

Glens Falls Fare Structure Integration

Fare Equity Analysis

Introduction

The Capital District Transportation Authority (CDTA) conducted this Fare Equity Analysis (FEA) to evaluate their plan to change fares in the Glens Falls service area to match the rest of the CDTA system. In compliance with Title VI and CDTA's Title VI Program, this FEA assesses the potential for disparate impact on minority populations and disproportionate burden to low income populations and any required alternative plans.

For more information, contact the CDTA Title VI Coordinator at Titlevi@cdta.org.

Title VI Regulatory Requirements

This analysis was conducted in compliance with the Federal Transit Administration (FTA) Circular 4702.1B, which requires that transit agencies receiving federal funding evaluate significant system-wide service and fare changes and proposed improvements at the planning stages and programming stages to determine whether those changes have a discriminatory impact on minority and low-income populations.

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 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).

Overview of CDTA

CDTA is New York State's Capital Region mobility company with an annual ridership of 16.5 million. CDTA maintains a fleet of 286 buses, 17 commuter buses, 30 paratransit vehicles, 21 microtransit vehicles and 13 trolley buses from four facilities in Albany, Schenectady, Queensbury, and Troy. CDTA also owns and operates the rail stations in Saratoga Springs and Rensselaer. We serve a six-county area consisting of 987,067 people and have a workforce of approximately 650.

Our Mission

CDTA provides mobility solutions that connect the regions communities.

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.

Project Overview

CDTA intends to bring the fare system in Warren County in line with the rest of the CDTA network. The fare structure in Warren County was inherited when CDTA took over operations from Greater Glens Falls Transit in January 2024. Fares in Warren County differ from the rest of CDTA both in total price as well as products offered. This means less revenue for CDTA and two different systems to manage. CDTA chose to postpone some changes when we took over, including updating the fare policy, until after CDTA had established itself in the area. The fare changes proposed amount in general to a fare increase for Glens Falls.

Fare Change

The current fare system in Warren County is as follows:

Fare Type	Cost
Cash fare	\$1.00
Single ride token	\$1.00
Transfer	\$0.50
Monthly Pass	\$50.00
10 Ride Pass	\$9.00
One Day Mobile Pass	\$3.00
Three Day Mobile Pass	\$9.00
Seven Day Mobile Pass	\$15.00

Summer Trolley	\$1.00
Summer Trolley Zone Surcharge	\$1.00
Summer Season Pass	\$50.00 (paid by employer)
Student Fare	\$0
Half Fare	\$0.50
FAME Paratransit	\$2.00
FAME Transfer Fee	\$1.00

This would be replaced by CDTA's main fare system, which is as follows:

Fare Type	Cost
Base Fare	\$1.50
Half Fare	\$0.75
STAR Paratransit	\$2.50
Navigator Smartcard Base Fare	\$1.30 (max \$3.90 per day)
31 Day Pass	\$65

CDTA also offers other fares, such as BusPlus for \$2.00, FLEX microtransit, and the Northway Xpress, but they are not available in Warren county.

Fare Equity Analysis

Methodology

The main steps in completing this FEA include:

- Identify the affected population and their demographics
- Determine the impact on the affected population
- Determine Disparate Impact and/or Disproportionate Burden
- Conduct alternatives analysis if a disparate impact or disproportionate burden is identified
- Seek public input
- Make final adjustments based on public feedback
- Publish final plan

Affected Population

The affected population includes everyone riding on CDTA buses in Warren and Washington Counties. Preliminarily, American Community Survey 5 Year Trend data was used to identify minority and low income populations. Transit riders in Warren County were also directly surveyed for demographic and fare usage data which was compared to CDTA system-wide demographics.

Census data

Minority Population

According to CDTAs Title VI Program, for a service change or fare change to cause a disparate impact, it must negatively affect a population which is at least 25% minority. This is intended to be based on the entire population of an area and according to Census data. Using table B02001 ACS 5 year estimates at the tract level for 2022, the affected population in this case is 6.29% non-white. This was based on county level data.

Low Income Population

According to CDTAs Title VI Program, for a service change or fare change to cause a disproportionate burden, it must negatively affect a population which is at least 20% low income. Using table B17021 ACS 5 year estimates at the tract level for 2022, 10.98% of the affected population is low-income.

Ridership survey

CDTA also directly surveyed customers in order to determine demographics as well as the overall usage of each Glens Falls fare product. We consider this survey more valid than the Census data, since transit riders in Warren County make up such a small share of the population. 75 surveys were completed.

We compared this data to the demographics of a recent CDTA system wide customer satisfaction survey to identify disproportionate use among low income or minority riders in Warren County. That survey found CDTA riders are 72% minority and roughly 44% low income (after removing respondents who skipped that question). The results of the Warren County survey and comparison to CDTAs system demographics are provided on the following page.

Fare Type	Responses	Fare Increase?	Percent of Responses	Poverty	Minority	Disproportionately Minority	Disproportionately Low Income
Cash fare	69	Yes	92%	64%	13%	No	Yes
Single ride token	1	Yes	1.33%	100%	0%	No	Yes
Transfer	18	Yes	24%	72%	6%	No	Yes
Monthly Pass	12	Yes	16%	92%	8%	No	Yes
10 Ride Pass	11	Yes	14.66%	82%	27%	No	Yes
One Day Mobile Pass	5	Yes	6.66%	20%	0%	No	No
Summer Trolley	20	Yes	26.66%	65%	5%	No	Yes
Summer Trolley Zone Surcharge	3	Yes	4%	100%	0%	No	Yes
Summer Season Pass	2	Yes (but temporary and promotional)	2.66%	50%	50%	No	Yes
Free student fare (GFCSD or SUNY Adirondack)	3	No	4%	67%	33%	No	Yes
Half Fare Eligible	31	Yes	41.33%	64.5%	9.66%	No	Yes

Impact

The affected population will in general pay more in fares under this fare change. The change in fare paid under most circumstances for Glens Falls riders is described below.

Cash Fares – Regular Service

	GGFT Full/ Half Fare	CDTA Full / Half Fare	Price Δ Full/Half Fare
Base Fare	\$1.00 / \$0.50	\$1.50 / \$0.75	\$0.50 / \$0.25
Transfer	\$0.50 / \$0.50	\$1.50 / \$0.75	\$1.00 / \$0.25
1-way fare with a transfer	\$1.50 / \$1.00	\$3.00 / \$1.50	\$1.50 / \$0.50
2-way fare with transfers each way	\$3.00 / \$2.00	\$6.00 / \$3.00	\$3.00 / \$1.00

Customers will have the option to use CDTAs Pay as You Go product on the CDTA Navigator smart card or on their smartphone. Using Pay as You Go, customers are fare capped at \$3.90 / \$1.95 per day. This means a customer can potentially save money under this policy change if they currently pay over \$3.90 per day. This situation is probably uncommon, since a round trip with transfers each way is only \$3.00 currently.

Cash Fares – Summer Trolley

Summer Trolleys operate from Memorial Day weekend until Labor Day.

	GGFT Full/ Half Fare	CDTA Full / Half Fare	Price Δ Full/Half Fare
Base Fare	\$1.00 / \$0.50	\$1.50 / \$0.75	\$0.50 / \$0.25
Zone Surcharge**	\$1.00 / \$1.00	\$0.00 / \$0.00	-\$1.00 / -\$1.00
Transfer	\$0.50 / \$0.50	\$1.50 / \$0.75	\$1.00 / \$0.25
1-way fare with a transfer	\$2.50 / \$2.00	\$3.00 / \$1.50	\$0.50/ \$0.50

**Under current policy, zone surcharge applies to cash payments, tokens, and 10-ride passes. It does NOT apply to mobile passes. Monthly passes are not accepted on Summer Trolleys.

CDTA will eliminate zone surcharges on the summer trolley, saving customers some money. This is still considered a fare increase.

Paratransit Cash Fares

	GGFT Fare	CDTA Fare	Price Δ
Base fare	\$2.00	\$2.50	\$0.50
Transfer fee for trips which would require a transfer on fixed route	\$1.00	\$0.00	-\$1.00
1-way fare with a transfer fee	\$3.00	\$2.50	-\$0.50

FAME customers are charged \$1.00 if their ride would require a transfer on fixed route. This policy would go away and consequently save customers \$0.50 on some trips.

Fare collection data and speaking with those in charge of scheduling FAME both independently indicated that approximately half of trips are currently the \$3 with transfer fee and half are \$2 without the fee.

This is not considered a fare change since approximately half of customers will pay \$0.50 more and half will pay \$0.50 less.

Pre-Paid Pass Fares

	GGFT Full/ Half Fare	CDTA Full / Half Fare	Price Δ Full/Half Fare
Monthly pass** (not valid on Trolleys)	\$50/ \$25	\$65 / \$32.50	\$15 / \$7.50
10-ride***	\$9.00/ \$4.50	\$13 / \$6.50	\$4.00 / \$2.00

Rolling monthly passes may offer some cost savings due to their flexibility compared to a stricter calendar month pass.

10 trip pass will be replaced with the Pay As You Go value required to cover the same number of rides. Paying full fare for 10 rides, a customer will pay more under the new fare policy. A customer may end up paying less, as little as \$3.90, depending on how fare capping affects their rides. While people most often take less than ten rides in one day, taking ten rides in two days is much more common, and in which case a customer would only pay \$7.80, a savings of \$1.20.

This is considered a fare increase.

Pre-Paid Mobile Fares

	GGFT Full/ Half Fare	CDTA Full / Half Fare	Price Δ Full/Half Fare
1 day pass (24h)	\$3.00 / \$1.50	\$3.90 / na	\$0.90 / na
3 day pass (72h)	\$9.00 / \$4.50	\$11.70 / na	\$2.70 / na
7-day pass (168h)	\$15 / \$7.50	\$27.30 / na	\$12.30 / na

Mobile fares are accepted both on regular buses and Summer Trolleys

This is considered a fare increase.

Tokens

	GGFT Full /Half Fare	CDTA Full / Half Fare	Price Δ Full/Half Fare
Regular one zone	\$1.00 / \$0.50	\$1.30 / \$0.65	\$0.30 / \$0.15

This is considered a fare increase.

Summer Season Pass

	GGFT Full /Half Fare	CDTA Full / Half Fare	Price Δ Full/Half Fare
Workers Summer Pass	\$0	N/A	N/A

This pass is used by the seasonal workers in Lake George. Warren County sponsored this pass for several years with around 600 passes issued. In 2023, the summer season pas was offered for \$50 to employers. Given the limited interest from employers for a paid pass, the Summer Season Pass will be discontinued in 2025. Riders will therefore pay regular fare, or \$3 per day for a two-way, one-seat trip.

Customers would have to use a different fare product, which would be a fare increase. However, this is a temporary promotional fare lasting shorter than 6 months so is not subject to this analysis.

School Fares

	GGFT Fare	CDTA Fare	Price Δ
Glens Falls School District	\$0.50 per ride (charged to school)	Similar Coverage under Universal Access	Free

SUNY Adirondack	\$6,400 per semester (charged to school)	Similar Coverage under Universal Access	Free
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Universal Access is a program offered to organizations where they pay for their customers, clients, or employees rides on CDTA. The organization either pays per ride, generally at a reduced rate, or pays a flat upfront amount to cover all rides. The per-ride model sometimes includes a payment cap.

This is not considered a fare change.

Half Fare

Greater Glens Falls Transit offered half fare rates to anyone 60 and older. Under this plan, that minimum age will be raised to 65. CDTA will grandfather people who would have been 60 or older at the time the new policy is implemented.

This is considered a fare increase for customers between 60 and 64.

Fare Media

	GGFT	CDTA	Proposed Changes
Cash	Exact change	Exact change	
Passes	Paper pass - \$0	Navigator Smart card - \$2.00	\$2.00 new and replacement charge
Transfers	\$0	NA	Discontinued
Tokens	\$0	Navigator Smart card - \$2.00 or cash	Balance loaded onto a smart card
Mobile app	\$0	Mobile App - \$0	New App

In the case of media, the prices are generally the same, except that to use the Navigator card you have to pay \$2 for the card initially. Tokens and paper passes would be replaced by the Navigator smart card or the CDTA Navigator app.

This is considered a fare increase because of the \$2 fee for a new Navigator card.

Free Options

Various entities in Glens Falls (mainly social services organizations) provide transit tokens for free to their clientele. CDTA intends to continue this practice.

This is not considered a fare change.

Determination of Disparate Impact or Disproportionate Burden

Census data finds that this plan would not pose a disparate impact or disproportionate burden as Warren and Washington County do not meet either the 25% minority threshold for disparate impact or the 20% low income threshold for disproportionate burden. Ridership survey data on the other hand shows that riders in Warren County are disproportionately low income among CDTA riders, and disproportionately *non*-minority.

Although Warren County riders are disproportionately low income, this is also true of riders in other geographies within the CDTA service area, such as the cities of Albany, Schenectady, and Troy, and those rider populations are much larger and higher in minority population than those living in Warren County. As it stands, non-minority low-income riders in Warren County have cheaper fare than equally low income minority populations in Albany, Schenectady and Troy. CDTA sees raising fares in Warren County as a correction to that inequity.

Alternatives Analysis

Because of the concern about low-income riders in Warren County, CDTA's typical practice is to explore alternatives. However, leaving Warren County fares as they are would not achieve the project purpose of simplifying CDTA's fare system, and providing special accommodations in Warren County would be inequitable to other populations CDTA serves with stronger claims to Title VI protections and who already use the fare system this project would transition Warren County to. CDTA therefore concludes that the Glens Falls fare change as planned is the least discriminatory viable alternative.

CDTA will, however, make sure that the transition for Warren County riders is smooth and that money-saving options like half-fare and Universal Access which may benefit low-income riders are as successful in Warren County as they are in CDTA's main service area.

Public Engagement

CDTA posted a press release at <https://www.cdt.org/news/glens-falls-public-hearing> on 1/16/2025, notifying the public of the planned change and upcoming hearing on 1/30/2025. CDTA provided opportunities to comment by mail and email. Comments were also accepted through CDTA's normal customer service line. CDTA also included two notices in our e-newsletter. CDTA notified 20 news agencies and posted a notice in The Glens Falls Chronicle and The Post-Star, once two weeks before the hearing and once closer to the date of the hearing. News agencies published five news articles on the subject. CDTA also notified local state elected officials. CDTA also gave two presentations, one to Southern Adirondack Independent Living staff (7 in attendance) on 1/16/2025, and one to staff and seniors at Glens Falls Senior Center (48 in attendance) on 1/24/2025. CDTA also posted information on CDTA buses in the Glens Falls area.

CDTA administered the rider survey in person on buses and at important transfer locations in Warren County and virtually through aforementioned outreach. The survey was also available on SurveyMonkey.

Hearing and Comments Received

CDTA held a hearing on 1/30/2025 at Crandall Public Library from 6 to 7:30. The attendance sheet for the hearing is provided in the appendix of this document and the transcript will be provided to the Federal Transit Administration through TrAMS.

CDTA received three comments through the survey, one online, and six at the hearing. Some comments were unrelated to the fare change. One comment supported fares matching across the entire service area. Two expressed concerns about impacts of a fare increase to the poor. One expressed concern that CDTA did not conduct effective outreach. One expressed gratitude for the work CDTA is doing to improve service. Two expressed interest in a community advisory committee to formalize engagement between CDTA and the public. One was concerned that customers will struggle with the new half fare and FAME approvals process.

Adjustments

No adjustments are recommended to the plan based on public engagement. However, the engagement reaffirms the need for assistance programs like half fare to be rolled out effectively and equal to that in the rest of the CDTA system.

Board Approval

The CDTA Board of Directors authorized CDTA to hold the hearing on 1/29/2025. The minutes for that board meeting are provided in the appendix.

Final Plan

CDTAs final plan remains unaltered from its original and was approved by the Board on 2/26/2025. Board approval is provided in the appendices to this document.

Appendix

Board Approval for Hearing

CAPITAL DISTRICT TRANSPORTATION AUTHORITY

RESOLUTION No. 5 - 2025

Approve Warren County Fare Hearing

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

WHEREAS, in 2024 the Authority incorporated the former Greater Glens Falls Transit (GGFT) service into the Authority's service and has not adjusted fares and would now like to incorporate GGFT's fare structure into the Authority's existing *Navigator* fare structure, and

WHEREAS, prior to implementing any changes to the fare structure, pursuant to Title VI, the Authority is required to schedule and conduct a public hearing in accordance with the law and Authority policy, to allow for public comment and input, and

WHEREAS, staff recommends approval to administer a fare hearing on January 30, 2025 at the Crandall Public Library, 251 Glen Street, Glens Falls, NY from 6:00 to 7:30 pm to provide the public with information, seek feedback, report on the comments/responses and provide any recommendations for changes.

NOW, THEREFORE, IT IS RESOLVED as follows:

1. The Authority hereby approves the fare hearing on January 30, 2025 at the Crandall Public Library, 251 Glen Street, Glens Falls, NY from 6:00 to 7:30 pm to provide the public with information and seek feedback regarding the integration.
2. Public notice of the public hearing shall be published and public information on the proposed restructuring shall be made available in accordance with the law and Authority policy.
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 29th day of January, 2025.

Dated: January 29, 2025


Michael Criscione, Vice-Chairman

Board Approval of Final Plan

CAPITAL DISTRICT TRANSPORTATION AUTHORITY

RESOLUTION No. 10 - 2025

Authorizing New Fare Structure for Warren County

WHEREAS, the Capital District Transportation Authority (the “Authority”) is empowered by Public Authorities Law Section 1307 to levy and collect fares for transportation services, and

WHEREAS, in 2024, the Authority added Warren County to its transportation service area, requiring changes to integrate the preexisting fare structure into the Authority’s fare structure, and

WHEREAS, a public hearing was held on January 30, 2025, along with an opportunity for written comments, in order to seek public input regarding the proposed new fare structure, and

WHEREAS, a report of public comment has now been provided to the Board of Directors, and the Board of Directors now desires to authorize the implementation of the new Warren County fare structure.

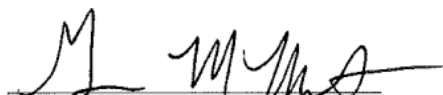
NOW, THEREFORE, BE IT RESOLVED AS FOLLOWS:

1. The Authority hereby adopts the Warren County fare structure, as attached hereto.
2. The effective date for implementation has yet to be determined.
3. Authority staff is hereby authorized to take all reasonable and necessary action to implement the new Warren County fare structure.

CERTIFICATION

The undersigned, duly qualified and acting as Secretary of the Capital District Transportation Authority, hereby 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 26th day of February, 2025.

Dated: February 26, 2025


Georgeanna M. Nugent, Secretary

Hearing Attendance Sheet

Glens Falls Fare Hearing Crandall Public Library, January 30, 2025

Name	Address	Phone	Email
Michelle Keefe			keefem513@gmail.com
Michael Kitchen			
Maya C. Bent			
* Richard Benet			
Bew Driscoll	23 West Tremont St, GF	518-338-8801	driscollb@warrencounty.gov
* Brittany Gerdle		518-703-0077	br22/bethn.org
Patrick Cross	264 Saddleme Hill Rd, ^{Stonsville}	518-265-7960	patbcross@gmail.com
* Stephen Baratta	1 S. Delaware Ave., Apt. 204 Glens Falls, NY 12160	(845) 453-0361	stephenbatt346@gmail
* Michael Beres	325 Buoy #20 Ft Edward		
Cyrine Woerner	6 Fletcher Ave, Round Lake	518-522-7891	WoernerC@nyassembly.gov
* Kim Sopczyk	150 Warren ^{family} Serv. A	518-793-0797	fsa150@aol.com
CHRIS Hoy	55 Willow Road Glens	518-222-7046	cdhoynd@aol.com
Caroline Cross	264 Saddleme Hill Rd ^{Stonsville} 12160	518-868-2718	gwcross@earthlink.net

CDTA

1/30/25

Glens Falls Fare Hearing
Crandall Public Library, January 30, 2025

Name	Address	Phone	Email
Mary Hastings	495 Queensbury	518-437-6188	maryh@cdta.org
Ron Connor	Bolton, N.Y.	(518) 644-2461	Supervisor E. Towne Bolton, NY, US



Survey

Please read each item and mark all responses clearly only in the boxes provided.

Fare Usage Information:

1. Do you ride CDTA in Warren or Washington County?

☐ Yes ☐ No (Do not complete survey)

2. Which CDTA fares have you paid in Glens Falls in the past year? Check all that apply

- ☐ Cash
- ☐ Single ride token
- ☐ Transfer
- ☐ FAME
- ☐ FAME Transfer fee
- ☐ Monthly pass
- ☐ 10 ride pass
- ☐ Free student fare (GFCSD or SUNY Adirondack)
- ☐ 1 day mobile pass
- ☐ 3 day mobile pass
- ☐ 7 day mobile pass
- ☐ Summer Trolley
- ☐ Summer Trolley Zone Surcharge (for trips to Diamond Point or Bolton Landing)
- ☐ Summer Season Pass

3. Are you eligible for half fare? Age 60+, Medicare eligible, or with a documented disability

☐ Yes ☐ No



Demographic Information:

4. What is your approximate annual household income (before taxes)? Select only one response

- ☐ <\$20,000
- ☐ \$20,000 to \$30,000
- ☐ \$30,000 to \$40,000
- ☐ \$40,000 to \$50,000
- ☐ \$50,000 to \$60,000
- ☐ \$60,000 to \$70,000
- ☐ >\$70,000

5. How many adults live in your household?

6. How many children under 18 live in your household?

7. Race/Ethnicity:

- ☐ White ☐ Black or African American ☐ American Indian or Alaskan Native ☐ Hispanic/Latino(a) ☐ Asian
- ☐ Other: _____



CDTA needs your assistance understanding how you pay fare!

Please fill out this brief survey.



CDTA needs your input as we continue to integrate Glens Falls into our main network. Thank you for your participation! For more information, please visit

www.cdfa.org

Name: _____

Email: _____

Address: _____