



Capital District Transportation Authority



Title VI Program 2020-2023

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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. CDTA has implemented procedures and policies pursuant to this program to comply with federal regulations, and to improve upon its existing commitment to equity in its practices. This program includes a Major Service Change Policy, Disparate Impact Policy, Disproportionate Burden Policy, Public Participation Plan, updated Limited English Proficiency Language Assistance Plan (LEP LAP), results of and updates to its service monitoring program, and Board approval of the CDTA Title VI Program.

CDTA receives federal financial assistance to provide transit service. Federal funding is received in accordance with Chapter 53 of Title 49 of United States Code, as amended by the FAST act. As a recipient of federal funds, CDTA complies with the Regulations relative to nondiscrimination in federally assisted programs of the Department of Transportation, Title 49, Code of Federal Regulations, Part 21, as they may be amended from time to time. CDTA has a service area population estimated at 852,072 and is required to update its Title VI Program. Title VI refers to prohibitions against discrimination in federal programs. CDTA is committed to the following:

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

Overview of CDTA

CDTA is New York State's Capital Region mobility company with an annual ridership of 15.7 million. CDTA maintains a fleet of 262 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 four-county area consisting of 852,072 people and have a workforce of approximately 650.

Our Mission

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

CDTA works to accomplish this mission by:

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

Overview of Title VI

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

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

Chapter 2 – General Requirements

Notification to Beneficiaries of Protection under Title VI

The following statement is posted on the CDTA website (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. Should the complainant choose to appeal the decision, the appeal shall be processed by a CDTA staff member other than the staff member who performed the original investigation.

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

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

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

Non-Elected Committees & Councils

Members of the CDTA Board of Directors are appointed by the Governor and confirmed by the state Senate. CDTA staff has no control over the appointment of members to the Board of Directors. Currently, there are three board seats from Albany County, two from Saratoga County, two from Schenectady County, and one from Rensselaer County. Currently, three members are women and one is a member of the disabled community. One non-voting representative for Labor also sits on the board. Two seats are presently vacant. 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.

List of Title VI Investigations, Complaints, and Lawsuits

There have been no Title VI investigations, complaints, or lawsuits since the of the submittal of 2017-20 Title VI Program.

Limited English Proficiency Language Assistance Plan (LEP LAP)

In accordance with FTA requirements, CDTA completed a Language Assistance Plan (LAP) to ensure that we take reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of our programs and activities for individuals who are limited-English proficient. This plan was developed with input from the public and demographic analyses of our service area.

CDTA conducted a four-factor analysis that determined:

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

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

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

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

Subrecipients

CDTA does not currently have subrecipients.

Chapter 3 - Public Participation Plan (PPP)

Goals and Objectives

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

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

CDTA's Public Participation Plan:

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

Public Participation as Required by Law

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

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

CDTA works directly with the region's MPO, the Capital District Transportation Committee (CDTC), to develop the TIP. The public involvement activities and the time established for public review and comment on the TIP satisfies the program-of-projects requirements of the Urbanized Area Formula Program. Proposed TIPs, containing 5307 funds broken out by program, are posted to CDTC's website and hard copies are sent to the region's libraries. CDTC's meetings are open to the public. All meetings of CDTC's Policy Board, in which the TIP is discussed and developed, are also open to the public and publicized in the regional media.

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.

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

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

Vehicle Load

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

Vehicle Load Standards

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

Neighborhood	1.25
Express	1.00
Commuter	1.25

Vehicle Headway

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

Vehicle Headway Standards

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

Service Availability

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

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

Quality-of-Service Standards

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

Distribution of Transit Amenities

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

Transit Amenities Standards

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

Vehicle Assignment

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

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

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

CDTA's BusPlus Bus Rapid Transit service (currently one route, #905) uses a dedicated fleet of specially branded 40' Gillig buses (and several 60-foot articulated buses) that are not used on any other routes. These vehicles are appropriate to the level of ridership on 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 block groups they serve. 29 of 45 CDTA fixed 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 census block groups 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 0.83; the average peak load factor for minority neighborhood routes is 0.52; and the average peak load factor for minority commuter routes is 0.61 – 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 0.44, falling within the factor limit of 1.25. The average peak load factor for non-minority express routes is 0.73, falling within the factor limit of 1.00. The average peak load factor for non-minority commuter routes is 0.54, 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 (0.68 versus 0.54), the load factor for both sets of routes does not approach the point where comfort and safety might begin to be affected. CDTA will continue to monitor load factors to ensure the comfort and safety of all our passengers.

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

As a result of the 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 15 minutes, satisfying the requirement of 20 minutes. The average peak headway for minority neighborhood routes is 35 minutes, satisfying the requirement of 60 minutes. Minority commuter routes average 4 trips in each direction per day, satisfying the minimum requirement of 3 in each direction. There are no minority express routes.

This is also true of non-minority routes. There are no non-minority trunk routes. The average peak headway for non-minority neighborhood routes is 30 minutes, within the requirement of no more than 60 minutes. Non-minority express routes average 6 trips in each direction per day, satisfying the minimum requirement of 3 trips in each direction. Non-minority commuter routes average 9 trips in each direction per day, satisfying the minimum requirement of 3 trips in each direction.

Although the average peak headway for minority neighborhood routes is slightly higher than that for non-minority routes (35 minutes versus 30 minutes), the level of service for both sets of routes is adequate to the amount of ridership, reflected in their comparable load factors. CDTA will continue to monitor service headways to ensure that the level of service is appropriately allocated to the level of demand.

Additionally, minority routes (excepting those with demand-driven, peak-only trips) average 2.9 buses per hour, for a mean headway of one bus every 21 minutes. Non-minority routes (excepting the same types of routes) average 2.0 buses per hour, for a mean headway of one bus every 30 minutes. The most frequent non-minority route is #224 (Albany-Troy via Route 4), which arrives every 15 minutes during peak periods. The most frequent minority route is #12 (Washington Avenue), which arrives every 8 minutes during peak periods.

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

100% of minority census tracts (defined as those where the minority percent of the population exceeds 25%) are located within walking distance (one-quarter of one mile) of a CDTA bus route, while 82% of non-minority census tracts (defined as those where the minority percent of the population does not exceed 25%) are located within walking distance (one-quarter of one mile) of a CDTA bus route. A resident of a minority census tract is therefore more likely to be within walking distance of a CDTA service than a resident of a non-minority census tract.

As a result, CDTA finds no discriminatory patterns in the service availability of minority areas versus non-minority areas.

Quality of Service

Distribution of Transit Amenities

Shelters

CDTA has 315 bus shelters throughout the service area. 192 of these (61.0%) 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 0.22 square miles and every 892 people. In non-minority census tracts, CDTA provides one shelter for every 18.0 square miles and every 5,557 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 189 benches throughout the service area. 119 of these (62.3%) 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 0.35 square miles and every 1,439 people. In non-minority census tracts, CDTA provides one bench for every 31.6 square miles and every 9,765 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.

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'. This is the newest and most common vehicle in the CDTA fleet. Minority trunk routes that are not most commonly assigned Gillig 40' buses are most commonly assigned the Gillig 40' Hybrid, identical in all ways to the Gillig 40' except for a diesel-electric powertrain, or the New Flyer 60' articulated bus. Three neighborhood routes in this group with low ridership are most commonly assigned Gillig 30' buses, which provide fewer seats than the 40' buses.

Non-minority routes are also most commonly serviced by Gillig 40' buses, with a similar incidence of Gillig 40' Hybrids to minority routes. One express route in this group with low ridership is most commonly assigned Gillig 30' buses, which provide fewer seats than the 40' buses. In general, the incidence of Gillig-Hybrid buses has decreased among both minority routes and non-minority routes. This is because CDTA has recently replaced its old buses with regular Gillig 40's as opposed to Hybrids, thus reducing the relative share of Hybrids. Hybrid buses appear to be roughly evenly divided between minority and non-minority routes.

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 75%, while the average on-time performance of all non-minority routes is 73%. Both of these fall 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

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

Chapter 5 - Service and Fare Changes

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

Service and Fare Change Policies

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

Major Service Change and Fare Change Policy

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

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

Exceptions to these criteria include:

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

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

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

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

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

example, Service Equity Analyses will be required in the next several years in advance of the implementation of the Washington-Western BRT 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 17.1% 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 or fare changes on minority populations.

Disproportionate Burden Policy

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

This policy is designed to reflect populations that meaningfully exceed the service area average of 11.1% low-income individuals.

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

Public Engagement Process for Setting Policies

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

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

This meeting was promoted beforehand on CDTA's website and social media channels. It was held immediately after a Virtual Town Hall regarding CDTA's upcoming River Corridor Bus Rapid

Transit project, with the intent of attracting additional participants who were viewing primarily to learn about the BRT. Despite the change in meeting format to a virtual setting, 23 participants stayed through the full duration of the Title VI meeting, a number equal or greater to the sum of all in-person public meetings for any previous Title VI Program.

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

Service and Fare Changes since 2017 Title VI Report

River Corridor BRT (Blue Line)

CDTA is nearing the start of revenue service of the BusPlus Blue Line, a 16-mile Bus Rapid Transit route that will provide enhanced service from Albany's South End neighborhood to Menands, Watervliet, Troy, Cohoes, and Waterford. The Blue Line will serve downtown districts, major employment sites, a growing residential population, and areas of significant proposed development. At present, this corridor produces approximately 3.1 million boardings annually.

As this project includes the addition of a BusPlus line, it met CDTA's definition of a Major Service Change. Consequently, a Service Equity Analysis was performed in 2020 and submitted to the FTA for review. This analysis found no evidence of disparate impact or disproportionate burden associated with any of the proposed service changes.

Chapter 6 - Implementation

Anticipated Changes and Effects

Since the previous Title VI program, CDTA ridership has slightly declined, from 17.1 million boardings in the 2015-16 fiscal year to 15.7 million in 2018-19. CDTA responds to changing demand for transit service through targeted service adjustments. In the three-year period covered by this program, CDTA also intends to expand its successful BusPlus Bus Rapid Transit system. Throughout the planning process for implementing these goals, CDTA will consider principles of equity and environmental justice, and perform formal Title VI equity analyses when necessary.

Service Adjustments

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

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

As this project includes the addition of a BusPlus line, it meets CDTA's definition of a Major Service Change. Consequently, a Service Equity Analysis will be performed at least six months prior to the start of revenue service.

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

Aviso al Público de los derechos bajo el Título VI

La Autoridad de Transporte del Distrito Capital (CDTA)

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

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

Procedimiento De Queja Para El Titulo VI

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

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 Titulo VI
110 Watervliet Ave.
Albany NY 12206

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

4.1 Service Performance Standards

4.1.1 Coverage

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

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

4.1.2 Headways and Span of Service

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

Clockface Headways

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

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

Minimum Frequency and Trips

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

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

Headway Standards

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

Span of Service

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

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

Span of Service Standards

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

4.1.3 Passenger Loads

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

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

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

4.1.4 Ridership Productivity

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

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

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

4.2 Street Amenities Standards

4.2.1 Street Amenities

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

Waiting Amenities Standards

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

4.2.2 Bus Stop Spacing

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

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

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

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

5.4 Transit Propensity Index

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

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

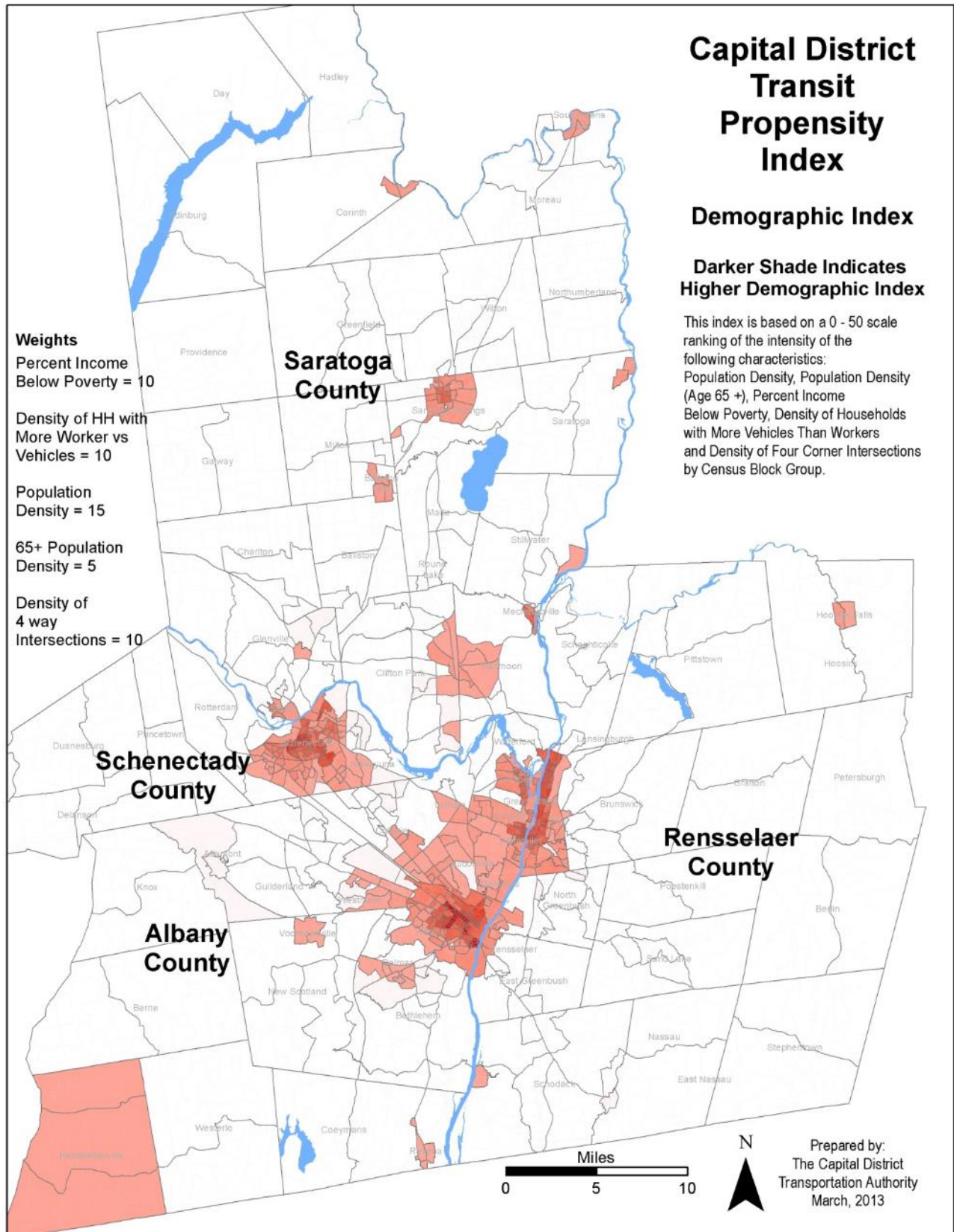
CDTA first used a TPI with the 2007 Transit Development Plan. The TPI shown includes characteristics summarized below.

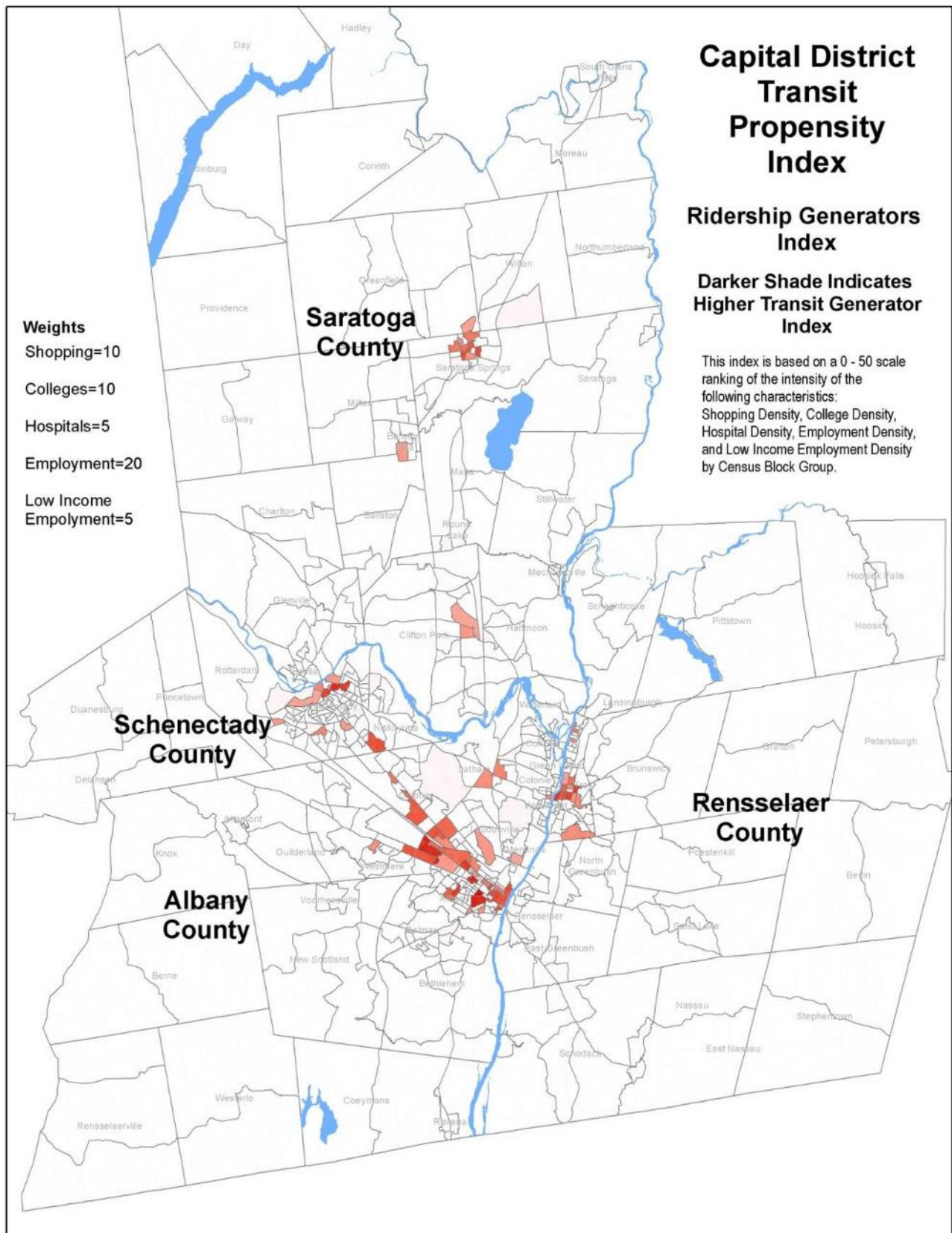
Note: Data is shown at the Block Group level, although some characteristics were only attainable at the Census Tract level. In those instances, all Block Groups in the Census Tract were assigned the same value for those characteristics. In addition, employment data was at the block level and was aggregated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

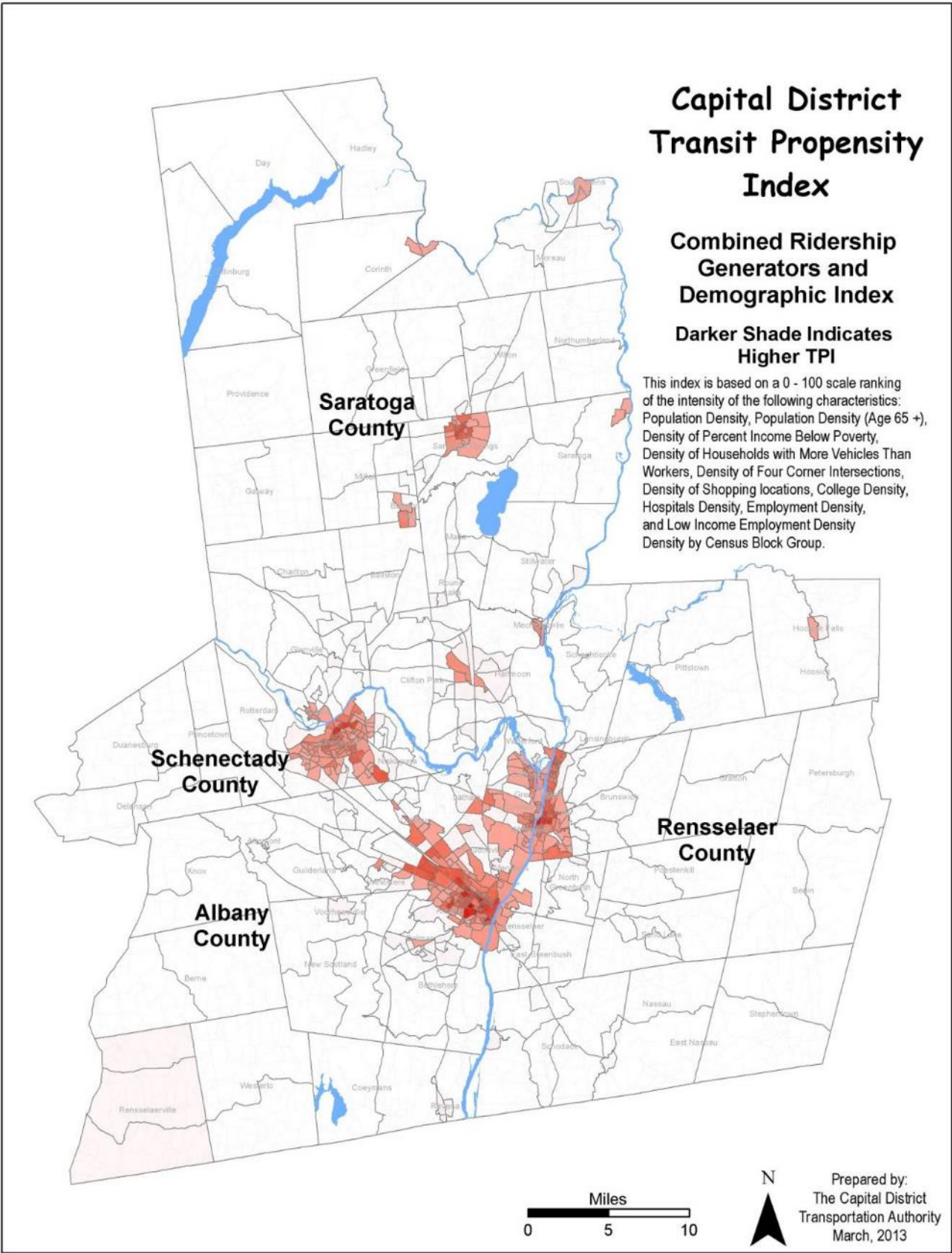
Demographics			
Category	Maximum Points	Reason Included	How points assigned
Percent with income below poverty level (American Community Survey)	10	Lower incomes more likely to use transit	Standard deviation
65+ population density (Census DP-1)	5	Elderly use transit in disproportionate numbers	Standard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

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

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







Appendix G – Inventory of CDTA Revenue Fleet

Manufacturer	Type	Size	Powertrain	Number of Vehicles
Gillig	Standard Bus	30 ft	Diesel	7
Gillig	Standard Bus	30 ft	Hybrid	8
Gillig	Standard Bus	40 ft	Diesel	147
Gillig	Standard Bus	40 ft	Hybrid	67
New Flyer	60 ft Articulated Bus		Diesel	10
Gillig	Commuter Coach		Hybrid	2
MCI	Commuter Coach		Diesel	14
Ford	Trolley (old)		Diesel	1
Ford	Trolley (new)		Diesel	6
Total Revenue Fleet				262
Vehicles in Urban Service (non-NX, non-seasonal)				239

Manufacturer	Type	Powertrain	Number of Vehicles
Ford	Paratransit	Diesel	1
Ford	Paratransit	Gasoline	29
Paratransit Fleet			30

Appendix H – Service Monitoring Charts

Minority Routes

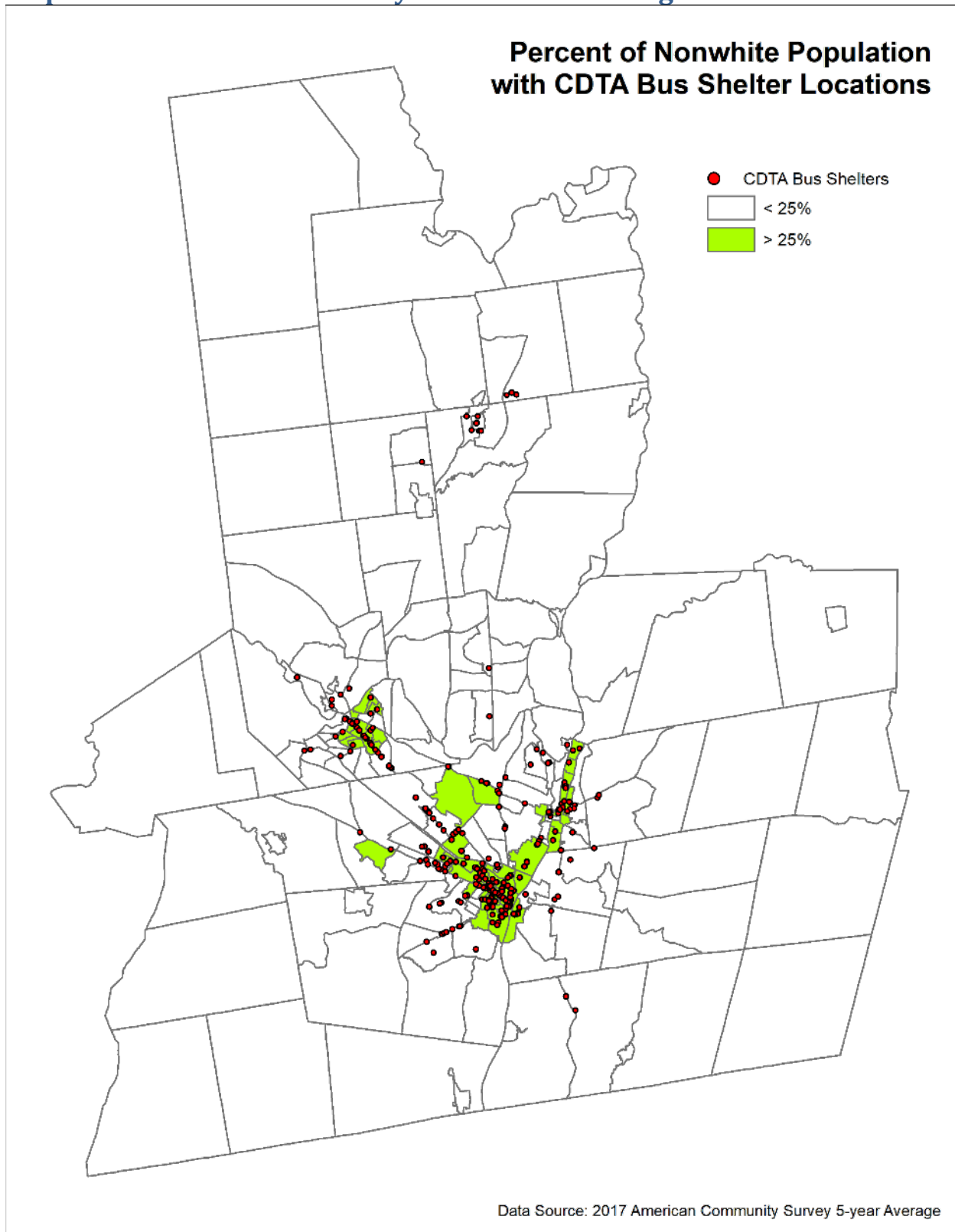
<i>Route</i>	<i>Service Classification</i>	<i>Frequency (buses/hr)</i>	<i>Avg Load Factor</i>	<i>On-Time Performance</i>	<i>Most Common Vehicle</i>
1	Trunk	4.0	0.86	72%	Gillig 40'
6	Trunk	3.0	1.02	77%	Gillig 40'
7	Trunk	2.4	0.45	79%	Gillig 40'
10	Trunk	4.0	0.85	72%	Gillig 40'
11	Trunk	2.5	1.25	75%	New Flyer 60'
12	Trunk	7.5	1.05	68%	Gillig 40'
13	Trunk	3.0	0.99	79%	Gillig 40'
18	Trunk	4.0	0.90	66%	Gillig 40'
22	Trunk	6.0	0.79	77%	Gillig 40'
80	Trunk	4.0	0.43	81%	Gillig 40' Hybrid
85	Trunk	3.0	0.57	75%	Gillig 40'
87	Trunk	3.0	0.55	73%	Gillig 40'
100	Trunk	3.0	1.01	79%	Gillig 40'
905	BusPlus	6.0	0.91	77%	Gillig 40' Hybrid
Trunk/BusPlus Avg		4.0	0.83	75%	Gillig 40'
114	N'hood	3.0	0.91	68%	Gillig 40'
125	N'hood	2.4	0.46	63%	Gillig 40'
138	N'hood	2.0	0.85	77%	Gillig 40'
155	N'hood	1.3	0.27	75%	Gillig 40'
190	N'hood	1.0	0.49	81%	Gillig 40'
286	N'hood	1.0	0.31	73%	Gillig 30'
289	N'hood	1.0	0.47	77%	Gillig 40' Hybrid
351	N'hood	1.7	0.49	79%	Gillig 40'
352	N'hood	0.9	0.28	73%	Gillig 30'
353	N'hood	2.0	0.68	83%	Gillig 40'
354	N'hood	1.7	0.29	87%	Gillig 30'
355	N'hood	2.0	0.55	71%	Gillig 40'
370	N'hood	2.0	0.70	67%	Gillig 40'
N'hood Avg		1.7	0.52	75%	Gillig 40'
734	Commuter	3 trips	0.64	71%	Gillig 40'
763	Commuter	5 trips	0.79	68%	Gillig 40'
Commuter Avg		4 trips	0.71	70%	Gillig 40'
Average All Routes		2.9	0.68	75%	Gillig 40'

Non-Minority Routes

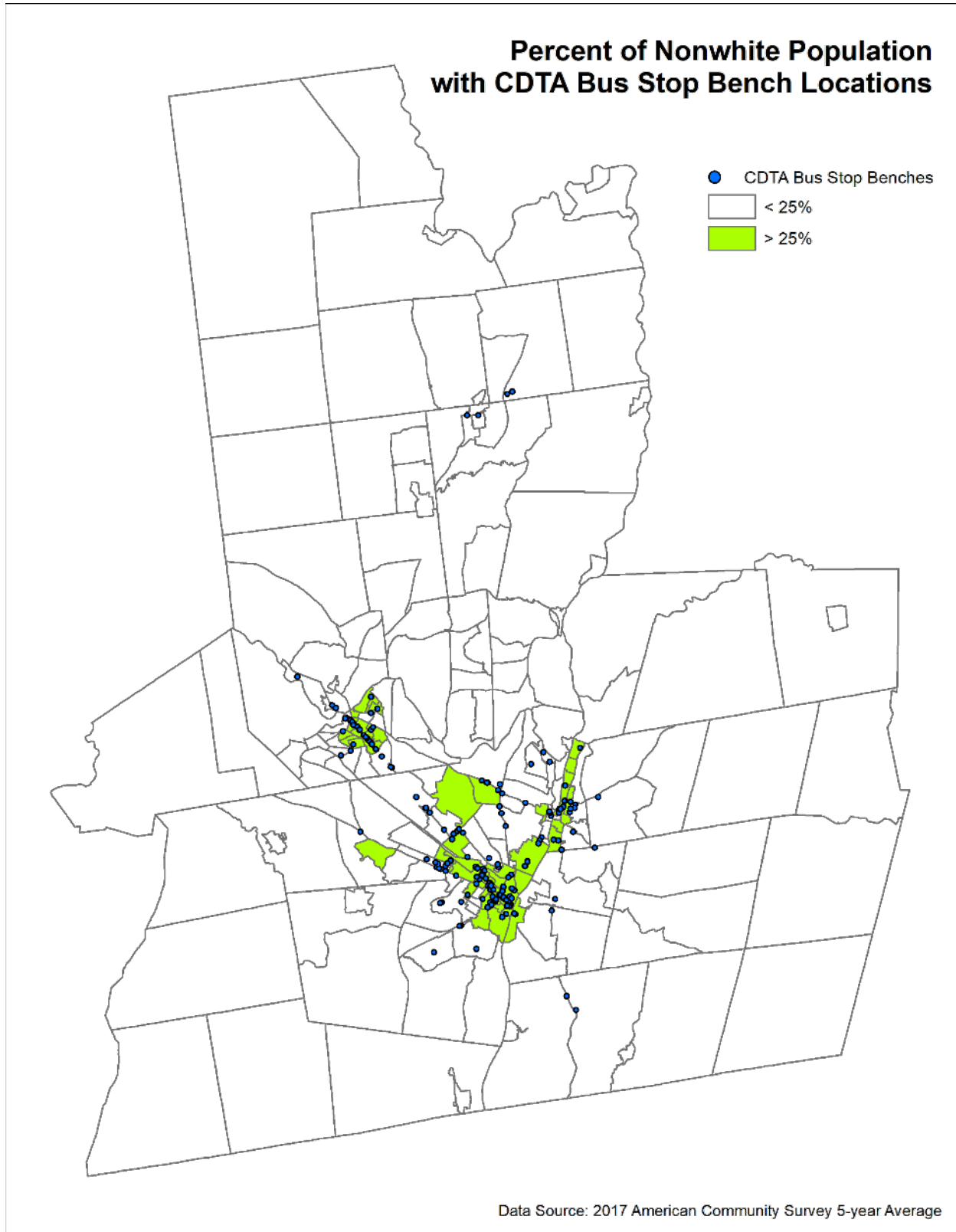
<i>Route</i>	<i>Service Classification</i>	<i>Frequency (buses/hr)</i>	<i>Avg Peak Load Factor</i>	<i>On-Time Performance</i>	<i>Most Common Vehicle</i>
117	N'hood	1.0	0.45	62%	Gillig 40'
182	N'hood	2.0	0.67	72%	Gillig 40'
214	N'hood	2.0	0.41	77%	Gillig 40'
224	N'hood	4.0	0.45	83%	Gillig 40' Hybrid
233	N'hood	2.0	0.42	81%	Gillig 40'
450	N'hood	2.0	0.49	60%	Gillig 40'
451	N'hood	1.0	0.25	66%	Gillig 40' Hybrid
452	N'hood	1.7	0.36	71%	Gillig 40' Hybrid
N'hood Avg		2.0	0.44	72%	Gillig 40'
520	Express	5 trips	0.55	76%	Gillig 30'
522	Express	5 trips	0.74	66%	Gillig 40'
530	Express	3 trips	0.71	80%	Gillig 40'
531	Express	5 trips	0.93	76%	Gillig 40'
540	Express	14 trips	-	-	MCI Coach
Express Avg		6.4 trips	0.73	74%	Gillig 40'
712	Commuter	11 trips	0.45	78%	Gillig 40'
719	Commuter	4 trips	0.47	71%	Gillig 40'
737	Commuter	12 trips	0.70	70%	Gillig 40'
Commuter Avg		9.2 trips	0.54	73%	Gillig 40'
Average All Routes		2.0	0.54	73%	Gillig 40'

Appendix I – Transit Amenities Distribution Maps

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

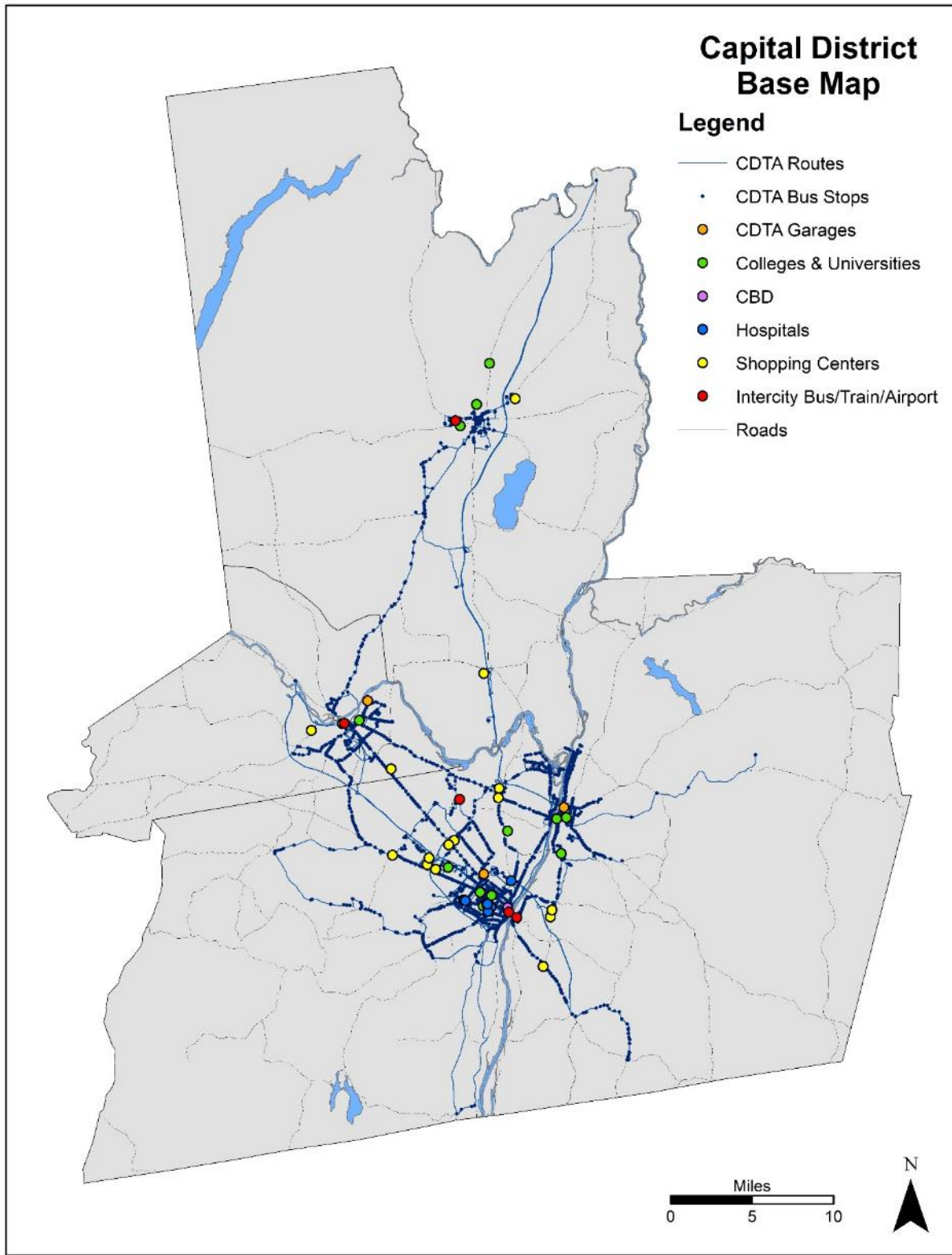


Map 2. Benches v. Minority Census Tracts - Region

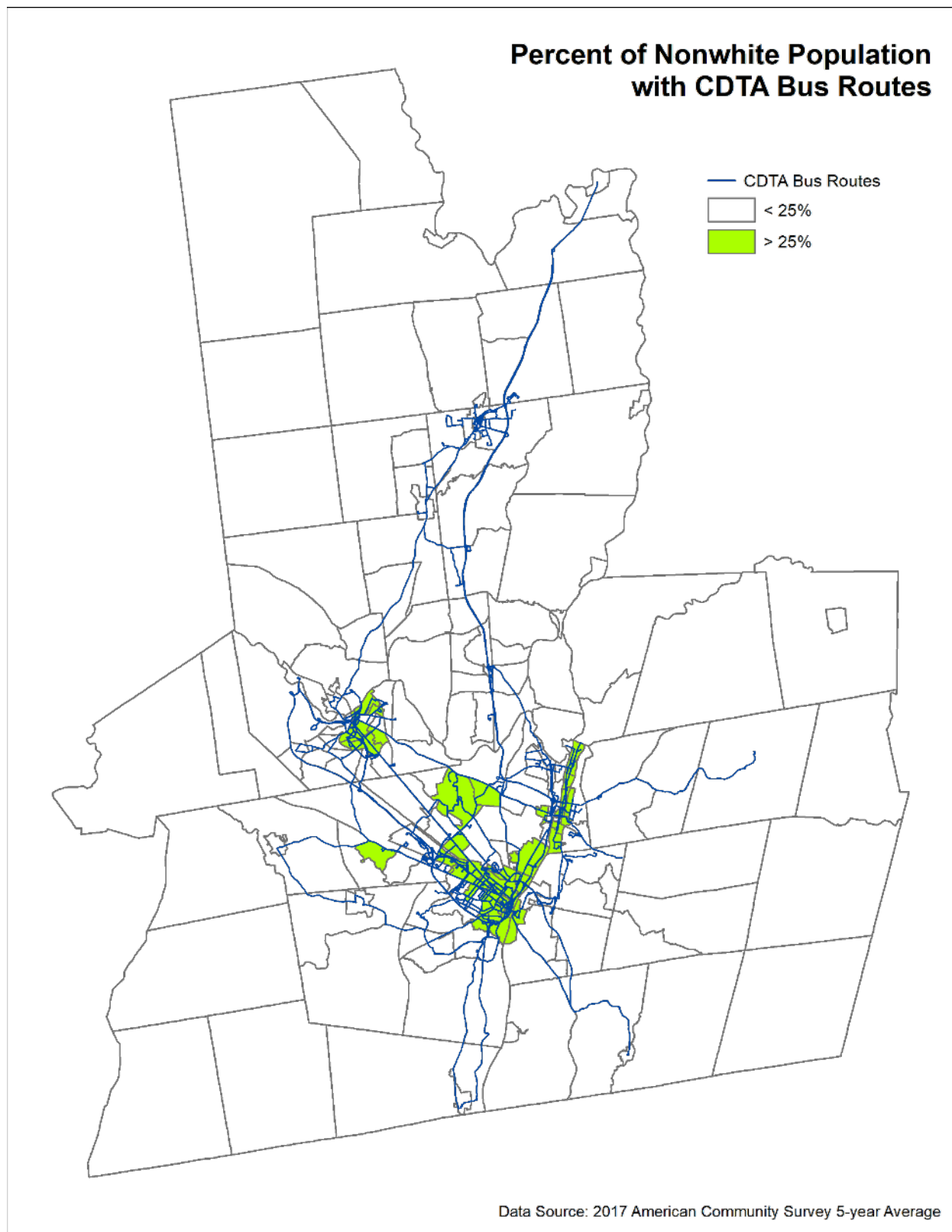


Appendix J – Demographic Maps and Charts

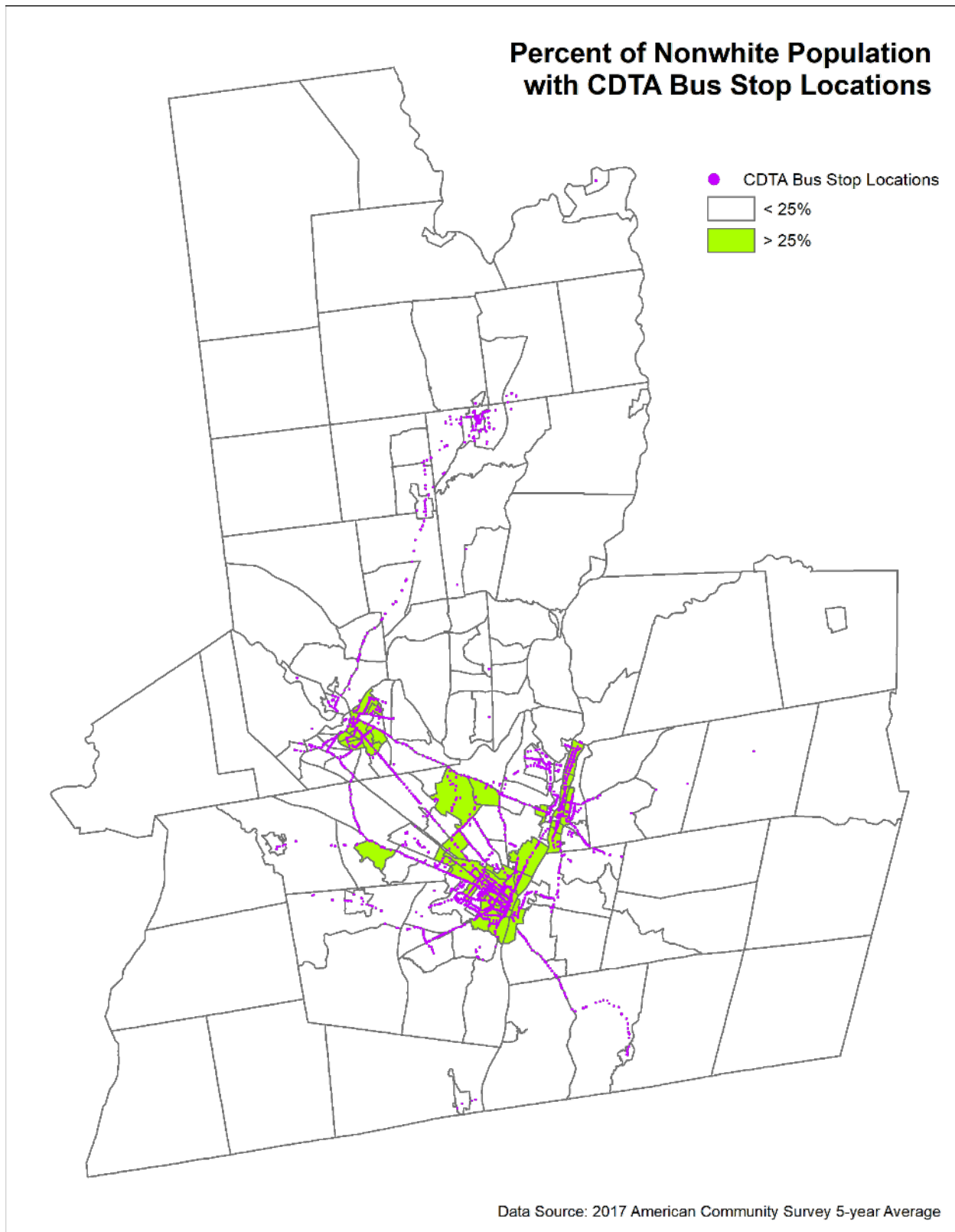
Map 3. Service Base Map



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



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

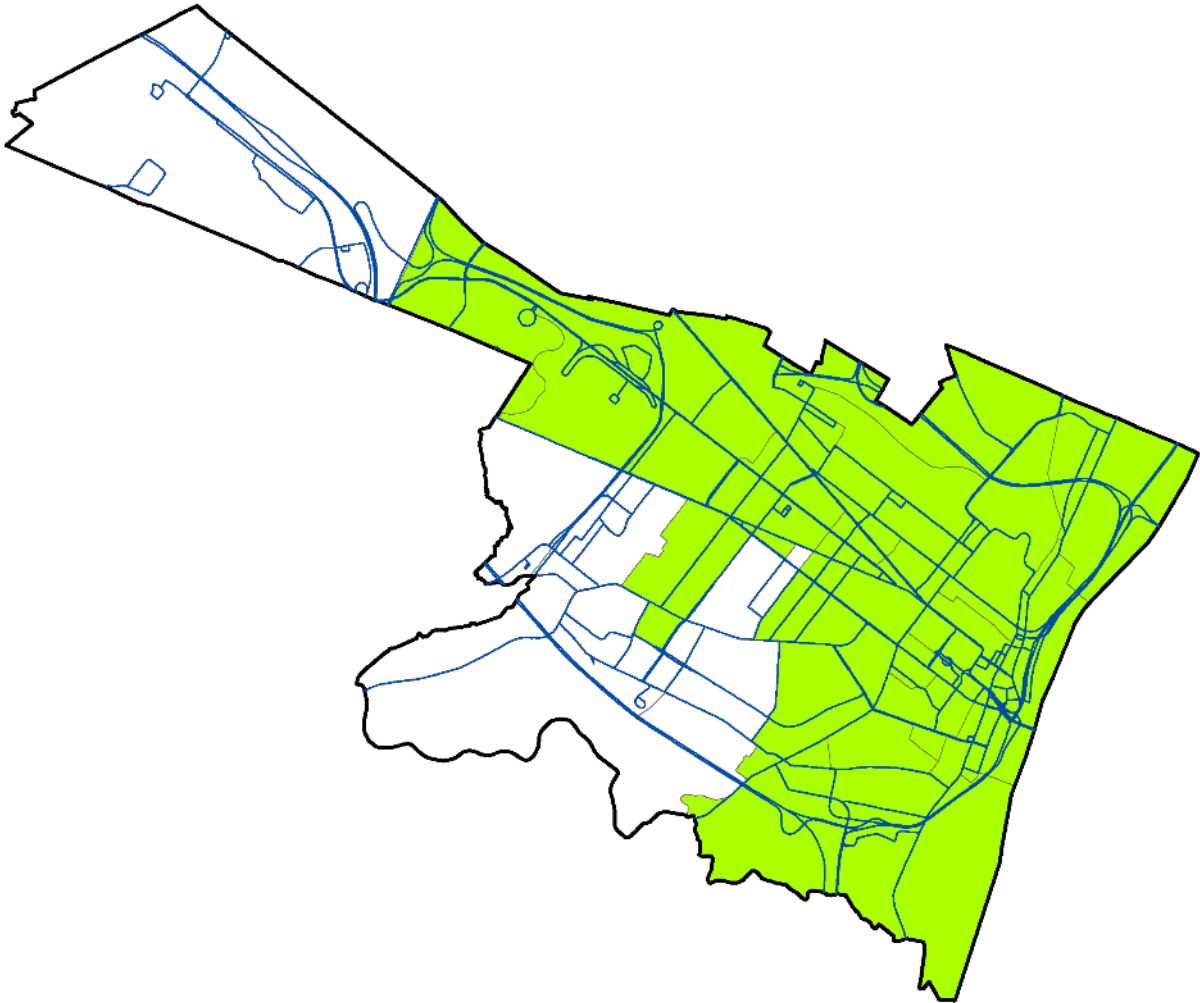


Map 6. CDTA Route Network v. Minority Census Tracts – Albany

**Percent of Nonwhite Population
with CDTA Bus Routes, City of Albany**

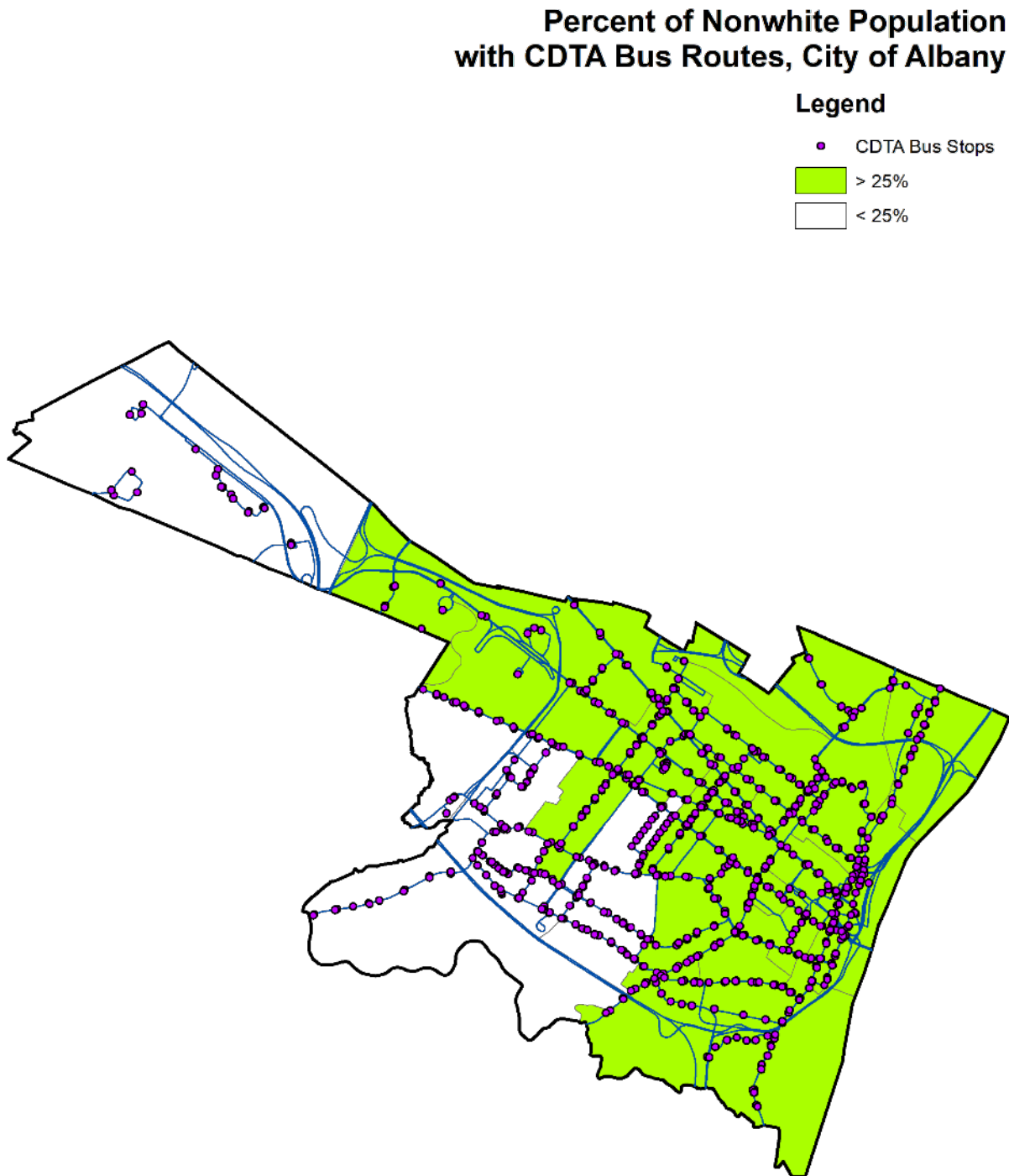
Legend

- CDTA Bus Routes
- > 25%
- < 25%



Data Source: 2017 American Community Survey 5-year Average

Map 7. CDTA Bus Stops v. Minority Census Tracts – Albany



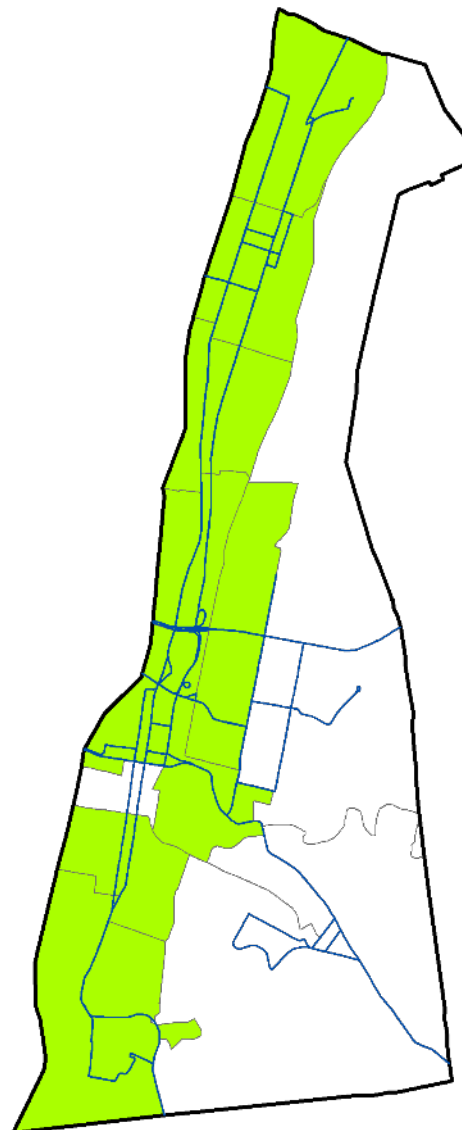
Data Source: 2017 American Community Survey 5-year Average

Map 8. CDTA Route Network v. Minority Census Tracts – Troy

Percent of Nonwhite Population with CDTA Bus Routes, City of Troy

Legend

- CDTA Bus Routes
- > 25%
- < 25%



Data Source: 2017 American Community Survey 5-year Average

Map 9. CDTA Bus Stops v Minority Census Tracts – Troy

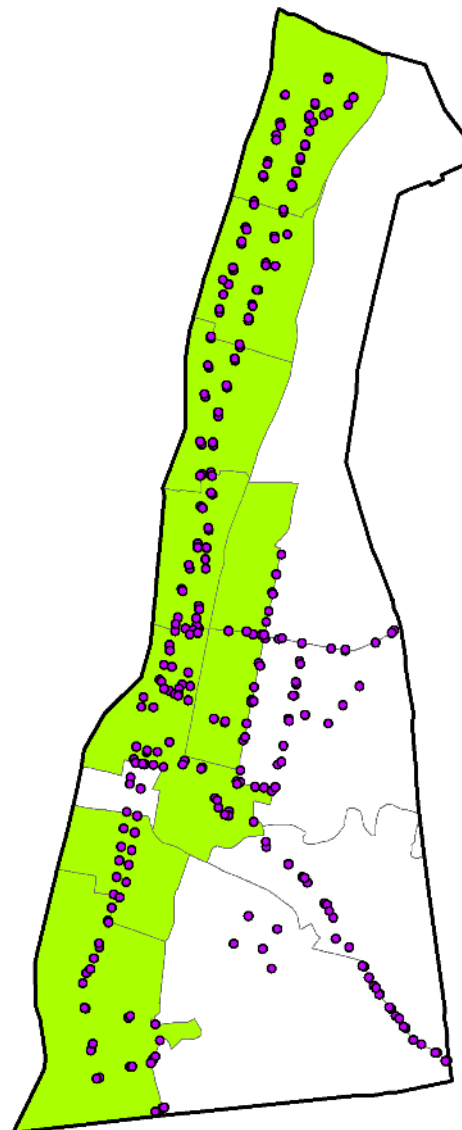
Percent of Nonwhite Population with CDTA Bus Stops, City of Troy

Legend

● CDTA Bus Stops

■ > 25%

□ < 25%



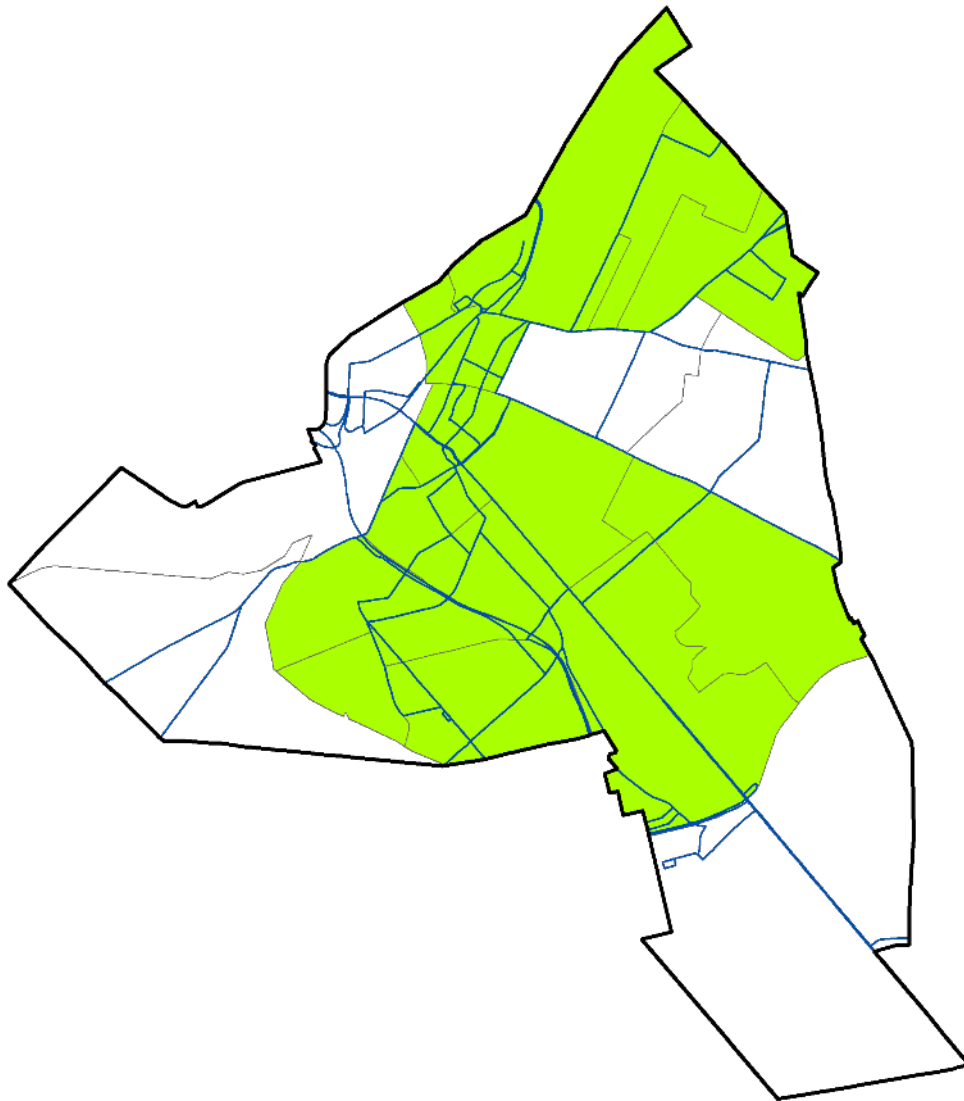
Data Source: 2017 American Community Survey 5-year Average

Map 10. CDTA Route Network v. Minority Census Tracts – Schenectady

Percent of Nonwhite Population with CDTA Bus Routes, City of Schenectady

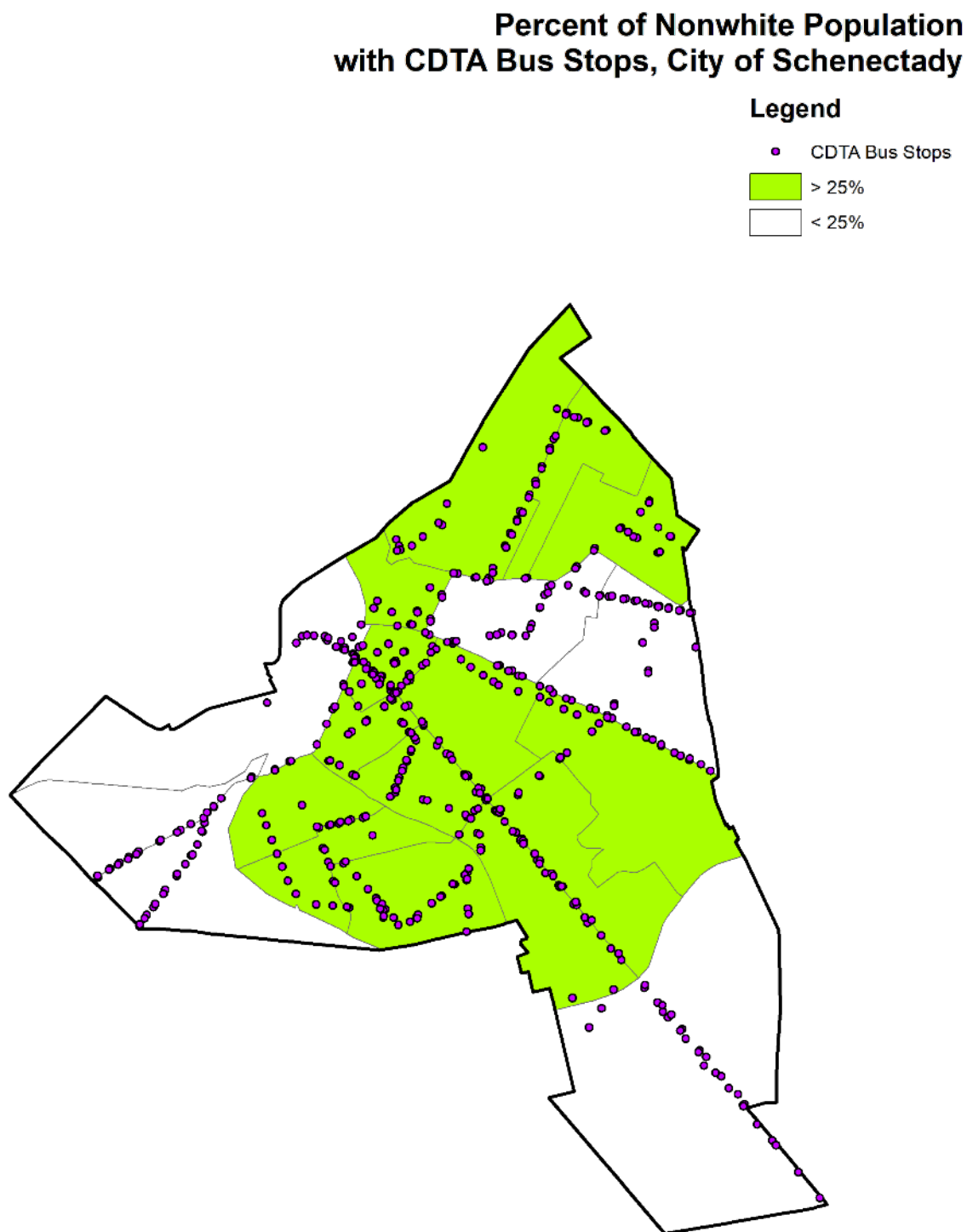
Legend

- CDTA Bus Routes
- > 25%
- < 25%



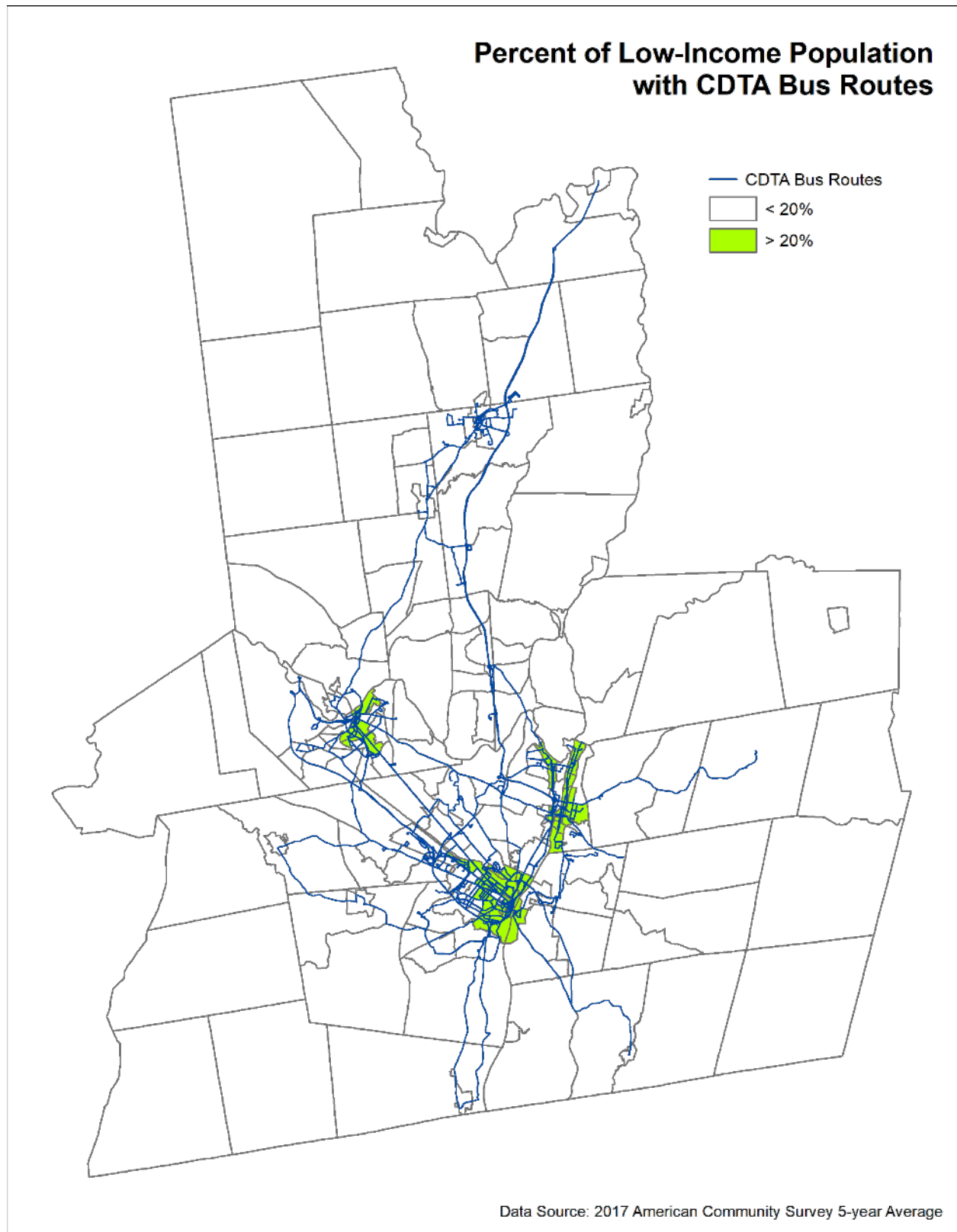
Data Source: 2014 American Community Survey 5-year Average

Map 11. CDTA Bus Stops v. Minority Census Tracts – Schenectady

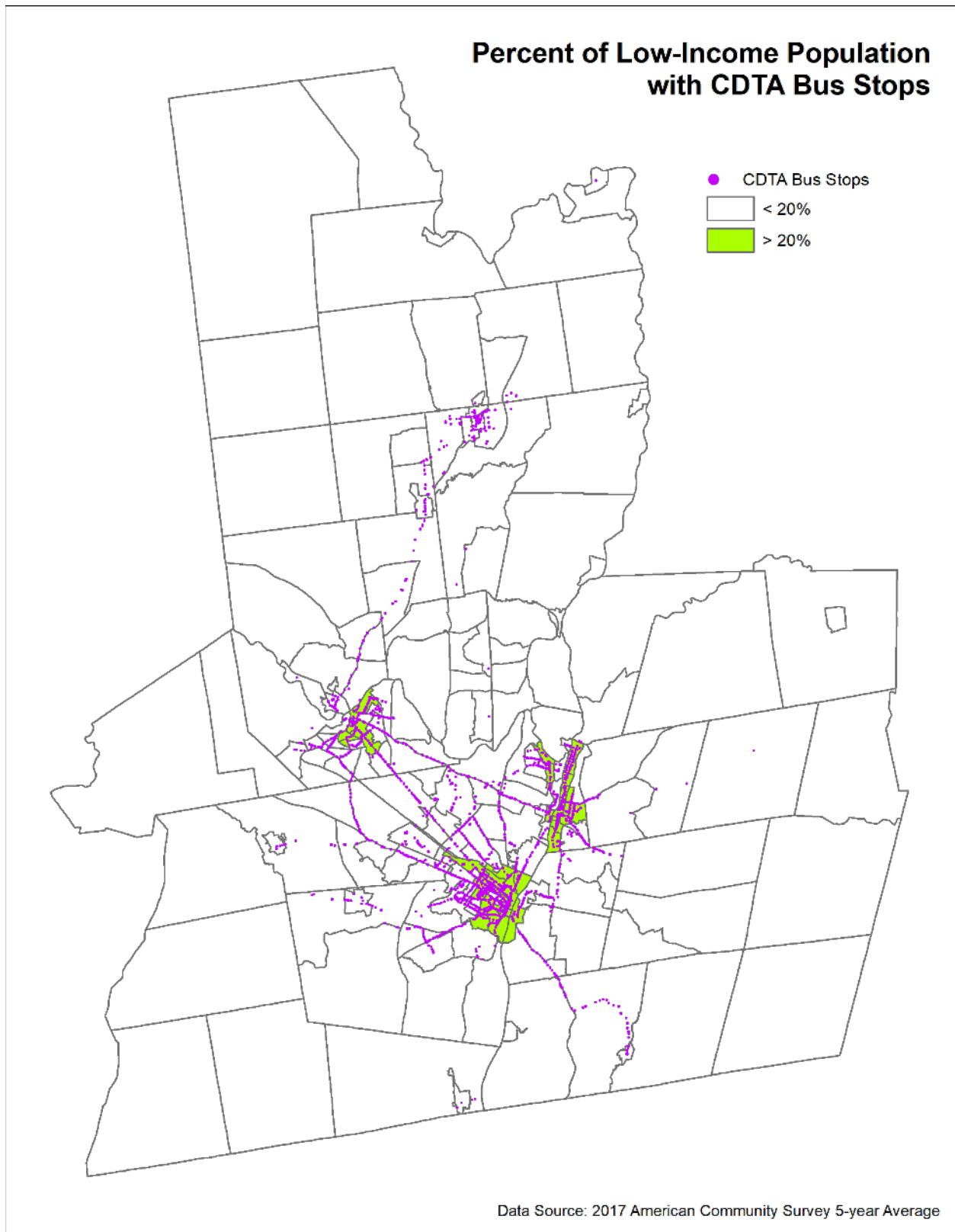


Data Source: 2017 American Community Survey 5-year Average

Map 12. CDTA Route Network v. Low-Income Census Tracts – Region



Map 13. 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	1939	502	1437	74.1%	Yes
Census Tract 11	1403	676	727	51.8%	Yes
Census Tract 127	2550	2265	285	11.2%	
Census Tract 128	3858	3139	719	18.6%	
Census Tract 129	3439	2905	534	15.5%	
Census Tract 130	6727	6305	422	6.3%	
Census Tract 131	2621	2356	265	10.1%	
Census Tract 132	2954	2438	516	17.5%	
Census Tract 133	4921	3527	1394	28.3%	Yes
Census Tract 134	2326	2054	272	11.7%	
Census Tract 135.03	5217	3985	1232	23.6%	
Census Tract 135.05	2743	2396	347	12.7%	
Census Tract 135.06	6924	5590	1334	19.3%	
Census Tract 135.07	2409	1712	697	28.9%	Yes
Census Tract 135.08	6761	5568	1193	17.6%	
Census Tract 136.01	9673	7713	1960	20.3%	
Census Tract 136.02	4287	2479	1808	42.2%	Yes
Census Tract 137.03	2654	1826	828	31.2%	Yes
Census Tract 137.05	6610	6157	453	6.9%	
Census Tract 137.06	2098	1852	246	11.7%	
Census Tract 137.07	6148	5028	1120	18.2%	
Census Tract 138.01	7018	5821	1197	17.1%	
Census Tract 138.02	4386	3964	422	9.6%	
Census Tract 139.01	2407	1982	425	17.7%	
Census Tract 139.02	5449	4531	918	16.8%	
Census Tract 14	3877	2598	1279	33.0%	Yes
Census Tract 140.01	4076	2838	1238	30.4%	Yes
Census Tract 140.02	4191	3718	473	11.3%	
Census Tract 141	5142	4599	543	10.6%	
Census Tract 142.01	5727	5052	675	11.8%	
Census Tract 142.02	6121	5898	223	3.6%	
Census Tract 142.03	6416	5795	621	9.7%	
Census Tract 143.01	3048	2825	223	7.3%	
Census Tract 143.02	8458	7820	638	7.5%	
Census Tract 144.01	4167	4126	41	1.0%	
Census Tract 144.02	3266	3002	264	8.1%	
Census Tract 145.01	2381	2302	79	3.3%	
Census Tract 145.02	3573	3428	145	4.1%	

Census Tract 145.03	2829	2712	117	4.1%	
Census Tract 146.06	3450	3142	308	8.9%	
Census Tract 146.07	8068	7360	708	8.8%	
Census Tract 146.08	4133	3376	757	18.3%	
Census Tract 146.09	4719	3797	922	19.5%	
Census Tract 146.11	2162	1870	292	13.5%	
Census Tract 146.12	1742	1596	146	8.4%	
Census Tract 146.13	2955	2771	184	6.2%	
Census Tract 146.14	5443	4321	1122	20.6%	
Census Tract 146.15	3073	1915	1158	37.7%	Yes
Census Tract 147	2818	2787	31	1.1%	
Census Tract 148.01	2811	2702	109	3.9%	
Census Tract 148.02	1752	1702	50	2.9%	
Census Tract 148.03	3381	3301	80	2.4%	
Census Tract 15	4551	3141	1410	31.0%	Yes
Census Tract 16	4198	3249	949	22.6%	
Census Tract 17	4476	3357	1119	25.0%	Yes
Census Tract 18.01	7044	5605	1439	20.4%	
Census Tract 18.02	4195	3318	877	20.9%	
Census Tract 19.01	2610	2007	603	23.1%	
Census Tract 19.02	2450	2052	398	16.2%	
Census Tract 2	4731	710	4021	85.0%	Yes
Census Tract 20	5949	2964	2985	50.2%	Yes
Census Tract 201.01	2476	1509	967	39.1%	Yes
Census Tract 201.02	3167	1633	1534	48.4%	Yes
Census Tract 202	2103	1242	861	40.9%	Yes
Census Tract 203	1571	1056	515	32.8%	Yes
Census Tract 205	5631	4366	1265	22.5%	
Census Tract 206	3109	2254	855	27.5%	Yes
Census Tract 207	5849	2150	3699	63.2%	Yes
Census Tract 208	3399	1647	1752	51.5%	Yes
Census Tract 209	2936	903	2033	69.2%	Yes
Census Tract 21	3550	1599	1951	55.0%	Yes
Census Tract 210.01	906	403	503	55.5%	Yes
Census Tract 210.02	2523	1089	1434	56.8%	Yes
Census Tract 212	3069	2469	600	19.6%	
Census Tract 214	2430	976	1454	59.8%	Yes
Census Tract 215	3119	1415	1704	54.6%	Yes
Census Tract 216	3964	1936	2028	51.2%	Yes
Census Tract 217	3441	1278	2163	62.9%	Yes
Census Tract 218	7971	6260	1711	21.5%	
Census Tract 22	2545	1576	969	38.1%	Yes

Census Tract 23	1895	711	1184	62.5%	Yes
Census Tract 25	3140	420	2720	86.6%	Yes
Census Tract 26	5194	1161	4033	77.6%	Yes
Census Tract 3	5558	2589	2969	53.4%	Yes
Census Tract 319	8184	6846	1338	16.3%	
Census Tract 320	6629	5510	1119	16.9%	
Census Tract 321.01	5334	4475	859	16.1%	
Census Tract 321.02	1773	1367	406	22.9%	
Census Tract 322	4890	4679	211	4.3%	
Census Tract 323	2885	2618	267	9.3%	
Census Tract 324.02	3069	2764	305	9.9%	
Census Tract 324.03	2180	2029	151	6.9%	
Census Tract 324.04	6964	6798	166	2.4%	
Census Tract 325.02	3270	3180	90	2.8%	
Census Tract 325.03	4127	3833	294	7.1%	
Census Tract 325.04	2121	2046	75	3.5%	
Census Tract 326.01	2005	1955	50	2.5%	
Census Tract 326.02	4444	4334	110	2.5%	
Census Tract 327	3839	3397	442	11.5%	
Census Tract 329.01	3902	3502	400	10.3%	
Census Tract 329.02	4479	4171	308	6.9%	
Census Tract 330.02	2400	2290	110	4.6%	
Census Tract 330.03	3631	3264	367	10.1%	
Census Tract 330.04	2585	2419	166	6.4%	
Census Tract 331.01	1797	1788	9	0.5%	
Census Tract 331.02	6573	6269	304	4.6%	
Census Tract 332	3326	2645	681	20.5%	
Census Tract 333	2130	1980	150	7.0%	
Census Tract 334	3047	2381	666	21.9%	
Census Tract 335	1991	1578	413	20.7%	
Census Tract 4.01	2459	2183	276	11.2%	
Census Tract 4.03	4695	3256	1439	30.6%	Yes
Census Tract 4.04	5090	3254	1836	36.1%	Yes
Census Tract 401	4552	3099	1453	31.9%	Yes
Census Tract 402	4561	3194	1367	30.0%	Yes
Census Tract 403	2613	1605	1008	38.6%	Yes
Census Tract 404	2234	1115	1119	50.1%	Yes
Census Tract 405	2043	1015	1028	50.3%	Yes
Census Tract 406	2469	1691	778	31.5%	Yes
Census Tract 407	5299	3239	2060	38.9%	Yes
Census Tract 408	1696	1323	373	22.0%	
Census Tract 409	2787	2008	779	28.0%	Yes

Census Tract 410	4461	2840	1621	36.3%	Yes
Census Tract 411	5158	3939	1219	23.6%	
Census Tract 412	2780	2546	234	8.4%	
Census Tract 413	5121	3980	1141	22.3%	
Census Tract 414	4052	3166	886	21.9%	
Census Tract 5.01	3590	2128	1462	40.7%	Yes
Census Tract 5.02	3708	2660	1048	28.3%	Yes
Census Tract 515	2217	1556	661	29.8%	Yes
Census Tract 516	7158	5674	1484	20.7%	
Census Tract 517.01	3407	3355	52	1.5%	
Census Tract 517.02	3426	3367	59	1.7%	
Census Tract 518	5717	5681	36	0.6%	
Census Tract 519.01	4099	3837	262	6.4%	
Census Tract 519.02	3516	3309	207	5.9%	
Census Tract 520.02	1702	1632	70	4.1%	
Census Tract 520.03	4392	4121	271	6.2%	
Census Tract 520.04	6405	6092	313	4.9%	
Census Tract 521.01	2438	2384	54	2.2%	
Census Tract 521.02	1532	1514	18	1.2%	
Census Tract 521.03	1565	1553	12	0.8%	
Census Tract 522.01	4508	4425	83	1.8%	
Census Tract 522.03	5817	5636	181	3.1%	
Census Tract 522.04	2659	2655	4	0.2%	
Census Tract 523.01	4035	3737	298	7.4%	
Census Tract 523.03	1150	1120	30	2.6%	
Census Tract 523.04	6962	6683	279	4.0%	
Census Tract 524.02	2371	2241	130	5.5%	
Census Tract 524.03	6663	5990	673	10.1%	
Census Tract 524.04	7369	6870	499	6.8%	
Census Tract 525.01	6185	5920	265	4.3%	
Census Tract 525.02	5584	5250	334	6.0%	
Census Tract 525.03	1350	1267	83	6.1%	
Census Tract 526.01	3831	3725	106	2.8%	
Census Tract 526.02	1010	967	43	4.3%	
Census Tract 526.03	2906	2893	13	0.4%	
Census Tract 6	3764	1573	2191	58.2%	Yes
Census Tract 601.01	5976	5779	197	3.3%	
Census Tract 601.02	5692	5478	214	3.8%	
Census Tract 602	3595	3416	179	5.0%	
Census Tract 603	3833	3773	60	1.6%	
Census Tract 604	2651	2527	124	4.7%	
Census Tract 605.01	1839	1774	65	3.5%	

Census Tract 605.02	2144	2121	23	1.1%	
Census Tract 605.03	2188	2142	46	2.1%	
Census Tract 606.01	2785	2578	207	7.4%	
Census Tract 606.02	5004	4925	79	1.6%	
Census Tract 607.01	7610	7182	428	5.6%	
Census Tract 607.02	9213	8717	496	5.4%	
Census Tract 608	5140	4913	227	4.4%	
Census Tract 609.01	3917	3735	182	4.6%	
Census Tract 609.02	1799	1663	136	7.6%	
Census Tract 610	4440	4066	374	8.4%	
Census Tract 611	5899	5391	508	8.6%	
Census Tract 612	5393	5178	215	4.0%	
Census Tract 613.01	3385	3243	142	4.2%	
Census Tract 613.02	6490	6144	346	5.3%	
Census Tract 613.03	2075	1567	508	24.5%	
Census Tract 614.01	5312	5204	108	2.0%	
Census Tract 614.03	6303	6009	294	4.7%	
Census Tract 614.04	2816	2712	104	3.7%	
Census Tract 615	3547	3393	154	4.3%	
Census Tract 616	4185	4139	46	1.1%	
Census Tract 617.01	5390	4977	413	7.7%	
Census Tract 617.02	4258	4190	68	1.6%	
Census Tract 618	5617	5099	518	9.2%	
Census Tract 619.01	9293	8756	537	5.8%	
Census Tract 619.03	6080	5791	289	4.8%	
Census Tract 620	6692	6469	223	3.3%	
Census Tract 621	1894	1811	83	4.4%	
Census Tract 622	2978	2800	178	6.0%	
Census Tract 623	2199	1955	244	11.1%	
Census Tract 624.03	6291	5752	539	8.6%	
Census Tract 624.04	2037	1948	89	4.4%	
Census Tract 624.05	7323	6236	1087	14.8%	
Census Tract 624.06	3916	3476	440	11.2%	
Census Tract 625.01	4919	4399	520	10.6%	
Census Tract 625.03	5992	5169	823	13.7%	
Census Tract 625.05	4093	3615	478	11.7%	
Census Tract 625.06	5540	4858	682	12.3%	
Census Tract 625.07	3865	3112	753	19.5%	
Census Tract 625.08	4527	4154	373	8.2%	
Census Tract 625.09	3117	2883	234	7.5%	
Census Tract 626.01	2483	2358	125	5.0%	
Census Tract 626.02	6441	5660	781	12.1%	

Census Tract 627	6276	6011	265	4.2%	
Census Tract 628	2180	1918	262	12.0%	
Census Tract 7	3711	552	3159	85.1%	Yes
Census Tract 8	2176	413	1763	81.0%	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	1909	511	26.8%	Yes
Census Tract 11	1403	552	39.3%	Yes
Census Tract 127	2532	278	11.0%	
Census Tract 128	3830	920	24.0%	Yes
Census Tract 129	3403	758	22.3%	Yes
Census Tract 130	6019	391	6.5%	
Census Tract 131	2592	220	8.5%	
Census Tract 132	2906	671	23.1%	Yes
Census Tract 133	4916	783	15.9%	
Census Tract 134	2326	187	8.0%	
Census Tract 135.03	5193	679	13.1%	
Census Tract 135.05	2743	217	7.9%	
Census Tract 135.06	6844	492	7.2%	
Census Tract 135.07	2352	264	11.2%	
Census Tract 135.08	6761	346	5.1%	
Census Tract 136.01	7476	429	5.7%	
Census Tract 136.02	4287	635	14.8%	
Census Tract 137.03	1659	16	1.0%	
Census Tract 137.05	6610	280	4.2%	
Census Tract 137.06	2098	73	3.5%	
Census Tract 137.07	6031	153	2.5%	
Census Tract 138.01	7018	293	4.2%	
Census Tract 138.02	4386	150	3.4%	
Census Tract 139.01	2407	128	5.3%	
Census Tract 139.02	5435	182	3.3%	
Census Tract 14	3877	661	17.0%	
Census Tract 140.01	4076	489	12.0%	
Census Tract 140.02	4191	399	9.5%	
Census Tract 141	5073	148	2.9%	
Census Tract 142.01	5609	589	10.5%	
Census Tract 142.02	6101	206	3.4%	
Census Tract 142.03	6416	97	1.5%	
Census Tract 143.01	3035	390	12.9%	
Census Tract 143.02	8446	312	3.7%	

Census Tract 144.01	4150	276	6.7%	
Census Tract 144.02	3266	311	9.5%	
Census Tract 145.01	2356	94	4.0%	
Census Tract 145.02	3549	121	3.4%	
Census Tract 145.03	2829	104	3.7%	
Census Tract 146.06	3450	110	3.2%	
Census Tract 146.07	8059	235	2.9%	
Census Tract 146.08	2536	193	7.6%	
Census Tract 146.09	4719	316	6.7%	
Census Tract 146.11	2162	35	1.6%	
Census Tract 146.12	1742	138	7.9%	
Census Tract 146.13	2862	125	4.4%	
Census Tract 146.14	5443	267	4.9%	
Census Tract 146.15	2872	234	8.1%	
Census Tract 147	2813	106	3.8%	
Census Tract 148.01	2811	212	7.5%	
Census Tract 148.02	1731	196	11.3%	
Census Tract 148.03	3381	183	5.4%	
Census Tract 15	4538	1338	29.5%	Yes
Census Tract 16	3935	1166	29.6%	Yes
Census Tract 17	4360	544	12.5%	
Census Tract 18.01	6972	340	4.9%	
Census Tract 18.02	4187	425	10.2%	
Census Tract 19.01	2571	214	8.3%	
Census Tract 19.02	2450	201	8.2%	
Census Tract 2	4638	2010	43.3%	Yes
Census Tract 20	5939	1452	24.4%	Yes
Census Tract 201.01	2459	137	5.6%	
Census Tract 201.02	3167	718	22.7%	Yes
Census Tract 202	2103	574	27.3%	Yes
Census Tract 203	959	258	26.9%	Yes
Census Tract 205	5616	364	6.5%	
Census Tract 206	3098	324	10.5%	
Census Tract 207	5841	1205	20.6%	Yes
Census Tract 208	3397	857	25.2%	Yes
Census Tract 209	2936	1253	42.7%	Yes
Census Tract 21	2720	719	26.4%	Yes
Census Tract 210.01	555	286	51.5%	Yes
Census Tract 210.02	2523	1331	52.8%	Yes
Census Tract 212	3069	547	17.8%	
Census Tract 214	2430	593	24.4%	Yes
Census Tract 215	3119	1031	33.1%	Yes

Census Tract 216	3734	719	19.3%	
Census Tract 217	3433	961	28.0%	Yes
Census Tract 218	7746	769	9.9%	
Census Tract 22	2545	502	19.7%	
Census Tract 23	1895	658	34.7%	Yes
Census Tract 25	3140	1558	49.6%	Yes
Census Tract 26	5194	1300	25.0%	Yes
Census Tract 3	5353	1630	30.5%	Yes
Census Tract 319	8118	445	5.5%	
Census Tract 320	6527	243	3.7%	
Census Tract 321.01	5334	316	5.9%	
Census Tract 321.02	1773	97	5.5%	
Census Tract 322	4890	421	8.6%	
Census Tract 323	2885	158	5.5%	
Census Tract 324.02	3063	76	2.5%	
Census Tract 324.03	2173	156	7.2%	
Census Tract 324.04	6707	350	5.2%	
Census Tract 325.02	3070	168	5.5%	
Census Tract 325.03	4108	249	6.1%	
Census Tract 325.04	2105	101	4.8%	
Census Tract 326.01	1971	132	6.7%	
Census Tract 326.02	4433	172	3.9%	
Census Tract 327	3839	671	17.5%	
Census Tract 329.01	3878	265	6.8%	
Census Tract 329.02	4277	93	2.2%	
Census Tract 330.02	2389	92	3.9%	
Census Tract 330.03	3631	205	5.6%	
Census Tract 330.04	2572	244	9.5%	
Census Tract 331.01	1778	71	4.0%	
Census Tract 331.02	6573	502	7.6%	
Census Tract 332	3326	665	20.0%	
Census Tract 333	2122	301	14.2%	
Census Tract 334	1600	308	19.3%	
Census Tract 335	1938	256	13.2%	
Census Tract 4.01	1995	129	6.5%	
Census Tract 4.03	4695	502	10.7%	
Census Tract 4.04	3	0	0.0%	
Census Tract 401	4550	1156	25.4%	Yes
Census Tract 402	4561	1140	25.0%	Yes
Census Tract 403	2613	529	20.2%	Yes
Census Tract 404	2219	1096	49.4%	Yes
Census Tract 405	2030	780	38.4%	Yes

Census Tract 406	1749	696	39.8%	Yes
Census Tract 407	4539	1768	39.0%	Yes
Census Tract 408	1686	372	22.1%	Yes
Census Tract 409	2787	765	27.4%	Yes
Census Tract 410	4045	1326	32.8%	Yes
Census Tract 411	5133	802	15.6%	
Census Tract 412	2603	194	7.5%	
Census Tract 413	2720	585	21.5%	Yes
Census Tract 414	4052	625	15.4%	
Census Tract 5.01	3503	812	23.2%	Yes
Census Tract 5.02	1825	446	24.4%	Yes
Census Tract 515	2217	766	34.6%	Yes
Census Tract 516	7126	660	9.3%	
Census Tract 517.01	3371	591	17.5%	
Census Tract 517.02	3358	439	13.1%	
Census Tract 518	5652	355	6.3%	
Census Tract 519.01	4053	513	12.7%	
Census Tract 519.02	3393	361	10.6%	
Census Tract 520.02	1677	109	6.5%	
Census Tract 520.03	4392	164	3.7%	
Census Tract 520.04	6387	149	2.3%	
Census Tract 521.01	2365	231	9.8%	
Census Tract 521.02	1523	148	9.7%	
Census Tract 521.03	1559	147	9.4%	
Census Tract 522.01	4508	187	4.1%	
Census Tract 522.03	5788	200	3.5%	
Census Tract 522.04	2659	187	7.0%	
Census Tract 523.01	4031	105	2.6%	
Census Tract 523.03	1150	77	6.7%	
Census Tract 523.04	6588	205	3.1%	
Census Tract 524.02	2062	46	2.2%	
Census Tract 524.03	6663	618	9.3%	
Census Tract 524.04	7355	195	2.7%	
Census Tract 525.01	6185	202	3.3%	
Census Tract 525.02	5566	181	3.3%	
Census Tract 525.03	1273	86	6.8%	
Census Tract 526.01	3827	228	6.0%	
Census Tract 526.02	1010	68	6.7%	
Census Tract 526.03	2906	270	9.3%	
Census Tract 6	3764	1805	48.0%	Yes
Census Tract 601.01	5769	397	6.9%	
Census Tract 601.02	5692	232	4.1%	

Census Tract 602	3595	464	12.9%	
Census Tract 603	3820	243	6.4%	
Census Tract 604	2641	470	17.8%	
Census Tract 605.01	1829	97	5.3%	
Census Tract 605.02	2144	225	10.5%	
Census Tract 605.03	2188	155	7.1%	
Census Tract 606.01	2785	303	10.9%	
Census Tract 606.02	5004	619	12.4%	
Census Tract 607.01	7578	473	6.2%	
Census Tract 607.02	9193	320	3.5%	
Census Tract 608	5117	390	7.6%	
Census Tract 609.01	3917	129	3.3%	
Census Tract 609.02	1786	255	14.3%	
Census Tract 610	4418	504	11.4%	
Census Tract 611	5899	477	8.1%	
Census Tract 612	4902	414	8.4%	
Census Tract 613.01	3264	97	3.0%	
Census Tract 613.02	6471	194	3.0%	
Census Tract 613.03	0	0	0.0%	
Census Tract 614.01	5312	732	13.8%	
Census Tract 614.03	6103	275	4.5%	
Census Tract 614.04	2816	228	8.1%	
Census Tract 615	3545	336	9.5%	
Census Tract 616	4138	116	2.8%	
Census Tract 617.01	5390	597	11.1%	
Census Tract 617.02	4229	29	0.7%	
Census Tract 618	5366	560	10.4%	
Census Tract 619.01	9140	201	2.2%	
Census Tract 619.03	6080	250	4.1%	
Census Tract 620	6692	222	3.3%	
Census Tract 621	1894	117	6.2%	
Census Tract 622	2961	540	18.2%	
Census Tract 623	2176	423	19.4%	
Census Tract 624.03	6272	447	7.1%	
Census Tract 624.04	2037	61	3.0%	
Census Tract 624.05	7323	859	11.7%	
Census Tract 624.06	3877	179	4.6%	
Census Tract 625.01	4919	158	3.2%	
Census Tract 625.03	5992	211	3.5%	
Census Tract 625.05	4081	111	2.7%	
Census Tract 625.06	5528	128	2.3%	
Census Tract 625.07	3865	320	8.3%	

Census Tract 625.08	4371	185	4.2%	
Census Tract 625.09	3117	127	4.1%	
Census Tract 626.01	2483	63	2.5%	
Census Tract 626.02	6396	122	1.9%	
Census Tract 627	6276	344	5.5%	
Census Tract 628	2180	282	12.9%	
Census Tract 7	3694	1200	32.5%	Yes

Appendix K – 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. The following relevant statistics were gathered:

Race/Ethnicity

Ethnic Background	% of all riders
White	40.5%
Black / African American	45.4%
Hispanic/Latino	14.4%
Asian	6.4%
Native American	2.9%

Language Spoken at Home

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

"What is your annual household income?"

Annual Household Income	% of all riders
Less than \$15,000	32.0%
\$15,000 to \$24,999	26.2%
\$25,000 to \$49,999	22.5%
\$50,000 to \$74,999	10.4%
\$75,000 to \$99,999	6.0%
\$100,000 or more	3.0%

"In which age category do you belong?"

Age Group	% of all riders
Under 18	4.4%
18 to 34	46.7%
35 to 54	30.6%
55 to 64	13.5%
65 or Older	4.8%

“How do you usually pay your CDTA fare?”

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

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

Usual Purpose of CDTA Trip	Total Riders
Work	60.1%
Shopping	21.2%
Social / Recreation	14.3%
School	16.7%
Medical / Dental	9.9%
Other	11.4%

Appendix L – Board Resolution Adopting Title VI Program

CAPITAL DISTRICT TRANSPORTATION AUTHORITY RESOLUTION No. 45 - 2020

Approve 2020-2023 Title VI Program

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

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

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

WHEREAS, the Authority has reviewed and updated the Title VI Program, and after extensive review and discussion, now recommends the approval and submission of the 2020-2023 Title VI Program to the Federal Transit Administration.

NOW, THEREFORE, BE IT RESOLVED:

1. The Authority hereby approves the 2020-2023 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 18th day of November, 2020.

Dated: November 18, 2020


Mark Schaeffer, Secretary