



Capital District Transportation Authority



Title VI Program 2023-2026

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Ethan Warren
Title VI Coordinator
Capital District Transportation Authority
85 Watervliet Avenue
Albany, NY 12206

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Chapter 1 - Program Introduction

The Capital District Transportation Authority (CDTA) Title VI Program has been prepared to ensure compliance with FTA Circular C 4702.1B dated October 1, 2012, and to implement the fair apportionment of its resources throughout its five-county service area. CDTA has implemented procedures and policies pursuant to this program to comply with federal regulations, and to improve upon its existing commitment to equity in its practices. This program includes a Major Service Change Policy, Disparate Impact Policy, Disproportionate Burden Policy, Public Participation Plan, updated Limited English Proficiency Language Assistance Plan (LEP LAP), results of and updates to its service monitoring program, and Board approval of the CDTA Title VI Program.

CDTA receives federal financial assistance to provide transit service. Federal funding is received in accordance with Chapter 53 of Title 49 of United States Code, as amended by the FAST act. As a recipient of federal funds, CDTA complies with the Regulations relative to nondiscrimination in federally assisted programs of the Department of Transportation, Title 49, Code of Federal Regulations, Part 21, as they may be amended from time to time. CDTA has a service area population estimated at 859,867 and is required to update its Title VI Program. Title VI refers to prohibitions against discrimination in federal programs. CDTA is committed to the following:

1. Ensure that the level and quality of transit service is provided without regard to race, color, or national origin;
2. Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations;
3. Promote the full and fair participation of all affected populations in transit decision making;
4. Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations;
5. Ensure meaningful access to programs and activities by persons with limited English proficiency.

Overview of CDTA

CDTA is New York State's Capital Region mobility company with an annual ridership of 12.76 million. CDTA maintains a fleet of 294 buses from three facilities in Albany, Schenectady, and Troy. CDTA also owns and operates the rail stations in Saratoga Springs and Rensselaer. We serve a five-county area consisting of 898,871 people and have a workforce of approximately 650.

Our Mission

CDTA plans, finances, implements and delivers transit services that take people where they want to go in the Capital Region safely, efficiently and at a reasonable cost.

CDTA works to accomplish this mission by:

- Continually identifying ways to increase transit ridership and revenue.
- Taking a leadership role to help mold regional growth and improve the transportation network.
- Balancing regional needs for social service, congestion relief and basic access.
- Delivering a range of transportation services that meets a diversity of markets and customers.
- Developing innovative ways to attract and retain a high quality workforce.
- Identifying appropriate funding sources to meet the region’s transportation needs.

Overview of Title VI

Title VI is a section of the Civil Rights Act of 1964 requiring that “No person in the United States shall on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” The principles of Title VI are already used by CDTA to ensure that appropriate consideration is given to all stakeholders when major operational decisions are made. CDTA fully supports the objectives of Title VI, which seek to:

- Ensure that the level and quality of transit service is provided in a nondiscriminatory manner;
- Promote full and fair participation in decision-making without regard to race, color, or national origin; and
- Ensure meaningful access by persons with Limited English Proficiency (LEP).

Chapter 2 – General Requirements

Notification to Beneficiaries of Protection under Title VI

The following statement is posted on the CDTA website (<http://www.cdt.org/title-vi>), in the public reception area of the CDTA administrative headquarters, on buses, and on printed CDTA route schedules. This document is translated into Spanish, pursuant to the conclusions of CDTA's LEP LAP, and will be translated into languages other than English and Spanish, or furnished in accessible materials, as needed upon request. A translated copy of the notice is available in the appendix of this document.

Title VI Notice

CAPITAL DISTRICT TRANSPORTATION AUTHORITY (CDTA)

- CDTA operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with CDTA.
- For more information on CDTA's civil rights program, and the procedures to file a complaint, contact 518-482-8822 (including TDD/TTY); email Titlevi@cdta.org; visit our administrative office at 110 Watervliet Ave, Albany, NY 12206; or visit www.cdt.org.
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5thFloor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.
- If information is needed in another language, contact 518-482-8822.

CDTA Complaint and Investigation Procedure

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by CDTA may file a Title VI complaint by completing and submitting CDTA's Title VI Complaint Form. The Title VI investigation process takes a total of 180 days. CDTA will only process complaint forms that are complete.

The complaint should contain:

- Name, address, telephone number, and signature of complainant.
- Facts and circumstances surrounding the claimed discrimination, including date(s) of allegations, and basis of complaint (i.e., race, color, national origin, gender, age, disability).
- Names of any persons, if known, who the investigator could contact for additional information to support or clarify the allegations.
- Corrective action being sought by the complainant.

Once the complaint is received, CDTA will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

After receipt of the complaint, CDTA has 30 days to investigate. Within ten days of receiving a written complaint, CDTA's Customer Service Department will acknowledge receipt of the complaint. If more information is needed to resolve the case, CDTA may contact the complainant. The complainant has 20 business days from the date they are contacted by CDTA to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 20 business days, CDTA can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a Letter of Finding (LOF). A closure letter summarizes the allegations, states that there was no Title VI violation, and advises that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has 30 days after the date of the letter or the LOF to do so. Should the complainant choose to appeal the decision, the appeal shall be processed by a CDTA staff member other than the staff member who performed the original investigation.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

The CDTA Complaint and Investigation Procedure is translated into Spanish, pursuant to the conclusions of CDTA's LEP LAP, and will be translated into languages other than English and Spanish, or furnished in accessible materials, as needed upon request. A copy of the procedure translated into Spanish is available in the appendix of this document (The CDTA 2023 Title VI Program).

A copy of CDTA's Title VI Complaint Form in English and Spanish is available in the appendix of this document.

Non-Elected Committees & Councils

Members of the CDTA Board of Directors are appointed by the Governor and confirmed by the state Senate. CDTA staff has no control over the appointment of members to the Board of Directors. Currently, there are 11 board seats, two of which are vacant. Three board members are women and one is a member of the disabled community. One non-voting representative for Labor also sits on the board. Currently, there are no minority board members. Membership of the board is intentionally controlled by the governor's office to ensure independent oversight of the authority. CDTA has no control over the composition of the board for that reason. Members

of minority communities, along with all members of the public, are encouraged to participate in all public meetings.

Determination of Site or Location of Facilities

When CDTA engages in a construction project requiring land acquisition and/or the displacement of persons from their residences or businesses for a new operations, maintenance, or support facility, we will complete an equity analysis during the planning stage to ensure that the location of the facility is selected without regard to race, color, or national origin.

CDTA will conduct public outreach with communities, persons, and other stakeholders potentially impacted by the various site alternatives for the new facilities. The equity analysis will compare the relative impacts of various alternative sites. CDTA will also give attention to the presence of any other facilities with similar impacts in the area of each alternative site to determine if any cumulative adverse impacts might result. Analysis will be done at the census tract level to ensure that proper perspective is given to localized impacts.

If CDTA determines that the location of the project will result in a disparate impact on the basis of race, color, or national origin, CDTA will only locate the project at that site if there is substantial legitimate justification for doing so, and if there are no viable alternative locations that would have a less disparate impact on the basis of race, color, or national origin. In the case where other options do exist, CDTA will implement the least discriminatory alternative. CDTA will demonstrate how these conditions are met.

Determination of Sites or Locations of Facilities Since Last Title VI Submission

CDTA has not determined a site or location of a facility which required land acquisition and the displacement of persons from their residences since the last Title VI submission.

Since the last Title VI submission, CDTA began a lease of in half of a bus garage in Montgomery County. But since the space leased by CDTA was already built, was vacant, already intended for bus use and did not displace anyone from their residence, it does not meet the requirement for an equity analysis established by Circular 4702.1B.

List of Title VI Investigations, Complaints, and Lawsuits

There have been no Title VI investigations, complaints, or lawsuits since the of the submittal of 2020-23 Title VI Program.

Limited English Proficiency Language Assistance Plan (LEP LAP)

In accordance with FTA requirements, CDTA completed a Language Assistance Plan (LAP) to ensure that we take reasonable steps to ensure meaningful access to benefits, services,

information, and other important portions of our programs and activities for individuals who are limited-English proficient. This plan was developed with input from the public and demographic analyses of our service area.

CDTA conducted a four-factor analysis that determined:

- the number and proportion of LEP persons served or encountered,
- frequency of contact with LEP individuals,
- the importance to LEP persons of our programs, activities, and services, and
- the resources available to CDTA to ensure reasonable and cost effective measures to execute the LAP.

This was followed by a five-factor implementation plan that:

- identifies the locations of concentrated LEP populations (chiefly, those speaking Spanish),
- prescribes specific language assistance measures such as oral and written language translation,
- sets staff training policies,
- provides notice of the LAP to the public and CDTA staff, and
- sets a timetable for monitoring and updating the LAP.

The full LEP LAP is available (and is submitted to FTA) as a companion document.

Subrecipients

CDTA does not currently have subrecipients.

Chapter 3 - Public Participation Plan (PPP)

Goals and Objectives

CDTA's Public Participation Plan is designed to disseminate information and to solicit and respond to public comment on the development of programs and projects. The plan provides proactive and continuing public participation for projects, programs, and decision-making to ensure programs reflect community values and benefit all segments of the community equally.

Our plan fulfills federal obligations that say grant recipients are required to comply with the public participation requirements of 49 USC Section 5307(b) – requires programs of projects to be developed with public participation and 5307(c)(1)(I) – requires a locally developed process to consider public comment before raising a fare or carrying out a major reduction in transportation service. It also fulfills CDTA's state obligation under the NYS Public Authorities Law, which requires a public hearing for establishing or changing (increase or decrease) fares, tolls, rentals, rates, charges or other fees for the transportation of passengers.

CDTA's Public Participation Plan:

- Provides opportunities for public comment as required by law.
- Provides opportunities for public and stakeholder input during planning of projects.
- Provides opportunities for the inclusion of minority, low-income, and LEP populations through public workshops and information meetings.

Public Participation as Required by Law

FTA Program-of-Projects Requirements and Section 5307 Grant Program

While a Federal Transit Administration grant applicant may choose to maintain a separate approach for complying with the public participation requirements of 49 U.S.C. Section 5307(b)(1) through (b)(7) concerning the applicant's proposed Section 5307 grant program, grant applicants are encouraged to integrate compliance with these requirements with the locally adopted public involvement process associated with the TIP.

CDTA works directly with the region's MPO, the Capital District Transportation Committee (CDTC), to develop the TIP. The public involvement activities and the time established for public review and comment on the TIP satisfies the program-of-projects requirements of the Urbanized Area Formula Program. Proposed TIPs, containing 5307 funds broken out by program, are posted to CDTC's website. Public outreach for the most recent TIP included a feedback portal on the CDTC website, social media outreach, a TIP Virtual Workshop, an open house event, multiple pop-up events, and more. CDTC's meetings are open to the public. All meetings of CDTC's Planning Committee and Policy Board, in which the TIP is discussed and developed, are also open to the public and publicized in the regional media.

Service Restructuring / Fare Changes

CDTA undertakes a comprehensive and inclusive public participation and outreach process for major service or fare changes. During the public outreach period, CDTA posts information on CDTA buses and accepts comments regarding the proposed changes in person (written or verbal), on its website and via the USPS mail. Prior to hosting formal public hearings on the proposed change, CDTA will hold multiple public information meetings for affected communities, hold stakeholder group meetings, and will present changes to elected government officials. CDTA will consider the population likely to be affected and the resources available to determine how best to enhance participation by affected minority, low-income, and/or LEP persons. The purpose of these efforts is to include minority, low-income, and LEP populations in the planning stages.

Policy for the Soliciting of Public Comment

CDTA policy is to disseminate information and to solicit and respond to public comment on transit service and fare changes to the extent reasonable and practical.

Fare changes or major service changes are submitted to the CDTA Board of Directors upon an initial round of public discussion. Major service changes are defined in Chapter 5.

If a major service change is planned, or a change in fares is proposed, the CDTA Board of Directors will authorize formal solicitation of public commentary. A notice of the proposed change(s) will be published on buses, on the CDTA website, on CDTA social media, in relevant CDTA newsletters and distributed to existing community email lists. Such published notices will include the date, time and location of any public hearings, as well as information on how to attend the meeting virtually, if applicable. Not sooner than thirty days after the notices are published and posted at least one public hearing shall be held. Special promotional fares are not included in the requirements of this section.

CDTA will translate the abovementioned outreach materials, as well as materials used during public meetings, into, and provide translation services for, the language of any LEP language group as specified in the Language Assistance Plan upon request. When public comment is sought from a community in which the Language Assistance Plan identified a significant LEP population, all materials will be provided in English and Spanish by default.

A report of all public comments received and any responses will be provided to the Board of Directors. Recommended changes in the proposal as a result of public comment may also be presented. Following completion of this process, the Board of Directors may authorize the implementation of the changes or may direct other action. Final public notice of major changes in service or any changes in the fare structure will be given via the methods stated above.

Ongoing Public Participation Opportunities

CDTA utilizes a variety of media and methods to provide interested individuals, groups, and organizations with timely information about transportation issues.

- CDTA website
 - The CDTA website (cdta.org) provides basic information about CDTA, including the most up to date information regarding fares, schedules, events, programs and news. All public workshops, information meetings and hearings are advertised on the CDTA website. The website is also used as a medium in which riders and the public can provide comments during a study.
- Social Media
 - CDTA uses social media to interact with individuals, groups, businesses and strategic partners to improve customer satisfaction. Social media is used as a direct method of public participation not to mention information sharing and gathering. We have dialogue on individual sites and drive more detailed analysis to our Customer Service Center.
- CDTA Public Meetings, Workshops, Information Meetings, and Public Hearings
 - Examples include: public hearings before fare changes and major service changes; workshops and information meetings held prior to formal public hearings on the above topics. The meetings are held at multiple locations within the affected municipality to ensure all stakeholders have the opportunity to comment.
- Rider Alerts, Newspaper Advertisements, News Releases
 - To solicit participation, these media are used to advertise changes in fares and service, as well as the meetings and hearings associated with such changes. These mediums are also used to advertise and dissemination information about CDTA that at times may be strictly informational only and may not require public participation.

Monitoring and Evaluation

CDTA continuously monitors, evaluates and improves its public participation process. Regular review is completed through the methods below:

- Tracking website usage and activity including how users arrive at the CDTA website and which pages are most visited along with other statistics.

- Tracking the number of individuals on CDTA contact lists that receive newsletters, meeting notices and agendas, and other related materials.
- Strongly encouraging people to provide comments and suggestions to the CDTA through various customer-facing channels.
- Discussions with community groups. CDTA is actively involved in group activities and receives input on a variety of transportation and planning issues.

Recent Public Participation

CDTA has not conducted Title VI-related public participation relating to our Title VI Program since the submission of our last Title VI Program. The last public participation we conducted was for the disproportionate burden, disparate impact and major service change policies in November 2020.

Chapter 4 - Service Monitoring

Transit providers are required to monitor the performance of their minority- and non-minority routes relative to their system-wide service standards and service policies. In addition to the processes set forth in this document, to be implemented every three years, service monitoring is also accomplished through:

- The annual Route Performance Report, which evaluates every fixed route in the CDTA system for level of ridership, service, and productivity, and makes recommendations to adjust service in response to changes in demand as necessary.
- A monthly performance report to the CDTA Board of Directors.
- Tracking of all comments and complaints received by CDTA's Customer Service Center.
- CDTA regularly gathers and reports data on customer satisfaction through a wide variety of metrics related to the riding experience and the customer relationship with CDTA. It also collects demographic data to create a profile of our riders and better understand their needs.

CDTA uses the results obtained from customer surveys and the comment/complaint process as input into work programs for our departments. For example, low ratings on cleanliness will lead to remedial action by Maintenance (e.g. additional training, incentive contests, and, if the budget permits, the hiring of additional cleaners). Low ratings for on-time performance and overall service quality contributes to scheduling and route evaluation work.

Response is budget-driven, with an emphasis on cost-effectiveness. Ratings on operator courtesy advise our training programs. Safety ratings are used in our annual review of safety programs and development of our Safety Plan. The answers to questions about the ease of obtaining and using customer information about our system are used by Marketing to improve such information. Thus far, there has been no significant difference in the response on quality concerns between our minority and total customers. If such a difference is found in the future, a more detailed analysis of the survey responses by route will be undertaken to better pinpoint the problem and determine a more focused response.

Level of Service Standards

Chapter Four of CDTA's 2014 Transit Development Plan (TDP) sets forth service performance standards designed to allocate the level of transit service to the level of demand, equitably distribute service and amenities, and ensure a safe and comfortable riding experience. These standards were determined through research of the Transit Cooperative Research Program's Transit Capacity and Quality of Service Manual (TCRP 100) and existing ridership and service patterns specific to the CDTA transit network. For the purposes of Title VI Service Monitoring, CDTA will adapt the standards established in its TDP to compare relative adherence to standards on minority routes and non-minority routes. An excerpt from Chapter 4 of the TDP is included in the appendix of this document.

Minority routes are defined as those in which at least one-third of the revenue miles along that route are located in census block groups where the minority population percentage exceeds the minority population percentage in the service area. Several exceptions to this rule can exist based upon ridership and service patterns (e.g. routes could travel through minority blocks, but may not be designed to service that area). In CDTA’s Service Monitoring Program, a sample of minority routes is compared against a sample of non-minority routes to identify any discrepancies in their relative adherence to service standards.

Level of Service standards vary depending upon a route’s classification. CDTA maintains the following Route Classification system to differentiate its services:

- **Trunk Routes**
 - Operate 7 days / week
 - 20 minute (or better) peak headway
 - Includes BusPlus (Bus Rapid Transit)
- **Neighborhood Routes**
 - Operate at least 6 days / week (Monday through Saturday)
 - 60 minute (or better) peak headway
- **Express Routes**
 - Generally uses limited-access highways and serves Park & Ride lots.
 - Operate 5 days / week (Monday through Friday)
 - Peak period trips and limited mid-day trips
- **Commuter Routes**
 - Peak service for areas difficult to reach with neighborhood routes
 - Operate 5 days / week (Monday thorough Friday)
 - Peak period trips and limited mid-day trips

Vehicle Load

“Load factor” is defined as the mean of the number of passengers on a vehicle at all stops divided by the maximum seating capacity of the transit vehicle. It is an indicator of the extent or probability of overcrowding or the need for additional vehicles. It is also a means to determine whether the level of service on a particular route at a particular time is adequate to assure a level of service deemed appropriate for the transit system. CDTA’s load factor standards stipulate that routes should not exceed an average load factor of 1.25 during peak periods on all service types except express routes. The average load factor on express routes should not exceed 1.00 because the high speeds of interstate highway travel may cause comfort and safety issues for passengers who cannot be seated for a prolonged period of time.

Vehicle Load Standards

Service type	Max Avg Load Factor
	Peak Periods (7a-9a, 3p-6p)
Trunk/BusPlus	1.25

Neighborhood	1.25
Express	1.00
Commuter	1.25

Vehicle Headway

“Vehicle headway” is defined as the average time between trips on the same route within a particular period. CDTA vehicle headways are determined in proportion to the level of ridership and demand for transit, and by their service classification. Routes should not exceed prescribed vehicle headway maxima in accordance with their service types, to keep their schedules understandable and availability of service relatively reliable.

Vehicle Headway Standards

Service type	Peak Headway
BusPlus	10-15 min
Trunk	10-20 min
Neighborhood	30-60 min
Express	3+ trips in each direction
Commuter	3+ trips in each direction

Service Availability

CDTA’s service availability standards are determined by the TDP Transit Propensity Index (TPI), which combines demographic and economic statistics on geographic areas to determine those most likely to support transit service. Transit service should be available in at least 75% of the block groups with a TPI classification of 2 through 4. A copy of the TDP section on TPI is included in the appendix of this document.

For the purposes of the Title VI monitoring program for this standard, CDTA will compare the relative accessibility of minority census tracts and non-minority census tracts to transit, applying a standard of at least 75% of the sample population being within one-quarter of one mile (reasonable walking distance) of a CDTA transit service.

Quality-of-Service Standards

Along with level-of-service standards, CDTA quality-of-service standards are similarly included in Chapter Four of the TDP. These standards were determined through research of the Transit Cooperative Research Program’s Transit Capacity and Quality of Service Manual (TCRP 100) and existing ridership and service patterns specific to the CDTA transit network. For the purposes of Title VI Service Monitoring, CDTA will adapt the standards established in its TDP to compare quality of service in minority and non-minority areas. An excerpt from Chapter 4 of the TDP is included in the appendix of this document.

Distribution of Transit Amenities

As per the TDP, the availability of transit waiting amenities is determined by ridership at each stop in the number of boardings per weekday. Some stops may not need certain otherwise recommended amenities due to unique circumstances – for example, a stop with sixty boardings per day that is located under an existing structure providing shelter does not necessarily require a separate shelter, though it should still have a bench and trash receptacle. These needs should be addressed on a case-by-case basis.

Transit Amenities Standards

Boardings / weekday	Shelter	Bench	Trash / Recycling
< 15	No	No	No
15-35	No	Yes	Case-by-case
35+	Yes	Yes	Yes

Vehicle Assignment

Title VI defines vehicle assignment as the process by which transit vehicles are placed into service on routes throughout the recipient’s system. CDTA’s transit vehicle fleet consists of various vehicle types, which are assigned to match the mode of service that they are operating. CDTA has an established maintenance and replacement program to ensure that its fleet includes all of the modern passenger amenities and technologies available. A full inventory of the CDTA fleet is available in the appendix of this document.

The bulk of the fleet is for the fixed-route service, which includes 40’, and 60’ transit buses. CDTA also has 30’ and 32’ trolley buses for special event routes. CDTA’s fixed-route buses are manufactured by two companies – Gillig (Hayward, CA) and New Flyer (Winnipeg, MB). Approximately 95% of the fleet is manufactured by Gillig. Gillig has been CDTA’s primary bus manufacturer since 2006.

Buses are assigned by size to accommodate the level of ridership anticipated on the route on which they will be operating. For example, a 30’ bus is most likely to be assigned to routes such as #286 or #155, which encounter lower ridership, productivity, and vehicle loads, while a 40’ bus is most likely to be assigned to routes such as #1, #12 or #22, where a larger vehicle is required to accommodate more passengers. CDTA’s 60-foot articulated buses are assigned to high-ridership routes during peak periods when overcrowding issues are most likely.

CDTA’s BusPlus Bus Rapid Transit service (currently routes #905, #922 and #923) uses a dedicated fleet of specially branded 40’ Gillig buses (and several 60-foot articulated buses) that are not used on any other routes. These vehicles are appropriate to the level of ridership on the routes, which are very popular and often need the extra space on a 60-foot bus.

CDTA's Northway Xpress (NX) commuter bus service (route #540) also uses a dedicated fleet of specially branded over-the-road coach buses with all forward-facing seats. NX customers pay a premium fare for these larger vehicles and other benefits of NX.

Outside of these considerations, vehicles are assigned to scheduled routes randomly.

On-Time Performance

CDTA defines on-time performance (OTP) as the percentage of time-point observations on a particular route in which the bus arrives between one minute before and five minutes after the exact time that it is scheduled to arrive. CDTA sets 75% as a goal for its On-time Performance.

Results of Monitoring Program

CDTA identified minority routes and non-minority routes through GIS analysis of all routes against the census block groups they serve. 41 of 50 CDTA fixed routes (82%) meet the Title VI definition of minority routes, which is any route for which one-third or more of its revenue miles are located in census block groups where the proportion of minorities exceeds that of the service area.

The remaining non-minority routes are, by and large, lower-frequency "lifeline" services designed to retain coverage in areas with lower transit propensity. Neighborhoods with high minority populations also happen to meet many of the criteria for successful transit service. Consequently, CDTA already concentrates most of its service in areas with high minority populations, as they are likely to produce the most ridership and return on the investment of CDTA's resources.

Level of Service

Vehicle Load

For minority routes, the average peak load factor within each service type falls within the prescribed standards. The average peak load factor for minority trunk routes is 0.26; the average peak load factor for minority neighborhood routes is 0.21; and the average peak load factor for minority commuter routes is 0.14; the average peak load factor for minority BusPlus routes is 0.28 – all of which are within CDTA's factor limit of 1.25. The average peak load factor for minority express routes is 0.14, which falls within the factor limit of 1.00. In total, the average peak load factor for minority routes is 0.24

For non-minority routes, the average peak load factor within each service type also falls within the prescribed standards. There are no non-minority trunk, commuter or BusPlus routes. The average peak load factor for non-minority neighborhood routes is 0.16, falling within the factor limit of 1.25. The average peak load factor for non-minority express routes is 0.34, falling within the factor limit of 1.00. In total, the average peak load factor for non-minority routes is 0.18.

Although the average peak load factor for all minority routes is slightly higher than that for non-minority routes (0.24 versus 0.18), the load factor for both sets of routes does not approach the point where comfort and safety might begin to be affected. CDTA will continue to monitor load factors to ensure the comfort and safety of all our passengers.

CDTA also has the operational practice of using “stub buses” deployed by our dispatch supervisors based on road supervision and operator requests to address overcrowding. That is: CDTA monitors and adjust its service daily in response to load factors on the street, avoiding overcrowding through the use of strategically deployed vehicles and “extra-list” drivers.

As a result of the above, CDTA finds its vehicle load standard does not result in disparate impact.

A full table of load factors for all CDTA routes, broken down by minority routes and non-minority routes is available in the appendix of this document.

Vehicle Headway

For minority routes, the average weekday peak headway within each service type falls within the prescribed standards. The average peak headway for minority BRT routes is 13 minutes, satisfying the minimum requirement of 15 minutes. The average peak headway for minority trunk routes is 14 minutes, satisfying the requirement of 20 minutes. The average peak headway for minority neighborhood routes is 44 minutes, satisfying the requirement of 60 minutes. Minority commuter routes average 7 trips in each direction per day, satisfying the minimum requirement of 3 in each direction. Minority express routes average 17.1 trips in each direction per day, satisfying the minimum requirement of 3 in each direction.

There are no non-minority BRT routes or trunk routes. The average peak headway for non-minority neighborhood routes is 48 minutes, satisfying the minimum requirement of no more than 60 minutes. Non-minority express routes average 7 trips in each direction per day, satisfying the minimum requirement of 3 trips in each direction. There is one non-minority commuter route, Route #761, which we have elected to not include in this analysis since it does not operate on weekdays.

Although the average weekday peak headway for minority neighborhood routes is slightly higher than that for non-minority routes (44 minutes versus 40 minutes), the level of service for both sets of routes is adequate to the amount of ridership, reflected in their comparable load factors. CDTA will continue to monitor service headways to ensure that the level of service is appropriately allocated to the level of demand.

The most frequent minority route is #905 (Red Line BRT), which briefly achieves a headway of 8 minutes while mostly providing 10 minute headways at peak. The most frequent non-minority routes are #355 and #450, which achieve a headway of 20 minutes at peak.

Consequently, CDTA finds its vehicle headway policy does not cause disparate impact.

A table covering the performance of all CDTA routes, broken down by minority routes and non-minority routes is available in the appendix of this document.

Service Availability

To determine service availability, CDTA divided all census tracts in the service area into a minority group and a non-minority group. Within each group, we identified all census tracts that fell within a quarter-mile buffer of any CDTA route, and determined the proportion of the total population of the group that lives within these transit-accessible census tracts.

100% of minority census tracts (defined as those where the minority percent of the population is greater than 25%) are located within walking distance (one-quarter of one mile) of a CDTA bus route, while 67% of non-minority census tracts (defined as those where the minority percent of the population does not exceed 25%) are located within walking distance (one-quarter of one mile) of a CDTA bus route. A resident of a minority census tract is therefore more likely to be within walking distance of a CDTA service than a resident of a non-minority census tract.

As a result, CDTA finds its service availability policy does not result in disparate impact.

Quality of Service

Distribution of Transit Amenities

Shelters

CDTA has 344 bus shelters throughout the service area. 235 of these (68.0%) are located within minority census tracts. Bus shelters are actually much more densely concentrated in minority census tracts than non-minority census tracts due to the fact that minority tracts make up a small portion of the entire service area. In minority census tracts, CDTA provides one shelter for every 0.26 square miles of land and every 929 people. In non-minority census tracts, CDTA provides one shelter for every 23.2 square miles and every 6,242 people.

As a result, CDTA finds its shelter distribution policy does not result in disparate impact.

A map of the distribution of bus shelters distributed among minority tracts and non-minority tracts are available in the appendix of this document.

Benches

CDTA has 215 benches throughout the service area. 156 of these (72.6%) are located within minority census tracts. Benches are much more densely concentrated in minority census tracts than in non-minority census tracts. In minority census tracts, CDTA provides one bench for every 0.4 square miles and every 1,399 people. In non-minority census tracts, CDTA provides one bench for every 42.9 square miles and every 11,534 people.

As a result, CDTA finds its bench distribution policy does not result in disparate impact.

A map of the distribution of benches distributed among minority tracts and non-minority tracts are available in the appendix of this document.

Vehicle Assignment

CDTA analyzed the vehicles assigned to each route using data from its Mobile Data Communication System (MDCS) and determined the vehicle type most commonly assigned to each route.

Minority routes are all most commonly served by Gillig 40' buses.

Non-minority routes are also most commonly serviced by Gillig 40' buses. One non-minority route, the Northway Xpress (#540) runs on a dedicated fleet of larger, specially branded MCI coach buses with all forward-facing seats. Customers on this service pay a significantly higher fare per ride for this benefit.

Based on these considerations, CDTA finds that its vehicle assignment policy does not result in a disparate impact.

A full table of vehicle assignment patterns for all CDTA routes, broken down by minority routes and non-minority routes, is available in the appendix of this document.

On-Time Performance

The average on-time performance of all minority routes is 74%, while the average on-time performance of all non-minority routes is 75%. Non-minority routes meet the 75% on-time performance standard, while minority routes are 1% too low. CDTA is continuously working to improve the on-time performance of its services.

CDTA has the same on-time performance standard for all fixed-route service. Given as well that minority and non-minority routes are within 1% of each other in their on-time performance, CDTA finds that its on-time performance policy does not result in a disparate impact.

A full table of on-time performance percentages for all CDTA routes, broken down by minority routes and non-minority routes is available in the appendix of this document.

Improvement Plan

CDTA found no discriminatory patterns in the level or quality of the transit service that we provide by any metric. We intend to continue to guide any changes to the route network in the coming years within the principles of the Transit Development Plan and Title VI Program.

Chapter 5 - Service and Fare Changes

Transit providers are required to set policies for major service changes and fare changes

Service and Fare Change Policies

The following policies were developed in accordance with the FTA Title VI Guidance. They are designed to reflect a meaningful evaluation of the CDTA service area population and factors unique to our demographic and geographic setting. Policies were developed with GIS analysis of the CDTA service area, our experience with service and fare changes over the past decades, and public input.

Major Service Change and Fare Change Policy

Major Service Changes are defined as changes that satisfy any of the following criteria:

- Add or eliminate more than 15.0% of CDTA system revenue hours.
- Add or eliminate more than 50.0% of the revenue hours of a trunk route, BusPlus route, or any other route that exceeds 10,000 annual revenue hours.

Exceptions to these criteria include:

- A temporary addition of service that lasts up to 12 months, including elimination thereof;
- Any route operating seasonally;
- Any shopping route;
- Rerouting due to circumstances beyond CDTA's control, including but not limited to road and/or lane closures, emergency service road blocks, flooding or roadway debris, or lack of winter maintenance including plowing, salting, and sanding that may lead to unsafe driving conditions.

A fare change is defined as an alteration to the price of any CDTA fare product, including both fare increases and fare decreases.

Any major service change or fare change shall “trigger” a service or fare equity analysis that requires approval by the CDTA Board of Directors.

CDTA will assess the effects of the proposed major service change or fare change on minority and low-income populations during the planning of such changes. If a disparate impact or disproportionate burden is found, the analysis will analyze alternatives to avoid, mitigate, or minimize these discriminatory effects, and the least discriminatory viable alternative will be chosen.

The Major Service Change and Fare Change policy is designed in such a way that an equity analysis will be periodically required of CDTA in order to further its regular service planning efforts. For

example, Service Equity Analyses will be required in the next several years in advance of the implementation of the Washington-Western BRT project.

Disparate Impact Policy

CDTA has defined disparate impacts as occurring when more than 25.0% of the population bearing adverse effects belongs to minority groups.

This policy is designed to reflect populations that meaningfully exceed the service area average of 18.4% minority.

CDTA's ultimate goal is to avoid, minimize, or mitigate any disparate impacts on populations protected by Title VI. If a disparate impact is identified, CDTA will analyze alternatives to mitigate any potential adverse effects of major service changes or fare changes on minority populations.

Disproportionate Burden Policy

CDTA has defined disproportionate burdens as occurring when more than 20.0% of the population bearing adverse effects belongs to low-income groups.

This policy is designed to reflect populations that meaningfully exceed the service area average of 10.4% low-income individuals.

CDTA's ultimate goal is to avoid, minimize, or mitigate any disproportionate burdens on populations protected by Title VI. If a disproportionate burden is identified, CDTA will analyze alternatives to mitigate any potential adverse effects of major service changes or fare changes on low-income populations.

Disparate Impact and Disproportionate Burden Policy Setting Process

Our Disparate Impact and Disproportionate Burden policies have been the same since their origin in the 2014 version of our Program. However, we review our Disparate Impact and Disproportionate Burden policies before re-submitting the Program to the Federal Transit Administration every three years. In 2020, we conducted the full public participation process in order to receive public input on our Disparate Impact and Disproportionate Burden policies. They did not change at that time, but since our data analysis found no need to change the policies, and since the policies were put through the test of public engagement and received no complaints, we feel our choice to leave them as they are was justified.

The current definition of a minority census tract for CDTA is when more than 25% of the population do not identify exclusively as white. Currently, 26% of census tracts are considered minority and 24% of the regions population live in a minority census tract. We feel this is fair and does not dilute the protections of Title VI by spreading them to too many census tracts.

The current definition of a Low Income census tract for CDTA is when more than 20% of the population are below the poverty threshold. Currently, 17% of census tracts are considered low income and 15% of the regions population live in a low income census tract. We feel this is fair and does not dilute the protections of Title VI by spreading them to too many census tracts.

By our definitions, more census tracts are identified as minority than low income. This aligns with the fact that a smaller share of the regions population is low income (10.4%) than is minority (18.4%). CDTA will continue to monitor the data and will make a change when it is deemed that a change could better help achieve the purpose of the policies.

Public Engagement Process for Setting Policies

Due to the health and safety implications of the COVID-19 pandemic on in-person public meetings in 2020, CDTA took a different approach to its public engagement process for the previous Title VI Program. Rather than hold the usual in-person public meetings in each of the four counties in the service area, CDTA invited members of the public to a Virtual Public Meeting, held on October 27th, 2020.

During the Virtual Public Meeting, CDTA staff presented a summary of the draft Title VI Program. The presentation was delivered in both English and Spanish. The public was invited to comment on CDTA's proposed service and fare change policies, as well as Chapter 3 of this document, the Public Participation Plan and Limited English Proficiency Language Assistance Plan. CDTA received a question on the duration of the plan and Service Equity Analyses, but no issues were raised in regard to CDTA's proposed policies.

This meeting was promoted beforehand on CDTA's website and social media channels. It was held immediately after a Virtual Town Hall regarding CDTA's upcoming River Corridor Bus Rapid Transit project, with the intent of attracting additional participants who were viewing primarily to learn about the BRT. Despite the change in meeting format to a virtual setting, 23 participants stayed through the full duration of the Title VI meeting, a number equal or greater to the sum of all in-person public meetings for any previous Title VI Program.

A recording of the Virtual Public Meeting was published to CDTA's YouTube channel following the event, for any members of the public who wished to attend but were unable to. CDTA also accepted comments via the website, e-mail, telephone calls, by mail, or in person.

The virtual meeting CDTA held in 2020 was far better attended than any in-person Title VI meeting held previously and CDTA expects that, 3 years later, people are now even more accustomed to meeting online now than they were in 2020. Therefore, because of the expected better turnout of virtual meetings, CDTA will continue to hold all Title VI meetings virtually unless specific issues arise which make in-person meetings necessary.

Service Equity Analysis Process

When conducting a service equity analysis, CDTA will work with Remix, using their Title VI Engine to generate a Title VI analysis of the service change. Remix's Title VI Engine calculates whether

the change is an increase or decrease in service by multiplying the number of bus trips by the number of potential riders for each component of the service change. It then calculates the low income and minority percentages of that population. If the service change is an increase in service, then the change is automatically considered to not have a Disparate Impact or Disproportionate Burden. If it is a decrease in service and the affected population is more than 25.0% minority, then it is a Disparate Impact. If it is a decrease of service and the affected population is more than 20.0% low income, then it is a Disproportionate Burden.

Service and Fare Changes since 2020 Title VI Report

There have been no major service changes since the 2020 Title VI Report.

Chapter 6 - Implementation

Anticipated Changes and Effects

Since the previous Title VI program, CDTA ridership has increased, from 12.02 million boardings between November 2019 and October 2020 to 12.76 million between November 2021 and October 2022. CDTA responds to changing demand for transit service through targeted service adjustments. In the three-year period covered by this program, CDTA also intends to expand its successful BusPlus Bus Rapid Transit system. Throughout the planning process for implementing these goals, CDTA will consider principles of equity and environmental justice, and perform formal Title VI equity analyses when necessary.

Service Adjustments

CDTA regularly reviews ridership, load, and on-time performance data for its entire system of routes, and periodically reallocates service resources based on this analysis. This process is data-driven and oriented toward routes with the highest and lowest levels of productivity, and/or the lowest percentage of on-time trips. As nearly all anticipated service adjustments consist of adding or removing trips on existing routes, and the share of service hours changed as a result is not expected to exceed fifteen percent of total system service hours, these adjustments do not constitute a major service change and do not trigger a formal equity analysis.

In the event that these adjustments trigger a major service change, a formal Title VI equity analysis shall be performed.

Washington-Western BRT (Purple Line)

CDTA also plans to expand BusPlus to the second-highest-traveled corridor in the system, which extends from Downtown Albany to the region's largest university and shopping center via Washington and Western Avenues in the City of Albany and Town of Guilderland. This service is referred to as the Washington-Western BRT, or BusPlus Purple Line. Routes along the seven-mile corridor presently observe nearly four million boardings annually. The Purple Line will include the construction of dedicated lanes through the UAlbany Uptown Campus and Harriman State Office Campus, including a busway through the former.

This project meets CDTA's definition of a Major Service Change. Consequently, a Service Equity Analysis will be performed at least six months prior to the start of revenue service.

Appendix A – Translated Copy of Notice to Beneficiaries of Protection under Title VI

Aviso al Público de los derechos bajo el Título VI

La Autoridad de Transporte del Distrito Capital (CDTA)

- CDTA opera sus programas y servicios sin distinción de raza, color y origen Nacional, según el Título VI de la Ley de Derechos Civiles. Cualquier persona que cree que él o ella han sido agraviados por cualquier práctica discriminatoria ilegal bajo el Título VI puede presentar una queja con CDTA.
- Por mas información sobre el programa de Derechos Civiles y los procedimientos o para presentar una queja llame al, 518-482-8822, (TDD/TTY 518-482-2022); correo electrónico Titlevi@cdta.org; o visite nuestra oficina administrativa en 110 Watervliet Ave, Albany, NY 12206. Para mas information visite, www.cdta.org.
- El/ La demandante puede presentar una queja directamente con la administración Federal de Transito por llenar una queja con la Oficina de Derechos Civiles, Atención: Coordinador(a) del programa del Título VI, East Building, 5thFloor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.
- Si necesita información en otro idioma llame al, 518-482-8822.

Appendix B – Translated Copy of CDTA Title VI Complaint and Investigation Procedure

Procedimiento De Queja Para El Titulo VI

Cualquier Persona que cree que ha sido discriminado en base de raza, color u origen nacional por La Autoridad De Transporte Del Distrito Capital (en lo sucesivo como, CDTA) puede presentar una querella por completar y enviar el Formulario de CDTA para Quejas del Título VI. CDTA investiga denuncias recibidas a más tardar 180 días después del supuesto incidente. CDTA solamente procesara el formulario de queja que están completos.

Tan pronto que reciban la queja, CDTA revisara para determinar si nuestra oficina tiene jurisdicción. Cualquier persona que envía una querella recibirá una carta que le informara si la queja será investigada por nuestra oficina.

CDTA tiene 30 días para investigar la denuncia. Si necesitamos mas información para resolver el caso, CDTA puede comunicarse con el/la demandante. El/La querellante tiene 20 días laborable desde la fecha que fue contactado por CDTA para enviar la información solicitada por el/la investigador(a) asignado al caso. Si el investigador no es contactado por el demandante o no recibe la información adicional dentro de los 20 días, CDTA administrativamente puede cerrar el caso. Un caso puede ser cerrado administrativamente también si el demandante ya no desea seguir su caso.

Después de que el/la investigador(a) comente sobre la queja, él/ella emitirá uno de dos documentos al demandante: una Carta de Cierre o una Carta de Encuentro (CDE). Una Carta de Cierre resume las acusaciones y afirma que no hubo una Violación del Título VI y que se cerrara el caso. Una Carta de Cierre sometera las denuncias y las entrevistas sobre el incidente y explica que si cualquier acción disciplinaria o cualquier otra acción ocurrirá. Si el/la demandante desea apelar la decisión, él/ella tiene 30 días después de la fecha de la Carta de Cierre para hacerlo.

Una persona también puede presentar una querella directamente con La Administración Federal de Transito, con La Oficina de Los Derechos Civiles (FTA), 1200 New Jersey Avenue SE, Washington, DC 20590.

Appendix C – English Copy of CDTA Title VI Complaint Form

CAPITAL DISTRICT TRANSPORTATION AUTHORITY TITLE VI COMPLAINT FORM

Section I:		
Name:		
Address:		
Telephone (Home):		Telephone (Work):
Electronic Mail Address:		
Accessible Format Requirements?	Large Print	Audio Tape
	TDD	Other
Section II:		
Are you filing this complaint on your own behalf?	Yes*	No
*If you answered "yes" to this question, go to Section III.		
Please supply the name of the person for whom you are filing this complaint and your relationship to them:		
Please explain why you have filed for a third party:		
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.	Yes	No
Section III:		
I believe the discrimination I experienced was based on (check all that apply):		
<input type="checkbox"/> Race	<input type="checkbox"/> Color	<input type="checkbox"/> National Origin
Date of Alleged Discrimination (Month, Day, Year): _____		
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.		

Section IV		
Have you previously filed a Title VI complaint with this agency?	Yes	No
Section V		
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? <input type="checkbox"/> Yes <input type="checkbox"/> No		
If yes, check all that apply: <input type="checkbox"/> Federal Agency: <input type="checkbox"/> Federal Court <input type="checkbox"/> State Agency <input type="checkbox"/> State Court <input type="checkbox"/> Local Agency		
Please provide information about a contact person at the agency/court where the complaint was filed.		
Name:		
Title:		
Agency:		
Address:		
Telephone:		
Section VI		
Name of agency complaint is against:		
Name of person CDTA should contact for more information:		
Title:		
Telephone number:		

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below

Signature Date

Please submit this form in person at the address below, or mail this form to:

CDTA Title VI Coordinator
110 Watervliet Ave.
Albany NY 12206

Appendix D – Translated Copy of CDTA Title VI Complaint Form

Formulario de Queja de la Autoridad de Transporte del Distrito Capital Titulo VI

Seccion I:		
Nombre:		
Direccion:		
Telefono (Domicilio):		Telefono (Trabajo):
Correo Electronico:		
Requisitos de format accesible?	Letra de gran tamaño	Cinta de audio
	TDD	Otro
Seccion II:		
Esta llenando esta queja en su nombre?	Si*	No
*Si usted contesto si, vaya a la seccion III.		
Si no, por favor escriba el nombre de la persona que usted esta llenando la queja y tu relación a esa persona:		
Explique por que usted esta presentando esta denuncia para alguien:		
Confirme que ha obtenido el permiso de la parte agraviada si estas presentando esta queja para alguien.	Si	No
Seccion III:		
Creo que la discriminación fue debido a: (Marque todas las que se aplican):		
<input type="checkbox"/> Raza <input type="checkbox"/> Color <input type="checkbox"/> Origen National		
Fecha de los hechos (Mes, Dia, Ano): _____		
Explicar lo mas claramente posible lo que sucedio y por que usted cree que fueron discriminados. Describir a todas las personas que participatron. Incluir los nombres y en contacto con informacion de las personas que discrimino (si se conoce) asi como los nombres e informacion de contacto de cualquier testigo.		

Seccion IV		
Has presentado anteriormente la denuncia Titulo VI con esta agencia?	Si	No
Seccion V		
Has alguna vez presentado una queja ante cualquier otra agencia Federal, Estatal, o local, o con cualquier tribunal Federal o Estatal? <input type="checkbox"/> Si <input type="checkbox"/> No		
Si su repuesta es afirmativa marque todas las que se aplican:		
<input type="checkbox"/> Agencia Federal	<input type="checkbox"/> Tribunal Federal	
<input type="checkbox"/> Agencia Estatal	<input type="checkbox"/> Tribunal Estatal	<input type="checkbox"/> Agencia Local
Por favor produce la informacion sobre una persona de contacto en la agencia/corte donde delvolvio la queja .		
Nombre:		
Titulo:		
Agencia:		
Direccion:		
Telefono:		
Seccion VI		
Nombre de la agencia que la denuncia es contra:		
Nombre de la persona que CDTA va a contactar:		
Titulo:		
Telefono:		

Usted puede conectar cualquier material escrito u ortra informacion que usted piensa que es relevante a su queja.

Obligatorio su Firma Y la Fecha

Firma

Fecha

Por Favor envie este formulario en persona a la direcci3n siguiente, o envie por correo a:

Coordinador(a) de CDTA para el Titulo VI
 110 Watervliet Ave.
 Albany NY 12206

Appendix E – Excerpt from CDTA Transit Development Plan on Service Standards

4.1 Service Performance Standards

4.1.1 Coverage

Coverage of CDTA services is guided by the Transit Propensity Index. This combines demographic and economic statistics on geographic areas to determine those most likely to support transit service.

Transit service should be available in at least 75% of the block groups with a TPI classification of 2 through 4.

4.1.2 Headways and Span of Service

CDTA's resources are allocated in proportion to the level of demand. Route headways can be opened to maintain service while conserving resources where it is necessary to provide coverage but ridership is minimal. Routes should not exceed prescribed headway maximums based on their service type, to keep schedules understandable and service reliable.

Clockface Headways

CDTA prefers to use "clockface" headways that evenly divide into sixty minute segments. Passengers find schedules on clockface headways easier to understand, as vehicles arrive at the same time each hour. This allows routes to meet together at the same times throughout the day and ensure shorter wait times for transferring riders.

* Although clockface headways are desirable, it is not recommended to provide a route excess resources or layover time to ensure them.

Minimum Frequency and Trips

A route's headway should not exceed sixty minutes unless absolutely necessary. The TCRP Transit Capacity and Quality of Service Manual assigns headways above sixty minutes a Level Service of F and comments that this service is "unattractive to all riders".

A general exception to these standards applies to express and commuter routes, whose trip times are demand-driven. To be considered useful, express and commuter routes should provide at least three trips in each direction during peak morning and afternoon travel times.

Headway Standards

Service type	Headway Ranges					
	Weekday				Weekend	
	Peak	Midday	Evening	Late Night	Day	Early AM / Evening
BusPlus	10-15	10-15	15-20	20-30	15-20	20-30
Trunk	10-20	15-30	20-30	30	15-30	30
Neighborhood	30-60	30-60	60	60	60	60
Express	3+ trips	0-3 trips	-	-	-	-
Commuter	3+ trips	0-4 trips	-	-	-	-

Span of Service

Although ridership levels are lower at night, it is necessary to maintain service to increase the viability of transit as a travel option and to incentivize trips earlier in the evening. Ridership generators such as hospitals, universities, and entertainment districts often provide unique opportunities to capture significant ridership later at night.

In general, bus routes operate using the following spans of service. Contracted partnerships may provide enhanced service late at night or early in the morning.

Span of Service Standards

Service type	Span		
	Weekday	Saturday	Sunday
BusPlus	4:00 AM – 2:00 AM	5:00 AM – 2:00 AM	6:00 AM – 1:00 AM
Trunk	5:00 AM – 12:30 AM	6:00 AM – 12:30 AM	7:00 AM – 11:30AM
Neighborhood	6:00 AM – 9:00 PM	7:00 AM – 7:30pm	-
Express	Primarily Peak Periods	-	-
Commuter	Primarily Peak Periods	-	-

4.1.3 Passenger Loads

Average load factor is the mean of the number of customers on a vehicle at all stops divided by the maximum seating capacity of the bus. It indicates passenger comfort and convenience during travel. An average load factor of 1.00 indicates all customers can find a seat, while an average load factor of 1.25 is the maximum comfortable standee load. An average load factor above 1.25 indicates that the number of passengers aboard the vehicle could lead to discomfort.

For this reason, trips should not exceed an average load factor of 1.25 on all service types except express routes. The average load factor on express routes should not exceed 1.00 because the high speeds of interstate highway travel may cause comfort and safety issues for customers.

Service type	Max Avg Load Factor	
	Peak	Off-Peak
BusPlus	1.25	1.00
Trunk	1.25	1.00
Neighborhood	1.25	1.00
Express	1.00	
Commuter	1.25	

4.1.4 Ridership Productivity

The productivity of CDTA services is measured in boardings per revenue hour of service (or per trip for express routes). All routes are designed to perform above productivity thresholds of their service classification. The thresholds break down as follows:

Routes that perform above productivity thresholds may be overcrowded at times and should be considered for enhancements. Routes that perform below productivity thresholds should be examined for restructuring to increase productivity where possible.

Service type	Threshold
BusPlus/Trunk	25 boardings / hour
Neighborhood	15 boardings / hour
Express	25 boardings / trip
Commuter	12 boardings / hour

4.2 Street Amenities Standards

4.2.1 Street Amenities

The availability of street amenities are determined by the number of weekday boardings. Individual stops may require recommended amenities due to unique circumstances (i.e. a stop with sixty boardings per day located under a large bridge does not necessarily require a shelter, but should have a bench and trash receptacle). These needs should be addressed on a case-by-case basis.

Waiting Amenities Standards

Boardings / weekday	Shelter	Bench	Trash / Recycling
< 15	No	No	No
15-35	No	Yes	Case-by-case
35+	Yes	Yes	Yes

4.2.2 Bus Stop Spacing

The spacing of local bus stops should balance convenient walk distances with shorter and more reliable trips. Spacing should correspond to the surrounding built environment and reflect the density of potential ridership in the area. The following standards apply in most applications.

The spacing of BusPlus stations should be determined independently as part of the dedicated planning studies of projects.

Environment	Local Stop Spacing	
	Typical	Maximum
Central Core	750 ft	1,000 ft
Urban Areas	1,000 ft	1,500 ft
Suburban & Rural Areas	1,250 ft	2,000 ft

Appendix F – Excerpt from CDTA Transit Development Plan on Transit Propensity Index

5.4 Transit Propensity Index

The majority of development in CDTA's service area over the last 50 years has benefitted automobiles and does not fit the Land Use Standards outlined in Chapter Two. Serving these areas is not financially responsible as transit is unlikely to generate ridership to meet service performance standards.

After many years of development, a significant portion of residences and jobs have migrated to these areas. Roadways that have poor connectivity, single family residences on large lots or 99% of households have two vehicles keep some locations out of transit's reach. However, in recent years some areas have begun to fill in roadway connectivity, added higher density residences with local services and jobs, and a growing percentage of households with no vehicle. The Transit Propensity Index (TPI) takes a comprehensive view of relevant factors to determine where transit is most viable.

CDTA first used a TPI with the 2007 Transit Development Plan. The TPI shown includes characteristics summarized below.

Note: Data is shown at the Block Group level, although some characteristics were only attainable at the Census Tract level. In those instances, all Block Groups in the Census Tract were assigned the same value for those characteristics. In addition, employment data was at the block level and was aggregated to the block group level. Attributes at the Tract level are income below poverty, population and age, and households by vehicles. Since these are all demographic attributes, the ridership generators index appears to be more finely grained than the demographic index.

Demographics			
Category	Maximum Points	Reason Included	How points assigned
Percent with income below poverty level (American Community Survey)	10	Lower incomes more likely to use transit	Standard deviation
65+ population density (Census DP-1)	5	Elderly use transit in disproportionate numbers	Standard deviation
Density of households with more workers than vehicles (American Community Survey)	10	People without personal vehicle access more likely to use transit	Standard deviation
Population Density (Census DP-1)	15	High density necessary for viable transit	Standard deviation
Density of 4-way intersections (NYS GIS Program Office, US Census)	10	Grid street patterns provide good transit and pedestrian access	Standard deviation
Subtotal	50		

Transit Ridership Generators			
Category	Maximum Points	Reason Included	How points assigned
Mall/Shopping Plaza (Previous TDP; 2012 Book of Lists)	10	Major destination, including of transit to work journeys	Square Feet per Square Mile 1-200,000 = 1; 200,000-300,000 = 2; 300,000-400,000 = 3; 400,000-500,000 = 4; 500,000-600,000 = 5; 600,000-700,000 = 6; 700,000-800,000 = 7; 800,000-900,000 = 8; 900,000-1,000,000 = 9; >1,000,000 = 10
Universities, Colleges (Previous TDP)	10	Students ride transit more; many have unlimited access	Students per Square Mile 1 – 499 = 1; 500 – 1,999 = 2; 2,000 – 4,999 = 3; 5,000 – 9,999 = 4; >10,000 = 5
Hospital (Previous TDP)	5	Major generator	Beds per Square Mile - Points 1 - 99 = 1; 100 - 199 = 2; 200 - 299 = 3; 300 - 399 = 4; 400 - 499 = 5; > 500 = 6
Employment Density (LEHDODES*)	20	Work trips are frequent and have high transit use	Standard deviation
Employment Density (jobs less than \$1,200/month) (LEHDODES*)	5	Workers at lower-income jobs likely to seek transit	Standard deviation
Subtotal	50		

**Longitudinal Employer-Household Dynamics Origin-Destination Employment Statistics)*

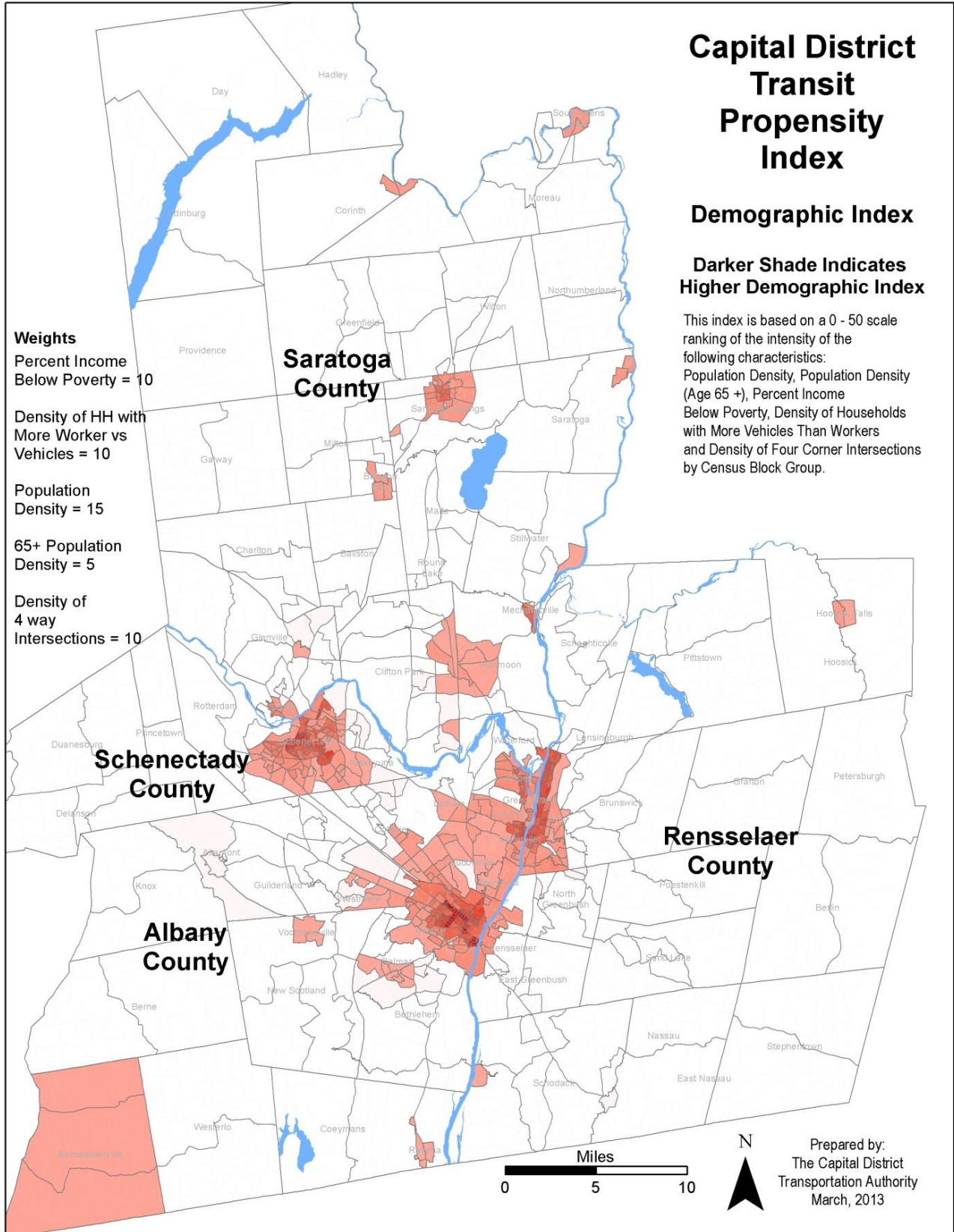
Capital District Transit Propensity Index

Demographic Index

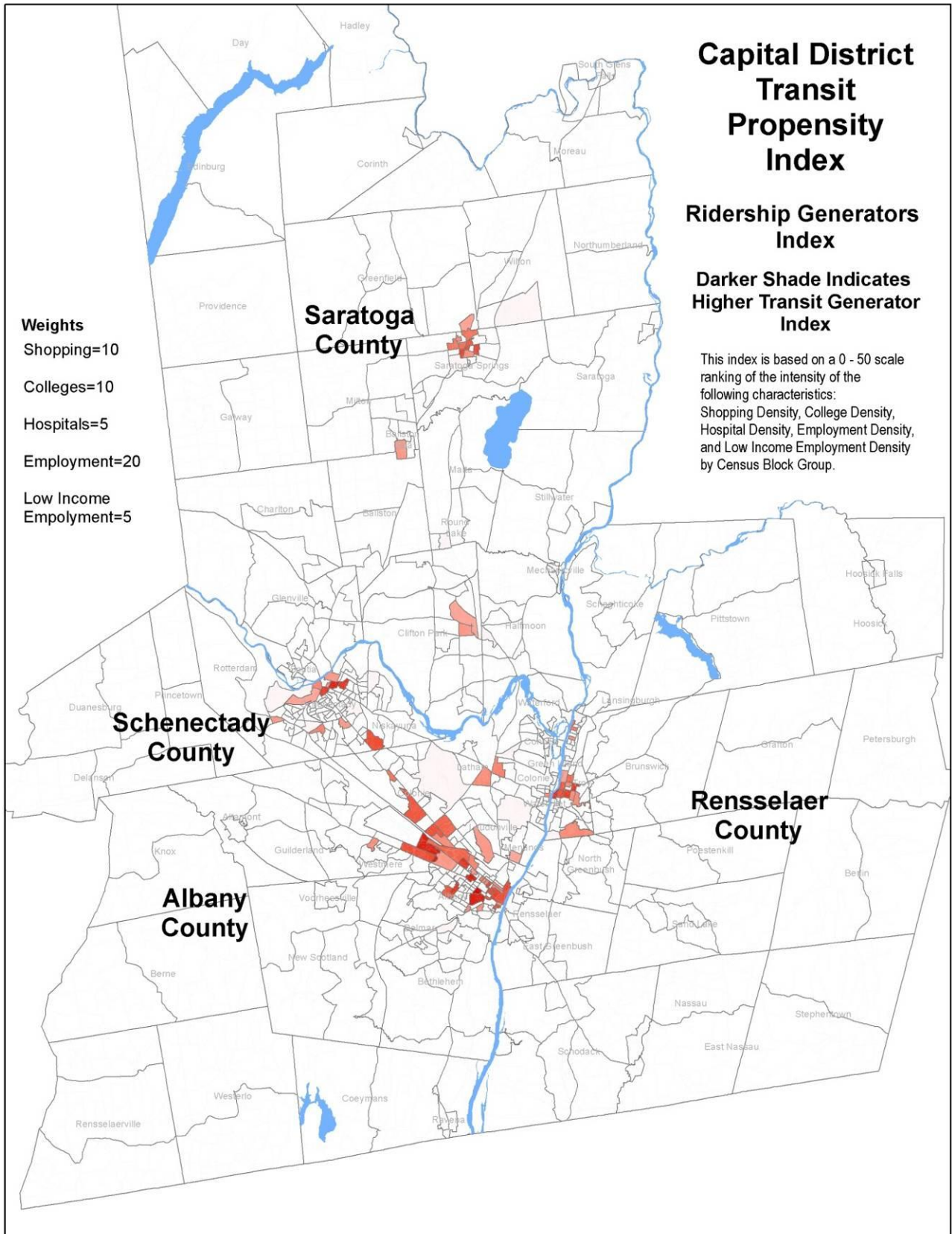
**Darker Shade Indicates
Higher Demographic Index**

This index is based on a 0 - 50 scale ranking of the intensity of the following characteristics:
Population Density, Population Density (Age 65 +), Percent Income Below Poverty, Density of Households with More Vehicles Than Workers and Density of Four Corner Intersections by Census Block Group.

- Weights**
- Percent Income Below Poverty = 10
 - Density of HH with More Worker vs Vehicles = 10
 - Population Density = 15
 - 65+ Population Density = 5
 - Density of 4 way Intersections = 10



Prepared by:
The Capital District
Transportation Authority
March, 2013



Capital District Transit Propensity Index

Ridership Generators Index

**Darker Shade Indicates
Higher Transit Generator
Index**

This index is based on a 0 - 50 scale ranking of the intensity of the following characteristics:
Shopping Density, College Density, Hospital Density, Employment Density, and Low Income Employment Density by Census Block Group.

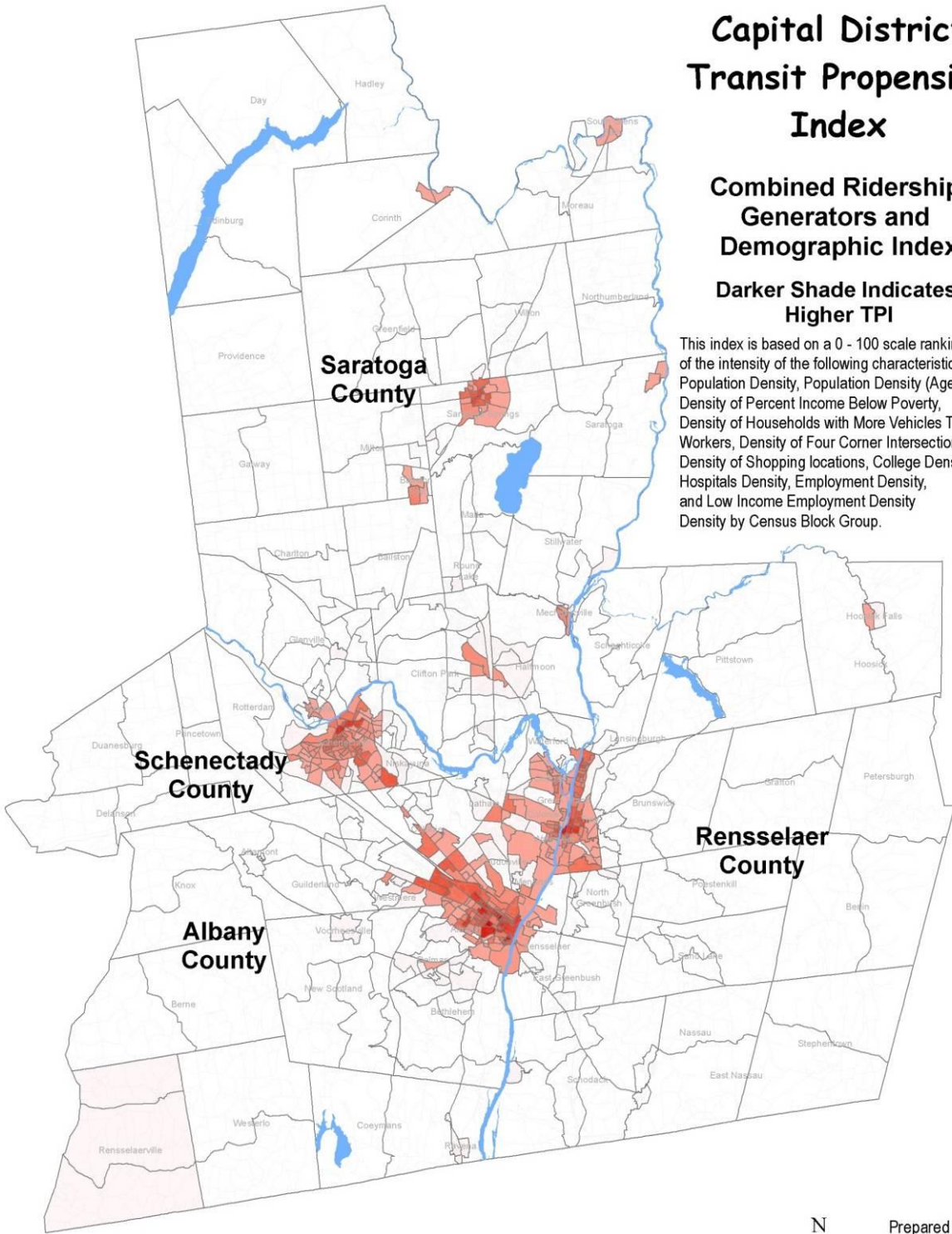
- Weights**
 Shopping=10
 Colleges=10
 Hospitals=5
 Employment=20
 Low Income Employment=5

Capital District Transit Propensity Index

Combined Ridership Generators and Demographic Index

**Darker Shade Indicates
Higher TPI**

This index is based on a 0 - 100 scale ranking of the intensity of the following characteristics: Population Density, Population Density (Age 65 +), Density of Percent Income Below Poverty, Density of Households with More Vehicles Than Workers, Density of Four Corner Intersections, Density of Shopping locations, College Density, Hospitals Density, Employment Density, and Low Income Employment Density by Census Block Group.



Prepared by:
The Capital District
Transportation Authority
March, 2013

Appendix G – Inventory of CDTA Revenue Fleet

Manufacturer	Type	Length (ft)	Powertrain	Number of Vehicles
Ford	Trolley	30	Gasoline	4
Ford	Trolley	32	Gasoline	4
Gillig	Coach	40	Diesel	206
Gillig	Coach	40	Hybrid	40
New Flyer	Coach	40	Electric	7
New Flyer	Coach	60	Diesel	22
MCI	Commuter	45	Diesel	11
Dodge	Microtransit	19.5	Gasoline	14
Total Revenue Fleet				308
Vehicles in Urban Service (non-NX, non-seasonal)				289

Manufacturer	Type	Length (ft)	Powertrain	Number of Vehicles
Ford	Paratransit	24	Gasoline	13
Ford	Paratransit	25	Gasoline	15
Dodge	Paratransit	24	Gasoline	2
Paratransit Fleet				30

Appendix H – Service Monitoring Charts

Minority Routes

Route	Service Classification	Weekday Service Frequency (Trips Per Day)	Load Factor	OTP	Most common Bus
1	Trunk	148	.29	74%	Gillig 40' Diesel
10	Trunk	111	0.26	77%	Gillig 40' Diesel
11	Trunk	137	0.15	78%	Gillig 40' Diesel
12	Trunk	147	0.4	71%	Gillig 40' Diesel
13	Trunk	68	0.18	76%	Gillig 40' Diesel
18	Trunk	64	0.22	72%	Gillig 40' Diesel
22	Trunk	125	0.19	80%	Gillig 40' Diesel
85	Trunk	99	0.21	73%	Gillig 40' Diesel
87	Trunk	90	0.24	72%	Gillig 40' Diesel
100	Trunk	120	0.23	68%	Gillig 40' Diesel
106	Neighborhood	73	0.27	71%	Gillig 40' Diesel
107	Neighborhood	58	0.22	79%	Gillig 40' Diesel
114	Neighborhood	104	0.26	76%	Gillig 40' Diesel
115	Neighborhood	7	0.08	52%	Gillig 40' Diesel
117	Neighborhood	22	0.13	79%	Gillig 40' Diesel
125	Neighborhood	41	0.16	70%	Gillig 40' Diesel
155	Neighborhood	2	0.04	71%	Gillig 40' Diesel
182	Neighborhood	54	0.24	73%	Gillig 40' Diesel
190	Neighborhood	10	0.14	84%	Gillig 40' Diesel
214	Neighborhood	51	0.17	83%	Gillig 40' Diesel
224	Neighborhood	50	0.17	81%	Gillig 40' Diesel
233	Neighborhood	24	0.21	81%	Gillig 40' Diesel
286	Neighborhood	37	0.11	82%	Gillig 40' Diesel
289	Neighborhood	33	0.13	77%	Gillig 40' Diesel
351	Neighborhood	53	0.22	81%	Gillig 40' Diesel
352	Neighborhood	15	0.09	79%	Gillig 40' Diesel
353	Neighborhood	93	0.21	83%	Gillig 40' Diesel
370	Neighborhood	68	0.26	78%	Gillig 40' Diesel
519	Express	6	0.08	76%	Gillig 40' Diesel
522	Express	6	0.09	74%	Gillig 40' Diesel
523	Express	51	0.20	90%	Gillig 40' Diesel
524	Express	48	0.17	82%	Gillig 40' Diesel
525	Express	60	0.09	86%	Gillig 40' Diesel
600	Neighborhood	34	0.22	79%	Gillig 40' Diesel
712	Commuter	7	0.19	80%	Gillig 40' Diesel
737	Commuter	22	0.13	75%	Gillig 40' Diesel
738	Commuter	19	0.16	52%	Gillig 40' Diesel
763	Commuter	10	0.14	80%	Gillig 40' Diesel
905	BusPlus	205	0.33	73%	Gillig 40' Diesel
922	BusPlus	108	0.24	65%	Gillig 40' Diesel
923	BusPlus	106	0.20	70%	Gillig 40' Diesel
Total		2,586	0.24	74%	Gillig 40' Diesel

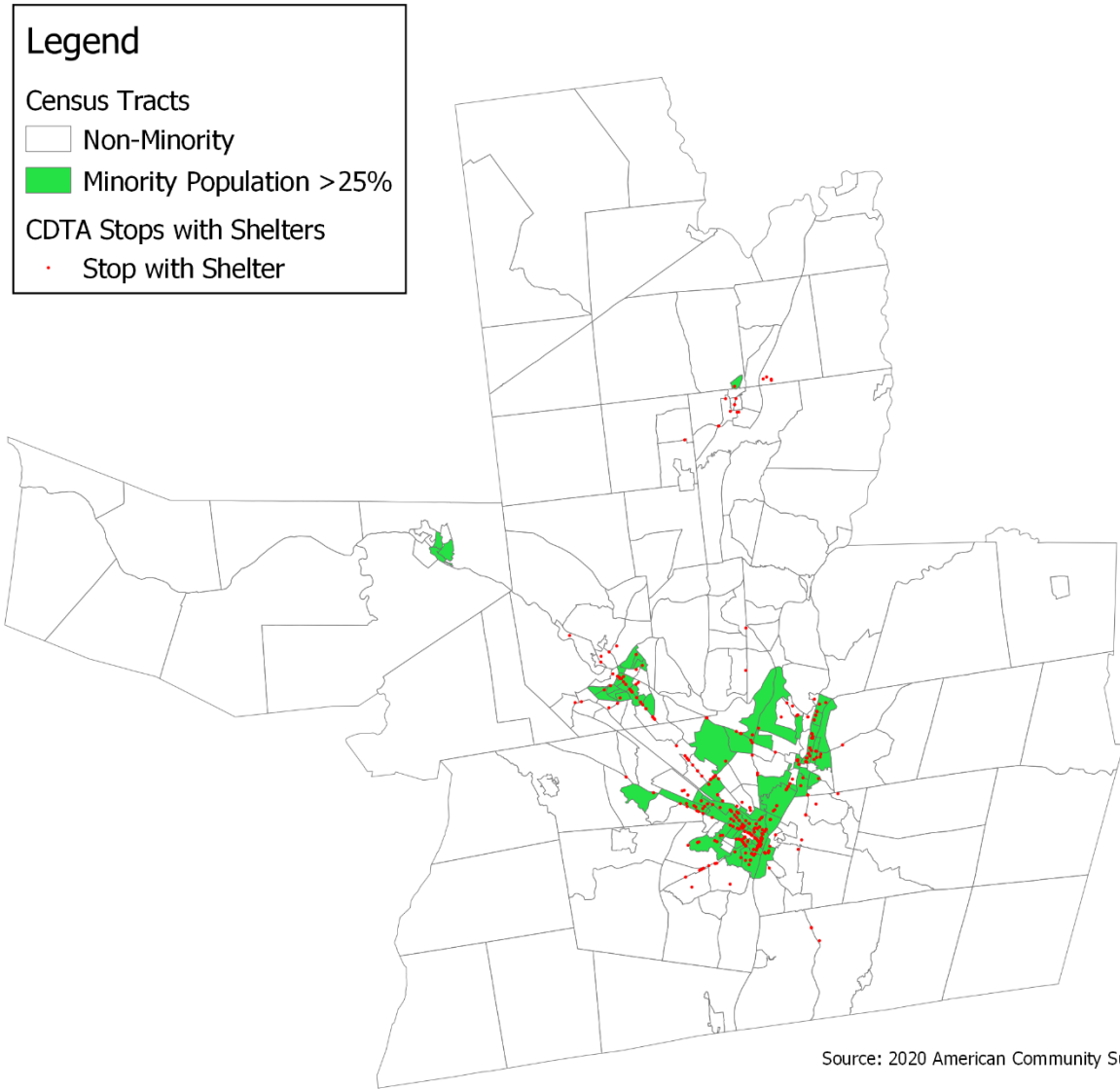
Non-Minority Routes

<i>Route</i>	<i>Service Classification</i>	<i>Weekday Service Frequency (Trips Per Day)</i>	<i>Load Factor</i>	<i>OTP</i>	<i>Most common Bus</i>
354	Neighborhood	28	0.14	86%	Gillig 40' Diesel
355	Neighborhood	82	0.20	75%	Gillig 40' Diesel
450	Neighborhood	54	0.21	72%	Gillig 40' Diesel
451	Neighborhood	14	0.06	77%	Gillig 40' Diesel
452	Neighborhood	60	0.09	71%	Gillig 40' Diesel
540	Express	18	0.35	60%	MCI 45' Diesel
560	Express	11	0.25	70%	MCI 45' Diesel
601	Neighborhood	31	0.19	80%	Gillig 40' Diesel
602	Neighborhood	30	0.09	83%	Gillig 40' Diesel
Total		328	0.18	75%	Gillig 40' Diesel

Appendix I – Transit Amenities Distribution Maps

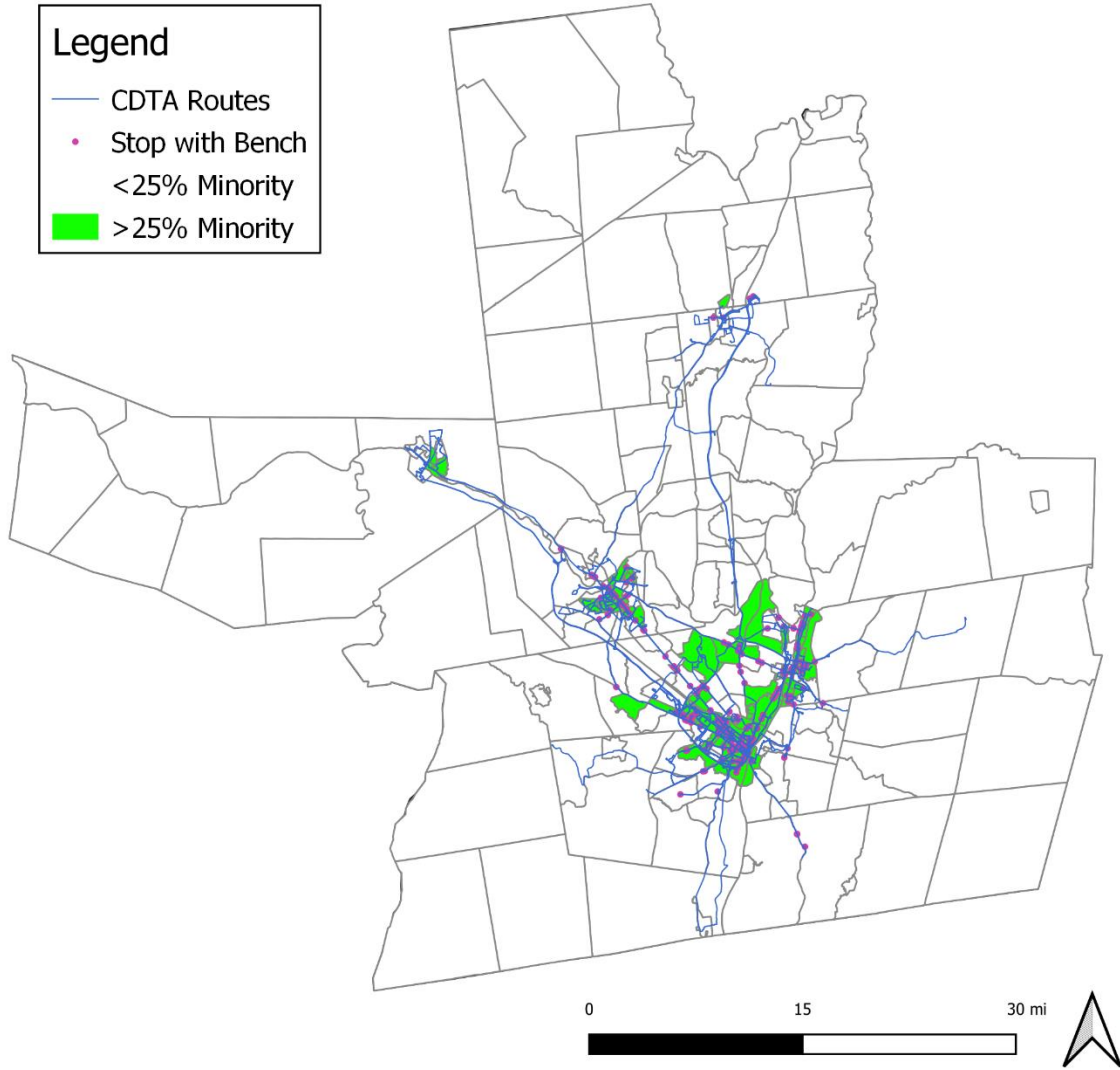
Map 1. Bus Shelters v. Minority Census Tracts – Region

Percent of Nonwhite Population with CDTA Shelters



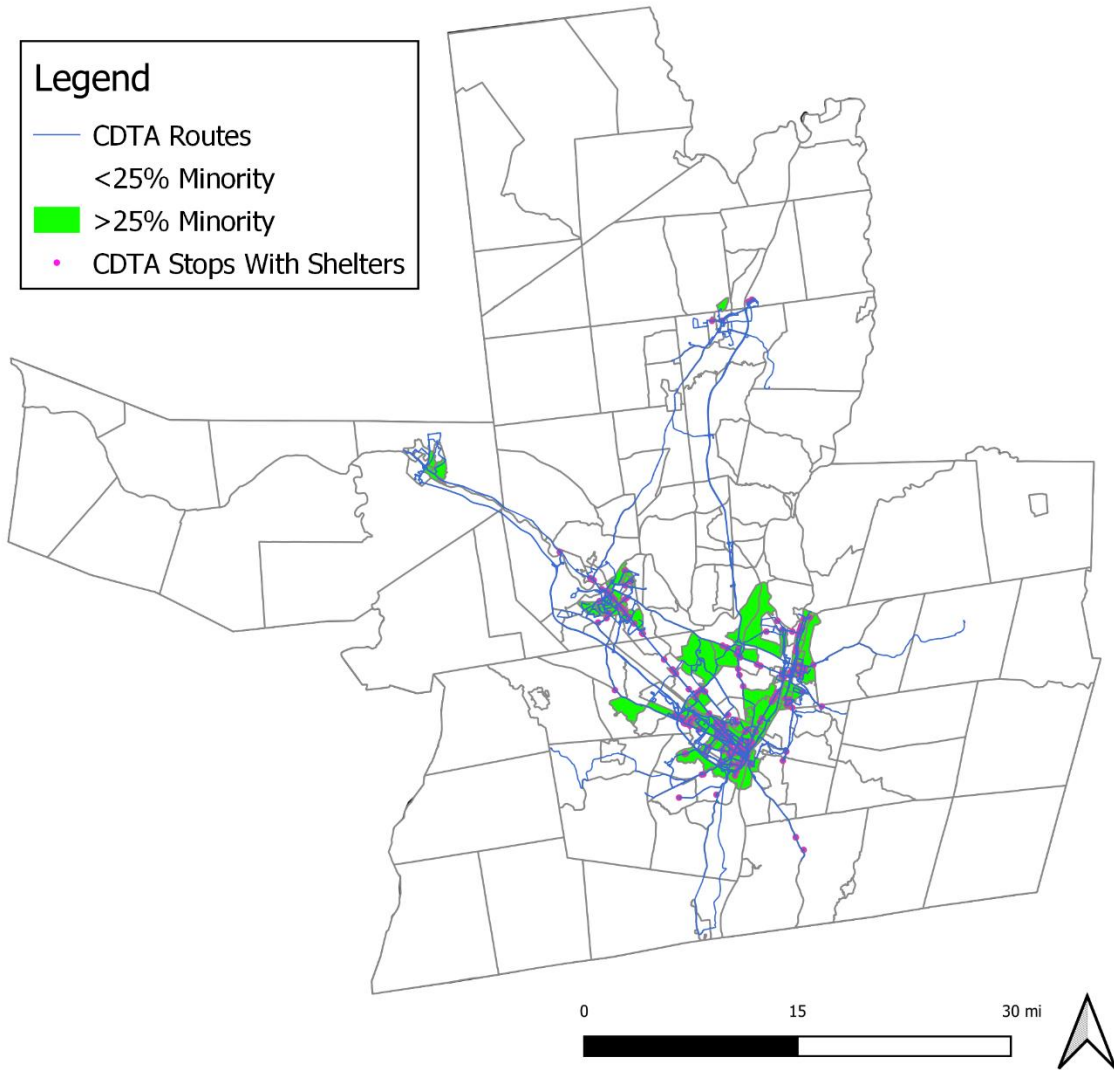
Map 1. Benches v. Minority Census Tracts – Region

Minority Census Tracts and CDTA Stops with Benches



Map 2. Shelters v. Minority Census Tracts - Region

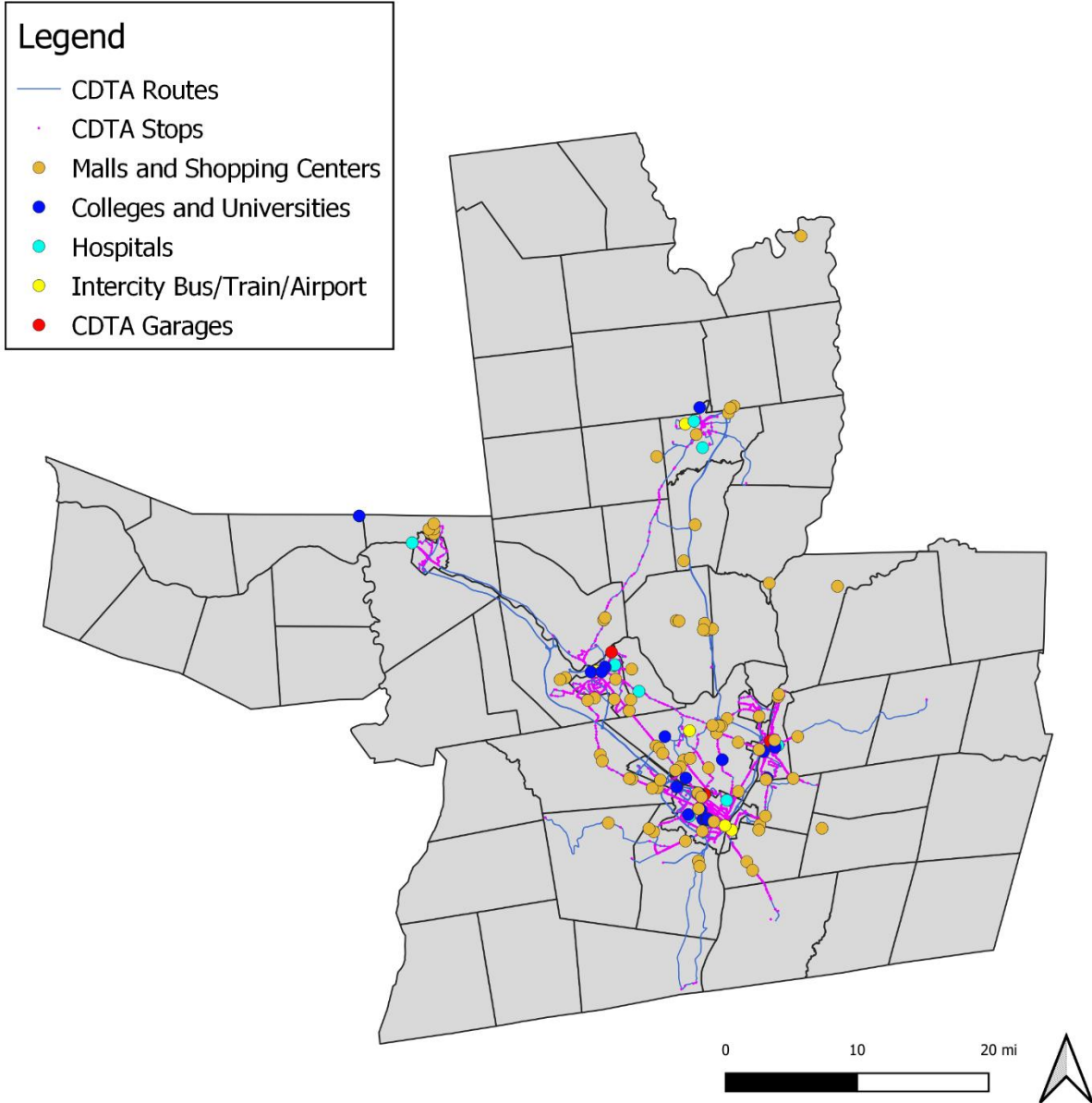
Minority Census Tracts and CDTA Stops with Shelters



Appendix J – Demographic Maps and Charts

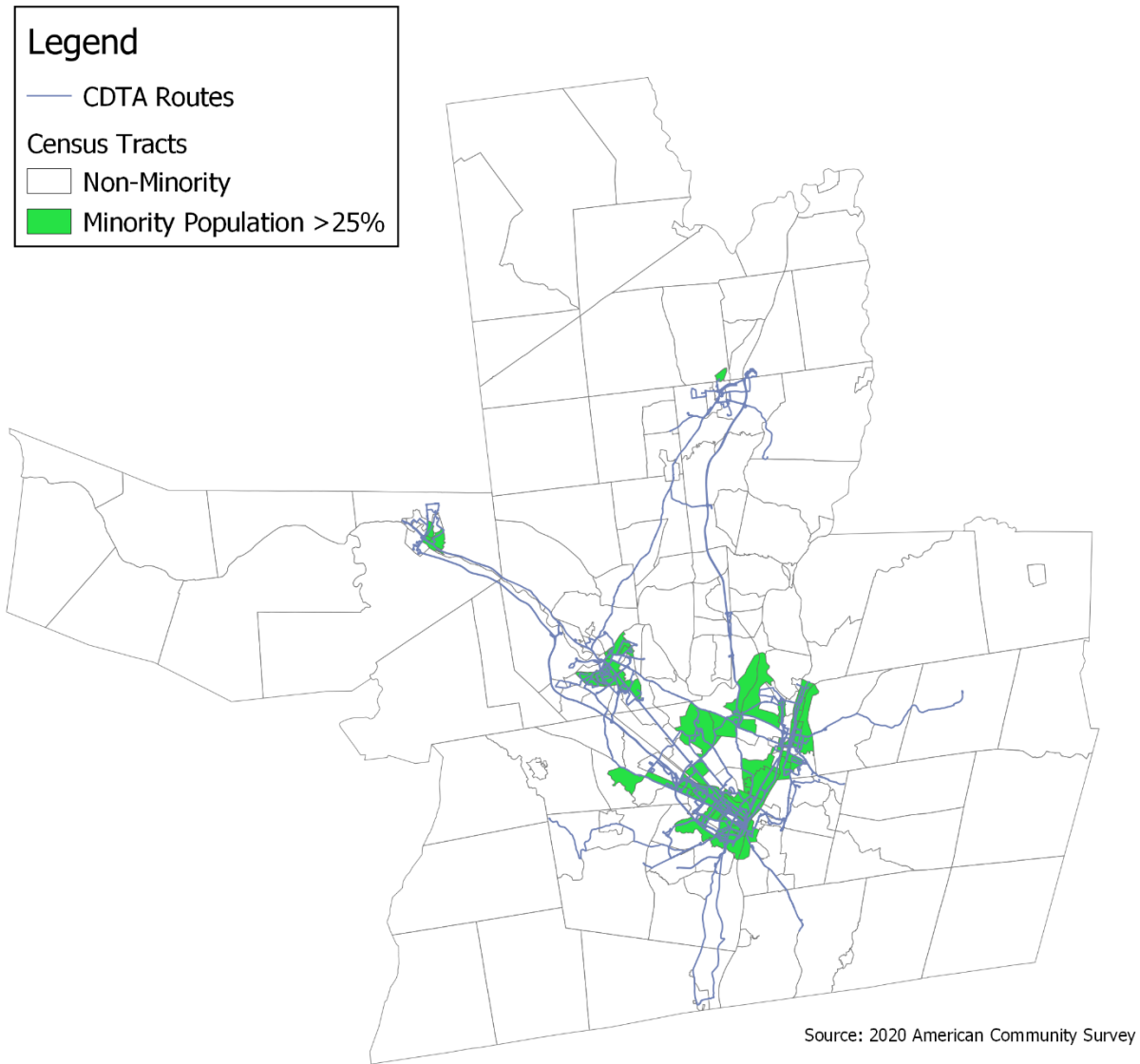
Map 3. Service Base Map

CDTA Service Base Map



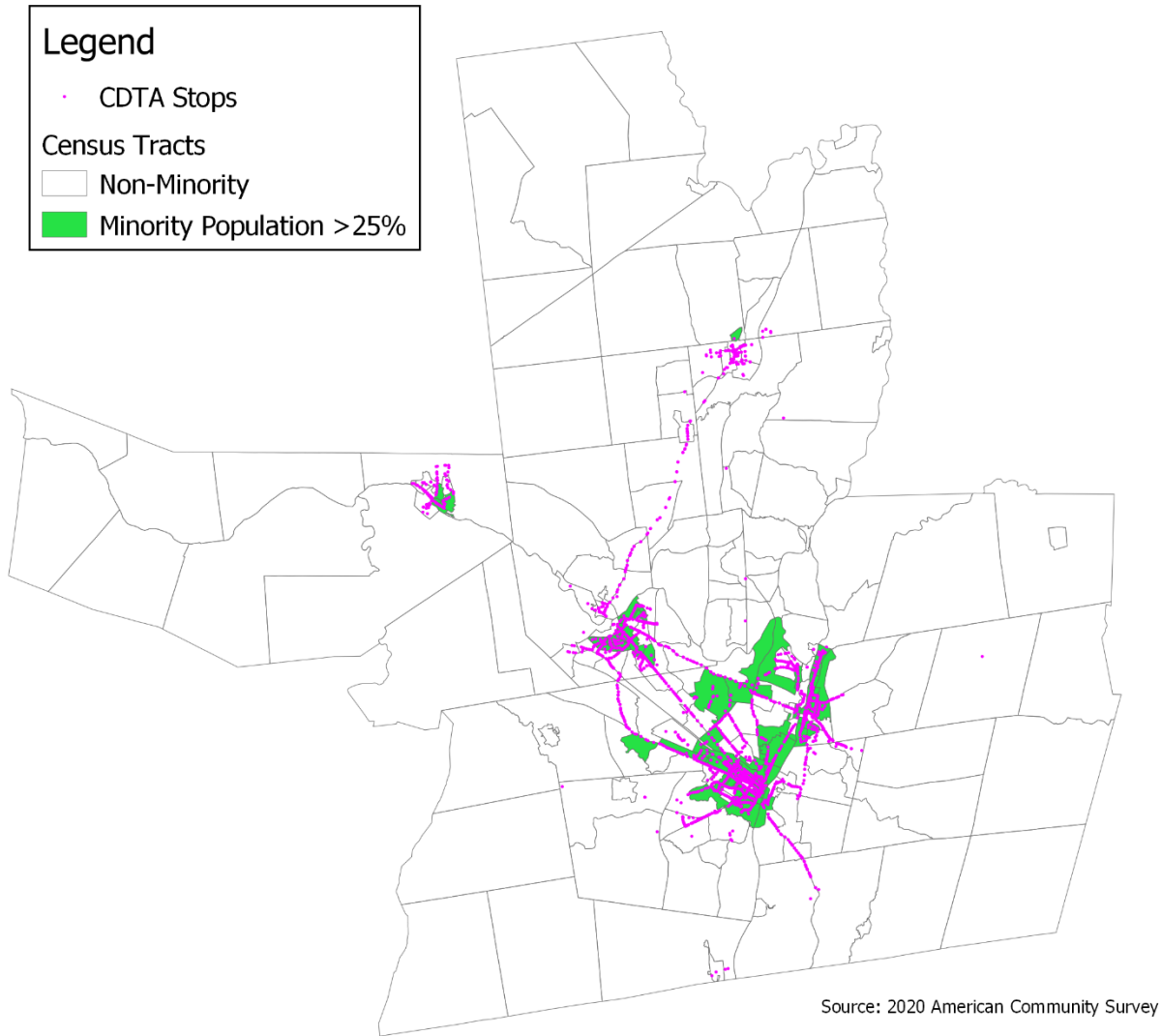
Map 4. CDTA Route Network v. Minority Census Tracts - Region

Percent of Nonwhite Population with CDTA Bus Routes



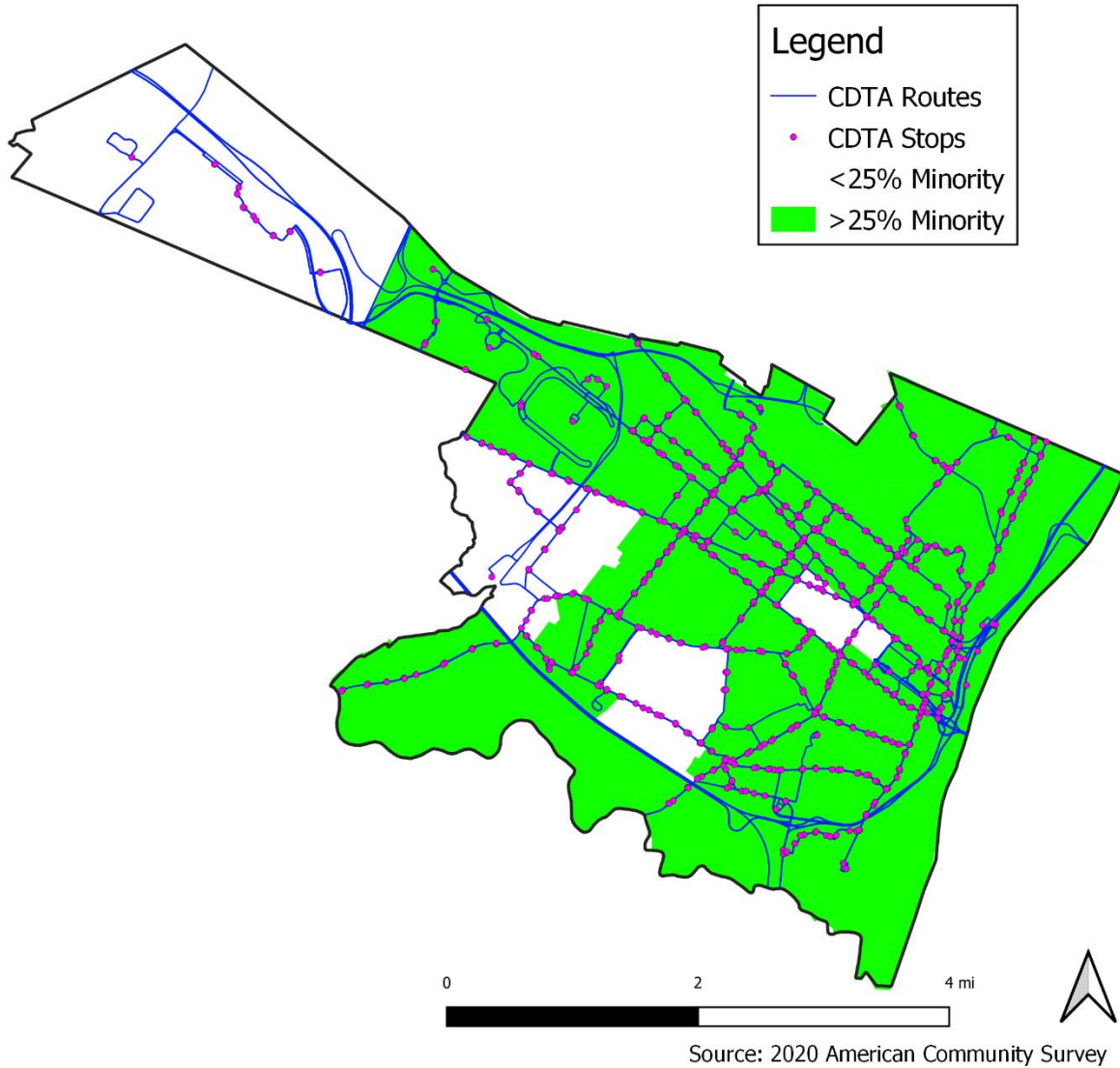
Map 5. CDTA Bus Stops v. Minority Census Tracts - Region

Percent of Nonwhite Population with CDTA Bus Stops



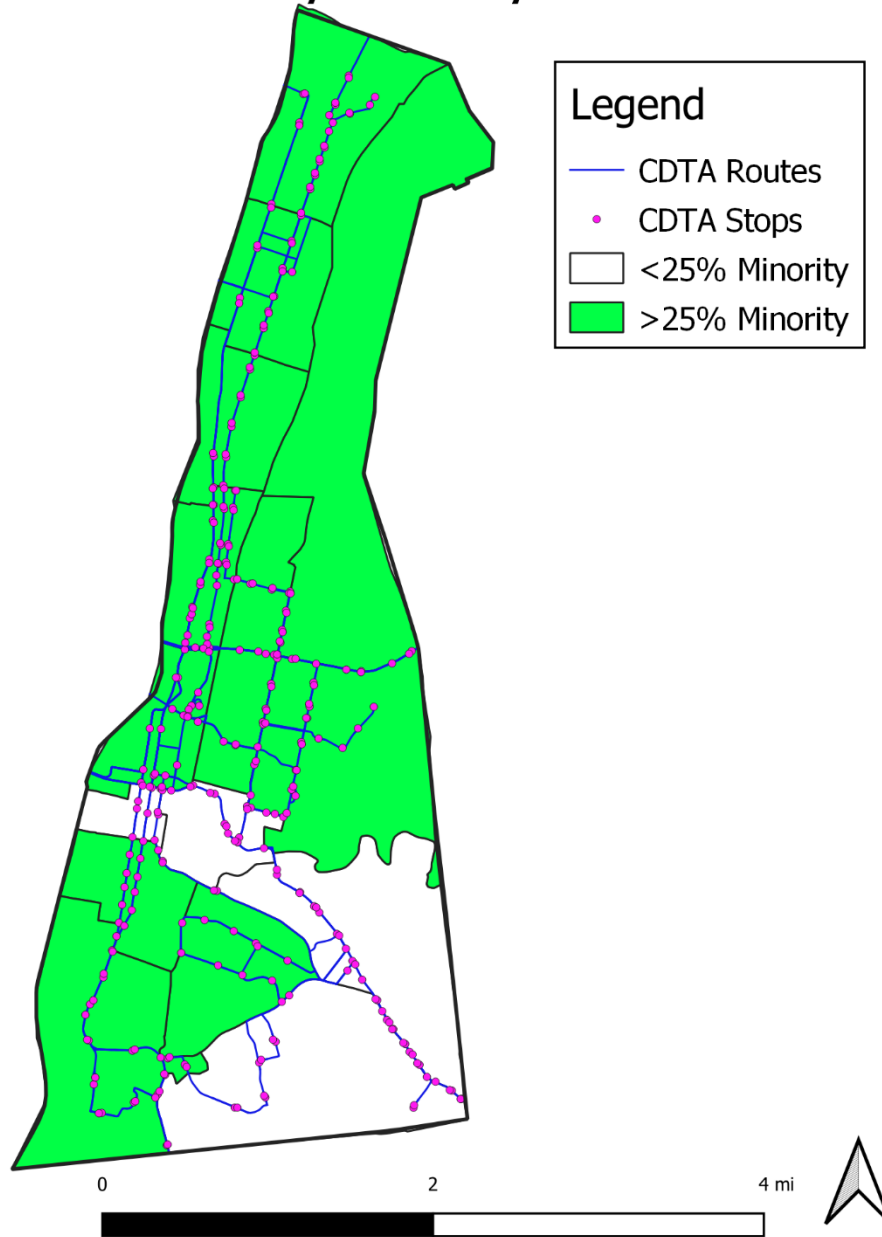
Map 6. CDTA Route Network v. Minority Census Tracts - Albany

Percent of Minority Population by Census Tract and CDTA Bus Routes, City of Albany



Map 7. CDTA Route Network v. Minority Census Tracts - Troy

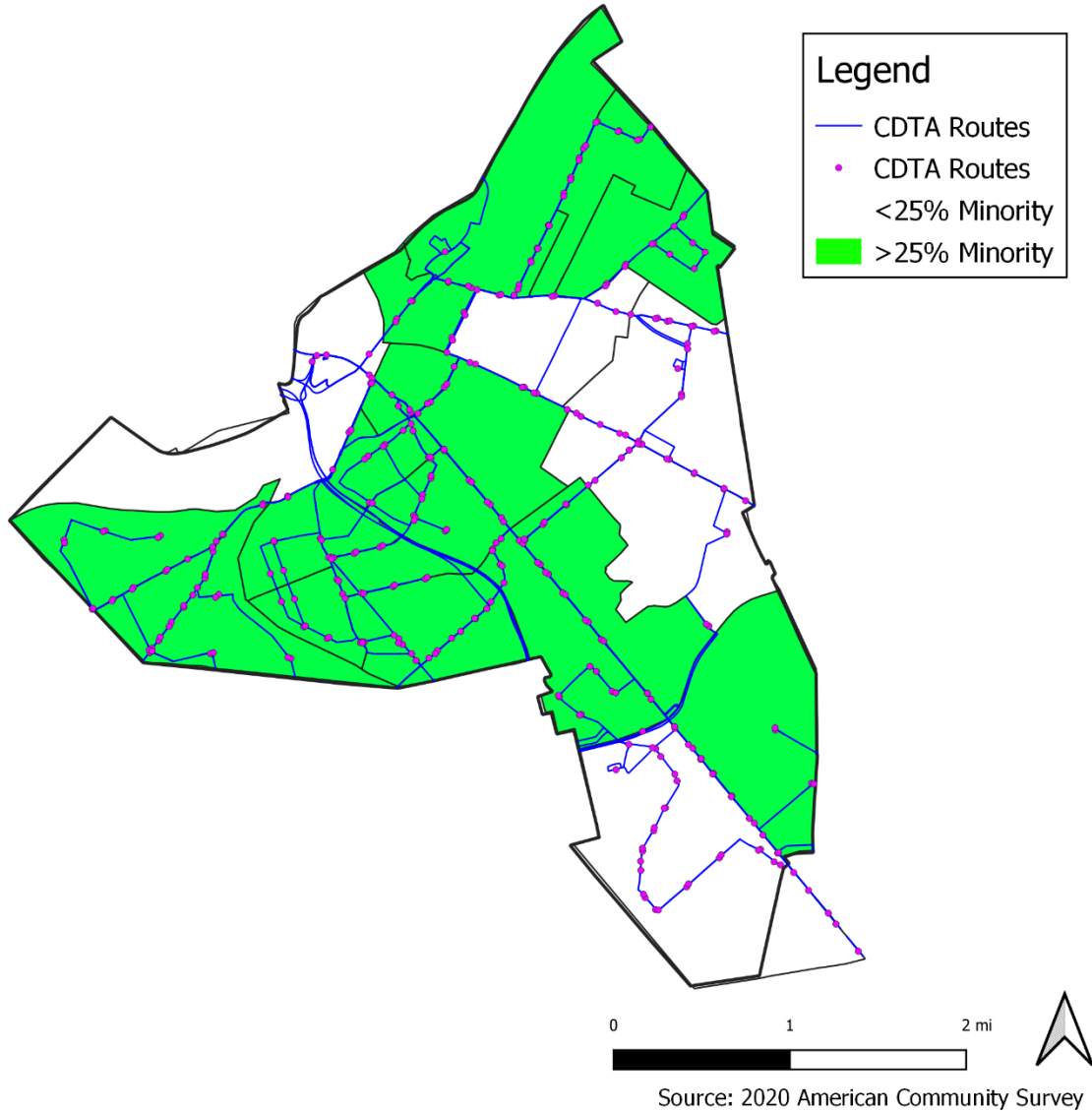
Percent of Minority Population by Census Tract and CDTA Bus Routes, City of Troy



Source: 2020 American Community Survey

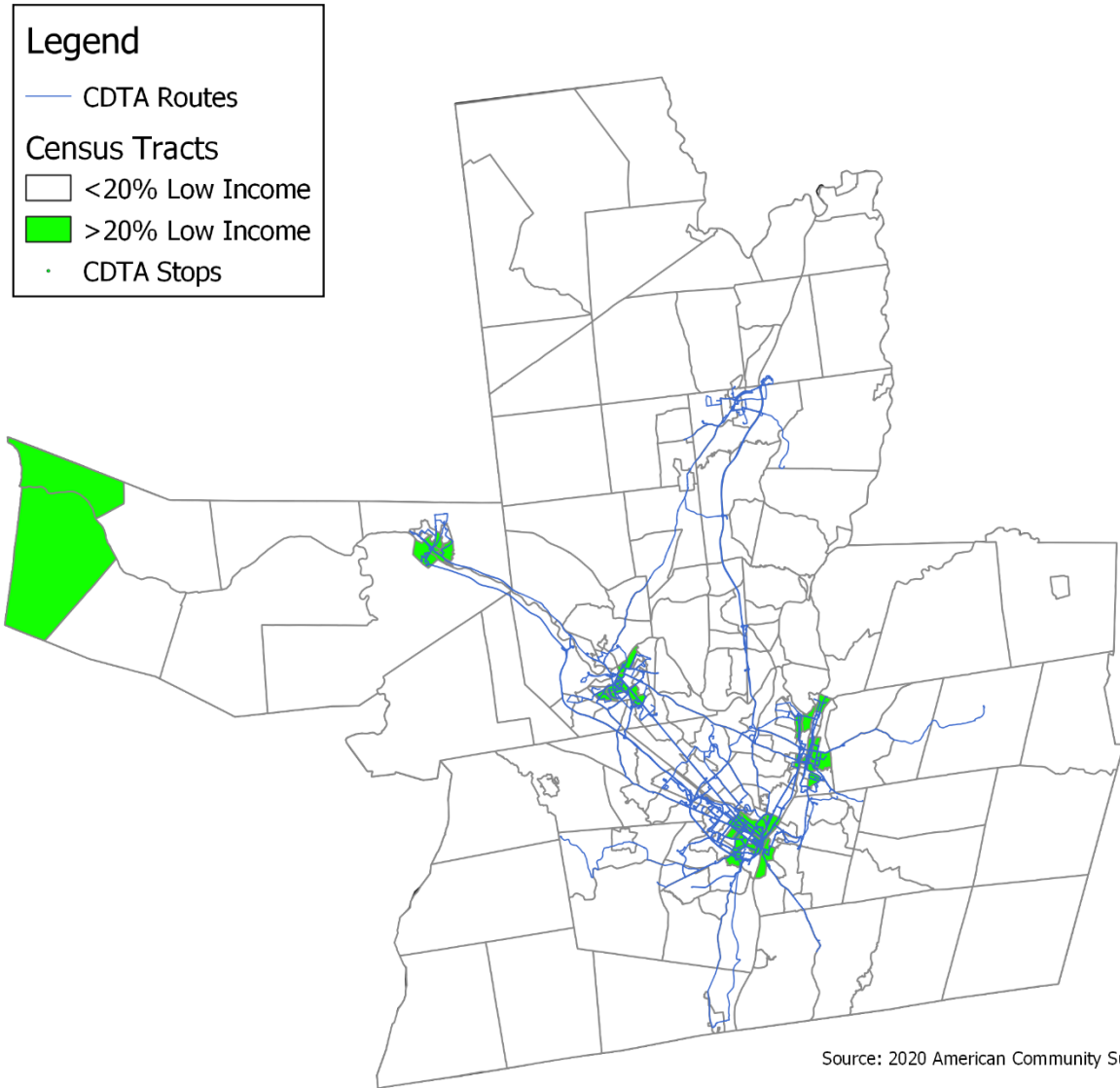
Map 8. CDTA Route Network v. Minority Census Tracts - Schenectady

Percent of Minority Population by Census Tract and CDTA Bus Routes, City of Schenectady



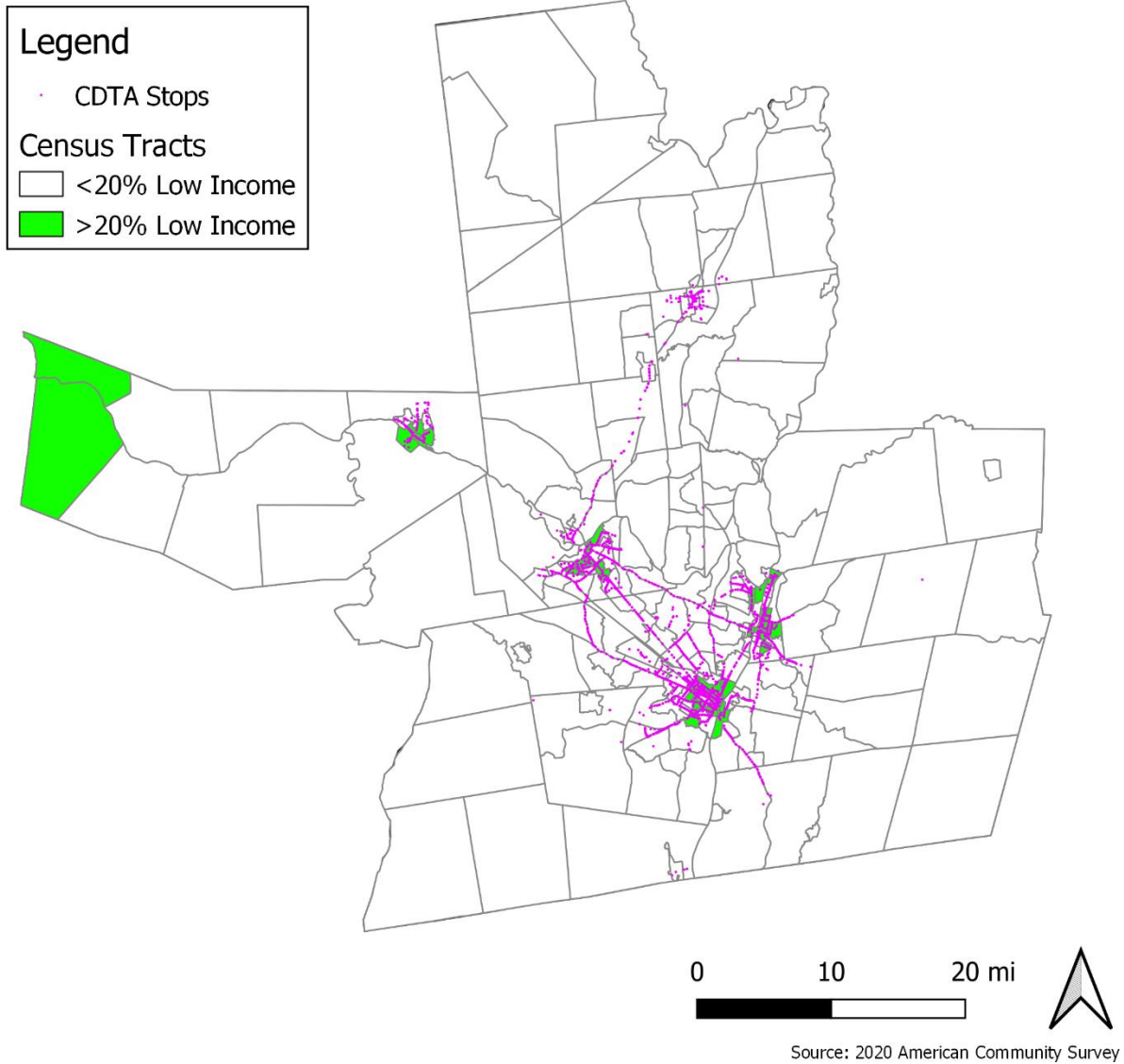
Map 9. CDTA Route Network v. Low-Income Census Tracts - Region

Low Income Populations and CDTA Service



Map 10. CDTA Bus Stops v. Low-Income Census Tracts – Region

Low Income Populations and CDTA Service



Demographic Charts

Identification of Minority Census Tracts In CDTA Service Area

Census Tract	Total Population	Minority Population	Percent Minority	Minority Tract
Census Tract 1	2,029	1,548	76.0%	Yes
Census Tract 11	1,751	816	47.0%	Yes
Census Tract 127	3,207	624	19.0%	No
Census Tract 128	3,527	1,115	32.0%	Yes
Census Tract 129	3,330	529	16.0%	No
Census Tract 130	6,644	343	5.0%	No
Census Tract 131	2,647	535	20.0%	No
Census Tract 132	3,393	913	27.0%	Yes
Census Tract 133	3,775	921	24.0%	No
Census Tract 134	2,808	468	17.0%	No
Census Tract 135.03	5,030	1,450	29.0%	Yes
Census Tract 135.05	2,753	292	11.0%	No
Census Tract 135.07	2,273	657	29.0%	Yes
Census Tract 135.09	3,599	613	17.0%	No
Census Tract 135.10	3,671	1,102	30.0%	Yes
Census Tract 135.11	3,411	1,542	45.0%	Yes
Census Tract 135.12	3,422	400	12.0%	No
Census Tract 136.02	3,889	2,000	51.0%	Yes
Census Tract 136.03	3,347	875	26.0%	Yes
Census Tract 136.04	6,472	1,389	21.0%	No
Census Tract 137.03	2,407	704	29.0%	Yes
Census Tract 137.06	2,041	46	2.0%	No
Census Tract 137.07	5,878	939	16.0%	No
Census Tract 137.08	3,146	331	11.0%	No
Census Tract 137.09	3,140	641	20.0%	No
Census Tract 138.02	4,261	319	7.0%	No
Census Tract 138.03	3,169	710	22.0%	No
Census Tract 138.04	4,035	902	22.0%	No
Census Tract 139.01	2,270	328	14.0%	No
Census Tract 139.02	5,416	849	16.0%	No
Census Tract 14	4,288	1,071	25.0%	No
Census Tract 140.01	3,767	988	26.0%	Yes
Census Tract 140.02	5,251	790	15.0%	No
Census Tract 141	5,508	521	9.0%	No
Census Tract 142.01	5,781	782	14.0%	No
Census Tract 142.02	6,085	280	5.0%	No
Census Tract 142.03	6,181	556	9.0%	No

Census Tract 143.01	3,207	449	14.0%	No
Census Tract 143.03	5,083	441	9.0%	No
Census Tract 143.04	3,166	227	7.0%	No
Census Tract 144.01	4,124	91	2.0%	No
Census Tract 144.02	3,181	387	12.0%	No
Census Tract 145.01	2,458	228	9.0%	No
Census Tract 145.02	3,424	119	3.0%	No
Census Tract 145.03	2,789	95	3.0%	No
Census Tract 146.06	3,659	334	9.0%	No
Census Tract 146.08	4,191	1,092	26.0%	Yes
Census Tract 146.09	4,598	972	21.0%	No
Census Tract 146.11	2,278	435	19.0%	No
Census Tract 146.12	1,754	188	11.0%	No
Census Tract 146.13	2,860	196	7.0%	No
Census Tract 146.14	5,329	1,225	23.0%	No
Census Tract 146.15	2,909	1,127	39.0%	Yes
Census Tract 146.16	5,773	814	14.0%	No
Census Tract 146.17	2,383	283	12.0%	No
Census Tract 147	2,738	11	0.0%	No
Census Tract 148.01	2,783	109	4.0%	No
Census Tract 148.02	1,771	16	1.0%	No
Census Tract 148.03	3,313	47	1.0%	No
Census Tract 15	4,621	1,844	40.0%	Yes
Census Tract 16	4,156	1,352	33.0%	Yes
Census Tract 17	4,041	1,095	27.0%	Yes
Census Tract 18.02	3,937	718	18.0%	No
Census Tract 18.03	3,544	459	13.0%	No
Census Tract 18.04	3,537	992	28.0%	Yes
Census Tract 19.01	2,496	481	19.0%	No
Census Tract 19.02	2,278	550	24.0%	No
Census Tract 2.01	3,263	2,620	80.0%	Yes
Census Tract 2.02	2,153	2,067	96.0%	Yes
Census Tract 20	6,067	3,128	52.0%	Yes
Census Tract 201.01	2,214	828	37.0%	Yes
Census Tract 201.02	2,220	988	45.0%	Yes
Census Tract 202	2,154	1,110	52.0%	Yes
Census Tract 203	1,909	697	37.0%	Yes
Census Tract 205	5,203	926	18.0%	No
Census Tract 206	3,403	643	19.0%	No
Census Tract 207	5,446	3,397	62.0%	Yes
Census Tract 208	3,787	1,989	53.0%	Yes
Census Tract 209	3,621	2,873	79.0%	Yes

Census Tract 21	3,174	1,657	52.0%	Yes
Census Tract 210.01	1,221	790	65.0%	Yes
Census Tract 210.02	2,486	1,314	53.0%	Yes
Census Tract 212	3,189	983	31.0%	Yes
Census Tract 214	2,909	1,913	66.0%	Yes
Census Tract 215	3,381	2,258	67.0%	Yes
Census Tract 216	3,466	1,979	57.0%	Yes
Census Tract 217	3,563	2,183	61.0%	Yes
Census Tract 218.01	2,175	595	27.0%	Yes
Census Tract 218.02	4,291	665	15.0%	No
Census Tract 22	2,657	934	35.0%	Yes
Census Tract 23	1,712	992	58.0%	Yes
Census Tract 25	3,063	2,566	84.0%	Yes
Census Tract 26	3,929	2,553	65.0%	Yes
Census Tract 3.01	3,016	2,169	72.0%	Yes
Census Tract 3.02	2,931	995	34.0%	Yes
Census Tract 319.01	5,160	961	19.0%	No
Census Tract 319.02	2,636	203	8.0%	No
Census Tract 320	6,634	1,206	18.0%	No
Census Tract 321.01	5,798	1,133	20.0%	No
Census Tract 321.02	1,887	299	16.0%	No
Census Tract 322	4,919	248	5.0%	No
Census Tract 323	2,729	421	15.0%	No
Census Tract 324.02	3,620	250	7.0%	No
Census Tract 324.03	2,610	199	8.0%	No
Census Tract 324.04	6,082	578	10.0%	No
Census Tract 325.02	2,520	112	4.0%	No
Census Tract 325.03	4,269	183	4.0%	No
Census Tract 325.04	2,501	120	5.0%	No
Census Tract 326.01	2,435	193	8.0%	No
Census Tract 326.02	4,365	330	8.0%	No
Census Tract 327	3,921	522	13.0%	No
Census Tract 329.01	3,584	448	13.0%	No
Census Tract 329.02	4,391	480	11.0%	No
Census Tract 330.02	2,448	81	3.0%	No
Census Tract 330.03	3,744	829	22.0%	No
Census Tract 330.04	2,565	196	8.0%	No
Census Tract 331.01	1,836	51	3.0%	No
Census Tract 331.02	6,534	432	7.0%	No
Census Tract 332	3,507	1,165	33.0%	Yes
Census Tract 333	2,334	210	9.0%	No
Census Tract 334	3,033	596	20.0%	No

Census Tract 335	2,386	518	22.0%	No
Census Tract 4.01	2,336	319	14.0%	No
Census Tract 4.03	4,014	1,145	29.0%	Yes
Census Tract 4.04	5,045	1,938	38.0%	Yes
Census Tract 401	4,209	1,527	36.0%	Yes
Census Tract 402	3,871	1,167	30.0%	Yes
Census Tract 403	2,916	1,050	36.0%	Yes
Census Tract 404	2,507	1,700	68.0%	Yes
Census Tract 405	1,864	921	49.0%	Yes
Census Tract 406	2,215	919	41.0%	Yes
Census Tract 407.01	4,021	1,193	30.0%	Yes
Census Tract 407.02	1,646	238	14.0%	No
Census Tract 408	1,581	361	23.0%	No
Census Tract 409	3,170	1,179	37.0%	Yes
Census Tract 410	4,393	2,136	49.0%	Yes
Census Tract 411.01	2,671	334	13.0%	No
Census Tract 411.02	2,245	1,011	45.0%	Yes
Census Tract 412	3,148	342	11.0%	No
Census Tract 413	4,907	1,462	30.0%	Yes
Census Tract 414	3,889	1,039	27.0%	Yes
Census Tract 5.01	3,410	1,807	53.0%	Yes
Census Tract 5.02	3,926	1,673	43.0%	Yes
Census Tract 515	2,538	795	31.0%	Yes
Census Tract 516.01	2,946	695	24.0%	No
Census Tract 516.02	3,739	345	9.0%	No
Census Tract 517.01	3,396	216	6.0%	No
Census Tract 517.02	3,361	84	2.0%	No
Census Tract 518	5,608	79	1.0%	No
Census Tract 519.01	4,532	179	4.0%	No
Census Tract 519.02	2,996	223	7.0%	No
Census Tract 520.02	2,031	26	1.0%	No
Census Tract 520.03	4,176	361	9.0%	No
Census Tract 520.04	6,734	469	7.0%	No
Census Tract 521.01	2,277	51	2.0%	No
Census Tract 521.02	1,386	52	4.0%	No
Census Tract 521.03	1,781	23	1.0%	No
Census Tract 522.01	4,491	158	4.0%	No
Census Tract 522.03	5,969	223	4.0%	No
Census Tract 522.04	2,486	4	0.0%	No
Census Tract 523.01	4,656	401	9.0%	No
Census Tract 523.03	1,178	77	7.0%	No
Census Tract 523.05	2,524	194	8.0%	No

Census Tract 523.06	3,874	170	4.0%	No
Census Tract 524.02	2,454	212	9.0%	No
Census Tract 524.05	2,620	262	10.0%	No
Census Tract 524.06	4,023	464	12.0%	No
Census Tract 524.07	4,725	670	14.0%	No
Census Tract 524.08	2,463	29	1.0%	No
Census Tract 525.01	6,257	294	5.0%	No
Census Tract 525.02	5,342	320	6.0%	No
Census Tract 525.03	1,483	50	3.0%	No
Census Tract 526.01	3,710	62	2.0%	No
Census Tract 526.02	1,125	111	10.0%	No
Census Tract 526.03	2,879	34	1.0%	No
Census Tract 6	3,773	2,280	60.0%	Yes
Census Tract 601.02	5,996	105	2.0%	No
Census Tract 601.03	1,536	80	5.0%	No
Census Tract 601.04	4,336	241	6.0%	No
Census Tract 602	3,612	127	4.0%	No
Census Tract 603.01	3,194	20	1.0%	No
Census Tract 604	2,627	114	4.0%	No
Census Tract 605.01	2,017	22	1.0%	No
Census Tract 605.04	996	25	3.0%	No
Census Tract 605.05	1,062	53	5.0%	No
Census Tract 605.06	1,669	177	11.0%	No
Census Tract 605.07	379	0	0.0%	No
Census Tract 606.01	2,842	101	4.0%	No
Census Tract 606.02	4,907	180	4.0%	No
Census Tract 607.03	3,199	0	0.0%	No
Census Tract 607.04	4,381	269	6.0%	No
Census Tract 607.05	4,387	181	4.0%	No
Census Tract 607.06	4,953	236	5.0%	No
Census Tract 608	5,099	303	6.0%	No
Census Tract 609.01	3,831	463	12.0%	No
Census Tract 609.02	1,865	49	3.0%	No
Census Tract 610.01	2,880	103	4.0%	No
Census Tract 610.02	2,093	319	15.0%	No
Census Tract 611.01	2,244	463	21.0%	No
Census Tract 611.02	3,309	355	11.0%	No
Census Tract 612.01	2,276	313	14.0%	No
Census Tract 612.02	3,167	383	12.0%	No
Census Tract 613.01	3,637	256	7.0%	No
Census Tract 613.03	1,937	565	29.0%	Yes
Census Tract 613.04	3,077	143	5.0%	No

Census Tract 613.05	3,436	375	11.0%	No
Census Tract 614.01	4,842	158	3.0%	No
Census Tract 614.03	6,948	255	4.0%	No
Census Tract 614.04	3,070	197	6.0%	No
Census Tract 615	3,547	18	1.0%	No
Census Tract 616	4,180	199	5.0%	No
Census Tract 617.01	5,776	426	7.0%	No
Census Tract 617.02	4,217	73	2.0%	No
Census Tract 618	5,681	383	7.0%	No
Census Tract 619.04	5,783	461	8.0%	No
Census Tract 619.05	3,232	301	9.0%	No
Census Tract 619.06	3,093	329	11.0%	No
Census Tract 619.07	4,022	256	6.0%	No
Census Tract 620.01	4,228	181	4.0%	No
Census Tract 620.02	2,702	3	0.0%	No
Census Tract 621	1,959	104	5.0%	No
Census Tract 622	2,948	126	4.0%	No
Census Tract 623	2,129	239	11.0%	No
Census Tract 624.04	2,778	87	3.0%	No
Census Tract 624.06	4,086	486	12.0%	No
Census Tract 624.07	4,095	460	11.0%	No
Census Tract 624.08	2,768	146	5.0%	No
Census Tract 624.09	2,818	230	8.0%	No
Census Tract 624.10	3,575	786	22.0%	No
Census Tract 625.01	4,923	609	12.0%	No
Census Tract 625.03	6,372	1,116	18.0%	No
Census Tract 625.05	4,318	307	7.0%	No
Census Tract 625.06	4,664	713	15.0%	No
Census Tract 625.07	4,165	690	17.0%	No
Census Tract 625.08	4,236	490	12.0%	No
Census Tract 625.09	3,055	214	7.0%	No
Census Tract 626.01	2,891	155	5.0%	No
Census Tract 626.02	6,183	1,318	21.0%	No
Census Tract 627	6,341	273	4.0%	No
Census Tract 628	2,141	222	10.0%	No
Census Tract 629	603	23	4.0%	No
Census Tract 7	3,611	3,108	86.0%	Yes
Census Tract 702	2,101	475	23.0%	No
Census Tract 703	2,115	463	22.0%	No
Census Tract 704	2,157	454	21.0%	No
Census Tract 705	2,392	254	11.0%	No
Census Tract 706	2,047	908	44.0%	Yes

Census Tract 707	2,391	356	15.0%	No
Census Tract 708	3,056	1,469	48.0%	Yes
Census Tract 709	1,564	681	44.0%	Yes
Census Tract 721	5,996	203	3.0%	No
Census Tract 722	3,767	239	6.0%	No
Census Tract 723	3,231	287	9.0%	No
Census Tract 724	2,524	124	5.0%	No
Census Tract 725	4,170	244	6.0%	No
Census Tract 726	3,594	153	4.0%	No
Census Tract 727	4,179	253	6.0%	No
Census Tract 728	4,010	106	3.0%	No
Census Tract 8	2,102	1,870	89.0%	Yes

Identification of Low-Income Census Tracts in CDTA Service Area

Census Tract	Population	Population in Poverty	Percent in Poverty	Low Income tract
Census Tract 1	1,907	402	21.0%	Yes
Census Tract 11	1,726	582	34.0%	Yes
Census Tract 127	3,161	761	24.0%	Yes
Census Tract 128	3,483	1,136	33.0%	Yes
Census Tract 129	3,295	525	16.0%	No
Census Tract 130	5,690	140	2.0%	No
Census Tract 131	2,627	535	20.0%	No
Census Tract 132	3,322	1,014	31.0%	Yes
Census Tract 133	3,724	656	18.0%	No
Census Tract 134	2,756	382	14.0%	No
Census Tract 135.03	4,948	294	6.0%	No
Census Tract 135.05	2,712	185	7.0%	No
Census Tract 135.07	2,140	73	3.0%	No
Census Tract 135.09	3,517	141	4.0%	No
Census Tract 135.10	3,671	142	4.0%	No
Census Tract 135.11	3,371	53	2.0%	No
Census Tract 135.12	3,422	64	2.0%	No
Census Tract 136.02	3,775	578	15.0%	No
Census Tract 136.03	3,301	114	3.0%	No
Census Tract 136.04	4,302	374	9.0%	No
Census Tract 137.03	1,558	99	6.0%	No
Census Tract 137.06	1,999	35	2.0%	No
Census Tract 137.07	5,780	486	8.0%	No
Census Tract 137.08	3,146	194	6.0%	No
Census Tract 137.09	3,121	96	3.0%	No
Census Tract 138.02	4,251	164	4.0%	No

Census Tract 138.03	3,169	167	5.0%	No
Census Tract 138.04	3,997	420	11.0%	No
Census Tract 139.01	2,270	60	3.0%	No
Census Tract 139.02	5,357	276	5.0%	No
Census Tract 14	4,272	502	12.0%	No
Census Tract 140.01	3,719	319	9.0%	No
Census Tract 140.02	5,227	610	12.0%	No
Census Tract 141	5,465	209	4.0%	No
Census Tract 142.01	5,541	420	8.0%	No
Census Tract 142.02	6,028	100	2.0%	No
Census Tract 142.03	6,091	197	3.0%	No
Census Tract 143.01	3,168	364	11.0%	No
Census Tract 143.03	5,026	197	4.0%	No
Census Tract 143.04	3,123	224	7.0%	No
Census Tract 144.01	4,043	226	6.0%	No
Census Tract 144.02	3,162	336	11.0%	No
Census Tract 145.01	2,418	178	7.0%	No
Census Tract 145.02	3,398	132	4.0%	No
Census Tract 145.03	2,775	105	4.0%	No
Census Tract 146.06	3,594	40	1.0%	No
Census Tract 146.08	2,587	145	6.0%	No
Census Tract 146.09	4,566	329	7.0%	No
Census Tract 146.11	2,252	62	3.0%	No
Census Tract 146.12	1,721	160	9.0%	No
Census Tract 146.13	2,756	79	3.0%	No
Census Tract 146.14	5,329	183	3.0%	No
Census Tract 146.15	2,627	182	7.0%	No
Census Tract 146.16	5,680	123	2.0%	No
Census Tract 146.17	2,339	77	3.0%	No
Census Tract 147	2,738	80	3.0%	No
Census Tract 148.01	2,760	145	5.0%	No
Census Tract 148.02	1,771	104	6.0%	No
Census Tract 148.03	3,277	300	9.0%	No
Census Tract 15	4,571	1,859	41.0%	Yes
Census Tract 16	3,794	839	22.0%	Yes
Census Tract 17	3,921	389	10.0%	No
Census Tract 18.02	3,865	439	11.0%	No
Census Tract 18.03	3,544	25	1.0%	No
Census Tract 18.04	3,492	199	6.0%	No
Census Tract 19.01	2,462	202	8.0%	No
Census Tract 19.02	2,248	46	2.0%	No
Census Tract 2.01	3,223	877	27.0%	Yes

Census Tract 2.02	2,055	696	34.0%	Yes
Census Tract 20	6,037	1,339	22.0%	Yes
Census Tract 201.01	2,177	92	4.0%	No
Census Tract 201.02	2,212	400	18.0%	No
Census Tract 202	2,110	563	27.0%	Yes
Census Tract 203	1,140	386	34.0%	Yes
Census Tract 205	4,967	362	7.0%	No
Census Tract 206	3,367	189	6.0%	No
Census Tract 207	5,424	1,619	30.0%	Yes
Census Tract 208	3,645	645	18.0%	No
Census Tract 209	3,550	864	24.0%	Yes
Census Tract 21	2,318	790	34.0%	Yes
Census Tract 210.01	825	213	26.0%	Yes
Census Tract 210.02	2,452	1,219	50.0%	Yes
Census Tract 212	3,162	516	16.0%	No
Census Tract 214	2,822	1,026	36.0%	Yes
Census Tract 215	3,381	1,333	39.0%	Yes
Census Tract 216	3,159	314	10.0%	No
Census Tract 217	3,561	816	23.0%	Yes
Census Tract 218.01	2,098	65	3.0%	No
Census Tract 218.02	4,072	286	7.0%	No
Census Tract 22	2,611	514	20.0%	No
Census Tract 23	1,700	393	23.0%	Yes
Census Tract 25	3,026	1,135	38.0%	Yes
Census Tract 26	3,787	539	14.0%	No
Census Tract 3.01	3,016	1,137	38.0%	Yes
Census Tract 3.02	2,771	543	20.0%	No
Census Tract 319.01	5,000	31	1.0%	No
Census Tract 319.02	2,529	121	5.0%	No
Census Tract 320	6,449	189	3.0%	No
Census Tract 321.01	5,739	71	1.0%	No
Census Tract 321.02	1,810	83	5.0%	No
Census Tract 322	4,842	609	13.0%	No
Census Tract 323	2,428	72	3.0%	No
Census Tract 324.02	3,540	242	7.0%	No
Census Tract 324.03	2,576	80	3.0%	No
Census Tract 324.04	5,849	360	6.0%	No
Census Tract 325.02	2,309	31	1.0%	No
Census Tract 325.03	4,222	153	4.0%	No
Census Tract 325.04	2,433	105	4.0%	No
Census Tract 326.01	2,364	145	6.0%	No
Census Tract 326.02	4,350	195	4.0%	No

Census Tract 327	3,905	468	12.0%	No
Census Tract 329.01	3,571	225	6.0%	No
Census Tract 329.02	4,281	58	1.0%	No
Census Tract 330.02	2,381	78	3.0%	No
Census Tract 330.03	3,723	184	5.0%	No
Census Tract 330.04	2,501	149	6.0%	No
Census Tract 331.01	1,791	88	5.0%	No
Census Tract 331.02	6,480	602	9.0%	No
Census Tract 332	3,482	885	25.0%	Yes
Census Tract 333	2,271	197	9.0%	No
Census Tract 334	1,600	296	19.0%	No
Census Tract 335	2,344	196	8.0%	No
Census Tract 4.01	1,915	138	7.0%	No
Census Tract 4.03	4,014	410	10.0%	No
Census Tract 4.04	0	0	0.0%	No
Census Tract 401	4,155	1,158	28.0%	Yes
Census Tract 402	3,871	767	20.0%	No
Census Tract 403	2,894	390	13.0%	No
Census Tract 404	2,476	1,197	48.0%	Yes
Census Tract 405	1,813	846	47.0%	Yes
Census Tract 406	1,560	670	43.0%	Yes
Census Tract 407.01	3,260	779	24.0%	Yes
Census Tract 407.02	1,518	315	21.0%	Yes
Census Tract 408	1,536	223	15.0%	No
Census Tract 409	3,146	627	20.0%	No
Census Tract 410	3,952	676	17.0%	No
Census Tract 411.01	2,605	169	6.0%	No
Census Tract 411.02	2,245	942	42.0%	Yes
Census Tract 412	2,968	320	11.0%	No
Census Tract 413	2,574	786	31.0%	Yes
Census Tract 414	3,852	337	9.0%	No
Census Tract 5.01	3,245	1,132	35.0%	Yes
Census Tract 5.02	2,065	714	35.0%	Yes
Census Tract 515	2,463	590	24.0%	Yes
Census Tract 516.01	2,860	324	11.0%	No
Census Tract 516.02	3,695	323	9.0%	No
Census Tract 517.01	3,335	360	11.0%	No
Census Tract 517.02	3,299	432	13.0%	No
Census Tract 518	5,481	192	4.0%	No
Census Tract 519.01	4,478	289	6.0%	No
Census Tract 519.02	2,882	208	7.0%	No
Census Tract 520.02	2,015	171	8.0%	No

Census Tract 520.03	4,176	222	5.0%	No
Census Tract 520.04	6,694	220	3.0%	No
Census Tract 521.01	2,186	273	12.0%	No
Census Tract 521.02	1,360	111	8.0%	No
Census Tract 521.03	1,770	180	10.0%	No
Census Tract 522.01	4,438	173	4.0%	No
Census Tract 522.03	5,913	223	4.0%	No
Census Tract 522.04	2,455	223	9.0%	No
Census Tract 523.01	4,568	29	1.0%	No
Census Tract 523.03	1,178	174	15.0%	No
Census Tract 523.05	2,480	23	1.0%	No
Census Tract 523.06	3,384	71	2.0%	No
Census Tract 524.02	2,098	55	3.0%	No
Census Tract 524.05	2,598	86	3.0%	No
Census Tract 524.06	3,975	190	5.0%	No
Census Tract 524.07	4,621	89	2.0%	No
Census Tract 524.08	2,463	109	4.0%	No
Census Tract 525.01	6,116	126	2.0%	No
Census Tract 525.02	5,286	195	4.0%	No
Census Tract 525.03	1,400	111	8.0%	No
Census Tract 526.01	3,664	140	4.0%	No
Census Tract 526.02	1,125	60	5.0%	No
Census Tract 526.03	2,845	118	4.0%	No
Census Tract 6	3,773	2,012	53.0%	Yes
Census Tract 601.02	5,969	634	11.0%	No
Census Tract 601.03	1,519	12	1.0%	No
Census Tract 601.04	4,336	347	8.0%	No
Census Tract 602	3,567	413	12.0%	No
Census Tract 603.01	3,187	241	8.0%	No
Census Tract 604	2,590	343	13.0%	No
Census Tract 605.01	1,992	162	8.0%	No
Census Tract 605.04	987	112	11.0%	No
Census Tract 605.05	1,062	135	13.0%	No
Census Tract 605.06	1,667	116	7.0%	No
Census Tract 605.07	366	45	12.0%	No
Census Tract 606.01	2,834	175	6.0%	No
Census Tract 606.02	4,893	603	12.0%	No
Census Tract 607.03	3,158	171	5.0%	No
Census Tract 607.04	4,379	198	5.0%	No
Census Tract 607.05	4,235	148	3.0%	No
Census Tract 607.06	4,934	111	2.0%	No
Census Tract 608	5,028	213	4.0%	No

Census Tract 609.01	3,827	74	2.0%	No
Census Tract 609.02	1,839	229	12.0%	No
Census Tract 610.01	2,868	226	8.0%	No
Census Tract 610.02	2,053	303	15.0%	No
Census Tract 611.01	2,244	212	9.0%	No
Census Tract 611.02	3,309	108	3.0%	No
Census Tract 612.01	1,836	42	2.0%	No
Census Tract 612.02	3,080	454	15.0%	No
Census Tract 613.01	3,468	261	8.0%	No
Census Tract 613.03	10	0	0.0%	No
Census Tract 613.04	3,062	15	0.0%	No
Census Tract 613.05	3,402	203	6.0%	No
Census Tract 614.01	4,830	491	10.0%	No
Census Tract 614.03	6,738	477	7.0%	No
Census Tract 614.04	3,050	126	4.0%	No
Census Tract 615	3,504	270	8.0%	No
Census Tract 616	4,124	154	4.0%	No
Census Tract 617.01	5,654	342	6.0%	No
Census Tract 617.02	4,112	41	1.0%	No
Census Tract 618	5,388	360	7.0%	No
Census Tract 619.04	5,718	285	5.0%	No
Census Tract 619.05	3,126	251	8.0%	No
Census Tract 619.06	2,904	488	17.0%	No
Census Tract 619.07	4,012	31	1.0%	No
Census Tract 620.01	4,211	139	3.0%	No
Census Tract 620.02	2,682	220	8.0%	No
Census Tract 621	1,947	192	10.0%	No
Census Tract 622	2,916	397	14.0%	No
Census Tract 623	2,086	377	18.0%	No
Census Tract 624.04	2,765	81	3.0%	No
Census Tract 624.06	4,076	98	2.0%	No
Census Tract 624.07	4,028	276	7.0%	No
Census Tract 624.08	2,736	20	1.0%	No
Census Tract 624.09	2,748	142	5.0%	No
Census Tract 624.10	3,549	150	4.0%	No
Census Tract 625.01	4,864	99	2.0%	No
Census Tract 625.03	6,341	274	4.0%	No
Census Tract 625.05	4,233	101	2.0%	No
Census Tract 625.06	4,619	95	2.0%	No
Census Tract 625.07	4,143	101	2.0%	No
Census Tract 625.08	4,061	94	2.0%	No
Census Tract 625.09	3,033	101	3.0%	No

Census Tract 626.01	2,870	12	0.0%	No
Census Tract 626.02	6,069	166	3.0%	No
Census Tract 627	6,182	294	5.0%	No
Census Tract 628	2,102	147	7.0%	No
Census Tract 629	597	24	4.0%	No
Census Tract 7	3,403	1,112	33.0%	Yes
Census Tract 702	1,973	566	29.0%	Yes
Census Tract 703	2,106	644	31.0%	Yes
Census Tract 704	2,143	282	13.0%	No
Census Tract 705	2,379	333	14.0%	No
Census Tract 706	2,040	633	31.0%	Yes
Census Tract 707	2,327	213	9.0%	No
Census Tract 708	3,001	1,116	37.0%	Yes
Census Tract 709	1,458	717	49.0%	Yes
Census Tract 721	5,717	242	4.0%	No
Census Tract 722	3,624	225	6.0%	No
Census Tract 723	3,132	399	13.0%	No
Census Tract 724	2,370	595	25.0%	Yes
Census Tract 725	4,028	967	24.0%	Yes
Census Tract 726	3,467	385	11.0%	No
Census Tract 727	3,987	760	19.0%	No
Census Tract 728	3,900	400	10.0%	No
Census Tract 8	2,069	899	43.0%	Yes

Appendix K – Demographic Passenger Profile from Survey Data

CDTA regularly conducts onboard surveys of its passengers to collect information on customer satisfaction and also build a demographic profile of its customers to help improve service, target transit marketing efforts, and ensure that the CDTA riding experience is fair and equal.

These surveys were administered by professional interviewers with randomly selected riders across CDTA’s regular routes. The number of interviews conducted on each route is proportionate to that route’s total ridership relative to all riders on regular routes. The following relevant statistics were gathered:

Race/Ethnicity

Ethnic Background	% of all riders
White	43%
Black / African American	40%
Hispanic/Latino	8%
Asian	5%
Native American	1%

Language Spoken at Home

Language Spoken at Home	% of all riders
Speak Only English	70.4%
Speak Other Languages	29.6%

“Please select the range that includes your annual income level”

Annual Income	% of all riders
Less than \$25,000	34.0%
\$25,000 to \$49,999	33%
\$50,000 to \$74,999	6%
>\$74,999	1%

“What is your age?”

Age Group	% of all riders
Under 18	3%
18 to 29	36%
30 to 39	24%
40 to 49	13%
50 to 65	14%
More than 65	4%

“How do you usually pay your CDTA fare?”

Method of Fare Payment	% of all riders
------------------------	-----------------

Cash on the Bus	29.9%
Navigator Pass Purchased	44.5%
Pass Received from Employer or School	19.8%
Other	2.1%
More Than One Payment Method Used	3.7%

“What is usually the purpose of your CDTA trip?”

Usual Purpose of CDTA Trip	Total Riders
Work	64%
Shopping	10%
Social / Recreation	6%
School	11%
Medical / Dental	2%
Religious	1%
Other	6%

Appendix L – Board Agenda (Highlighting Added)

Capital District Transportation Authority Agenda Action Sheet

Subject: Approval of Title VI Policy
Committee: Strategic and Operational Planning
Meeting Date: February 16, 2023

Objective

To Approve the latest Title VI Policy.

Summary of Staff Proposal

The Title VI statute is an FTA regulation designed to ensure equity when transit systems make major service and operational decisions. As a federal funding recipient and as a matter of good practice, we comply with Title VI regulations. The purpose of Title VI is to:

- Ensure that the level and quality of transit service is provided in a nondiscriminatory manner;
- Promote full and fair participation in transit decision-making without regard to race, color, or national origin;
- Ensure meaningful access to transit-related programs and activities by persons with limited English proficiency.

CDTA follows its Title VI Program to make certain that decisions put our customers on a level playing field and do not unfairly favor or disfavor one demographic over another. The intent of Title VI is consistent with CDTA’s goal that service and fare decisions consider the impact to *all* customers. Title VI objectives have existed for many years, and we fully support its goals and intentions. We performed an analysis based on FTA guidelines to develop our final program. The detailed policy is available for review.

As a routine practice, we are required to re-submit our Title VI Program every three years. In summary, the program contains:

- General requirements, including a copy of Title VI notifications and a report of investigations
- Service monitoring standards that include level and quality of service
- An analysis of our adherence to service monitoring standards (we do comply)
- The definition of a “major service change”
- The definition of a “disparate impact”
- The definition of a “disproportionate burden”
- A Public Participation Plan that describes customer and stakeholder outreach procedures
- A Limited English Proficiency Language Assistance Plan that describes our strategy for addressing customers who do not read, write, or speak English well (provided under separate cover from the Title VI Policy document)

Proposed Action

I recommend approval of the 2023-2026 Title VI Policy.

Manager:

Ethan Warren, Senior Planner/Title VI Coordinator

Appendix M – Board Approval

**CAPITAL DISTRICT TRANSPORTATION AUTHORITY
RESOLUTION NO. 07 - 2023**

Approve 2023-2026 Title VI Program

WHEREAS, the Capital District Transportation Authority (Authority) is charged with providing transit services within the Capital District Transportation District, and

WHEREAS, the Authority is subject to a number of state and federal statutes and regulations, including those found at 42 U.S.C. §2000 *et seq.* and 49 C.F.R. 21, and is further subject to the oversight of the United States Federal Transit Administration, and

WHEREAS, the Authority is required to develop and approve a comprehensive Title VI Program, to be submitted to the Federal Transit Administration for review every three years, and

WHEREAS, the Authority has reviewed and updated the Title VI Program, and after extensive review and discussion, now recommends the approval and submission of the 2023-2026 Title VI Program to the Federal Transit Administration.

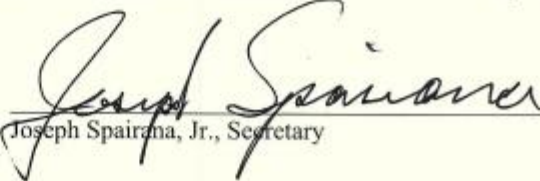
NOW, THEREFORE, BE IT RESOLVED:

1. The Authority hereby approves the 2023-2026 Title VI Program and directs its submission to the Federal Transit Administration.
2. This Resolution will not require any significant direct expenditure of public funds or result in any revenue.
3. This Resolution shall take effect immediately.

CERTIFICATION

The undersigned, duly qualified and acting as Secretary of the Capital District Transportation Authority, certifies that the foregoing is a true and correct copy of a resolution adopted at a legally convened meeting of the Capital District Transportation Authority held on the 22nd day of February, 2023.

Dated: February 22, 2023


Joseph Spairana, Jr., Secretary