction and non-low income populations experienced a 42.8% reduction. Since the percentage point difference is less than CapMetro’s 2% threshold, there is no adisproportionate burden

	<b>Non-Low-Income People Trips</b>	<b>Low-Income People trips</b>
<b>After</b>	530,846,771	124,604,604
<b>Before</b>	927,356,124	217,032,646
<b>Percent Change</b>	-42.8%	-42.6%
<b>Percentage Point Difference</b>	0.17%	

**E-Bus**

E-Bus service (Routes 410, 411, and 412) operated on Thursday, Friday, and Saturday nights from 10:00 p.m. to 3:00 a.m. during the University of Texas' Fall and Spring semesters. Before the suspension, ridership on the E-Bus had been declining as students chose other options to travel downtown and service span and frequency had previously been reduced. CapMetro's Night Owl service is an alternative with 6-days-a-week year-round service.

**Disparate Impact (Minority)**

Both minority and non-minority populations experienced a 100% reduction. Since minority and non-minority populations, there is no disparate impact.

	<b>Non-Minority People Trips</b>	<b>Minority People trips</b>
<b>After</b>	0	0
<b>Before</b>	31,000,970	43,729,290
<b>Percent Change</b>	-100.0%	-100.0%
<b>Percentage Point Difference</b>	0.0 %	

**Disproportionate Burden (Low-Income)**

Both low-income and non-low income populations experienced a 100% reduction. Since the reduction is equally borne by low-income and non-low income populations, there is no disproportionate burden.

	<b>Non-Low-Income People Trips</b>	<b>Low-Income People trips</b>
<b>After</b>	0	0
<b>Before</b>	40,440,559	34,289,701
<b>Percent Change</b>	-100.0%	-100.0%
<b>Percentage Point Difference</b>	0.0 %	