

**CapMetro**

# Potential Fare Programs

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Hispanic/Latino Quality of Life Resource Advisory Commission | June 28, 2022

# Agency Core Values



**INNOVATION**

**EQUITY**

**SUSTAINABILITY**

**TRANSPARENCY**

**SAFETY**

# Agenda

- Fare Strategy Review
- Potential Fare Programs powered by Amp
  - Fare Capping
  - Equifare
- Title VI Analysis
- Community Engagement
- Next Steps



# Fare Strategy Review

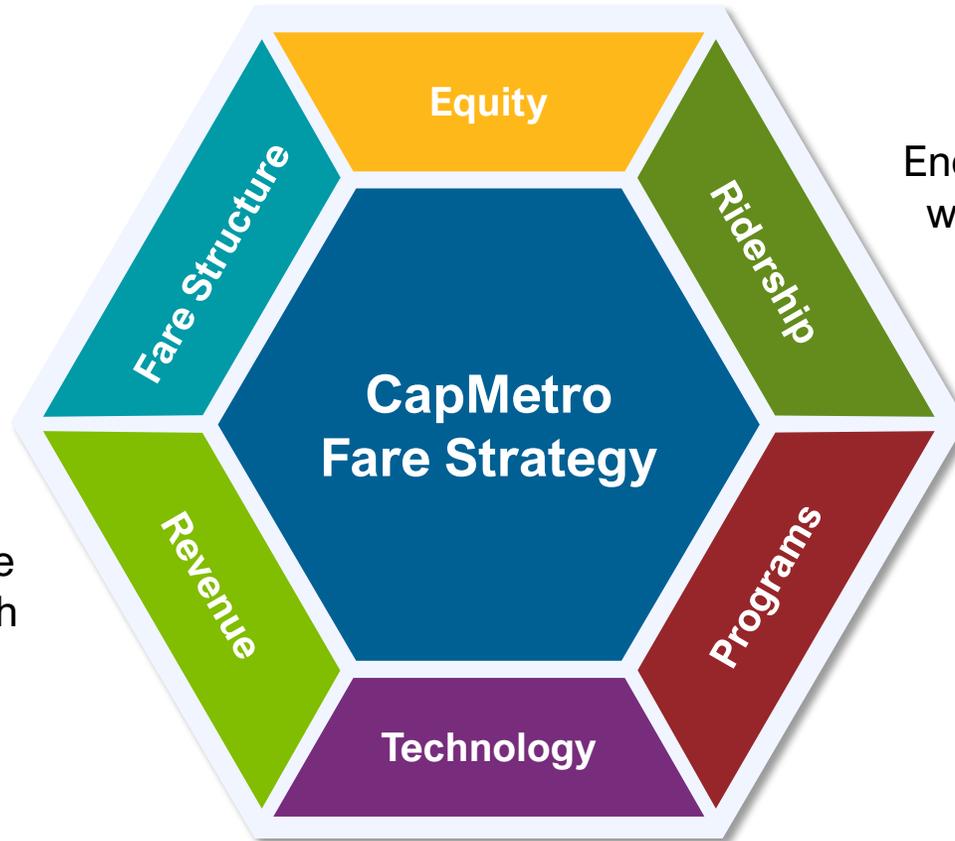
Addresses transit affordability and other population needs (i.e., low income and per Title VI, race, color, etc.)

Incorporates alternative fare structures (e.g., capped fares for all riders)

Encourages increased ridership while maintaining sustainable revenue stream

Supports equity in future fare adjustments in alignment with Project Connect Integrated Financial Model

Maintains and creates programs for various demographics (e.g., senior citizens, military, employer-sponsored, ILAs)



Encourages contactless payments, other innovations and integrations

# CapMetro wants to make our fares more equitable.

We know that our customers pay for their transit passes **one trip at a time** instead of taking advantage of the savings that come with **day or monthly passes**.

## Proposed Fare Programs powered by Amp

### Fare Capping

Fare capping limits how much you pay for all your trips in a day, week or month.

### Equifare

An additional discounted fare category for income-eligible customers

# What is Fare Capping?

Fare capping limits how much you pay for all your trips in a day, week or month.

Fare capping makes sure that customers:

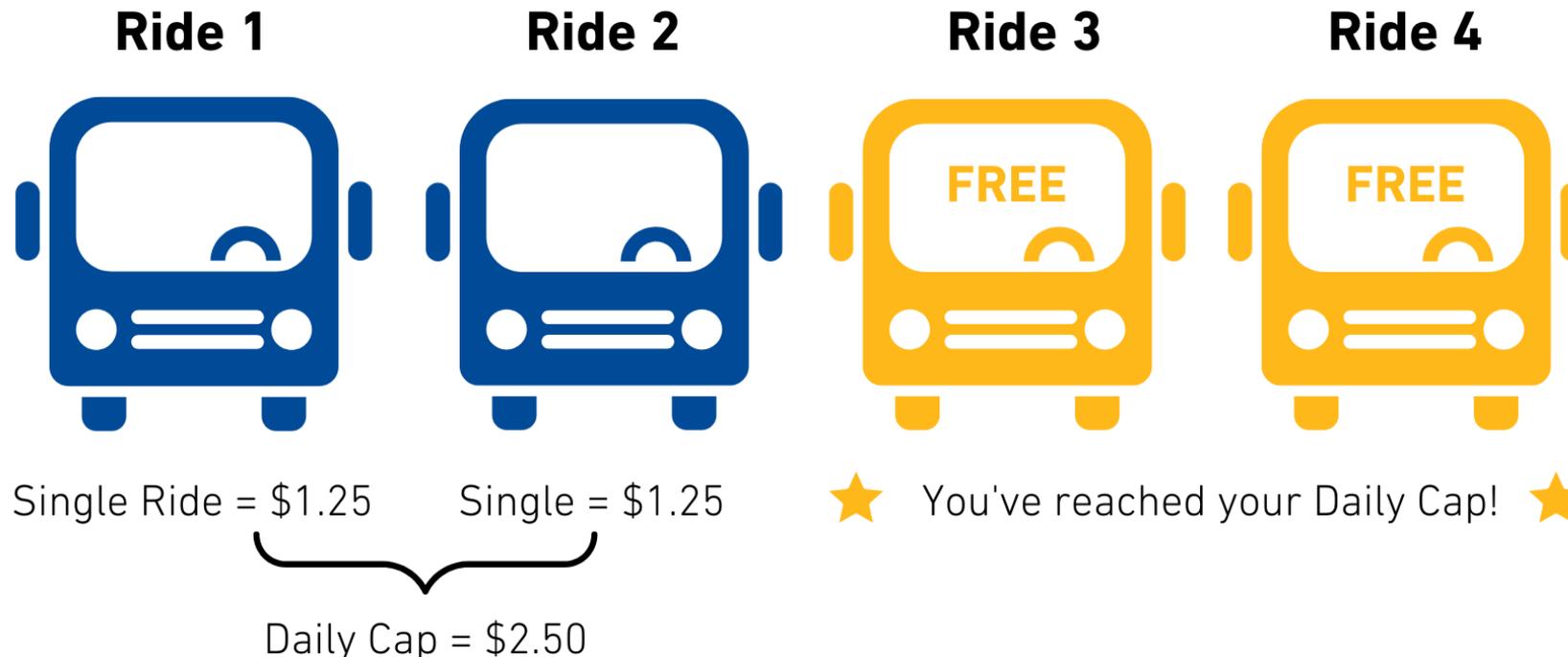
- Never pay more than the total cost of a Day Pass in a calendar day
- Never pay more than the total cost of a monthly pass in a calendar month



# Here's how fare capping works on MetroBus:

When you pay for **2 single rides** in one day, you earn a **Daily Cap** and ride free the rest of the day. Your daily spending is capped at \$2.50 total!

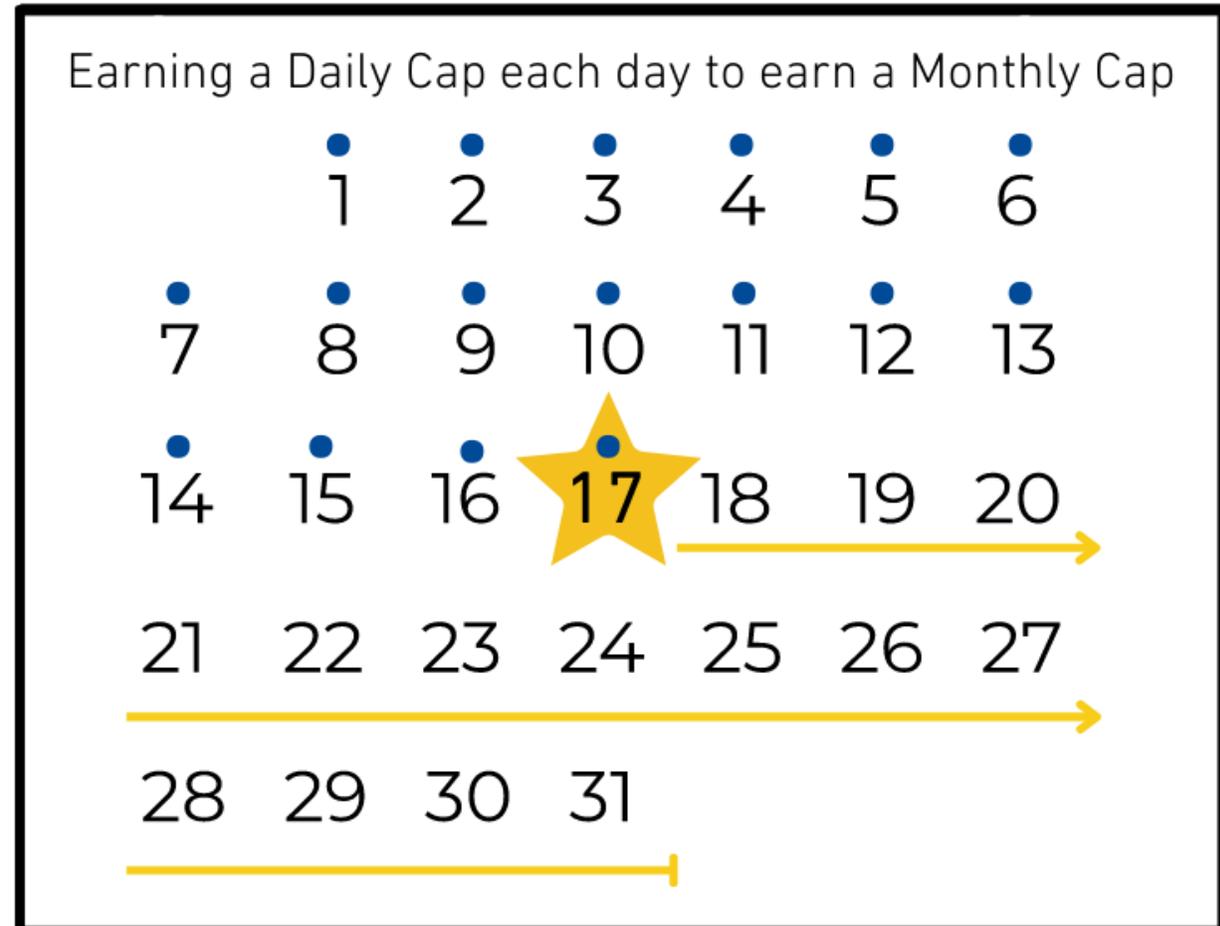
## HOW FARE CAPPING WORKS - 1 DAY



# Fare Capping - Monthly Cap

When you **pay for 33 single rides** in a **calendar month**, you earn a Monthly Cap, and ride free the rest of the month.

- Your monthly spending is capped at \$41.25 total!
- Monthly Cap
  - 33 Paid Rides
  - 17 Days of Riding
- Benefit: ride free up to 14 days per calendar month

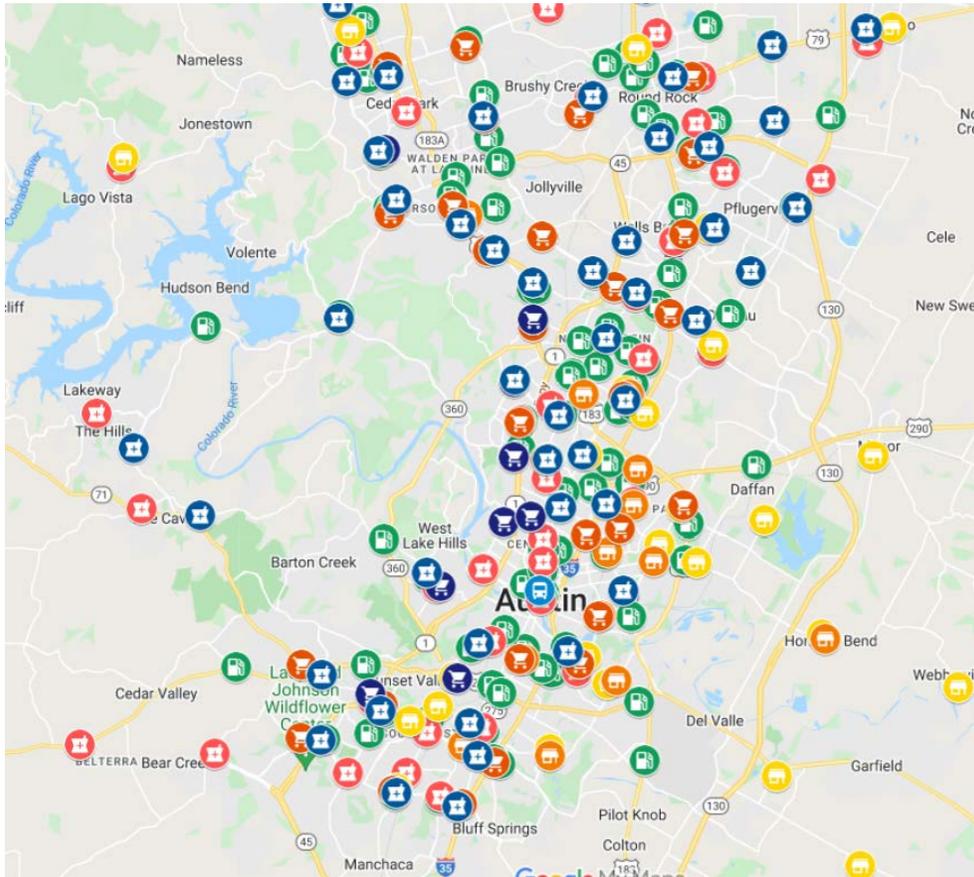


# How to Get Fare Capping: Amp Account

- Get Amp, by physical card or CapMetro App
- Load money to your account - this is called **stored value!**
- Tap your card or scan your app to pay from your stored value, reducing your balance by the cost of a single ride
- Amp tracks how many single rides you pay for to give you a Daily or Monthly Cap
- Re-load money to Amp as needed online or at one of 250+ participating retailers or the Transit Store
- **You cannot use fare capping without Amp**



# Retailer Map



## CapMetro Retail Network



# What Else Does Amp Do?

In addition to fare capping, Amp gives eligible customers access to our **two discounted fare programs**:

## **Current:** Reduced Fare

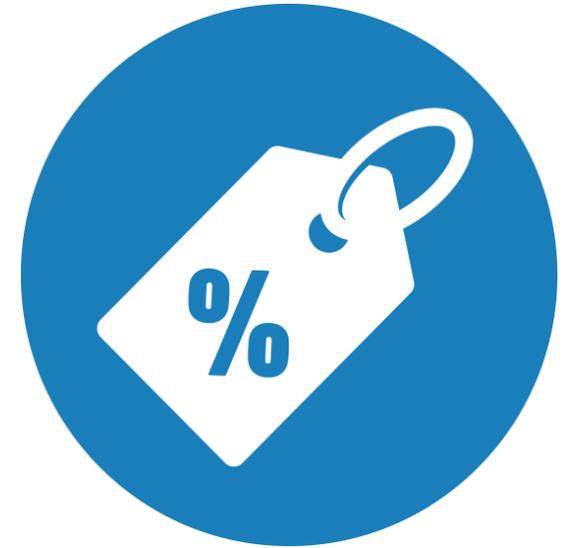
- 50% off Standard Fare transit passes for:
  - Seniors 65 and older\*
  - Medicare card holders\*
  - Active-duty military personnel
  - Riders with disabilities\*
- *\*50% rate required by FTA for these categories*

## **Additional:** Equifare (*Proposed*)

# What is Equifare?

- A potential fare program that offers discounted fares for eligible customers
- Eligible customers may apply online or at the Transit Store, and once they enroll, they will receive a discounted fare through the Amp account
- Equifare customers will also be able to take advantage of fare capping – adding additional savings to riders each month

\*We want to hear from you: seeking best practices for **eligibility** and **enrollment** to reduce barriers to the program



# New Fare Structure

		CURRENT FARE TYPES		PROPOSED <sup>^</sup>
PASS TYPE		Standard	Reduced	Equipfare
<b>LOCAL BUS</b>	Single Ride	\$1.25	\$0.60	\$1.00
	Day Pass	\$2.50	\$1.25	\$2.00
	Month Pass	\$41.20	\$20.60	\$33.00
<b>COMMUTER</b> RAIL & EXPRESS	Single Ride	\$3.50	\$1.75	\$3.00
	Day Pass	\$7.00	\$3.50	\$6.00
	Month Pass	\$96.25	\$48.10	\$77.00

<sup>^</sup> Proposed rate assumption is being used to perform a Title VI analysis.

# How Should We Determine Eligibility?

- Potential programs that could verify eligibility\*
  - Medicaid Program
  - Supplemental Nutrition Assistance Program (SNAP)
  - Children's Health Insurance Program (CHIP)
  - Telephone Lifeline Program
  - Travis County Comprehensive Energy Assistance Program (CEAP)
  - Medical Access Program (MAP)
  - Supplemental Security Income (SSI)
  - Veterans Affairs Supportive Housing (VASH)
- **OR** if you Household income less than 200% of Federal Poverty Level

Family Size	138% FPL	200% FPL	250% FPL	300% FPL	400% FPL
1	\$17,609	\$25,520	\$31,900	\$38,250	\$51,040
2	\$23,791	\$34,450	\$43,100	\$51,720	\$68,960
3	\$29,974	\$43,440	\$54,300	\$65,160	\$86,880
4	\$36,156	\$52,400	\$65,500	\$78,600	\$104,800
5	\$42,338	\$61,360	\$76,700	\$92,040	\$122,720
6	\$48,521	\$70,320	\$87,900	\$105,480	\$140,640
7	\$54,703	\$79,280	\$99,100	\$118,920	\$158,560
8	\$60,886	\$88,240	\$110,300	\$132,360	\$176,480
	<i>+\$4,480 per person above 8</i>				



\*Same eligibility requirements used for City of Austin Customer Assistance Program utility discounts.

# Potential Equifare Best Practices

- Self-verification (honor-based)
- Online enrollment and application – best practices
- Pop-up events
- Income Verification documentation
- Social service programs and organizations
- Address and eligibility verification through local organization
- 24-month rolling enrollment

# Enrollment Questions & Considerations



- What do we need to consider when we're thinking about enrollment process?
- What organizations or groups can we partner with for roll-out and implementation?
  - Agencies: How can CapMetro partner to help you enroll your clients?
- What communities do we need to consider that would be impacted by these changes?

# Title VI Analysis is posted to the CapMetro Website

## Result: Uncovered no Title VI Equity impacts

### Average Fare Analysis Findings

- The systemwide change resulted in less than 1% difference between minority and non-minority customers, and between low-income and non-low-income riders (within the 2% of the CapMetro threshold)

### Retail Access Analysis Findings

- The proposed reload locations are expected to benefit minority and low-income customers to a greater degree than non-minority and non-low-income customers
- Not impacted by private retailer's decision to not participate in CapMetro distribution



# Next Steps

- Equifare and Fare capping will be presented for board approval on July 25<sup>th</sup>.
- Continued community engagement
  - Virtual community meetings
  - In-person community meetings
  - Agency meetings
  - 1:1 meetings with nonprofits, neighborhood associations, community leaders, etc.
- We want to connect with community leaders and community-based organizations

**Let us know how we can work with you!**



# CapMetro

**Share your program feedback:**

[publicinput.com/fare-programs](https://publicinput.com/fare-programs)

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**For questions or to request a meeting:**

[engage@capmetro.org](mailto:engage@capmetro.org)

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Thank you!