

## COVID-19 Recovery Planning

# Equity, Connectivity, Recovery & Growth Framework

JPB Meeting

September 3, 2020



# Ongoing Recovery Planning Efforts

Caltrain has pivoted its Business Plan effort to focus on COVID-19 Recovery planning. This work is spread across multiple streams as shown on the right.

Caltrain staff will engage regularly with the Board, stakeholders and the public as recovery planning proceeds over the next several months.



**Equity, Connectivity, Recovery, & Growth Framework**



**Near Term Service Planning**



**Financial Analysis**



**Scenario Planning**

# Ongoing Recovery Planning Efforts

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**Equity, Connectivity, Recovery, & Growth Framework**



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Scenario Planning

# Meeting the Moment

The 2020 confluence of the COVID-19 Pandemic and urgent, widespread calls for racial justice have provided an impetus for reflection and action on the part of the railroad



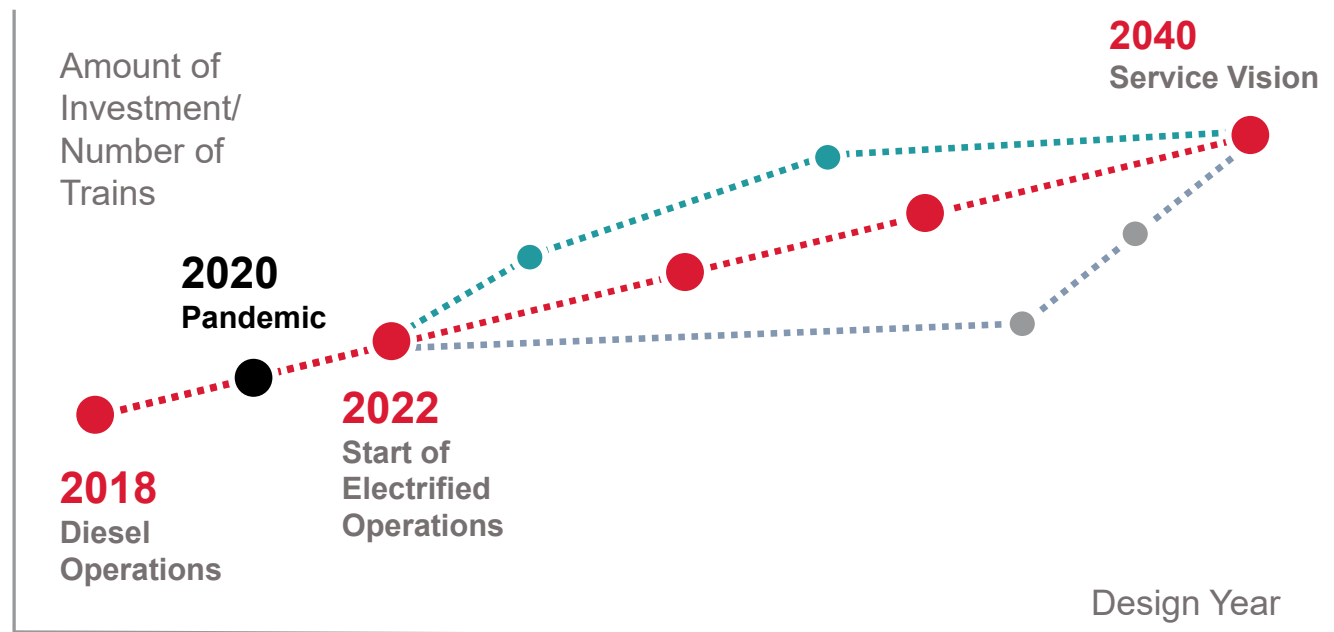
Source: SFGate

# Building on the Business Plan

Caltrain had assumed a future where the railroad and its operations would remain relatively stable until the rollout of initial electrified service – this is no longer the case

Caltrain's Long Range Service Vision is an aspirational endpoint- not a single project. There are many paths Caltrain can take to implement and grow toward its Long Range Vision

The Pandemic has accelerated the pace of change for Caltrain and complicated our future. The way in which we recover will set the foundation for our long term growth



# Framework for Equity, Connectivity, Recovery, and Growth

## Purpose

- Policy document that builds on work completed in the Business Plan
- Provides guidance to help the railroad navigate implement needed changes and guide near- and mid-range planning
- Addresses pressing equity and connectivity concerns

## Equity in the Caltrain Context

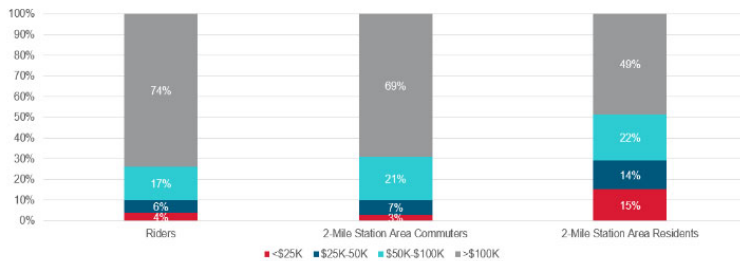
- Caltrain defines equity in terms of equal access to both benefits of the system as well as the fair distribution of impacts.
- Rail corridor has been active for over 150 years, and both historically and currently, race and class have played an outsized role in defining where harmful disparities in access and impacts are most concentrated - in poor, minority communities.
- Age, gender, disability, and English proficiency can also expand or constrain access opportunities.
- Framework builds on existing policies and efforts and outlines key steps toward reversing these disparities by focusing railroad resources and attention toward those most harmed by a lingering legacy of racism and discrimination
- Equity is consciously paired with policies related to connectivity, recovery and growth because equity principles need to be foundational and integrated into how the railroad evolves and achieves its Vision



# Building on the Business Plan

Work undertaken as part of the Business Plan related to near-term service planning, connectivity and equity is useful and applicable in helping Caltrain develop an effective response to these crises and has formed the basis for the Draft Equity, Connectivity, Recovery & Growth Framework

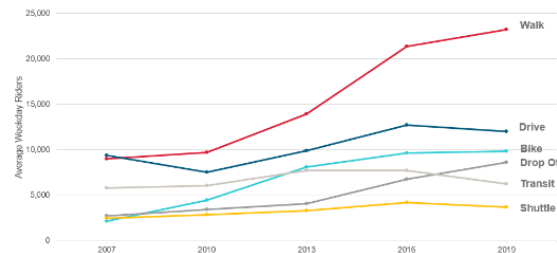
### Riders and Residents by Income



Caltrain ridership closely mirrors the income demographics of all corridor commuters

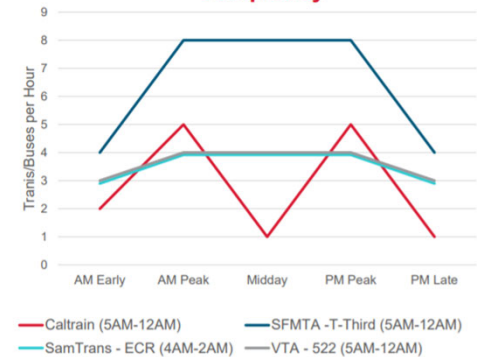
However, Caltrain riders are proportionally higher income and less diverse than the overall population of residents living in the corridor

### Mode of Access to Caltrain



A higher share (25%) of Very Low-Income riders take transit to access the Caltrain system – more than any other income group

### Frequency



Caltrain's "peaked" service means the railroad is underserving off-peak travel and trips. This has the greatest impact on low-income populations.

# Learning from the Community

As part of the Business Plan Equity Assessment, Caltrain interviewed community representatives from all three counties. The ideas discussed in these meetings formed the basis for the Equity, Connectivity, Recovery & Growth Framework



11

Community Stakeholder Survey Responses



6

In-Person Community Stakeholder Interviews - 2 in each Caltrain county



6

Community Stakeholder Phone Interviews



Discussion at Florence Fang Asian Community Garden (SF)

Community Stakeholder Interviews conducted in late 2019 / early 2020:

- TransForm (all counties)
- Youth Leadership Institute (all counties)
- Florence Fang Asian Community Garden (SF)
- Potrero Boosters Neighborhood Association (SF)
- Get Healthy San Mateo County (SMC)
- Midcoast Community Council (SMC)
- Paratransit Coordinating Council (SMC)
- Language Pacifica (SMC)
- AbilityPath (SMC)
- North Fair Oaks Council (SMC)
- ALLIES - Alliance for Language Learners' Integration, Education, and Success (SCC)
- Abode Services (SCC)



# Learning from the Community

As part of the Business Plan Equity Assessment, Caltrain reviewed existing community-based transportation plans along the corridor. The recommendations shared in these plans further informed the Equity, Connectivity, Recovery & Growth Framework



## Reviewed Existing Plans

1. Bayview Community Based Transportation Plan (2019)
2. Redwood City Citywide Transportation Plan (2018)
3. Moving San Mateo County Forward: Housing and Transit at a Crossroads (2018)
4. San Bruno/South San Francisco Community-Based Transportation Plan (2012)
5. San Mateo County Transportation Plan for Low-Income Populations (2012)
6. East Palo Alto Community-Based Transportation Plan (2004)
7. Community-Based Transportation Plan for East San Jose (2009)
8. Community-Based Transportation Plan for Gilroy (2006)
9. Equitable Access to Caltrain: Mapping and Scheduling Analysis (2019)

# Part I: Guiding Principles

Caltrain's Framework for Equity, Connectivity, Recovery & Growth directs the railroad to undertake both near-term recovery planning as well as the longer term planning and implementation of its services and projects in accordance with guiding principles that prioritize equity, connectivity and future-oriented planning

See Framework Document for Exact Language



# Part II: Equity

In accordance with principle 1A, the Framework guides Caltrain toward advancing equity-oriented policies and actions as soon as practicable and financially feasible with the goal of increasing social and racial equity on the system today and in the future. This section of the policy focuses on:

- Equity in Service
- Equity in Fares
- Equity in Community
- Equity in Customer Interactions
- Equity in Organization and Accountability

See Framework Document for Exact Language





# Part III: Connectivity

In accordance with principle 1B, the Framework further directs Caltrain to advance the following policies and actions to maximize connectivity to other transit providers as part of an integrated regional rail and transit system. Policies relate to:

- Operating a clock face schedule
- Prioritizing transfer point in service planning
- Working toward regionally coordinated fares and transfers

See Framework Document for Exact Language



# Part IV: Growth & Recovery

In accordance with principle 1C, the Framework directs Caltrain towards planning for recovery and growth in a manner that looks toward the future and incrementally advances and implements the 2040 Long Range Service Vision over the course of the coming decade. This includes

- Advancing key elements of the Long Range Service Vision
- Working toward and 8 tph level of service
- Continuing to advance key regional and state projects

See Framework Document for Exact Language





# **Outreach and Feedback**

# Engagement Methods

## Outreach Tools

- Policy Framework translated into Spanish, Chinese, and Vietnamese
- Equity pages on Caltrain.com and Caltrain2040.org
- Press Releases and Paid Ads
- VMS Signage at Caltrain Stations
- Social Media posts (Facebook, Twitter, Nextdoor)
- Individual follow-up with prior interviewees
- E-Blasts and E-News promotion
- YouTube Town Hall
- Instagram Live

## Feedback Options

- Initial Equity Assessment Interviews
- Email [equity@caltrain.com](mailto:equity@caltrain.com)
- Phone message (650) 508-6499
- Public Google Spreadsheet <https://bit.ly/CaltrainEquity>
- Participate in events/meetings with verbal or written comments
- Social media comments



# Policy Framework Outreach Timeline

## Stakeholder Meetings



<b>Jan./Feb. 2020</b> Business Plan Equity Assessment Interviews	<b>July 7</b> Project Partner Committee	<b>July 13</b> Stakeholder Advisory Group	<b>July 15</b> City/County Staff Coordinating Group	<b>July 22</b> Work Program – Legislative – Planning Group	<b>August 19</b> City/County Staff Coordinating Group	<b>August 26</b> Work Program – Legislative – Planning Group
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## Public Meetings



<b>July 9</b> JPB Board	<b>July 15</b> Citizen Advisory Committee	<b>July 21</b> Virtual + YouTube	<b>July 23</b> Local Policy Makers Group	<b>August 6</b> JPB Board	<b>August 13</b> Menlo Park Chamber	<b>August 18</b> Instagram Live	<b>August 27</b> Local Policy Makers Group
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## Media & Press



<b>July 13</b> Press Release #1	<b>July 13</b> Equity Webpages live	<b>July 13</b> VMS signage at Caltrain station	<b>July 13</b> San Mateo Daily Journal ads	<b>August 10</b> Press Release #2	<b>August 10</b> Social Media push	<b>August 12</b> Sing Tao Daily ads	<b>August 14</b> El Observador ads
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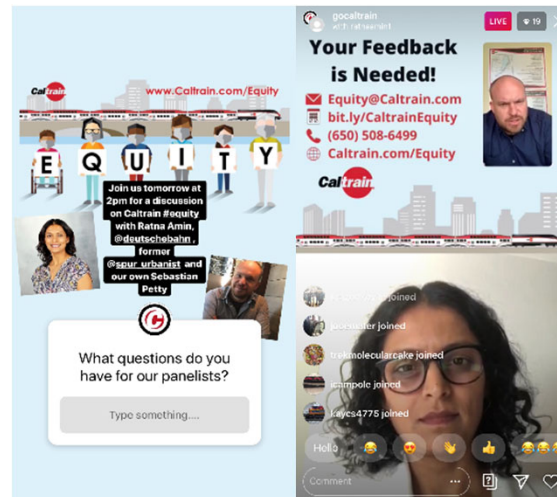
# Expanding Outreach Platforms

## Virtual Public Meeting



- 45-50 Live attendees
- 390+ Total views
- 3,500 Impressions

## Instagram Live



- 25 Live attendees
- 260+ Total views

## Public Google Spreadsheet

[Click here to add your feedback!](#)

Comment

Think about having integrated connector bus lines that are part of Caltrain system the transfers add up.

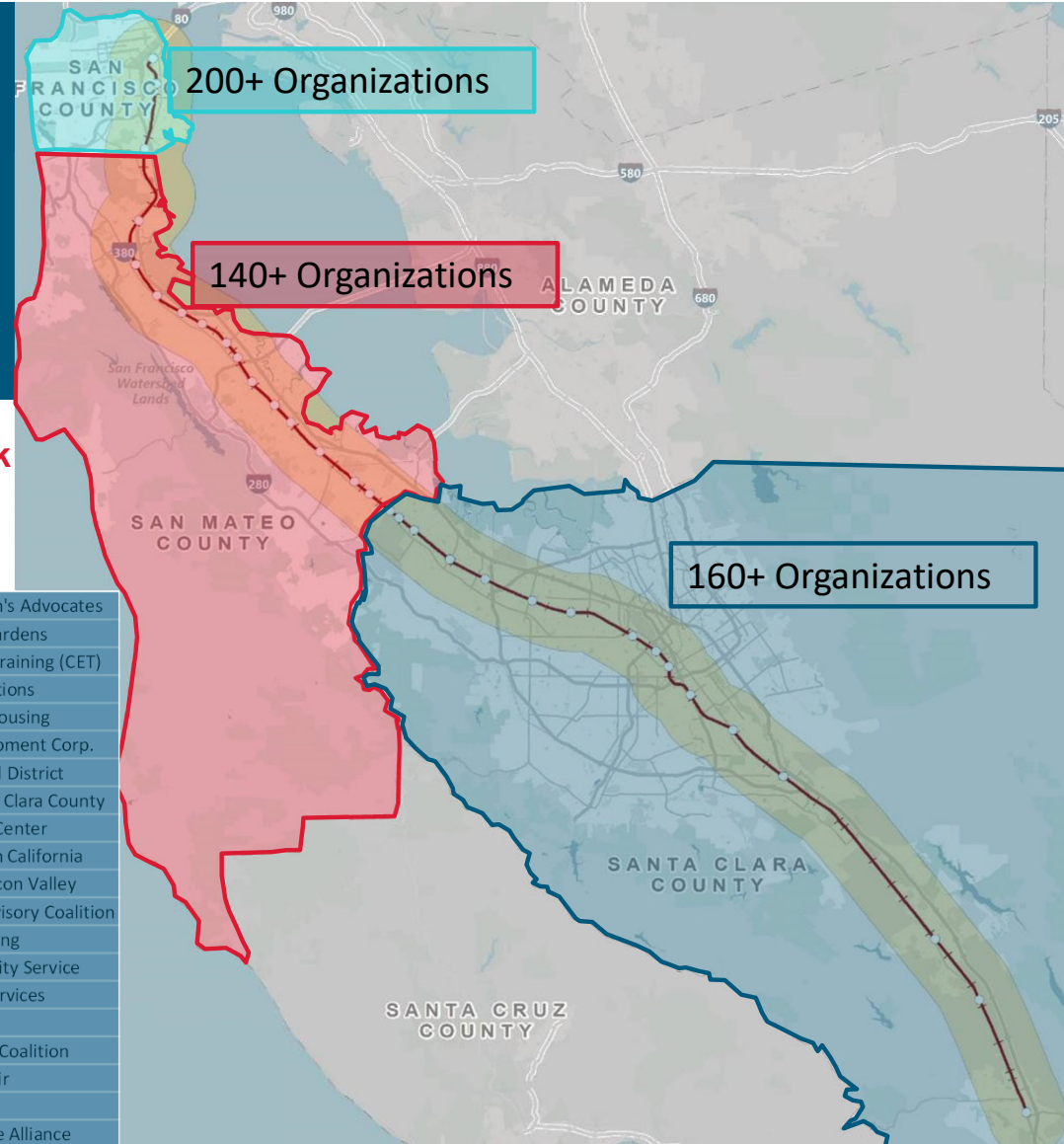
In order to help address systemic inequality, one policy point must be to accelerate (disproportionately affects low-income communities of color), reduce GHG's in the budget to lower fares for select groups. On this third point, specifically, the costs and allowing for fares to be lowered. The lowering of fares should be targeted. To encourage more use of Caltrain, service during off-peak periods must be supported. People are discouraged from using it with such an irregular schedule which reduces. An equity plan must include implementation of high platforms and a level board small children, those with heavy items and wheelchairs. It will also address Caltrain conductor time to support the dramatically increased frequency, lower dwell time. Improving connectivity to east-west public transportation options on the Peninsula rail lines.

I think Caltrain needs to offer more discounts to students and low-income riders: a train for everyone and not a train for tech workers to commute to and from San

- 30 Responses



# Community Based Organization Outreach



**500+ CBOs/Nonprofits contacted multiple times for feedback**  
 List derived from internal CBO outreach list and MTC CBO outreach list; framework provided in multiple languages

Bayanihan Equity Center	Ayundando Latinos A Sonar (ALAS)	Asian Immigrants Women's Advocates
Bayview Hunters Point Foundation	Belle Haven Action	Avenida Espana Gardens
BMAGIC	Chicana Latina Foundation	Center for Employment Training (CET)
Chinatown Community Development Center	Coastside Clinic	Community Solutions
Dogpatch Neighborhood Association	College Track East Palo Alto	First Community Housing
Dolores Street Community Services	Daly City Youth Health Center	Gilroy Economic Development Corp.
Florence Fang Community Garden	East Palo Alto Senior Center	Gilroy Unified School District
GLIDE Foundation	EPA CAN DO	Housing Authority - Santa Clara County
Greenbelt Alliance	Fair Oaks Community Center	India Community Center
Healthright 360	Friends of Caltrain	Jain Center of Northern California
La Casa de las Madres	Gatepath	Latina Coalition of Silicon Valley
Mission Economic Development Agency	Housing Leadership Council	Mayfair Neighborhood Advisory Coalition
North of Market/Tenderloin Community Benefit District	Imagine Menlo	Palo Alto Housing
Potrero Boosters	Menlo SPARK	Sacred Heart Community Service
San Francisco Bicycle Coalition	Mid-Peninsula Housing	San Jose Senior Services
San Francisco Rising	NAACP San Mateo County Chapter	SIREN
SF Coalition on Homelessness	Nuestra Casa	Silicon Valley Bicycle Coalition
SPUR	One East Palo Alto, East Palo Alto	Somos Mayfair
Tenderloin Neighborhood Development Coro	Pacifica Climate Committee	Transform
TODCO	SAMCEDA	Transportation Justice Alliance
Yerba Buena Community Benefit District	Youth Leadership Institute	Youth Leadership Institute



# Non-English Language Outreach and Boosted Posts

The Policy was translated into Spanish, Chinese and Vietnamese. Ads in local Chinese and Spanish language papers were placed during August

AUG 14 - AUG 20, 2020 EL OBSERVADOR | CELEBRATING 40 YEARS | www.el-observador.com GREEN LIVING 13

## REPORT: FAMILIES OF COLOR HAVE LESS ACCESS TO NATURE

**ENGLISH**  
Suzanne Potter  
California News Service

**COMMUNITY CALL** - Low income families of color in California, especially those who own homes, do not have sufficient access to parks and other natural areas, according to a new report.

Researchers looked at how much land has been lost to development, particularly near urban areas, and found the so-called "racism gap" is widening on the state's rural landscape. The report suggests setting a goal to protect 20% of the country's land and waters by 2050.

One might expect in the presence of the Great American Outdoors Act, signed into law last week, which governs federal resources, the Land and Water Conservation Fund - the program that funds public parks across the country.



A new report shows that redlining and economic segregation have led to lower access to outdoor recreation in and near communities of color. Photo: Credit: Alberto Gonzalez/Obse

**ANALYSIS**  
Suzanne Potter  
California News Service

**COMMUNITY CALL** - Low income families of color in California, especially those who own homes, do not have sufficient access to parks and other natural areas, according to a new report.

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## INFORME: LAS FAMILIAS DE COLOR TIENEN MENOS ACCESO A LA NATURALEZA

**ESPAÑOL**

Las familias de menor ingreso de color en California, especialmente aquellas que poseen viviendas, no tienen suficiente acceso a parques y otras áreas naturales, según un nuevo informe.

Los investigadores analizaron cuánta tierra se ha perdido debido al desarrollo, particularmente cerca de áreas urbanas, y encontraron que la brecha "racista" se está ampliando en el paisaje rural del estado.

Uno podría esperar que en presencia de la Ley del Gran Exterior Americano, firmada la semana pasada, que gobierna los recursos federales, el Fondo de Conservación de Tierras y Aguas - el programa que financia los parques públicos en todo el país.

Uno de los aspectos del informe, según el informe de Suzanne Potter, es que la brecha "racista" se está ampliando en el paisaje rural del estado.

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## CHƯƠNG TRÌNH DOANH THƯƠNG CALTRAIN CHÁNH SÁCH BÌNH ĐẲNG, KẾT NỐI, PHỤC HỒI VÀ PHÁT TRIỂN



Ngày: 6 tháng Tám, 2020

## CƠ CẤU CỦA CHÁNH SÁCH BÌNH ĐẲNG

Dự thảo sau đây "Cơ Cấu của Chương Trình Caltrain cho Bình Đẳng, Kết Nối, Phục Hồi và Phát Triển" được lập ra hướng dẫn cho nhân viên và minh bạch công chúng khi ngành hóa xa qua một thời gian dài với nhiều khó khăn và chuyển đổi sâu sắc. Cơ Cấu này dựa trên phân tích kỹ thuật chi tiết do Caltrain và các cơ quan đối tác thực hiện là một phần của tiến trình "Chương Trình Doanh Thương Caltrain" trong năm 2018, 2019 và 2020. Chương trình được lập ra dựa trên phân tích này và đưa ra những nguyên tắc ban đầu, chính sách và hành động cơ quan hóa xa phải thực hiện giúp để giúp khắc phục đối phó với những bóng láng quan và phức tạp do dịch bệnh COVID-19 và tình trạng bất công và kỳ thị trong hệ thống đã có từ lâu. Cơ Cấu cũng là điểm khởi đầu. Trong những tháng năm tới đây, Caltrain sẽ cân làm nhiều việc hơn khi tăng tốc phát triển các mô hình tương doanh thương mới, thay đổi nhanh chóng và khi có gắng để hiểu rõ hơn vai trò và trách nhiệm của chúng ta làm cho Vàng Vinh trở thành một nơi gần gũi và bình đẳng hơn cho tất cả mọi người thuộc tất cả các chủng tộc và mức thu nhập.

最近，美中之間接連發生的幾件大事，標誌著兩國關係進入了一個新的時期。7月21日，美國國務院通知中國政府，限時72小時關閉中國駐休斯敦總領事館，全網屏蔽美國。美國國務院一位發言人人在宣布這一消息的時候表示，關閉總領事館是為了保護美國的知識產權和私人信息。

【老中地方新聞廣播電台】

**KEEP CALM AND ADVERTISE HERE**

Caltrain está desarrollando su política para promover la equidad, proporcionar mejores condiciones para las comunidades vecinas y mejorar el acceso para todos.

Necesitamos su opinión! Por favor envíe sus respuestas antes del 21 de agosto.

www.Caltrain.com/Equity

408-938-1700

**amazon**

**Find a job now**

Earn up to \$17.25/hr. Start as soon as 7 days.

Text SFNOW to 77088 or visit amazon.com/bayareajobs

Amazon is an equal opportunity employer.

Caltrain is developing a policy outlining what the railroad must do to advance equity within the system and neighboring communities.

**EQUITY**

Your input is needed!

Deadline is August 21! Help shape the future of Caltrain.

**老中網路廣播電台**

24小時不打烊，隨時聆聽好節目

請助力參與建造和鞏固您和您社區的中文

加州大車局/Caltrain



# Thanks to our Partners

Caltrain asked agency partners, Board members, and collaborators to help disseminate information and post to their networks on how to comment on the draft policy



## Monthly News & Updates August 2020

### Feedback Opportunity for Caltrain Equity Policy

**Vietnamese:** Caltrain đang lập ra chính sách nâng cao bình đẳng trong hệ thống và các cộng đồng lân cận. Chính sách này sẽ giải quyết nhiều bất bình đẳng trong hệ thống bằng cách thực hiện từng bước để hệ thống Caltrain có ích và dễ dùng cho tất cả mọi người. Chính sách cũng cố gắng cải tiến thêm để kết nối Caltrain với hệ thống chuyển chở trong vùng và chọn các ưu tiên dịch vụ trong và sau dịch bệnh COVID-19. Caltrain đã được phân bổ quỹ bảo và chọn các ưu tiên dịch vụ trong và sau dịch bệnh COVID-19. Caltrain đã được phân bổ quỹ bảo và để có thêm nhiều người tham gia, đã gia hạn thời gian nhận ý kiến đến ngày 21 tháng Tám.

## New post on Green Caltrain

### Caltrain considers unprecedented commitments to equity and connectivity

In the next month, the Caltrain board will be considering an [unprecedented set of equity and connectivity policies](#) intended to increase ridership through increased diversity and better connections.

If the Caltrain board adopts these policies in August, they would be incorporated into the Caltrain business plan, and would therefore guide the spending of the [proposed ballot measure](#), if it moves forward and if it passes.

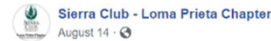
Caltrain has historically been run in the US tradition of commuter rail, which has [historically been whiter and wealthier than the community it traverses](#), and has been managed as a [single-purpose, standalone service](#) intended to move suburban white collar commuters from their homes in affluent suburbs to jobs in the urban downtown.



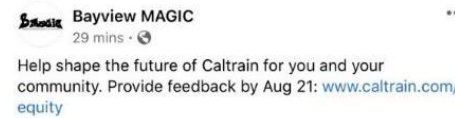
### Advancing Equity at Caltrain



Caltrain is developing an equity policy to help address systemic inequality by taking steps to ensure the commuter rail system is



Caltrain is developing a policy to advance equity within the system and neighboring communities. The policy will also improve Caltrain connections to the regional transit network and provide direction on service priorities during and after the pandemic.



1 3 9



### Caltrain Draft Equity Policy

Caltrain is developing a policy to advance equity within the system and neighboring communities. This policy will help address systemic inequality by taking steps to ensure the Caltrain system is accessible and useful to all. The policy also advances efforts to improve Caltrain connections to the regional transit network and provide direction on service priorities during and after the COVID-19 pandemic. Caltrain has received meaningful feedback and in order to provide further opportunities for engagement, has extended the comment deadline to August 21st.

This policy is a crucial starting point. There is more work that Caltrain will need to do as it navigates a rapidly changing transportation landscape. Caltrain is asking for your input in crafting the policy. View in



Caltrain is developing a policy to advance equity within the system and neighboring communities. This policy will take steps to ensure the Caltrain system is accessible and useful to all. Provide feedback on Caltrain's draft Equity and Growth Policy by Aug 21. Your feedback will shape the future of Caltrain! [Caltrain.com/equity](#)



# Thanks to our Partners continued...

 **Acterra**  
@planetacterra

Help shape the future of Caltrain for you + your community. Provide feedback on growth and #equity by Aug 21: [caltain.com/equity](https://caltain.com/equity) #publictransit

CITY OF **BELMONT**  
CALIFORNIA

**City News**  
**City Manager's Weekly Update August 7, 2020**  
Post Date: 08/07/2020 4:30 PM

**Caltrain Equity, Connectivity, Recovery, and Growth Policy**  
Caltrain is developing a policy to advance equity within the system and neighboring communities. This policy will help address systemic

AUGUST 2020

OFFICE OF COUNCILMEMBER  
**SERGIO JIMENEZ**  
SAN JOSE DISTRICT 2

**Give your feedback on Caltrain's equity policy**

Caltrain is developing a policy to advance equity within the system and neighboring communities. This policy will help address systemic inequality by taking steps to ensure the Caltrain system is accessible and useful to all. The policy also advances efforts to improve Caltrain connections to the regional transit network and provide direction on service priorities during and after the COVID-19 pandemic. Caltrain has received meaningful feedback and in order to provide further opportunities for engagement, has extended the comment deadline to August 21st.

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 **SMCo Office of Community Affairs - ...**  
@SMC\_CommAffairs

.@Caltrain is developing a policy to advance equity within the system and neighboring communities & to help address systemic inequality. The deadline to submit comments/feedback is 8/21. Email [equity@caltrain.com](mailto:equity@caltrain.com), call (650) 508-6499, or visit


 **SMC Sustainability** @SustainSMC · Aug 7  
Help shape the future of @Caltrain for you and your community. Provide feedback by Aug 21: [caltain.com/equity](https://caltain.com/equity)



Caltrain

 **Michael Salazar**  
@SalazarSanBruno

Don't forget the last day to submit comments for the #Caltrain Equity and Growth Framework is Aug 21. [caltain.com/equity](https://caltain.com/equity)

 **Charles Stone**  
@CStoneBmont


Equity matters. @Caltrain is hard at work on equity initiative for our beloved 🌎. We need \*your\* feedback here: [caltain.com/equity](https://caltain.com/equity)  
@SupDavePine @cafedujord @pete\_ratto  
@CaroleSanMateo2 @joe\_goethals @alevin  
@TransForm\_Alert @MTCBATA @warrensloucm  
@gisellemarie @kalimama99

 **Caleb is quarantining at the Quarter...**  
@IWantAnXcelsior

And yes every commuter rail sucks at equity like this except for maybe Caltrain

 **Shelly Masur**  
@skmasur

Your input is needed! Provide feedback on Caltrain's draft Equity and Growth Policy. Your feedback will shape Caltrain's future. [Caltrain.com/equity](https://caltain.com/equity)

 **Ron Collins - Mayor, City of San Carlos**  
August 10 at 11:04 AM · 🌐

Caltrain is developing a policy to advance equity within the system and neighboring communities. The policy will also improve Caltrain connections to the regional transit network and provide direction on service priorities during and after the pandemic. Caltrain is asking for your input in to help shape its future and your community's experience with the system. Your feedback will help create the strongest policy possible!


Read the policy and learn more at, [www.Caltrain.com/Equity](https://www.Caltrain.com/Equity)

 **SMC Sustainability** @SustainSMC

Help shape the future of @Caltrain for you and your community. Provide feedback by Aug 21: [caltain.com/equity](https://caltain.com/equity)

 **SV Bike Coalition**  
@bikesv

Your input is needed! Provide feedback on Caltrain's draft Equity and Growth Policy. Your feedback will shape Caltrain's future. [caltain.com/equity](https://caltain.com/equity)

 **Dave Pine** @SupDavePine · Aug 10  
We need your feedback to help inform our equity efforts for @Caltrain | Submit feedback @ [caltain.com/projects/plans/](https://caltain.com/projects/plans/) | @sanmateoco @MarkNagales @SalazarSanBruno @GinaPapan @EmilyBeach650 @CityofSSF @sbcommunity @CityofMillbrae @BurlingameCity @SSFChamber94080 @sanbrunochamber

# Measuring Outreach



**150+** Combined Comments:

- Emails
- Spreadsheet comments
- Social media comments
- Verbal or written feedback in meetings



**2,500+** Website Visits:

- Most visited page in August after Schedules and Fares
- **5+** minutes on equity page



**2,250** Social Media Engagements:

- **1,500** Link clicks
- **80+** reshares
- **380K** Impressions

# Overall Positive Reception with Constructive Feedback

*“We see the proposed policies as a major change and improvement from how the agency has historically seen and designed its service.” - Friends of Caltrain*

“We need community-level engagement, that is culturally competent, and on community turf, not the usual one-and-done meetings that working people cannot attend.” – *South Beach, Rincon, Mission Bay Neighborhood Association*

“The train cars are really hard to climb into. As a young or able-bodied person, we hardly think twice of it. But an elderly person or someone who is not able-bodied...has a much harder time. Continuing to postpone this issue sends a message that Caltrain is not for them.” – *Regular rider SF <--> MV*

“Has Caltrain examined enforcement policies for equity? If enforcement is a barrier to ridership for communities (for example due to perceptions of profiling) is it worth the investment? Might community outreach to new riders be more profitable and bring federal support, especially if working with other transit agencies.” – *Employee, Redwood City*

“I read a summary of your business plan slides and strongly support your plan to encourage affordable housing near stations, and to increase ridership among low income communities.” – *Resident, San Mateo*

“Emphasize the demographic needs for connecting communities outside major cities (e.g. SF and SJ) to major cities by expanding services that provide an affordable commuter option.” – *City of Morgan Hill*

“There should be a very low flat fee from station to station even if it’s across zones. This might make obvious the advantages of riding Caltrain (speed and comfort) while downplaying the disadvantages (expensive and exclusive). The idea is to encourage people that would usually take three buses to travel between San Jose and Santa Clara or Sunnyvale to seriously consider Caltrain as an option.” – *Community Leader, San Jose*



# Key Themes

The following are some of the recurring themes that Caltrain staff has heard through outreach and comments received.

The majority of comments and input received relate to the “Equity” section of the framework and the themes shown to the right specifically touch on areas where significant changes or additions to the policy have been made

## **Positive Feedback**

Overall response to framework has generally been very positive – with bulk of comments relating to ways in which policy could be expanded or implemented

## **Detailed Comments**

Many comments fall within the draft framework, emphasizing specific recommendations or issues – particularly related to fares

## **Acknowledge Efforts Underway**

Describe existing efforts associated with Title VI, ADA compliance and other current programs. Describe equity improvements that will result from PCEP

## **Passengers with Disabilities**

Be explicit as to how the framework will provide improvements for individuals with disabilities



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## **Land Use and Displacement**

Include language related to affordable housing, local land use policies and concerns about the potential for rail investment to spur displacement

## **Corridor Impacts**

Add language addressing the past, current and future physical and environmental impacts of the corridor and capital projects on adjacent communities

## **Organizational Implications and Actions**

Include steps that the organization can take related to hiring practices and internal policies and training

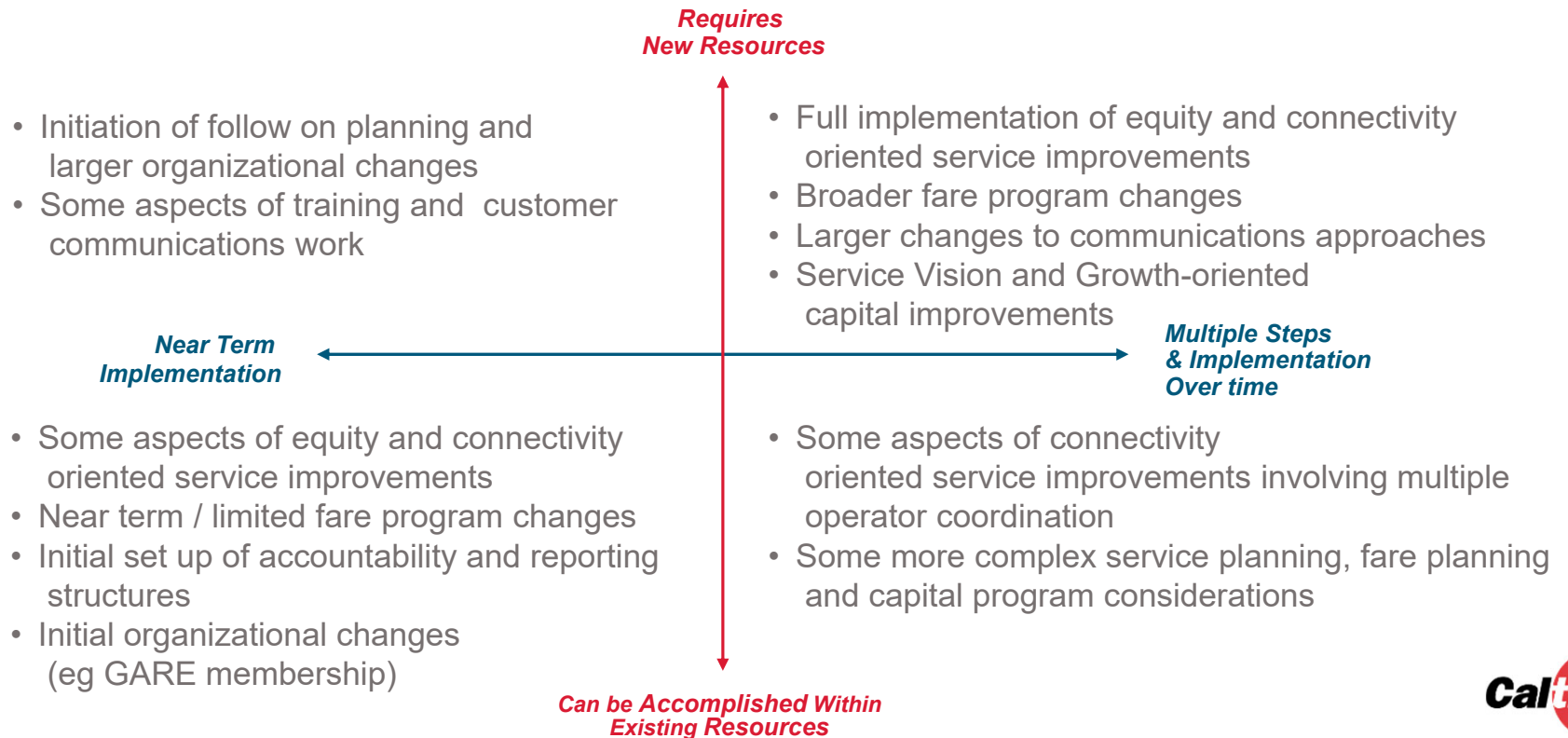
## **Measurement, Accountability & Implementation**

Define “equity” clearly and strengthen accountability language included in the framework. Clarify which policies and actions will be undertaken in the near term



# Next Steps

Implementation of the Framework involves many aspects of Caltrain's business. The Framework will be put into place across multiple channels and timeframes. In some cases new resources will be required



**FOR MORE INFORMATION**

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