

**CITY OF EL PASO, TEXAS  
AGENDA ITEM  
DEPARTMENT HEAD'S SUMMARY FORM**

**AGENDA DATE:** December 6, 2022

**PUBLIC HEARING DATE:** N/A

**CONTACT PERSON(S) NAME AND PHONE NUMBER:** Ellen A. Smyth, (915) 212-6000

**DISTRICT(S) AFFECTED:** All

**STRATEGIC GOAL:** 7.3 – Enhance a regional comprehensive transportation system

**SUBGOAL:**

**SUBJECT:** FOR NOTATION ONLY.

Title VI Fare Equity Analysis for modification in Discounted Fare and Expanded Hours for Streetcar.

Under Title VI of the Civil Rights Act of 1964, as amended, as recipients of federal financial assistance Sun Metro Mass Transit Board, without regard to race, color, or national origin, operate and plan for transit services so that:

- Transit benefits and services are available and provided equitably.
- Transit services are adequate to provide access and mobility for all.
- Opportunities to participate in the transit planning and decision-making process are open and accessible.
- Sun Metro takes remedial and corrective actions to prevent discriminatory treatment of any beneficiary.

**BACKGROUND / DISCUSSION:**

N/A

**PRIOR COUNCIL ACTION:**

N/A

**AMOUNT AND SOURCE OF FUNDING:**

N/A

**HAVE ALL AFFECTED DEPARTMENTS BEEN NOTIFIED? \_X\_ YES \_\_\_ NO**

**PRIMARY DEPARTMENT:** Sun Metro

**SECONDARY DEPARTMENT:**

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\*\*\*\*\*REQUIRED AUTHORIZATION\*\*\*\*\*

**DEPARTMENT HEAD:**

*Astrid Bunner* for Ellen Smyth, Chief Field Transit Officer

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(If Department Head Summary Form is initiated by Purchasing, client department should sign also)



## Title VI Fare Change Equity Analysis: Discounted Fare Change and Expanded Hours for Streetcar



Submitted by the City of El Paso Mass Transit Department, Sun Metro for compliance with Title VI of the Civil Rights Act of 1964, as amended and guidance found in FTA C4702.1B, dated October 1, 2012.

[Title VI of the Civil Rights Act of 1964](#) “No person in the United States shall, on the ground 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.”

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## OVERVIEW

Under Title VI of the Civil Rights Act of 1964, as amended, as recipients of federal financial assistance Sun Metro Mass Transit Board, without regard to race, color, or national origin, operate and plan for transit services so that:

- Transit benefits and services are available and provided equitably.
- Transit services are adequate to provide access and mobility for all.
- Opportunities to participate in the transit planning and decision-making process are open and accessible.
- Sun Metro takes remedial and corrective actions to prevent discriminatory treatment of any beneficiary.

## ABOUT SUN METRO

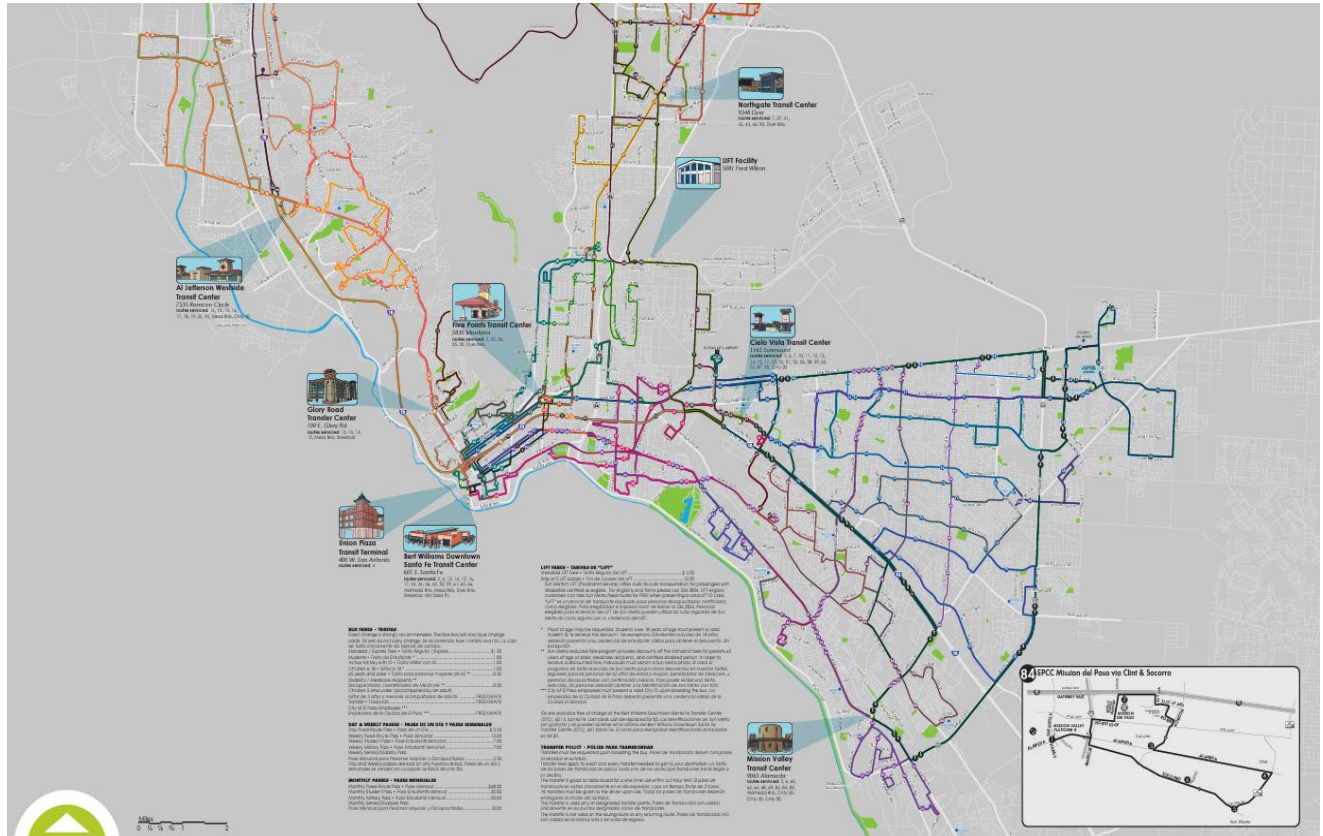
The vision of Sun Metro is to be your first choice in local mobility options and our mission is connecting our El Paso community through high quality transit services. To meet the population growth, Sun Metro offers fixed route and paratransit - Living Independently Facilitated by Transportation (LIFT) services within El Paso County.

Sun Metro recognizes that serving the public is our reason for existing and will strive to do whatever possible to assure our public a pleasant experience. Sun Metro also recognizes that our employees are our greatest resource in providing our services and that all our efforts to achieve success is dependent on the dedication, initiative and creativity of each individual in performing his/her job, and that our services improve as our efforts improve.

Therefore, it is the policy of Sun Metro, as established by the El Paso City Council to:

1. Be involved in the community and responsive to its transportation needs, implementing and planning for creative solutions whenever possible.
2. Pursue all revenue generating opportunities that benefit the transit system.
3. Encourage and reward employee participation in improving our public transit system.
4. Provide a productive and safe working environment that fosters initiative and creativity to the part of Sun Metro by rewarding individual achievement and performance.
5. Provide training and education that mutually supports the goals of Sun Metro and its employees.

Figure 1. Sun Metro System Map



## ABOUT EL PASO

El Paso is located in the Far West corner of Texas, separated only by an international boundary line in the middle of the Rio Grande River from its sister city of Ciudad Juarez, Chihuahua, Mexico.

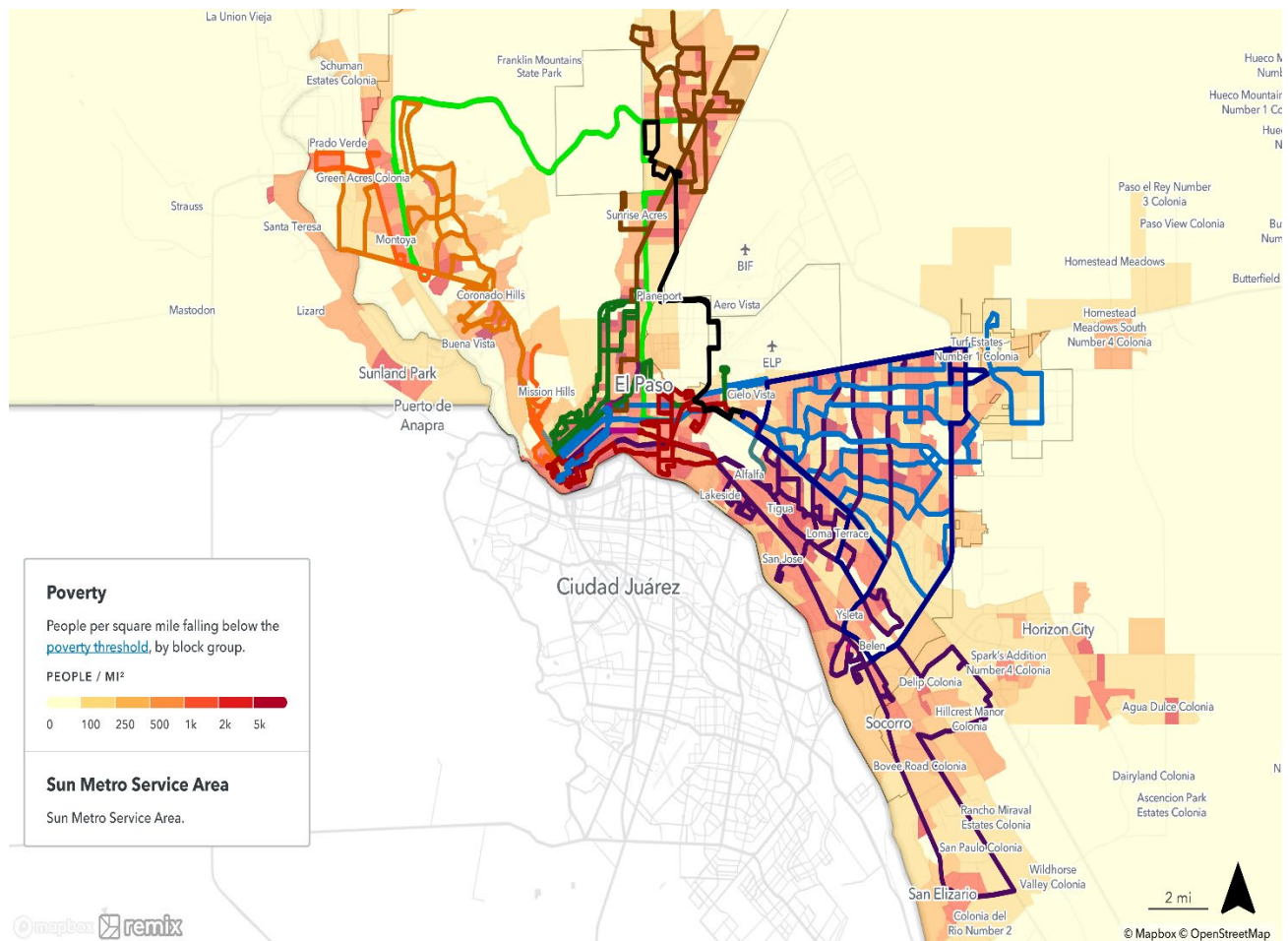
Together they form the El Paso/Juarez Metropolitan region that, with an estimated 2.5 million people, is the country's largest bi-national metropolis. As of July 1, 2015, El Paso is the sixth largest city in Texas, the population estimate from the U.S. Census was 678,415, making it the 24th most populous city proper in the United States (ahead of Boston and Atlanta).

El Paso is one of the poorer cities in the nation, with a per capita income that is only 70.2% of the national average, which meets the criteria of an Economically Distressed Area. The City's poverty rate of 18.8% far exceeds the 11.6% national rate. Communities with a higher percentage of households below poverty level are less likely to have access to reliable private transportation and therefore need alternate transportation.

Please refer to map below.

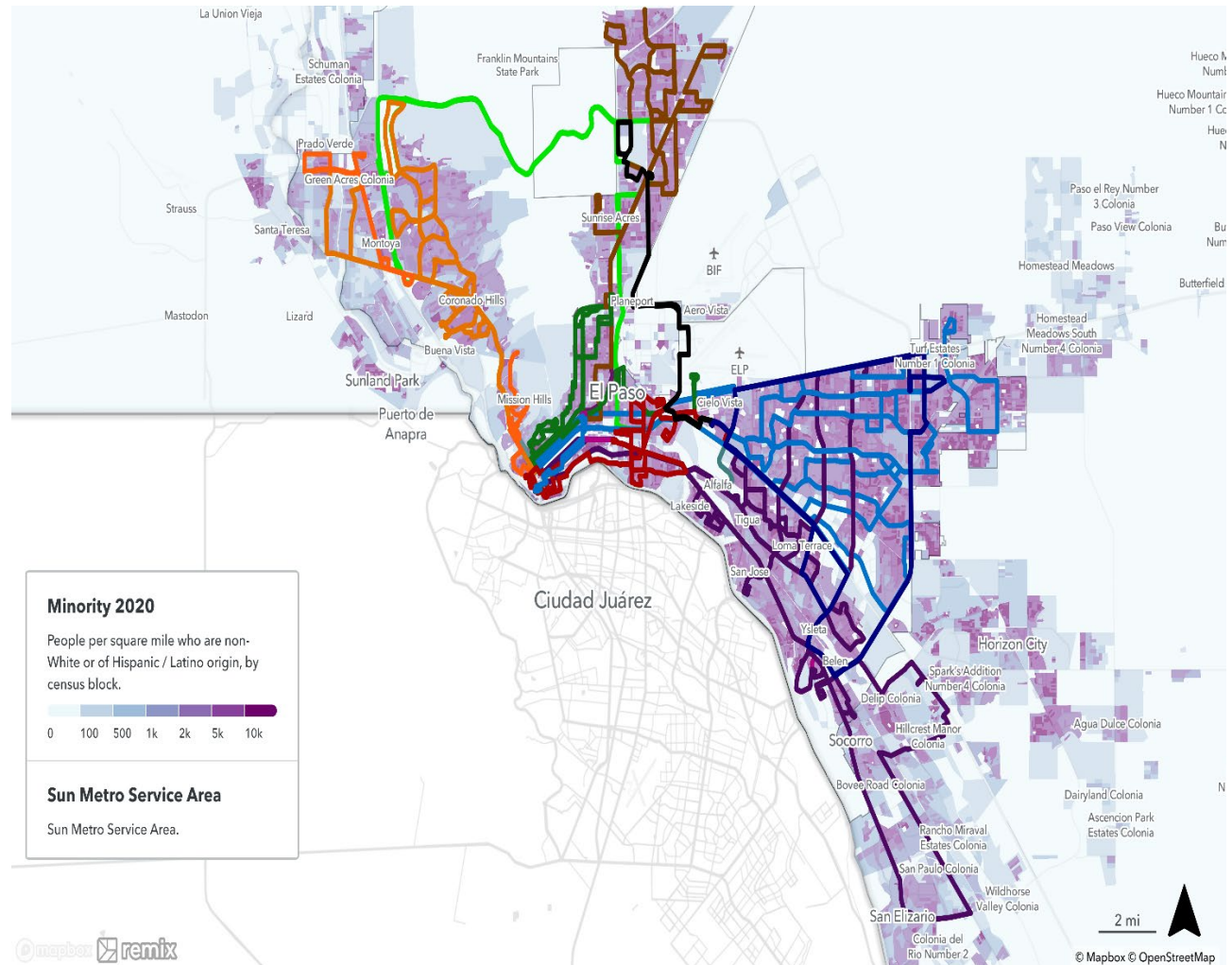


## SUN METRO SYSTEM MAP AND PERCENT OF POPULATION BELOW POVERTY LEVEL



El Paso has long been a majority-minority city where 82.9% of its residents claim Hispanic or Latino origin and 69.8% of those over the age of five years speak a language other than English at home. Please refer to map below.

## SUN METRO SYSTEM MAP AND PERCENT OF MINORITY POPULATION



## DEFINITIONS

### Disparate Impact

Refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification, and where there exist one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin.

### Disproportionate Burden

Refers to a neutral policy or practice that disproportionately affects low-income populations' more than non-low-income populations. A finding of disproportionate burden requires the recipient to evaluate alternatives and mitigate burdens where practicable.

### Limited English Proficient (LEP) Persons

Refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. It includes people who reported to the U.S. Census that they speak English less than very well, not well, or not at all.

### Low-Income Person

Means a person whose median household income is at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines. Recipients are encouraged to use a locally developed threshold, such as the definition found in 49 U.S.C. 5302 as amended by MAP-21: "refers to an individual whose family income is at or below 150 percent of the poverty line (as that term is defined in Section 673(2) of the Community Services Block Grant Act (42 U.S.C 9902(2)), including any revision required by that section) for a family of the size involved" or another threshold, provided that the threshold is at least as inclusive as the HHS poverty guidelines.

### Low-Income Population

Refers to any readily identifiable group of low-income persons who live in geographic proximity, and, if circumstances warrant, geographically dispersed/transient persons (such as migrant workers or Native Americans) who will be similarly affected by a proposed FTA program, policy or activity.

### Minority

A person or passenger who identifies as American Indian or Alaska Native, Asian, Black or African American, Hispanic or Latino (of any race), Native Hawaiian or Other Pacific Islander, or identifies as more than one race (multiracial) or some other race.

### Predominantly Minority Area

Means a geographic area, such as a neighborhood, Census tract, block or block group, or traffic analysis zone, where the proportion of minority persons residing in that area exceeds the average proportion of minority persons in the recipient's service area.

### Sun Metro Low-Income Threshold



Sun Metro considers low-income a person that has indicated its family income is at or below 150 percent of the poverty line (as that term is defined in Section 673(2) of the Community Services Block Grant Act (42 U.S.C 9902(2))).

## FARE STRUCTURE

The base fare for Sun Metro fixed-route service is \$1.50. Please refer to Table 1 for detailed fare structure changes for FY 2023.

Table 1. Sun Metro Fare Structure Changes

Sun Metro Transit Fare Type	FY 2022	FY 2023 Adopted
<b>Reduced Fares</b>		
Seniors 65 and older, Medicare recipients	\$0.30	\$0.50
<b>Multi-Ride Passes</b>		
Weekly Senior	\$2.50	\$3.50
Monthly Senior	\$10.00	\$15.00

In addition, refer to Table 2 below for overall Sun Metro fare structure:

Table 2. Sun Metro Fare Structure Schedule B

Sun Metro Transit Fare Type	Current Fares
<b>Single Ride Passes</b>	
Standard/Express Fare	\$1.50
<b>Reduced Fares</b>	
Active Military/Retired/Military Dependent	\$1.00
Student	\$1.00
Children 6-18	\$1.00
Children 5 & under	Free
Seniors 65 and older, Medicare recipients	\$0.50
LIFT fares	\$2.50
Fixed Route for LIFT passengers	Free
Transfer	Free
<b>Multi-Ride Passes</b>	
Daily	\$3.50
Daily Senior	\$3.50
Weekly	\$12.00
Weekly Military	\$7.00
Weekly Student	\$7.00
Weekly Senior	\$3.50
Monthly	\$48.00
Monthly Military	\$30.00
Monthly Student	\$30.00
Monthly Senior	\$15.00
<b>Tokens</b>	
Regular token (each)	\$1.50
Social Agencies bulk purchase token (each)	\$1.00

Student token (each)	\$1.00
<b>Other</b>	
City Employee, Job Corps, Jury Duty, etc.	Free

## SUN METRO TITLE VI COMPLIANCE

In 2014, Sun Metro updated its Title VI Program, which received concurrence by the Federal Transit Administration (FTA) in September of 2015. The program outlines agency policies, definitions and procedures for complying with Title VI and performing equity analyses. This includes the agency's major service change, disparate impact, and disproportionate burden policies.

### Disparate Impact Policy on Minority Populations

1. Must analyze how the proposed action would impact minority as compared to non-minority populations.
2. Determine if the adverse impacts of a major service change or fare adjustment is established over 25% based on the cumulative impact of the proposed service and/or fare changes.
3. This threshold applies to the difference of the impacts borne by minority populations compared to the same impacts borne by non-minority populations.

### Disproportionate Burden Policy

1. Applies only to low-income populations that are not also minority populations.
2. Determine if the adverse impacts of a major service change or fare adjustment is established over 25% based on the cumulative impact of the proposed service and/or fare changes.
3. This threshold applies to the difference of the impacts borne by low-income populations compared to the same impacts borne by non-low-income populations.

## FARE MEDIA

Existing fare media includes cash, change cards, tokens, passes, and transfers. Fare is paid on-board at the vehicle's farebox for all routes except the BRT service.

Cash fare is paid upon boarding (or prior to boarding at a TVM along Brio Routes). A one-way trip costs \$1.50. Fareboxes and TVMs accept \$1, \$5, \$10, and \$20 bills and U.S. currency coins. Fareboxes do not accept credit cards and do not return change. If a customer does not have exact change, the farebox will issue a change card for the difference.

Change cards can be used like cash on future rides but have no cash value outside of the Sun Metro system.

Tokens are redeemed at the farebox upon boarding. One token is good for one fare and two transfers.

Monthly, weekly, and day passes can be used on Sun Metro's fixed routes, Brio and the Streetcar.

Monthly Pass, Unlimited rides, good for one month beginning the day of validation (first use).  
Weekly Pass, Unlimited rides, good for one month beginning the day of validation (first use).  
Daily Pass, Unlimited rides, good for one month beginning the day of validation (first use).

## Transfers

If you need more than one route to reach your destination, you can request a free transfer from the bus operator upon boarding the bus. Sun Metro's policies regarding transfers are as follows:

- Transfers must be requested upon boarding the bus.
- Transfers are good on the date issued for a one-time use within a 2-hour limit.
- Transfers must be given to the driver upon use.
- Transfers are valid only at designated transfer points.
- Transfers are not valid on the issuing route or any returning routes.

Transfers are both issued and accepted on all fixed routes, including BRT service on Brio Routes. If a trip begins on BRT, the ticket provided by the TVM can be used as proof of payment when boarding the next bus. If transferring from a regular bus to a BRT bus, a customer can request a transfer ticket on the first bus, just as they would for a transfer to another fixed-route bus, and use that transfer ticket as proof of payment when boarding the BRT bus.

## Points of Purchase

**Farebox:** Cash, change cards, passes (with the exception of monthly passes), and transfers are all processed at the farebox.



**Ticket Offices** process all tickets and passes except for daily passes. Purchases can be done using cash, change cards and credit cards. Sun Metro ticket offices locations:





**Bert Williams Downtown Santa Fe Transit Center**

[601 Santa Fe | Boarding Map](#)

6:00 a.m. to 6:00 p.m. Monday–Friday  
8:00 a.m. to 4:00 p.m. Saturday



**Arturo Tury Benavides Cielo Vista Transit Center**

[1165 Sunmount | Boarding Map](#)

8:00 a.m. to 5:00 p.m. Monday–Friday



**Robert E. McKee Five Points Transit Center**

[2830 Montana Ave. | Boarding Map](#)

8:00 a.m. to 5:00 p.m. Monday–Friday



**Glory Road Transit Center**

[100 E. Glory Road | Boarding Map](#)



**Nestor A. Valencia Mission Valley Transit Center**

[9065 Alameda | Boarding Map](#)



**Arves E. Jones, Sr. Transit Center at Northgate**

[9348 Dyer | Boarding Map](#)

8:00 a.m. to 11:30 a.m. | 12:00 p.m. to 4:30 p.m. Monday–Friday

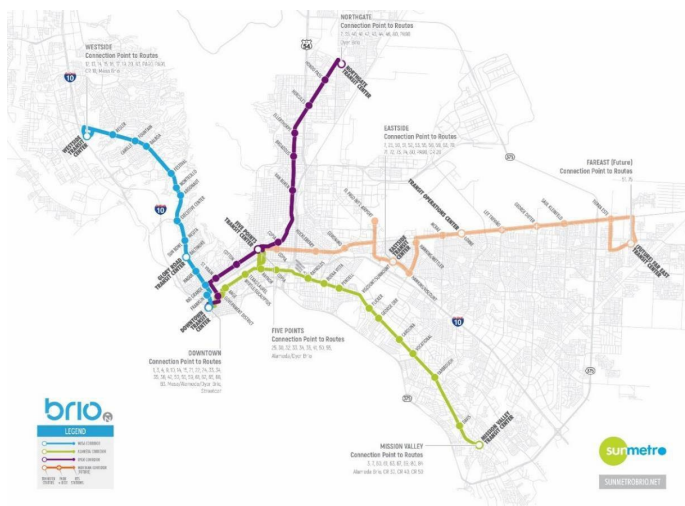


**Al Jefferson Westside Transit Center**

[7535 Remcon | Boarding Map](#)

**Ticket Vending Machines (TVMs)** process all tickets and passes. Purchases can be done using cash, change cards and credit cards. Sun Metro ticket vending machines are located at the terminals pictured above.

Ticket vending machines can also be found along our Alameda, Dyer, and Mesa Brio Routes. Montana Brio will become operational in late 2022.



## FARE EQUITY ANALYSIS

At its core, a fare equity analysis demonstrates that a transit agency has considered the consequences of a proposed policy that is facially neutral but may result in a disparate impact on minority riders or a disproportionate burden for low-income riders. The FTA's suggested methodology for performing a fare equity analysis begins with determining the number and percent of users of each fare media and evaluating the differences between minority users and non-minority users and low-income and non-low-income users. Next, the analysis should evaluate the impacts of the proposed changes to determine if there is a disparate impact or disproportionate burden. Finally, alternatives must be evaluated and mitigation strategies offered to prevent or mitigate any potential burden.

Whereas either population (from the U.S. Census) or ridership data can be used for a service equity analysis, the FTA recommends using ridership survey data for fare equity analyses. The ridership or customer survey data helps an agency determine if minority and/or low-income riders are disproportionately more likely to use the fare media that would be subject to change than the general population (see FTA C 4702.1B, IV-19).

Sun Metro's proposed changes will not immediately affect the price or availability of existing fare media. The proposed change is to add a mobile ticketing option fare media.

Thus, the focus of this fare equity analysis is to answer two key questions:


1. Does the change in fare structure create a disparate impact or disproportionate burden?
2. Does the change in Streetcar service create a disparate impact or disproportionate burden?

## DATA SOURCES

To determine the impact of introducing new fares, data from the 2022 Onboard Sun Metro Riders' Survey were used to perform the Title VI analysis. The following questions from the survey will be analyzed for the fare equity analysis:

Figure 2. 2022 Onboard Sun Metro Riders Survey

RIDER SURVEY



Please answer the following questions to help Sun Metro improve transit service.

1. Which Sun Metro route are you on now?
 

☐ Brio Mesa  
☐ Brio Alameda  
☐ Brio Dyer

☐ Other route  
 (Which route #? \_\_\_\_\_)
2. During this trip, did you or will you transfer between routes?
 

☐ Yes (which route(s) #?: \_\_\_\_\_)
 ☐ No
3. During this trip, did you or will you transfer at a transit center?
 

Yes (specify which transit center below)
 

☐ Downtown  
☐ Westside  
☐ Mission Valley

☐ Cielo Vista  
☐ Five Points  
☐ Northgate

☐ No
4. Where do you live?
 

☐ El Paso  
☐ Ciudad Juarez

☐ Other: \_\_\_\_\_
5. What is your home ZIP Code? \_\_\_\_\_
6. Where are you currently traveling to?
 

☐ Home  
☐ Work  
☐ Shopping  
☐ Other (please specify): \_\_\_\_\_

☐ Medical appointment  
☐ School/college  
☐ Entertainment/Recreation
7. How many days in a typical week do you ride Sun Metro?
 

☐ Less than once a week  
☐ 1 to 2 days

☐ 3 to 4 days  
☐ 5 to 6 days
8. For how long have you used Sun Metro?
 

☐ Less than 6 months  
☐ 6 months to 1 year  
☐ 1 to 2 years

☐ 2 to 5 years  
☐ 5 or more years
9. If Sun Metro was not available, how would you have made this trip?
 

☐ Walk  
☐ Bike  
☐ Drive  
☐ Get a ride

☐ Lyft or Uber  
☐ Taxi  
☐ Other: \_\_\_\_\_  
☐ I wouldn't have made this trip
10. Which fare category applies to you?
 

☐ Adult  
☐ Student fare  
☐ Disability

☐ Child (ages 6-18)  
☐ Senior  
☐ Military
11. Which fare product did you use for this trip?
 

☐ Single ride  
☐ Day Pass  
☐ Transfer

☐ Weekly Pass  
☐ Monthly Pass
12. Are you currently employed?
 

☐ Yes, full-time  
☐ Yes, part-time

☐ No, not currently employed  
☐ No, retired
13. If employed, on a typical workday, do you usually work past 9:00 p.m.?
 

☐ Yes
 ☐ No
14. If employed, do you usually work on weekends? *Select all that apply.*

☐ Yes, Saturday  
☐ Yes, Sunday

☐ No, do not work weekends
15. Are you a student?
 

☐ No  
☐ Yes, College/University  
☐ Yes, High School

☐ Yes, Middle School  
☐ Yes, Elementary School  
☐ Other: \_\_\_\_\_
16. How old are you? \_\_\_\_\_
17. What is your gender?
 

☐ Male  
☐ Female

☐ Prefer to self-describe: \_\_\_\_\_
18. Which of the following describe you? *Select all that apply.*

☐ Hispanic/Latino  
☐ White  
☐ Asian  
☐ Black/African American

☐ Native Hawaiian Pacific Islander  
☐ Middle Eastern/North African  
☐ American Indian/Alaska Native  
☐ Other: \_\_\_\_\_
19. Including yourself, how many people live in your household? \_\_\_\_\_
20. How many vehicles are available in your household? \_\_\_\_\_
21. What is your total annual household income?
 

☐ Under \$10,000  
☐ \$10,000 to \$24,999  
☐ \$25,000 to \$49,999

☐ \$50,000 to \$74,999  
☐ \$75,000 to \$99,999  
☐ \$100,000 or more
22. What language(s) do you speak at home? *Select all that apply.*

☐ English  
☐ Spanish

☐ Other: \_\_\_\_\_
23. How well do you speak English?
 

☐ Very well  
☐ Somewhat well

☐ Not well at all
24. Do you have a smartphone?
 

☐ Yes  
☐ No

☐ I'm not sure
25. Do you use mobile pay?
 

☐ Yes  
☐ No

☐ I'm not sure
26. How satisfied are you with the following aspects of Sun Metro service? *Please check the appropriate box.*

	Satisfied	Neutral	Not satisfied	No Opinion
Frequency of BRIO service				
Frequency of regular service				
Hours of service				
Buses running on time				
Transit centers				
BRIO stations				
Regular bus stops				
Fares				
Safety on buses				
Safety at transit stops				
Driver courtesy				

THANK YOU FOR RIDING SUN METRO!

# ENCUESTA DE PASAJEROS



Responda las siguientes preguntas para ayudar a Sun Metro a mejorar el tránsito servicio.

**1. ¿En qué ruta de Sun Metro se encuentra ahora?**

- ☐ Brio Mesa ☐ Otra ruta \_\_\_\_\_  
☐ Bro Alameda (¿que ruta? \_\_\_\_\_)  
☐ Brio Dyer

**2. Durante este viaje, ¿has hecho o vas a hacer un transbordo entre rutas?**

- ☐ Sí (¿que ruta(s)? \_\_\_\_\_) ☐ No

**3. Durante este viaje, ¿hizo o hará un transbordo en un centro de tránsito (transit center en inglés)?**

- Sí (especifique cual(es) centro(s) de tránsito) ☐ No  
☐ Downtown ☐ Cielo Vista  
☐ Westside ☐ Five Points  
☐ Mission Valley ☐ Northgate

**4. ¿Dónde vive?**

- ☐ El Paso ☐ Otra: \_\_\_\_\_  
☐ Ciudad Juárez

**5. ¿Cuál es el código postal de su domicilio?** \_\_\_\_\_

**6. ¿Adónde está viajando?**

- ☐ Mi hogar ☐ Cita médica  
☐ Trabajo ☐ Escuela/universidad  
☐ Ir de compras ☐ Entretenimiento/Recreación  
☐ Otra: \_\_\_\_\_

**7. ¿Cuántos días de una semana típica utiliza Sun Metro?**

- ☐ Menos que una vez a la semana ☐ 3 a 4 días  
☐ 1 a 2 días ☐ 5 a 6 días

**8. ¿Desde cuándo utiliza Sun Metro?**

- ☐ Menos de seis meses ☐ De 2 a 5 años  
☐ De 6 meses a 1 año ☐ 5 o más años  
☐ 1 a 2 años

**9. Si Sun Metro no estuviera disponible, ¿cómo habría hecho este viaje?**

- ☐ Caminando ☐ Lyft o Uber  
☐ En bicicleta ☐ Taxi  
☐ Conduciendo un vehículo ☐ Otra: \_\_\_\_\_  
☐ Consiguiendo un viaje ☐ No habría hecho este viaje

**10. ¿Qué categoría de tarifa le corresponde?**

- ☐ Adulto ☐ Niño/a (6-18 años)  
☐ Tarifa de estudiante ☐ Adulto mayor  
☐ Discapacidad ☐ Militar

**11. ¿Qué tipo de pasaje utilizó para este viaje?**

- ☐ Viaje sencillo ☐ Pase semanal  
☐ Pase diario ☐ Pase mensual  
☐ Transbordo

**12. ¿Está usted actualmente empleado/a?**

- ☐ Sí, a tiempo completo ☐ No, no tengo empleo actualmente  
☐ Sí, a tiempo parcial ☐ No, jubilado/a

**13. Si está empleado/a, en un día de trabajo típico, ¿suele trabajar más allá de las 9:00 p.m.?**

- ☐ Sí ☐ No

**14. Si está empleado/a, en un día de trabajo típico, ¿suele trabajar los fines de semana?**

- ☐ Sí, en sábado ☐ Sí, en domingo ☐ No trabajo los fines de semana

**15. ¿Es usted estudiante?**

- ☐ No ☐ Sí, Escuela secundaria  
☐ Sí, Colegio/Universidad ☐ Sí, Escuela primaria  
☐ Sí, Preparatoria ☐ Otra: \_\_\_\_\_

**16. ¿Cuál es su edad?** \_\_\_\_\_

**17. ¿Cuál es su género?**

- ☐ Masculino ☐ Prefiero autodescribirme: \_\_\_\_\_  
☐ Femenino

**18. ¿Cuál de los siguientes te describe? Seleccione todas las respuestas que apliquen.**

- ☐ Hispano(a)/latino(a) ☐ Nativo(a) de Hawaii o de otra de las Islas del Pacífico  
☐ Blanco(a) ☐ Del Medio Oriente o del Norte de África  
☐ Asiático(a) ☐ Indígena de las Américas o nativo(a) de Alaska  
☐ Negro(a) o afroamericano(a) ☐ Otra: \_\_\_\_\_

**19. Incluido/a usted mismo/a, ¿cuántas personas viven en su hogar?** \_\_\_\_\_

**20. ¿Cuántos vehículos están disponibles en su hogar?** \_\_\_\_\_

**21. ¿Cuál es su ingreso familiar anual total?**

- ☐ Menos de \$10,000 ☐ \$50,000 a \$74,999  
☐ \$10,000 a \$24,999 ☐ \$75,000 a \$99,999  
☐ \$25,000 a \$49,999 ☐ \$100,000 o más

**22. ¿Qué idioma(s) habla en su hogar? Seleccione todas las respuestas que apliquen.**

- ☐ Inglés ☐ Español ☐ Otra: \_\_\_\_\_

**23. ¿Qué tan bien habla usted el inglés?**

- ☐ Muy bien ☐ Algo bien ☐ Nada bien

**24. ¿Tienes un teléfono inteligente?**

- ☐ Sí ☐ No ☐ No estoy seguro/a

**25. ¿Utilizas pagos por móvil?**

- ☐ Sí ☐ No ☐ No estoy seguro/a

**26. ¿En qué medida está usted satisfecho/a con los siguientes aspectos del servicio de Sun Metro? Marque la casilla apropiada.**

	Satisfecho/a	Neutral	No satisfecho/a	Sin opinión
Frecuencia del servicio BRIO				
Frecuencia del servicio regular				
Horas de servicio				
Los autobuses funcionan a tiempo				
Centro de tránsito				
Estaciones de BRIO				
Paradas de autobús regulares				
Tarifas				
Seguridad en los autobuses				
Seguridad en los centros de tránsito				
Cortesía de los conductores				

**¡GRACIAS POR VIAJAR EN SUN METRO!**

## METHODOLOGY:

### *Step 1: Classify Survey Responses by Minority or Low-Income Status*

All respondents who indicated a race/ethnicity other than Non-Hispanic White/Caucasian were considered a minority for purposes of this analysis. If a respondent indicated more than one race/ethnicity, they were considered a minority. Furthermore, if a respondent indicated “other,” they were considered a minority. Records where the respondent did not answer the race/ethnicity question were excluded from the disparate impact analysis, as their minority status could not be determined.

Sun Metro’s definition of low-income is any person whose median household income is at or below 150 percent of the federal poverty line. The federal poverty guidelines issued by the U.S. Department of Health and Human Services were used as the basis for determining low-income status. See Table 2.

Utilizing the survey questions related to household income and number of persons per household, each survey respondent was coded as low-income (below 150 percent of the poverty line) or non-low-income (above 150 percent of the poverty line) according to Table 3.

If the respondents did not answer the race/ethnicity question but did answer the questions related to household size and income, they were still included in the disproportionate burden analysis. The FTA directs recipients to analyze disparate impact and disproportionate burden separately.

Table 3. 2022 Poverty Guidelines for the 48 Contiguous States and D.C

Number of Persons in Household	Annual Household Income	
	100%	150%
1	\$13,590	\$20,385
2	\$18,310	\$27,465
3	\$23,030	\$34,545
4	\$27,750	\$41,625
5	\$32,470	\$48,705
6	\$37,190	\$55,785
7	\$41,910	\$62,865
8	\$46,630	\$69,945
For families/households with more than 8 persons, add \$5,430 for each additional person.		



Table 4. Low-Income Status by 2022 Sun Metro Onboard Riders' Survey Categories (Below or Above 150% of Federal Poverty Guideline)

Number of Persons in Household	Number of Households with Income Above 150% Threshold	Number of Households with Income Below 150% Threshold
1	55	359
2	93	423
3	51	459
4	14	480
5	10	571
<b>Grand Total</b>	<b>223</b>	<b>2292</b>

### *Step 2: Determine Minority and Low-Income Share of Fare Media Options*

During a fare equity analysis, an agency must evaluate the minority and low-income usage of the affected fare media. In other words, if Sun Metro were to eliminate cash and survey data indicated minority riders were more likely to use cash than non-minority riders (by more than 25 percent), it could trigger a potential disparate impact if accommodations were not made. Similarly, if Sun Metro were to eliminate cash and survey data indicated low-income riders were more likely to use cash than non-low-income riders (by more than 25 percent), it could trigger a potential disproportionate burden if accommodations were not made. Since Sun Metro is not removing any existing fare media, there is no immediate burden. However, Sun Metro is completing this analysis to remain FTA compliant and ensure any future benefits of the mobile pay option are not disproportionately distributed, and does not create a disparate impact/disproportionate burden.

The analysis of fare media was performed using the 2022 Onboard Sun Metro Riders' Survey. According to the survey data, as shown in Table 5, about 95 percent of surveyed Sun Metro riders who answered both the income and fare media questions were considered low-income. The largest discrepancy was still well below the 25 percent threshold, with a difference between expected and actual low-income of 5 percentage points.

The "burden" shown in Table 5 indicates changing or eliminating each fare media option has a greater impact on minorities (positive number) or non-minorities (negative number). This is calculated by taking the difference between the expected low-income rider share of each fare media option (95 percent) and the actual low-income share of fare media. None of these burdens exceeded (or even neared) Sun Metro's 25 percent threshold. The FTA methodology refers to percentage points simply as percentages, so a 25 percent threshold is interpreted as 25 percentage points in practice. See example provided in FTA C 4702.1B, IV-13.

Table 5. Fare Media Usage by Low-Income Status, 2022

Fare Type	Low-Income Passengers	Low Income Percent	Non-Low- Income Passengers	Non- Low- Income Percent	Total Number of Passengers	Disproportionate Burden Based on Income
Adult Standard/Express Fare	1,415.00	90%	163.00	12%	1,578	-5 percentage points
Children Fare (age 6 -8)	78.00	100%	0.00	0%	78	5 percentage points
Children under 5	97.00	100%	0.00	0%	97	5 percentage points
City Employees	1.00	100%	0.00	0%	1	5 percentage points
Day Pass	364.00	95%	20.00	5%	384	0 percentage points
Military Fare	14.00	88%	2.00	14%	16	-7 percentage points
Senior/Disability Reduced Fare	471.00	97%	13.00	3%	484	2 percentage points
Student Fare	656.00	99%	4.00	1%	660	4 percentage points
Transfer	1,223.00	100%	2.00	0%	1,225	5 percentage points
<b>Grand Total</b>	<b>4,319.00</b>	<b>95%</b>	<b>204.00</b>	<b>5%</b>	<b>4,523</b>	

According to the survey data, as shown in Table 6, about 95 percent of surveyed Sun Metro riders who answered both the fare media question and the race/ethnicity question reported a race other than Non-Hispanic, White. Thus, the expected share of minority riders using each fare media option is 95 percent. The largest discrepancy was still well below the 25 percent threshold, with a difference between expected and actual minority of 11 percentage points.

Table 6. Fare Media Usage by Minority Status, 2022

Fare Type	Minority Passengers	Minority Percent	Non-Minority Passengers	Non-Minority Percent	Total Number of Passengers	Disproportionate Burden Based on Income
Adult Standard/Express Fare	1,415.00	90%	163.00	12%	1,578	-3 percentage points
Children Fare (age 6 -8)	78.00	100%	0.00	0%	78	11 percentage points
Children under 5	97.00	100%	0.00	0%	97	11 percentage points
City Employees	1.00	100%	0.00	0%	1	11 percentage points
Day Pass	364.00	95%	20.00	5%	384	-6 percentage points
Military Fare	14.00	88%	2.00	14%	16	-1 percentage points
Senior/Disability Reduced Fare	471.00	97%	13.00	3%	484	8 percentage points
Student Fare	656.00	99%	4.00	1%	660	10 percentage points
Transfer	1,223.00	100%	2.00	0%	1,225	-8 percentage points
Grand Total	4,319.00	95%	204.00	5%	4,523	

## Public Participation and Outreach

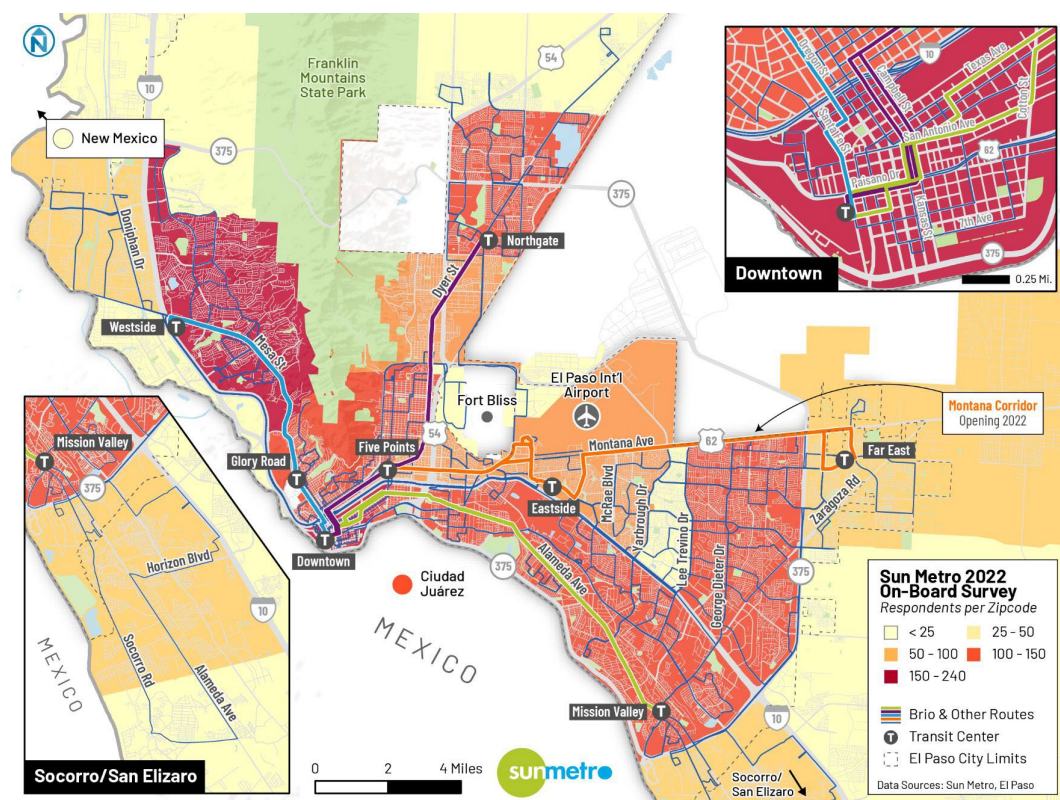
Sun Metro conducted public outreach during the first week of May 2022 to solicit customer feedback on the fare structure and service changes.

A total of 2,679 riders responded to the survey with an average completion percentage of 90%. The survey questions will not only assist with the preparation of this Fare Equity Analysis but the information obtained will be used to help plan future improvements to the bus system in the City of El Paso. For example, the results of this study may be used to help decide what new routes to develop and to help plan changes to existing routes. These improvements could make bus service accessible to more people in more parts of the metropolitan area.

The primary goal for the outreach was to engage and gather feedback from Sun Metro riders on their experience utilizing public transit service and their demographics. To accomplish this goal, Sun Metro focused efforts on reaching as many riders as possible.

Sun metro reached out to disadvantaged populations and made sure that Sun Metro's Limited English Proficiency (LEP) needs were met. The map on the following page shows the distribution of survey respondents by zip code.

Figure 3. Survey Respondents by Zip Code



## Sun Metro Discounted Fares Advertisement

Date	Mode of Outreach	Outreach Details
Sept 1, 2022	News Release	News release on adjustment to discounted fares released.
Sept 1, 2022	Website	News release on adjustment to discounted fares is posted on Sun Metro website.
Sept 9, 2022 – Oct 2022	Outreach Team Mobilization	Outreach Team distributes discounted fares handouts at transit centers.



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Oscar Leeser

**CITY MANAGER**  
Tommy Gonzalez

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**NEWS  
RELEASE**

09/ 01/ 2022

## Sun Metro Adjusting Discounted Fares

### Standard Bus Fare of \$1.50 Will Remain Unchanged

**EL PASO, Texas** — Effective October 1, 2022, a discounted fare offered by Sun Metro will increase by 20 cents for the first time in more than 25 years.

The new discounted bus fare for seniors and people with disabilities will be 50 cents. The standard bus fare is \$1.50, and it will remain unchanged.

The new 50-cent fare will also apply to LIFT customers if they choose to ride Sun Metro's Fixed Route. Previously, there was no charge to LIFT customers for riding the Fixed Route service. LIFT fare for LIFT service will remain at \$2.50 per trip.

A 30-day grace period will be implemented to allow Sun Metro to inform riders about the fare modification for the senior and disabled discount. The fare modification is part of Sun Metro's Strategic Recovery Plan.

"Sun Metro hasn't modified its discounted fares for seniors and people with disabilities in more than two decades. This means reduced fares have not been keeping pace with rising operational costs, which has hindered public transit service. This fare modification, while an increase, remains substantially lower than our standard fare, which will allow Sun Metro to protect our most vulnerable populations while also working to address the public transit service demands," said Ellen Smyth, City of El Paso Chief Transit Operations Officer.

Sun Metro customers may visit [www.SunMetro.net](http://www.SunMetro.net) or call the Customer Service Center at (915) 212-3333 during regular business hours to learn more.





Sun Metro

September 9 at 2:00 PM · 🌐

Sun Metro will be modifying our discounted fare for seniors and people with disabilities starting October 1, 2022. The new fares will be 50 cents. The standard bus fare of \$1.50 will remain unchanged. The fare will apply to LIFT customers who ride Fixed Route. LIFT Service fare of \$2.50 will remain unchanged. For more information, visit [www.SunMetro.net](http://www.SunMetro.net) or call (915) 212-3333 during regular business hours.

#SunMetro #ElPasoTexas #EPTX #IAmElPaso City of El Paso, Texas - Municipal Government



**SUN METRO IS**  
**MODIFYING**  
discounted fares for seniors  
and people with disabilities  
for the 1<sup>st</sup> time in more than 25 years.

**NEW DISCOUNTED FARE**  
of **50 cents** takes effect  
October 1, 2022.

*Standard fare is \$1.50 and will remain unchanged.*



## EL PASO STREETCAR

On November 9, 2018, the El Paso Streetcar began service. The El Paso Streetcar route highlights all the wonderful things that make El Paso downtown and uptown a unique place to visit. The 4.8 mile-route runs in two loops through El Paso's uptown and downtown areas. Both loops interconnect through a single-tracked corridor an international bridge, an array of businesses, restaurants, government buildings, convention center, downtown ballpark, and the University of Texas at El Paso among many other prominent locations. As part of this project, six vintage streetcars (the same vehicles that ran on El Paso streets until 1974) were restoration for the rigors of daily service. While the cars are decades old, they are be outfitted with modern amenities including:

- Seating for approximately 35 people and additional space for standing riders
- Free Wi-Fi
- ADA accessibility
- Bike racks
- Air conditioning
- Heating
- Upgrades for safety
- Modern propulsion
- Streetcar branding along the route and signage at designated stops
- Pavement, sidewalk and driveway improvements at designated stops





The average yearly cost to operate the streetcar is \$2.5 M with an average of 250 operated service days, 205,765 unlinked passenger trips and 318,685 passenger miles traveled.

### Service Hours & Fare

The El Paso Streetcar has recently increased its hours of operation and service days to the following:

- Wednesday – Saturday: 3:00 p.m. to 10:00 p.m.
- Sunday: 12:00 p.m. to 6:00 p.m.

The El Paso Streetcar continues to be free for all riders.



**MAYOR**  
Oscar Leeser

**CITY MANAGER**  
Tommy Gonzalez

**CITY COUNCIL**

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**NEWS  
RELEASE**

08/ 12/ 2022

## El Paso Streetcar Expands Service Hours Beginning August 31, 2022

**EL PASO, Texas** — El Paso Streetcar will be increasing its hours of operation and days beginning August 31, 2022.

Under the new extended service schedule, the Streetcar will run Wednesday through Sunday as follows:

- 3 p.m. to 10 p.m. Wednesday through Saturday
- Noon to 6 p.m. Sunday

"Downtown plays a significant role in our city and international region and by expanding the Streetcar service hours we are able to support Downtown's economic, social, and cultural vitality, while also connecting our uptown and Downtown neighborhoods via public transit," said Ellen Smyth, City of El Paso Chief Transit and Field Operations Officer. "Like many of the improvements seen throughout our community, we are also seeing positive progress in our Downtown area made possible through public and private investment and Sun Metro is proud to support the growth."

Passengers may track the streetcar with the free Ride Sun Metro App.





## Sun Metro

August 31 at 8:39 AM · 🌐

Now offering NEW Extended Service hours! Today marks the first day of the El Paso Streetcar's new schedule. We are excited to now operate Wednesday-Sunday. Plan ahead and track the Streetcar today by using the free Ride Sun Metro app.

New Schedule:

Wed. – Sat. | 3 pm – 10 pm

Sunday | 12 pm – 6 pm ... See more

**New EXTENDED SERVICE HOURS**

Beginning August 31, 2022  
A partir del 31 de agosto de 2022

Wed. - Sat.	3pm - 10pm
Sunday	12pm - 6pm
Mon. & Tue.	No service

---

miér. - sáb.	3pm - 10pm
domingo	12pm - 6pm
lun. y mar.	No hay servicio

Now Operating Wednesday-Sunday

EPSTREETCAR.COM • 915.212.3333

Get the App! TRACK THE STREETCAR WITH RIDE SUN METRO

👍 1

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Figure 4. El Paso Streetcar Route



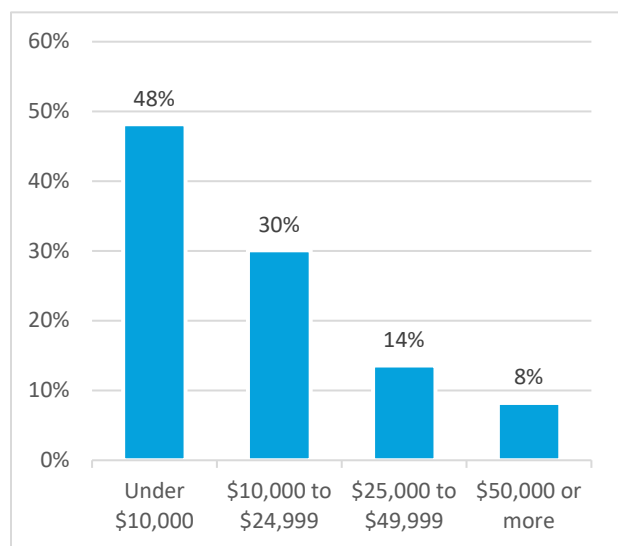
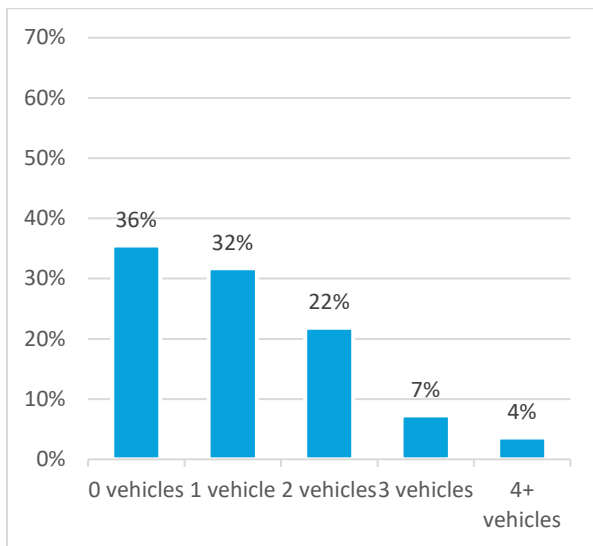


## ONBOARD SUN METRO RIDER'S SURVEY MAJOR FINDINGS

The information obtained will be used to help plan future improvements to the bus system in the City of El Paso. For example, the results of this study may be used to help decide what new routes to develop and to help plan changes to existing routes. These improvements could make bus service accessible to more people in more parts of the metropolitan area.

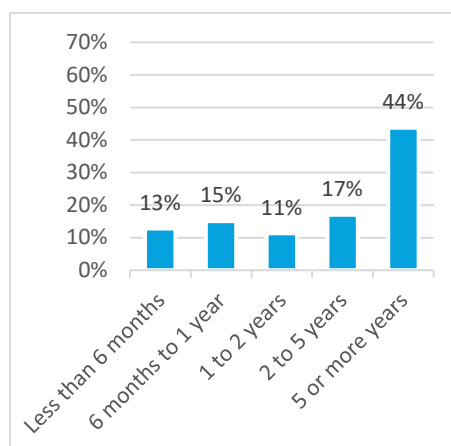
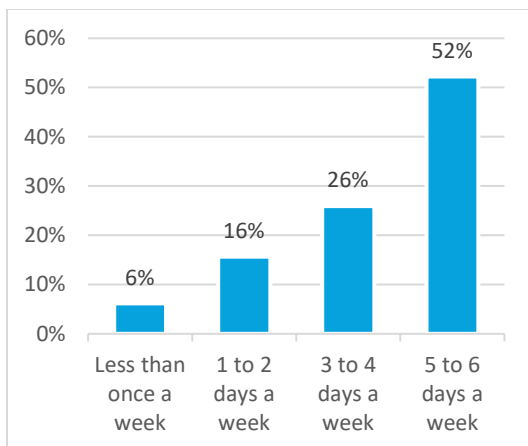
### Number of Vehicles in the Household & Household Income

According to the survey results, 36% of Sun Metro riders do not own a vehicle and 48% live below the poverty level.



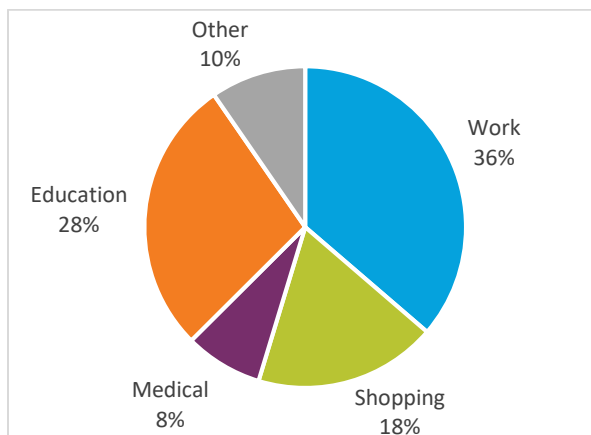
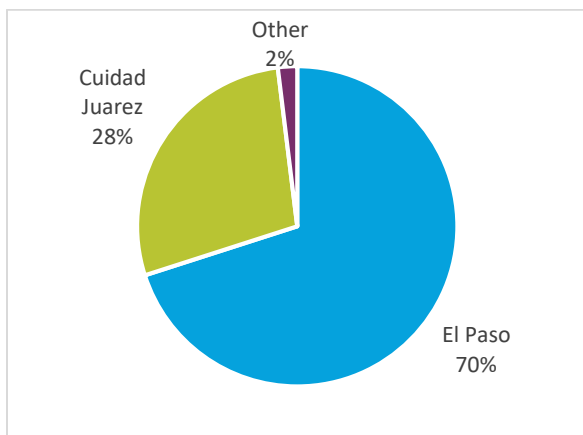
### Sun Metro Usage & Rider Tenure

About 52% of individuals surveyed said they use Sun Metro's transit service about 5-6 days a week and 44% are long-time riders.



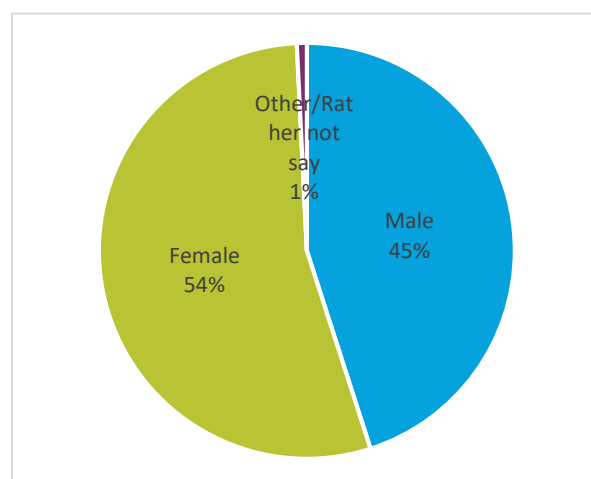
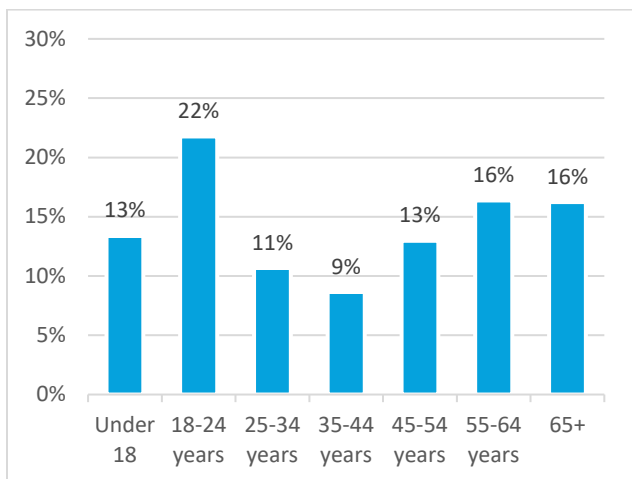
## Rider Origins & Destinations

A majority (70%) of Sun Metro riders live in El Paso, while one-quarter (28%) live in Ciudad Juarez. The highest percentage (36%) of individuals use Sun Metro transit service to commute to work.



## Rider Age & Gender

A majority of riders (22%) are between the age of 18-24 and are female (54%).



## CONCLUSION

The FTA requires Sun Metro to adopt Title VI Equity Analysis Policies. This includes a Major Service Change Policy, Disparate Impact Policy, and Disproportionate Burden Policy. The purpose of conducting service and fare equity analysis prior to implementing service and/or fare changes is to determine whether the planned changes will have a disparate impact on the basis of race, color, national origin or income.

The discounted fare change aligns with Sun Metro's Title VI policies and procedures and does not pose a disproportionate burden nor disparate impact on the community.

The El Paso Streetcar is free and open to all Sun Metro riders and the community in general; therefore, there were no discrepancies that exceeded the 25 percent disproportionate burden threshold nor the 25 percent disparate impact threshold.