

Title VI Program 2022



Title VI Overview

“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.”

- Caltrain Title VI Program Update is due every three years to the FTA; The current program expires January 21, 2023.
- Per FTA guidelines, programs must be submitted 60 days before the expiration of the existing Program’s expiration date.
- Extension was approved to submit on December 15, 2022.
- Title VI Program and Title VI analyses ensure that service and fare impacts are distributed equitably to communities of color and low-income populations.
- The updated Title VI Program provides guidance on linguistic, racial, and geographic equity by providing visual maps and data that show communities of color, linguistic communities, and low-income communities.

Review Process

1. Each section reviewed by appropriate staff to address updates, changes, or unimplemented goals.
2. Review of other Title VI Programs from Valley Transportation Authority, BART, and SFMTA for key missing components.
3. Feedback and information edited by Title VI Administrator.
4. Reviewed by appropriate staff one more time.

2022 Updates

1. Increased Language Availability for Title VI Notices and Complaint Forms in Tagalog, Korean, Vietnamese, Chinese, Arabic, French, German, and Hindi.
2. Updated Minority and Low-Income designated stations and language maps using ACS data for identifying impacts on service and relevant languages.
3. Recommends frequent and mutually beneficial partnerships with Community-Based Organizations.
4. In the past year, increased opportunities for multilingual translations in surveys, public hearing notices, website, and Caltrain app.

Transit Provider Reporting Requirements

- Service Standards and Policies (headways, amenities, train assignment, route designation, etc.)
- Demographic and Ridership Service Profile
- Public Participation Plan
- Language Access Plan
- Investigation and Complaint Procedure
- Major Service Change Policies
- Fare and Equity Analyses between 2020-2022
- Service Performance Monitoring

Title VI Complaints

3 Title VI Complainants that filed a Title VI Complaint (vs. 9 complaints in 2019).

- Proof of Payment Procedure
- Conductor Treatment
- Hillsdale Station Noise and air quality

Languages

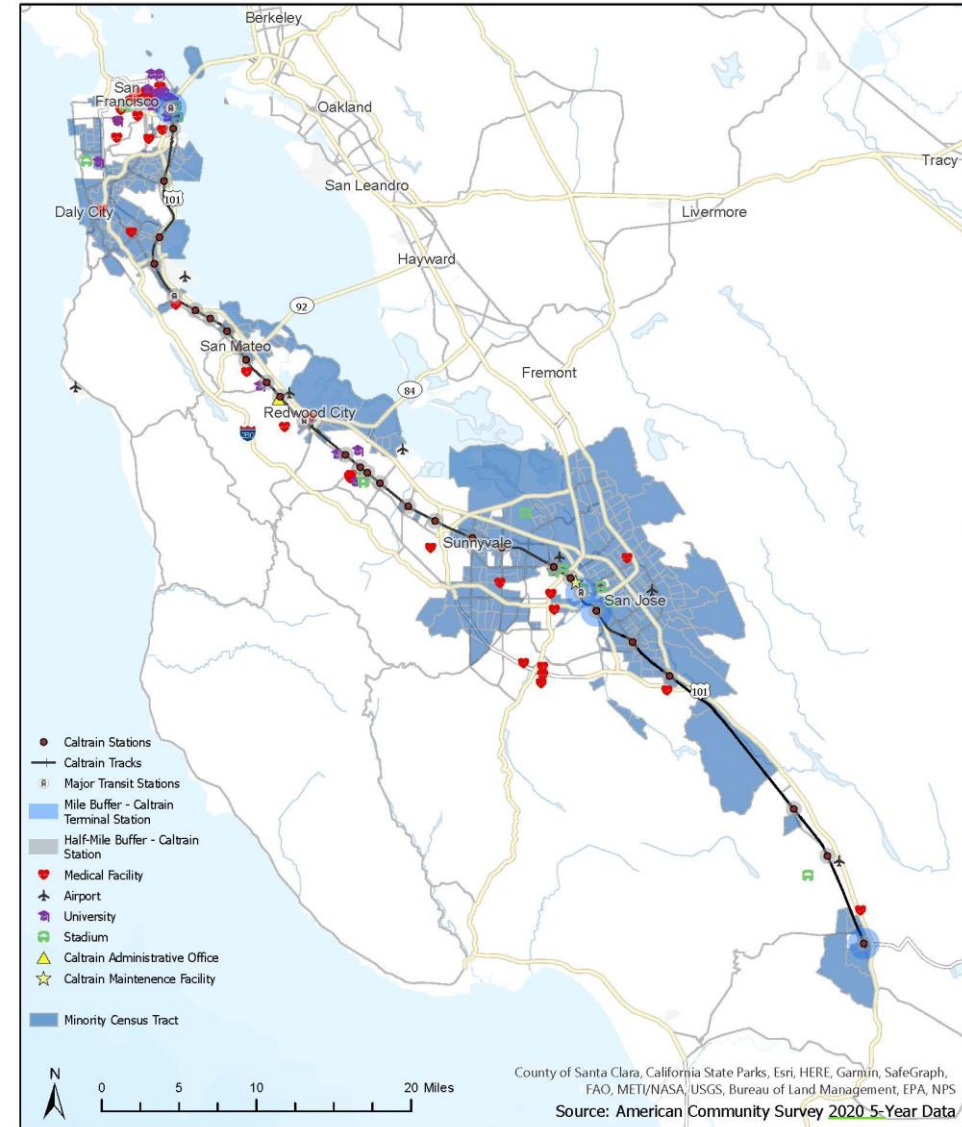
- Increase of Burmese speakers with Language Line calls.
- Japanese, Tamil, Telegu, Farsi, Portuguese, and Italian did not meet the 2020 5% Vital Document Threshold as compared to 2019.
- GIS Maps show locations of specific languages along the corridor show density.

Language	ACS 2020	ELL Data	Triennial 2019	Customer Service
Spanish	1	1	1	1
Chinese	2	5 Mandarin 6 Cantonese	2 Mandarin 4 Cantonese	2 Mandarin 3 Cantonese
Vietnamese	3	4	6	8
Tagalog	4	3	5	6
Russian, Polish or other Slavic lang.	5	6	7	4
Korean	6	8	7	10
Arabic	7	2	N/A	7
French, Haitian or Cajun	8	15	7	12
German	9	24	7	11
Hindi or Other South Asian	N/A	10	3	5

Minority Census Tracts

- Minority Stations: Stations located in Census tracts where minority population exceeds the systemwide average of 65%
- 20/31 Stations designated as Minority Stations
- Station designations used for service and amenities monitoring

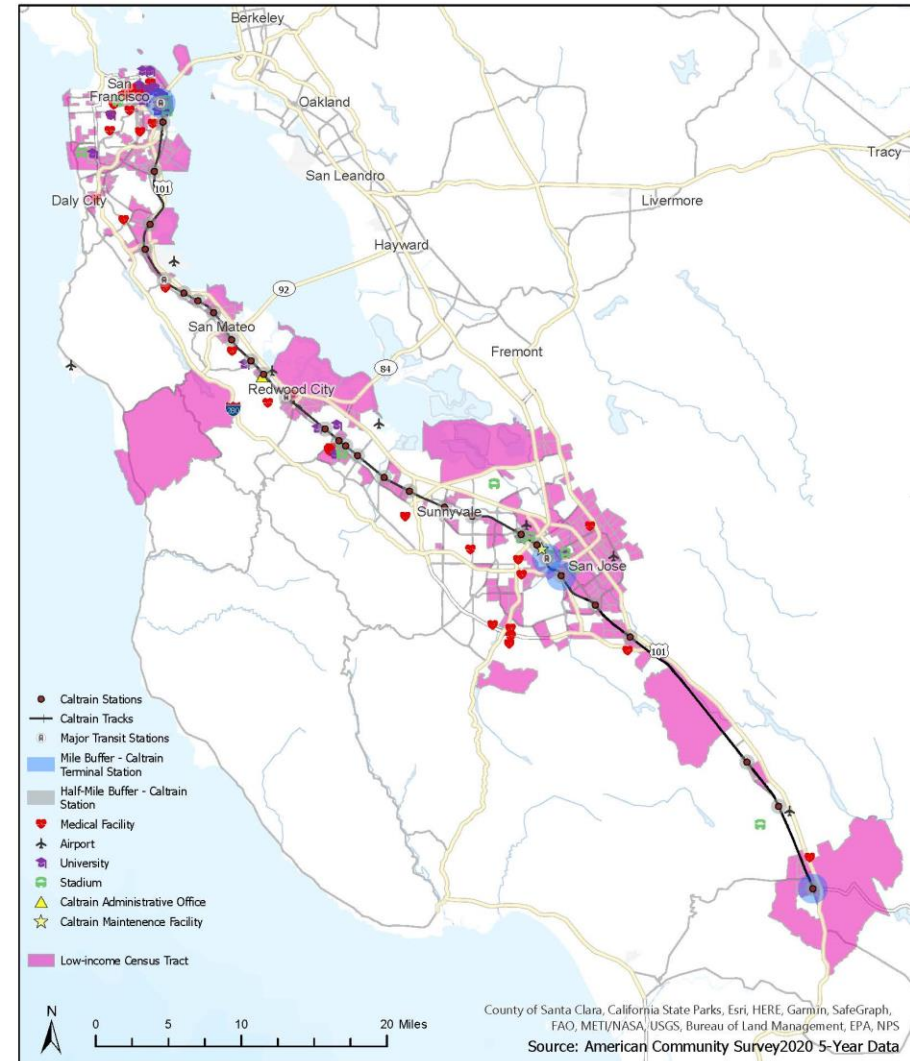
Minority Census Tracts



Low Income Census Tracts

- Low Income Station: Stations in the Census tracts where low-income populations exceeds systemwide threshold of 13%
- 24/31 Stations are low-income stations
- Station designation used for service and amenities monitoring

Low Income Census Tracts



Service Standards & Policies Monitoring

- Standards generally remain the same and will change prior to electrification.
- No Disparate Impact or Disproportionate Burden was found during monitoring for services or standards.

Next Steps

- Update website and notices with multi-lingual FAQs and Complaint Form availability.
- Update training for front of line staff when engaging with LEP individuals.
- Continue to monitor amenities and analyze service impacts to enhance equity and access for historically disadvantaged and underserved groups.
- Utilize Title VI Program data to provide recommendations to future fare and service changes and outreach strategies.
- Engage in community dialogue to better understand how to provide in language services and meaningful access by identifying more community-based organizations.
- Hired an additional staff for Title VI and Social Equity to ensure improved outreach to historically underserved communities.

FOR MORE INFORMATION

WWW.CALTRAIN.COM

