

Title VI Program 2017-2020



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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 845,933 and is required to update its Title VI Program. Title VI refers to prohibitions against discrimination in federal programs. CDTA is committed to the following:

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

Overview of CDTA

CDTA is New York State's Capital Region mobility company with an annual ridership above 17 million. CDTA maintains a fleet of 276 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 845,933 people and have a workforce of 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.

<p style="text-align: center;">Title VI Notice</p> <p style="text-align: center;">CAPITAL DISTRICT TRANSPORTATION AUTHORITY (CDTA)</p> <ul style="list-style-type: none">• 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.
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CDTA Complaint and Investigation Procedure

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

The complaint should contain:

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

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

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

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

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

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

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

Non-Elected Committees & Councils

Members of the CDTA Board of Directors are appointed by the Governor and confirmed by the state Senate. CDTA staff has no control over the appointment of members to the Board of Directors. Currently, there are three board seats from Albany County, two from Rensselaer County, one from Saratoga County, and one from Schenectady County. Currently, two 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

Date	Description	Results
09/15/2016	Complainant alleged that CDTA does not provide service for minorities or customers with disabilities.	<p>CDTA reviewed the complaint and wrote to complainant on October 19, 2016 that this complaint was too vague to investigate. Complainant forwarded old letters, similarly vague, from 10/2014 and 12/2015.</p> <p>CDTA investigated all customer service interactions with complainant dating back to 2013 and found that all complaints were either untrue or exhibited no evidence of discrimination.</p>

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

Limited English Proficiency Language Assistance Plan (LEP LAP)

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

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

CDTA conducted a four-factor analysis that determined:

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

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

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

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

Chapter 3 - Public Participation Plan (PPP)

Goals and Objectives

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

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

CDTA's Public Participation Plan:

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

Public Participation as Required by Law

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

While a Federal Transit Administration grant applicant may choose to maintain a separate approach for complying with the public participation requirements of 49 U.S.C. Section 5307(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 blocks and non-minority blocks to transit, applying a standard of at least 75% of the sample population being within one-quarter of one mile (reasonable walking distance) of a CDTA transit service.

Quality-of-Service Standards

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

Distribution of Transit Amenities

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

Transit Amenities Standards

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

Vehicle Assignment

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

The bulk of the fleet is for the fixed-route service, which includes 29', 40', and 60' transit buses. CDTA operates 225 fixed-route buses, manufactured provided by three companies – Gillig (Hayward, CA), Nova Bus (Plattsburgh, NY), and New Flyer (Winnipeg, MB). Approximately four-fifths of the fleet is composed of Gillig buses. 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 29' 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 two 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 that are not used on any other routes. These vehicles are appropriate to the level of ridership on Route #905, which is CDTA's most-used route.

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

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

On-Time Performance

CDTA defines on-time performance (OTP) as the percentage of time-point observations on a particular route in which the bus arrives between one minute before and five minutes after the exact time that it is scheduled to arrive. CDTA sets 75% as a minimum threshold for this comparison exercise, but strives for all routes to achieve a level of on-time performance that exceeds 85%.

Results of Monitoring Program

CDTA identified minority routes and non-minority routes through GIS analysis of all routes against the census blocks they serve. 30 of the 47 CDTA routes (64%) meet the Title VI definition of minority routes, which is any route for which one-third or more of its revenue miles are located in 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 0.84; the average peak load factor for minority neighborhood routes is 0.54; and the average peak load factor for minority commuter routes is 0.51 – 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 0.47, falling within the factor limit of 1.25. The average peak load factor for non-minority express routes is 0.63, falling within the factor limit of 1.00. The average peak load factor for non-minority commuter routes is 0.51, 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 0.52), the load factor for both sets of routes does not approach the point where comfort and safety might begin to be affected. CDTA will continue to monitor load factors to ensure the comfort and safety of all our passengers.

CDTA also has the operational practice of using “stub buses” deployed by our dispatch supervisors based on road supervision and operator requests to address overcrowding. That is; 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 14.9 minutes, satisfying the requirement of 20 minutes. The average peak headway for minority neighborhood routes is 34.4 minutes, satisfying the requirement of 60 minutes. Minority commuter routes average 5.3 trips in each direction per day, satisfying the minimum requirement of 3 trips in each direction. There are no minority express routes.

This is also true of non-minority routes. There are no non-minority trunk routes. The average peak headway for non-minority neighborhood routes is 31.0 minutes, within the requirement of no more than 60 minutes. Non-minority express routes average 6.6 trips in each direction per day, satisfying the minimum requirement of 3 trips in each direction. Non-minority commuter routes average 6.8 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 (34.4 minutes versus 31.0 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 2.81 buses per hour, for a mean headway of one bus every 21.4 minutes. Non-minority routes (excepting the same types of routes) average 1.58 buses per hour, for a mean headway of one bus every 31.0 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 blocks in the service area into a minority group and a non-minority group. Within each group, we identified all blocks that fell within a quarter-mile buffer of any CDTA route, and determined the proportion of the total population of the group that lives within these transit-accessible blocks.

Within minority census blocks (defined as those where the minority percent of the population exceeds 25%), 95.0% of the population is within walking distance (one-quarter of one mile) of a CDTA bus stop.

Within non-minority census blocks (defined as those where the minority percent of the population does not exceed 25%), 55.7% of the population is within walking distance (one-quarter of one mile) of a CDTA bus stop.

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

Quality of Service

Distribution of Transit Amenities

Shelters

CDTA has 285 bus shelters throughout the service area. 145 of these (50.9%) 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 0.25 square miles and every 1,074 people. In non-minority census tracts, CDTA provides one shelter for every 15.6 square miles and every 6,024 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 191 benches throughout the service area. 100 of these (52.4%) 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 0.37 square miles and every 1,558 people. In non-minority census tracts, CDTA provides one bench for every 24.1 square miles and every 9,268 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. All minority routes that are not most commonly assigned Gillig 40' buses are most commonly assigned the Gillig 40' Hybrid, which is identical in all ways to the Gillig 40' except for a diesel-electric powertrain. Three neighborhood routes in this group with low ridership are most commonly assigned Gillig 30' buses, which provide fewer seats than the 40' buses. The older Nova buses appear on minority routes only very rarely.

Non-minority routes are also most commonly serviced by Gillig 40' buses, with a slightly lower incidence of Gillig 40' Hybrids than non-minority routes. One neighborhood 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 67.7%, while the average on-time performance of all non-minority routes is 66.7%. 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

Although there were no findings of discriminatory patterns in the load factors of minority routes versus non-minority routes (based on the overall averages in each of the five service types), it is worth noting that one of the thirty minority routes (Trunk Route #12) exceeded the load factor standard of 1.25.

Since 2011, CDTA has significantly added resources to this route, and continues to do so as ridership grows due to latent demand. The peak headway of this route has gone from 20 minutes in mid-2011 to 8 minutes in mid-2016. We are also planning to locate our second Bus Rapid Transit line along this corridor's most-traveled segments. This project will itself entail a service equity analysis to ensure that resources in the new service package are allocated fairly.

CDTA found no discriminatory patterns in the relative on-time performance percentages of minority routes versus non-minority routes. However, as both statistics fell short of CDTA standards, we are actively working to improve the overall on-time performance on all our services. In addition to improving the level of service on routes with high ridership and heavy peak loads, buses are also regularly added to routes with frequent on-time performance issues. As a component of its Service Expansion program over the past three years, CDTA has committed and continues to commit additional resources to routes with on-time performance issues.

Outside of these observations, 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 Change Policies

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

Major Service Change Policy

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

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

Exceptions to these criteria include:

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

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

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

The Major Service Change policy is designed in such a way that an equity analysis will be periodically required of CDTA in order to further its regular service planning efforts. For example, a Title VI analysis will be required in the next several years as part of the planning process for the Washington-Western BRT and River Corridor BRT projects.

Disparate Impact Policy

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

This policy is designed to reflect populations that meaningfully exceed the service area average of 19.1% minority.

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

Disproportionate Burden Policy

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

This policy is designed to reflect populations that meaningfully exceed the service area average of 11.3% low-income individuals.

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

Public Engagement Process for Setting Policies

The public engagement process for setting service change policies consisted of a period of solicitation of public comment, between February 7, 2017, and March 14, 2017. During this period, CDTA invited public comment on matters concerning its proposed service and fare change policies as well as its Public Participation Plan and Limited English Proficiency Language Assistance Plan. CDTA accepted comments via the website, e-mail, telephone calls, by mail, or in person.

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

The meetings were promoted throughout the region in a variety of media. A notice advertising the public meetings was published twice prior to the date of the first meeting in each of the four largest newspapers within the host cities. CDTA also promoted the meetings on its social media outlets several times.

Hard-copy notices were posted, in English and Spanish, at various locations throughout the region. More notices were posted on community boards at all four meeting locations, and in public areas at community centers, libraries, and locations specifically frequented by low-income,

minority, and LEP populations. A complete list of posting locations is available in the appendix of this document.

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

A Spanish translator was also present at all four public meetings, and conducted the presentation in Spanish. Hard copies of the CDTA Title VI Notice to Beneficiaries, Public Meeting Notice, and presentation materials were provided to attendees in English and Spanish.

Service and Fare Changes since 2014 Title VI Report

Since the 2014 Title VI report, CDTA has made no service changes that meet the criteria of a Major Service Change set forth in that document.

Navigator – New Fare Collection System

In January 2017, CDTA launched its new fare collection system, branded as *Navigator*. This product offers additional payment options to riders that will afford them the flexibility to pay fares wherever and whenever it is most convenient. This flexibility is implemented by offering two new payment media (smart cards and mobile devices) and two new payment fare products (*Pay As You Go* and *Frequent Rider*).

Pay As You Go is a stored-value debit product that deducts value (dollars) from the rider's registered account based on how many rides they take. Value can be loaded in one's account on CDTA's website or mobile application, over the phone, or in-person at CDTA's Customer Service Center or any of its sales outlets.

Frequent Rider is an unlimited-ride period pass for riders who opt to purchase for an entire month. Riders may purchase *Frequent Rider* products through the same channels as those used for *Pay As You Go*.

Cash fares will continue to be accepted, as well as half fares for eligible riders.

The change to the fare structure has been implemented as follows:

Comparison Between Existing Products and New Options			
Existing Product	Old Prices	New Product	New Price
Base Cash Fare (fixed route)	\$1.50	Pay As You Go	\$1.30
		Cash (No Change)	No Change
BusPlus Cash Fare (BRT)	\$2.00	No Change	No Change
Day Card (one day unlimited use)	\$4.00	Pay As You Go	\$3.90
3-day pass (three days unlimited use)	\$10.00	Pay As You Go	Depends on Distribution
Weekday Rolling Swiper (period pass)	\$55.00	Discontinued	N/A
7-day Rolling Swiper (period pass)	\$65.00	Frequent Rider	No Change
Ten Trip Pass	\$13.00	Pay As You Go	Depends on Distribution
STAR (paratransit) Ticket	\$2.50	No Change	No Change
STAR Ticket Book (13 rides)	\$30.00	Discontinued	N/A
NX Zone 1, 2, 3 Cash Fare	\$4.00, \$5.00, \$7.00	Pay As You Go	\$3.50, \$3.90, \$5.00
		Cash (No Change)	\$4.00, \$5.00, \$7.00
NX Zone 1, 2, 3 monthly (period pass)	\$110.00, \$125.00, \$170.00	Frequent Rider	No Change
1 Trip Ticket (distributed to social services agencies only)	\$1.30	No Change	No Change

In November 2014, CDTA performed a Fare Equity Analysis on the proposed changes to the fare media and fare structure. CDTA concluded that mitigation measures were justified based on potential impacts identified on minority and low-income riders and will be put into place to mitigate those impacts. The following mitigation measures were recommended and implemented, or are in the process of being implemented:

- Phased timing of the smart card and mobile ticketing roll-out
- Expansion of point-of-sale (POS) retail locations
- Retention of the ability to use a full and half fare on the bus
- Directing 5-day Weekday Rolling Swiper users to the Pay As You Go product
- Distribution of smart cards at no charge
- Provision of the first replacement smart card free of charge
- Ongoing distribution of smart cards at no charge through social service agencies
- Allowed use of a prepaid Visa debit card to load money onto smart cards
- Allowed use of cash to load money onto smart cards at retail POS locations
- Dedication of CDTA staff to taking half-fare smart card identification photographs at social service organizations or residential communities
- Allowed transfer of existing pass values onto smart cards
- Provisions of bonuses and discounts
- Allowed use of smart cards without having registered.

A full copy of this Fare Equity Analysis is available as a companion to this document.

Chapter 6 - Implementation

Anticipated Changes and Effects

Since the previous Title VI program, CDTA ridership has continued to increase, reaching a new record of approximately 17.1 million boardings in the 2015-16 fiscal year. CDTA has responded to growing demand for transit service through targeted service expansions, which we intend to continue into the future as resources permit. In the coming three to five years, CDTA also intends to expand its successful BusPlus Bus Rapid Transit system, and construct Transit Centers at high-ridership locations to improve the waiting and riding experience for our customers. Throughout the planning process for implementing these goals, CDTA will consider principles of equity and environmental justice, and perform formal Title VI equity analyses when necessary.

Service Enhancements

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. The planning process for this expansion project is data-driven and oriented toward routes with the highest level of productivity, the highest incidence of overcrowding, and/or the lowest percentage of on-time trips. As nearly all anticipated service enhancements consist of adding trips to existing routes and the share of service hours changed as a result is not expected to exceed fifteen percent of total system service hours, these adjustments do not constitute a major service change and do not trigger a formal equity analysis.

However, service enhancements address many of the results of CDTA's Title VI monitoring program, by increasingly allocating resources to the routes with the greatest amount of ridership, which inadvertently tend to be minority routes as opposed to non-minority routes. 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.

River Corridor BRT (Blue Line)

CDTA is nearing the construction of a BusPlus line on the third-highest-traveled corridor in the system. This service, referred to as the River Corridor or BusPlus Blue Line, is 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.

In the fall of 2016, CDTA submitted an application for Project Rating to the FTA, in order to receive Federal funding through the Capital Investment Grant *Small Starts* program. If awarded funding at the start of the 2017-18 Federal fiscal year, CDTA intends to construct the capital components of this project throughout 2018 and begin revenue operations in 2019.

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.

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. However, this will not occur until after the next update to CDTA's Title VI Program, which will address the project in greater detail.

Transit Facilities

As part of the NEPA process for the River Corridor BRT project, CDTA performed an Environmental Justice analysis to determine whether the project, including the expansion of our Troy Bus Garage and the Uncle Sam Transit Center, would have a disproportionately high and adverse effect on EJ communities. CDTA determined that the project "anticipates a net positive improvement for Environmental Justice communities; therefore, the project will not have a disproportionately high or adverse effect to these communities." Based on the environmental screening process, FTA approved a Class II Categorical Exclusion (CE) pursuant to 23 C.F.R. Section 771.118(d) for the River Corridor in March 2016.

These particular projects do not require further Title VI analyses. As per the FTA's 2012 Title VI Circular, the Troy Bus Garage expansion does not entail land acquisition nor displacement of persons from their residences or businesses, and so is not included under Title 49 C.F.R. Section 21.9(b)(3). While the Uncle Sam Transit Center will involve acquisition of property, it does not fall under the definition of "facilities" elaborated in the 2012 Circular and is better described as a transit station in its size and scope.

CDTA is currently studying the expansion of the Albany Bus Garage, to accommodate our ongoing expansion of service and the BusPlus BRT system. Although this project may entail the acquisition of small amounts of property, a garage expansion, by its nature, cannot be sited anywhere but the garage itself. Since this project does not entail any determination of site or location, CDTA does not plan to perform an equity analysis.

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

Aviso al Público de los derechos bajo el Título VI

La Autoridad de Transporte del Distrito Capital (CDTA)

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

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

Procedimiento De Queja Para El Titulo VI

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

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

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

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

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

Appendix C – English Copy of CDTA Title VI Complaint Form

CAPITAL DISTRICT TRANSPORTATION AUTHORITY TITLE VI COMPLAINT FORM

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

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

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

Signature and date required below

Signature

Date

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

CDTA Title VI Coordinator
110 Watervliet Ave.
Albany NY 12206

Appendix D – Translated Copy of CDTA Title VI Complaint Form

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

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

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

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

Obligatorio su Firma Y la Fecha

Firma

Fecha

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

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

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

4.1 Service Performance Standards

4.1.1 Coverage

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

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

4.1.2 Headways and Span of Service

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

Clockface Headways

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

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

Minimum Frequency and Trips

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

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

Headway Standards

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

Span of Service

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

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

Span of Service Standards

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

4.1.3 Passenger Loads

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

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

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

4.1.4 Ridership Productivity

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

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

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

4.2 Street Amenities Standards

4.2.1 Street Amenities

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

Waiting Amenities Standards

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

4.2.2 Bus Stop Spacing

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

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

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

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

5.4 Transit Propensity Index

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

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

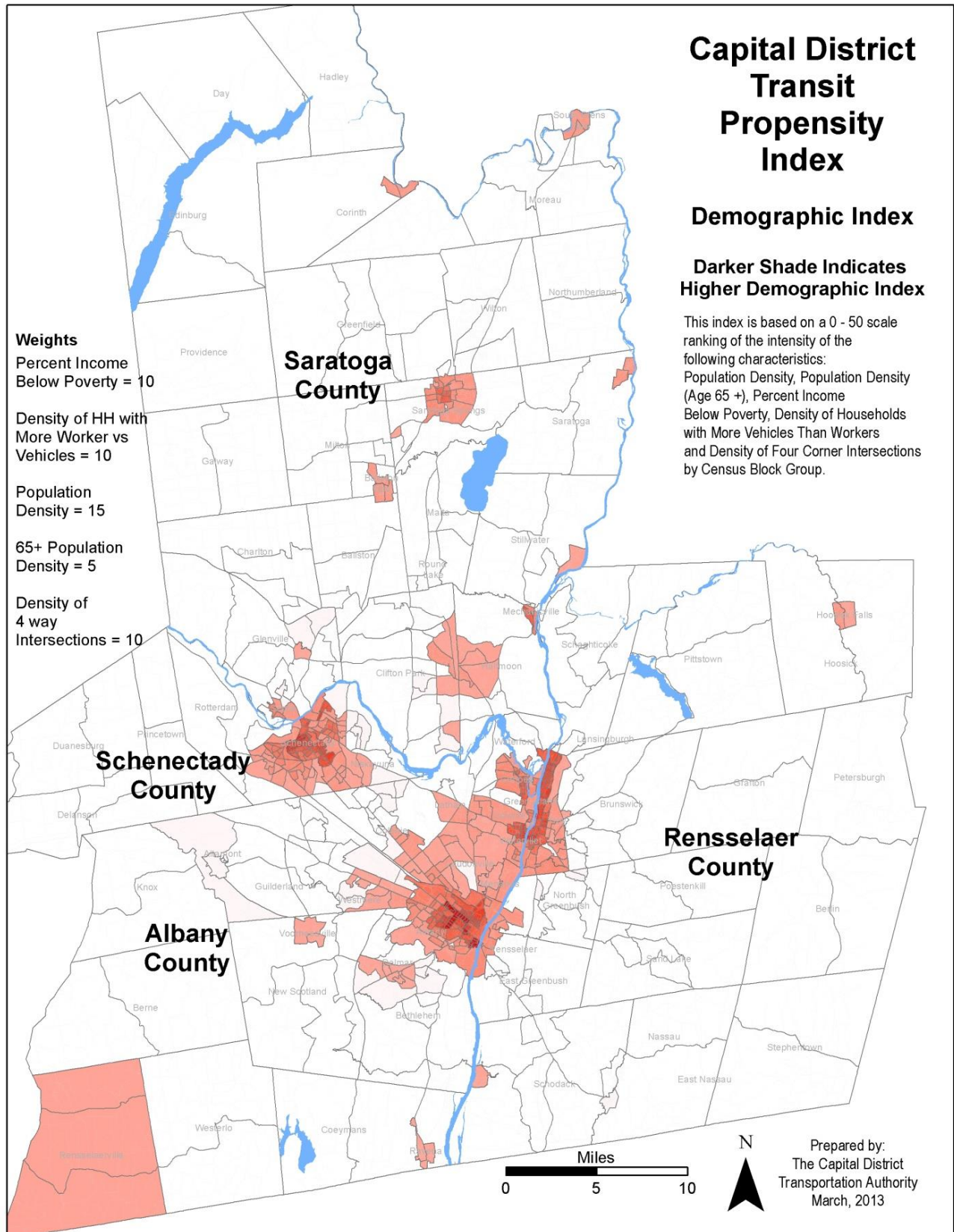
CDTA first used a TPI with the 2007 Transit Development Plan. The TPI shown includes characteristics summarized below.

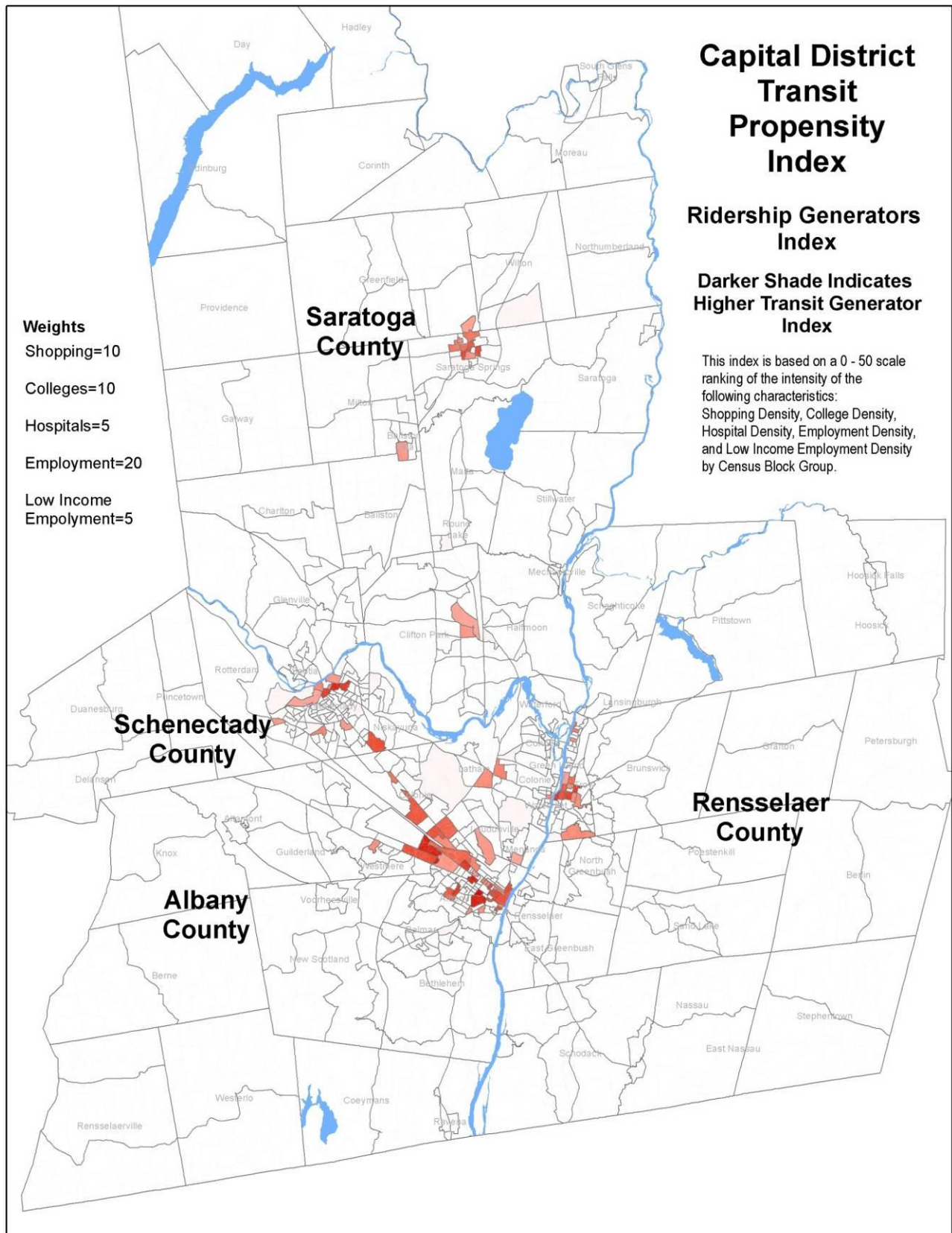
Note: Data is shown at the Block Group level, although some characteristics were only attainable at the Census Tract level. In those instances, all Block Groups in the Census Tract were assigned the same value for those characteristics. In addition, employment data was at the block level and was aggregated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

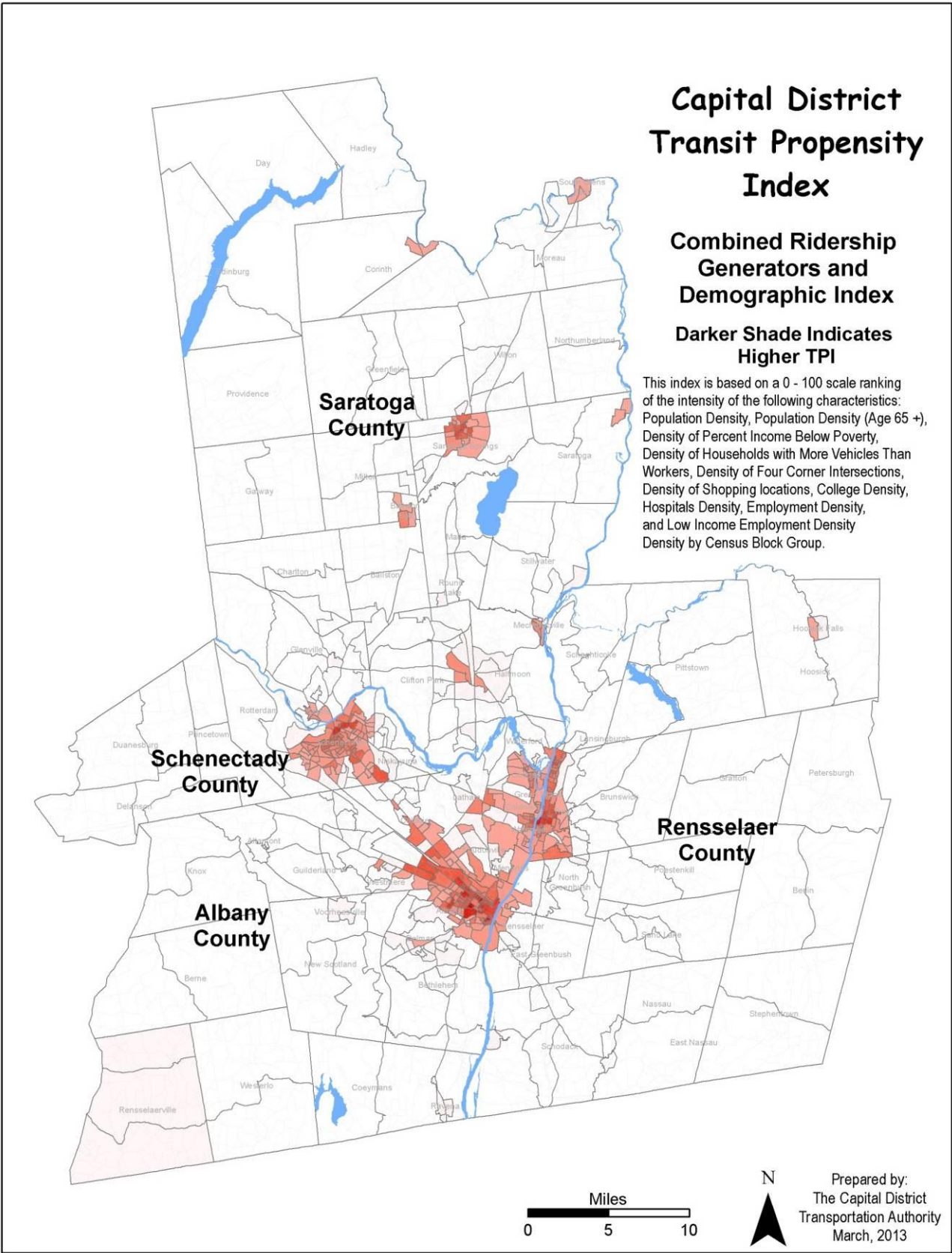
Demographics			
Category	Maximum Points	Reason Included	How points assigned
Percent with income below poverty level (American Community Survey)	10	Lower incomes more likely to use transit	Standard deviation
65+ population density (Census DP-1)	5	Elderly use transit in disproportionate numbers	Standard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

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

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







Appendix G – Inventory of CDTA Revenue Fleet

Manufacturer	Type	Size	Powertrain	Number of Vehicles
International	Shuttle		Diesel	5
Gillig	Standard Bus	30 ft	Diesel	7
Gillig	Standard Bus	30 ft	Hybrid	8
Gillig	Standard Bus	40 ft	Diesel	98
Gillig	Standard Bus	40 ft	Hybrid	67
Nova	Standard Bus	40 ft	Diesel	38
New Flyer	Articulated Bus		Diesel	2
Gillig	Commuter Coach		Hybrid	2
MCI	Commuter Coach		Diesel	12
Ford	Trolley (old)		Diesel	1
Ford	Trolley (new)		Diesel	2
Total Non-Revenue Fleet				242
Vehicles in Urban Service (non-NX, non-seasonal)				225

Manufacturer	Type	Powertrain	Number of Vehicles
Ford	Paratransit	Diesel	7
Ford	Paratransit	Gasoline	23
Chevrolet	Paratransit	Diesel	4
Paratransit Fleet			34

Appendix H – Service Monitoring Charts

Minority Routes

<i>Route</i>	<i>Service Classification</i>	<i>Frequency (buses/hr)</i>	<i>Avg Peak Load Factor</i>	<i>On-Time Performance</i>	<i>Most Common Vehicle</i>
1	Trunk	4	1.00	65%	Gillig 40'
6	Trunk	3	0.71	72%	Gillig 40'
7	Trunk	2	0.57	73%	Gillig 40'
10	Trunk	4	0.90	67%	Gillig 40'
11	Trunk	3	0.99	45%	Gillig 40'
12	Trunk	8	1.35	67%	Gillig 40'
13	Trunk	3	0.63	69%	Gillig 40'
18	Trunk	4	0.98	66%	Gillig 40'
22	Trunk	6	0.95	72%	Gillig 40'
80	Trunk	4	0.46	77%	Gillig 40'
85	Trunk	3	0.67	66%	Gillig 40' Hybrid
87	Trunk	3	0.64	65%	Gillig 40' Hybrid
905	BusPlus	6	1.11	70%	Gillig 40' Hybrid
Trunk/BusPlus Avg		4.0	0.84	67%	Gillig 40'
100	N'hood	3	1.03	73%	Gillig 40'
114	N'hood	2	0.96	65%	Gillig 40'
116	N'hood	1	0.27	69%	Gillig 30'
125	N'hood	2	0.52	64%	Gillig 40'
138	N'hood	2	0.57	66%	Gillig 40'
155	N'hood	2	0.26	70%	Gillig 40'
190	N'hood	1	0.52	70%	Gillig 40' Hybrid
286	N'hood	1	0.18	46%	Gillig 30'
289	N'hood	1	0.53	69%	Gillig 40'
351	N'hood	2	0.55	72%	Gillig 40' Hybrid
352	N'hood	1	0.27	67%	Gillig 30'
353	N'hood	2	0.64	78%	Gillig 40' Hybrid
354	N'hood	2	0.34	76%	Gillig 40' Hybrid
355	N'hood	2	0.70	63%	Gillig 40' Hybrid
370	N'hood	2	0.82	74%	Gillig 40' Hybrid
N'hood Avg		1.7	0.54	68%	Gillig 40'
734	Commuter	4.5 trips	0.48	64%	Nova LFS
763	Commuter	6 trips	0.54	60%	Gillig 40' Hybrid
Commuter Avg		5.3 trips	0.38	62%	Gillig 40' Hybrid
Average All Routes		2.81	0.70	68%	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	0.38	69%	Gillig 40'
182	N'hood	2	0.67	74%	Gillig 40' Hybrid
214	N'hood	2	0.44	73%	Gillig 40'
224	N'hood	4	0.65	78%	Gillig 40'
233	N'hood	2	0.46	75%	Gillig 40'
450	N'hood	2	0.67	60%	Gillig 40' Hybrid
451	N'hood	1	0.19	66%	Gillig 40' Hybrid
452	N'hood	2	0.31	71%	Gillig 40' Hybrid
N'hood Avg		1.9	0.47	71%	Gillig 40'
520	Express	6 trips	0.21	69%	Gillig 30'
522	Express	5 trips	0.73	68%	Gillig 40'
530	Express	3 trips	0.62	53%	Gillig 40'
531	Express	5 trips	0.96	64%	Gillig 40'
540	Express	14 trips	-	-	MCI Coach
Express Avg		6.6 trips	0.56	63%	Gillig 40'
712	Commuter	11 trips	0.67	70%	Gillig 40'
719	Commuter	4 trips	0.27	66%	Gillig 40'
737	Commuter	10 trips	0.86	64%	Gillig 40'
746	Commuter	2 trips	0.22	47%	Gillig 40'
Commuter Avg		6.8 trips	0.51	62%	Gillig 40'
Average All Routes		1.94	0.52	67%	Gillig 40'

Appendix I – Public Input Materials

Public Meeting Notice – English

Notice of Public Meeting Title VI Public Outreach



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

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

Public hearings will be held on the following days:

Rensselaer County – Tuesday, February 21, 2017 (6:00pm-8:00pm)
Arts Center of the Capital Region - Conference Room
265 River Street
Troy, NY 12180

Schenectady County – Wednesday, February 22, 2017 (6:00pm-8:00pm)
Schenectady Public Library - Central Library – McChesney Room
99 Clinton Street
Schenectady, NY 12305

Albany County – Monday, February 27, 2017 (6:00pm-8:00pm)
Albany Public Library - Washington Avenue Branch - Large Auditorium
161 Washington Avenue
Albany, NY 12210

Saratoga County – Tuesday, February 28, 2017 (6:00pm-8:00pm)
Saratoga Public Library - H. Dutcher Community Room
49 Henry Street
Saratoga Springs, NY 12866

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

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

CDTA will accept written comments from people who are unable to attend the hearings. Written comments can be mailed or emailed to CDTA at the following addresses. **Comments must be received by March 14, 2017.**

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

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

By Phone
(518) 482-8822

Public Meeting Notice – Spanish

Convocatoria de la Junta Pública Título VI a la Audiencias Publica



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

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

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

Condado de Rensselaer - Martes, 21 de febrero 2017 (6:00pm-8:00pm)

Arts Center of the Capital Region - Conference Room
265 River Street
Troy, NY 12180

Condado de Schenectady - Miércoles, 22 de febrero 2017 (6:00pm-8:00pm)

Schenectady Public Library – Main Branch - McChesney Room
99 Clinton Street
Schenectady, NY 12305

Condado de Albany - Lunes, 27 de febrero 2017 (6:00 pm-8:00pm)

Albany Public Library – Main Branch7
161 Washington Avenue
Albany, NY 12210

Condado de Saratoga - Martes, 28 de febrero 2017 (6:00 pm-8:00pm)

Saratoga Public Library - H. Dutcher Community Room
49 Henry Street
Saratoga Springs, NY 12866

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

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

CDTA aceptará comentarios por escrito de las personas que no pueden asistir a las audiencias. Los comentarios escritos pueden enviarse por correo o por correo electrónico a CDTA en las siguientes direcciones. **Los comentarios deben ser recibidos hasta el 14 de marzo de 2017.**

Por Correo:

CDTA
Title VI Policy Comments
Attn: Planning Department
85 Watervliet Avenue
Albany, New York 12206

Por Correo Electronico:

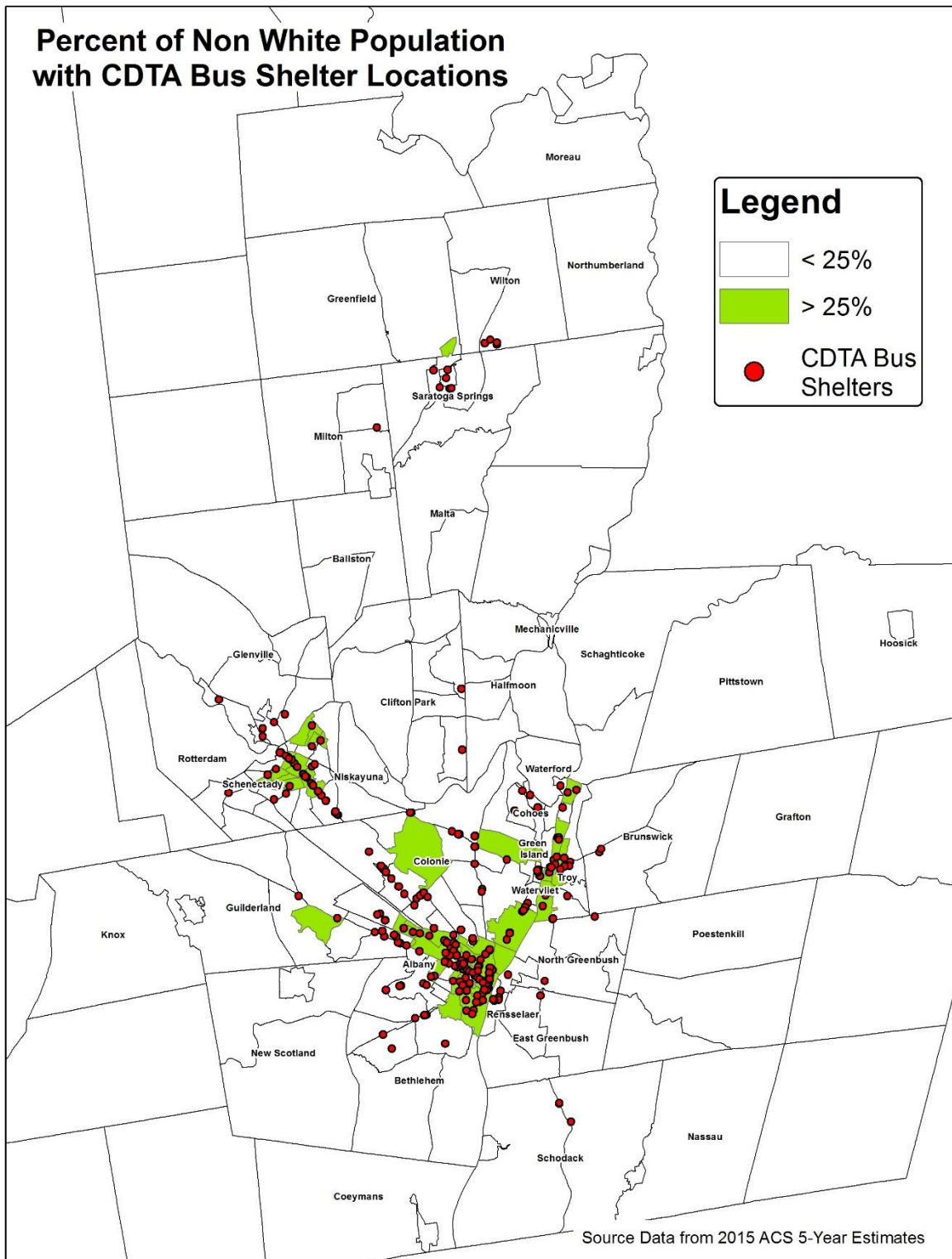
titlevi@cdta.org o
cdta@cdta.org

Por via Telefonica

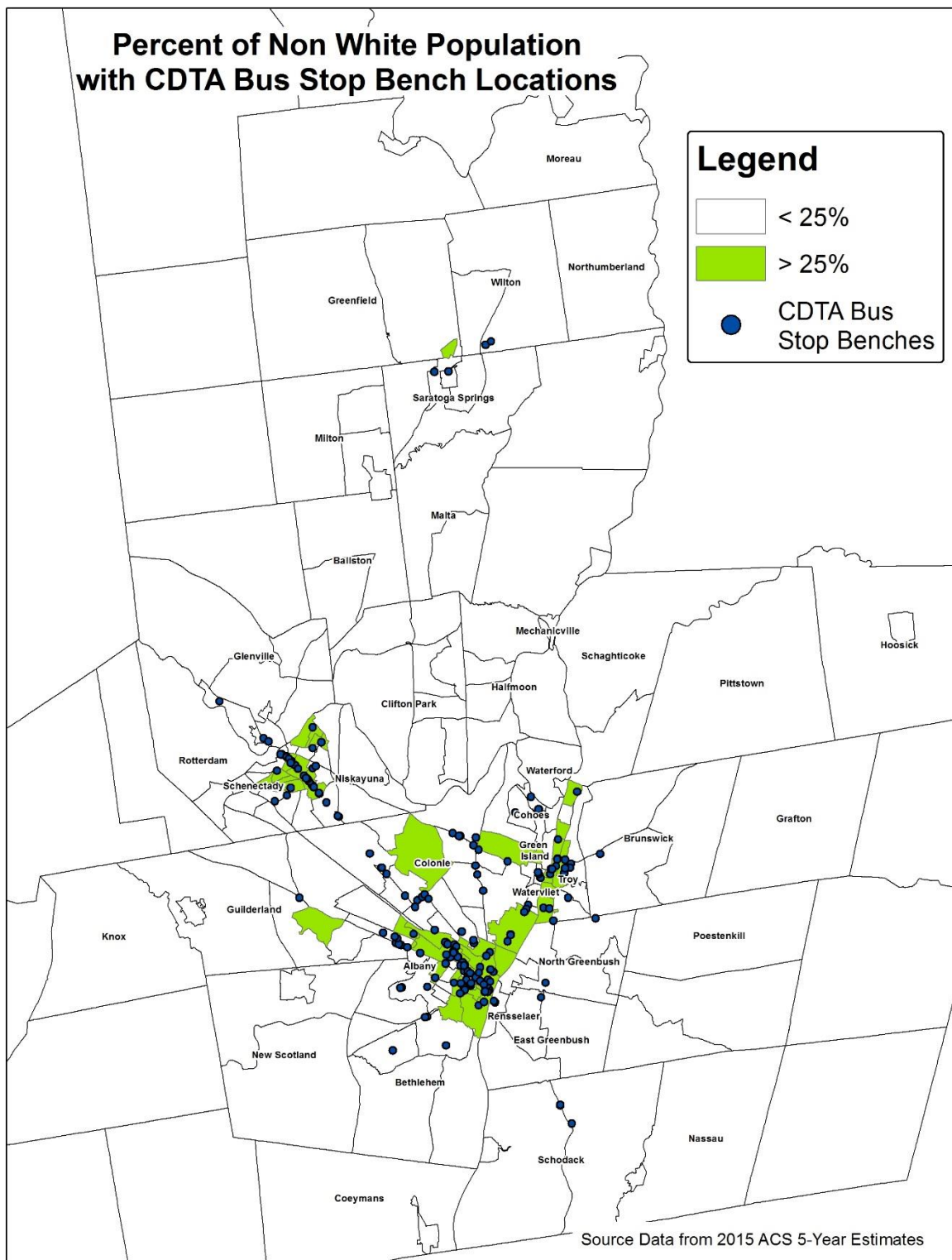
(518) 482-8822

Appendix J – Transit Amenities Distribution Maps

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

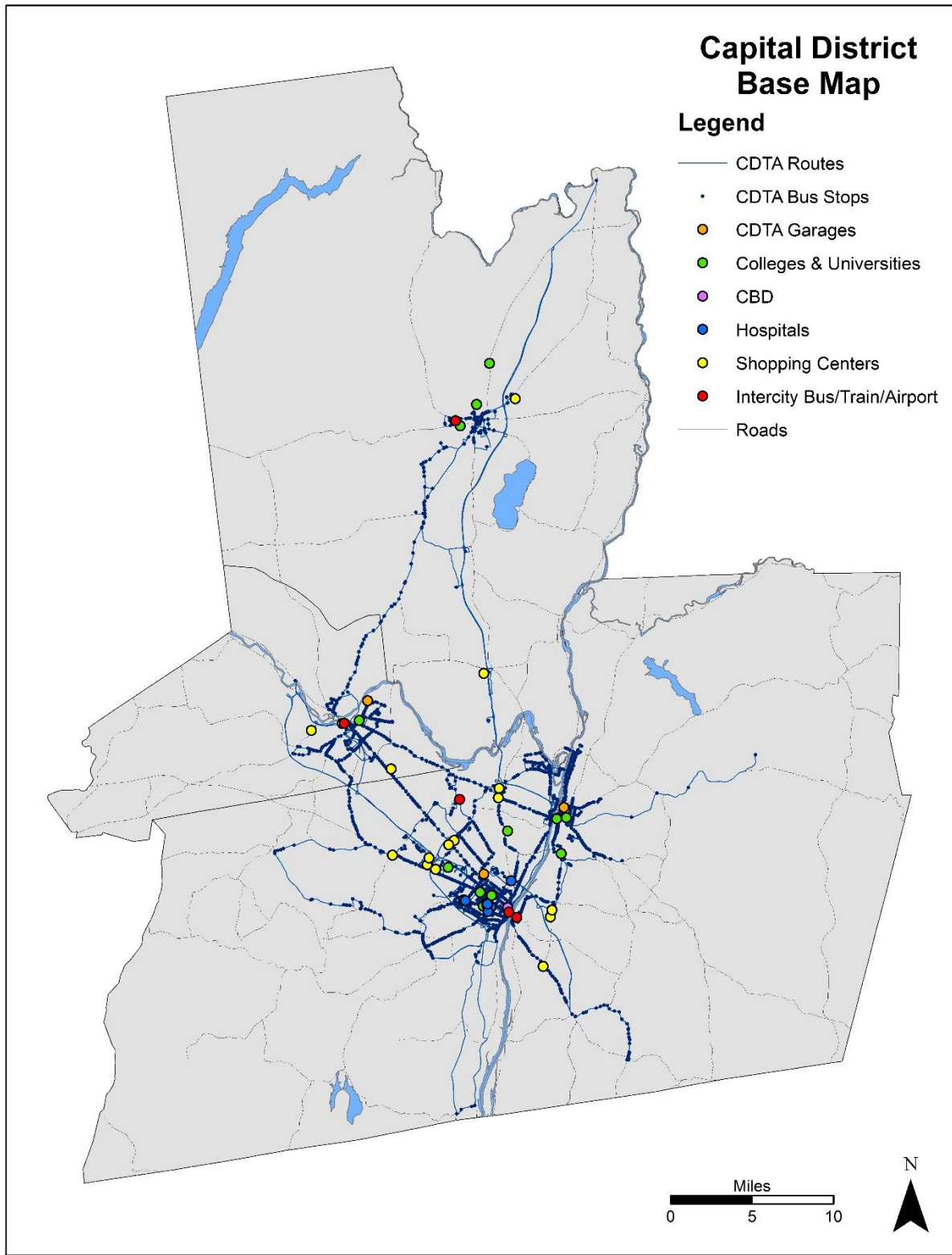


Map 2. Benches v. Minority Census Tracts - Region

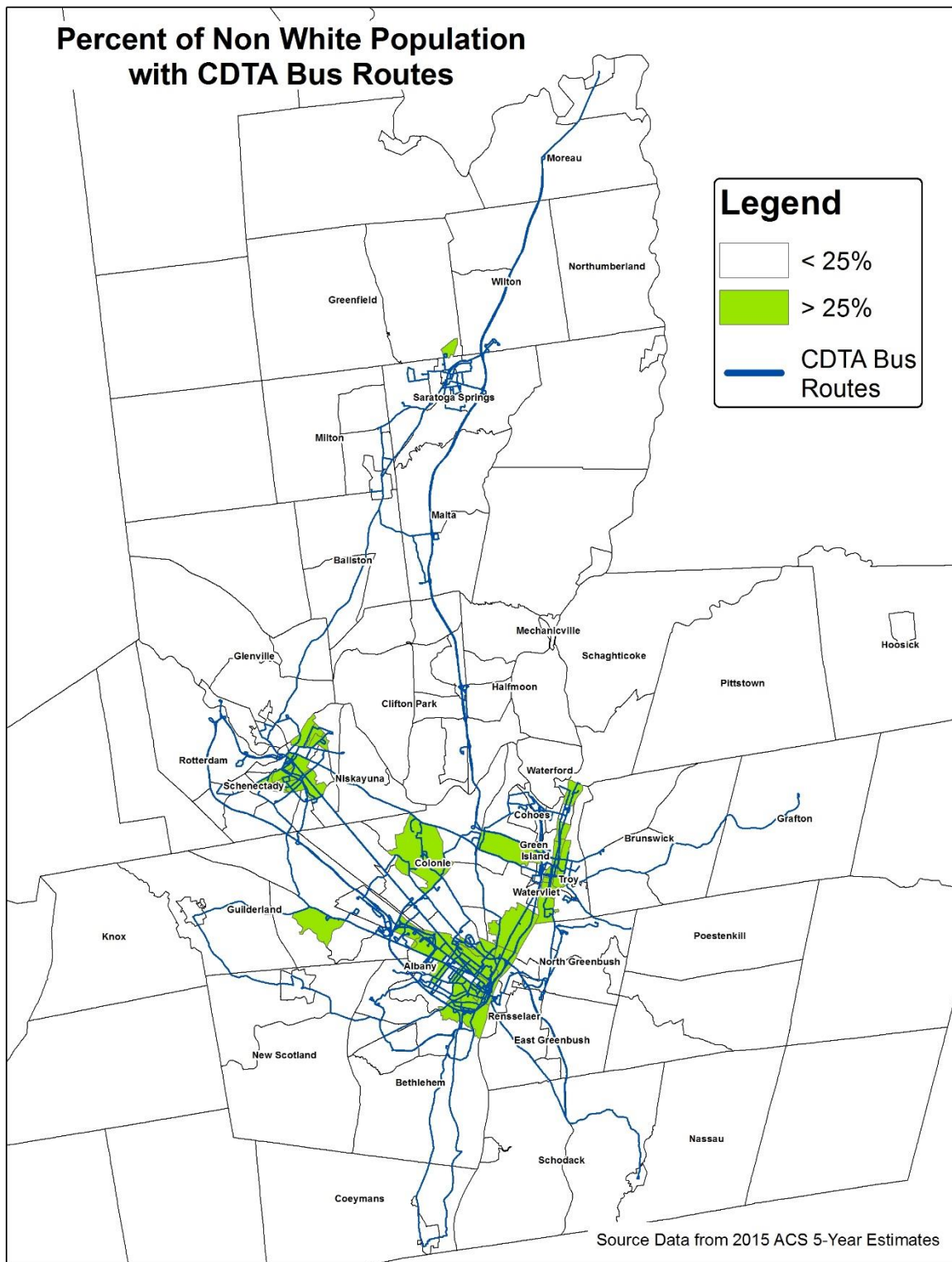


Appendix K – Demographic Maps and Charts

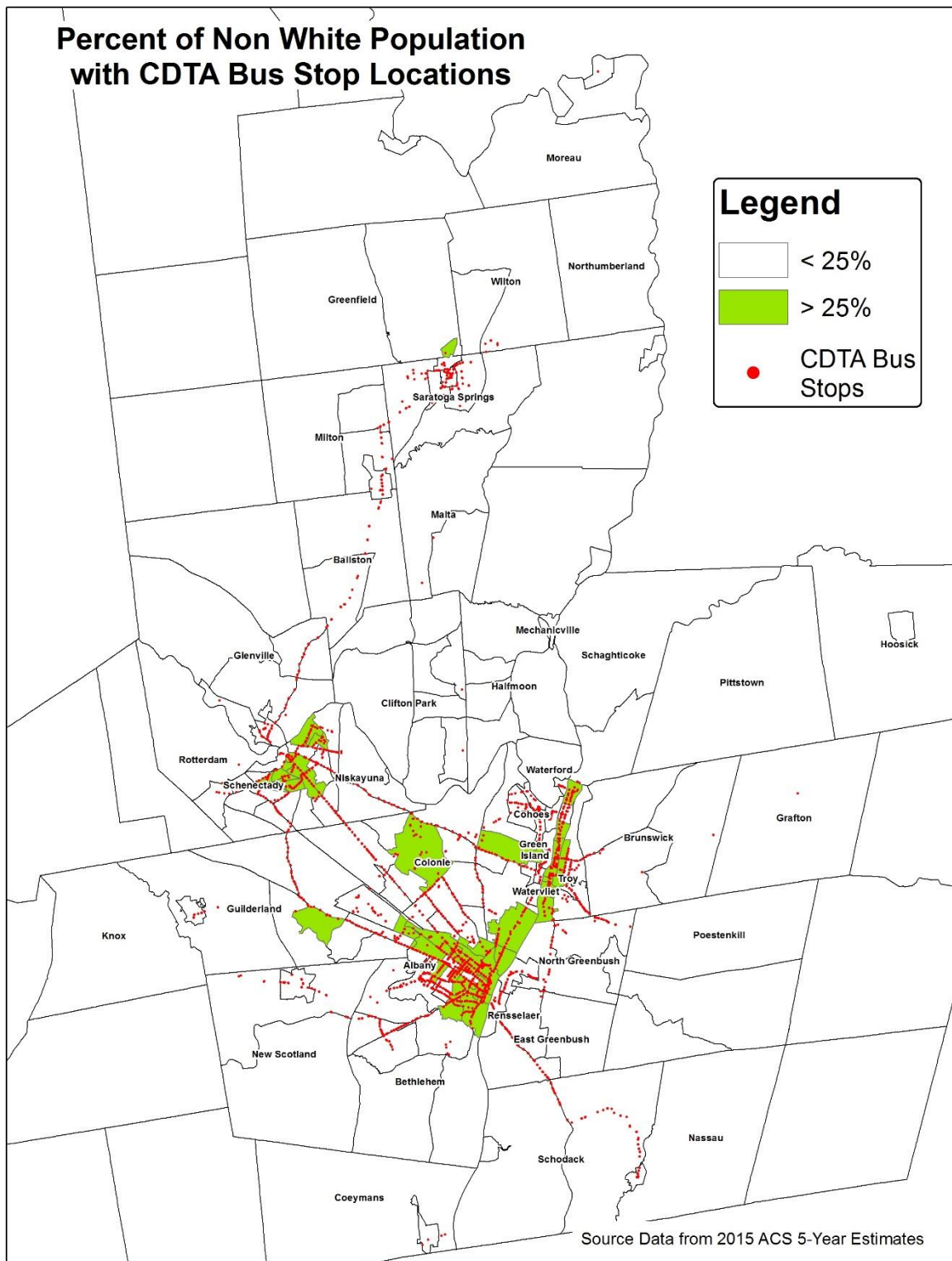
Map 3. Service Base Map



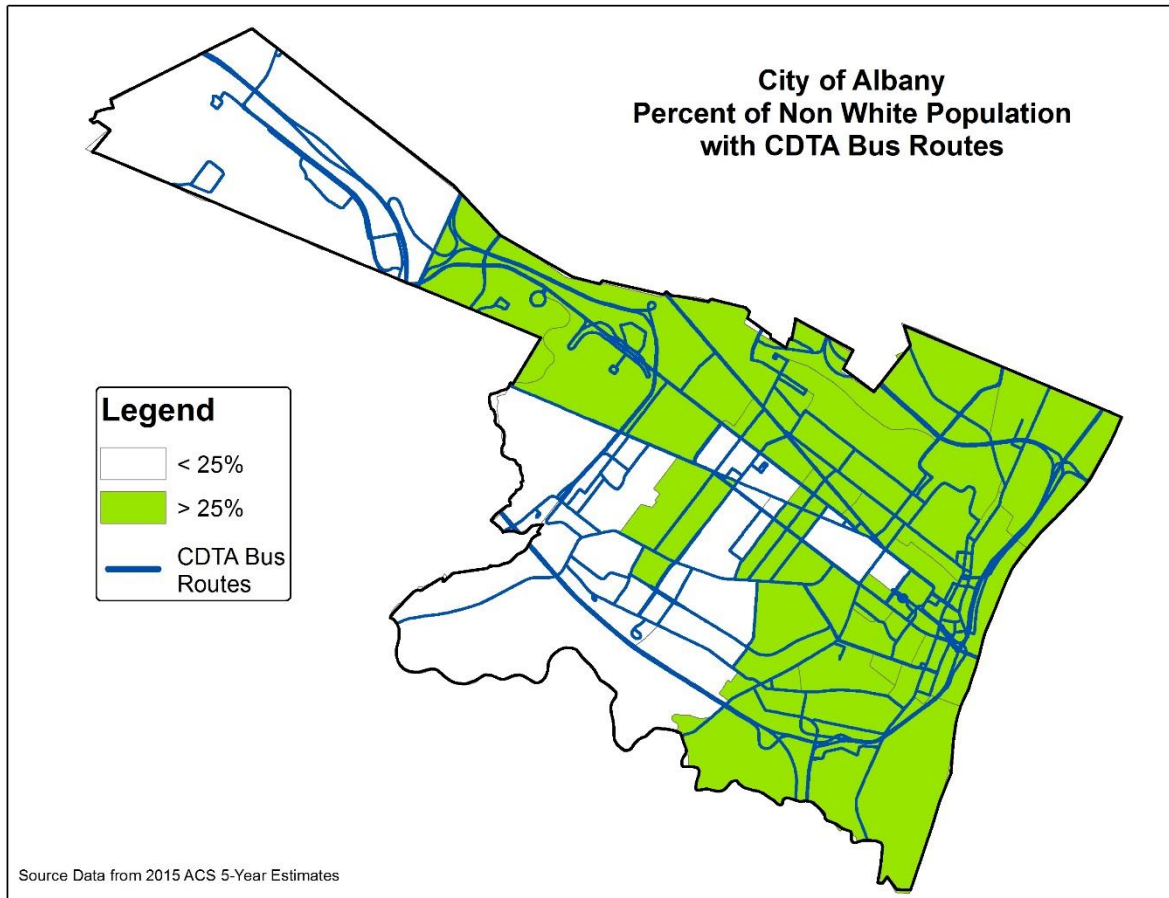
Map 4. CDTA Route Network v. Minority Census Tracts - Region



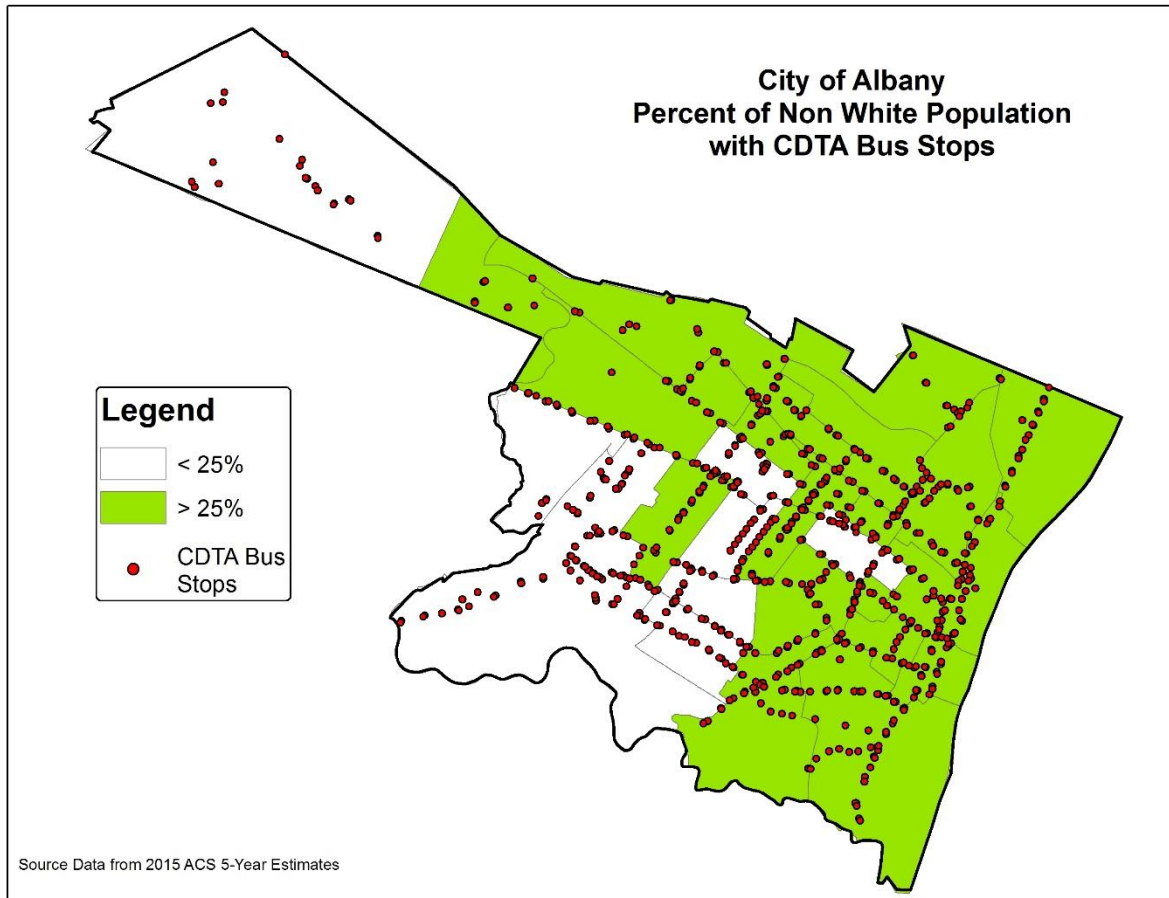
Map 5. CDTA Bus Stops v. Minority Census Tracts - Region



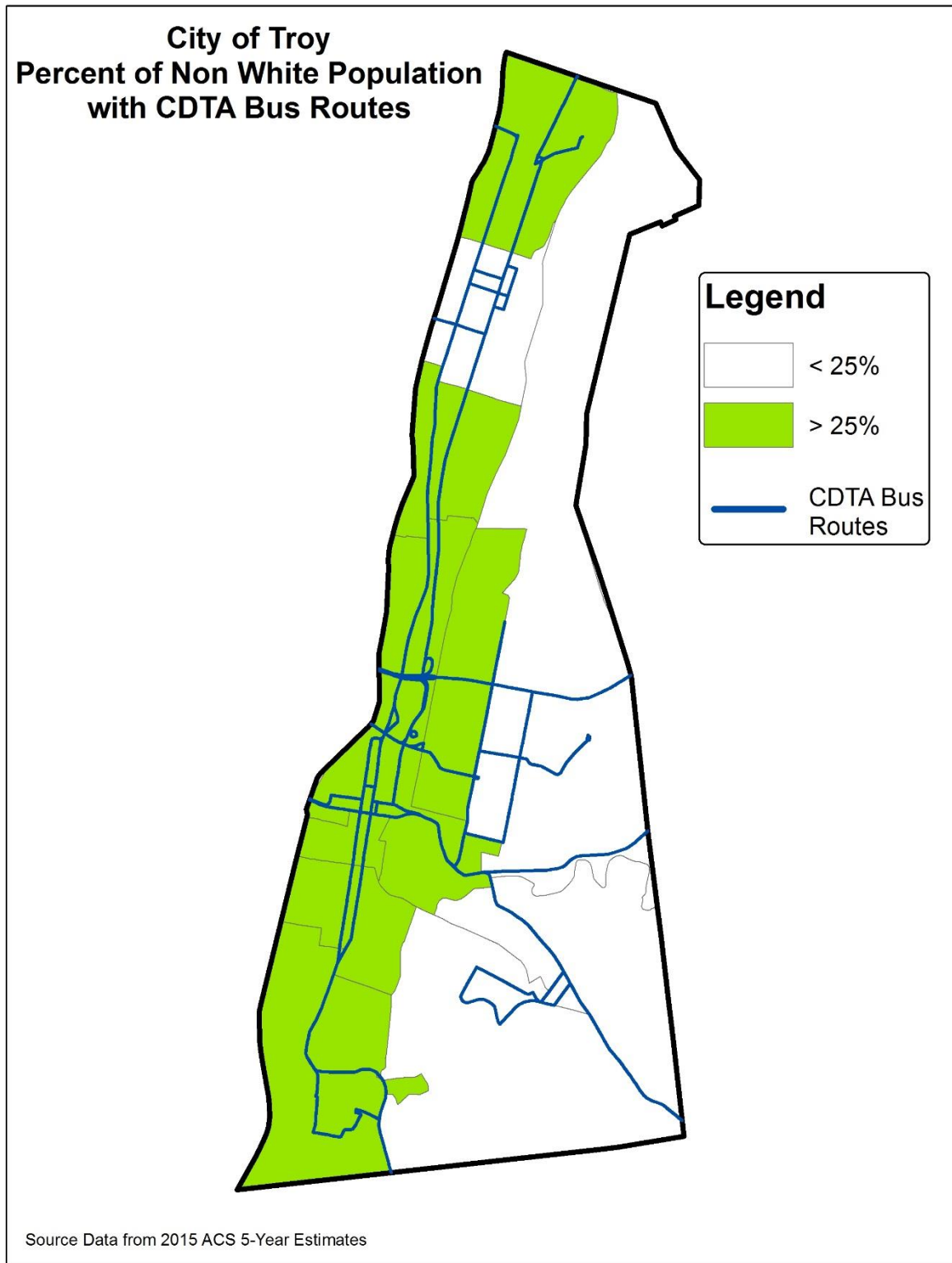
Map 6. CDTA Route Network v. Minority Census Tracts – Albany



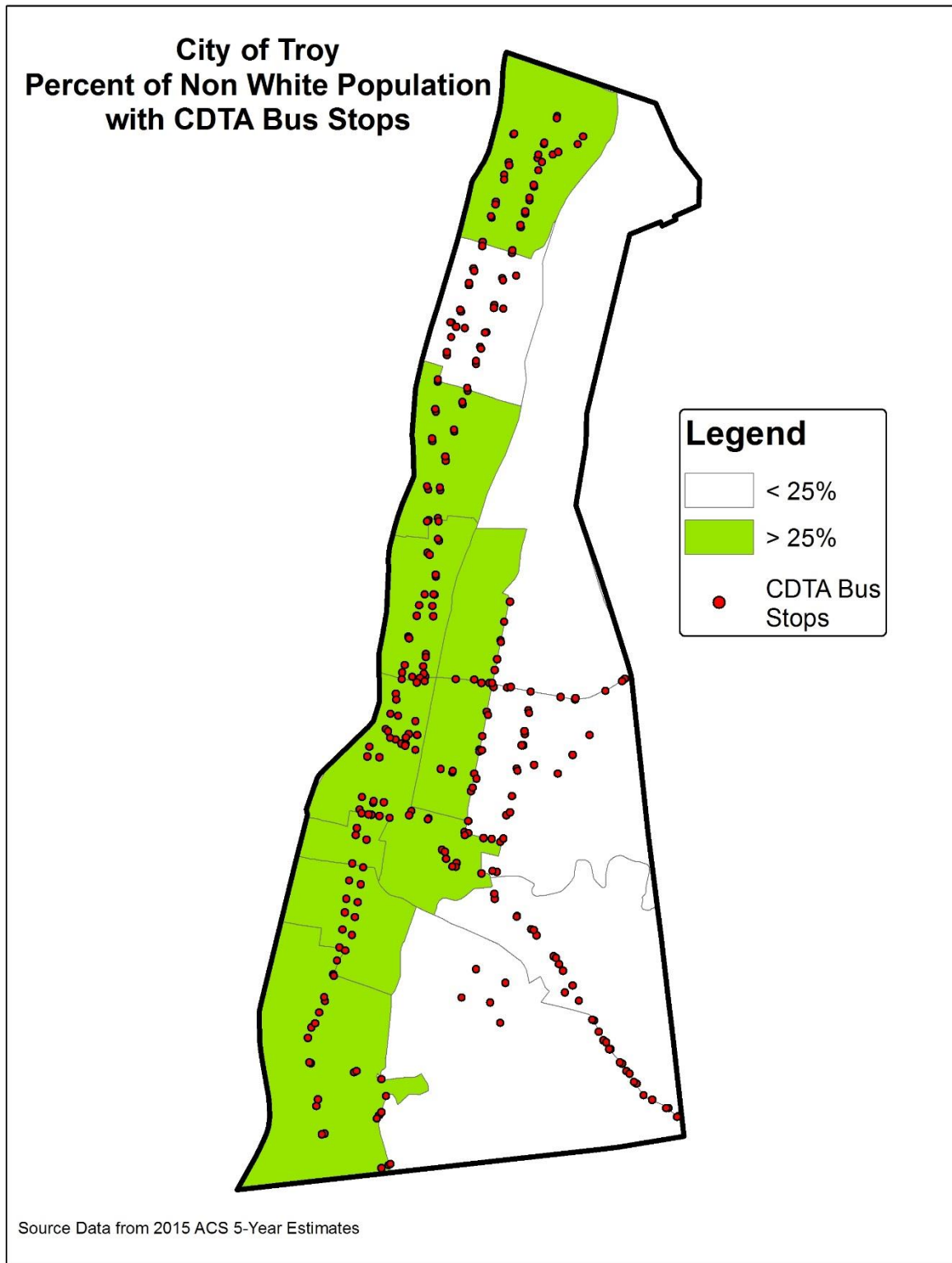
Map 7. CDTA Bus Stops v. Minority Census Tracts – Albany



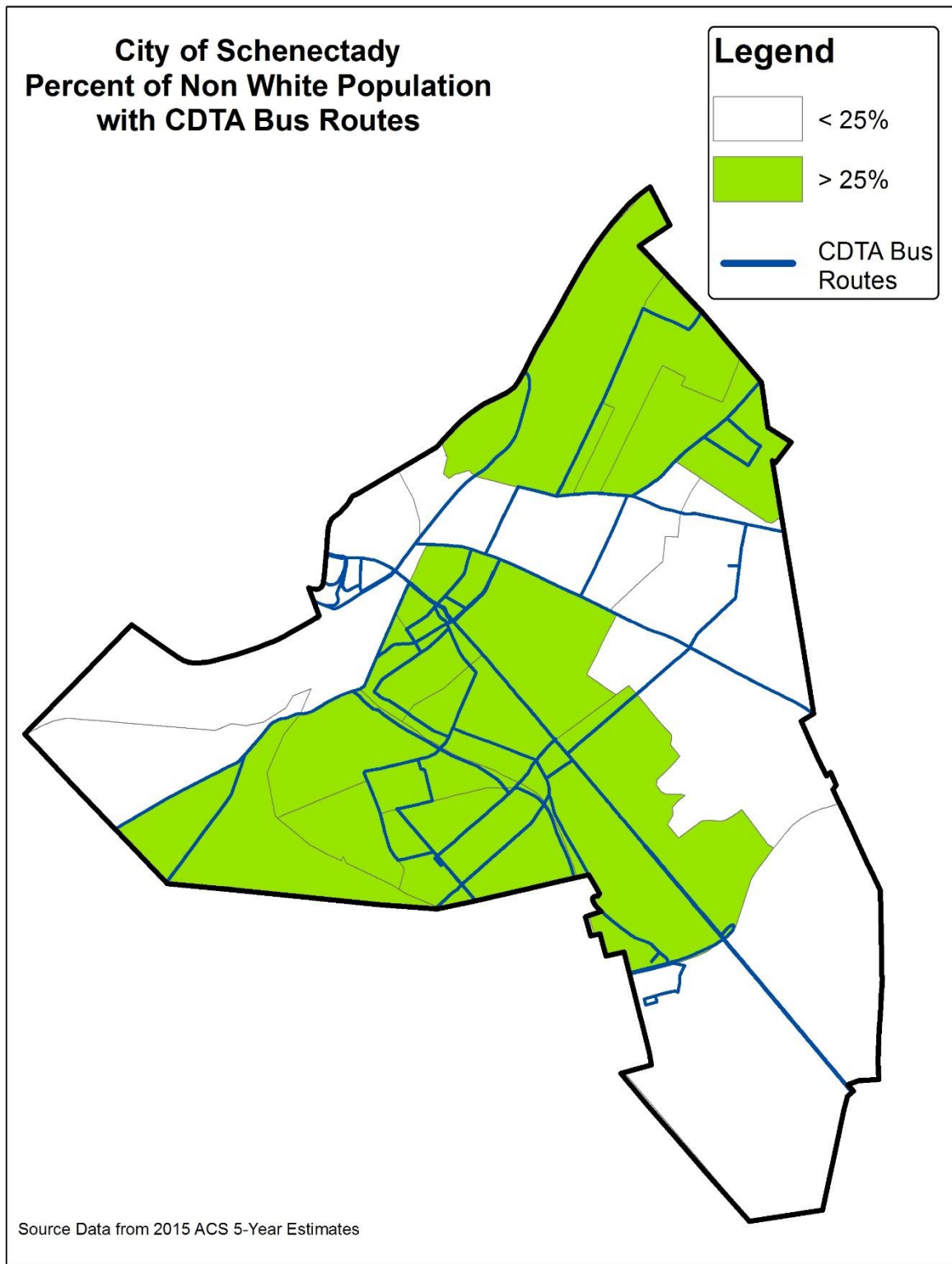
Map 8. CDTA Route Network v. Minority Census Tracts – Troy



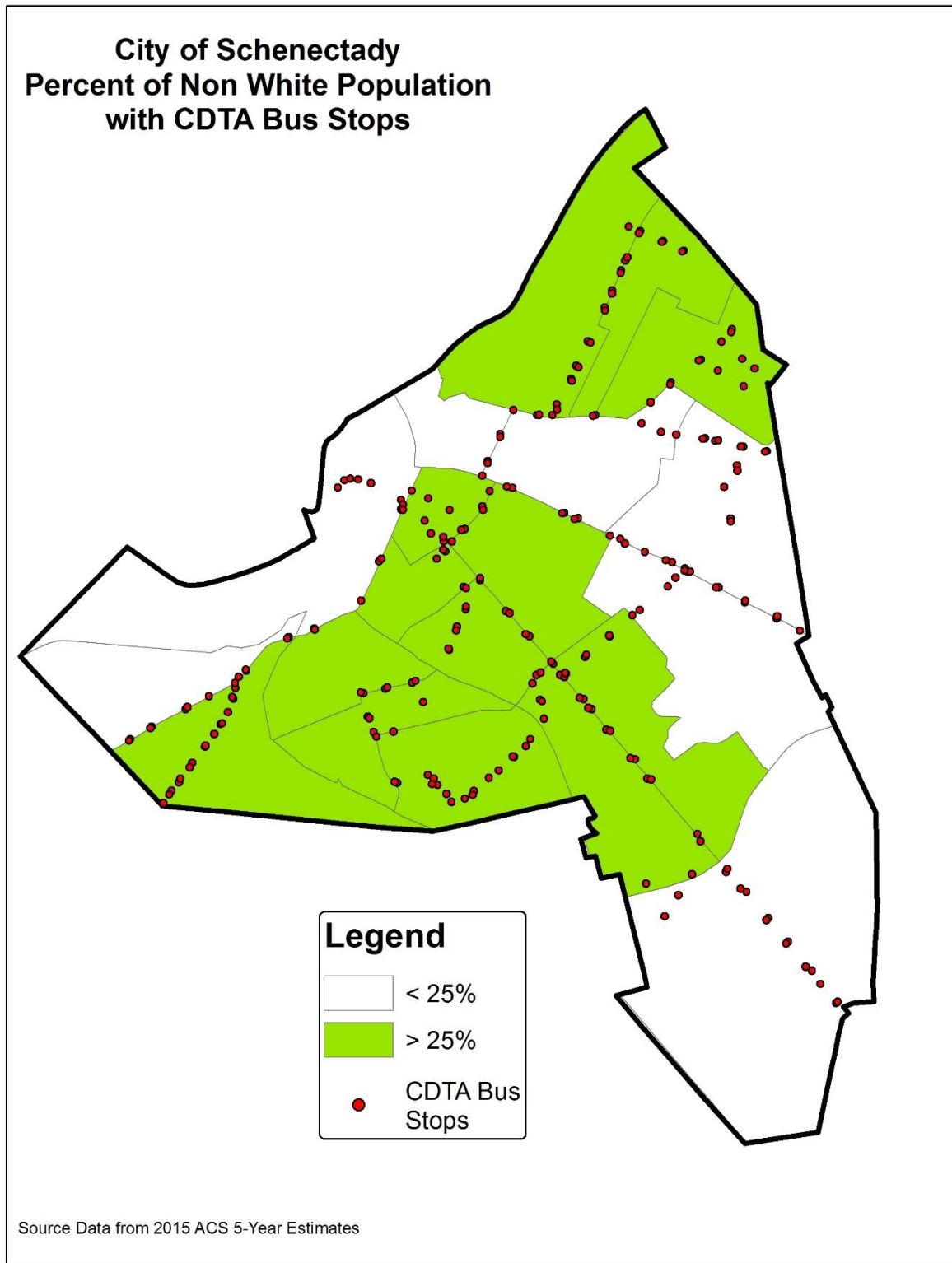
Map 9. CDTA Bus Stops v Minority Census Tracts – Troy



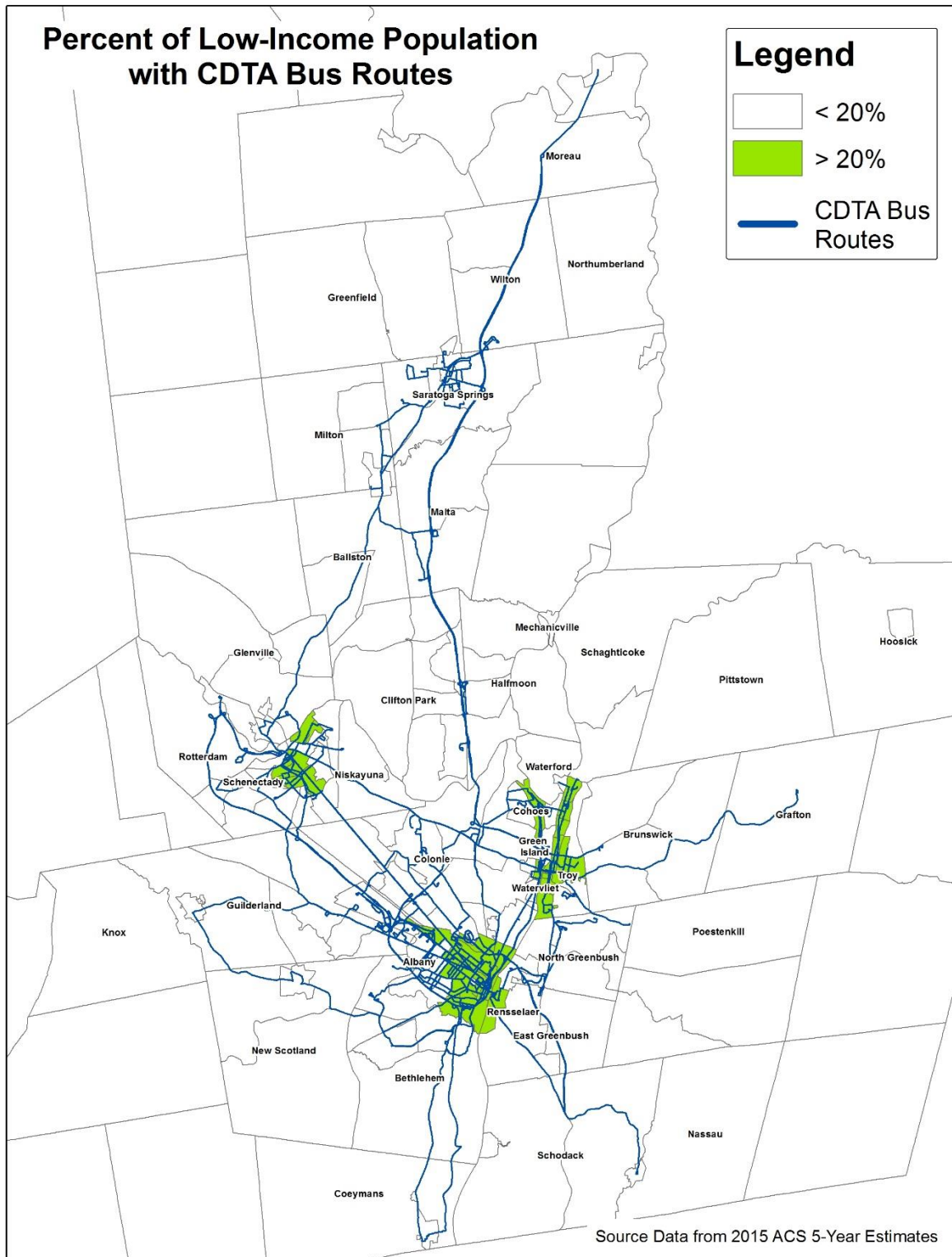
Map 10. CDTA Route Network v. Minority Census Tracts – Schenectady



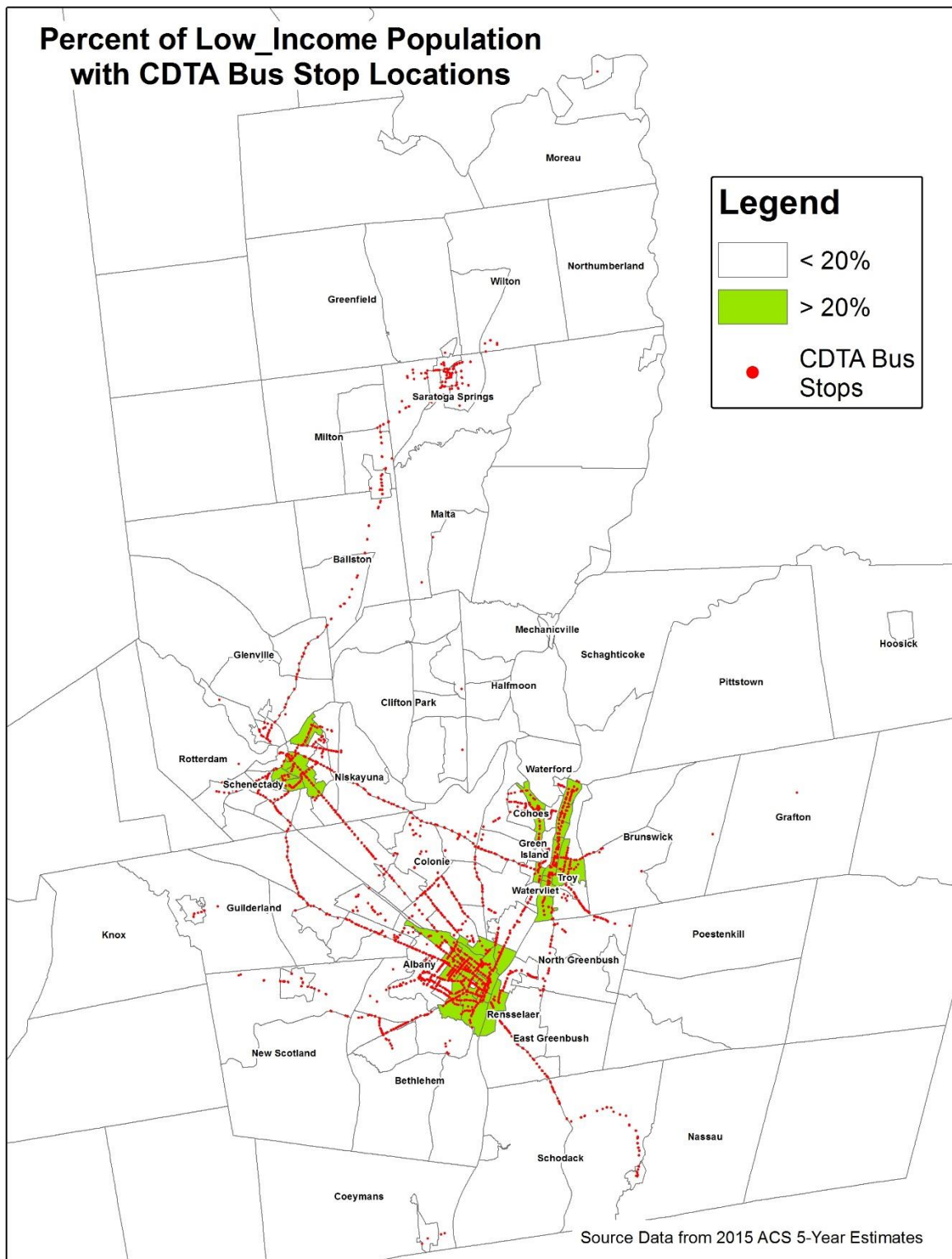
Map 11. CDTA Bus Stops v. Minority Census Tracts – Schenectady



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	2001	503	1498	74.9%	Yes
Census Tract 11	1218	606	612	50.2%	Yes
Census Tract 127	2309	2063	246	10.7%	
Census Tract 128	3806	3023	783	20.6%	
Census Tract 129	3296	2727	569	17.3%	
Census Tract 130	6870	6574	296	4.3%	
Census Tract 131	2629	2411	218	8.3%	
Census Tract 132	3343	2984	359	10.7%	
Census Tract 133	4845	3818	1027	21.2%	
Census Tract 134	2053	1822	231	11.3%	
Census Tract 135.03	4601	3664	937	20.4%	
Census Tract 135.05	2625	2455	170	6.5%	
Census Tract 135.06	6651	4989	1662	25.0%	
Census Tract 135.07	2432	1900	532	21.9%	
Census Tract 135.08	6755	5896	859	12.7%	
Census Tract 136.01	10073	8038	2035	20.2%	
Census Tract 136.02	4269	2921	1348	31.6%	Yes
Census Tract 137.03	2568	1854	714	27.8%	Yes
Census Tract 137.05	6250	5982	268	4.3%	
Census Tract 137.06	2165	1922	243	11.2%	
Census Tract 137.07	6070	5058	1012	16.7%	
Census Tract 138.01	7601	6423	1178	15.5%	
Census Tract 138.02	4459	4157	302	6.8%	
Census Tract 139.01	2525	2188	337	13.3%	
Census Tract 139.02	5373	4629	744	13.8%	
Census Tract 14	3330	2486	844	25.3%	Yes
Census Tract 140.01	3993	2881	1112	27.8%	Yes
Census Tract 140.02	4340	3795	545	12.6%	
Census Tract 141	5089	4565	524	10.3%	
Census Tract 142.01	6023	5217	806	13.4%	
Census Tract 142.02	5850	5396	454	7.8%	
Census Tract 142.03	6331	5842	489	7.7%	
Census Tract 143.01	2855	2672	183	6.4%	
Census Tract 143.02	8282	7669	613	7.4%	
Census Tract 144.01	4168	4074	94	2.3%	
Census Tract 144.02	3289	2930	359	10.9%	
Census Tract 145.01	2433	2407	26	1.1%	

Census Tract 145.02	3500	3408	92	2.6%	
Census Tract 145.03	2820	2616	204	7.2%	
Census Tract 146.06	3640	3415	225	6.2%	
Census Tract 146.07	7851	7226	625	8.0%	
Census Tract 146.08	4136	3413	723	17.5%	
Census Tract 146.09	4807	3931	876	18.2%	
Census Tract 146.11	2017	1778	239	11.8%	
Census Tract 146.12	1610	1572	38	2.4%	
Census Tract 146.13	3325	3144	181	5.4%	
Census Tract 146.14	5392	4382	1010	18.7%	
Census Tract 146.15	2897	1928	969	33.4%	Yes
Census Tract 147	2769	2719	50	1.8%	
Census Tract 148.01	2823	2726	97	3.4%	
Census Tract 148.02	1797	1738	59	3.3%	
Census Tract 148.03	3390	3308	82	2.4%	
Census Tract 15	4614	3274	1340	29.0%	Yes
Census Tract 16	4210	3108	1102	26.2%	Yes
Census Tract 17	4870	3338	1532	31.5%	Yes
Census Tract 18.01	6875	5610	1265	18.4%	
Census Tract 18.02	3988	3131	857	21.5%	
Census Tract 19.01	2544	2088	456	17.9%	
Census Tract 19.02	2720	2411	309	11.4%	
Census Tract 2	4519	557	3962	87.7%	Yes
Census Tract 20	6980	3459	3521	50.4%	Yes
Census Tract 201.01	2660	1768	892	33.5%	Yes
Census Tract 201.02	2833	1958	875	30.9%	Yes
Census Tract 202	1995	1270	725	36.3%	Yes
Census Tract 203	1471	1160	311	21.1%	
Census Tract 205	4978	3764	1214	24.4%	
Census Tract 206	2934	2095	839	28.6%	Yes
Census Tract 207	6047	2216	3831	63.4%	Yes
Census Tract 208	3341	1312	2029	60.7%	Yes
Census Tract 209	3504	867	2637	75.3%	Yes
Census Tract 21	2954	1548	1406	47.6%	Yes
Census Tract 210.01	960	373	587	61.1%	Yes
Census Tract 210.02	2026	847	1179	58.2%	Yes
Census Tract 212	3187	2706	481	15.1%	
Census Tract 214	2959	1269	1690	57.1%	Yes
Census Tract 215	3212	1470	1742	54.2%	Yes
Census Tract 216	3783	2032	1751	46.3%	Yes
Census Tract 217	3886	1762	2124	54.7%	Yes
Census Tract 218	8095	6424	1671	20.6%	
Census Tract 22	2424	1626	798	32.9%	Yes

Census Tract 23	1988	617	1371	69.0%	Yes
Census Tract 25	2790	303	2487	89.1%	Yes
Census Tract 26	5628	1277	4351	77.3%	Yes
Census Tract 3	5244	2541	2703	51.5%	Yes
Census Tract 319	7949	6856	1093	13.8%	
Census Tract 320	6409	5537	872	13.6%	
Census Tract 321.01	5367	4668	699	13.0%	
Census Tract 321.02	1792	1566	226	12.6%	
Census Tract 322	4838	4534	304	6.3%	
Census Tract 323	2906	2677	229	7.9%	
Census Tract 324.02	3053	2769	284	9.3%	
Census Tract 324.03	2142	2013	129	6.0%	
Census Tract 324.04	6773	6640	133	2.0%	
Census Tract 325.02	3568	3370	198	5.5%	
Census Tract 325.03	4045	3820	225	5.6%	
Census Tract 325.04	2164	2039	125	5.8%	
Census Tract 326.01	1923	1843	80	4.2%	
Census Tract 326.02	3964	3842	122	3.1%	
Census Tract 327	4044	3589	455	11.3%	
Census Tract 329.01	4171	3880	291	7.0%	
Census Tract 329.02	4446	3982	464	10.4%	
Census Tract 330.02	2296	2263	33	1.4%	
Census Tract 330.03	3595	3285	310	8.6%	
Census Tract 330.04	2672	2482	190	7.1%	
Census Tract 331.01	2068	2061	7	0.3%	
Census Tract 331.02	6280	5981	299	4.8%	
Census Tract 332	3378	2500	878	26.0%	Yes
Census Tract 333	2063	1945	118	5.7%	
Census Tract 334	3058	2427	631	20.6%	
Census Tract 335	1961	1542	419	21.4%	
Census Tract 4.01	2423	2210	213	8.8%	
Census Tract 4.03	4654	3247	1407	30.2%	Yes
Census Tract 4.04	5033	3441	1592	31.6%	Yes
Census Tract 401	4274	3168	1106	25.9%	Yes
Census Tract 402	5087	4080	1007	19.8%	
Census Tract 403	2704	1977	727	26.9%	Yes
Census Tract 404	2143	1110	1033	48.2%	Yes
Census Tract 405	2197	1167	1030	46.9%	Yes
Census Tract 406	2265	1588	677	29.9%	Yes
Census Tract 407	4633	2917	1716	37.0%	Yes
Census Tract 408	1877	1340	537	28.6%	Yes
Census Tract 409	2813	1872	941	33.5%	Yes
Census Tract 410	4175	2648	1527	36.6%	Yes

Census Tract 411	5436	4040	1396	25.7%	Yes
Census Tract 412	3037	2640	397	13.1%	
Census Tract 413	5236	4080	1156	22.1%	
Census Tract 414	4056	3289	767	18.9%	
Census Tract 5.01	3758	2138	1620	43.1%	Yes
Census Tract 5.02	3747	2673	1074	28.7%	Yes
Census Tract 515	2691	2095	596	22.1%	
Census Tract 516	6811	5744	1067	15.7%	
Census Tract 517.01	3405	3333	72	2.1%	
Census Tract 517.02	3453	3366	87	2.5%	
Census Tract 518	5728	5728	0	0.0%	
Census Tract 519.01	4139	3870	269	6.5%	
Census Tract 519.02	3529	3365	164	4.6%	
Census Tract 520.02	1739	1672	67	3.9%	
Census Tract 520.03	4515	4233	282	6.2%	
Census Tract 520.04	5990	5531	459	7.7%	
Census Tract 521.01	2145	2040	105	4.9%	
Census Tract 521.02	1661	1635	26	1.6%	
Census Tract 521.03	1727	1714	13	0.8%	
Census Tract 522.01	4533	4502	31	0.7%	
Census Tract 522.03	5612	5444	168	3.0%	
Census Tract 522.04	2924	2922	2	0.1%	
Census Tract 523.01	4225	3871	354	8.4%	
Census Tract 523.03	1174	1157	17	1.4%	
Census Tract 523.04	6732	6436	296	4.4%	
Census Tract 524.02	2571	2409	162	6.3%	
Census Tract 524.03	6602	5984	618	9.4%	
Census Tract 524.04	7290	6680	610	8.4%	
Census Tract 525.01	6524	6314	210	3.2%	
Census Tract 525.02	5176	4983	193	3.7%	
Census Tract 525.03	1322	1260	62	4.7%	
Census Tract 526.01	3781	3458	323	8.5%	
Census Tract 526.02	1077	1015	62	5.8%	
Census Tract 526.03	2891	2862	29	1.0%	
Census Tract 6	3851	1372	2479	64.4%	Yes
Census Tract 601.01	5906	5553	353	6.0%	
Census Tract 601.02	5566	5460	106	1.9%	
Census Tract 602	3586	3473	113	3.2%	
Census Tract 603	3958	3798	160	4.0%	
Census Tract 604	2545	2435	110	4.3%	
Census Tract 605.01	1745	1691	54	3.1%	
Census Tract 605.02	2207	2181	26	1.2%	
Census Tract 605.03	2207	2143	64	2.9%	

Census Tract 606.01	2899	2696	203	7.0%	
Census Tract 606.02	4892	4787	105	2.1%	
Census Tract 607.01	7322	7044	278	3.8%	
Census Tract 607.02	9239	8769	470	5.1%	
Census Tract 608	5150	4997	153	3.0%	
Census Tract 609.01	3817	3596	221	5.8%	
Census Tract 609.02	1870	1732	138	7.4%	
Census Tract 610	3946	3453	493	12.5%	
Census Tract 611	5756	5254	502	8.7%	
Census Tract 612	5323	5106	217	4.1%	
Census Tract 613.01	3489	3253	236	6.8%	
Census Tract 613.02	6711	6518	193	2.9%	
Census Tract 613.03	2019	1498	521	25.8%	Yes
Census Tract 614.01	4970	4861	109	2.2%	
Census Tract 614.03	6368	6242	126	2.0%	
Census Tract 614.04	2848	2746	102	3.6%	
Census Tract 615	3541	3407	134	3.8%	
Census Tract 616	4183	4082	101	2.4%	
Census Tract 617.01	4928	4552	376	7.6%	
Census Tract 617.02	4333	4250	83	1.9%	
Census Tract 618	5629	5179	450	8.0%	
Census Tract 619.01	8981	8553	428	4.8%	
Census Tract 619.03	5938	5717	221	3.7%	
Census Tract 620	6580	6518	62	0.9%	
Census Tract 621	1812	1767	45	2.5%	
Census Tract 622	3003	2878	125	4.2%	
Census Tract 623	2202	2110	92	4.2%	
Census Tract 624.03	6462	5955	507	7.8%	
Census Tract 624.04	1890	1815	75	4.0%	
Census Tract 624.05	7061	6059	1002	14.2%	
Census Tract 624.06	3814	3522	292	7.7%	
Census Tract 625.01	5057	4686	371	7.3%	
Census Tract 625.03	5980	5325	655	11.0%	
Census Tract 625.05	3620	3051	569	15.7%	
Census Tract 625.06	5610	5141	469	8.4%	
Census Tract 625.07	3620	3119	501	13.8%	
Census Tract 625.08	4386	3955	431	9.8%	
Census Tract 625.09	3212	3057	155	4.8%	
Census Tract 626.01	2472	2238	234	9.5%	
Census Tract 626.02	6709	6038	671	10.0%	
Census Tract 627	6179	5757	422	6.8%	
Census Tract 628	2233	1973	260	11.6%	
Census Tract 7	3927	559	3368	85.8%	Yes

Census Tract 8	2178	508	1670	76.7%	Yes
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Identification of Low-Income Census Tracts in CDTA Service Area

Census Tract	Total Population	Low Income	% Low Income	Low Income Tract
Census Tract 1	2001	764	38.2%	Yes
Census Tract 11	1218	522	42.9%	Yes
Census Tract 127	2300	204	8.9%	
Census Tract 128	3778	1172	31.0%	Yes
Census Tract 129	3258	758	23.3%	Yes
Census Tract 130	6264	582	9.3%	
Census Tract 131	2608	280	10.7%	
Census Tract 132	3312	786	23.7%	Yes
Census Tract 133	4840	432	8.9%	
Census Tract 134	2035	264	13.0%	
Census Tract 135.03	4580	441	9.6%	
Census Tract 135.05	2625	285	10.9%	
Census Tract 135.06	6571	749	11.4%	
Census Tract 135.07	2432	341	14.0%	
Census Tract 135.08	6713	368	5.5%	
Census Tract 136.01	7885	611	7.7%	
Census Tract 136.02	4253	291	6.8%	
Census Tract 137.03	1617	149	9.2%	
Census Tract 137.05	6250	259	4.1%	
Census Tract 137.06	2165	80	3.7%	
Census Tract 137.07	5985	222	3.7%	
Census Tract 138.01	7601	409	5.4%	
Census Tract 138.02	4459	121	2.7%	
Census Tract 139.01	2525	176	7.0%	
Census Tract 139.02	5358	184	3.4%	
Census Tract 14	3330	693	20.8%	Yes
Census Tract 140.01	3993	360	9.0%	
Census Tract 140.02	4340	454	10.5%	
Census Tract 141	5021	95	1.9%	
Census Tract 142.01	5903	457	7.7%	
Census Tract 142.02	5850	153	2.6%	
Census Tract 142.03	6331	126	2.0%	
Census Tract 143.01	2842	485	17.1%	
Census Tract 143.02	8269	145	1.8%	
Census Tract 144.01	4155	343	8.3%	
Census Tract 144.02	3244	388	12.0%	
Census Tract 145.01	2426	186	7.7%	

Census Tract 145.02	3489	235	6.7%	
Census Tract 145.03	2816	94	3.3%	
Census Tract 146.06	3638	145	4.0%	
Census Tract 146.07	7848	178	2.3%	
Census Tract 146.08	2581	242	9.4%	
Census Tract 146.09	4807	419	8.7%	
Census Tract 146.11	2017	61	3.0%	
Census Tract 146.12	1604	106	6.6%	
Census Tract 146.13	3218	165	5.1%	
Census Tract 146.14	5392	379	7.0%	
Census Tract 146.15	2743	264	9.6%	
Census Tract 147	2765	170	6.1%	
Census Tract 148.01	2817	256	9.1%	
Census Tract 148.02	1768	273	15.4%	
Census Tract 148.03	3390	135	4.0%	
Census Tract 15	4601	1595	34.7%	Yes
Census Tract 16	3917	1099	28.1%	Yes
Census Tract 17	4749	672	14.2%	
Census Tract 18.01	6817	465	6.8%	
Census Tract 18.02	3980	402	10.1%	
Census Tract 19.01	2509	300	12.0%	
Census Tract 19.02	2720	213	7.8%	
Census Tract 2	4498	1668	37.1%	Yes
Census Tract 20	6970	2049	29.4%	Yes
Census Tract 201.01	2643	117	4.4%	
Census Tract 201.02	2833	733	25.9%	Yes
Census Tract 202	1995	432	21.7%	Yes
Census Tract 203	798	121	15.2%	
Census Tract 205	4978	498	10.0%	
Census Tract 206	2923	264	9.0%	
Census Tract 207	6020	1446	24.0%	Yes
Census Tract 208	3340	1180	35.3%	Yes
Census Tract 209	3504	2171	62.0%	Yes
Census Tract 21	2055	680	33.1%	Yes
Census Tract 210.01	627	333	53.1%	Yes
Census Tract 210.02	2026	1000	49.4%	Yes
Census Tract 212	3187	477	15.0%	
Census Tract 214	2959	887	30.0%	Yes
Census Tract 215	3211	958	29.8%	Yes
Census Tract 216	3570	763	21.4%	Yes
Census Tract 217	3877	1268	32.7%	Yes
Census Tract 218	7872	555	7.1%	
Census Tract 22	2424	432	17.8%	

Census Tract 23	1988	803	40.4%	Yes
Census Tract 25	2790	1258	45.1%	Yes
Census Tract 26	5628	1821	32.4%	Yes
Census Tract 3	5055	1755	34.7%	Yes
Census Tract 319	7872	439	5.6%	
Census Tract 320	6308	215	3.4%	
Census Tract 321.01	5367	289	5.4%	
Census Tract 321.02	1792	168	9.4%	
Census Tract 322	4838	239	4.9%	
Census Tract 323	2906	230	7.9%	
Census Tract 324.02	3015	75	2.5%	
Census Tract 324.03	2138	156	7.3%	
Census Tract 324.04	6490	147	2.3%	
Census Tract 325.02	3360	208	6.2%	
Census Tract 325.03	4045	268	6.6%	
Census Tract 325.04	2164	94	4.3%	
Census Tract 326.01	1885	102	5.4%	
Census Tract 326.02	3955	114	2.9%	
Census Tract 327	4044	464	11.5%	
Census Tract 329.01	4131	126	3.1%	
Census Tract 329.02	4299	140	3.3%	
Census Tract 330.02	2283	77	3.4%	
Census Tract 330.03	3583	152	4.2%	
Census Tract 330.04	2672	397	14.9%	
Census Tract 331.01	2061	103	5.0%	
Census Tract 331.02	6280	330	5.3%	
Census Tract 332	3368	543	16.1%	
Census Tract 333	2063	177	8.6%	
Census Tract 334	1634	234	14.3%	
Census Tract 335	1909	338	17.7%	
Census Tract 4.01	1883	126	6.7%	
Census Tract 4.03	4654	751	16.1%	
Census Tract 4.04	8	0	0.0%	
Census Tract 401	4274	991	23.2%	Yes
Census Tract 402	5087	1330	26.1%	Yes
Census Tract 403	2704	723	26.7%	Yes
Census Tract 404	2129	972	45.7%	Yes
Census Tract 405	2181	847	38.8%	Yes
Census Tract 406	1522	553	36.3%	Yes
Census Tract 407	3894	1563	40.1%	Yes
Census Tract 408	1872	386	20.6%	Yes
Census Tract 409	2813	732	26.0%	Yes
Census Tract 410	3756	1360	36.2%	Yes

Census Tract 411	5372	894	16.6%	
Census Tract 412	2863	228	8.0%	
Census Tract 413	2901	594	20.5%	Yes
Census Tract 414	4056	690	17.0%	
Census Tract 5.01	3667	989	27.0%	Yes
Census Tract 5.02	1778	425	23.9%	Yes
Census Tract 515	2691	900	33.4%	Yes
Census Tract 516	6786	958	14.1%	
Census Tract 517.01	3405	408	12.0%	
Census Tract 517.02	3374	367	10.9%	
Census Tract 518	5728	494	8.6%	
Census Tract 519.01	4087	408	10.0%	
Census Tract 519.02	3412	297	8.7%	
Census Tract 520.02	1714	91	5.3%	
Census Tract 520.03	4515	78	1.7%	
Census Tract 520.04	5976	93	1.6%	
Census Tract 521.01	2145	175	8.2%	
Census Tract 521.02	1656	155	9.4%	
Census Tract 521.03	1719	57	3.3%	
Census Tract 522.01	4533	85	1.9%	
Census Tract 522.03	5612	79	1.4%	
Census Tract 522.04	2924	126	4.3%	
Census Tract 523.01	4217	258	6.1%	
Census Tract 523.03	1174	161	13.7%	
Census Tract 523.04	6346	184	2.9%	
Census Tract 524.02	2255	31	1.4%	
Census Tract 524.03	6602	535	8.1%	
Census Tract 524.04	7207	215	3.0%	
Census Tract 525.01	6519	218	3.3%	
Census Tract 525.02	5159	275	5.3%	
Census Tract 525.03	1241	53	4.3%	
Census Tract 526.01	3776	214	5.7%	
Census Tract 526.02	1077	62	5.8%	
Census Tract 526.03	2891	346	12.0%	
Census Tract 6	3840	1797	46.8%	Yes
Census Tract 601.01	5483	469	8.6%	
Census Tract 601.02	5556	188	3.4%	
Census Tract 602	3586	358	10.0%	
Census Tract 603	3939	472	12.0%	
Census Tract 604	2530	497	19.6%	
Census Tract 605.01	1734	180	10.4%	
Census Tract 605.02	2207	225	10.2%	
Census Tract 605.03	2207	138	6.3%	

Census Tract 606.01	2899	284	9.8%	
Census Tract 606.02	4892	507	10.4%	
Census Tract 607.01	7292	541	7.4%	
Census Tract 607.02	9224	328	3.6%	
Census Tract 608	5122	379	7.4%	
Census Tract 609.01	3806	182	4.8%	
Census Tract 609.02	1862	233	12.5%	
Census Tract 610	3926	521	13.3%	
Census Tract 611	5756	460	8.0%	
Census Tract 612	4818	427	8.9%	
Census Tract 613.01	3378	76	2.2%	
Census Tract 613.02	6695	184	2.7%	
Census Tract 614.01	4970	738	14.8%	
Census Tract 614.03	6199	199	3.2%	
Census Tract 614.04	2848	200	7.0%	
Census Tract 615	3537	196	5.5%	
Census Tract 616	4150	121	2.9%	
Census Tract 617.01	4928	574	11.6%	
Census Tract 617.02	4303	43	1.0%	
Census Tract 618	5362	382	7.1%	
Census Tract 619.01	8858	234	2.6%	
Census Tract 619.03	5920	253	4.3%	
Census Tract 620	6414	247	3.9%	
Census Tract 621	1810	242	13.4%	
Census Tract 622	2977	433	14.5%	
Census Tract 623	2187	410	18.7%	
Census Tract 624.03	6462	572	8.9%	
Census Tract 624.04	1890	58	3.1%	
Census Tract 624.05	7061	948	13.4%	
Census Tract 624.06	3773	333	8.8%	
Census Tract 625.01	5057	104	2.1%	
Census Tract 625.03	5980	29	0.5%	
Census Tract 625.05	3613	155	4.3%	
Census Tract 625.06	5601	101	1.8%	
Census Tract 625.07	3620	314	8.7%	
Census Tract 625.08	4220	172	4.1%	
Census Tract 625.09	3208	77	2.4%	
Census Tract 626.01	2472	106	4.3%	
Census Tract 626.02	6687	19	0.3%	
Census Tract 627	6179	373	6.0%	
Census Tract 628	2233	301	13.5%	
Census Tract 7	3907	1459	37.3%	Yes
Census Tract 8	2170	1133	52.2%	Yes

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

- Albany Housing Authority – Headquarters
 - 270 North Pearl Street, Albany, NY 12202
 - Located on CDTA bus line
 - Located in minority census tract (89% minority)
- Albany Public Library Arbor Hill/West Hill Branch
 - 148 Henry Johnson Boulevard, Albany, NY 12210
 - Located on CDTA bus line
 - Located in minority census tract (88% minority)
- Albany Public Library Howe Branch
 - 105 Schuyler Street, Albany, NY 12202
 - Located near CDTA bus line
 - Located in minority census tract (89% minority)
- Albany Public Library Main Branch
 - 161 Washington Avenue, Albany, NY 12210
 - Located on CDTA bus line
 - Located in minority census tract (50% minority)
- Capital Roots
 - 594 River Street, Troy, NY 12180
 - Located on CDTA bus line
 - Located in minority census tract (48% minority)
- Saratoga Springs Public Library
 - 49 Henry Street, Saratoga Springs, NY 12866
 - Located near CDTA bus line
- Schenectady Public Library Main Branch
 - 99 Clinton Street, Schenectady, NY 12305
 - Located near CDTA bus line
 - Located in minority census tract (61% minority)
- Schenectady Public Library Mont Pleasant Branch
 - 1026 Crane Street, Schenectady, NY 12303
 - Located on CDTA bus line
 - Located in minority census tract (57% minority)
- Schenectady Public Library Phyllis Bornt Branch Library & Literacy Center
 - 948 State Street, Schenectady, NY 12307
 - Located on CDTA bus line
 - Located in minority census tract (75% minority)
- Schenectady Public Library Woodlawn Branch

- 2 Sanford Street, Schenectady, NY 12304
- Located on CDTA bus line
- Troy City Hall
 - 433 River Street, Troy, NY 12180
 - Located on CDTA bus line
 - Located in minority census tract (37% minority)
- Troy Public Library Lansingburgh Branch
 - 27 114th Street, Troy, NY 12182
 - Located on CDTA bus line
 - Located in minority census tract (26% minority)
- Troy Public Library Main Branch
 - 100 Second Street, Troy, NY 12180
 - Located on CDTA bus line
 - Located in minority census tract (37% minority)
- U.S. Committee for Refugees and Immigrants
 - 991 Broadway, Suite 223, Albany, NY 12204
 - Located on CDTA bus line
 - Located in minority census tract (75% minority)

Appendix M – Demographic Passenger Profile from Survey Data

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

These surveys were administered by professional interviewers with randomly selected riders across CDTA's regular routes. The number of interviews conducted on each route is proportionate to that route's total ridership relative to all riders on regular routes. Over 36 months of surveying, a total of 3,754 passengers were interviewed. The following relevant statistics were gathered:

"Which of the following best describes you?"

Ethnic Background	% of all riders
White	39%
Black / African American	38%
Asian	8%
Hispanic / Hispanic American	5%
Native American	1%
Other / Multiracial	10%

"What is your annual household income?"

Annual Household Income	% of all riders
Less than \$24,999	70%
\$25,000 to \$49,999	20%
\$50,000 to \$99,999	9%
More than \$10,000	2%

"In which age category do you belong?"

Age Group	% of all riders
34 and Under	53%
35 to 54	33%
55 to 64	11%
65 or Older	3%

"How do you usually pay your CDTA fare?"

Method of Fare Payment	% of all riders
Cash	38%
Swiper Card	33%
Day Pass	18%
Student / Faculty-College ID	17%
10 Ride Pass	7%
Change Card	7%

Half Fare	6%
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“What is usually the purpose of your CDTA trip?”

Usual Purpose of CDTA Trip	Total Riders
Work	67%
Shopping	37%
Social / Recreation	25%
School	24%
Medical / Dental	15%
Other	6%

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

Satisfaction	White	Black/African American	Asian	Native American	Hispanic	Other/Multiracial
Very Satisfied	49%	35%	43%	49%	37%	40%
Somewhat Satisfied	36%	36%	36%	32%	41%	34%
Neutral	11%	21%	16%	16%	14%	19%
Somewhat Dissatisfied	4%	7%	4%	3%	5%	7%
Very Dissatisfied	1%	1%	2%	0%	2%	1%
Mean Rating Score (1 to 5)	4.2	4.0	4.1	4.3	4.1	4.0

Note that, although there are slight difference in responses between ethnic groups, more than 70% of every group considered themselves “somewhat” or “very” satisfied with the services from CDTA, and every group scored CDTA a mean at or above 4.0, between “somewhat” and “very” satisfied.

Appendix N – Board Resolution Adopting Title VI Program

CAPITAL DISTRICT TRANSPORTATION AUTHORITY RESOLUTION NO. 20- 2017

Approving 2017-2020 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 reviewed, updated, and 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 2017-2020 Title VI Program, including the Public Participation Plan (PPP) and Limited English Proficiency (LEP) Language Assessment Plan to the Federal Transit Administration.

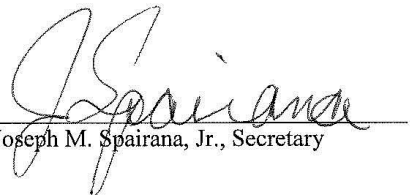
NOW, THEREFORE, IT IS RESOLVED AS FOLLOWS:

1. The Authority hereby approves the 2017-2020 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 29th day of March, 2017.

Dated: March 29, 2017


Joseph M. Spairana, Jr., Secretary