

Title VI Program 2014 - 2016



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Capital District Transportation Authority
110 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 four-county service area. During 2013, CDTA implemented procedures and policies pursuant to this program to comply with new 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 MAP-21. 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 841,667 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 above 15.5 million. CDTA operates 270 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 metropolitan area of 841,667 people and have a workforce of 630.

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 (www.cdt.org), 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 process complaints 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 of the letter 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.

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.

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. There are three board seats from Albany County and two each from Rensselaer, Saratoga, and Schenectady Counties. Currently, three members are women and one is a member of the disabled community. Although currently there are no minority members, 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.

As of this time, CDTA is not engaged in the active planning stages of the construction of any storage facility, maintenance facility, operations center, or other major building project that requires land acquisition and/or the displacement of persons from their residences and businesses.

List of Title VI Investigations, Complaints, and Lawsuits

Date	Description	Results
5/11/2013	Complainant alleged that she boarded the bus and inquired about the status of an earlier bus, which the driver met with a rude response. Complainant's son's bus pass did not work in the farebox, and the driver again responded in a very rude manner. Complainant's son then exited the vehicle and the driver continued to speak rudely to her about her son's bus pass.	CDTA reviewed video of the incident and found that the driver responded to complainant and her son unprofessionally and with poor customer service, both when asked about the status of the earlier bus, and when complainant's son's bus pass did not work in the farebox. Driver was retrained and disciplined. Evidence did not indicate a motivation for the driver's behavior. CDTA found

		that the incident did not constitute a Title VI violation, and closed the case.
Date not provided	Complainant from previous case alleged that she was asked to remove her bag from her shopping cart, while other passengers were not asked to do so. Complainant is white and stated that all of the other passengers with shopping carts were African-American.	CDTA wrote to complainant on June 4, 2013 requesting the date and time of this incident, and she replied that she was not able to remember the day of the incident. Without the date, CDTA was unable to investigate the incident.

Additional details regarding Title VI investigations can be provided upon request.

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.

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(c)(1) through (c)(7) concerning the applicant's proposed Section 5307 grant program, the grant applicant is encouraged to integrate compliance with these requirements with the locally adopted public involvement process associated with the TIP. Grantees that choose to integrate the two should coordinate with the MPO and ensure that the public is aware that the TIP development process is being used to satisfy the public hearing requirements of Section 5307(c). The grant applicant must explicitly state that public notice of public involvement activities and time established for public review and comment on the TIP will satisfy the program-of-projects requirements of the Urbanized Area Formula Program. A project that requires an environmental assessment or an environmental impact statement will involve additional public involvement, as presented in joint FHWA/FTA environmental regulations, "Environmental Impact and Related Procedures," 23 C.F.R. Part 771.

CDTA works directly with the MPO, the Capital District Transportation Committee, 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.

Americans with Disabilities Act (ADA)

The Americans with Disabilities Act (ADA) of 1990 encourages the involvement of people with disabilities in the development and improvement of transportation and paratransit services. In accordance with ADA guidelines, all meetings conducted by CDTA take place in locations that are accessible to persons with mobility limitations. When necessary to ensure effective communication, auxiliary aids and services are furnished to allow a person with a disability to participate, unless an undue burden or fundamental alteration would result. "Auxiliary aids" include such services or devices as qualified interpreters, assistive listening headsets, television captioning and decoders, telecommunication devices for deaf persons (TDDs), videotext displays, readers taped text, brailled materials, and larger print materials. CDTA public meeting notices specify that special accommodations will be provided upon request.

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 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 in 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.

Except when impossible because of an emergency condition, advance notice of not less than two weeks will be given to the affected public of minor route and schedule changes. Methods of providing such notice include but are not limited to: distribution of revised timetables, handouts, posted notices and/or media releases. In addition, one month's advance notice of any permanent route change will be provided to the elected officials representing any affected local government entity.

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 involves a reduction in service, 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 in newspapers of general circulation and, if applicable, in newspapers oriented to the specific groups or communities affected and in buses. Such published notices will include the date, time and location of any public hearings. 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 materials into, and provide translation services for, the language of any LEP language group as specified in the Language Assistance Plan.

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 advocacy groups. CDTA is actively involved in group activities and receives input on a variety of transportation and planning issues.

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.
- The Monthly On-Board Rider Evaluation (MORE) Research Program 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 2013 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.

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 blocks and non-minority blocks 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 and safety 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 30', 35', and 40' transit buses. There are currently 214 of these buses provided by three manufacturers – Gillig (Hayward, CA), Nova Bus (Plattsburgh, NY), and NABI (Anniston, AL). Over two-thirds of the fleet are Gillig buses. Gillig has been CDTA's bus manufacturer since 2006 and their current contract continues until 2016.

Buses are assigned by size to accommodate the level of ridership anticipated on the route they will be operating. For example, a 30' or 35' bus is most likely to be assigned to routes such as #117 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 BusPlus Bus Rapid Transit service (currently one route, #905) uses a dedicated fleet of specially branded 40' Gillig buses that are not used on any other routes. These vehicles are appropriate to the level of ridership on Route #905, which is CDTA's most-used route.

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 minimum threshold for this comparison exercise, but strives for all routes to achieve a level of on-time performance that exceeds 85%.

Results of Monitoring Program

CDTA identified minority routes and non-minority routes through GIS analysis of all routes against the census blocks they serve. 30 of the 47 CDTA routes (64%) 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 a census block, census block group, or census tract where the proportion of minorities in the population is greater than 15%.

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 0.92; the average peak load factor for minority neighborhood routes is 0.55; and the average peak load factor for minority commuter routes is 0.38 – all of which are within CDTA’s factor limit of 1.25. There are no minority express routes.

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 routes. The average peak load factor for non-minority neighborhood routes is 0.54, falling within the factor limit of 1.25. The average peak load factor for non-minority express routes is 0.56, falling within the factor limit of 1.00. The average peak load factor for non-minority commuter routes is 0.38, falling within the factor limit of 1.25.

Although the average peak load factor for all minority routes is slightly higher than that for non-minority routes (0.70 versus 0.52), 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, we monitor and adjust our 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 foregoing, CDTA finds no discriminatory patterns in the load factors of minority routes versus non-minority routes.

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 peak headway within each service type falls within the prescribed standards. The average peak headway for minority trunk routes is 16.6 minutes,

satisfying the requirement of 20 minutes. The average peak headway for minority neighborhood routes is 37.3 minutes, satisfying the requirement of 60 minutes. Minority commuter routes average 5.5 trips in each direction per day, satisfying the minimum requirement of 3 trips in each direction. There are no minority express routes.

This is also true of non-minority routes. There are no non-minority express routes or trunk routes. The average peak headway for non-minority neighborhood routes is 38.0 minutes, within the requirement of no more than 60 minutes. Non-minority commuter routes average 3.7 trips in each direction per day, satisfying the minimum requirement of 3 trips in each direction.

Additionally, minority routes (excepting those with demand-driven, peak-only trips) average 2.54 buses per hour, for a mean headway of one bus every 23.7 minutes. Non-minority routes (excepting the same types of routes) average 1.58 buses per hour, for a mean headway of one bus every 38.0 minutes.

Consequently, CDTA finds no discriminatory patterns in the headways of minority routes versus non-minority routes.

A full table of headways for 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 blocks in the service area into a minority group and a non-minority group. Within each group, we identified all blocks 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 blocks.

Within minority census blocks (defined as those where the minority percent of the population exceeds 25%), 92.0% of the population is within walking distance (one-quarter of one mile) of a CDTA service.

Within non-minority census blocks (defined as those where the minority percent of the population does not exceed 25%), 53.9% of the population is within walking distance (one-quarter of one mile) of a CDTA service.

Therefore, a resident of a minority census block is more likely to be within walking distance of a CDTA service than a resident of a non-minority census block. As a result, CDTA finds no discriminatory patterns in the service availability of minority areas versus non-minority areas.

Quality of Service

Distribution of Transit Amenities

Shelters

CDTA has 266 bus shelters throughout the service area. 129 of these (48.5%) are located within minority census tracts. However, 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 0.192 square miles and every 1,037 people. In non-minority census tracts, CDTA provides one shelter for every 15.631 square miles and every 5,073 people.

As a result, CDTA finds no discriminatory patterns in the distribution of bus shelters in minority tracts versus non-minority tracts.

Maps 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 195 benches throughout the service area. 102 of these (52.3%) 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 0.244 square miles and every 1,312 people. In non-minority census tracts, CDTA provides one bench for every 23.026 square miles and every 7,473 people.

As a result, CDTA finds no discriminatory patterns in the distribution of benches in minority tracts versus non-minority tracts.

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

Trash Cans

CDTA has 200 trash cans throughout the service area. 103 of these (51.5%) are located within minority census tracts. Trash cans are much more densely concentrated in minority census tracts than in non-minority census tracts. In minority census tracts, CDTA provides one trash can for every 0.241 square miles and every 1,299 people. In non-minority census tracts, CDTA provides one trash can for every 22.077 square miles and every 7,165 people.

As a result, CDTA finds no discriminatory patterns in the distribution of trash cans in minority tracts versus non-minority tracts.

Maps of the distribution of trash cans against 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.

For most minority routes, the most common vehicle is the Gillig 40' Hybrid. This is the newest, largest, and arguably the most desirable transit bus in the fleet, with the hybrid powertrain causing fewer noises and emissions in the neighborhoods in which it operates. All minority routes that are not most commonly assigned Gillig 40' Hybrids are most commonly assigned the Gillig 40' transit bus, which is identical in all ways to the hybrid except for the powertrain. The older Nova and NABI buses appear on minority routes only very rarely.

Many non-minority routes are also assigned Gillig 40' Hybrids, but more are assigned the regular Gillig 40' bus, and one route most commonly receives the older Nova 40'. Two neighborhood routes in this group with very low ridership are appropriately assigned Gillig 30' buses, which provide fewer seats than the 40' buses. The lack of hybrid powertrains on many non-minority routes is appropriate, as most of these routes operate on high-speed suburban thoroughfares or limited-access highways, where noise is less of a concern than urban residential neighborhoods.

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 no discriminatory patterns in the vehicles assigned to minority routes versus non-minority routes.

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 67.4%, while the average on-time performance of all non-minority routes is 64.8%. Both of these fall well short of CDTA's goal of 85% on-time trips. However, the difference between the OTP of minority routes and non-minority routes is minimal, and minority routes are slightly more on-time on average than non-minority routes. CDTA is actively working to improve the on-time performance of its services.

As a result, CDTA finds no discriminatory patterns in the relative on-time performance of minority routes versus non-minority routes.

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

Although there were no findings of discriminatory patterns in the load factors of minority routes versus non-minority routes (based on the overall averages in each of the five service types), it is worth noting that five of the thirty minority routes (16.7%) individually exceeded the load factor standard of 1.25.

Heavy loads on three of these routes are focused at the region's largest public university and shopping center, where the routes converge, and are not as apparent in the segments that serve large, concentrated minority populations. CDTA is nevertheless targeting service enhancements toward this corridor over the next year to relieve overcrowding, and is also planning to locate its second Bus Rapid Transit line along the most-traveled segments. This project will itself entail a service equity analysis to ensure that resources in the new service package are allocated fairly.

The other two routes with heavy peak loads are located on our most-utilized corridor, which connects downtown Albany and downtown Schenectady. One of these routes is our first Bus Rapid Transit line, which has alleviated overcrowding as compared to the local through route it replaced in 2011, but the level of ridership along the corridor still requires additional service. Both routes are being targeted for service enhancements in the coming year.

CDTA found no discriminatory patterns in the relative on-time performance percentages of minority routes versus non-minority routes. However, as both statistics fell short of CDTA standards, we are actively working to improve the overall on-time performance on all our services.

CDTA has filled a new position of Manager of Scheduling, with the specific goal of adjusting route schedules to increase on-time performance. CDTA's trunk routes, all of which are minority routes, are specifically prioritized for schedule improvements. "Scheduling Restructuring" is a specific initiative of the CDTA Transit Development Plan. This project aims to use on-time data to:

- Adjust schedules to reflect the adequate time needed for a bus to operate during specified times of day or days of the week.
- Provide adequate layover to meet the schedule while maintaining sufficient recovery time.
- Schedule routes to arrive and depart from destinations based on employee schedules.
- Schedule routes to meet and transfer at regular intervals and limit customer wait times.

Outside of these observations, CDTA found no discriminatory patterns in the level or quality of the transit service that it provides, and expects to continue to guide any changes to its route network in the coming years within the principles of its 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 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 changes over the past decades, and public input.

Major Service 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.

Changes of this type “trigger” a service equity analysis that requires approval by the CDTA Board of Directors.

CDTA will assess the effects of the proposed major service 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 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, a Title VI analysis will be required in the next several years as part of the planning process for the Washington-Western BRT and River Corridor BRT projects.

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 15.1% 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 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 10.0% 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 on low-income populations.

Public Engagement Process for Setting Policies

The public engagement process for setting service change policies consisted of a period of solicitation of public comment, between August 6, 2013, and September 6, 2013. During this period, CDTA invited public comment on matters concerning its proposed service and fare change policies as well as its Public Participation Plan and Limited English Proficiency Language Assistance Plan. CDTA accepted comments via the website, e-mail, telephone calls, by mail, or in person.

The public comment period was highlighted by four public meetings in the four largest cities within each county. The exact meeting locations were determined based on proximity to the CDTA transit network and minority neighborhoods within each city.

The meetings were promoted throughout the region in a variety of media. A press release was issued fifteen days before the date of the first public meeting, and a copy of this notice published twice prior to the date of the first meeting in each of the four largest newspapers within the host cities. CDTA also repeatedly promoted the meetings through all its social media outlets, and attracted the attention of several area blogs.

Hard-copy notices were posted, in English and Spanish, at various locations throughout the region. Copies were posted in the secured advertising panel of every CDTA bus shelter. More

notices were posted on community boards at all four meeting locations, and in public areas at community centers, libraries, and locations specifically frequented by low-income, minority, and LEP populations. A complete list of posting locations is available in the appendix of this document.

CDTA staff promoted the meetings in person, hand-distributing notices aboard buses and engaging customers in one-on-one conversations to encourage their participation. The notices were also placed in schedule racks onboard other buses for customers to take.

Meetings consisted of a presentation to the attendees, an opportunity for attendees to speak before the entire meeting group, and one-on-one time for CDTA staff members to collect more detailed input from individuals.

A court reporter was present at all four public meetings to prepare a detailed transcript of the proceedings. All comments not captured in the transcripts were documented on comment forms by CDTA staff members. A Spanish translator was also present at all four public meetings, and conducted the presentation in Spanish. Hard copies of the CDTA Title VI Notice to Beneficiaries, Public Meeting Notice, and presentation materials were provided to attendees in English and Spanish.

After the public meetings and the closure of the public comment period, CDTA adjusted its service change policies to reflect the results of public input and increase the likelihood of service equity analyses to ensure fairness in the future planning efforts of CDTA for the communities it serves.

Service and Fare Changes since 2011 Title VI Report

Northway Xpress Service and Fare Restructuring

In an effort to improve declining ridership on the Northway Xpress (NX) commuter bus service, its schedules and fares were modified starting October 1, 2012. This project was designed to improve service for existing riders and attract new customers, while increasing efficiency.

Service changes included additional mid-day trips, and more service to park & ride lots with high ridership. Redundant trips or trips with very little ridership were eliminated. Changes included an overall fare reduction to make the NX a more attractive alternative to automobile travel. The fare structure was consolidated from five zones to three, and an unlimited ride prepayment card introduced. The service plan was developed with significant public outreach, including on-board surveys of nearly every passenger and extensive public meetings throughout Saratoga County, where the NX operates. The fare restructuring included public hearings, in accordance with CDTA fare change policy.

The NX work was developed and implemented before the release of the final 2012 FTA Title VI guidance; therefore, the analysis was not performed specifically as outlined in the current guidance. However, the goals of equity and environmental justice were taken into consideration throughout the public involvement, planning and implementation process (as they are in all of CDTA's planning and service initiatives). When CDTA raised fares in April 2009, Northway Xpress

fares were raised at a dollar value amount greater than the rest of the system (a non-minority route by today's standard). This resulted in ridership decreases on the service by as much as 20%. The subsequent fare decreases in 2012 were designed to bring the cost more in line with the level of demand for express service on the corridor. Future fare changes anywhere in the CDTA system will entail a fare equity analysis as required by the updated FTA guidance.

Albany County Route Restructuring Phase II

In November 2012, CDTA restructured neighborhood and express routes in the northern and western areas of Albany County. The planning process included survey data and public meetings to determine the improvements most desired by customers and other stakeholders. A draft plan was developed based on the input received, as well as analyzing ridership to determine which corridors needed more service. Another round of meetings was held for the public to review and comment on the draft plan, after which the plan was modified to incorporate further public input and finalized.

Major improvements of Phase II included:

- Late night and weekend service in Cohoes, Latham, and Watervliet.
- Increased frequency in Troy, Watervliet, Latham, and Schenectady via Routes 2 & 7.
- Express service extended to Cohoes for faster connections to Troy and Albany.
- Increased trips to Altamont and Voorheesville during peak commute times.
- New service along parts of Fuller, Wade and Watervliet-Shaker Roads.
- Improved connections in Guilderland and Colonie including new service on Western Avenue, Wolf Road, and to Albany International Airport.

The final service plan for Albany County Route Restructuring Phase II was finalized prior to the release of the new Title VI guidance. However, the project would not have triggered a service equity analysis as it was not of a sufficiently large scale to constitute a major service change (based on threshold).

Chapter 6 - Implementation

Anticipated Changes and Effects

The previous several years have seen increased ridership for CDTA, as well as the unveiling of new services and establishment of new partnerships. CDTA intends to respond to the growing demand for transit service by expanding its existing cache of local services, expanding its successful BusPlus Bus Rapid Transit system, and construct new facilities to improve the waiting and riding experience for our customers. 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 Enhancements

Over the next several years, CDTA is responding to increased ridership on its system by enhancing the level of service on key corridors. The planning process for this expansion project is data-driven and oriented toward routes with the highest level of productivity and the highest incidence of overcrowding. As nearly all anticipated service enhancements consist of adding trips to existing routes and the share of service hours changed as a result is not expected to exceed fifteen percent of total system service hours, this project does not constitute a major service change and will not require a formal equity analysis.

However, the upcoming service enhancements will address many of the results of CDTA's Title VI monitoring program. In the event that a trunk route, BRT route, or other route exceeding 10,000 annual service hours is added or eliminated, or if the share of altered service hours exceeds fifteen percent of total system service hours, a formal Title VI equity analysis shall be performed.

Washington-Western BRT (Purple Line)

CDTA plans to expand its BusPlus Bus Rapid Transit network to the second-highest-traveled corridor in its system, which extends from Downtown Albany to the region's largest university and shopping center. Routes along this seven-mile corridor presently observe over three million boardings annually and some are near or at capacity loads at certain times of the day.

The Conceptual Design Study for BRT on this corridor was completed in 2011, including station locations, routing alternatives, a service plan, ridership projections, transit priority infrastructure, and other elements to be accompanied by a comprehensive public outreach plan. CDTA is currently finalizing a Alternatives Analysis Report to continue the project along the FTA funding process. This report provides detail operating and capital costs, ridership forecasts, and a "locally preferred alternative" to be endorsed by CDTA's Board of Directors and the Policy Board of the regional Metropolitan Planning Organization.

As the Washington-Western BRT includes the addition of a BusPlus line, this project meets CDTA's definition of a Major Service Change. Consequently, a Service Equity Analysis will be performed

as the plan grows closer to implementation. This project also entails the construction of a transit center at the line's western terminus, which will require an equity analysis in the determination of its location.

River Corridor BRT (Blue Line)

CDTA also plans to expand BusPlus to the third-highest-traveled corridor in the system, which will connect the cities of Albany and Troy along a corridor that roughly parallels the Hudson River, with possible northern extensions to the City of Cohoes and the Village of Waterford.. This fifteen-mile corridor consists of several urban municipalities that produce nearly 2.5 million boardings annually.

A Conceptual Design Study for this project is in development and expected to be completed by summer 2014. This process will help determine station locations, routing, a draft service plan, capital and operating cost estimates, and include input from the public and various stakeholders.

As the River Corridor BRT includes the addition of a BusPlus line, this project meets CDTA's definition of a Major Service Change. Consequently, a Service Equity Analysis will be performed as the plan grows closer to implementation.

Transit Facilities

At locations in the CDTA system with exceptionally high ridership, transfer activity, and economic development opportunities, the construction of large transit facilities is appropriate. Transit Centers come in different forms and are tailored to the specific areas they are located. These facilities improve the rider experience, give strong visibility, and improve development of the area.

Transit facilities provide a convenient, comfortable environment including protection from the weather, along with an increased sense of safety, the ability to purchase fare products, and current information on transit services. In addition to enhanced customer amenities, these facilities give CDTA a presence in high traffic areas encouraging more people to consider transit.

CDTA has conceptual plans for intermodal terminals, transit centers, and transfer stations. Intermodal centers offer numerous amenities, retail options, and service from all types of carriers. Transit centers are enclosed structures while transfer stations are similar to our existing BusPlus stations. A table in the appendix defines each and possible locations where these could be constructed.

We will conduct a transit facility study to determine facility locations, including preliminary design and estimated cost. During the planning process for these facilities, CDTA will analyze their proposed locations for equity considerations.

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 procesara las quejas que estén completas.

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 de negocio desde la fecha de la carta 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 summerizes 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 Requirements?	Format	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 and relationship of the person for whom you are complaining:				
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:		
Contact person:		
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 tamano		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 y la relation de la persona quien se queja:				
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 respuesta 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:	
Persona de contacto:	
Titulo:	
Telefono:	

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

Obligatorio su Firma Y la Fecha

Firma

Fecha

Por Favor envíe este formulario en persona a la dirección siguiente, o envíe por correo a:

Coordinador(a) de CDTA para el Título 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.

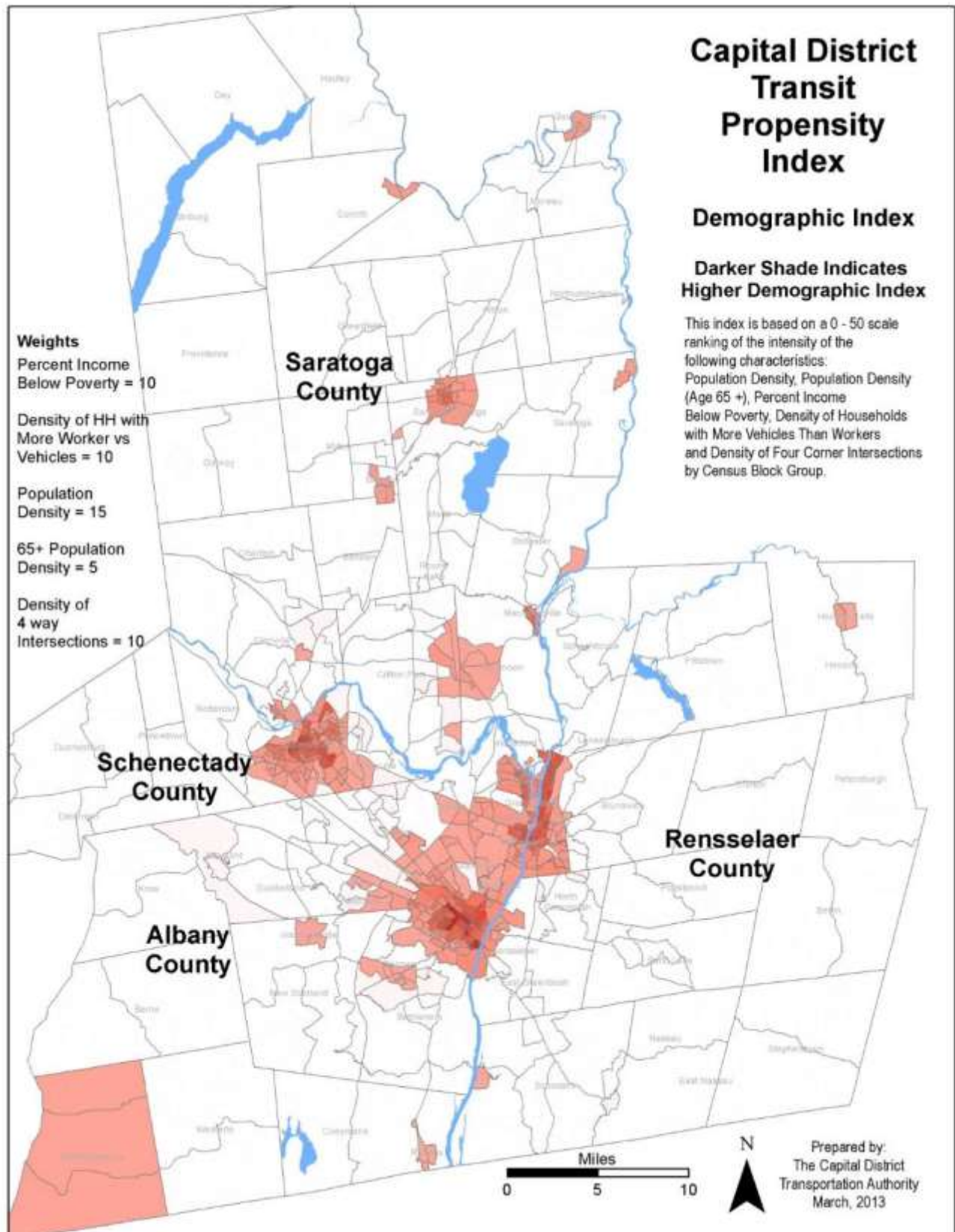
CDTA first used a TPI with the 2007 Transit Development Plan. The TPI shown includes characteristics summarized below.

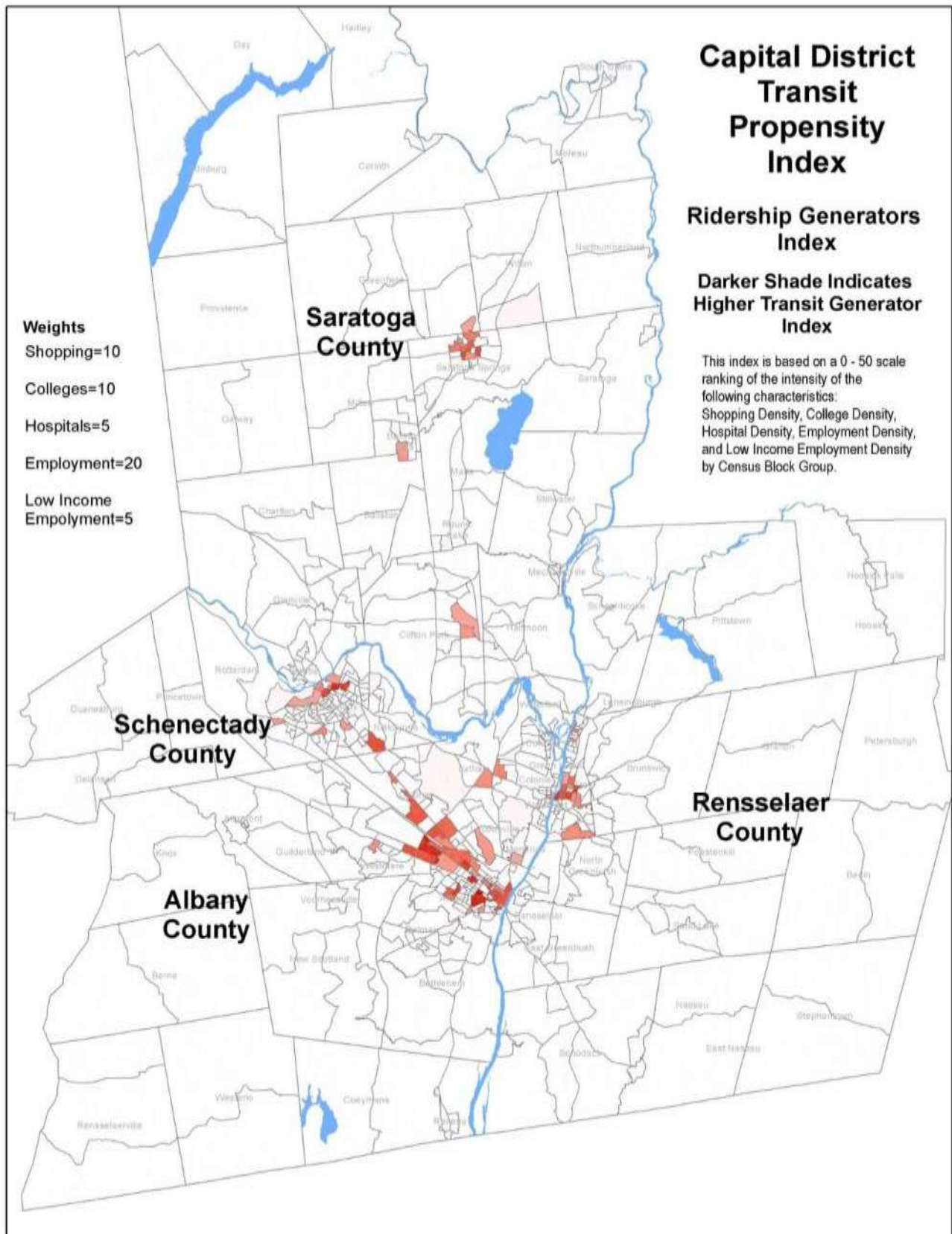
Note: Data is shown at the Block Group level, although some characteristics were only attainable at the Census Tract level. In those instances, all Block Groups in the Census Tract were assigned the same value for those characteristics. In addition, employment data was at the block level and was aggregated 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.

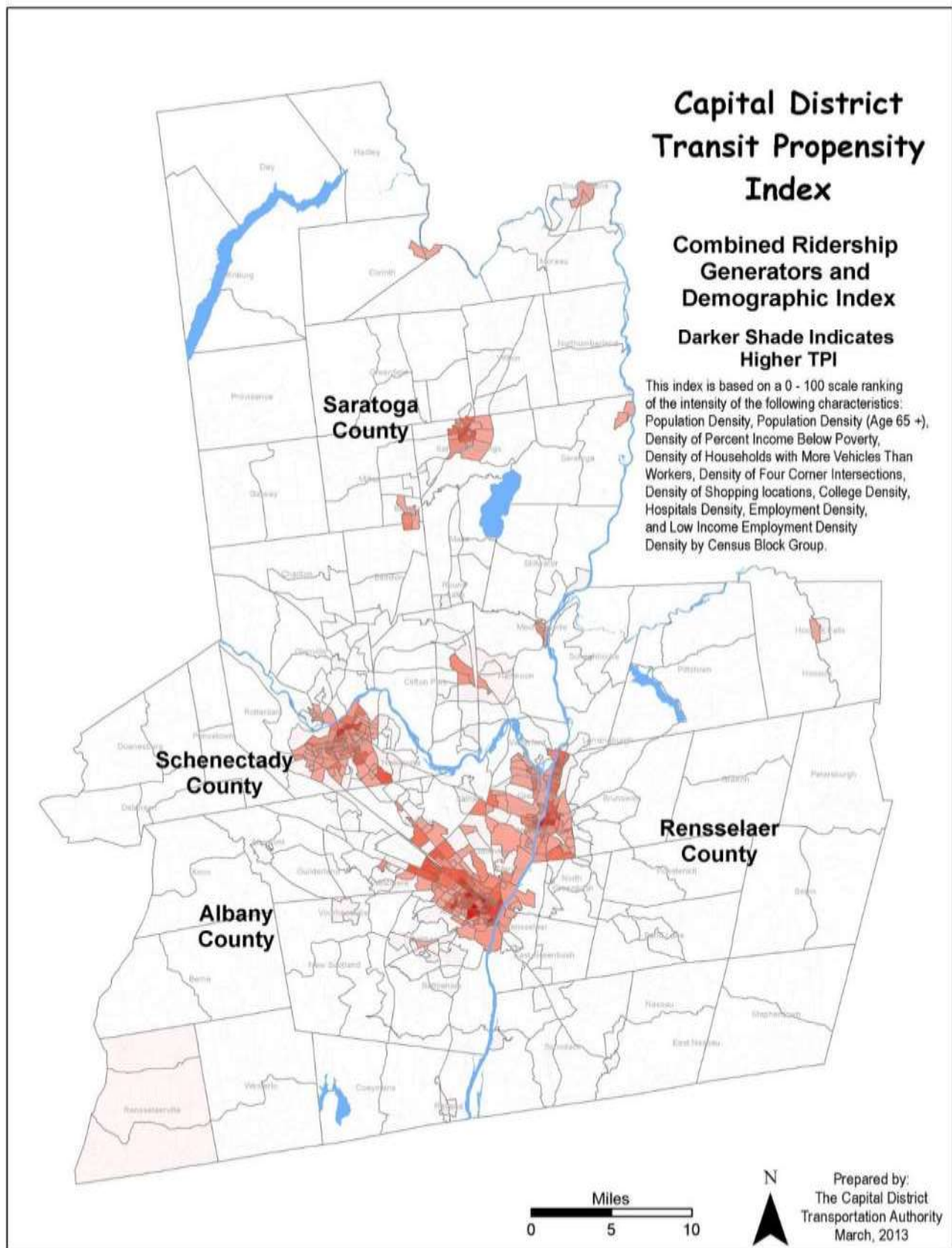
Demographics			
Category	Maximum Points	Reason Included	How points assigned
Percent with income below poverty level (American Community Survey)	10	Lower incomes more likely to use transit	Standard deviation
65+ population density (Census DP-1)	5	Elderly use transit in disproportionate numbers	Standard 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)*







Appendix G – Inventory of CDTA Revenue Fleet

Manufacturer	Type	Size	Powertrain	Number of Vehicles
Chevrolet	Shuttle		Diesel	2
Chevrolet	Shuttle		Diesel	4
International	Shuttle		Diesel	5
Gillig	Standard Bus	30 ft	Diesel	8
Gillig	Standard Bus	30 ft	Hybrid	6
Gillig	Standard Bus	40 ft	Diesel	46
Gillig	Standard Bus	40 ft	Hybrid	65
NABI	Standard Bus	35 ft	Diesel	19
Nova	Standard Bus	40 ft	Diesel	72
Gillig	Commuter Coach		Diesel	1
MCI	Commuter Coach (old)		Diesel	7
MCI	Commuter Coach (new)		Diesel	7
Ford	Trolley (old)		Diesel	1
Ford	Trolley (new)		Diesel	2
Total Non-Revenue Fleet				245
Vehicles in Urban Service (non-NX, non-seasonal)				227

Manufacturer	Type	Powertrain	Number of Vehicles
Ford	Paratransit	Diesel	3
Ford	Paratransit	Gasoline	24
Chevrolet	Paratransit	Diesel	12
International	Paratransit	Diesel	5
Paratransit Fleet			44

Appendix H – Service Monitoring Charts

Minority Routes

<i>Route</i>	<i>Service Classification</i>	<i>Frequency (buses/hr)</i>	<i>Avg Peak Load Factor</i>	<i>On-Time Performance</i>	<i>Most Common Vehicle</i>
1	Trunk	4	1.38	65.43%	Gillig 40'
6	Trunk	3	0.63	72.78%	Gillig 40' Hybrid
7	Trunk	2.4	0.56	62.50%	Gillig 40' Hybrid
10	Trunk	4	1.10	66.09%	Gillig 40'
11	Trunk	2.5	1.31	69.73%	Gillig 40'
12	Trunk	4	1.28	65.04%	Gillig 40'
13	Trunk	3	0.77	63.67%	Gillig 40'
18	Trunk	4	1.03	64.44%	Gillig 40' Hybrid
22	Trunk	6	1.00	71.76%	Gillig 40' Hybrid
80	Trunk	4	0.54	69.41%	Gillig 40' Hybrid
85	Trunk	3	0.51	69.92%	Gillig 40' Hybrid
87	Trunk	3	0.33	66.26%	Gillig 40' Hybrid
905	BusPlus	4	1.49	79.43%	Gillig 40' Hybrid
Trunk/BusPlus Avg		3.6	0.92	68.19%	Gillig 40' Hybrid
100	N'hood	2	1.23	68.60%	Gillig 40'
114	N'hood	1.71	1.28	64.53%	Gillig 40'
116	N'hood	1.71	0.46	69.40%	Gillig 40'
125	N'hood	2	0.38	65.05%	Gillig 40'
138	N'hood	2	0.41	68.83%	Gillig 40' Hybrid
155	N'hood	2	0.36	69.23%	Gillig 40' Hybrid
190	N'hood	1	0.26	70.53%	Gillig 40'
286	N'hood	2	0.46	-	-
289	N'hood	1	0.41	74.83%	Gillig 40' Hybrid
351	N'hood	1.33	0.33	62.19%	Gillig 40' Hybrid
352	N'hood	1	0.15	60.54%	Gillig 40' Hybrid
353	N'hood	1.33	0.77	66.95%	Gillig 40' Hybrid
354	N'hood	1	0.46	75.57%	Gillig 40' Hybrid
355	N'hood	2	0.74	64.14%	Gillig 40' Hybrid
370	N'hood	2	0.59	70.36%	Gillig 40' Hybrid
N'hood Avg		1.6	0.55	67.91%	Gillig 40' Hybrid
734	Commuter	5 trips	0.23	63.99%	Gillig 40'
763	Commuter	6 trips	0.54	54.70%	Gillig 40' Hybrid
Commuter Avg		5.5 trips	0.38	59.34%	Gillig 40' Hybrid
Average All Routes		2.54	0.70	67.44%	Gillig 40' Hybrid

Non-Minority Routes

<i>Route</i>	<i>Service Classification</i>	<i>Frequency (buses/hr)</i>	<i>Avg Peak Load Factor</i>	<i>On-Time Performance</i>	<i>Most Common Vehicle</i>
50	N'hood	1	0.46	62.36%	Gillig 40' Hybrid
117	N'hood	1	0.49	70.75%	Gillig 40' Hybrid
182	N'hood	2	0.59	71.61%	Gillig 40'
214	N'hood	2	0.41	68.38%	Gillig 40' Hybrid
224	N'hood	2	0.85	72.13%	Gillig 40'
233	N'hood	2	0.49	69.62%	Gillig 40' Hybrid
280	N'hood	1.2	0.23	76.42%	Gillig 40' Hybrid
472	N'hood	1	0.54	55.08%	Gillig 30'
473	N'hood	2	0.82	70.35%	Gillig 30'
N'hood Avg		1.6	0.54	0.69	Gillig 40' Hybrid
520	Express	6 trips	0.41	75.05%	Nova 40'
522	Express	5 trips	0.64	56.59%	Gillig 40'
530	Express	3 trips	0.46	53.20%	Gillig 40'
531	Express	5 trips	0.74	47.50%	Gillig 40'
540	Express	14 trips	-	-	MCI Coach
Express Avg		6.6 trips	0.56	58.08%	Gillig 40'
712	Commuter	6 trips	0.69	65.97%	Gillig 40'
719	Commuter	3 trips	0.33	63.99%	Gillig 40'
737	Commuter	3 trips	0.36	61.07%	Gillig 40' Hybrid
746	Commuter	2 trips	0.10	60.64%	Gillig 40'
Commuter Avg		3.5 trips	0.37	62.92%	Gillig 40'
Average All Routes		1.58	0.51	64.75%	Gillig 40'

Appendix I – Public Input Materials

Public Meeting Notice – English

Notice of Public Meeting
Title VI Public Outreach



Public hearings will be held by the Capital District Transportation Authority (CDTA) and its subsidiary companies with respect to its Title VI policies. Title VI is a federal requirement that seeks to ensure that equity is considered when transit systems use federal funds to operate. CDTA fully supports the objectives of Title VI requirements which seek 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.

Public hearings will be held on the following days:

Rensselaer County – Wednesday, August 21, 2013 (5:00pm-7:00pm)
Troy City Hall - Common Council Chambers
433 River Street
Troy, NY 12180

Schenectady County – Thursday, August 22, 2013 (5:00pm-7:00pm)
Schenectady Public Library – Main Branch - McChesney Room
99 Clinton Street
Schenectady, NY 12305

Saratoga County – Monday, August 26, 2013 (5:00pm-7:00pm)
Saratoga Public Library - H. Dutcher Community Room
49 Henry Street
Saratoga Springs, NY 12866

Albany County – Tuesday, August 27, 2013 (5:00pm-7:00pm)
Albany Public Library – Main Branch
161 Washington Avenue
Albany, NY 12210

CDTA works to ensure that service and fare decisions are made in a just manner, and take into consideration the impact to our customers of all demographics. The public is invited to give feedback on the public outreach process at these hearings.

A copy of this notice will be published twice prior to the date of the public hearings in the Albany Times Union, the Daily Gazette, the Troy Record and the Saratogian newspapers. Other publications may also be used to display this notice. Information about Title VI can be found at the CDTA web site (www.cdta.org).

CDTA will accept written comments from people who are unable to attend the hearings. Written comments can be mailed or emailed to CDTA at the following addresses. Comments must be received by September 9, 2013.

By mail:
CDTA
Title VI Public Participation Plan Comments
Attn: Planning Department
85 Watervliet Avenue
Albany, New York 12206

By e-mail:
titlevi@cdta.org or
cdta@cdta.org

By Phone
(518) 482-8822

Public Meeting Notice – Spanish

Convocatoria de la Junta Pública Título VI a la Audiencias Pública



Las audiencias pública se llevarán a cabo por la Autoridad de Transporte del Distrito Capital (CDTA) y sus empresas subsidiarias con respecto a sus políticas de Título VI. Título VI es un requisito federal que tiene por objeto garantizar que la equidad se considera que los sistemas de transporte que utilizan los fondos federales para operar. CDTA apoya plenamente los objetivos de los requisitos del Título VI que buscan:

- Asegúrese de que el nivel y la calidad de servicio de tránsito es proporcionado de manera no discriminatoria;
- Promover la participación plena y equitativa en el tránsito de toma de decisiones, sin distinción de raza, color u origen nacional;
- Garantizar un acceso significativo a los programas y actividades relacionadas con el tránsito de personas con limitaciones del idioma Inglés.

Las audiencias pública se llevarán a cabo en las siguientes fechas:

Condado de Rensselaer - Miércoles, 21 de agosto 2013 (5:00 pm-7: 00pm)
Troy City Hall - Common Council Chambers
433 River Street
Troy, NY 12180

Condado de Schenectady - Jueves, 22 de agosto 2013 (5:00 pm-7: 00pm)
Schenectady Public Library – Main Branch - McChesney Room
99 Clinton Street
Schenectady, NY 12305

Condado de Saratoga - Lunes, 26 de agosto 2013 (5:00 pm-7: 00pm)
Saratoga Public Library - H. Dutcher Community Room
49 Henry Street
Saratoga Springs, NY 12866

Condado de Albany - Martes, 27 de agosto 2013 (5:00 pm-7: 00pm)
Albany Public Library – Main Branch
161 Washington Avenue
Albany, NY 12210

CDTA trabaja para asegurar que las decisiones de servicio y la tarifa se hacen de una manera justa, y tener en cuenta el impacto a nuestros clientes de todos los grupos demográficos. El público está invitado a dar su opinión sobre el proceso de alcance público en estas audiencias.

Una copia de esta notificación se publicara dos veces antes de la fecha de las audiencias pública en la Unión Albany Times, el Daily Gazette, el Registro de Troya y los periódicos Saratogian. Otras publicaciones también se pueden usar para mostrar este aviso. Información sobre el Título VI se puede encontrar en el sitio web CDTA (www.cdta.org).

CDTA aceptará comentarios por escrito de las personas que no pueden asistir a las audiencias. Los comentarios escritos pueden enviarse por correo o por correo electrónico a CDTA en las siguientes direcciones. Los comentarios deben ser recibidos hasta el 9 de septiembre de 2013.

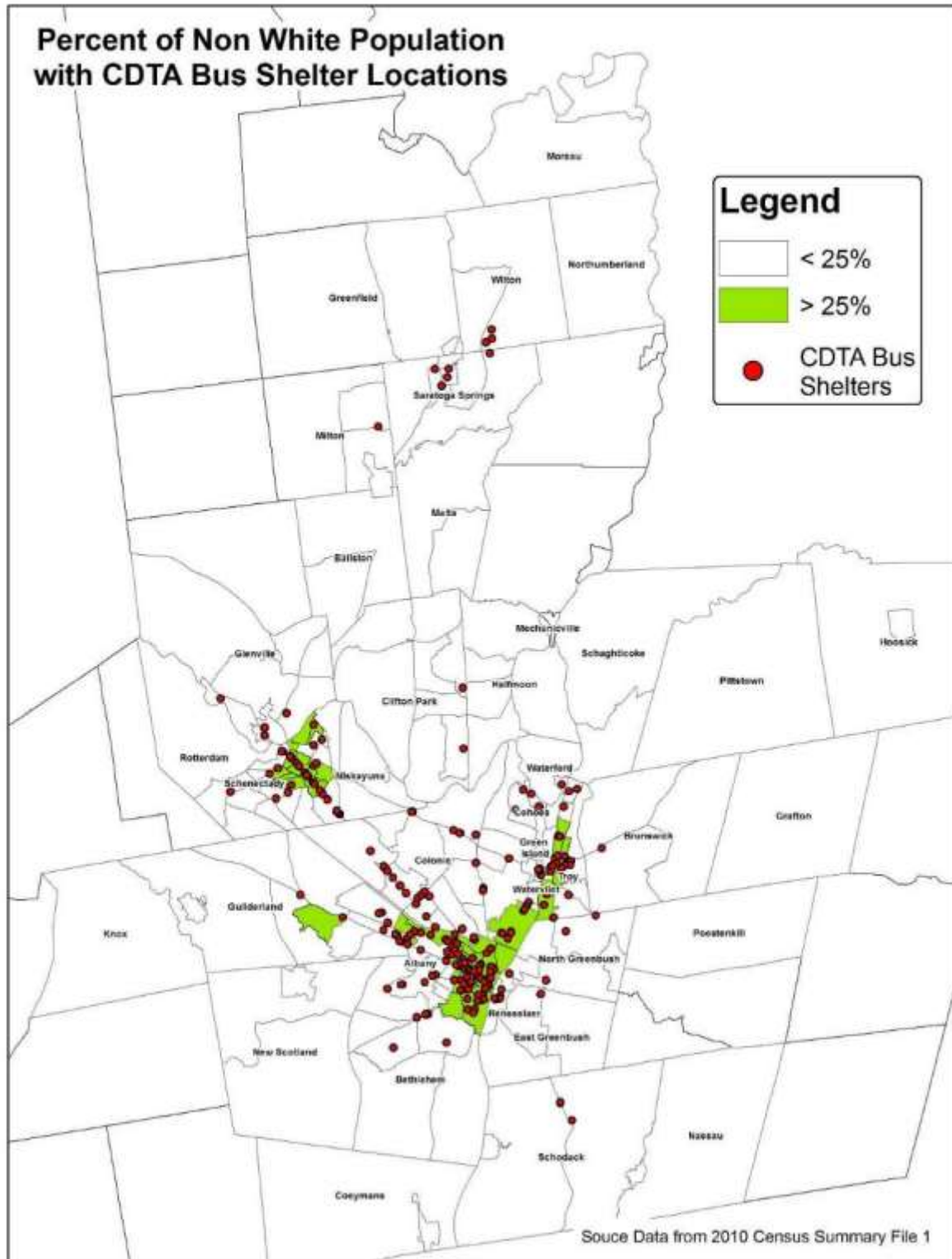
Por Correo:
CDTA
Title VI Public Participation Plan Comments
Attn: Planning Department
85 Watervliet Avenue
Albany, New York 12206

Por Correo Electronico:
titlevi@cdta.org or
cdta@cdta.org

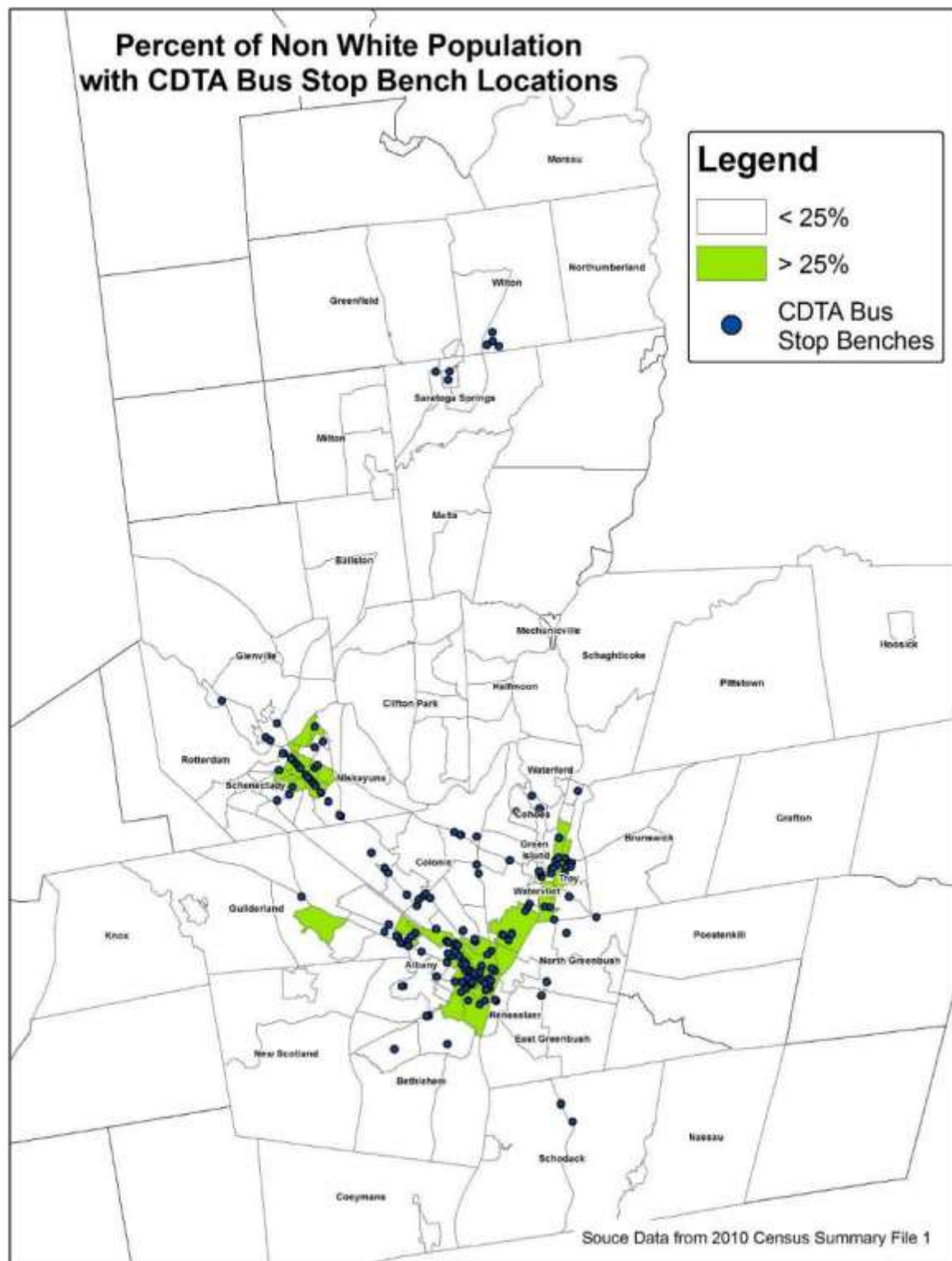
Por via Telefonica
(518) 482-8822

Appendix J – Transit Amenities Distribution Maps

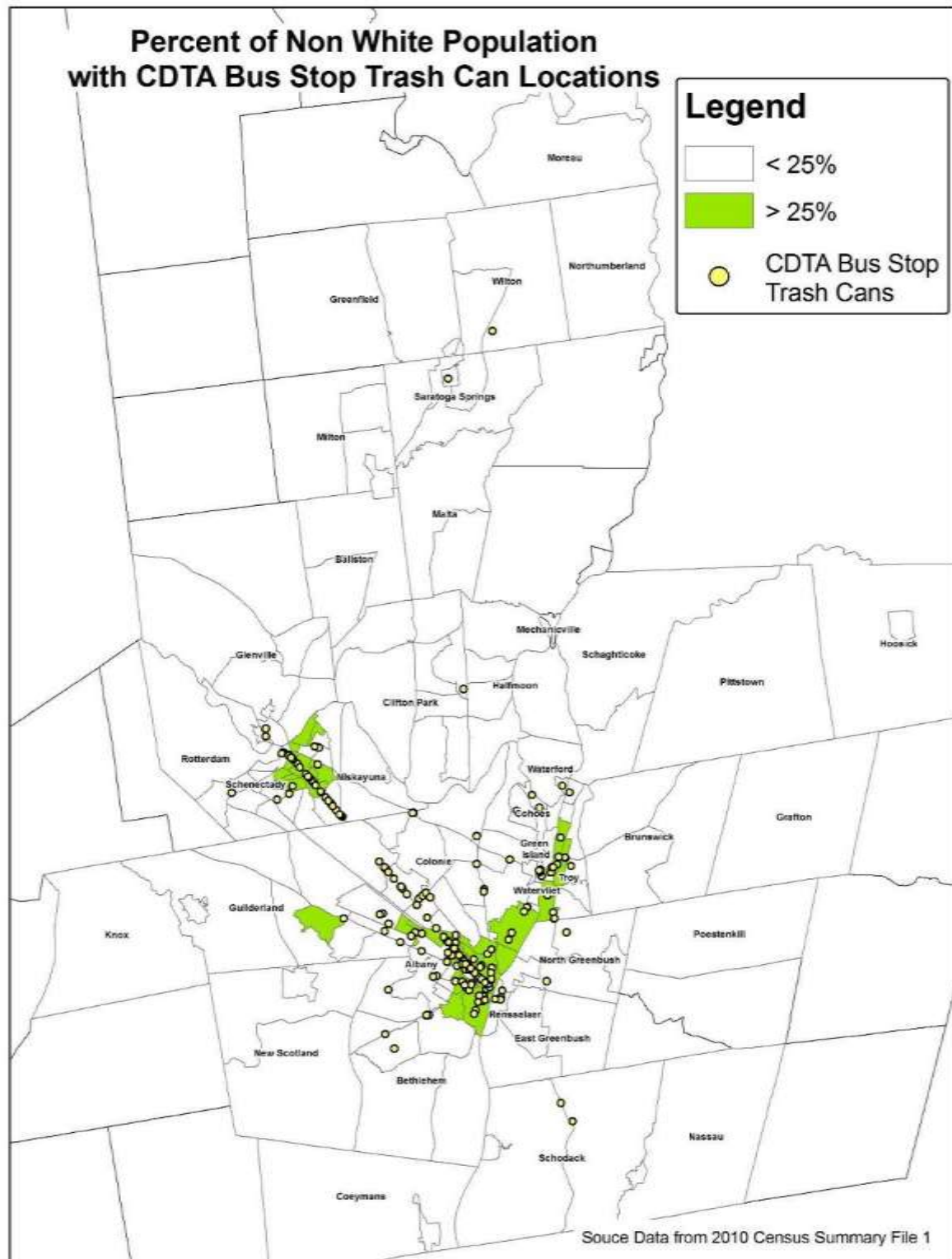
Map 1. Bus Shelters v. Minority Census Tracts – Region



Map 2. Benches v. Minority Census Tracts - Region

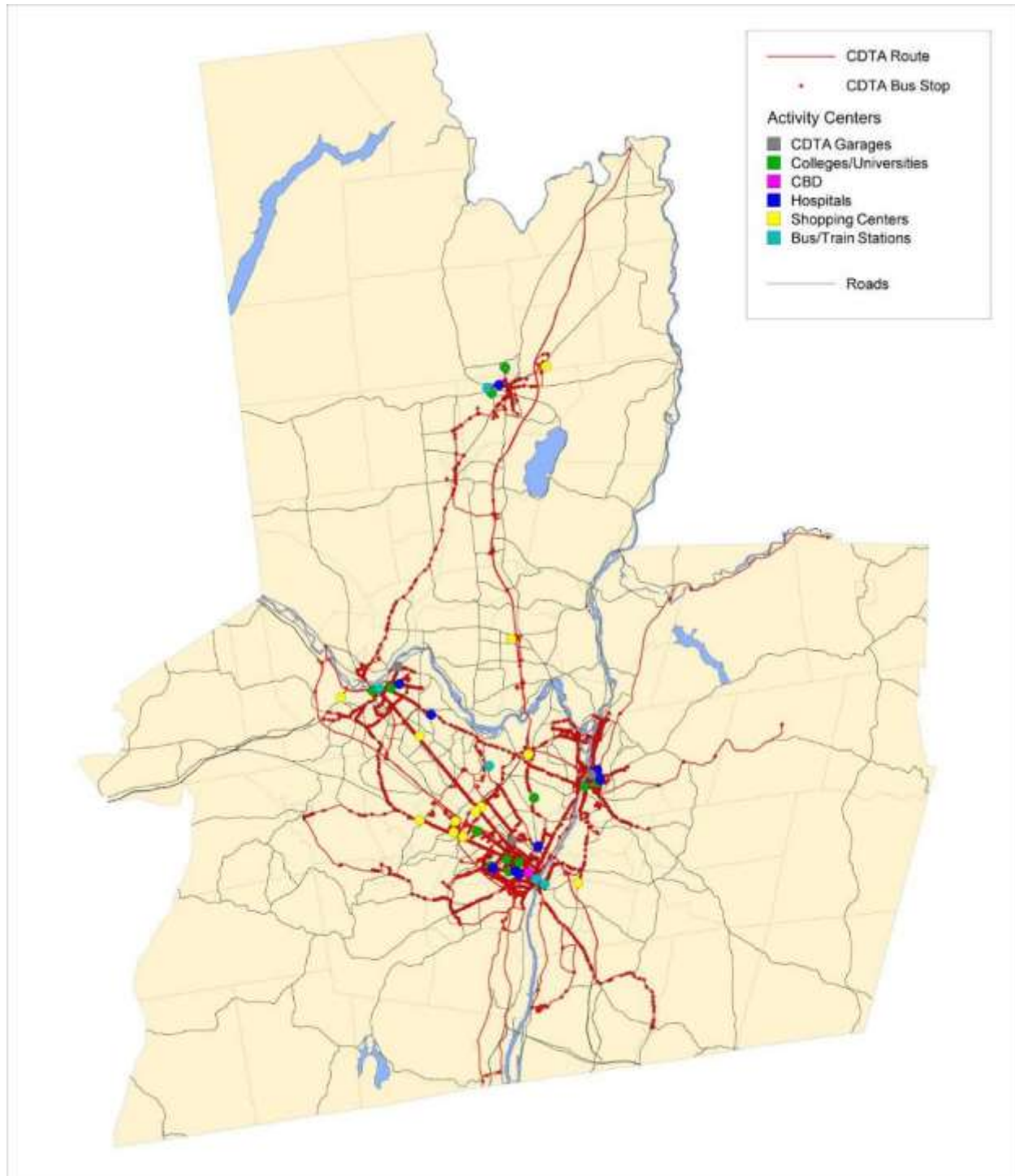


Map 3. Trash Cans v. Minority Census Tracts – Region

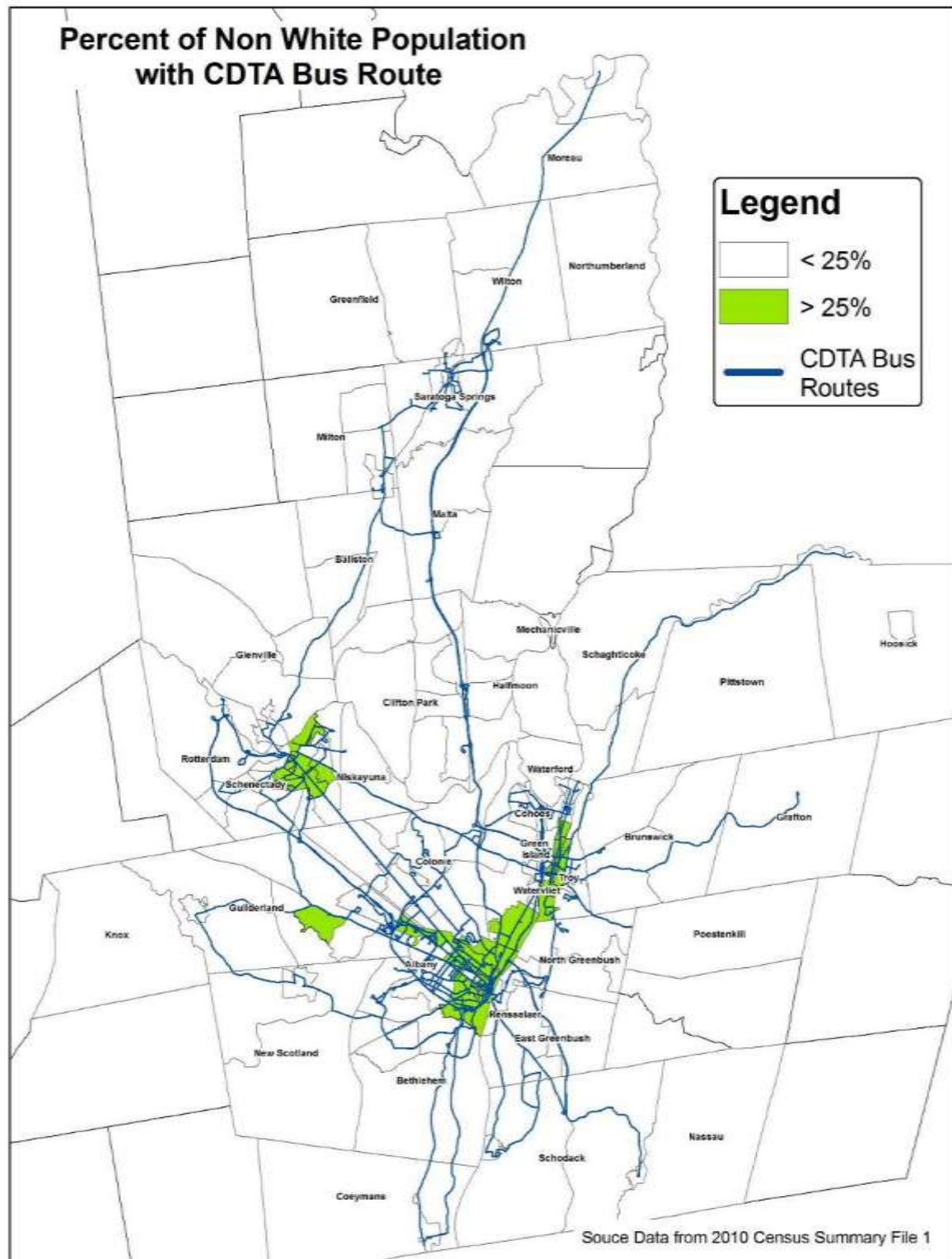


Appendix K – Demographic Maps and Charts

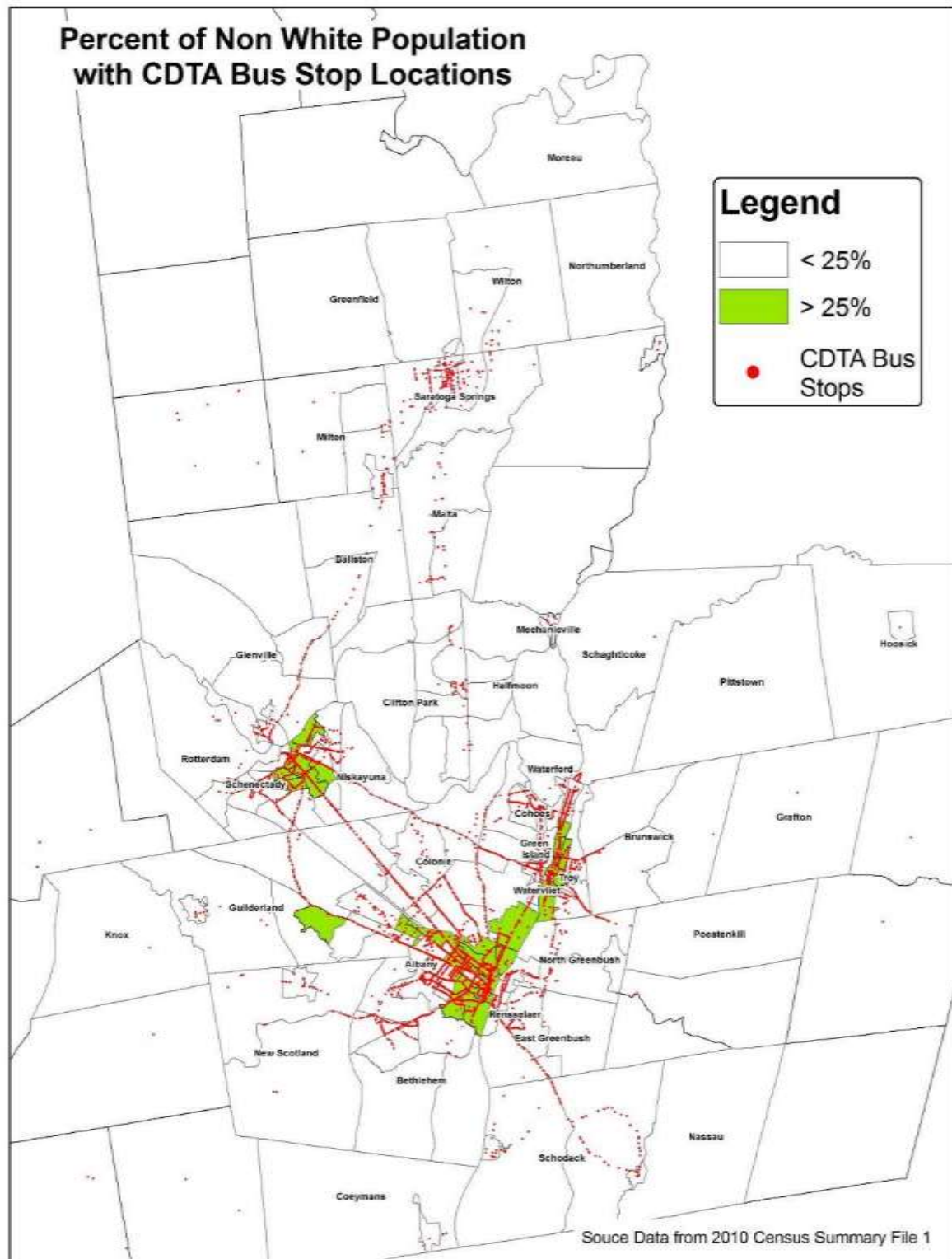
Map 4. Service Base Map



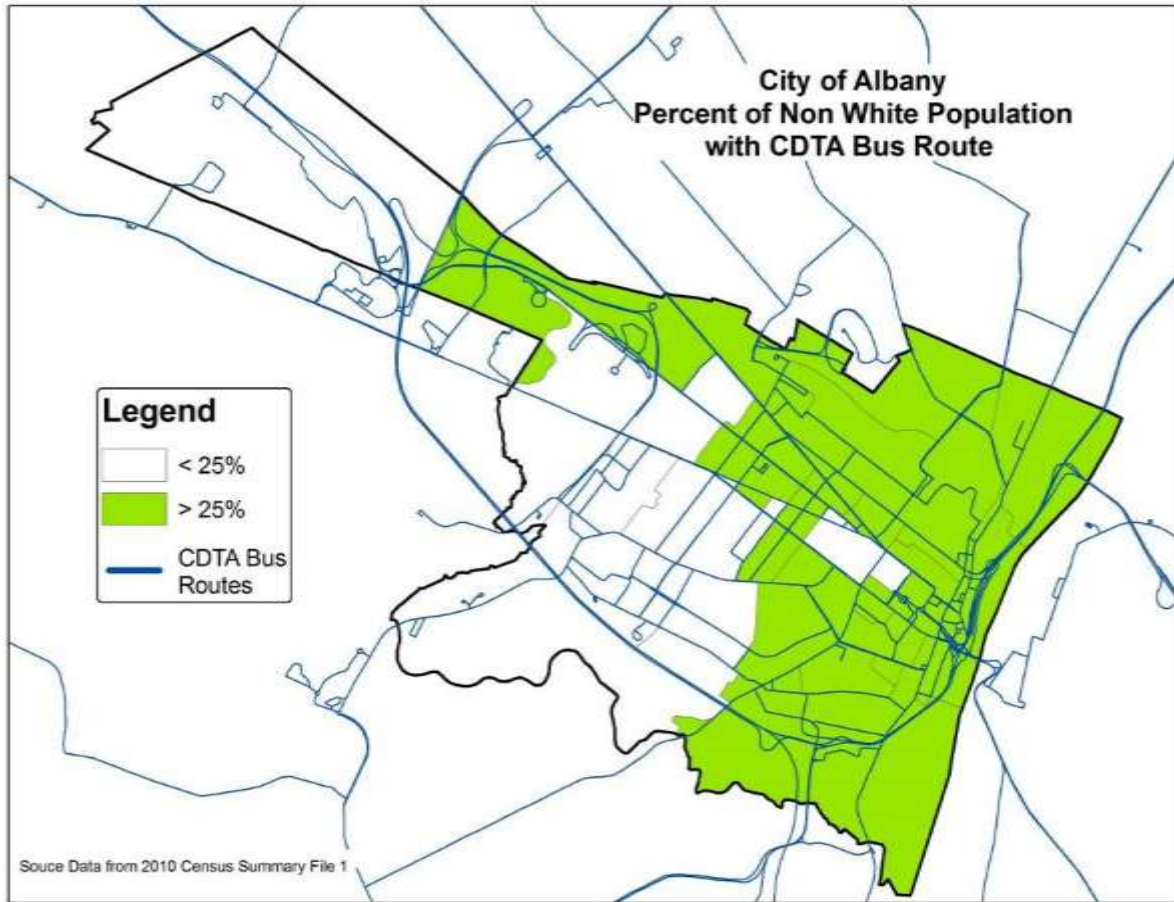
Map 5. CDTA Route Network v. Minority Census Tracts - Region



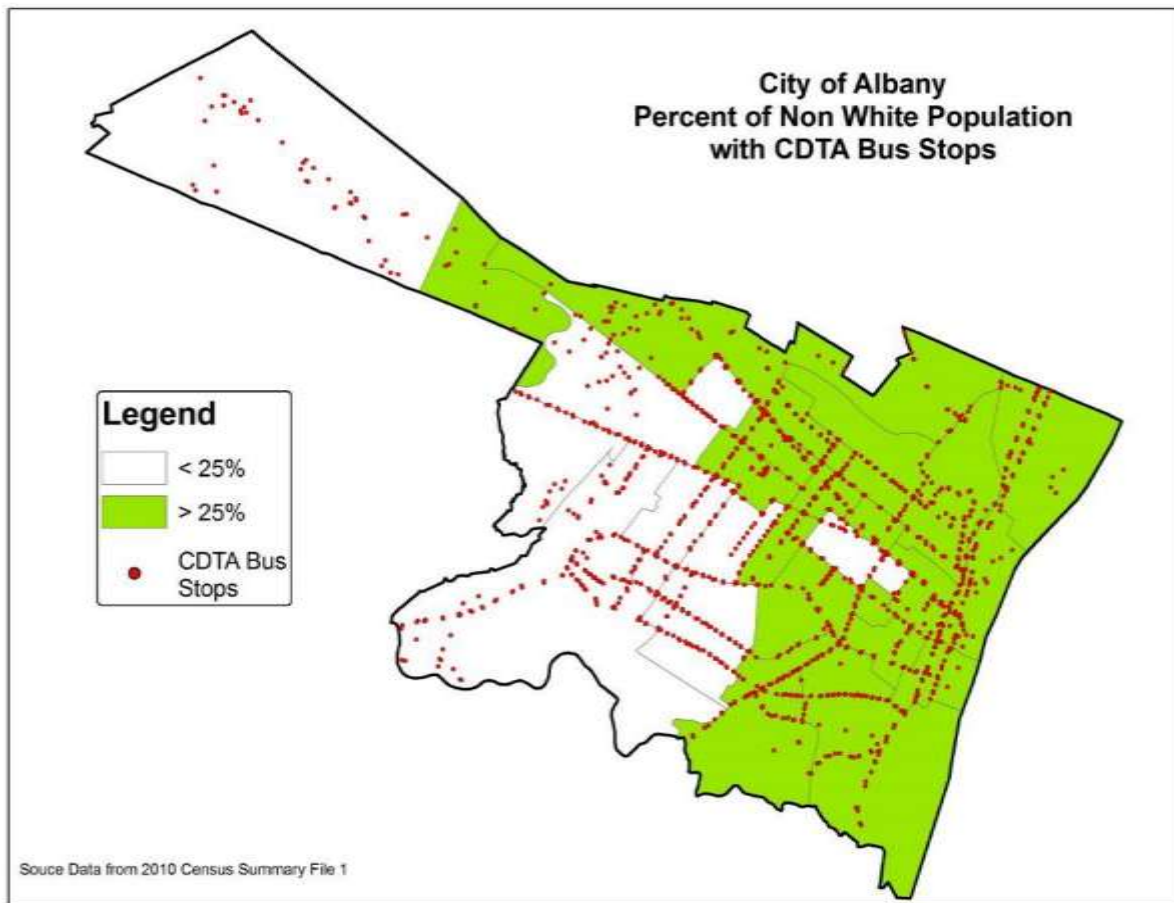
Map 6. CDTA Bus Stops v. Minority Census Tracts - Region



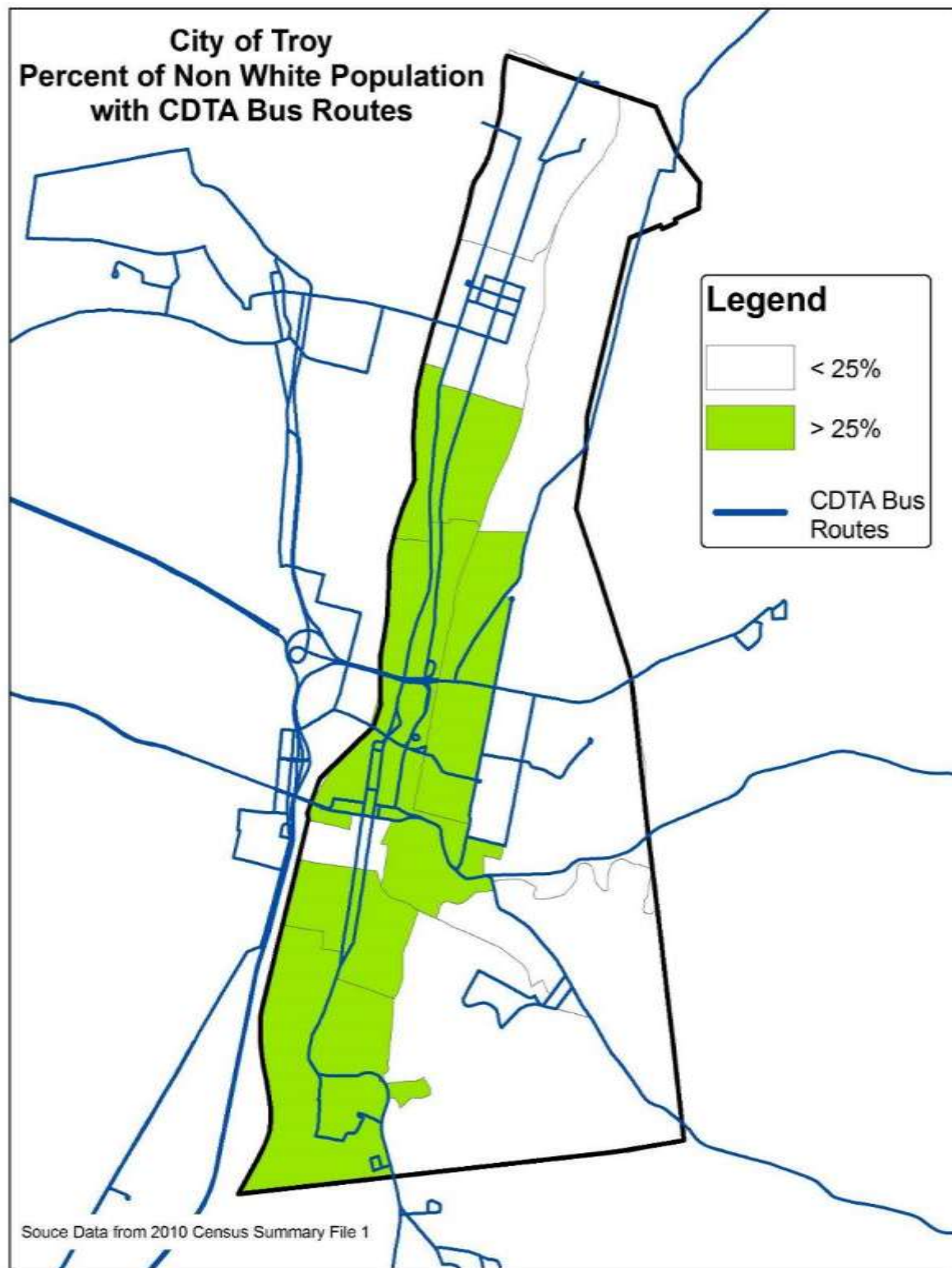
Map 7. CDTA Route Network v. Minority Census Tracts – Albany



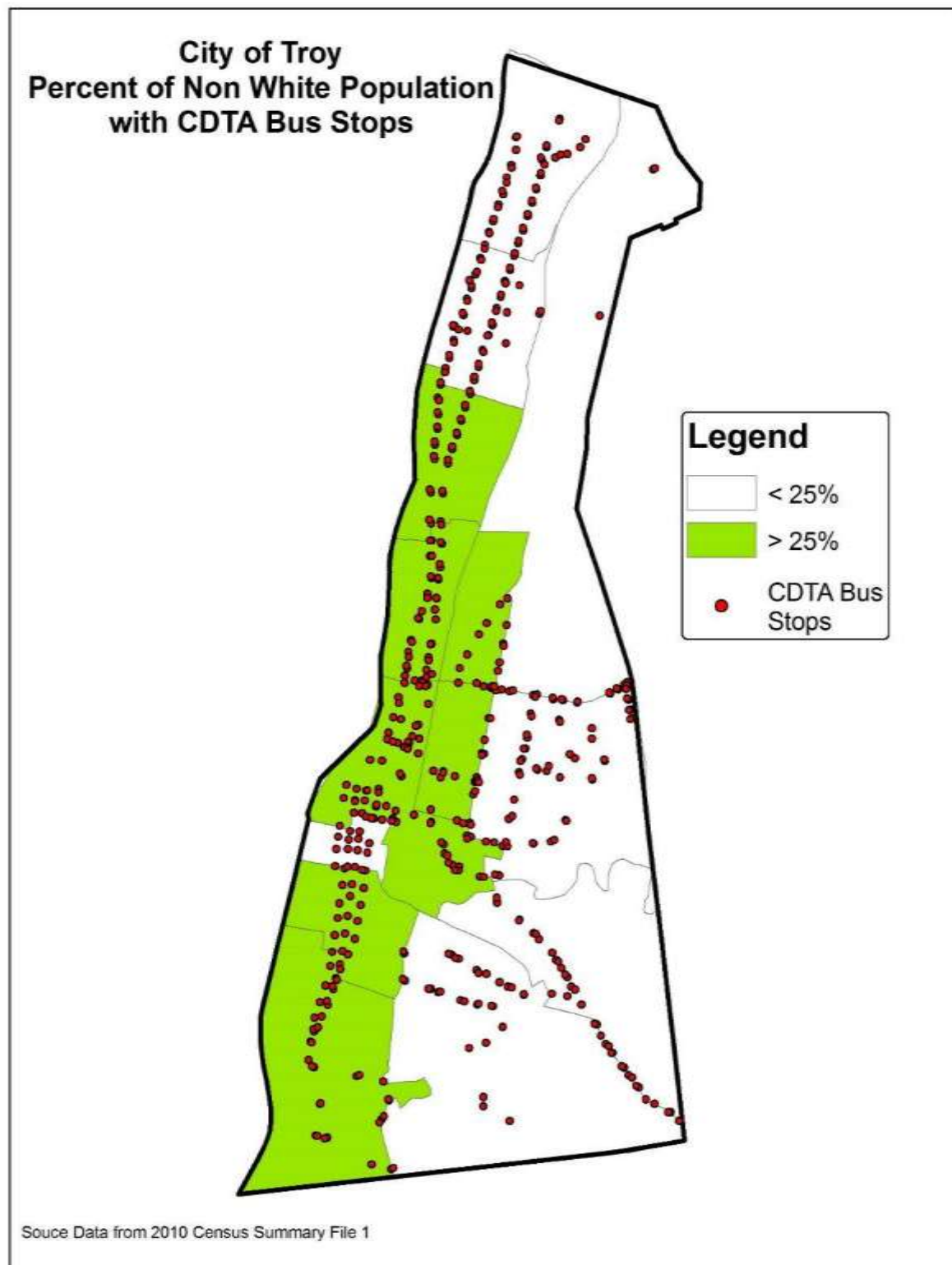
Map 8. CDTA Bus Stops v. Minority Census Tracts – Albany



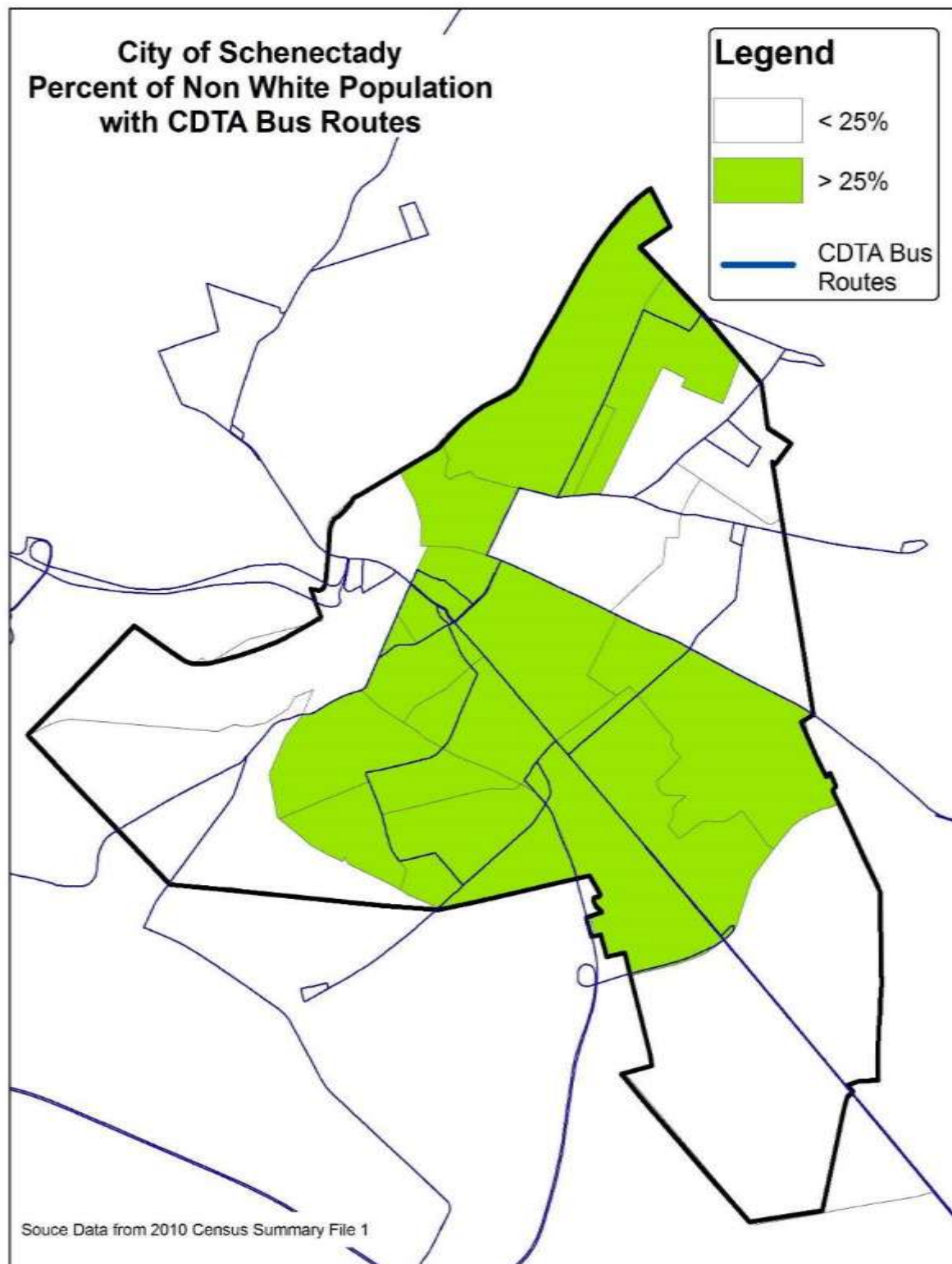
Map 9. CDTA Route Network v. Minority Census Tracts – Troy



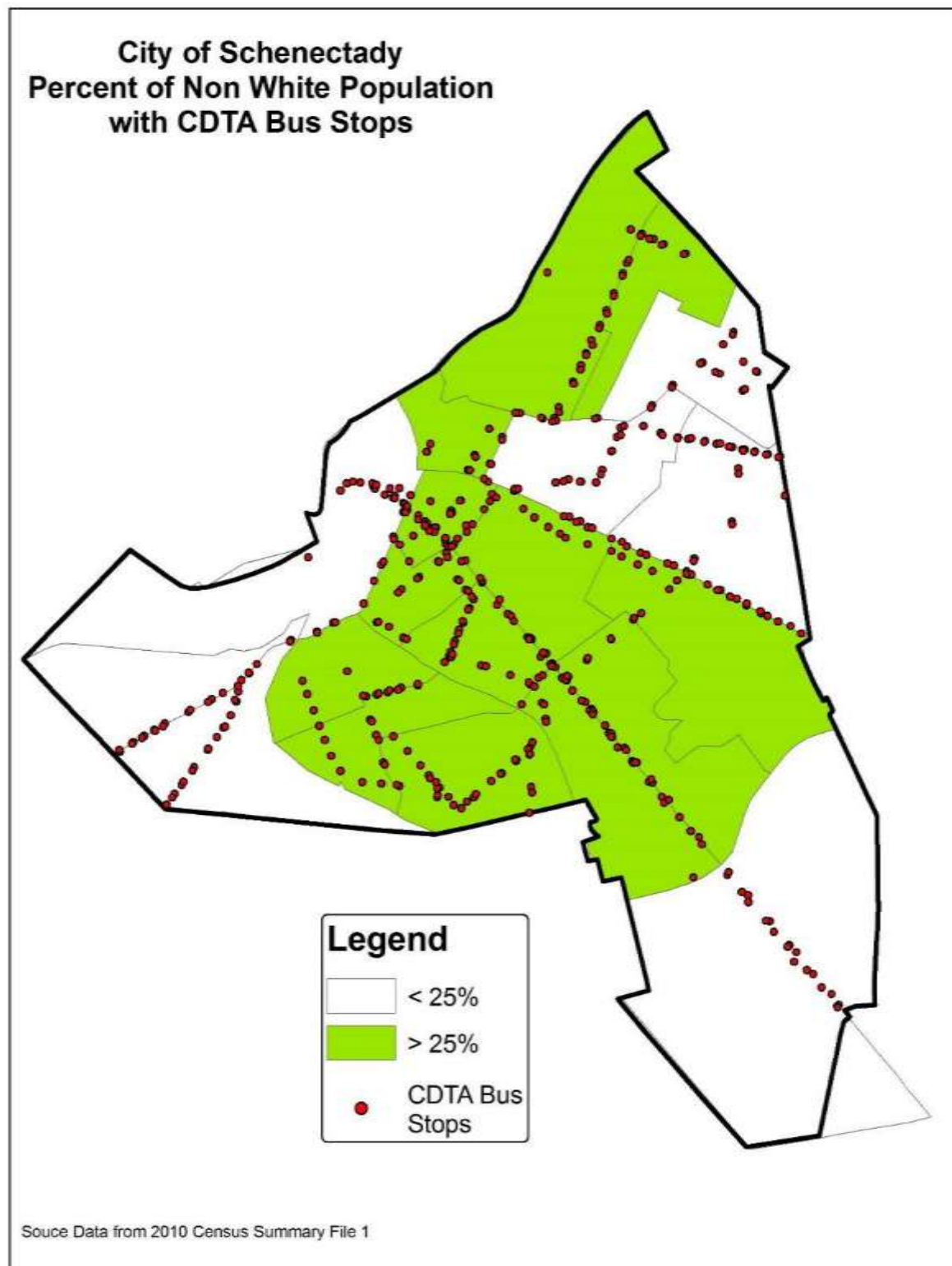
Map 10. CDTA Bus Stops v Minority Census Tracts – Troy



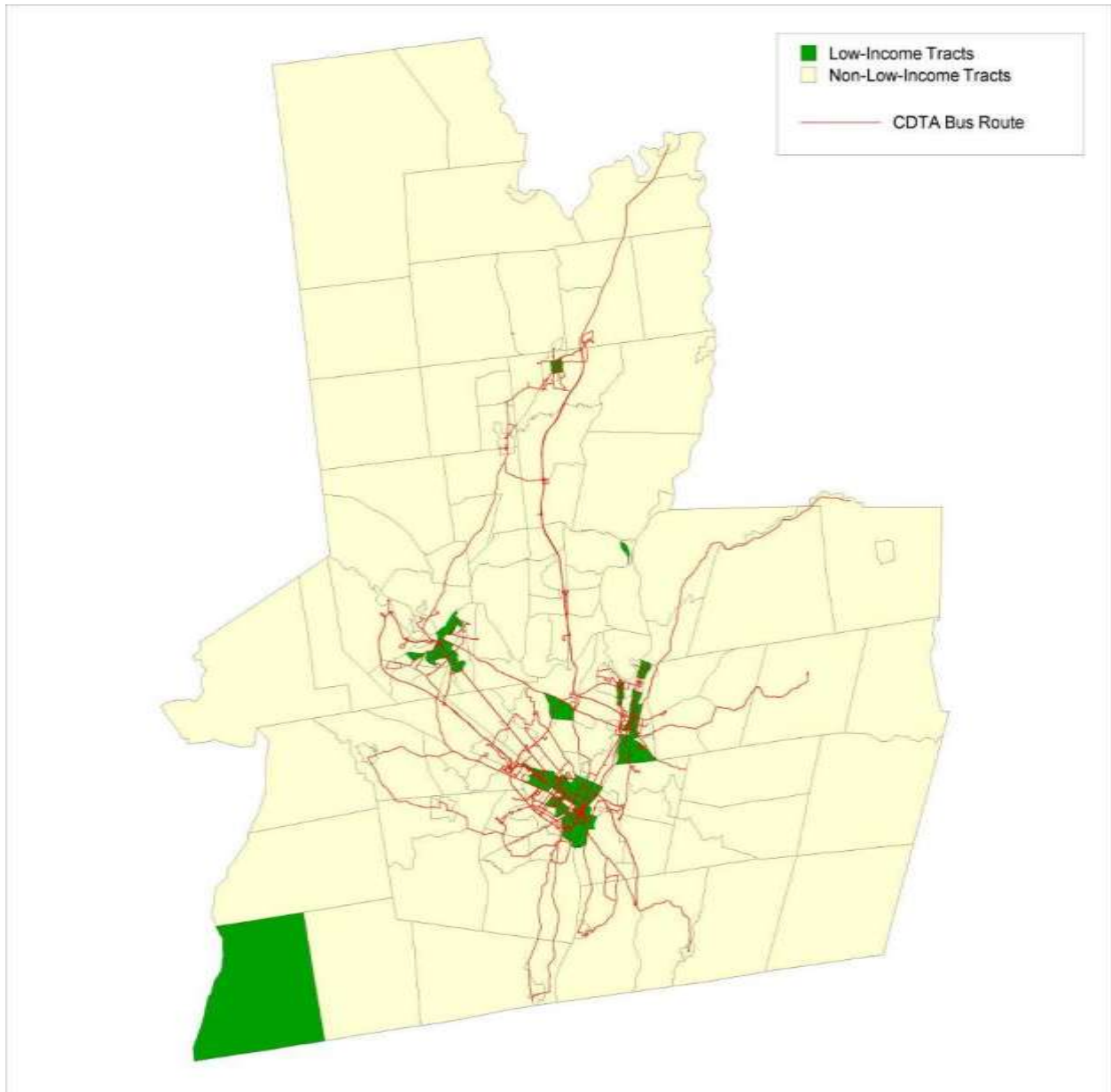
Map 11. CDTA Route Network v. Minority Census Tracts – Schenectady



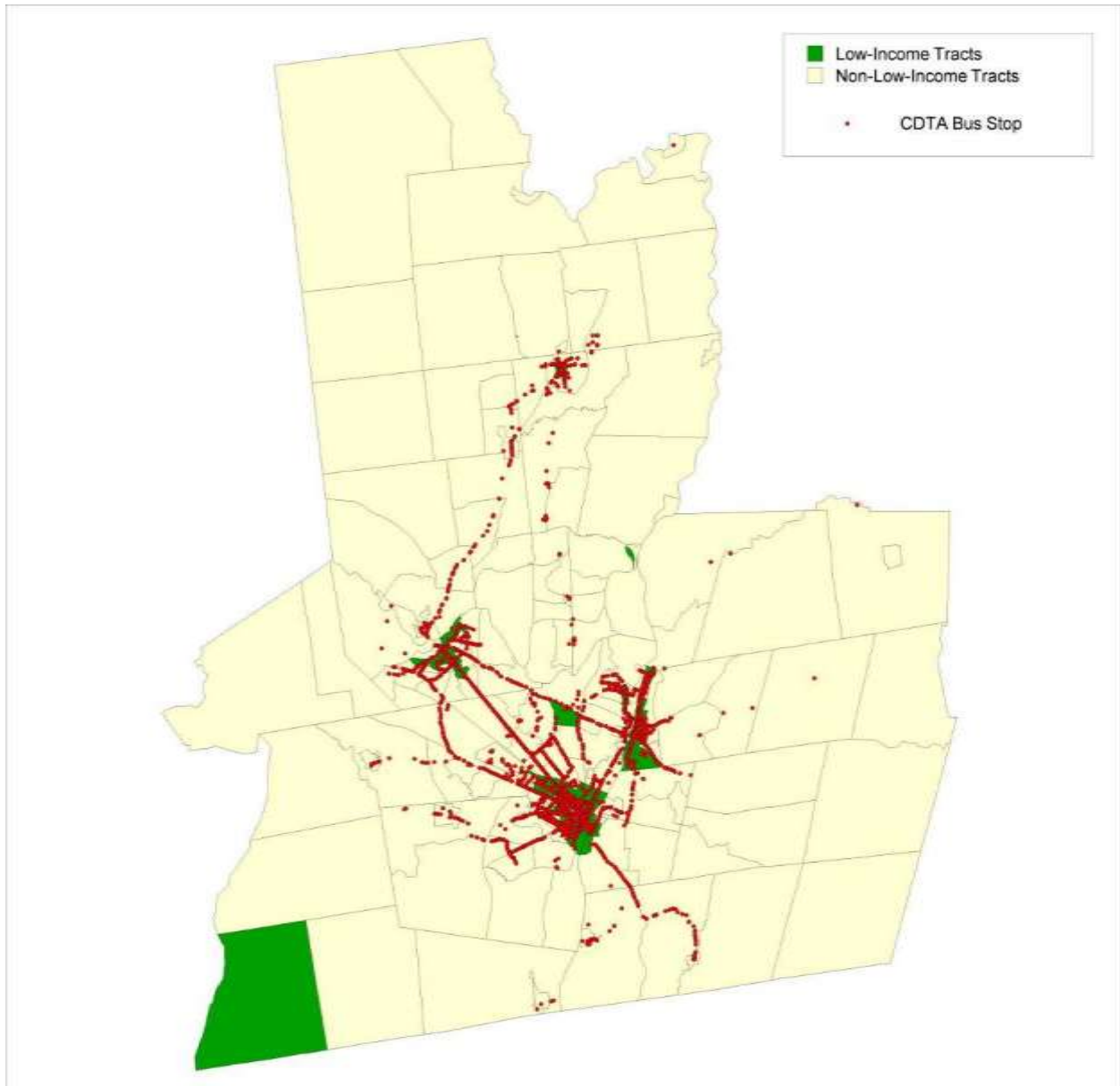
Map 12. CDTA Bus Stops v. Minority Census Tracts – Schenectady



Map 13. CDTA Route Network v. Low-Income Census Tracts – Region



Map 14. CDTA Bus Stops v. Low-Income Census Tracts – Region



Demographic Charts

Identification of Minority Census Tracts in CDTA Service Area

Census Tract	Total Population	White	Nonwhite	% Minority	Minority Tract
Census Tract 1	2139	506	1633	76.3%	Yes
Census Tract 11	1169	462	707	60.5%	Yes
Census Tract 127	2342	2171	171	7.3%	
Census Tract 128	3836	3279	557	14.5%	
Census Tract 129	3445	2990	455	13.2%	
Census Tract 130	6545	6142	403	6.2%	
Census Tract 131	2620	2336	284	10.8%	
Census Tract 132	3397	2798	599	17.6%	
Census Tract 133	4427	3648	779	17.6%	
Census Tract 134	2430	2116	314	12.9%	
Census Tract 135.03	4277	3516	761	17.8%	
Census Tract 135.05	2712	2492	220	8.1%	
Census Tract 135.06	6361	5329	1032	16.2%	
Census Tract 135.07	2594	1978	616	23.7%	
Census Tract 135.08	6547	5608	939	14.3%	
Census Tract 136.01	9372	8118	1254	13.4%	
Census Tract 136.02	4409	3115	1294	29.3%	Yes
Census Tract 137.03	2500	1905	595	23.8%	
Census Tract 137.05	6628	5968	660	10.0%	
Census Tract 137.06	2124	1960	164	7.7%	
Census Tract 137.07	6061	5459	602	9.9%	
Census Tract 138.01	7278	6353	925	12.7%	
Census Tract 138.02	4390	3920	470	10.7%	
Census Tract 139.01	2460	2152	308	12.5%	
Census Tract 139.02	5333	4607	726	13.6%	
Census Tract 14	3560	2863	697	19.6%	
Census Tract 140.01	4003	3108	895	22.4%	
Census Tract 140.02	4542	3953	589	13.0%	
Census Tract 141	5304	4833	471	8.9%	
Census Tract 142.01	5768	5385	383	6.6%	
Census Tract 142.02	5938	5513	425	7.2%	
Census Tract 142.03	6002	5654	348	5.8%	
Census Tract 143.01	2852	2486	366	12.8%	
Census Tract 143.02	7792	7072	720	9.2%	
Census Tract 144.01	4151	3947	204	4.9%	
Census Tract 144.02	3267	2946	321	9.8%	
Census Tract 145.01	2380	2297	83	3.5%	

Census Tract 145.02	3479	3356	123	3.5%	
Census Tract 145.03	2789	2692	97	3.5%	
Census Tract 146.06	3675	3367	308	8.4%	
Census Tract 146.07	8262	7538	724	8.8%	
Census Tract 146.08	4358	3458	900	20.7%	
Census Tract 146.09	4645	3938	707	15.2%	
Census Tract 146.11	1818	1655	163	9.0%	
Census Tract 146.12	1720	1660	60	3.5%	
Census Tract 146.13	2863	2663	200	7.0%	
Census Tract 146.14	5588	4579	1009	18.1%	
Census Tract 146.15	2374	1576	798	33.6%	Yes
Census Tract 147	2692	2639	53	2.0%	
Census Tract 148.01	2794	2732	62	2.2%	
Census Tract 148.02	1843	1801	42	2.3%	
Census Tract 148.03	3361	3282	79	2.4%	
Census Tract 15	4606	3364	1242	27.0%	Yes
Census Tract 16	4273	3267	1006	23.5%	
Census Tract 17	4021	3088	933	23.2%	
Census Tract 18.01	6579	5684	895	13.6%	
Census Tract 18.02	3816	3176	640	16.8%	
Census Tract 19.01	2607	2237	370	14.2%	
Census Tract 19.02	2581	2110	471	18.2%	
Census Tract 2	6046	840	5206	86.1%	Yes
Census Tract 20	5771	2906	2865	49.6%	Yes
Census Tract 201.01	2294	1763	531	23.1%	
Census Tract 201.02	2833	1620	1213	42.8%	Yes
Census Tract 202	2596	1459	1137	43.8%	Yes
Census Tract 203	1683	1262	421	25.0%	Yes
Census Tract 205	4559	3680	879	19.3%	
Census Tract 206	2782	1972	810	29.1%	Yes
Census Tract 207	5513	2353	3160	57.3%	Yes
Census Tract 208	4060	1830	2230	54.9%	Yes
Census Tract 209	3710	1034	2676	72.1%	Yes
Census Tract 21	3773	2168	1605	42.5%	Yes
Census Tract 210.01	1517	812	705	46.5%	Yes
Census Tract 210.02	2341	884	1457	62.2%	Yes
Census Tract 212	2999	2489	510	17.0%	
Census Tract 214	3405	1793	1612	47.3%	Yes
Census Tract 215	3052	1468	1584	51.9%	Yes
Census Tract 216	3734	2272	1462	39.2%	Yes
Census Tract 217	4102	1871	2231	54.4%	Yes
Census Tract 218	6779	5451	1328	19.6%	
Census Tract 22	2344	1472	872	37.2%	Yes

Census Tract 23	2051	701	1350	65.8%	Yes
Census Tract 25	2872	597	2275	79.2%	Yes
Census Tract 26	5165	1431	3734	72.3%	Yes
Census Tract 3	5888	2941	2947	50.1%	Yes
Census Tract 319	7442	6455	987	13.3%	
Census Tract 320	6447	5503	944	14.6%	
Census Tract 321.01	5703	4897	806	14.1%	
Census Tract 321.02	1811	1565	246	13.6%	
Census Tract 322	4935	4698	237	4.8%	
Census Tract 323	2794	2674	120	4.3%	
Census Tract 324.02	3081	2795	286	9.3%	
Census Tract 324.03	2110	2045	65	3.1%	
Census Tract 324.04	6737	6510	227	3.4%	
Census Tract 325.02	3535	3423	112	3.2%	
Census Tract 325.03	4037	3917	120	3.0%	
Census Tract 325.04	2251	2198	53	2.4%	
Census Tract 326.01	2064	1966	98	4.7%	
Census Tract 326.02	4005	3835	170	4.2%	
Census Tract 327	3742	3537	205	5.5%	
Census Tract 329.01	3933	3709	224	5.7%	
Census Tract 329.02	4393	4126	267	6.1%	
Census Tract 330.02	2303	2193	110	4.8%	
Census Tract 330.03	3602	3455	147	4.1%	
Census Tract 330.04	2852	2708	144	5.0%	
Census Tract 331.01	2115	2047	68	3.2%	
Census Tract 331.02	6122	5983	139	2.3%	
Census Tract 332	3429	2746	683	19.9%	
Census Tract 333	2200	2037	163	7.4%	
Census Tract 334	3150	2582	568	18.0%	
Census Tract 335	1975	1594	381	19.3%	
Census Tract 4.01	2227	1921	306	13.7%	
Census Tract 4.03	4415	3386	1029	23.3%	
Census Tract 4.04	5203	3594	1609	30.9%	Yes
Census Tract 401	4582	3518	1064	23.2%	
Census Tract 402	4182	3386	796	19.0%	
Census Tract 403	3069	2184	885	28.8%	Yes
Census Tract 404	2432	1012	1420	58.4%	Yes
Census Tract 405	2125	1016	1109	52.2%	Yes
Census Tract 406	2546	1741	805	31.6%	Yes
Census Tract 407	5001	3397	1604	32.1%	Yes
Census Tract 408	1696	1298	398	23.5%	
Census Tract 409	2901	2042	859	29.6%	Yes
Census Tract 410	3827	2572	1255	32.8%	Yes

Census Tract 411	5423	4117	1306	24.1%	
Census Tract 412	3165	2857	308	9.7%	
Census Tract 413	5633	4587	1046	18.6%	
Census Tract 414	3547	2828	719	20.3%	
Census Tract 5.01	3412	1800	1612	47.2%	Yes
Census Tract 5.02	3448	2563	885	25.7%	Yes
Census Tract 515	2628	2066	562	21.4%	
Census Tract 516	6764	5471	1293	19.1%	
Census Tract 517.01	3423	3321	102	3.0%	
Census Tract 517.02	3501	3385	116	3.3%	
Census Tract 518	5735	5586	149	2.6%	
Census Tract 519.01	3968	3897	71	1.8%	
Census Tract 519.02	3711	3506	205	5.5%	
Census Tract 520.02	1680	1626	54	3.2%	
Census Tract 520.03	4256	4033	223	5.2%	
Census Tract 520.04	6005	5630	375	6.2%	
Census Tract 521.01	2130	2065	65	3.1%	
Census Tract 521.02	1525	1484	41	2.7%	
Census Tract 521.03	1880	1829	51	2.7%	
Census Tract 522.01	4530	4428	102	2.3%	
Census Tract 522.03	6000	5844	156	2.6%	
Census Tract 522.04	2530	2483	47	1.9%	
Census Tract 523.01	3869	3599	270	7.0%	
Census Tract 523.03	1227	1190	37	3.0%	
Census Tract 523.04	6979	6732	247	3.5%	
Census Tract 524.02	2205	2118	87	3.9%	
Census Tract 524.03	6927	6252	675	9.7%	
Census Tract 524.04	7341	6673	668	9.1%	
Census Tract 525.01	6290	6068	222	3.5%	
Census Tract 525.02	4967	4803	164	3.3%	
Census Tract 525.03	1473	1429	44	3.0%	
Census Tract 526.01	3720	3599	121	3.3%	
Census Tract 526.02	1133	1092	41	3.6%	
Census Tract 526.03	2903	2765	138	4.8%	
Census Tract 6	3676	1586	2090	56.9%	Yes
Census Tract 601.01	6199	5756	443	7.1%	
Census Tract 601.02	5011	4914	97	1.9%	
Census Tract 602	3518	3415	103	2.9%	
Census Tract 603	3972	3877	95	2.4%	
Census Tract 604	2559	2459	100	3.9%	
Census Tract 605.01	2048	1967	81	4.0%	
Census Tract 605.02	2070	2026	44	2.1%	
Census Tract 605.03	1995	1944	51	2.6%	

Census Tract 606.01	2715	2638	77	2.8%	
Census Tract 606.02	5060	4904	156	3.1%	
Census Tract 607.01	7078	6770	308	4.4%	
Census Tract 607.02	9095	8693	402	4.4%	
Census Tract 608	5087	4885	202	4.0%	
Census Tract 609.01	3893	3785	108	2.8%	
Census Tract 609.02	1781	1711	70	3.9%	
Census Tract 610	4085	3751	334	8.2%	
Census Tract 611	5324	4904	420	7.9%	
Census Tract 612	5130	4708	422	8.2%	
Census Tract 613.01	3545	3427	118	3.3%	
Census Tract 613.02	6588	6201	387	5.9%	
Census Tract 613.03	1914	1552	362	18.9%	
Census Tract 614.01	4999	4814	185	3.7%	
Census Tract 614.03	5930	5696	234	3.9%	
Census Tract 614.04	3100	2990	110	3.5%	
Census Tract 615	3545	3490	55	1.6%	
Census Tract 616	4133	4042	91	2.2%	
Census Tract 617.01	4367	4113	254	5.8%	
Census Tract 617.02	4271	4189	82	1.9%	
Census Tract 618	5684	5343	341	6.0%	
Census Tract 619.01	8977	8571	406	4.5%	
Census Tract 619.03	5788	5496	292	5.0%	
Census Tract 620	6618	6450	168	2.5%	
Census Tract 621	1669	1617	52	3.1%	
Census Tract 622	3059	2901	158	5.2%	
Census Tract 623	2137	2049	88	4.1%	
Census Tract 624.03	6506	6033	473	7.3%	
Census Tract 624.04	1710	1625	85	5.0%	
Census Tract 624.05	6403	5569	834	13.0%	
Census Tract 624.06	3684	3434	250	6.8%	
Census Tract 625.01	5238	4945	293	5.6%	
Census Tract 625.03	5701	5193	508	8.9%	
Census Tract 625.05	3232	3069	163	5.0%	
Census Tract 625.06	5373	4761	612	11.4%	
Census Tract 625.07	3533	3197	336	9.5%	
Census Tract 625.08	4554	4179	375	8.2%	
Census Tract 625.09	3101	2826	275	8.9%	
Census Tract 627	6433	6101	332	5.2%	
Census Tract 628	1990	1886	104	5.2%	
Census Tract 7	3821	455	3366	88.1%	Yes
Census Tract 8	2393	665	1728	72.2%	Yes

Identification of Low-Income Census Tracts in CDTA Service Area

Census Tract	Total Population	Low Income	% Low Income	Low Income Tract
Census Tract 1	2241	620	27.7%	Yes
Census Tract 11	1102	465	42.2%	Yes
Census Tract 127	2396	166	6.9%	
Census Tract 128	3651	1121	30.7%	Yes
Census Tract 129	3112	580	18.6%	
Census Tract 130	6740	511	7.6%	
Census Tract 131	2587	331	12.8%	
Census Tract 132	3623	664	18.3%	
Census Tract 133	4481	454	10.1%	
Census Tract 134	2115	140	6.6%	
Census Tract 135.03	4102	255	6.2%	
Census Tract 135.05	2710	213	7.9%	
Census Tract 135.06	6398	737	11.5%	
Census Tract 135.07	3107	629	20.2%	Yes
Census Tract 135.08	6830	376	5.5%	
Census Tract 136.01	6955	503	7.2%	
Census Tract 136.02	4142	517	12.5%	
Census Tract 137.03	1488	47	3.2%	
Census Tract 137.05	6414	528	8.2%	
Census Tract 137.06	2103	12	0.6%	
Census Tract 137.07	5795	398	6.9%	
Census Tract 138.01	6982	430	6.2%	
Census Tract 138.02	4185	45	1.1%	
Census Tract 139.01	2452	144	5.9%	
Census Tract 139.02	5365	138	2.6%	
Census Tract 14	3413	552	16.2%	
Census Tract 140.01	4116	220	5.3%	
Census Tract 140.02	4432	386	8.7%	
Census Tract 141	5324	216	4.1%	
Census Tract 142.01	5813	148	2.5%	
Census Tract 142.02	5900	263	4.5%	
Census Tract 142.03	5611	318	5.7%	
Census Tract 143.01	2599	267	10.3%	
Census Tract 143.02	7918	112	1.4%	
Census Tract 144.01	4172	206	4.9%	
Census Tract 144.02	3280	127	3.9%	
Census Tract 145.01	2251	127	5.6%	
Census Tract 145.02	3613	337	9.3%	
Census Tract 145.03	2789	227	8.1%	

Census Tract 146.06	3689	74	2.0%	
Census Tract 146.07	8577	376	4.4%	
Census Tract 146.08	2849	171	6.0%	
Census Tract 146.09	4381	383	8.7%	
Census Tract 146.11	1750	179	10.2%	
Census Tract 146.12	1578	72	4.6%	
Census Tract 146.13	2655	18	0.7%	
Census Tract 146.14	5512	275	5.0%	
Census Tract 146.15	2213	101	4.6%	
Census Tract 147	2698	223	8.3%	
Census Tract 148.01	2812	97	3.4%	
Census Tract 148.02	1816	384	21.1%	Yes
Census Tract 148.03	3378	364	10.8%	
Census Tract 15	4168	1280	30.7%	Yes
Census Tract 16	3707	1159	31.3%	Yes
Census Tract 17	4132	323	7.8%	
Census Tract 18.01	6884	493	7.2%	
Census Tract 18.02	4166	504	12.1%	
Census Tract 19.01	2827	296	10.5%	
Census Tract 19.02	2722	94	3.5%	
Census Tract 2	5572	2382	42.7%	Yes
Census Tract 20	5478	1084	19.8%	
Census Tract 201.01	2239	64	2.9%	
Census Tract 201.02	3795	1372	36.2%	Yes
Census Tract 202	2131	438	20.6%	Yes
Census Tract 203	991	304	30.7%	Yes
Census Tract 205	4569	297	6.5%	
Census Tract 206	2672	378	14.1%	
Census Tract 207	5505	1939	35.2%	Yes
Census Tract 208	3660	1033	28.2%	Yes
Census Tract 209	3124	1218	39.0%	Yes
Census Tract 21	2421	664	27.4%	Yes
Census Tract 210.01	409	131	32.0%	Yes
Census Tract 210.02	1879	763	40.6%	Yes
Census Tract 212	3175	691	21.8%	Yes
Census Tract 214	3048	1042	34.2%	Yes
Census Tract 215	3065	861	28.1%	Yes
Census Tract 216	4104	627	15.3%	
Census Tract 217	3673	1226	33.4%	Yes
Census Tract 218	6635	374	5.6%	
Census Tract 22	2386	358	15.0%	
Census Tract 23	1904	393	20.6%	Yes
Census Tract 25	2170	894	41.2%	Yes

Census Tract 26	5278	1358	25.7%	Yes
Census Tract 3	6143	1928	31.4%	Yes
Census Tract 319	6933	339	4.9%	
Census Tract 320	6135	142	2.3%	
Census Tract 321.01	5914	31	0.5%	
Census Tract 321.02	2029	18	0.9%	
Census Tract 322	4755	187	3.9%	
Census Tract 323	2930	195	6.7%	
Census Tract 324.02	2793	187	6.7%	
Census Tract 324.03	2118	61	2.9%	
Census Tract 324.04	6220	207	3.3%	
Census Tract 325.02	3713	166	4.5%	
Census Tract 325.03	4214	309	7.3%	
Census Tract 325.04	2412	139	5.8%	
Census Tract 326.01	2237	137	6.1%	
Census Tract 326.02	3731	195	5.2%	
Census Tract 327	3895	200	5.1%	
Census Tract 329.01	4014	124	3.1%	
Census Tract 329.02	4169	324	7.8%	
Census Tract 330.02	2452	31	1.3%	
Census Tract 330.03	3263	75	2.3%	
Census Tract 330.04	2963	314	10.6%	
Census Tract 331.01	2196	204	9.3%	
Census Tract 331.02	6002	147	2.4%	
Census Tract 332	4216	758	18.0%	
Census Tract 333	2134	134	6.3%	
Census Tract 334	1951	173	8.9%	
Census Tract 335	1820	359	19.7%	
Census Tract 4.01	1872	113	6.0%	
Census Tract 4.03	4389	975	22.2%	Yes
Census Tract 4.04	10	0	0.0%	
Census Tract 401	4725	1474	31.2%	Yes
Census Tract 402	4167	737	17.7%	
Census Tract 403	3601	1269	35.2%	Yes
Census Tract 404	2380	1331	55.9%	Yes
Census Tract 405	1907	965	50.6%	Yes
Census Tract 406	1550	727	46.9%	Yes
Census Tract 407	4108	1036	25.2%	Yes
Census Tract 408	1378	150	10.9%	
Census Tract 409	2559	568	22.2%	Yes
Census Tract 410	3534	802	22.7%	Yes
Census Tract 411	5697	1469	25.8%	Yes
Census Tract 412	3160	449	14.2%	

Census Tract 413	3413	621	18.2%	
Census Tract 414	3538	425	12.0%	
Census Tract 5.01	3411	1349	39.5%	Yes
Census Tract 5.02	1742	317	18.2%	
Census Tract 515	2466	688	27.9%	Yes
Census Tract 516	6792	1075	15.8%	
Census Tract 517.01	3384	356	10.5%	
Census Tract 517.02	3414	363	10.6%	
Census Tract 518	5743	269	4.7%	
Census Tract 519.01	4000	134	3.4%	
Census Tract 519.02	3624	79	2.2%	
Census Tract 520.02	1532	15	1.0%	
Census Tract 520.03	4516	360	8.0%	
Census Tract 520.04	5864	104	1.8%	
Census Tract 521.01	1877	72	3.8%	
Census Tract 521.02	1760	192	10.9%	
Census Tract 521.03	1891	116	6.1%	
Census Tract 522.01	4449	69	1.6%	
Census Tract 522.03	6102	106	1.7%	
Census Tract 522.04	2384	102	4.3%	
Census Tract 523.01	3638	149	4.1%	
Census Tract 523.03	1309	110	8.4%	
Census Tract 523.04	6445	154	2.4%	
Census Tract 524.02	1883	85	4.5%	
Census Tract 524.03	6734	379	5.6%	
Census Tract 524.04	7389	219	3.0%	
Census Tract 525.01	6373	489	7.7%	
Census Tract 525.02	4710	328	7.0%	
Census Tract 525.03	1438	75	5.2%	
Census Tract 526.01	3845	111	2.9%	
Census Tract 526.02	1091	47	4.3%	
Census Tract 526.03	2908	205	7.0%	
Census Tract 6	3676	1944	52.9%	Yes
Census Tract 601.01	5342	595	11.1%	
Census Tract 601.02	5115	234	4.6%	
Census Tract 602	3513	276	7.9%	
Census Tract 603	3718	661	17.8%	
Census Tract 604	2556	284	11.1%	
Census Tract 605.01	1656	220	13.3%	
Census Tract 605.02	2350	327	13.9%	
Census Tract 605.03	2096	177	8.4%	
Census Tract 606.01	2892	208	7.2%	
Census Tract 606.02	4850	319	6.6%	

Census Tract 607.01	6824	283	4.1%	
Census Tract 607.02	8973	390	4.3%	
Census Tract 608	5004	310	6.2%	
Census Tract 609.01	3735	138	3.7%	
Census Tract 609.02	1865	204	10.9%	
Census Tract 610	3866	778	20.1%	Yes
Census Tract 611	5525	368	6.7%	
Census Tract 612	4656	440	9.5%	
Census Tract 613.01	3607	44	1.2%	
Census Tract 613.02	7096	465	6.6%	
Census Tract 614.01	4698	207	4.4%	
Census Tract 614.03	5688	267	4.7%	
Census Tract 614.04	3397	189	5.6%	
Census Tract 615	3562	240	6.7%	
Census Tract 616	4106	91	2.2%	
Census Tract 617.01	3912	274	7.0%	
Census Tract 617.02	4651	429	9.2%	
Census Tract 618	5189	518	10.0%	
Census Tract 619.01	8674	264	3.0%	
Census Tract 619.03	5892	242	4.1%	
Census Tract 620	6406	243	3.8%	
Census Tract 621	1814	296	16.3%	
Census Tract 622	2935	464	15.8%	
Census Tract 623	2257	465	20.6%	Yes
Census Tract 624.03	6427	330	5.1%	
Census Tract 624.04	1633	96	5.9%	
Census Tract 624.05	6018	550	9.1%	
Census Tract 624.06	3729	358	9.6%	
Census Tract 625.01	4868	85	1.7%	
Census Tract 625.03	5765	41	0.7%	
Census Tract 625.05	3428	43	1.3%	
Census Tract 625.06	5180	30	0.6%	
Census Tract 625.07	3457	171	4.9%	
Census Tract 625.08	4283	281	6.6%	
Census Tract 625.09	3114	53	1.7%	
Census Tract 626.01	2403	32	1.3%	
Census Tract 626.02	7192	295	4.1%	
Census Tract 627	6229	506	8.1%	
Census Tract 628	2195	149	6.8%	
Census Tract 7	4306	1637	38.0%	Yes
Census Tract 8	2153	903	41.9%	Yes

Appendix L – List of Posting Locations of Notices of Public Meetings

- Albany Housing Authority – Headquarters and at all properties
 - 270 North Pearl Street, Albany, NY 12202
 - Located on CDTA bus line
 - Located in minority census tract (79% minority)
- Albany Public Library Arbor Hill/West Hill Branch
 - 148 Henry Johnson Boulevard, Albany, NY 12210
 - Located on CDTA bus line
 - Located in minority census tract (86% minority)
- Albany Public Library Howe Branch
 - 105 Schuyler Street, Albany, NY 12202
 - Located near CDTA bus line
 - Located in minority census tract (86% minority)
- Albany Public Library Main Branch
 - 161 Washington Avenue, Albany, NY 12210
 - Located on CDTA bus line
 - Located in minority census tract (60% minority)
- Catholic Charities of the Diocese of Albany
 - 326 Clinton Avenue, Albany, NY 12206
 - Located on CDTA bus line
 - Located in minority census tract (72% minority)
- Centro Civico Hispano
 - 230 Green Street #2, Albany, NY 12202
 - Located on CDTA bus line
 - Located in minority census tract (79% minority)
- Saratoga Springs Public Library
 - 49 Henry Street, Saratoga Springs, NY 12866
 - Located near CDTA bus line
- Schenectady Public Library Duane Branch
 - 1331 State Street, Schenectady, NY 12304
 - Located on CDTA bus line
 - Located in minority census tract (57% minority)
- Schenectady Public Library Hamilton Hill Branch (Carver Community Center)
 - 700 Craig Street, Schenectady, NY 12307
 - Located on CDTA bus line
 - Located in minority census tract (72% minority)
- Schenectady Public Library Main Branch

- 99 Clinton Street, Schenectady, NY 12305
- Located near CDTA bus line
- Located in minority census tract (46% minority)
- Schenectady Public Library Mont Pleasant Branch
 - 1026 Crane Street, Schenectady, NY 12303
 - Located on CDTA bus line
 - Located in minority census tract (47% minority)
- Schenectady Public Library Scotia Branch
 - 14 Mohawk Avenue, Scotia, NY 12302
 - Located on CDTA bus line
- Troy City Hall
 - 433 River Street, Troy, NY 12180
 - Located on CDTA bus line
 - Located in minority census tract (32% minority)
- U.S. Committee for Refugees and Immigrants
 - 991 Broadway, Suite 223, Albany, NY 12204
 - Located on CDTA bus line
 - Located in minority census tract (76% minority)
- All CDTA bus shelters with rear ad panels

Appendix M – List of Potential Locations of Transit Facilities

- **Intermodal Terminals**
 - Downtown Albany - Broadway
 - Downtown Troy - River Street & Congress Street
 - Downtown Schenectady - Liberty Park
- **Transit Centers**
 - Troy - River Street & Hutton Street
 - Colonie - Colonie Center
 - Guilderland - Crossgates Mall
- **Transfer Stations**
 - Colonie - Latham Farms
 - Clifton Park - Exit 9 Park & Ride
 - Downtown Saratoga Springs – Congress Park
 - North Greenbush/South Troy – Hudson Valley Community College

Appendix N – Demographic Passenger Profile from Survey Data

Every month, CDTA conducts an onboard survey 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. Over twelve months of surveying, a total of 1256 passengers were interviewed. The following relevant statistics were gathered:

"Which of the following best describes you?"

Ethnic Background	% of all riders
White	47%
Black / African American	31%
Asian	6%
Hispanic / Hispanic American	6%
Native American	0%
Other / Multiracial	9%

"What is your annual household income?"

Annual Household Income	% of all riders
Less than \$24,999	66%
\$25,000 to \$34,000	14%
35,000 to \$50,000	9%
More than \$50,000	11%

"In which age category do you belong?"

Age Group	% of all riders
Less than \$15,000	36%
\$15,000 - \$24,999	26%
\$25,000 - \$49,999	21%
\$50,000 - \$74,999	10%
\$75,000 - \$100,000	5%
More than \$100,000	2%

"How do you usually pay your CDTA fare?"

Method of Fare Payment	% of all riders
Cash	32%
Swiper Card	32%
Day Pass	17%
Student / Faculty-College ID	16%

10 Ride Pass	9%
Half Fare	7%

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

Usual Purpose of CDTA Trip	Total Riders
Work	65%
Shopping	39%
Social / Recreation	26%
School	24%
Medical / Dental	22%
Other	6%

“Overall, how satisfied are you with the services from CDTA?”

Satisfaction	White	Black/African American	Asian	Hispanic	Other
Very Satisfied	54%	39%	58%	49%	45%
Somewhat Satisfied	32%	38%	30%	31%	31%
Neutral	10%	15%	12%	10%	15%
Somewhat Dissatisfied	4%	6%	0%	5%	6%
Very Dissatisfied	1%	2%	0%	5%	3%
Mean Rating Score (1 to 5)	4.3	4.1	4.5	4.1	4.1

Note that, although there are slight difference in responses between ethnic groups, more than 75% of every group considered themselves “somewhat” or “very” satisfied with the services from CDTA, and every group scored CDTA a mean above 4.0, between “somewhat” and “very” satisfied.

Appendix O – Board Resolution Adopting Title VI Program

CAPITAL DISTRICT TRANSPORTATION AUTHORITY RESOLUTION NO. 35 - 2013

Approving 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, and

WHEREAS, the Authority has developed a Title VI Program, and after extensive review and discussion, now recommends the approval and submission of the Title VI Program to the Federal Transit Administration.


NOW, THEREFORE, IT IS RESOLVED AS FOLLOWS:

1. The Authority hereby approves the 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 30th day of October, 2013.

Dated: October 30, 2013


Joseph M. Spairana, Jr., Secretary