



Caltrain

Caltrain Title VI Program Update

JPB Board
January 9, 2020

Overview

- Title VI States:
 - “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.”
- Federal Transit Administration (FTA) Requirements
 - Monitors transit providers for Title VI Compliance as recipients of federal funds
- Caltrain Title VI Program Update is due every three years to FTA; next submission is February 7, 2020.

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.



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2019 Updates

- Title VI Notices: Will move to translate Notices and Complaints in all Safe Harbor Languages. Notices are at all stations.
- Procedure to request interpreters and translations for public hearings/ public meeting through Title VI Administrator
- Included more online strategies for public participation
- Used updated ACS data to define minority and low income stations



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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 2017-2019
- Service Performance Monitoring



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Title VI Complaints

- 9 Complaints: Complainants filed a Title VI Complaint Form.
 - Non-discriminatory reasons
 - Proof of Payment Procedures
 - Video does not show incident
 - Not supported by evidence
 - Complainant no longer wishes to pursue complaint
 - Unable to reach Complainant



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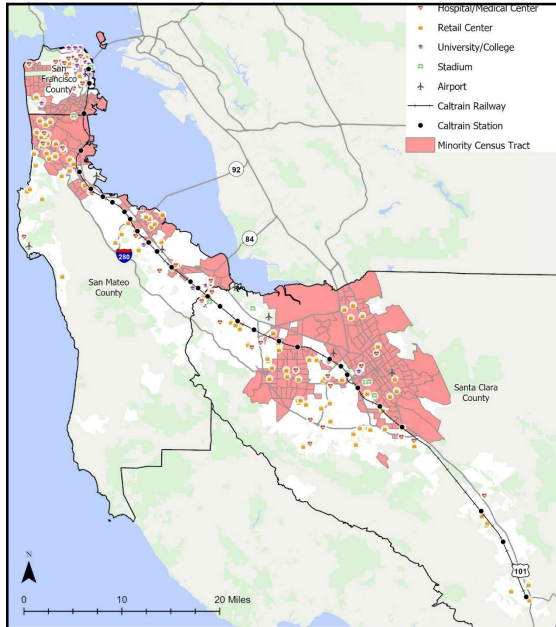
Table 9: Top 9 Predominant Languages within Caltrain Service Area

Safe Harbor Languages	ACS 2017 5 year	English Language Learner	On Board Survey 2016
Spanish	1	1	1
Chinese (incl. Mandarin, Cantonese)	2	3	2
Vietnamese	3	2	5
Tagalog (incl. Filipino)	4	4	3
Korean	5	9	5
Russian	6	8	4
Hindi	7	10	N/A
Japanese	8	6	5
Persian (incl. Farsi, Dari)	9	16	5
Punjabi	11	13	N/A
Khmer	12	22	N/A
Arabic	13	7	5
Portuguese	14	12	5
Telugu	15	11	N/A
Tamil	16	15	N/A
Gujarati	17	25	N/A
Italian	18	35	5
French (incl. Cajun)	19	17	4
Urdu	20	18	N/A

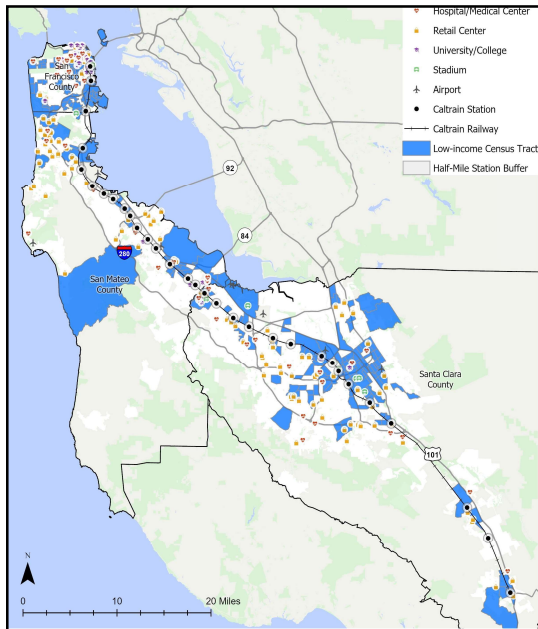


Document	Languages	Examples	Vital Document?
Title VI Notices	All Safe Harbor Languages	Fixed Route Bus Ad Card	Yes
Safety and Security Information	All Safe Harbor Languages/ Icons and Symbols to reach as many LEP riders as possible, regardless of language spoken and literacy levels.	Emergency Re Route	Depends on subject matter
Notice of Free Language Assistance	All Safe Harbor Languages		Yes
Legal Notices	All Safe Harbor Languages		Yes
Title VI Complaint Form and Procedures	All Safe Harbor Languages		Yes
Instructional or informational ridership brochures	Primary Tier 2 and Tier 3 when requested	Take ones, Traveling Tips, Rider Guides	Yes
Applications to Participate in Programs, Benefits, and Services	Primary Tier 2 and Tier 3 when requested	Paratransit Services, RTC Applications	Yes
Fare and Major Service Changes Notices	Primary Tier 2 and Tier 3 when requested		Yes
Fare and Major Service Change Documentation/Analysis	Primary and Tier 2/Tier3 as requested		No
Project Fact Sheets	Primary and Tier 2/Tier3 as determined by location and/or as requested	Translated Fact Sheets/Summaries may be created in lieu of large document translations depending on the subject matter and cost.	Depends on Subject Matter
Public Hearings	Primary (Meeting Notices) and Tier 2/ Tier 3 as requested	Formal Notices, protocols to submit comments, presentation materials	Yes
Public Outreach	Primary (Meeting Notices) Tier 2/Tier 3 languages as determined by location and as funding permits	Formal Notices, Documents that require public input, fact sheets, informational brochures with key information	Depends on Subject Matter
General Promotional Materials/ Promotional Events	Primary and Tier2/Tier3 languages as determined by location and as funding permits	Fliers, brochures	No
Construction and Other Courtesy Notices	Primary and Tier2/Tier3 languages determined by location and as funding permits.	Service Disruptions, Retrofits, Reroutes due to Events	No
Surveys	Primary as determined by location and as funding permits. Oral interpretation by request.		No





- **Minority Station:** Stations located in Census tracts where the minority population exceeds the system wide majority of 51%.
- 21/32 Stations designated as minority



- **Low Income* Station:** Stations in Census tracts where the low income population exceeds system wide threshold of 13.1%
- Definition used by BART and VTA given region's high cost of living.
- 23/32 stations are low-income stations

* 200% of the federal poverty guideline (1 person under \$24,999 is considered below the poverty line).



Service Policies

Standard Type	Service Standard																		
Vehicle Load	Peak- 1.2 (not to exceed 1 passenger per 5 seats) Off Peak Load Factor 1.0 (not to exceed 1 passenger per seat)																		
On Time Performance	95% Goal = reaches final destination w/in 5 min 59 secs (NB and SB). When delays occur, it affects all stations regardless of minority or low-income station status.																		
Headways	<table border="1"> <thead> <tr> <th>Station Type</th> <th>Peak</th> <th>Reverse-Peak</th> </tr> </thead> <tbody> <tr> <td>Major</td> <td>20</td> <td>20</td> </tr> <tr> <td>Intermediate</td> <td>30</td> <td>30</td> </tr> <tr> <td>Minor</td> <td>60</td> <td>60</td> </tr> <tr> <td>Gilroy</td> <td colspan="2">3 trips per peak period</td> </tr> <tr> <td>Special</td> <td colspan="2">-----Service provided as needed-----</td> </tr> </tbody> </table> <p>Midday/Evenings and Weekends: 60 minutes</p>	Station Type	Peak	Reverse-Peak	Major	20	20	Intermediate	30	30	Minor	60	60	Gilroy	3 trips per peak period		Special	-----Service provided as needed-----	
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Service Coverage	Service is largely static as service is provided to all stations during peak, reverse peak, evenings, and weekends regardless of minority or low-income station status.																		



Service Policies

Policy Type	Policy Standard																		
Vehicle Assignment:	<p>118 passenger cars are rotated on a daily basis to serve scheduled trains. Several trains a day are specified to be equipped with Gallery to utilize the higher bike capacity.</p> <p>As a fixed Guide Way system, the entire Caltrain fleet services all stations with no distinction between fleet vehicles.</p>																		
Amenities	<p>Core: Elevators, Trash bins, shelters, bike lockers, bike racks, pay phones, smart card validation equipment and ticket vending machines</p> <table border="1"> <thead> <tr> <th>Station Type</th> <th>Level</th> <th>Amenities</th> </tr> </thead> <tbody> <tr> <td>Major</td> <td>Level 1</td> <td>Core amenities</td> </tr> <tr> <td>Intermediate</td> <td>Level 1</td> <td>Core amenities</td> </tr> <tr> <td>Minor</td> <td>Level 1</td> <td>Core amenities</td> </tr> <tr> <td>Gilroy</td> <td>Level 2</td> <td>Core amenities without bike racks, PA & VMS</td> </tr> <tr> <td>Special</td> <td>Level 3</td> <td>TVMs only, at stations with scheduled stops</td> </tr> </tbody> </table>	Station Type	Level	Amenities	Major	Level 1	Core amenities	Intermediate	Level 1	Core amenities	Minor	Level 1	Core amenities	Gilroy	Level 2	Core amenities without bike racks, PA & VMS	Special	Level 3	TVMs only, at stations with scheduled stops
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Questions?

