PENINSULA CORRIDOR JOINT POWERS BOARD

TITLE VI
COMPLIANCE PROGRAM

December 2022

PENINSULA CORRIDOR JOINT POWERS BOARD
1250 San Carlos Avenue
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PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
TITLE VI COMPLIANCE PROGRAM

PREPARED FOR:
FEDERAL TRANSIT ADMINISTRATION
REGION IX

PREPARED BY:
JPB

PRIOR REPORT COLLABORATION WITH:

NWC PARTNERS, INC.
CDM SMITH, INC.

2022

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I: INTRODUCTION

The material contained in the Peninsula Corridor Joint Powers Board's (hereinafter "JPB" or "Caltrain") Title VI Program provides information and analysis bearing upon compliance with Title VI of the 1964 Civil Rights Act regarding transit services and related benefits. The purpose of Title VI is to ensure that "no person 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." (42 U.S.C. § 2000d.)

The Federal Transit Administration (FTA) requires applicants for and recipients of Federal assistance to provide assessments of compliance as part of the grant approval process. The FTA has the responsibility to ensure that federally supported transit services and related benefits are distributed in a manner consistent with Title VI including as related to Environmental Justice and access for individuals who have Limited English Proficiency. This Title VI Program conforms to the FTA's Title VI Circular 4702.1B, effective October 2012 (Circular).

As a federal grant recipient, the JPB is required to maintain and provide to FTA information on its compliance with the Title VI regulations. At a minimum, it must conduct periodic compliance assessments to ensure that the level and quality of transit services is provided in a nondiscriminatory manner, that full and fair participation in public transportation decision-making occurs without regard to race, color, or national origin, and to ensure meaningful access to transit-related programs and activities by persons with limited English proficiency. The JPB is required to submit a Title VI Program every three years and to document that services and benefits are provided in a non-discriminatory manner.

The JPB, as required under Circular 4702.1B, has included the following information in this Title VI compliance report:

Discussion and attachments pertaining to general Title VI requirements.

1. Title VI Notice to Public
2. Title VI Complaint Procedures & Form
3. List of Investigations, Complaints, or Lawsuits
4. Public Participation Plan
5. Limited English Proficiency Language Assistance Plan
6. Ethnicity of Members of Non-elected Committees
7. Sub-recipient Monitoring
8. Evidence of Board Approval
9. Construction Facilities Information
10. Additional Information upon Request

Discussion and attachments pertaining to Title VI requirements for transit operators.

1. Service Standards and Policies
2. Demographic and Service Profile
3. Demographic Ridership and Travel Patterns
4. Monitoring Program Results

5. Public Engagement for Policy Development
6. Title VI Equity Analyses

II: GENERAL REQUIREMENTS

This chapter addresses the general triennial reporting requirements for all FTA grantees.

1. **Title VI Notice to Public**
   A copy of the JPB's notice to the public that it complies with Title VI requirements and a list of locations where the notice is posted are contained in **Appendix A**.

2. **Title VI Complaint Procedures & Form**
   The JPB responds to any and all complaints or lawsuits that allege discrimination on the basis of race, color, or national origin with respect to service or other transit benefits. The JPB makes its procedures for filing a Title VI complaint available to members of the public. This procedure is posted on Caltrain's website, is available at the customer receptionist desk located at JPB headquarters at 1250 San Carlos Avenue, San Carlos, CA, and is sent to a customer if requested by phone or e-mail. The JPB's Title VI Complaint Process Flowchart, Instructions to the public on how to file a Title VI Discrimination Complaint, Title VI Discrimination Complaint Form, Title VI Complaint Processing Procedure, and Title VI Discrimination Investigator Form are contained in **Appendix B**.

3. **List of Investigations, Complaints, or Lawsuits**
   Appendix C contains a list of any Title VI investigations conducted by entities other than FTA, lawsuits, or complaints naming the JPB that allege discrimination on the basis of race, color, or national origin. In keeping with the Circular, the list includes the date the investigation was requested or the lawsuit or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the JPB in response to the investigation, lawsuit, or complaint.

4. **Public Participation Plan (PPP)**
   A summary of public outreach and involvement activities undertaken in last three years and description of steps taken to ensure that minority and low-income persons had meaningful access to these activities is contained in various portions of this Title VI Program, including the JPB's Public Participation Plan in **Appendix D**, the Language Assistance Plan in **Appendix E**, Policy Development Outreach in **Appendix L** (from 2013), and the outreach summary portion of the JPB's recent equity analyses in **Appendix M**.

5. **Limited English Proficiency (LEP) Language Assistance Plan (LAP)**
   The JPB's current Limited English Proficiency Language Assistance Plan for providing language assistance for persons with Limited English Proficiency based on the Department of Transportation's LEP Guidance is contained in **Appendix E**.

6. Ethnicity of Members of Non-elected Committees

The JPB currently selects or recruits members of the public for two advisory committees that advise staff and/or report to the JPB Board of Directors relative to Caltrain policies or services. These committees are the Citizens Advisory Committee (CAC) and the Bicycle Advisory Committee (BAC). The JPB has four other advisory committees comprised of transportation agency staff and city officials that are not part of this recruitment process. These committees are discussed in **Appendix D.**

The ***Caltrain Citizens Advisory Committee (CAC)*** represents San Francisco, San Mateo and Santa Clara Counties. The CAC is composed of nine volunteer members who serve in an advisory capacity to the tri-county Caltrain policy board, providing input on the needs of current and potential rail customers, and reviewing and commenting on staff proposals and actions as requested by the board.

The CAC meets the third Wednesday of each month at 5:40 p.m. at JPB's headquarters in San Carlos, just one block from the San Carlos Caltrain Station. All meetings are open to the public.

An annual four-week recruitment is held in April and May to fill the vacancies on the CAC. In the event there are a significant number of unexpected vacancies, the JPB may request that staff hold an off-cycle recruitment. JPB is proactive with respect to recruiting new CAC members. Depending on the number and location of vacant seats, ads for applications are sometimes placed in the papers of record in San Francisco County, San Mateo County, and Santa Clara County with language-specific ads placed in the Singtao Daily (Chinese), El Observador (Spanish), and Half Moon Bay Review (bilingual English/Spanish). The JPB also provides recruitments notices in the following forms:

- News releases
- Onboard take-ones (which has been found to be the best method for customers to receive information)
- Board and CAC meeting announcements

Applications are reviewed by Staff Coordinating Council (SCC), who coordinates the selection process with county representatives on the Board. The Board members from each County then provide their recommendation for CAC appointment to the full Board at their public meeting. The JPB CAC recruitment materials note that individuals of diverse ethnic backgrounds are encouraged to apply.

The following table illustrates the current membership of the JPB Citizens Advisory Committee.

Table 1: Current (2022) CAC Membership List

#	Race/Ethnic Background	County
1	White/ Caucasian	San Francisco
2	Latino/ Hispanic	San Francisco
3	White/Caucasian	San Francisco
4	Did Not Respond	San Francisco
5	White/Caucasian	San Mateo
6	White/Caucasian	San Mateo
7	White /Caucasian	San Mateo
8	Did Not Respond	San Mateo
9	Asian	Santa Clara
10	White/Caucasian	Santa Clara
11	White/Caucasian	Santa Clara
12	Did Not Respond	Santa Clara

The ***Caltrain Bicycle Advisory Committee (BAC)*** serves as the primary venue for the interests and perspectives of bicyclists to be integrated into the Caltrain planning processes. This group brings new ideas for discussion and helps Caltrain guide its future investments.

The committee is a partnership composed of nine volunteer members and Caltrain staff. There are three representatives from each of the three counties served by Caltrain: San Francisco, San Mateo and Santa Clara. One member from each county is a public agency staff member responsible for bike planning and/or policy development, one is a member of a bicycle advocacy organization, and one is a Caltrain bike passenger from the general public.

An annual four-week recruitment is held in November and December to fill the vacancies on the BAC. JPB provides recruitment notices in the following forms:

- News releases with notice of translation assistance in Spanish and Chinese
- Onboard take-ones with notice of translation assistance in Spanish and Chinese (which has been found to be the best method for customers to receive information)
- Board, CAC and BAC meeting announcements
- Social media announcements

Although the BAC is comprised of staff / members of specific public agencies and bike organizations, in order to promote minority applicants, the recruitment notices are shared with Community Based Organizations. The JPB recruitment materials note that individuals of diverse ethnic backgrounds are encouraged to apply.

BAC members are selected by the Staff Coordinating Council (SCC). A BAC member's term is two years. The BAC meets every third Thursday every other month at 6:45 p.m. at the JPB's headquarters in San Carlos, just one block from the San Carlos Caltrain Station. All meetings are

open to the public.

The following table illustrates the current membership of the BAC. The committee members primarily chose not to respond to questions regarding race/ ethnic background. One seat on the committee is currently vacant.

Table 2: Current (2019) BAC Membership List

#	Race/Ethnic Background	County Represented
1	White/ Caucasian	San Francisco
2	Did Not Respond	San Francisco
3	Did Not Respond	San Francisco
4	Did Not Respond	San Mateo
5	White/Caucasian	San Mateo
6	Asian	San Mateo
7	Latino/Hispanic	Santa Clara
8	White/Caucasian	Santa Clara
9	Did Not Respond	Santa Clara

7. Sub-recipient Monitoring

The JPB does not have any sub-recipients for Federal Funding, thus no monitoring of sub-recipients by the JPB is required.

8. Evidence of Board Approval

The Board meeting agenda, staff report, meeting minutes, PowerPoint presentations, and signed resolution of the JPB Board's adoption of the 2019 Title VI Compliance Program is included in **Appendix F**.

9. Construction Facilities Information

During the last three years, the JPB has not undertaken any projects or constructed any transit facilities requiring a Facility Equity Analysis as defined by Circular 4702.1B, Chapter III, Number 13.

The Caltrain Modernization Program (CalMod) includes electrification and other projects that will upgrade the performance, efficiency, capacity, safety and reliability of Caltrain's service. Electrification is a key component of the CalMod program.

The project covers the entire Caltrain-owned right of way, involves no new facilities subject to the facilities siting analysis requirements, and presents no potential environmental justice concerns. Components of the CalMod project include improving tunnels, and renovating the Central Equipment Maintenance and Operations Facility, all of which consist of work on existing sites. CalMod-dedicated project websites are included for reference in **Appendix G**.

Similarly, the Positive Train Control (PTC) Project consists primarily of technology and telecommunications equipment installed on trains and in existing rights of way, with no new facilities subject to siting analysis requirements.

10. **Additional Information upon Request**
    At the discretion of FTA, information other than that required by the Circular may be requested. FTA has not requested such information, and none has been provided at this time.

III: REQUIREMENTS OF TRANSIT OPERATORS

This chapter responds to the specific requirements for FTA-assisted transit operators that operate 50 or more fixed route vehicles in peak service and are located in an Urbanized Area (UZA) of 200,000 or more people.

1. **Service Standards and Policies**
   A copy of the JPB's major service change, disparate impact and disproportionate burdenpolicies, and system wide service standards and policies, adopted by the JPB Board of Directors on April 4, 2013, can be found in **Appendix H**. A copy of the resolution approving these standards accompanies the document.

2. **Demographic and Service Profile**
   The JPB regularly evaluates demographic information as part of any proposed service or fare change, as required by the FTA. In addition, the JPB conducted additional analysis using Census data for this Program submission. The results are included in **Appendix I**.

3. **Demographic Ridership and Travel Patterns**
   The JPB conducts surveys on statistically-valid samples of passengers every three years. The survey questions include queries regarding race/ethnicity and household income, among many others. An excerpt of the JPB's most recent survey analysis (completed in 2016) is contained in **Appendix J**.

   The JPB conducted the 2019 triennial survey in October 2019. Survey results will be available in 2020.

4. **Monitoring Program Results**
   The JPB's most recent analysis of performance under JPB's service standards and policies adopted in April 2013 can be found in **Appendix K**.

5. **Public Engagement for Policy Development**
   A summary of the public engagement process utilized to develop and vet JPB's major service change, disparate impact and disproportionate burden policies, and system wide service standards and policies, all adopted in 2013, can be found in **Appendix L**.

6. Title VI Equity Analyses

The JPB has conducted three (3) Title VI Equity Analyses across the review period: one Service Change Analysis (FY 2017) and two Fare Equity Analyses (FY 2018 and FY 2019). None of the analyses found a Disparate Impact on minority populations or a Disproportionate Burden on low-income populations

Complete copies of all fare equity analyses conducted by the JPB, and their accompanying resolutions, during the review period are included in **Appendix M**.

- JPB Title VI Equity Evaluation Closure of Atherton Station, November 2020
- JPB Title VI Equity Evaluation Proposed Monthly Pass Discount, June 2021
- JPB Title VI Equity Evaluation Sunday Services Changes, February 2022

A. TITLE VI NOTICE TO PUBLIC

The JPB Notice to the Public regarding Title VI rights is included below. It is posted in English, Spanish and Chinese at several highly visible public locations around JPB headquarters at 1250 San Carlos Avenue, San Carlos, CA (including the lobby, customer reception desk, and board meeting room) and at all Caltrain Stations posted in the information boards. JPB's Title VI notice to the public is also posted on Caltrain's Website http://www.caltrain.com/riderinfo/TitleVI.html. Examples of the posted Title VI notices follow.

The JPB will be updating the Title VI notices to include notice of free translation assistance in all Safe Harbor languages as defined in the Limited English Proficiency and Language Assistance Plan included in this Title VI submission. In addition, the JPB has translated Frequently Asked Questions and multiple taglines in over 20 languages for community focused outreach.

Title VI

Caltrain operates its programs and services without regard to race, color or national origin in accordance with Title VI of the Civil Rights Act of 1964. For information on the Caltrain Title VI program, visit one of the links below.

Any person who believes they have been discriminated against based on race, color or national origin with regard to transit services delivery has the right to file a complaint within 180 days of the alleged incident. You may download a complaint form below or request one by calling 1.800.660.4287 (TTY 650.508.6448). You also may file a complaint with the Federal Transit Administration through its Office of Civil Rights, Title VI Program Coordinator, East Building, 5th floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

Caltrain está comprometido a garantizar que toda persona goce de la distribución equitativa de servicios y instalaciones sin importar las cuestiones de raza, color u origen nacional, de conformidad con el Título VI del Acta de Derechos Civiles de 1964. Para obtener información sobre el programa Caltrain Title VI, visite uno de los siguientes sitios web.

Cualquier persona que se sienta víctima de discriminación por motivos de raza, color u origen nacional en relación con la prestación de servicios de transporte tiene el derecho de presentar una queja dentro de los 180 días del supuesto incidente. Usted puede descargar un formulario de queja (abajo) o solicitar un formulario, llamando al numero 1.800.660.4287 (TTY 650.508.6448). También puede presentar quejas al Federal Transit Administration por medio de la oficina, "Office of Civil Rights", con el coordinador de programa del Title VI ubicado en el quinto piso-TCR del edificio oeste, 1200 New Jersey Ave., SE, Washington, DC 20590.

Caltrain根据《1964年民权法》第六篇运营其项目和服务，而不考虑种族、肤色或原国籍。如需了解更多信息，或者若要提出投诉，请访问 www.caltrain.com/riderinfo/TitleVI.html.

任何认为自己在运输服务交付方面因种族、肤色或国籍而受到歧视的人都有权在指控事件发生后 180 **天内提出投**诉。您可以在下方下载投诉表或致电 1.800.660.4287（TTY **用**户请拨打
650.508.6448）**索取一份。您也可以通**过其公民权利办公室向联邦交通管理局提出投诉，Title VI 项目协调员，East Building, 5th floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

Title VI Notice - SamTrans & JPB (Caltrain) headquarters, San Carlos, CA

Title VI Rights

SamTrans and Caltrain operates its programs and services without regard to race, color or national origin in accordance with Title VI of the Civil Rights of 1964. For more information, or to file a complaint, visit www.caltrain.com/riderinfo/TitleVI.html

Any person who believes they have been discriminated against based on race, color or national origin with regard to transit services delivery has the right to file a complaint within 180 days of the alleged incident. You may download a complaint form below or request one by calling 1.800.660.4287 (TTY 650.508.6448). You also may file a complaint with the Federal Transit Administration through its Office of Civil Rights, Title VI Program Coordinator, East Building, 5th floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

SamTrans y Caltrain está comprometido a garantizar que toda persona goce de la distribución equitativa de servicios y instalaciones sin importar las cuestiones de raza, color u origen nacional, de conformidad con el Título VI del Acta de Derechos Civiles de 1964. Para obtener más información o presentar una queja, visite www.caltrain.com/riderinfo/TitleVI.html

Cualquier persona que se sienta víctima de discriminación por motivos de raza, color u origen nacional en relación con la prestación de servicios de transporte tiene el derecho de presentar una queja dentro de los 180 días del supuesto incidente. Usted puede descargar un formulario de queja (abajo) o solicitar un formulario, llamando al numero 1.800.660.4287 (TTY 650.508.6448). También puede presentar quejas al Federal Transit Administration por medio de la oficina, "Office of Civil Rights", con el coordinador de programa del Title VI ubicado en el quinto piso-TCR del edificio oeste, 1200 New Jersey Ave., SE, Washington, DC 20590.

SamTrans 和Caltrain根据《1964年民权法》第六篇运营其项目和服务，而不考虑种族、肤色或原国籍。如需了解更多信息，或者若要提出投诉，请访问 www.caltrain.com/riderinfo/TitleVI.html.

任何认为自己在运输服务交付方面因种族、肤色或国籍而受到歧视的人都有权在指控事件发生后 180 天内提出投诉。您可以在下方下载投诉表或致电 1.800.660.4287（TTY 用户请拨打 650.508.6448）索取一份。您也可以通过其公民权利办公室向联邦交通管理局提出投诉，Title VI 项目协调员，East Building, 5th floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

	Free Language Assistance is available:1-800-660-4287 Asistencia de idiomas gratis:1-800-660-4287 可免费提供语言协助:1-800-660-4287 May Available na Libreng Tulong sa Wika:1-800-660-4287 Предоставляются бесплатныеуслуги перевода: 1-800-660-4287 hỗ trợ ngôn ngữ miễn phí có sẵn:1-800-660-4287 الباب السادس: إخطار الحقوق المدنية1-800-660-4287 무료 언어 지원이 제공됩니다:1-800-660-4287

Title VI Notice - Caltrain Station Information Board- SAMPLES

Title VI Notice of Civil Rights
Título VI Aviso de Derechos Civiles

Free Language Assistance
Asistencia de idiomas gratis

Caltrain operates its programs and services without regard to race, color or national origin in accordance with Title VI of the Civil Rights Act of 1964.

Any person who believes they have been discriminated against based on race, color or national origin with regard to transit services delivery has the right to file a complaint within 180 days of the alleged incident. You may download a complaint form at **www.caltrain.com/riderinfo/TitleVI.html** or request one by calling 1.800.660.4287 (TTY 650.508.6448).

Caltrain está comprometido a garantizar que toda persona goce de la distribución equitativa de servicios y instalaciones sin importar las cuestiones de raza, color u origen nacional, de conformidad con el Título VI del Acta de Derechos Civiles de 1964.

Cualquier persona que se sienta víctima de discriminación por motivos de raza, color u origen nacional en relación con la prestación de servicios de transporte tiene el derecho de presentar una queja dentro de los 180 días del supuesto incidente. Usted puede descargar un formulario de queja a **www.caltrain.com/riderinfo/TitleVI.html** o solicitar un formulario, llamando al numero 1.800.660.4287 (TTY 650.508.6448).

Arabic
1.800.660.4287 للترجمة, أتصل علي.

Armenian
Թարգմանության համար զանգահարել 1.800.660.4287.

Chinese
如需翻譯,請電 1.800.660.4287.

English
For translations, please call 1.800.660.4287.

French
Pour traduction, appelez au 1.800.660.4287.

German
Übersetzung unter +1.800.660.4287.

Gujarati
અનુવાદ માટે, 1.800.660.4287 પર ફોન કરો.

Hebrew
לתרגום יש להתקשר לטלפון 1.800.660.4287

Hindi
अनुवाद के लिए, 1.800.660.4287 पर कॉल करें।

Italian
Per traduzioni chiamare 1.800.660.4287.

Japanese
翻訳のご用命は,+1.800.660.4287
までお電話ください。

Korean
번역을 원하시면, 1.800.660.4287
번으로 전화하십시오.

Mon-Khmer, Cambodian
សម្រាប់សេវាកម្មបកប្រែ សូមទាក់ទងតាមទូរស័ព្ទ
លេខ 1.800.660.4287.

Persian
برای ترجمه، با شماره 1.800.660.4287 تماس بگیرید.

Portuguese
Para tradução, ligue para 1.800.660.4287.

Polish
Po tlumaczenie proszę dzwonić na 1.800.660.4287.

Russian
Если вам нужны услуги переводчика, обращайтесь по телефону 1.800.660.4287.

Serbo-Croatian
Za prevodjenje nazovite 1.800.660.4287.

Spanish
Para traducción llama al 1.800.660.4287.

Tagalog
Para sa pagsasalin sa ibang wika, mangyaring tumawag sa 1.800.660.4287.

Thai
สำหรับการแปลภาษา โทร 1.800.660.4287.

Urdu
ترجمہ کے لیے، 1.800.660.4287 پر کال کریں۔

Vietnamese
Cần dịch thuật, xin gọi 1.800.660.4287.

Caltrain provides commuter rail service along the San Francisco Peninsula, to San Jose and Gilroy.
Caltrain Customer Service | 1.800.660.4287 (TTY 650.508.6448)
Weekdays: 7am - 7pm | Weekends & Holidays: 8am - 5pm

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Alternate Sample Draft

Title VI Notice of Civil Rights
Título VI Aviso de Derechos Civiles

民权法第六篇：民权公告
Abiso ng Karapatang Sibi
제6편: 권리 고지
Tiêu đề VI: Thông

Уведомление о гражданских правах в соответствии с Главой VI Закона о гражданских правах
الباب السادس: إخطار الحقوق المدنية

Title VI of the Civil Rights Act of 1964 (Title VI) prohibits discrimination on the basis of race, color, and national origin in programs that receive federal funding. Caltrain is committed to complying with the requirements of Title VI in all of its federally funded programs and activities. For more information, or to file a complaint, www.caltrain.com/riderinfo/TitleVI.html

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Caltrain está comprometido a garantizar que toda persona goce de la distribución equitativa de servicios y instala-ciones sin importar las cuestiones de raza, color u origen nacional, de conformidad con el Título VI del Acta de Derechos Civiles de 1964.

Cualquier persona que se sienta víctima de discriminación por motivos de raza, color u origen nacional en relación con la prestación de servicios de transporte tiene el derecho de presentar una queja dentro de los 180 días del supuesto incidente. Usted puede descargar un formulario de queja a **www.caltrain.com/riderinfo/TitleVI.html** o solicitar un formulario.

《1964年民权法》第六篇（简称"民权法第六篇"）禁止在受联邦资助的项目中因种族、肤色或原国籍而发生歧视。Caltrain 致力于在所有其受联邦资助的项目和活动中遵守民权法第六篇的要求。如需了解更多信息，或者若要提出投诉，请访问 www.caltrain.com/riderinfo/TitleVI.html

Sa ilalim ng Title VI ng Civil Rights Act of 1964 (Title VI) ay ipinagbabawal ang diskriminasyon na batay sa lahi, kulay, at pinagmulang bansa sa mga programang nakakatanggap ng pederal na pagpopondo. Ang Caltrain ay may pananagutan sa pagsusunod sa mga kahilingan ng Title VI at ang lahat ng mga programa at aktibidad nito na may pederal na pagpopondo. Получить дополнительную информацию или подать жалобу можно по адресу www.caltrain.com/riderinfo/TitleVI.html.

Глава VI Закона о Гражданских правах 1964 года (Глава VI) запрещает дискриминацию по признаку расы, цвета кожи или национальной принадлежности в программах, которые получают федеральное финансирование. Компания Caltrain обязуется соблюдать требования Главы VI во всех своих программах и мероприятиях, финансируемых из федерального бюджета. Для получения дополнительной информации посетите веб-страницу caltrain.com/riderinfo/TitleVI.html

Tiêu đề VI của Đạo luật Dân quyền năm 1964 (Tiêu đề VI) cấm phân biệt đối xử dựa trên chủng tộc, màu da và nguồn gốc quốc gia trong các chương trình nhận tài trợ của liên bang. Caltrain cam kết tuân thủ các yêu cầu của Tiêu đề VI trong tất cả các chương trình và hoạt động được liên bang tài trợ. Để biết thêm thông tin, hãy truy cập caltrain.com/TitleVI.html

يحظر الباب السادس من قانون الحقوق المدنية لعام 1964(الباب السادس) ممارسات التمييز على أساس العرق، واللون، والأصل القومي في البرامج التي تحصل على تمويل فيدرالي. تلتزم Caltrain بالامتثال لمتطلبات الباب السادس في جميع برامجها وأنشطتها الممولة فيدراليًا. لمزيدٍ من المعلومات، تفضل بزيارة الموقع الإلكتروني caltrain.com/TitleVI.html

1964년 민권법 제VI편(이하, 제VI편)에 따라 연방의 자금을 지원받는 프로그램에서 인종, 피부색, 출신 국가를 이유로 한 차별은 금지됩니다. Caltrain은 연방의 자금을 지원받는 모든 프로그램 및 활동에서 제VI편의 요구 사항을 준수하기 위해 최선을 다합니다. 더 상세한 정보를 원하시거나 민원을 제기하시려면, www.caltrain.com/riderinfo/TitleVI.html을 방문하십시오.

Free Language Assistance is available:1-800-660-4287 Asistencia de idiomas gratis:1-800-660-4287
可免费提供语言协助:1-800-660-4287
May Available na Libreng Tulong sa Wika:1-800-660-4287
Предоставляются бесплатные услуги перевода:
1-800-660-4287 hỗ trợ ngôn ngữ miễn phí có sẵn:1-800-660-4287
무료 언어 지원이 제공됩니다:1-800-660-4287

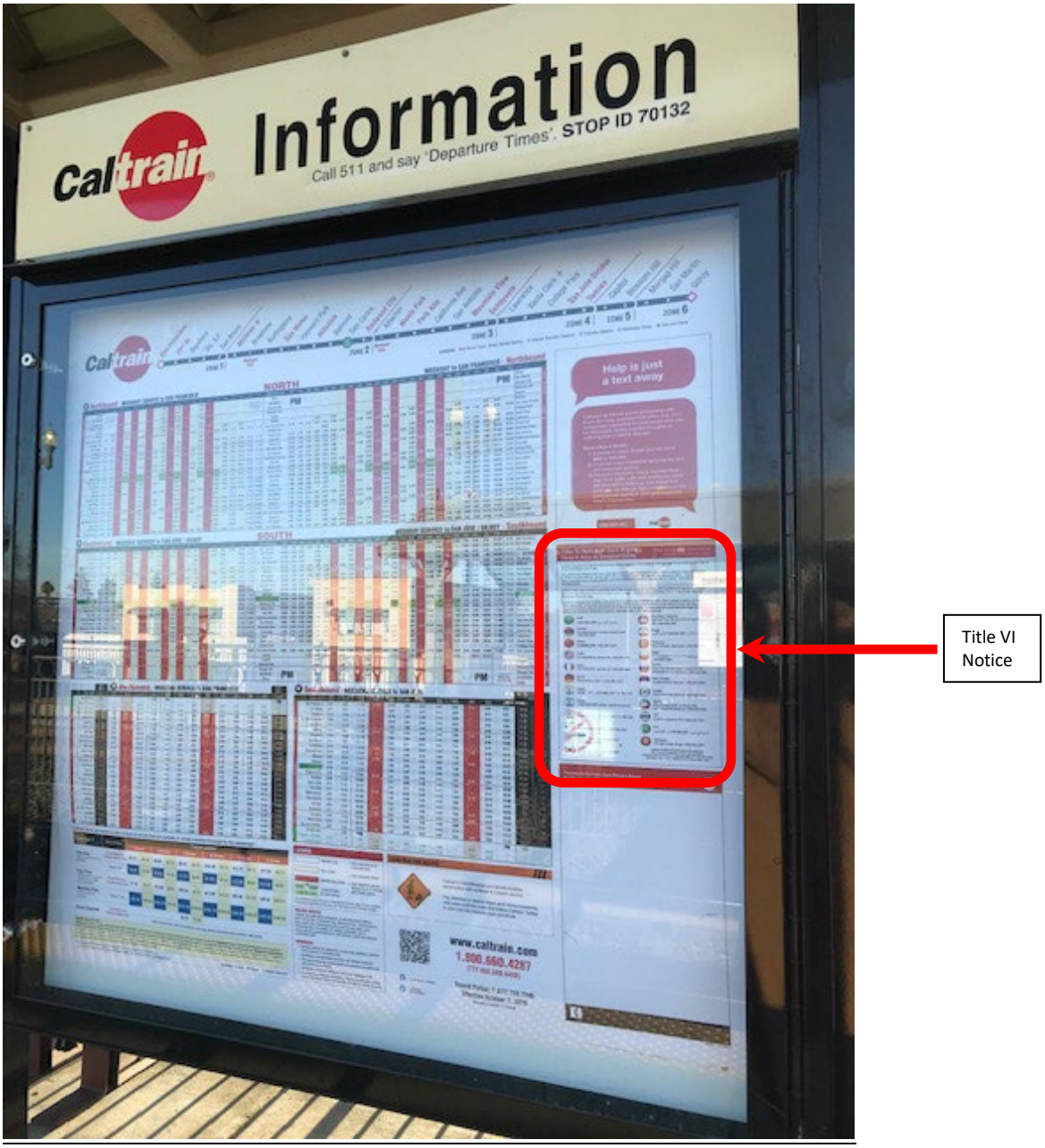
[QR CODE

Title VI FAQ and Complaint Form]

Caltrain provides commuter rail service along the
San Francisco Peninsula, to San Jose and Gilroy.
Caltrain Customer Service | 1.800.660.4287 (TTY 650.508.6448)

Weekdays: 7am - 7pm | Weekends & Holidays: 8am - 5pm

Title VI Notice – Caltrain Station Information Board



Title VI Notice - Caltrain Website

Trip Planner Live Map Service Alerts Schedules

Give Feedback

Title VI

Caltrain operates its programs and services without regard to race, color or national origin in accordance with Title VI of the Civil Rights Act of 1964. For information on the Caltrain Title VI program, visit one of the links below.

Any person who believes they have been discriminated against based on race, color or national origin with regard to transit services delivery has the right to file a complaint within 180 days of the alleged incident. You may download a complaint form below or request one by calling 1.800.660.4287 (TTY 650.508.6448), or by emailing TitleVI@samtrans.com. You also may file a complaint with the Federal Transit Administration through its Office of Civil Rights, Title VI Program Coordinator, East Building, 5th floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

Caltrain está comprometido a garantizar que toda persona goce de la distribución equitativa de servicios y instalaciones sin importar las cuestiones de raza, color u origen nacional, de conformidad con el Título VI del Acta de Derechos Civiles de 1964. Para obtener información sobre el programa Caltrain Title VI, visite uno de los siguientes sitios web.

Cualquier persona que se sienta víctima de discriminación por motivos de raza, color u origen nacional en relación con la prestación de servicios de transporte tiene el derecho de presentar una queja dentro de los 180 días del supuesto incidente. Usted puede descargar un formulario de queja (abajo) o solicitarun formulario, llamando al numero1.800.660.4287 (TTY 650.508.6448), por email: TitleVI@samtrans.com. También puede presentar quejas al Federal Transit Administration por medio de la oficina, "Office of Civil Rights", con el coordinador de programa del Title VI ubicado en el quinto piso-TCR del edificio oeste, 1200 New Jersey Ave., SE, Washington, DC 20590.

Title VI Compliance Program 2019 (PDF, 68MB)

Title VI Compliance Program 2016 (Complete - 1 of 4)(PDF, 4.9MB)

Title VI Compliance Program 2016 (Complete - 2 of 4)(PDF, 14.9MB)

Title VI Compliance Program 2016 (Complete - 3 of 4)(PDF, 14.2MB)

Title VI Compliance Program 2016 (Complete - 4 of 4)(PDF, 5.2MB)

Title VI Complaint Form (PDF, 439KB)

Formato de Queja del Título VI (PDF, 15KB)

Caltrain Title VI Adopted Policies and Standards (PDF, 56KB)

Title VI Equity Analysis
Caltrain 2013 Title VI Program (Complete - 1 of 3)(PDF, 7.5MB)

Caltrain 2013 Title VI Program (Complete - 2 of 3)(PDF, 5.5MB)

Caltrain 2013 Title VI Program (Complete - 3 of 3)(PDF, 5.7MB)–>

Give Feedback

B. TITLE VI COMPLAINT PROCEDURES & FORM

The JPB Title VI Complaint Process Flowchart, Cover Letter and Instructions, Title VI Complaint Form, Processing Procedure, and Investigation Processing Procedure follow.

The JPB will be updating the Title VI complaint procedures and form in all safe harbor languages as defined in the Limited English Proficiency and Language Assistance Plan included in this Title VI Program.

Title VI Complaint Processing Procedure

The Peninsula Corridor Joint Powers Board (Caltrain) grants equal access to all of its transportation services. It is the intent of Caltrain that everyone is aware of their rights to such access. In accordance with Title VI of the 1964 Civil Rights Act, Caltrain is committed to ensuring that no person shall be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any Caltrain program or activity, on the basis of race, color, national origin, English language proficiency or economic status. Any person who believes that his/her Title VI rights have been violated may file a complaint with Caltrain.

The complaint process (called "Consumer Reports") is a valuable tool used to track all consumer concerns, suggestions, compliments, requests and complaints regarding Caltrain services. All Consumer Reports are entered into the IndustrySafe Customer Service Module whereas the Title VI Complaints are entered into a Title VI spreadsheet. This enables the JPB to identify issues, make improvements and track progress on a regular and ongoing basis. Status on all reports is available online to anyone with a password.

Consumer Reports are received in three main ways:

- By phone (often via the Customer Service 800 number)
- Via email (comments from the Caltrain website download directly into IndustrySafe)
- By hard copy letter or comment card

Responses are usually processed by the Customer Service Representatives. However, Consumer Reports related to accessibility issues are handled by the Accessibility Specialists and actual claims are handled by the Risk Management Department.

The following definitions are used throughout the Title VI Complaint Processing Procedures:

Definitions

Consumer Report/Complaint: Complaints, comments, compliments that are received by Caltrain by phone, email, letter, or comment card, which may or may not include a Title VI concern.

Contract Operator: The third-party company under contract with Caltrain to provide the railroad services on behalf of Caltrain.

Customer: Any member of the public who comes into contact with Caltrain services.

Customer Service Center: A department within Caltrain that handles intake of customer inquiries, compliments, and complaints. The Customer Service Center routes customer comments as needed through IndustrySafe for investigation by the responsible party. Using the information provided by the responsible party, the Customer Service Center responds to the customer.

Title VI Administrator: The Caltrain staff member assigned to handle the Title VI process, including tracking and investigating Title VI complaints.

Title VI Discrimination Complaint Form: The standard form utilized to submit Title VI complaints.

Title VI Spreadsheet: An excel spreadsheet used to track potential and filed Title VI Discrimination Complaint Forms. The spreadsheet will also be used to monitor and analyze performance and determine if there are any trends that need to be mitigated.

Transit Police: Law enforcement contracted through the San Mateo County Sheriff's Office to support Caltrain. Transit Police Title VI complaints will be handled by the Department of Risk Management and the San Mateo County Sheriff's Office.

IndustrySafe: A tool for collecting and routing information. All detailed information regarding non-Title VI complaints is kept in this database. All Title VI Discrimination Complaint Forms are kept in this database but the details of investigations and findings are not.

After receiving a complaint or Consumer Report not provided on a standard Title VI Complaint Form, the following process is followed:

Receipt of Original Complaint*

***Follow this section if the complaint is not submitted on a Title VI Form. If a Title VI Complaint Form is received skip to "Receipt of Title VI Complaint Form"**

Customer Service Center

1) Receive the complaint, follow standard procedures for entering the Consumer Report into the IndustrySafe database system.
2) Check the discrimination box in IndustrySafe for all Consumer Reports that mention race, color, or national origin, or make a claim of discrimination.
3) Route all Consumer Reports that are marked discrimination to the designated recipients for routine investigation as well as send to the Title VI Administrator for review.

Title VI Administrator

1) Review all incoming Consumer Reports marked as discrimination within 48 hours of receipt for potential Title VI claims.
2) Determine if the complaint is a potential Title VI complaint. Enlist assistance from Legal as necessary.
3) For potential Title VI claims:
    a. Advise Customer Service through IndustrySafe to send the customer a Title VI complaint form and cover letter.
    b. Notify the Contract Operator of the potential for a Title VI claim.
    c. Customer Service will also notify Contract Operator of complaint.
4) For non-Title VI complaints:
    a. Advise Customer Service that the standard process should be followed, including directed the report to the Contract Operator, as no Title VI concerns are implicated.

Contract Operator

1) Investigate the complaint according to the company's internal procedures. If the investigation of a complaint proceeds prior to the Title VI Administrator determining whether the complaint concerns Title VI, the investigation should be made with a potential Title VI claim in mind.
2) Enter findings into IndustrySafe.

Potential Title VI Claim Contained in Complaint

Title VI Administrator

1) Direct Customer Service Center to send the Title VI Complaint Form and Cover Letter (Included in this Appendix B).
2) Enter information into the Title VI Spreadsheet, including notes regarding when and how forms are provided in IndustrySafe.

Customer Service Center

1) Respond to customer
    a. Following standard response procedures as if this were any other type of complaint.
    b. Send Title VI Complaint Form and Cover Letter to customer as part of the above response. If complainant is unable to complete a written form, agency staff can fill one out on their behalf.
2) Document in IndustrySafe how and when Title VI information was sent.

After receiving a complaint on a standard Title VI Discrimination Complaint Form, the following process is followed:

Receipt of Title VI Discrimination Complaint Form

Title VI Administrator

1) Make determination whether the Title VI Discrimination Complaint Form contains a valid Title VI concern. Enlist assistance from Legal as necessary.
    a. If a Title VI investigation is warranted, follow the Title VI Investigation Form (included in this Appendix B).
    b. If no Title VI investigation is warranted, clearly document the basis for the determination.
2) Inform complainant that a formal Title VI investigation is being conducted or that their complaint is not covered by Title VI. This must be done within 10 working days of receipt of the completed and signed Title VI Discrimination Complaint Form.
3) Notify Contract Operator and Rail Operations of Title VI investigation in writing, including request for documentation.
4) Notify Transit Police of Title VI investigation in writing, including request for documentation if complaint is related to alleged fare evasion, the receipt of a citation, or other incident that involved Transit Police.
5) Enter information from the Title VI Discrimination Complaint Form into the Title VI spreadsheet. The initial Title VI Complaint form will also be kept in IndustrySafe, but the Title VI Investigations and Findings will not be kept in IndustrySafe.

Rather, the Investigations and Findings will be reflected in the Title VI spreadsheet.

a. Send the Title VI Complaint to Customer Service to enter into IndustrySafe if this is the first that a complaint has been received.
b. Indicate to Customer Service whether this is being investigated as a Title VI investigation or if it should be a routine investigation.

6) Keep hard copies of the title VI complaint form in a Title VI notebook.

Contract Operator

1) Assist Title VI Administrator with investigation, as necessary.
2) If the Title VI complaint implicates a transit employee, the contract operator will provide the requested documentation including, but not limited to, the following to the Title VI Administrator:
    a. Facts or trends uncovered during the investigation;
    b. Implicated employee training records and any future training refreshers;
    c. Dates of any Title VI Counseling and/or Progressive Disciplines;
    d. Summary of complaint history in regards to the implicated employee;
    e. Implicated Employee State of Incident; and
    f. Summary of any disciplinary actions that have occurred as a result of customer complaints against the implicated employee.

If **Transit Police**

1) Assist Title VI Administrator with investigation, as necessary.
2) Provide a summary of citation records associated with the incident if complaint is related to the issuance of a citation or any other Transit Police involvement.
3) Provide summary of Transit Police response to the scene of an incident, if permissible.

Customer Service

1) If the Title VI Discrimination Complaint Form is the first receipt of the complaint:
    a. Enter complaint into IndustrySafe.
    b. Indicate the date that the form was received and whether the claim has been determined to warrant a Title VI investigation or a routine investigation.
    c. Route to all parties as appropriate.
    d. Do not provide an answer to the customer, unless directed by the Title VI Administrator.
2) If the Title VI Form is derived from a previous complaint, it should have already been entered into IndustrySafe.
3) Title VI Investigations and Findings are not recorded in IndustrySafe, only the receipt of the initial Title VI Discrimination Complaint Form.

Title VI Investigation Report

Title VI Administrator

1) Following Title VI investigation, draft Investigation Report within 30 days of receipt of Title VI Discrimination Complaint Form.
2) Review Investigation Report with Contract Operator. Discuss findings and/or recommendation for resolution.
3) Finalize Investigation Report. If the Report finds a violation of Title VI, the report will include recommended corrective actions. If no finding of Title VI discrimination, the report will identify why no finding was found.
4) Prepare Determination Letter for issuance by the Civil Rights Manager notifying Complainant of the JPB's findings, along with the Complainant's right to appeal and information regarding the appeal process. Complainant will be notified of findings within 60 days of receipt of Title VI Discrimination Complaint Form.
5) Send Investigation Report to Executive Director's office, as complainant has 60 days after receiving the determination letter to appeal findings to the Executive Director.
6) Update complaint file and log in the Title VI spreadsheet.

Contract Operator

1) Track complaint, employee history if an employee was involved in complaint, and findings.
2) Implement corrective actions, as required by the report.
3) Track corrective actions.

Appeal

1) Complainant has 10 days after receipt of a Determination Letter to appeal findings to the Deputy General Manager/CEO. Request for appeal must be submitted in writing to the Deputy General Manager/CEO and shall sufficiently specify any items the Complainant contends were not fully understood or otherwise incorrectly decided by the Civil Rights Manager.
2) Deputy General Manager/CEO will notify the Complainant in writing of the determination of the issues raised in the appeal within 10 days of the submittal of the appeal. The decision of the Deputy General Manager/CEO is final.

Caltrain – Title VI Discrimination Investigator Form

SECTION 1 - CASE INFORMATION

Title VI Complaint Form Number: _____

IndustrySafe & Folder Number (if it exists): _____

Complainant Name: _____

Investigator Name: _____

Investigation Completion Due Date_____

SECTION 2 – PREVIOUS INVESTIGATION

Has this incident/complaint been investigated previously? ____ Yes ____ No

[If you answered "no" to this question, go to Section 3.]

Was the previous investigation conducted with the discrimination charge in mind?

_____Yes _____No

[If you answered "no" to this question, go to Section 3.]

Did the previous investigation result in a finding that discrimination was involved?

_____Yes _____No

Please explain why discrimination was not involved or what corrective actions are being implemented if discrimination was found:

_____

_____

_____

_____

SECTION 3 – INVESTIGATION

Names, ID (if applicable) and title of employee accused of discrimination

Name: _____ Title:_____ ID#_____

Name: _____ Title:_____ ID#_____

Name: _____ Title:_____ ID#_____

Have the training records for the employee been obtained?

____ Yes ____ No

Has a summary of complaint history of employee been obtained?

____ Yes ____ No

Has a summary of discipline records related to customer service incidents been obtained?

____ Yes ____ No

Have the citation records been obtained from Transit Police?

____ Yes ____ No

Have the records for Transit Police assistance calls been obtained?

____ Yes ____ No

Was the complainant interviewed?

____ Yes ____ No

If yes, note date, time, and location of interview and attach interview notes to this document:

_____

Was the employee interviewed?

____ Yes ____ No

If yes, note date, time, and location of interview and attach interview notes to this document:

_____

Were other witnesses interviewed?

____ Yes ____ No

If yes, note the following below: date, time, and location of interview; who was interviewed and how the person is related to the incident. Attach interview notes to this document:

_____

Based on the investigation, is there evidence to suggest that discrimination occurred?

____ Yes ____ No

If yes, what corrective action was taken?

_____

_____

_____

If it was determined there was no discrimination, how was that determination made?

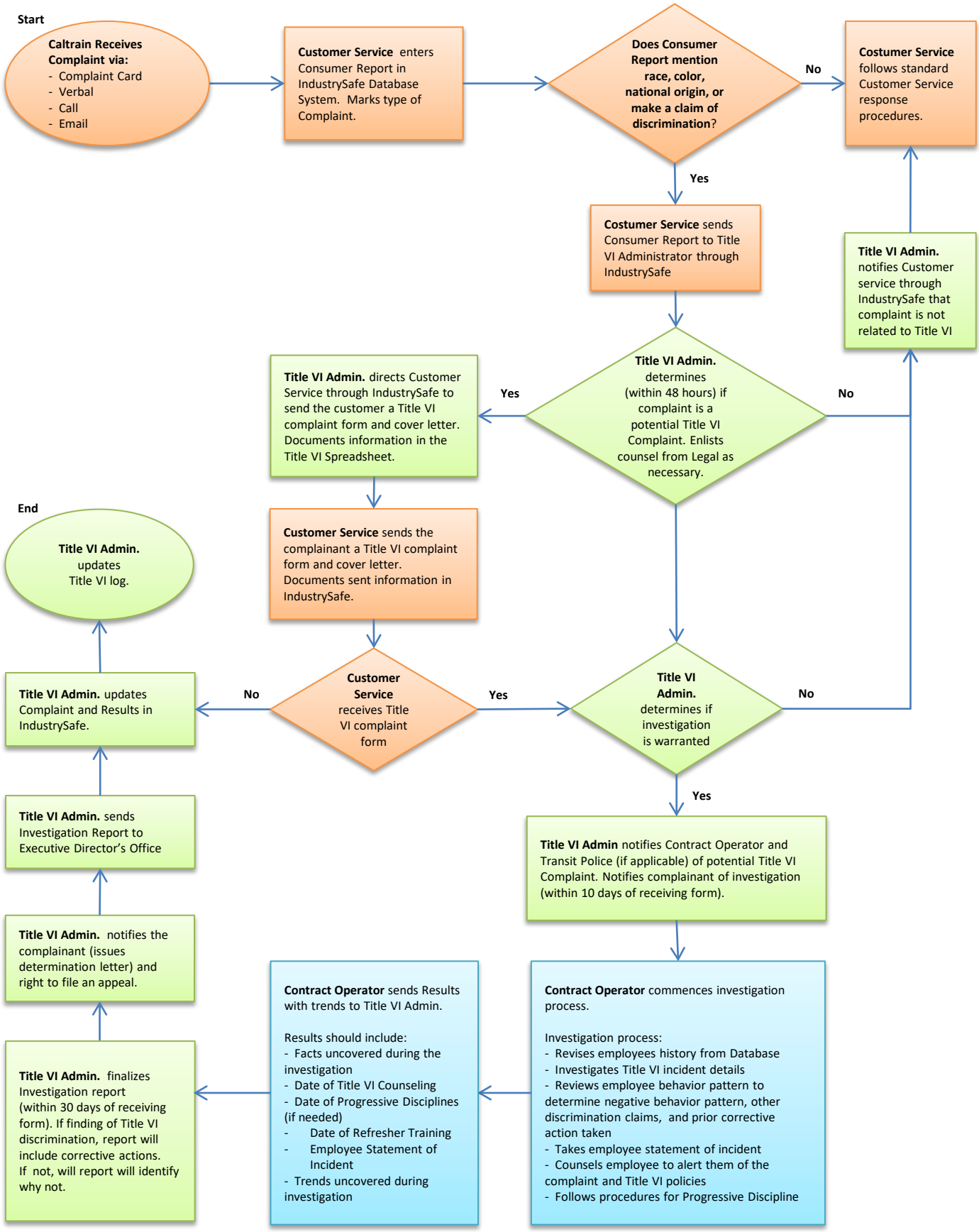
_____

_____

_____

CALTRAIN/CONTRACT OPERATOR TITLE VI COMPLAINT PROCESS

Last Updated 12/1/2019-WL



SamTrans – Title VI Discrimination Complaint Form

SamTrans is committed to ensuring that no person shall be excluded from the equal distribution of its services and amenities because of race, color or national origin. Any person who believes they have been discriminated against based on one of these categories may file a complaint. Complaints must be filed within 180 calendar days of the incident.

Within 10 working days of receipt of your completed complaint form, SamTrans will contact you to confirm receipt of your complaint form and begin an investigation (unless the complaint is filed with an external entity first or simultaneously). The investigation may include discussion(s) of the complaint with all affected parties to determine the nature of the problem. The investigation generally will be conducted and completed within 60 days of receipt of a complete complaint form. Based upon all information received, an investigation report will be submitted to a SamTrans Deputy CEO. The complainant will receive a letter stating the SamTrans' final decision by the end of the 60-day time limit.

Please complete the information below and send to: SamTrans, Title VI Administrator
1250 San Carlos Ave. – P.O. Box 3006
San Carlos, CA 94070-1306
or: titlevi@samtrans.com

SECTION 1 - CONTACT INFORMATION

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Phone: (Home) _____ (Cell)_____ (Work)_____

[Please note if any of the phone numbers are for a TDD or TTY.]

E-mail:_____@_____

SECTION 2 – FILING FOR ANOTHER PERSON

Are you filing this complaint on your own behalf? ____ Yes ____ No

[If you answered "yes" to this question, go to Section 3.]

If not, please supply the name and relationship of the person for whom you are filing the complaint:

_____

Please explain why you have filed for a third party. _____

_____

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party. ____ Yes ____ No

SECTION 3 – DISCRIMINATION COMPLAINT

Which of the following describes the reason you believe the discrimination took place? Was it because of your:

____Race ____Color ____National Origin

Please describe the Race, Color or National Origin of the aggrieved party _____

Date and time the alleged discrimination took place: Date ___/___/___ Time _____a.m. / p.m.

Where did the alleged discrimination take place? Specific vehicle information is helpful (e.g. vehicle number).

_____

_____

Is there a person you can identify who discriminated against the aggrieved party?

Name: _____ ID#_____

In your own words, describe the alleged discrimination. Explain what happened and who you believe was responsible. Please use additional sheets if necessary.

_____

_____

_____

SECTION 4 – PREVIOUS OR EXISTING COMPLAINTS AND LAWSUITS

Have you previously filed a Title VI discrimination complaint with SamTrans?

____ Yes, for this incident ____ Yes, for a different incident ____ No

Have you filed this complaint with any other agencies or a court?

____Federal Agency ____State Agency ____Local Agency

____Federal court ____State court

____Other (please specify):_____

Have you filed a claim or lawsuit regarding this complaint? Yes____ No____

If yes, please provide a copy of the complaint form and note court where filed:

____Federal Court ____State Court

Please provide contact person information for the agency/court where the complaint was filed.

Name / Office:_____

Address: _____

City: _____State: _____ Zip Code: _____

Phone Number _____

SECTION 5 – SIGNATURE

Please sign below to attest to the truthfulness of the above. You may attach any written materials or other information that you think is relevant to your complaint.

_____ _____

Complainant's Signature Date

Note: A complaint also may be filed with: Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor – TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

2/25/13

للترجمة, أتصل علي 1.800.660.4287

如需翻譯, 請電1.800.660.4287.

अनुवाद के लिए, 1.800.660.4287 पर कॉल करें।

翻訳のご用命は、+1.800.660.4287 までお電話ください。

번역을 원하시면, 1.800.660.4287번으로 전화하십시오.

برای ترجمه، با شماره 1.800.660.4287 تماس بگیرید.

Если вам нужны услуги переводчика, обращайтесь по телефону 1-800-660-4287.

Para sa pagsasalin sa ibang wika, tumawag sa 1.800.660.4287

Cần dịch thuật, xin gọi 1.800.660.4287.

Caltrain - Formulario de Queja Discriminación según el Título VI

Caltrain está comprometido a garantizar que ninguna persona sea excluida de la distribución equitativa de servicios y instalaciones por cuestiones de raza, color o origen nacional. Cualquier persona que se sienta víctima de discriminación en alguna de las categorías anteriores puede presentar una queja. Las quejas deben presentarse dentro de los 180 días calendario a partir del incidente.

Dentro de los siguientes 10 días hábiles de recepción del formulario de queja, Caltrain le contactará para confirmar la recepción de su queja y comenzará una investigación (a menos que la queja sea presentada ante una entidad externa antes o simultáneamente). La investigación puede incluir debate(s) acerca de la queja con todas las partes afectadas para determinar la naturaleza del problema. Por lo general, la investigación se llevará a cabo dentro de los 60 días siguientes a partir de la recepción del formulario de queja completo. En base a toda la información captada, se entregará un reporte de investigación a un delegado del CEO de Caltrain. El reclamante recibirá una carta con la decisión final de Caltrain al finalizar los 60 días del tiempo límite.

Proporcione la información solicitada a continuación y envíela a:

Caltrain, Title VI Administrator
1250 San Carlos Ave. – P.O. Box 3006
San Carlos, CA 94070-1306
o: titlevi@samtrans.com

SECCION 1 - INFORMACIÓN DE CONTACTO

Nombre: _____

Dirección: _____

Ciudad: _____ Estado: _____Código de área: _____

Teléfono: (Casa) _____ (Teléfono móvil) _____
(Trabajo) _____

[Señale si alguno de los números telefónicos son TDD o TTY].

Correo electrónico:_____@_____

SECCION 2 -- LLENADO DEL FORMULARIO PARA OTRA PERSONA

¿Está llenando este formulario para una queja propia? ____ Si ____ No

[Si la respuesta es "si", vaya ala Sección 3].

Si la respuesta es "no", proporcione el nombre y su relación con la persona para quien llena el formulario:

_____

Explique la razón por la que presenta la queja como tercera persona. _____

_____

Confirme que cuenta con el permiso de la parte agraviada para presentar esta queja como tercera persona. ____ Si ____ No

SECCION 3 -- QUEJA DE DISCRIMINACIÓN

¿Cuál de las siguientes razones describe mejor el motivo de su queja? Fue por su:

____Raza ____Color ____ Origen nacional

Describa la raza, color u origen nacional de la parte agraviada _____

Fecha y hora de la supuesta discriminación: Fecha ___/___/___ Hora _____a.m. / p.m.

¿Dónde sucedió la supuesta discriminación? Es de utilidad especificar la información del vehículo (por ejemplo, el número del mismo).

_____

_____

¿Identifica a alguna persona que haya discriminado a la parte agraviada?

Nombre: _____ # de ID_____

Describa la supuesta discriminación con sus propias palabras. Explique lo que pasó y mencione a quién considere responsable. Utilice más hojas si así lo necesita.

_____

_____

_____

SECCION 4 -- QUEJAS ANTERIORES O EXISTENTES Y DEMANDAS

¿Cuenta con alguna queja previa sobre discriminación según el Título VI con Caltrain?

____ Sí, por este incidente ____ Sí, por otro incidente ____ No

¿Ha llevado esta queja a alguna otra agencia o a una corte?

____Agencia federal ____Agencia estatal ____ Agencia local

____Corte federal ____Corte estatal

____Otro (especifique):_____

¿Ha presentado alguna queja o demanda respecto a esta queja en particular?

Sí____ No____

Si así lo hizo, proporcione una copia del formulario de la queja y señale la corte donde la presentó:

____Corte federal ____Corte estatal

Por favor proporcione la información de contacto de la persona que lo atendió en la agencia/corte donde presentó la queja.

Nombre / Oficina:_____

Dirección: _____

Ciudad: _____ Estado: _____Código de área:_____

Número telefónico _____

SECCIÓN 5 -- FIRMA

Por favor firme a continuación para dar fe de la veracidad de lo anterior. Puede agregarse cualquier escrito adicional o bien información que considere relevante al reclamante.

_____ _____

Firma del reclamante Fecha

Nota: Una queja también puede presentarse a: Federal Transit Administration, Office of Civil Rights, Atención: Title VI Program Coordinator, East Building, 5th Floor – TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

18/02/2013

Caltrain – 民权法第六篇歧视投诉表

Caltrain 致力于确保任何人都不应由于种族、肤色或原国籍而被排除在 Caltrain 服务与便利设施的平等分配之外。任何人只要认为自己由于上述任何一个因素而受到了歧视，都可以提出投诉。投诉必须在事件发生之日起 180 个日历日内提出。

在收到您完整填写的投诉表后，Caltrain 会在 10 个工作日内联系您，以确认收到了您的投诉表，并开始调查（除非投诉已首先或同时向一个外部方提出）。调查工作可能包括与所有当事人讨论此投诉事宜，以查明问题性质。通常会在收到完整填写的投诉表后 60 天内开展和完成调查。根据所有收到的信息，一份调查报告将提交给 Caltrain 铁路首席运营官。投诉者会于 60 天时限结束前收到一封说明 Caltrain 最后裁决的信函。

请完整填写下列信息，并寄送至 Caltrain, Title VI Administrator
1250 San Carlos Ave. – P.O. Box 3006
San Carlos, CA 94070-1306
或者发送电子邮件至：titlevi@samtrans.com

第 1 节 – 联系信息

姓名：_____

地址：_____

城市：_____ 州：_____ 邮编：_____

电话：（住宅电话）_____（手机）_____ （办公室电话）_____

[如果任何电话号码是 TDD（聋哑人用通信设备）或 TTY（文本电话）号码，请予以注明。]

电子邮箱：_____@_____

第 2 节 – 代他人提出投诉

您是否代表您自己提出此投诉？____ 是 _____否

[如果您对此问题的回答为“是”，请前往第 3 节。]

如果您的回答为“否”，请提供您代其提出投诉的人的姓名和关系。

_____

请解释为何您代第三方提出了投诉。_____

_____

如果您代第三方提出投诉，请确认您已取得受侵害方的许可。 _____是 _____否

第 3 节 – 歧视投诉

下列哪一项描述了您认为歧视发生的原因？是否因为您的：

____种族　　____肤色　　____原国籍

请描述受侵害方的种族、肤色或原国籍 _____

所指控歧视的发生日期和时间：日期_____/___/___　时间_____上午 / 下午

所指控歧视发生在哪里？具体的车辆信息将有所帮助（例如：车辆编号）。

_____

_____

您是否能识别出某个歧视了受侵害方的人士？

姓名：_____　　ID#_____

请用您自己的措辞来描述所指控的歧视。解释事件经过并列出您认为该为此负责的人员。如有必要，请另附页。

_____

_____

_____

第 4 节– 此前或现有的投诉和诉讼

您此前是否向 Caltrain 提出了“民权法第六篇”歧视投诉？

____ 是，针对此事件　　____是，针对另一事件　　_____否

您是否向任何其它机构或法院提出了此投诉？

____联邦机构　　____州机构　　____地方机构

____联邦法院　　____州法院

____其他（请注明）：_____

您是否针对此投诉提出了索赔或诉讼？是_____　　否_____

如果是，请提供诉状副本并注明受理法院：

____联邦法院　　____州法院

请提供受理投诉的机构/法院的联系人信息：

姓名 / 办公室：_____

地址：_____

城市：_____州：_____邮编：_____

电话号码_____

第 5 节 – 签名

请在下方署名，以证明上述信息真实无误。您可以附上任何书面材料或者其它您认为与您的投诉相关的信息。

_____ _____

投诉者签名 日期

注：投诉也可以提交给：Federal Transit Administration, Office of Civil Rights, Attention:Title VI Program Coordinator, East Building, 5th Floor – TCR, 1200 New Jersey Ave., SE, Washington, DC 20590。

2016 年 11 月 28 日

Caltrain – Form para sa Reklamo ng Diskriminasyon sa ilalim ng Title VI

Ang Caltrain ay may pananagutang tiyakin na walang hindi mapapabilang mula sa patas na pamamahagi ng mga serbisyo at amenity nito sanhi ng kanilang lahi, kulay o pinagmulang bansa. Sinumang naniniwala na sila ay napakitunguhan nang may diskriminasyon batay sa isa sa mga kategoryang ito ay maaaring magsampa ng isang reklamo. Ang mga reklamo ay dapat isampa sa loob ng 180 araw na batay sa kalendaryo mula nang maganap ang pangyayari.

Sa loob ng 10 araw na may pasok sa trabaho nang matanggap ang inyong nakumpletong complaint form (form ng reklamo), makikipag-ugnayan sa inyo ang Caltrain para kumpirmahin ang pagtatanggap ng inyong complaint form at sisimulan ang imbestigasyon nito (maliban na lang kung ang reklamo ay naisampa sa isang external entity o magkasabay). Maaaring kasama sa imbestigasyon ang (mga) talakayan ng reklamo sa lahat ng mga naapektuhang panig para matiyak ang kalikasan ng problema. Ang imbestigasyon ay karaniwang isasagawa at matatapos sa loob ng 60 araw nang matanggap ang isang nakumpletong complaint form. Batay sa lahat ng mga impormasyong natanggap, isang ulat ng imbestigasyon ang isusumite sa Caltrain Chief Operating Officer - Rail. Ang nagrereklamo ay makakatanggap ng liham na nagsasaad sa panghuling desisyon ng Caltrain sa pagtatapos ng 60 araw na limitasyon sa panahon.

Mangyaring kumpletuhin ang impormasyon sa ibaba at ipadala sa:

Caltrain, Title VI Administrator
1250 San Carlos Ave. – P.O. Box 3006
San Carlos, CA 94070-1306
o sa: titlevi@samtrans.com

SEKSYON 1 – IMPORMASYON SA PAKIKIPAG-UGNAYAN

Pangalan: _____

Address: _____

Lungsod: _____ Estado_____ Zip Code: _: _____

Telepono: (Bahay)_____ (Cell)_____ (Trabaho)_____

[Mangyaring tandaan kung alinman sa mga numero ng telepono ay para sa TDD o TTY.]

E-mail:_____@_____

SEKSYON 2 - PAGSUSUMITE PARA SA IBA

Ang reklamo bang ito ay isinusumite ninyo sa ngalan ninyo? _____Oo _____Hindi

[Kung ang sagot ninyo ay "oo" sa tanong na ito, magpunta sa Seksyon 3.]

Kung hindi, mangyari lang ibigay ang pangalan at ugnayan sa tao na sa ngalan niya ay nagsusumite kayo ng reklamo:

_____

Mangyari lang ipaliwanag kung bakit kayo nagsusumite para sa ikatlong panig. _____

_____

Mangyari lang kumpirmahin na may pahintulot kayo ng nabiktimang panig kung kayo ay nagsusumite sa ngalan ng ikatlong panig. ____Oo _____Hindi

SEKSYON 3 – REKLAMO NG DISKRIMINASYON

Alin sa mga sumusunod ang naglalarawan sa dahilan kung bakit kayo naniniwala na may naganap na diskriminasyon? Dahil ba sa inyong:

____Lahi ____Kulay ____Pinagmulang Bansa

Mangyari lang ilarawan ang Lahi, Kulay o Pinagmulang Bansa ng nabiktimang panig _

Petsa at oras ng naparatang na naganap na diskriminasyon: Petsa___/__/ Oras_____a.m. / p.m.

Saan naganap ang naparatang na diskriminasyon? Makakatulong ang tiyak na impormasyon ng sasakyan (hal. numero ng sasakyan).

_____

_____

Mayroon ka bang taong matitiyak na nakitungo nang may diskriminasyon laban sa nabiktimang panig?

Pangalan:_____ ID#_____

Sa sarili ninyong mga salita, ilarawan ang naparatang na diskriminasyon. Ipaliwanag kung ano ang nangyari at kung sino sa paniniwala ninyo ang may pananagutan dito. Mangyari lang gumamit ng mga karagdagang papel kung kinakailangan.

_____

_____

_____

SEKSYON 4 – ANG NAKARAAN O KASALUKUYANG MGA REKLAMO AT DEMANDA

Kamakailan ba kayong nagsampa ng isang reklamo ng diskriminasyon sa ilalim ng Title VI sa Caltrain?

_____Oo, para sa pangyayaring ito __Oo, para sa ibang pangyayari__Hindi

Inyo bang nasumite ang reklamong ito sa iba pang mga ahensya o korte?

____Federal Agency ____State Agency ____Local Agency

____Federal court ____State court

____Iba pa (mangyaring tukuyin):_____

Kayo ba ay nagsampa ng claim o demanda hinggil sa reklamong ito? Oo Hindi_____

Kung oo, mangyaring magbigay ng kopya ng form ng reklamo at itala ang korte kung saan nagsampa:

____Federal Court ____State Court

Mangyari lang magbigay ng impormasyon ng taong dapat makaugnayan para sa

ahensya/korte kung saan naisumite ang reklamo.

Pangalan / Opisina:_____

Address: _____

Lungsod:_____Estado:____Zip Code: _____

Numero ng Telepono _____

SEKSYON 5 – LAGDA

Mangyari lang lagdaan sa ibaba para mapatunayan ang katotohanan ng nakasaad sa itaas. Maaari kayong maglakip ng anumang nakasulat na materyal o iba pang impormasyon na sa palagay ninyo ay mahalaga para sa inyong reklamo.

_____ _____

Lagda ng Nagrereklamo Petsa

Tala: Ang reklamo ay maaari rin sulatan ng: Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor – TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

Caltrain – نموذج شكوى التمييز بموجب الباب السادس من قانون الحقوق المدنية

تلتزم Caltrain بضمان عدم استثناء أي فرد من التوزيع العادل للخدمات ووسائل الراحة التي تقدمها بسبب العرق، أو اللون أو الأصل الوطني. ويجوز لأي فرد يرى أنه يُمارس ضده أي شكل من أشكال التمييز استنادًا إلى أي من الفئات الآتية تقديم شكوى. ويجب تقديم الشكوى في موعد لا يتجاوز 180 يومًا تقويميًا من حادث التمييز.

سوف تتصل بك Caltrain في غضون 10 أيام عمل من استلام نموذج الشكوى المكتمل، لتأكيد استلام نموذج الشكوى وبدء عملية التحقيق (ما لم تُقدم الشكوى لدى جهة خارجية أولًا أو في وقت واحد). قد يتضمن التحقيق مناقشة (مناقشات) الشكوى مع جميع الأطراف المتضررة لتحديد طبيعة المشكلة. وسيُجرى التحقيق ويُستكمل بوجه عام في غضون 60 يومًا من استلام نموذج شكوى مكتمل. وبناءً على كل المعلومات المتاحة، سيُقدم تقرير التحقيق إلى رئيس عمليات Caltrain للسكك الحديدية. وسوف يتلقى مقدم الشكوى رسالة تفيد باتخاذ Caltrain للقرار النهائي في نهاية مهلة الستين يومًا.

يُرجى إكمال المعلومات أدناه وإرسالها إلى Caltrain، مسؤول الباب السادس على العنوان التالي:

Caltrain, Title VI Administrator
1250 San Carlos Ave. – P.O. Box 3006
San Carlos, CA 94070-1306
أو إرسال بريد الكتروني الى: titlevi@samtrans.com

القسم 1 - بيانات الاتصال

الاسم: _____

العنوان: _____

المدينة: _____ الولاية: _____ الرمز البريدي: _____

هاتف: (المنزل) _____ (الجوال) _____ (العمل) _____

[يُرجى ذكر ما إذا كان أي من أرقام الهاتف مخصصًا جهاز الهاتف النصي (المبرقة الكاتبة) / جهاز الاتصالات الكتابي للصم والبكم.]

البريد الإلكتروني: _____@_____

القسم 2 - تقديم الشكوى نيابةً عن شخص آخر

هل تقدم هذه الشكوى نيابة عنك؟ _____ نعم _____ لا

[إذا كانت الإجابة هي "نعم" عن هذا السؤال، فانتقل إلى القسم 3].

إذا كانت الإجابة "لا"، فاذكر اسم الشخص الذي تقدم الشكوى نيابةً عنه وعلاقتك به:

_____

يُرجى بيان السبب وراء تقديمك الشكوى نيابةً عن طرف ثالث. _____

_____

يُرجى تأكيد أنك قد حصلت على إذن الطرف المتضرر إذا كنت تقدم شكوى نيابةً عن طرف ثالث. _____ نعم _____ لا

القسم 3 - شكوى التمييز

أي مما يلي يصف سبب اعتقادك بممارسة التمييز ضدك؟ هل كان التمييز بسبب :

_____ عرقك _____ لونك _____ أصلك الوطني

يُرجى وصف العرق، أو اللون أو الأصل الوطني للطرف المتضرر _____

تاريخ وقوع حدث التمييز المزعوم ووقته: التاريخ _____/_____/_____الوقت_____صباحًا/ مساءً.

أين وقع حدث التمييز المزعوم؟ تجدي معلومات المركبة المحددة نفعًا (على سبيل المثال، رقم المركبة).

_____

_____

هل هناك شخص يمكنك التعرف عليه والذي مارس التمييز ضد الطرف المتضرر؟

الاسم: _____ رقم الهوية _____

صف التمييز المزعوم، بكلماتك. اشرح ما حدث ومن تعتقد أنه المسؤول. يُرجى استخدام صفحات إضافية إذا لزم الأمر.

_____

_____

_____

القسم 4 - الشكاوى والدعاوى القضائية السابقة أو القائمة

هل سبق وأن قدمت شكوى تمييز بموجب الباب السادس لدى Caltrain؟

_____ نعم، فيما يتعلق بهذه الحادثة _____ نعم، فيما يتعلق بحادثة أخرى _____ لا

هل تقدمت بهذه الشكوى لدى أي وكالات أو أمام محكمة أخرى؟

_____ وكالة فيدرالية _____ وكالة ولاية _____ وكالة محلية

_____ محكمة فيدرالية _____ محكمة ولاية

_____ غير ذلك (يُرجى التحديد): _____

هل قدمت مطالبة أو دعوى قضائية بخصوص هذه الشكوى؟ _____ نعم _____ لا

إذا كانت الإجابة بنعم، فيُرجى تقديم نسخة من نموذج الشكوى وذكر المحكمة التي رفعت المطالبة أو الدعوى أمامها:

_____ محكمة فيدرالية _____ محكمة ولاية

يُرجى ذكر معلومات شخص الاتصال للوكالة/المحكمة التي قُدمت الشكوى أمامها.

الاسم / المكتب: _____

العنوان: _____

المدينة: _____ الولاية: _____ الرمز البريدي: _____

رقم الهاتف _____

القسم 5- التوقيع

يُرجى التوقيع أدناه لإثبات صحة ما ورد أعلاه. يجوز لك إرفاق أي مواد مكتوبة أو معلومات أخرى قد ترى أنها ذات صلة بشكواك.

_____ توقيع مقدم الشكوى

_____ التاريخ

ملاحظة: يجوز تقديم الشكوى أيضًا لدى:
إدارة النقل الفيدرالية، مكتب الحقوق المدنية، لعناية: منسق برنامج الباب السادس، على العنوان التالي:
Attention: Title VI Program Coordinator, East Building, 5th Floor – TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

16/28/11

Caltrain - 제VI편 차별 민원 양식

Caltrain은 어떤 사람도 인종, 피부색, 출신 국가를 이유로 당사의 서비스와 편의 시설을 평등하게 이용하지 못하는 경우가 없도록 하기 위해 최선을 다합니다. 이러한 사유로 인해 차별을 받았다고 생각하는 사람은 누구든 민원을 제기할 수 있습니다. 민원은 사건 발생 후 180일 이내에 제기해야 합니다.

Caltrain은 귀하가 작성한 민원 서류를 접수한 후 10 근무일 이내에 귀하에게 연락하여 접수 사실을 확인해 드리고 조사를 시작할 것입니다(다만, 이 민원과 동시에 또는 먼저 외부 기관에 민원이 제출된 경우는 예외입니다). 조사에는 문제의 성격을 파악하기 위해 관련된 모든 당사자들과 민원에 대해 논의하는 과정이 포함될 수 있습니다. 조사는 보통 완전하게 작성된 민원 서류를 접수한 후 60일 이내에 진행, 완료됩니다. 수령한 모든 정보를 바탕으로 Caltrain 최고운영책임자(Rail)에게 조사 보고서가 제출됩니다. 민원인은 60일 내에 Caltrain의 최종 판단이 명시된 서신을 받게 됩니다.

아래의 내용을 작성한 후 다음 주소로 송부해 주시기 바랍니다. Caltrain, Title VI Administrator
1250 San Carlos Ave. – P.O. Box
3006 San Carlos, CA 94070-1306
또는 titlevi@samtrans.com

섹션 1 - 연락처 정보

이름: _____

주소: _____

시: _____ 주: _____ 우편번호: _____

전화: (집)_____(휴대폰)_____ (직장)_____

[위의 번호 중 TDD 또는 TTY용이 있는 경우에는 그 사실을 명시해 주십시오.]

이메일:_____@_____

섹션 2 – 제3자를 대리한 민원 제기

자신의 명의로 민원을 제기하는 것입니까? ____예 ____아니오

['예'라고 대답하신 경우에는 섹션 3으로 이동하십시오.]

제3자를 대리해 민원을 제기하는 경우에는 귀하가 대리하는 사람의 이름 및 귀하와의 관계를 기재하십시오.

_____

제3자를 대리해 민원을 제기하는 이유를 기재하십시오. _____

_____

제3자를 대리하는 경우에는 피해자의 허락을 얻었다는 사실을 확인해 주십시오. _____예 __아니오

섹션 3 – 차별에 관한 민원

차별이 발생한 이유는 무엇이라고 생각하십니까? 아래에서 선택해 주십시오.

____인종 ____피부색 ____출신 국가

피해자의 인종이나 피부색, 출신 국가를 기재하십시오. _____

차별 행위가 발생한 날짜와 시간: 날짜_____/___/___ 시간_____a.m. / p.m.

차별 행위가 발생한 장소는 어디입니까? 차량 정보를 구체적으로 알려 주시면 도움이 됩니다(예: 차량 번호).

_____

_____

피해자에게 차별을 행한 사람을 명시할 수 있습니까?

이름:_____ 신분증 번호_____

차별 행위의 내용을 직접 기재해 주십시오. 어떤 일이 있었는지 그리고 누구에게 책임이 있다고 생각하는지 기재해 주십시오. 필요하다면 별지를 사용해 주십시오.

_____

_____

_____

섹션 4 - 과거 또는 기존의 민원 및 소송

과거에 제VI편의 차별에 관한 민원을 Caltrain에 제기한 적이 있습니까?

____ 예, 이 사건으로 제기한 적이 있습니다 __예, 다른 사건으로 제기한 적이 있습니다

_____아니오, 없습니다 이 민원을 다른 기관이나 법원에도 제기하셨습니까?

____연방 기관_____ 주 기관_____ 현지 기관

____연방 법원_____ 주 법원

____기타(구체적으로 기재해 주십시오):_____

이 민원과 관련하여 클레임이나 소송을 제기하였습니까? 예_____ 아니오_____

'예'라고 대답하신 경우, 민원 서류 사본을 제공해 주시고 민원을 제기한 법원을 기재해 주십시오.

____연방 법원_____ 주 법원

민원을 제기한 기관/법원의 담당자 정보를 기재해 주십시오.

이름 / 직책: _____

주소: _____

시:_____주:_____우편번호: _____

전화번호 _____

<u>섹션 5 - 서명</u>

앞의 내용이 진실이라는 것을 확인하기 위해 아래에 서명해 주십시오. 귀하의 민원과 관련성이 있다고 생각하는 서면 자료나 기타 정보를 첨부하실 수 있습니다.

_____ _____

민원인 서명 날짜

참고: 민원은 아래의 기관에도 제기할 수 있습니다: Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor – TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

Mẫu đơn Khiếu nại Phân biệt đối xử Mục VI (Title VI)- Caltrain

Caltrain cam kết đảm bảo rằng không ai bị loại khỏi việc phân phối công bằng các dịch vụ và tiện nghi của mình vì chủng tộc, màu da hoặc quốc gia xuất xứ. Bất kỳ người nào cho rằng họ đã bị phân biệt đối xử dựa trên một trong những điều sau có thể nộp đơn khiếu nại. Khiếu nại phải được nộp trong vòng 180 ngày dương lịch kể từ ngày xảy ra vụ việc.

Trong vòng 10 ngày làm việc kể từ khi nhận được mẫu đơn khiếu nại đầy đủ thông tin của quý vị, Caltrain sẽ liên hệ với quý vị để xác nhận đã nhận được đơn khiếu nại của quý vị và bắt đầu điều tra (trừ khi đơn khiếu nại được nộp trước hoặc đồng thời với một tổ chức bên ngoài). Việc điều tra có thể bao gồm (các) thảo luận về khiếu nại với tất cả các bên bị tác động để xác định bản chất của vấn đề. Cuộc điều tra thường sẽ được tiến hành và hoàn thành trong vòng 60 ngày kể từ ngày nhận được đơn khiếu nại đầy đủ thông tin. Dựa trên tất cả thông tin nhận được, một báo cáo điều tra sẽ được nộp lên Giám đốc điều hành của Caltrain - Rail. Người khiếu nại sẽ nhận được một bức thư cho biết quyết định cuối cùng của Caltrain trong vòng 60 ngày.

Vui lòng hoàn thành thông tin dưới đây và gửi đến: Caltrain, Title VI Administrator
1250 San Carlos Ave. – P.O. Box 3006
San Carlos, CA 94070-1306
hoặc: titlevi@caltrain.com

MỤC 1 – THÔNG TIN LIÊN HỆ

Tên: _____

Địa chỉ: _____

Thành phố: _____ Tiểu bang: __ Zip Code: _____

Điện thoại: (Nhà) _____ (Điện thoại Di động)_____ (Sở làm)_____

[Vui lòng chú thích nếu bất kỳ số điện thoại nào là cho TDD hoặc TTY.]

E-mail:_____ @_____

MỤC 2 – NỘP ĐƠN CHO NGƯỜI KHÁC

Quý vị có đang nộp đơn khiếu nại này cho chính quý vị không?_Có_Không

[Nếu quý vị trả lời “có” cho câu hỏi này, vui lòng xem tiếp Mục 3.]

Nếu không, vui lòng cho biết tên và mối quan hệ của người mà quý vị đang nộp đơn khiếu nại thay mặt họ:

_____

Vui lòng giải thích lý do quý vị nộp đơn cho bên thứ ba. _____

_____

Vui lòng xác nhận rằng quý vị đã được sự cho phép của bên bị ảnh hưởng nếu quý vị nộp đơn thay cho bên thứ ba. _____ Có _____ Không

MỤC 3 – ĐƠN KHIẾU NẠI PHÂN BIỆT ĐỐI XỬ

Điều nào sau đây miêu tả lý do mà quý vị cho rằng đã diễn ra phân biệt đối xử? Có phải vì:

_____Chủng tộc _____Màu da _____Quốc gia Xuất xứ

Vui lòng mô tả Chủng tộc, Màu da hoặc Quốc gia Xuất xứ của bên bị ảnh hưởng _____

Ngày và giờ vụ việc phân biệt đối xử theo cáo buộc diễn ra: Ngày_/___/____ Giờ_____ a.m. / p.m.

Vụ việc phân biệt đối xử theo cáo buộc diễn ra ở đâu? Thông tin phương tiện cụ thể rất hữu ích (ví dụ: số xe).

_____

_____

Có người nào mà quý vị có thể xác định được đã phân biệt đối xử với bên bị ảnh hưởng không?

Tên:_____ ID#_____

Bằng cách diễn đạt của chính quý vị, hãy mô tả vụ việc phân biệt đối xử theo cáo buộc. Giải thích những gì đã xảy ra và người mà quý vị cho là người chịu trách nhiệm. Vui lòng sử dụng trang bổ sung nếu cần thiết.

_____

_____

_____

MỤC 4 – KHIẾU NẠI VÀ CÁC VỤ KIỆN TRƯỚC HOẶC HIỆN CÓ

Trước đây quý vị đã từng nộp đơn khiếu nại về phân biệt đối xử Mục VI với Caltrain hay không?

_____Có, cho vụ việc này _____ Có, cho một vụ việc khác ____Không

Quý vị đã nộp đơn khiếu nại này lên bất kỳ cơ quan nào khác hoặc tòa án chưa?

_____Cơ quan Liên bang _____Cơ quan Tiểu bang _____Cơ quan Địa phương

_____Tòa án Liên bang _____Tòa án Tiểu bang

_____Khác (vui lòng ghi rõ):_____

Quý vị có từng nộp yêu cầu bồi thường hoặc đơn kiện về khiếu nại này không? Có____Không___

Nếu có, vui lòng cung cấp một bản sao của mẫu đơn khiếu nại và chú thích tòa án nơi đã nộp:

_____Tòa án Liên bang _____Tòa án Tiểu bang

Vui lòng cung cấp thông tin người liên hệ của cơ quan/tòa án nơi khiếu nại được nộp. Tên /

Văn phòng:_____

Địa chỉ: _____

Thành phố:_____Tiểu bang:_____ Zip Code: _____

Số Điện thoại _____

MỤC 5 – CHỮ KÝ

Vui lòng ký vào bên dưới để cam đoan tính trung thực của những điều trên. Quý vị có thể đính kèm bất kỳ tài liệu bằng văn bản nào hoặc thông tin khác mà quý vị cho rằng có liên quan đến khiếu nại của mình.

_____ _____

Chữ ký của Người khiếu nại Ngày

Lưu ý: Cũng có thể nộp đơn khiếu nại với: Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor – TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

Caltrain: Бланк жалобы на дискриминацию (Глава VI)

Компания Caltrain обязуется обеспечить равный доступ к своим услугам и инфраструктуре всем лицам вне зависимости от расы, цвета кожи или национальной принадлежности. Любое лицо, считающее, что оно подверглось дискриминации по одному из этих признаков, имеет право подать жалобу. Жалобы должны быть поданы в течение 180 календарных дней с даты происшествия.

В течение 10 рабочих дней после получения заполненного бланка жалобы компания Caltrain свяжется с вами, чтобы подтвердить получение бланка жалобы, и начнет расследование. Исключение составляют случаи, когда жалобу сначала или одновременно подали в стороннюю организацию. В ходе расследования могут проводиться беседы со всеми заинтересованными сторонами по существу вопроса. Расследование, как правило, завершается в 60-дневный срок с момента поступления заполненного бланка жалобы. На основании всех имеющихся данных исполнительному директору по железным дорогам Caltrain направляется отчёт по результатам расследования. Автору жалобы в 60-дневный срок направляется письменное уведомление об окончательном решении компании Caltrain.

Заполните форму ниже и отправьте ее по адресу: Caltrain, Title VI Administrator
1250 San Carlos Ave. – P.O. Box 3006
San Carlos, CA 94070-1306
или titlevi@samtrans.com

РАЗДЕЛ 1: КОНТАКТНАЯ ИНФОРМАЦИЯ

Имя и фамилия: _____

Адрес: _____

Город:_____ Штат: _____ Почтовый индекс: _____

Телефон: (домашний)_____(сотовый)_____ (рабочий)_____

Укажите, является ли какой-либо из номеров линией TDD или TTY.

Электронная почта: _____@_____

РАЗДЕЛ 2: ПОДАЧА ЖАЛОБЫ ОТ ИМЕНИ ДРУГОГО ЛИЦА

Вы подаете эту жалобу от своего лица?_____Да _____Нет

[Если вы ответили «да» на этот вопрос, перейдите к разделу 3.]

Если нет, укажите имя и фамилию человека, от имени которого вы подаете эту жалобу, и кем он вам приходится:

_____

Объясните, почему вы подаете жалобу от имени другого лица. _____

_____

Подтвердите, что вы получили информацию от пострадавшей стороны, если вы подаете жалобу от имени другого лица. ____Да _____Нет

РАЗДЕЛ 3: ЖАЛОБА О ДИСКРИМИНАЦИИ

По какому признаку, по вашему мнению, вы подверглись дискриминации? Укажите признак:

_____Раса ____Цвет кожи ____Национальная принадлежность

Укажите расу, цвет кожи или национальную принадлежность пострадавшей стороны:
_____

Дата и время предполагаемой дискриминации: Дата ____/____/___ Время _____ утра/вечера

Где пострадавшая сторона предположительно подверглась дискриминации? Полезно указать точные данные транспортного средства, например его номер.

_____

_____

Можете ли вы указать на какое-либо лицо, которое предположительно подвергло пострадавшую сторону дискриминации?

Имя и фамилия: _____

Идентификационный номер _____

Своими словами опишите предполагаемую дискриминацию. Объясните, что случилось и кто, по вашему мнению, несет ответственность. При необходимости используйте дополнительные листы.

_____

_____

_____

РАЗДЕЛ 4: ПРЕДЫДУЩИЕ ИЛИ ТЕКУЩИЕ ЖАЛОБЫ И СУДЕБНЫЕ ИСКИ

Подавали ли вы когда-либо жалобу о дискриминации по Главе VI в компанию Caltrain?

____ Да, об этом происшествии _____ Да, о другом происшествии _____ Нет

Подавали ли вы эту жалобу в другие агентства или в суд?

____Федеральное агенство _____Агентство штата _____Муниципальное агенство

____Федеральный суд ____Суд штата _____Другое (укажите):_____

Предъявляли ли вы когда-либо претензии или иски по поводу этой жалобы? Да ___ Нет _____
Если да, приложите копию бланка жалобы и укажите, куда она была подана:

____Федеральный суд ____Суд штата

Укажите контактную информацию представителя агенства/суда, куда была подана жалоба. Имя и фамилия/учреждение:_____

Адрес: _____

Город: _____Штат:_____Почтовый индекс: _____

Телефон _____

РАЗДЕЛ 5: ПОДПИСЬ

Распишитесь ниже, чтобы подтвердить достоверность вышесказанного. Вы можете приложить какие-либо письменные материалы или другую информацию, которые, по вашему мнению, имеют отношение к вашей жалобе.

_____ _____

Подпись автора жалобы Дата

Примечание: жалобу также можно подать по адресу Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor – TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

Caltrain – Title VI-Diskriminierungsbeschwerdeformular

Caltrain verpflichtet sich dafür zu sorgen, dass keine Person aufgrund von Ethnie, Hautfarbe oder nationaler Herkunft von der gleichberechtigten Nutzung seiner bereitgestellten Dienstleistungen und Einrichtungen ausgeschlossen wird. Jede Person, die der Ansicht ist, dass sie aufgrund einer dieser Kategorien diskriminiert wurde, kann Beschwerde einreichen. Die Beschwerde muss innerhalb von 180 Kalendertagen ab dem Vorfall eingereicht werden.

Caltrain nimmt innerhalb von 10 Arbeitstagen nach Eingang Ihres ausgefüllten Beschwerdeformulars Kontakt mit Ihnen auf, um den Erhalt Ihrer Beschwerde zu bestätigen und eine Untersuchung einzuleiten (es sei denn, die Beschwerde wurde zuerst oder zugleich bei einer externen Stelle eingereicht). Im Zuge der Untersuchung kann die Beschwerde mit allen beteiligten Parteien diskutiert werden, um die Art des Problems zu ermitteln. Die Untersuchung wird im Allgemeinen innerhalb von 60 Tagen nach Erhalt eines vollständig ausgefüllten Beschwerdeformulars durchgeführt und abgeschlossen. Auf Grundlage aller erhaltenen Informationen wird dem Chief Operating Officer – Rail ein Bericht vorgelegt. Der Beschwerdeführer erhält vor Ablauf der 60-tägigen Frist ein Schreiben, in dem ihm die abschließende Entscheidung von Caltrain mitgeteilt wird.

Bitte tragen Sie unten die erforderlichen Informationen ein und senden Sie das ausgefüllte Formular an:

Caltrain, Title VI Administrator
1250 San Carlos Ave. – P.O. Box 3006
San Carlos, CA 94070-1306, USA
oder: titlevi@samtrans.com

ABSCHNITT 1 – KONTAKTINFORMATIONEN

Name: _____

Anschrift: _____

Ort:_____ Bundesstaat/Bundesland/Kanton: _____ PLZ: _____

Telefon: (Privat)_____(Mobil)_____ (Dienstlich)_____

[Bitte machen Sie einen Vermerk, falls es sich um ein Schreibtelefon (TDD oder TTY) handelt.]

E-Mail: _____@_____

ABSCHNITT 2 – EINREICHUNG FÜR EINE ANDERE PERSON

Reichen Sie diese Beschwerde für sich selbst ein? ____Ja ____Nein

[Wenn Sie diese Frage mit „Ja“ beantwortet haben, fahren Sie mit Abschnitt 3 fort.]

Geben Sie andernfalls den Namen der Person an, für die Sie die Beschwerde einreichen, sowie Ihr Verhältnis zu dieser Person: _____

Bitte erklären Sie, warum Sie eine Beschwerde für eine dritte Person einreichen. _____

_____

Bitte bestätigen Sie, dass Sie über die Erlaubnis der geschädigten Partei verfügen, falls Sie die Beschwerde für eine dritte Person einreichen. _____Ja _____Nein

ABSCHNITT 3 – DISKRIMINIERUNGSBESCHWERDE

Aus welchem der folgenden Gründe erfolgte die Diskriminierung Ihrer Ansicht nach? War der Grund Ihre:

___Ethnie ____Hautfarbe _____Nationale Herkunft

Bitte beschreiben Sie Ethnie, Hautfarbe oder nationale Herkunft der geschädigten Partei. ____

Datum und Uhrzeit der mutmaßlichen Diskriminierung: Datum ___/___/ Uhrzeit _____a. m./p. m.

Wo kam es zu der mutmaßlichen Diskriminierung? Konkrete Fahrzeuginformationen sind hilfreich (z. B. Fahrzeugnummer).

_____

_____

Können Sie eine Person identifizieren, die die geschädigte Partei diskriminiert hat?

Name:_____ Ausweisdokumentnummer: _____

Beschreiben Sie die mutmaßliche Diskriminierung mit Ihren eigenen Worten. Erläutern Sie die Geschehnisse und wer Ihrer Meinung nach dafür verantwortlich war. Verwenden Sie bei Bedarf weitere Bögen.

_____

_____

_____

ABSCHNITT 4 – FRÜHERE ODER BESTEHENDE BESCHWERDEN UND RECHTSSTREITIGKEITEN

Haben Sie schon einmal eine Title VI-Diskriminierungsbeschwerde bei Caltrain eingereicht?

____Ja, zu diesem Vorfall ____Ja, zu einem anderen Vorfall ____Nein

Haben Sie diese Beschwerde bei anderen Stellen oder einem Gericht eingereicht?

____Bundesbehörde ____Bundesstaatliche Behörde _____Örtliche Behörde

____Bundesgericht ____Bundesstaatliches Gericht

____Sonstige Stelle (bitte angeben): _____

Haben Sie im Zusammenhang mit dieser Beschwerde Klage eingereicht? Ja____ Nein__

Falls ja, fügen Sie bitte eine Kopie des Beschwerdeformulars bei und geben Sie das Gericht an, bei dem die Klage eingereicht wurde:

____Bundesgericht ____Bundesstaatliches Gericht

Bitte geben Sie die Kontaktinformationen des Ansprechpartners bei der Behörde/dem Gericht an, bei dem die Beschwerde eingereicht wurde.

Name/Stelle: _____

Anschrift: _____

Ort:_____Bundesstaat/Bundesland/Kanton:_____PLZ: _____

Telefon: _____

ABSCHNITT 5 – UNTERSCHRIFT

Bitte unterschreiben Sie unten, um zu bestätigen, dass Ihre oben gemachten Angaben der Wahrheit entsprechen. Sie können alle schriftlichen Unterlagen und sonstigen Informationen beifügen, die Ihrer Ansicht nach für die Beschwerde von Bedeutung sind.

_____ _____

Unterschrift des Beschwerdeführers Datum

Hinweis: Sie können auch hier Beschwerde einreichen: Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor – TCR, 1200 New Jersey Ave., SE, Washington, DC 20590, USA.

28.11.2016

Caltrain -Formulaire de réclamation pour cause de discrimination en vertu du Titre VI

Caltrain s'engage à veiller à ce qu'aucun individu ne soit exclu de la distribution équitable de ses services et équipements à cause de son origine ethnique, de sa couleur de peau ou de sa nationalité. Toute personne qui pense avoir été victime de discrimination sur la base de l'un de ces critères peut déposer une réclamation. Les réclamations doivent être déposées dans un délai de 180 jours calendaires à compter du jour de l'incident.

Caltrain vous contactera pour accuser réception du formulaire de réclamation et entamer une enquête (sauf si la réclamation a été déposée d'abord ou simultanément auprès d'une entité extérieure) dans les 10 jours ouvrables à compter du jour de réception du formulaire de réclamation dûment complété. L'enquête peut passer par un ou plusieurs examens de cette réclamation avec toutes les parties concernées afin de déterminer la nature du problème. En général, l'enquête est menée et réalisée dans un délai de 60 jours à compter du jour de réception du formulaire de réclamation dûment complété. Un rapport d'enquête reposant sur toutes les informations recueillies sera remis au chef d'exploitation Rail de Caltrain. Le requérant recevra une lettre lui indiquant la décision finale de Caltrain au terme du délai maximum des 60 jours.

Veuillez indiquer les renseignements suivants et les adresser à :
Caltrain, Title VI Administrator
1250 San Carlos Ave. – P.O. Box 3006
San Carlos, CA 94070-1306
ou sur : titlevi@samtrans.com

RUBRIQUE 1 - COORDONNÉES

Nom : _____

Adresse : _____

Ville : _____ État _____ Code postal :_____

Téléphone : (domicile)_____(mobile)_____(professionnel)_____

[Merci de préciser si l'un de ces numéros est relié à un ATS ou ATME.]

E-mail :_____@_____

RUBRIQUE 2 – DÉPÔT DE LA RÉCLAMATION POUR UN TIERS

Déposez-vous cette réclamation pour votre propre compte ?____Oui ___Non

[Si vous avez répondu « oui » à cette question, passez à la Rubrique 3.]

Sinon, merci d'indiquer le nom et votre lien avec la personne pour le compte de laquelle vous déposez cette réclamation :

_____

Veuillez expliquer les raisons pour lesquelles vous avez déposé cette réclamation pour un tiers.

_____

Si vous déposez cette réclamation pour le compte d'un tiers, veuillez confirmer que vous avez obtenu l'autorisation de la partie lésée.____Oui _____Non

RUBRIQUE 3 – RÉCLAMATION POUR CAUSE DE DISCRIMINATION

Laquelle de ces propositions décrit le mieux la raison qui vous laisse penser qu'il y a eu discrimination ? Était-ce en raison de votre :

_____Origine ethnique _____Couleur de peau _____Nationalité

Veuillez décrire l'origine ethnique, la couleur de peau ou la nationalité de la partie lésée_____

Date et heure auxquelles la discrimination supposée a eu lieu : Date__/__/__Heure_____a.m./p.m.

À quel endroit la discrimination supposée a-t-elle eu lieu ? Tout renseignement concernant le train concerné peut être utile (par ex., un numéro de voiture).

_____

_____

Y a-t-il une personne clairement identifiable qui soit à l'origine de la discrimination de la partie lésée ?

Nom :_____Numéro de carte d'identité _____

Décrivez avec vos propres mots les circonstances de la discrimination supposée. Expliquez les faits et décrivez la ou les personnes que vous tenez pour responsables. Veuillez utiliser des feuillets supplémentaires si nécessaire.

_____

_____

_____

RUBRIQUE 4 – RÉCLAMATIONS ET PLAINTES PASSÉES OU EN COURS

Avez-vous déjà déposé un formulaire de réclamation pour cause de discrimination en vertu du Titre VI auprès de Caltrain ?

_____ Oui, pour cet incident _____Oui, pour un autre incident _____Non

Avez-vous déjà déposé cette réclamation auprès d'autres administrations ou d'un tribunal ?

____Administration fédérale _____Administration d'État _____Administration locale

____Tribunal fédéral _____Tribunal d'État

____Autre (merci de préciser) :_____

Avez-vous déposé une plainte ou intenté une action judiciaire en lien avec cette réclamation ?

Oui_____Non_____

Si oui, veuillez fournir une copie du formulaire de réclamation et préciser le tribunal auprès duquel il a été déposé :

____Tribunal fédéral ____Tribunal d'État

Veuillez fournir les coordonnées de la personne à contacter au sein de l'administration ou du

tribunal auprès desquels la réclamation a été déposée. Nom / Bureau :_

Adresse :_____

Ville _____État :_____Code postal :_____

Numéro de téléphone _____

RUBRIQUE 5 – SIGNATURE

Veuillez signer ci-dessous pour attester de la sincérité de tous les renseignements consignés plus haut. Vous pouvez fournir en sus tout document écrit et toute information que vous jugez utiles au traitement de votre réclamation.

_____ _____

Signature du requérant Date

Remarque : Une réclamation peut également être déposée auprès de : Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor – TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

11/28/16

C. LIST OF COMPLAINTS AND INVESTIGATIONS

The following exhibit illustrates the Title VI complaints received during the review period (December 2019 to December 2022).

Record ID	Date Filed Customer Service	Date of Incident	Date Closed	Description	Status	Last Action Taken	Finding
720029	6/4/19, 08/06/19, 10/05/19 with customer service, 1/21/2020 with OCR	6/14/2019	2/20/2020	Complainant first emailed customer service and then sent Title VI complaint via email on 1/22/2020. Complainant alleges that he was discriminated against because he is a white, tech worker by being given a ticket for not paying the fare. Complainant alleges that he did scan his Translink Card for the fare. Complainant states that he was harassed by Castillo and that Castillo's attitude was "extremely" violent. Castillo gave the complainant a ticket	**c**	OCR phoned Complainant on 1/23/2020 to confirm date of incident.	**As the Title VI Form was received beyond the 180 days, no investigation was opened. Complainant also states that this was a last attempt to stop the payment of the ticket.**
N/A District Secretary received through Board Correspondence	4/5/2021	10/8/2021	6/16/2020	Complaint did no indicate discrimination in his initial complaint. Assault dealt with at Caltrain E Team Level	**c**	April 8, 2021 - left message on voicemail	No Title VI Form was received
#8243389	2/3/2022	3/6/2022		Complainant claims she has been discriminated multiple times because she is black. She states that all the conductors are racist because she is not allowed to bring her stroller on the train. The stroller with the cover is needed because people have spit on her baby. Complainant says that a conductor tried to move her stroller and take a picture of her baby. States that Conductor called her a deadbeat, negligent mother, and would call child services, Complainant states that she has been discriminated multiple times because she is black and threatened to sue. Complainant called later and stated she missed the train because the conductor closed the doors on her. Complainant demanded that Caltrain pay for a car for her to pick up her child because the cops will take her child away. Complainant refuses to provide address.	C	OCR did intake on March 5, 2022	Complainant has made numerous complaints under the identity of "Black Mama" for both SamTrans and Caltrain. After interviewing the Conductor, the conductor stated that she asked the Complainant to fold her stroller per the policy of Caltrain policy. Conductor states that Complainant threatened that she would be all over her. Conductor states that this passenger has harassed other conductors multiple times. Interview with the Supervisor who spoke with Complainant and Complainant asked why "white bitches are allowed to bring their strollers on and no word is said to them". Supervisor explained the need for her stroller to be folded up as it is large and a safety concern. Supervisor checked phone of c conductors to ensure no photo was taken OCR has found no evidence of discriminatory actions by conductors, but will continue to investigate if other issues arise
827989	2/28/2022	3/6/2022		Complainant boarded Sunnyvale Station and got off at Mountain View. She moved to get off the train with her stroller and states that the Conductor slammed the door in her face. Same Complainant - above.	C	OCR did intake on March 5, 2022	Report from CS states that passengers were being harassed and passenger got off the train. No discrimination
829089	3/4/2022	3/5/2022		Complainant same as above. States that Conductor called San Bruno Police Department and stopped the train to throw Complainant off the train.	C	OCR did intake on March 5, 2022	Requested police report, but no police report was taken. Only police report was on a SamTrans incident with same passenger, not Caltrain. No evidence of discrimination

PENINSULA CORRIDOR JOINT POWERS BOARD

PUBLIC PARTICIPATION PLAN

REVISED DECEMBER 2022

Prepared by:

Communications and Office of Civil Rights
1250 San Carlos Avenue
San Carlos, CA 94070

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I. INTRODUCTION

A. TITLE VI

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. The Peninsula Corridor Joint Powers Board ("JPB" or "Caltrain") operates its programs and services without regard to race, color or national origin in accordance with Title VI of the Civil Rights Act of 1964.

One critical concern addressed by Title VI is the language barrier that Limited English Proficiency (LEP) persons face with respect to accessing information about and using transit service. Transit operators must ensure this group has adequate access to the agency's programs and activities, meaning that public participation opportunities should also be accessible to those who have a limited understanding of English (spoken and/or written).

B. EXECUTIVE ORDER 12989

The JPB recognizes the importance of reaching out to and including traditionally under-represented populations (e.g. racial and ethnic minorities, low-income individuals, persons with limited English proficiency, and persons with disabilities) in decision-making. The JPB Public participation Plan (PPP) has been designed to be inclusive of all populations in the JPB service area and includes a detailed public participation process, clear goals, and a variety of public participation methods to provide information and invite the public to give input throughout decision-making processes, and performance measures and objectives.

C. PURPOSE OF THE PUBLIC PARTICIPATION PLAN

Public participation processes invite stakeholders to partake directly in agency decision-making, and express their concerns, desires and values. The JPB Public Participation Plan (PPP) serves as a roadmap to ensure the public has sufficient access to information and can provide meaningful input into decisions made regarding the future of Caltrain service. The PPP was originally developed in 2013 through research conducted by staff, inclusion of best practices methods, feedback from previous outreach and public participation activities, and insights provided by peer agencies with the goal of improving how Caltrain interacts with its customers on a daily basis, as well as in larger, intermittent service planning efforts.

This document discusses the strategies used to attain feedback for the public participation plan and the process of creating the public participation plan. This plan is to

be used when Caltrain embarks upon service planning activities or other activities in which public participation plays a critical role in a successful outcome.

Purpose of the PPP:

1. **To inform the public** about Caltrain's transportation issues and planning processes
2. **To establish the process** through which the public can express concerns, desires, and values
3. **To reach a wide range of the JPB's customers,** and increase the participation of under-represented populations
4. **To ensure the JPB's programs and activities** reflect the community values
5. **To improve service outcomes** based on public input

The PPP is based on the following core values:

- Transparency
- Empathy
- Excellence
- Accountability
- Diversity, Equity, and Inclusion

The PPP functions as a "living document":

- The PPP is intended to continue to evolve to meet the changing needs of the communities Caltrain serves through updates to actively address stakeholder concerns and requests.

The following sections of the PPP provide an overview of the Caltrain System, the JPB Organization, and the demographics of the three counties it serves as well as Caltrain riders in particular. This information sets the scene for meaningful public engagement that has shifted due to the COVID-19 pandemic.

D. CALTRAIN SYSTEM OVERVIEW

Caltrain is governed by the Peninsula Corridor Joint Powers Board (JPB), formed pursuant to Joint Powers Agreement between three member agencies from each of the counties which Caltrain serves. Each member agency has three representatives on the nine member Board of Directors. The member agencies are the City and County of San Francisco, San Mateo County Transit District, and the Santa Clara Valley Transportation Authority (VTA).

Caltrain provides commuter rail service between Santa Clara, San Mateo, and San Francisco Counties. The service area – extending from Gilroy in the south to San Francisco in the north – is geographically and ethnically diverse, containing both dense urban cores and suburban landscape with residents from an array of different backgrounds. These factors make the Caltrain service area unique. Caltrain operates 104 weekday trains and 64 weekend trains. In FY2021 Caltrain carried approximately 1.3 million passengers. As necessary, Caltrain also provides additional or modified train service for holidays or special events that occur year around.

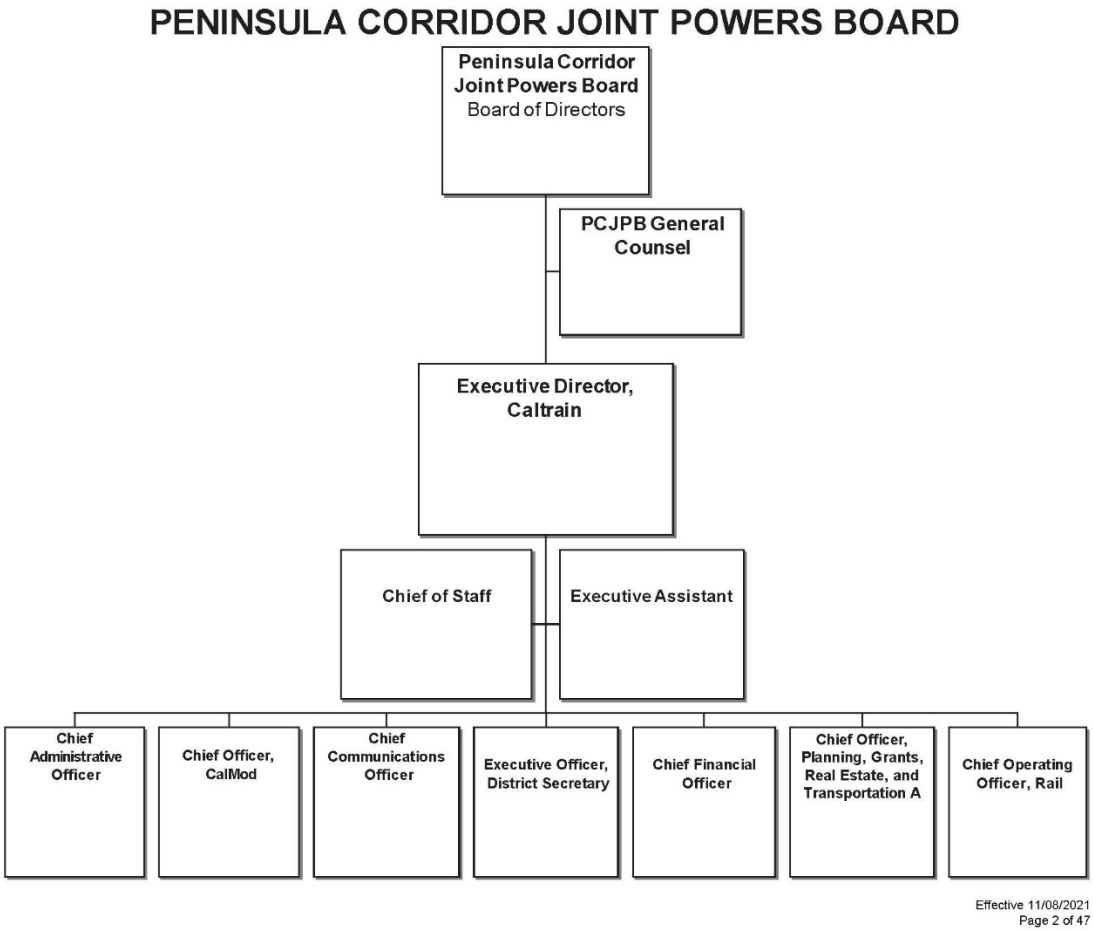
Exhibit 1: Caltrain System Map

E. JPB ORGANIZATION

The San Mateo County Transit District (District), which is the JPB's managing agency, provides administrative staff services for Caltrain under the direction and oversight of the JPB's Board of Directors. The JPB reimburses the District for the direct and administrative costs incurred for Caltrain operations.

The District also operates SamTrans bus service and Redi-Wheels paratransit service under the District's Board of Directors, and manages activities of the San Mateo County Transportation Authority (TA) under direction of the TA's Board of Directors. **Exhibit 2** features the latest JPB Organization Chart.

Exhibit 2: JPB Organization Chart



F. DEMOGRAPHICS & SERVICE PROFILES

Caltrain primarily serves San Francisco County, San Mateo County, and Santa Clara County. To better serve and meet the needs of Caltrain riders, potential future Caltrain riders, and communities and businesses affected by Caltrain Service, Caltrain staff refers to general and specific demographic maps that provide an overview of the neighborhood characteristics within the Caltrain service area, including hospital locations, shopping areas, and other nearby transit. These maps are also scalable which allows Caltrain staff to identify specific institutions that might benefit from targeted outreach.

Appendix I provides the demographic maps for both minority and low-income populations. These maps are available for consultation prior to developing a targeted outreach effort. Maps are also available by ethnic group and for each predominant language within the Caltrain service area. These maps can be "zoomed in" to provide a more refined view of the alignment and station area. All maps can also be found in the JPB 2022 Title VI Compliance Program, Appendix I - Demographic and Service Profile Maps.

i. MINORITY AND LOW-INCOME POPULATIONS

To ensure public participation includes minority and low-income populations, the JPB must target outreach to communities and organizations with minority and low-income populations. In order to identify the locations and neighborhoods where minority and low-income population are most prevalent within the Caltrain service area, maps were created to show Minority and Low-Income populations using US Census 2020 5 year American Community Survey Data.

Minority census tracts are defined as those in which the minority population exceeds the system-wide minority average of 65%. Low income census tracts are defined as those in which greater than 13% of the households in the tract that have an income that is 200% of the federal poverty threshold or lower.

In addition to maps provided in Appendix I, maps provided in Appendix K of the JPB 2022 Title VI Compliance Program also provide information at the station level in order to help ensure that minority and low income populations within the Caltrain service area are considered in the development of marketing and outreach techniques at stations. When viewed electronically, each map has the ability to be viewed at a tract level, allowing staff a "station area view" of the data. All maps can also be found in the JPB 2022 Title VI Compliance Program, Appendix K – Monitoring Program.

The 2019 Triennial Onboard survey was made available in 2020 at the beginning of the COVID-19 pandemic lockdown. While the 2019 Triennial Survey provides a more comprehensive data set, The COVID-19 pandemic severely impacted

Caltrain by reducing ridership and service in 2020-2021. Using the 2019 Triennial Onboard Survey data would present a skewed profile of current ridership.

Therefore comparative data is also presented from the 2020 Pandemic Ridership Survey where available and the 2021 Caltrain Planning Survey. It is important to note that where comparisons of ridership are used, the 2019 Triennial Onboard Survey and the 2020 Pandemic Ridership are only used as the 2021 Caltrain Planning Survey combines both ridership and general population.

Copies of the surveys are available in Appendix J.

a. ANNUAL HOUSEHOLD INCOME

The average income among Caltrain riders has increased by more than $30,000 per year, to around $158,000 (from about $129,000 in 2016). This is largely due to a higher share of respondents in 2019 who earn $200,000 or more (35%) compared to 23% of respondents in 2016.

In 2020, this average income decreased to $113,000 with the number of respondents who earned more than $200,000 at 12.3%. The largest portion of riders earned between $60,000 to $99,000 (28%).

Categorization of income increments for all surveys after the 2019 Triennial Survey changed (for example, “less than $24,999 a year” was used in 2016 vs. 2019’s “less than $15,000 a year”). The increment of $250,000 or more a year was added in 2019 and subsequent surveys. The average income across time periods changed from 2016-2019is as follows:

- Among Weekday Peak riders, income rose from $136,000 in 2016 to about $153,000 in 2019.
- Among Weekday Off-peak riders, income rose from about $116,000 in 2016 to about $124,000 in 2019.
- Among Weekend riders, income rose from about $95,000 in 2016 to about $114,000 in 2019.

The following tables compare the 2019 and 2020 income totals. The 2020 Pandemic survey did not capture differences between Weekday Peak and Off-Peak due to reduction in services.

Exhibit 3: Ridership Annual Household Income Totals in 2019 and 2020

	2019 Total	2020 Total
Base (All Respondents)	5501	1056
		%
Less than $15,000	2	9.9
$15,000-$24,999 a year	2	7.0
$25,000 to $29,999	1	4.9
$30,000 to $39,999	2	5.7
$40,000 to $49,999	3	7.4
$50,000 to $74,999	9	17.0
$75,000 to $99,999	10	10.6
$100,000 to $124,999	11	11.1
$125,000 to $149,999	10	5.6
$150,000 to $199,999	14	8.3
$200,000 to $249,999	11	5.7
$250,000 or more	24	6.6
Total	100	100

Exhibit 4: Caltrain Corridor Service Area Household Incomes

Household Income	Percentage
Less than $24,999 a year	6%
$25,000 to $29,999	2%
$30,000 to $39,999	4%
$40,000 to $49,999	4%
$50,000 to $74,999	10%
$75,000 to $99,999	9%
$100,000 to $124,999	9%
$125,000 to $149,999	8%
$150,000 to $199,999	14%
$200,000 or more	35%

Table B19101 Family Income ACS 2020 5 Year Estimate

Household income alone, without consideration of family size, does not indicate any economic or financial hardship. Federal guidelines require JPB to identify how many low income individuals are served by Caltrain by comparing household income and size to the federal poverty rate. Currently, “low income” is defined as 200% of the federal poverty rate. By this definition, a couple making less than $32,000 and a four person

household making less than $50,000 would qualify as low income. Even though individuals with incomes above the federal poverty threshold may not be categorized as low income, individuals may still be in poverty given the area's high cost of living. In addition, individual counties along the Caltrain Corridor have different definitions of low-income based on county metric. Caltrain is responsive to the changing economic landscape and in some cases, will present data that represents the county poverty threshold as well as the federal poverty threshold.

b. MINORITY POPULATIONS

The Caltrain corridor is a diverse area with over half of the population identifying as people of color. Exhibit 6 provides a racial and ethnic breakdown of the service area population in Caltrain Corridor. Data from the ACS 2020 5 Year Estimate survey are used for comparison with the 2019 Triennial Customer Survey categories and 2020 Pandemic Service Survey.

Exhibit 5: Race and Ethnicity in the Caltrain Corridor Service Area

Race/Ethnicity	Percentages
White alone	35%
Asian alone	35%
Hispanic or Latino	22%
Two or more other races	4%
Black or African American alone	3%
Native Hawaiian and Other Pacific Islander alone	1%
Other Race	0.41%
American Indian and Alaska Native alone	0.16%

Table DPO5 ACS 2020 Demographic and Housing Estimates

Race and Ethnicity in the Caltrain Ridership

The Caltrain Ridership is also diverse and is reflective of the community demographics of the Caltrain Service Area. In 2019, the majority of ridership identified as White/Caucasian as Asian as opposed in 2016 where over half the ridership identified as White/Caucasian. In 2020, riders who identified as Asian decreased, with Hispanic/Latino and Black/African American ridership almost doubling.

Exhibit 6: Race and Ethnicity in the Caltrain Ridership

	2019 Total	2019 Weekday Peak	2019 Weekday Off-peak	2019 Weekend
Base (All Respondents)	5,501	4,332	789	380
	%	%	%	%
White/Caucasian	48	48	46	49
Asian	40	40	37	39
Hispanic/Latino	12	12	16	13
Black/African American	4	4	5	5
Native Hawaiian Or Other Pacific Islander	2	2	2	2
American Indian Or Alaska	1	1	1	2
Middle Eastern/Arabic/Persian	1	1	<1	1
Mixed (Unspecified)	<1	<1	<1	<1

Exhibit 6a: Race and Ethnicity in Caltrain Ridership

	2019 Total	2020 Total
Base (All Respondents)	5,501	1123
	%	%
White/Caucasian	48	42.7
Asian	40	26.4
Hispanic/Latino	12	26.0
Black/African American	4	7.5
Native Hawaiian Or Other Pacific Islander	2	1.5
American Indian Or Alaska Native	1	1.7
Middle Eastern/Arabic/Persian	1	N/A
Mixed (Unspecified)	<1	1.3

LIMITED ENGLISH PROFICIENCY AND LANGUAGE ASSISTANCE PLAN

To ensure public participation does not exclude persons with limited English proficiency the JPB has updated its Limited English Proficiency (LEP) and Language Assistance Plan (LAP) as part of it this Title VI submission. This is located in Appendix E. In addition, identifying LEP concentrations by census tract (2022 Title VI Program Appendix E) helps the JPB identify locations and neighborhoods where outreach to LEP individuals and multi-lingual persons can be targeted. These LEP maps were developed using the 2020 5 year American Community Survey (ACS) data.

Executive Summary

Title VI prohibits discrimination by recipients of Federal financial assistance on the basis of race, color, and national origin, including the denial of meaningful access for limited English proficient people. As a recipient of Federal funds, Caltrain must "take reasonable steps to ensure meaningful access to their programs and activities by LEP persons."[1]

On August 11, 2000, the President signed Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" that requires Federal agencies and recipients of Federal funds to examine the services they provide, identify any need for services to those with limited English proficiency (LEP), and develop and implement a system to provide those needed services so that LEP persons can have meaningful access to them. Further guidance was provided in 2012 with the release of the Federal Transit Administrations circular—FTA C 4702.1B—that further codified the FTA's objective to "promote full and fair participation in public transportation decision-making without regard to race, color, or national origin; and ensure meaningful access to transit-related programs and activities by persons with limited English proficiency." [2]

ii. CALTRAIN RIDERSHIP DEMOGRAPHICS

Besides income and race/ ethnicity, the studies provide other demographics that inform public participation strategies. The following demographics can be found in the Caltrain On-board Triennial Customer Study Report dated October 2019 and the Caltrain On-Board Pandemic Survey in Fall 2020. Key findings from the surveys are listed below.

[1] Federal Register Volume 70, Number 239 (Wednesday, December 14, 2005)

[2] FTA Circular 4702.1B- TITLE VI REQUIREMENTS AND GUIDELINES FOR FEDERAL TRANSIT ADMINISTRATION RECIPIENTS, October 1, 2012.

Executive Summaries:

Caltrain On-board Triennial Customer Study Report is conducted every three years. The fieldwork on this study was conducted in Fall 2019. A total of 5,501 surveys were completed by Caltrain riders. After the shelter in place orders in Spring 2020, Caltrain ridership was drastically reduced. When available, this update provides comparative data from 2020 Caltrain Pandemic Rider Survey.

Length of Time Using Caltrain

- 2019: 34% of riders have been riding Caltrain were less than one year.
- 2020: About 78% of Caltrain riders rode Caltrain before the March 2020 Shelter in place, with 22% of riders riding for the first time.

Frequency of Riding Caltrain

- 2019: About two-thirds of riders (69%) rode Caltrain at least four days per week. Infrequent riders (those riding 1 day a week or less) who rode during the week appear to have declined, while there was a much greater share of infrequent riders on the weekend. While 40% of weekend riders in 2016 were infrequent riders, in 2019, 74% were infrequent riders.
- 2020: About half of riders (52%) rode Caltrain at least 4 days per week, with the average frequency about 3 days. When compared to riding habits prior to the March 2020 Shelter In Place, 32% rode less frequently and 15% rode more frequently. Riders were less likely to ride Caltrain frequently compared to 2019.

Fare Media

- 2019: More than one third of respondents (34%) paid for their Caltrain trip with a Clipper Caltrain monthly pass. The share who paid for their Caltrain trip using a Go Pass rose from 21% in 2016 to 25% in 2019. Notably, this increase in Go Pass use existed across Weekday Peak, Weekday Off- peak, and Weekend time periods. Nearly a 4th of respondents (23%) in 2019 used cash value on their Clipper card to pay for the surveyed trip and 5% of respondents used the mobile app to pay for their trip.
- 2020: Across all fare media, there were slight decreases in each product. Clipper Caltrain Monthly pass users comprised of about 23% of those surveyed with 16% of respondents using Go-Pass. Riders paying with Clipper Cash were about 28%. However, those using the mobile app remained the same at about 6%. Riders were less likely to use monthly passes and more likely to use other forms of payment.

Why Riders Choose Caltrain

- 2019: Nearly two-thirds of riders (72%) said they rode Caltrain to avoid

traffic. This is an increase from 62% who said they rode Caltrain for this reason in 2016. Notably, 24% of respondents said they chose Caltrain because it was faster than other options and 43% said they rode to help the environment.

- 2020: Multiple answers were accepted for this question. Riders chose lack of access to car (46%), traffic avoidance (44%), reduction of stress (43%) and saving money (43%) as the top reasons.

Stations Used

- 2019: Nearly half of all riders boarded Caltrain in San Francisco (25%), San Jose Diridon (10%), Palo Alto (8%), or Mountain View (7%). San Francisco was the most common boarding station and disembarking station across all major time periods. After San Francisco, riders most commonly exited the train at Palo Alto (11%), San Jose (10%), Mountain View (7%), and Redwood City (7%).
- 2020: Similarly, nearly half of riders board San Francisco (18%),Palo Alto (13%) and San Jose Diridon (11%). San Francisco was the most common boarding station (18%). Palo Alto and San Francisco were the most common for exiting (16.5%).

Car Availability

- 2019: The share of those who had a car for the surveyed trip dropped to 51% from 60%.
- 2020: The share of riders who had a car for the surveyed trip dropped to 36%.

Covid Impact in 2020

- Most of the those surveyed in 2020 (78%) said they had used Caltrain even prior to shelter in place in March 2020.
- About half (53%) said they rode about the same as they did prior to March 2020, while 32% ride less frequently.
- Only 20% said they were more likely to ride for work purposes, while 17% said they were less likely to ride for work related purposes, and 63% said they rode about the same amount for work.
- In 2020, passengers were twice as likely to identify as Hispanic/Latino (12% in 2019 vs 26% in 2020) or Black (4% in 2019 vs 8% in 2020) compared to 2019.
- The average household income of Caltrain riders dropped from about $158,000 in 2019 to about $95,000 in 2020

iii. CALTRAIN CUSTOMER SERVICE FEEDBACK

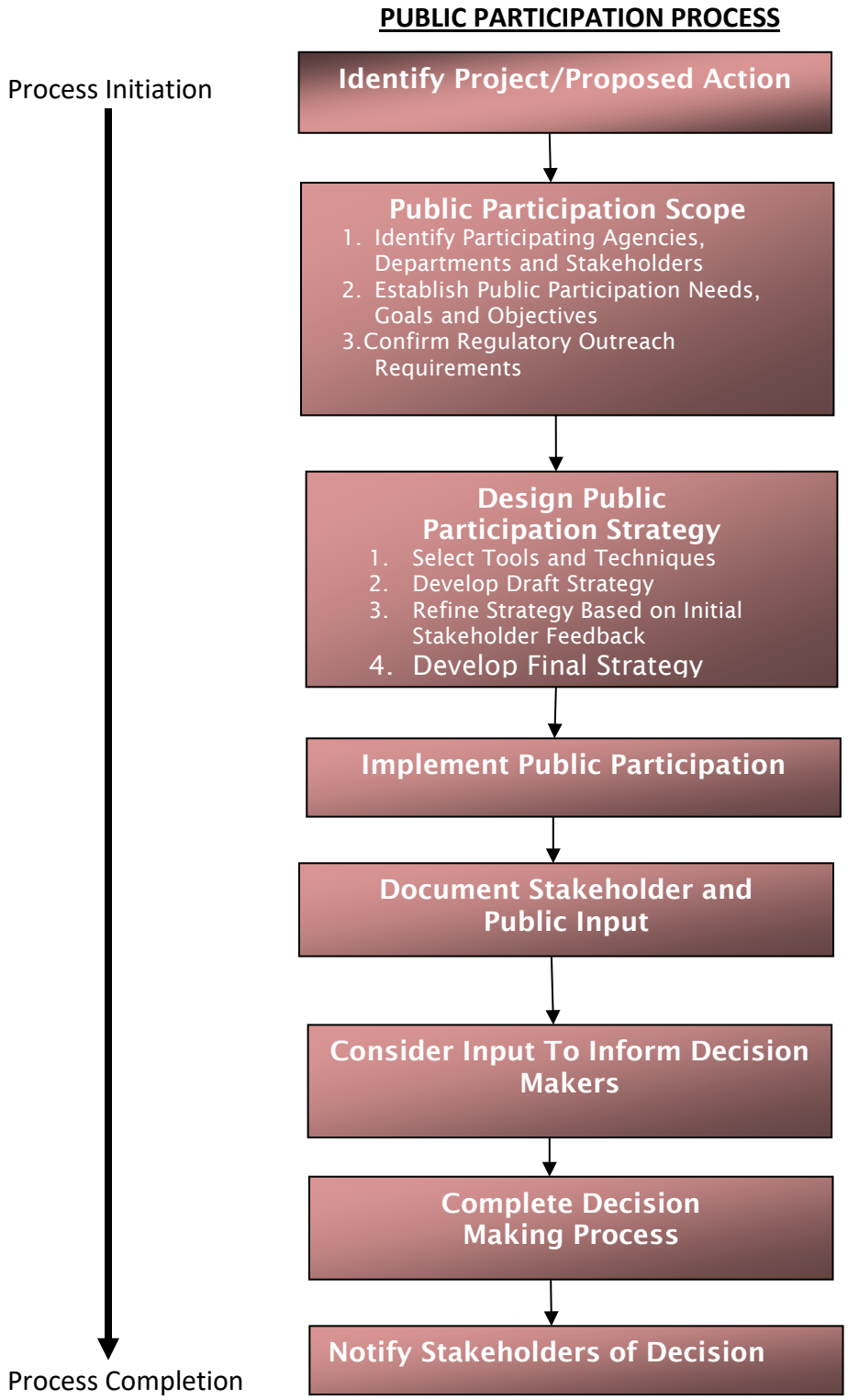
Recent survey information regarding Caltrain Customer Service can be found in the following documents. Executive summaries and documents in full can be

retrieved from the JPB's Communications Division. JPB will continue with regular onboard surveys every three years and special surveys as needed.

- 2022 Triennial Customer Survey (results in 2023)
- 2021 Service Change Survey
- 2020 Pandemic Rider Survey
- 2019 Caltrain Customer Experience Survey
- 2019 Triennial Customer Survey
- 2016 Caltrain Customer Experience Survey
- 2016 Triennial Customer Survey
- 2014 MTC Caltrain Origin and Destination
- 2013 Caltrain Triennial Customer Survey
- 2013 Caltrain TVM Replacement Survey
- 2016 Caltrain Customer Satisfaction Survey
- 2015 Caltrain Customer Satisfaction Survey

II. PUBLIC PARTICIPATION PROCESS

A. PUBLIC PARTICIPATION PROCESS FLOWCHART



B. PUBLIC PARTICIPATION PROCESS CONSIDERATIONS

When the JPB prepares to embark on a public engagement process, staff develops a strategy based on considerations, including, but not limited to the examination of the target audience or impacted populations, the complexity of the issues involved, the range of potential outcomes and the severity of potential positive and/or negative effects.

Each project requires involvement of a different mix of participating agencies, departments and stakeholders. Smaller projects may require involvement from one or two sources while larger projects may require involvement from multiple agencies, internal departments and various stakeholders from the community.

It is important to clearly define the goals and objectives early in the public participation process to gauge needed outreach, evaluate potential impacts and engage appropriate stakeholders.

The target audience or impacted populations can vary depending on the size and scope of the outreach required. Most often, outreach is conducted to, or within a subset of, the following:

- Transit customers
- Non transit customers
- Shuttle users
- Individuals or groups affected by a transportation project or action
- Individuals or groups that believe they are affected by a transportation project or action
- Traditionally under-served and/or under-represented communities
- Residents or commuters to/from affected geographic areas
- Government agencies and special districts
- Civic institutions
- Community-based organizations (including those that have direct communications with LEP populations)
- Non-governmental organizations

Since Caltrain's service area spans multiple jurisdictions, projects, and programs which can include numerous federal, state, regional and local agencies, the regulatory outreach requirements can vary significantly. A considerable amount of coordination may be required to ensure all regulatory requirements are met and all agencies are informed.

Public participation tool or strategies to employ can vary depending on the project scope. Often many tools will be required. When choosing the appropriate tools, several factors should be considered such as:

- The number and type of stakeholders
- The geographic region of the project
- Available budget and resources
- Research requirements
- Communication and language requirements
- Desired outcome and results
- Issues or concerns stakeholders will consider most pertinent

A detailed list of public participation tools and strategies can be found in the following section.

III. PUBLIC PARTICIPATION TOOLS & STRATEGIES

The following section includes tools and strategies for ensuring the public has access to the information it needs to participate in JPB planning and policy development efforts. In designing outreach and public participation strategies, the JPB uses traditional and social media, and other tools such as the following.

A. OUTREACH TOOLS & STRATEGIES

1. Earned Media

Publicizing public participation opportunities and outreach information through free promotion can help spread the word about these events. Ethnic media sources serve as a helpful way to reach minority groups. Some local news or radio shows and local publications are good sources of information for events in the immediate area. In all cases, JPB should tailor its message to the appropriate audience of the media used and ensure that the media provide contact information so that audiences can reach the agency for comments and questions. When appropriate, the JPB should also attempt to provide a multilingual spokesperson to address a non-English speaking audience.

2. Online/Social Media

Currently, JPB/Caltrain posts notices and announcements on the agency's website (www.caltrain.com), uses Facebook, Twitter, Nextdoor, Instagram, YouTube, and other social media outlets, and sends information via e-mail to customers on an opt-in basis.

Social media platforms allow users to have direct interaction with agency representatives for immediate interaction. Being relatively easy to use and less costly than other strategies, the JPB able to be creative and current with important information. In working with community partners and government entities, social media posts are easy to share and reach a wider audience. Live webcasting on these platforms allow staff receive and answer questions in real time. For smart phones, third party applications can work similar to the Caltrain website and social media, providing fast update to stakeholders.

The JPB also hosts a website for the Peninsula Corridor Electrification Project, also known as CalMod, which provides specific updates and news on construction and the CalMod project.

JPB also uses its blog, *Peninsula Moves*, to highlight events, updates, and

announcements in greater detail for the region. Readers access articles pertaining to the SamTrans's multi-modal transit agencies at one website. Blog articles are written by JPB staff and take an in depth look into a variety of topics that affect both riders and non-riders.

3. **Virtual Participation in Public Meetings, Public Hearings, Townhalls, and Board Meetings.**

The JPB provides virtual participation opportunities for outreach events, public hearings, and Board meetings. Board meetings for the JPB are held the first week of every month and videos are archived for interested community members. Members of the public can participate in board meetings virtually or- in-person. allows viewing of public hearings via its website. The JPB will provide language assistance when requested as per its language assistance plan. Virtually, the JPB provides video captions in Zoom to increase accessibility.

Virtual Townhalls on Zoom are live webcasts that allow JPB employees to share recent developments and allow viewers to directly ask questions and receive immediate responses. This allows community members to view the content at any location and at any time. The JPB will provide simultaneous interpretation during virtual town halls in Spanish and Chinese. In some cases, language specific virtual townhalls may be appropriate. The JPB will also provide translations of virtual hall presentations available on the website.

4. **Mobile App**

The JPB launched its mobile app in February 2018 to provide timetable information, trip planning, and ticket purchasing for smartphone users. Users can download the app for free and purchase mobile tickets and parking permits.

5. **On-Board / Station Information Resources**

Many riders and community members reasonably expect to find information about public participation methods pertaining to projects or service plans at their bus stations and on vehicles. Providing written and printed information on buses is an efficient way to convey messages about potential service or fare changes, or other planning efforts. Printed material includes hand-outs, seat drop flyers, and pamphlets that are also translated in the community's targeted languages. Caltrain also uses visual messaging and audio announcements. Caltrain will continue to explore how visual and audio announcements can be made in other languages.

6. Customer Service Center and Dedicated Project Hotlines

The public can call into Caltrain's call center or, if available, a dedicated project hotline both to receive information and to give comments and input. The customer service number is easily accessible and is provided on all Caltrain's materials and on the website. Customer Service Representatives also provide outreach assistance at transit fairs, community meetings, and other public events.

The Caltrain Customer Service Center can handle calls in numerous languages using the Language Line. Customer Service Representatives are on duty weekdays from 7 a.m. to 7 p.m. and on weekends and holidays from 8 a.m. to 5 p.m. The Customer Service Center also is equipped with Hearing-Impaired Equipment (TTY) services and access to a telephonic interpretation service.

7. Printed Materials

In addition to on-board printed information, Caltrain may publicize public participation opportunities and outreach information via print materials (such as newsletters, flyers, and posters). This method of outreach can be expensive, but effective. Printed materials related to service changes or the need for public participation can also be found at bus shelters. Crucial information should be translated into the languages identified as spoken and/or written by the target populations in the service area. If all information cannot be translated, notices should be provided that describe where translation/interpretation services can be obtained.

Caltrain Connection is newsletter that is published four times a year by the JPB. The newsletter contains information about Caltrain projects, operations, events, and transit and safety tips. The newsletter has a wide distribution to various community members, is distributed on-board and is also posted on the Caltrain website.

8. Surveys

The JPB conducts full-scope on-board passenger surveys every 3 years. Issue-specific surveys may be used in certain circumstances. Surveys are conducted in person, in print, and/or through online means. Printed surveys may have a low response rate. Telephone surveys may be more effective but are often costly. Internet surveys are the easiest of the three options for the agency to conduct, but only reach those with internet access, which may skew the results. Any survey must include adequate and appropriate translation provisions.

In addition to the larger full-scope on-board passenger survey that is completed every 3 years, Caltrain undertakes an annual Caltrain Customer Satisfaction Survey to assess how well Caltrain and its contractor are meeting the needs of their passengers. In 2015, Caltrain also introduced an annual Customer Experience Initiative survey that asks the general public to rate and identify priorities, and provide ridership and demographic information.

9. One-On-One Interviews/ Direct Stakeholder Interaction

In certain contexts, JPB staff can interview specific individuals or stakeholders to collect information or gain insight on their perspectives. Interviews can be used to obtain information from various demographics within the service area.

10. Targeted Focus Groups

The JPB can also host small discussion groups that are made up of targeted participants with an unbiased facilitator. Focus groups can provide in-depth information about potential impacts of a potential program or project, a fare change, or service change on a specific group or geographic region. The advantage of a focus group is that it can be conducted in a specific language, allowing participants to directly express their opinions and concerns.

11. Public Workshops/Open Houses

Public workshops are commonly used allowing for a more hands-on approach than focus group meetings. These public meetings allow for larger groups to directly talk to JPB staff and voice their concerns. Workshops are a way to give out information to a broad segment of the population, as well as receive feedback on planning efforts. Such meetings are broadly advertised and open to all stakeholder groups and interested individuals.

An open house format allows many participants to receive information at their own pace, with no strict time period in which they have to arrive at and leave from the location. Information stations can include tabletop displays, maps, photographs, visualizations, and more. Staff is on hand to respond to questions and comments.

Workshops and open houses should be scheduled at times and locations that are convenient and accessible for minority and LEP communities. Interpreters should be present to help communicate information and attain feedback.

12. Direct Mail/Letters

Direct mail can be an effective way to communicate information to a specific geographic region or demographic. Mailers can provide specific information regarding a project or can be an effective tool to notify people about an upcoming event or activity. The use of direct mail can be costly depending on the number of targeted recipients.

13. Special Events

The JPB can host a special Caltrain event to promote, announce or kick-off a specific program or project, service, or activity. Special events can be open to specific demographics or for the general public. Effective promotion of these events can attract many people and can be a good tool in highlighting organizational achievements.

14. Government Meetings

Government meetings are the most formal form of public meetings, in which official statements are presented by individual attendees and their comments are recorded. Time limits are often necessary to permit all interested persons to speak. Hearings allow everyone's perspectives and opinions to be heard by all in attendance. Caltrain coordinates attendance for government meetings in local and state government meeings.

The JPB can provide updates on its projects and programs at all levels of government – local, state and federal – by attending and presenting information at regularly scheduled government meetings, where appropriate. Possible government meetings include city and town councils, planning and public works commissions, state legislative committees and federal hearings.

15. Community Based Organizations Interactions

In the past three years, the JPB has developed mutually beneficial and unique relationships with community-based organizations focused on equitable and environmental change. The JPB will continue to coordinate with and inform community-based organizations, educational institutions, and other civic organizations about programs and activities to specifically engage minority, low-income and LEP communities. The JPB presents information and obtains feedback at these organizations' own meetings and community sponsored events. A few examples of the CBOs that have been actively engaged in JPB projects and plans: Friends of Caltrain, Transportation Equity Allied Movement Coalition, Youth Leadership Institute San Mateo, and North Fair Oaks Council, and Transform.

The Language Assistance Plan is consulted when reaching out to the populations

served by CBOs. An updated listed is maintained by the Government Affairs Team of the Communications Department and is available upon request.

The JPB may also engage with online community-based organizations using digital communication tools including but not limited to Facebook, Discord, Nextdoor, etc.

16. Advisory Committees

The JPB has a total of six Advisory Committees as of December 2022:

The ***Caltrain Citizens Advisory Committee (CAC)*** represents San Francisco, San Mateo and Santa Clara counties. The CAC is comprised of nine volunteer members who serve in an advisory capacity to the tri-county Caltrain policy board, providing input on the needs of current and potential rail customers, and reviewing and commenting on staff proposals and actions as requested by the board.

The ***Caltrain's Bicycle Advisory Committee (BAC)*** serves as the primary venue for the interests and perspectives of bicyclists to be integrated into the Caltrain planning processes. This group brings new ideas for discussion and helps Caltrain guide its future investments. The committee is a partnership composed of nine volunteer members and Caltrain staff. There are three representatives from each of the three counties served by Caltrain: San Francisco, San Mateo and Santa Clara. One member from each county is a public agency staff member responsible for bike planning and/or policy development, one is a member of a bicycle advocacy organization, and one is a Caltrain bike passenger from the general public.

The ***Caltrain Central Equipment Maintenance and Operation Facility (CEMOF) Monitoring Committee*** is an advisory committee established by the San Jose City Council in cooperation with Caltrain. The primary responsibility of the committee members is to provide communication with the community regarding the operation of the maintenance facility. The committee is comprised of seven members, one each representing the Arena, College Park, Garden Alameda and Shasta-Hanchett Park neighborhoods associations, Caltrain, City of San Jose and the Santa Clara Valley Transportation Authority.

The ***Caltrain Accessibility Advisory Committee (CAAC)*** meets bi-annually or as needed to discuss and advise JPB staff on policies, plans and procedures relating to the development, implementation and operation of Caltrain accessible transit services, and on compliance with the requirements of the American with Disabilities Act of 1990. Typically the committee is comprised of volunteer members from the San Francisco, San Mateo, Santa Clara, and other Bay Area counties.

The ***Local Policy Maker Group*** meets every month on the fourth Thursday to facilitate local input and guidance on the Caltrain Modernization Program. It is comprised of officials from all 19 cities and three counties along the Caltrain corridor. In 2018, it expanded the scope of the LPMG to include the Caltrain Business Plan and the LPMG membership was expanded to mirror the full corridor boundaries.

The ***City/ County Staff Coordination Council (SCC)*** was established in October 2012 to provide a venue for dialogue at the staff level. It is comprised of technical staff from the same cities and counties along the Caltrain Corridor. The CSCG is held a week before the LPMG meeting to help inform the format and the information to present at the LPMG meeting.

B. PAST AND CURRENT PUBLIC PARTICIPATION METHODS

The JPB implements a variety of outreach methods to ensure that all customers and concerned individuals and stakeholders are informed of any changes to existing Caltrain service. The agency also provides many options for submittal of comments, opinions, or input. Special efforts are made to ensure minority populations, low-income populations, LEP communities, and disabled persons are included in the public outreach process. These methods include:

- Community meetings
- Public hearings with interpreters and translators as requested
- Government meetings
- Bilingual newspaper notices
- Bilingual onboard notices
- News releases
- Social media (Facebook, Twitter, Instagram, blogs, etc.)
- Presentations to the Caltrain Citizens Advisory Committee (CAC)
- Presentations to the Caltrain Bicycle Advisory Committee (BAC)
- Presentations to the Caltrain Central Equipment Maintenance and Operations Facility (CEMOF) Monitoring Committee
- Presentations to the Caltrain Accessibility Advisory Committee (CAAC)
- Information on Caltrain website with Google Translate tool
- Customer Service Center (with bi-lingual and multi-lingual staff)
- Telephone Language Line
- JPB Board Secretary contact
- Station electronic message signs
- Caltrain Connection and other newsletters
- Advertisements (in community newsletters and email blasts)
- Workshops

- Personal interviews
- Rider forums
- Tabling events
- Communication with other transit agencies
- Communication with community-based organizations
- Business Groups (C3) / Labor
- Local Policy Maker Group (elected officials from 17 cities along Caltrain-owned corridor)
- City / County Staff Coordinating Group (technical staff from 17 cities along the Caltrain-owned corridor)
- E-Newsletters/Construction Notices/Project Updates
- Passenger interaction at stations / events
- Virtual Townhalls
- Dedicated web pages, hotlines, emails for specific projects or issues (i.e. http://www.caltrain.com/projectsplans/CaltrainModernization.html)

C. INFORMATION DISSEMINATION

The JPB employs a number of methods to inform the public of policy changes, such as fare and service changes, in a timely manner. Caltrain utilizes the following methods of information dissemination:

- Issues news releases
- Distributes "Take One" notices on trains
- Posts flyers on station information boards
- Places ads in local newspapers, places translated ads in local newspapers in other languages
- Includes in on-board newsletter, "Caltrain Connection"
- Posts on Caltrain website
- Makes station audio and visual message announcements
- Informs local employee commute coordinators
- Discusses changes with its advisory committees
- Makes conductor announcements
- Provides social media updates (e.g., blogs, Twitter, Facebook, Discord)

Rail service information is published by the JPB, including the Caltrain timetable (only in English). The Caltrain website has language translation tools so information can be translated. All Caltrain information lists the toll-free number of the Caltrain Customer Service Center, which can handle calls in numerous languages through the use of multilingual staff and the Language Line.

D. FUTURE PUBLIC PARTICIPATION TECHNIQUES

The JPB uses many public outreach tools to encourage engagement in the decision-making process. In addition, tools are used to ensure inclusion of low-income, LEP, disabled, and minority populations, including consultation with the LAP. Based on survey data and outreach efforts, some new ideas to consider when implementing/updating the PPP may include:

- Expanding outreach efforts to include social media and traditional media in various languages so that higher participation for outreach events can be achieved. The placement of traditional media at train stations and on trains may be especially critical towards outreach participation.
- Improving communication with targeted organizations, such as community based organizations and faith-based groups, to assure that more LEP individuals participate in outreach efforts.
- Providing a short survey regarding LEP needs on trains in various languages for LEP individuals who cannot make it to outreach meetings.
- Providing future Customer Service surveys in more languages.
- Offering more opportunities for involved stakeholders to evaluate and offer feedback about the effectiveness of the JPB's public participation strategies.
- Identifying emerging groups that may need targeted outreach.
- Improving existing community relationships and developing new community relationships using public relations techniques.
- Discussing new ways to reach communities with key stakeholders representatives.
- Use new media to inform community about specific topics/issues that are not traditionally connected in a news release, such as a podcast or through discussion in chatrooms (e.g., on Discord).
- Define and develop metrics of success fort the variety of engagement and communication strategies.

E. SUMMARY OF OUTREACH EFFORTS

Caltrain promotes the use of PPP for its public participation activities to ensure participation from LEP, minority, and low-income populations. Since the last Title VI submission, Caltrain has conducted community outreach through rider surveys, public notices, direct mailers, website, earned media, social media, radio, television, on-board information resources, and paid advertising. Other means of gathering feedback include website and blog postings, email blasts and e-newsletter blasts to stakeholder groups, posted fliers and onboard take ones.

Caltrain targeted its outreach and sought input from underserved communities, including LEP, low income and minority populations, in the last three years by

translating mailers and notifications in other languages when needed, offering translator services for public meetings and over the telephone through the language assistance hotline, holding meetings after regular work hours and in low-income and minority communities, and collaborating with community based organizations.

A list of the types of projects or policies for which Caltrain has conducted public outreach to solicit public input in the past three years is provided below.

- Caltrain Electrification Project (CalMod Program)
  - Construction Outreach
  - Bike Design and Configuration
  - Safety Campaign
  - Rider Benefits
  - Mini Model Roadshow
- Caltrain Business Plan
- South San Francisco Station Improvement Project
- Bike Registration Outreach with Project 529
- 22nd Street Station Improvement
- 25th Ave Grade Separation
- Hillsdale Station Closure
- Caltrain Fare Change
- Gilroy Service Change
- Caltrain Customer Experience Survey
- Caltrain Customer Experience Focus Groups
- Community Based Organizations (CBO) Survey

Additional details of the specific public outreach events are available upon request.

The public has participated in all of these outreach efforts by attending Board of Directors, Citizens Advisory Committee and other meetings, public hearings, and public events; submitting written comments and e-mails; calling the Customer Service Center; responding to surveys, and providing input via social media. Feedback collected from these public outreach events allowed Caltrain to better design and implement our programs, services and policies.

Based on the information collected at these meetings, we can continue to assess the effectiveness of our outreach tools and strategies, and incorporate feedback from LEP and minority communities, to strengthen our program or service evaluations, ensure the community is aware of key-decision making activities, and regularly update the community on the status of issues and projects and identify

additional opportunities for community input. Examples of some of the outreach materials are provided in the following pages.

Appendix 1: Public Hearing Notices – Posted, Website, Translations

半岛走廊联合电力委员会
公开听证会和会议通知

关闭Atherton Caltrain车站提议

半岛走廊联合电力委员会（Peninsula Corridor Joint Powers Board，简称PCJPB）将召开公开听证会，听取公众对关闭Atherton Caltrain车站提议的意见。此次关闭将永久终止Atherton车站服务，并从未来的时刻表中移除该站。2020年1月15日，根据双方签订的谅解备忘录，Atherton镇暂时支持关闭Atherton车站。

目前，Atherton Caltrain站仅每90分钟提供有限的周末服务，周末每天平均有114名乘客。车站"中心点上车"的配置限制了车辆运行，因为出于安全目的，当乘客在站台乘车时，为安全起见，相向行驶的火车必须等待或"留出"空间。

公开听证会
半岛电力联合委员会将召开线上公众听证会，讨论关闭车站的提议。委员会在听证会上就可能关闭Atherton站一事征询公众意见。公众可以通过Zoom网络链接和/或通过电话参与。

2020年9月3日周四，上午9:00
（或跑后不久就此事听取意见）
Zoom会议链接： https://samtrans.zoom.us/j/93207729581 **房间号：932 0772 9581**
电话接入：1.669.900.9128；会议ID：932 0772 9581

听证会之前，欲发表意见，可访问http://www.caltrain.com/athertonclosure在线填写意见表格、发送信件或电子邮件、或拨打电话，信息如下：

Board Secretary
Peninsula Corridor Joint Powers Board
P.O. Box 3006, San Carlos, CA 94070-1306
Changes@caltrain.com 1:800.660.4287 (文本电话：650.508.6448)

如需笔译或口译帮助，请在会议开始至少三天前致电1.800.660.4287与Caltrain联系。

Para traducción llama al 1.800.660.4287. 如需翻译，请拨 1.800.660.4287.

1. The Caltrain Board of Directors is considering a proposal to close and discontinue service for Atherton Station. We are soliciting feedback from members of the public on the proposed service changes.
• 加州铁路局正在考虑是否关闭Atherton 车站 (Atherton Station)。我们需要征求公众人士的意见。

2. The Deadline to submit your comments is August 6th, 2020
• 向下提交本意见书的截止日期是：2020年8月6日。

3. Please mark（select? ） 'yes' or 'no' and provide additional comments about your position on the proposed station closure.
• 请选择 '是 Yes' 或 '否 No' 作为您的答案。又，请在第8条问题下写下您的建议。

4. Name
您的名字

5. City of Residence
您的住址

6. Do you currently board or alight at Atherton Station? Yes or No
• 您有使用Atherton 车站上车下车吗？是或否？

7. Do you support the full closure of the Atherton Station? Yes or No
• 您支持将Atherton 车站 完全关闭吗？是或否？

8. Comment
• 请写下其他建议

9. "Thank you. Your comment has been successfully received by our server."
• 谢谢。 我们的电脑系统已经成功接收到您提供的意见。

10. "Your form has not been submitted. We either had trouble understanding the following fields or we need additional information:"
• 对不起，我们的系统未能接受您提交的意见书。可能是因为电脑未能理解您为下列问题栏目所提供的回答。

CNSB#3390826

Peninsula Corridor Joint Powers Board
PUBLIC HEARING & MEETINGS NOTICE

Proposed Closure of Atherton Caltrain Station

The Peninsula Corridor Joint Powers Board (PCJPB) will hold a public hearing to receive public comment on the proposed closure of the Atherton Caltrain Station. The closure will permanently discontinue service for Atherton station and remove the station from future timetables. On January 15, 2020 the Town of Atherton tentatively endorsed the closure of Atherton Station subject to an Agreement on a Memorandum of Understanding (MOU) between the two parties.

Today, the Atherton Caltrain station currently receives limited weekend-only service every 90 minutes with an average of 114 passengers per weekend day. The "center boarding" configuration of the station limits operations as trains traveling in the other direction must wait or "hold out" for safety purposes while the train at the station is boarding.

Public Hearing

The Peninsula Corridor Joint Powers Board of Directors will hold a virtual public hearing to discuss the proposed station closure. The Board invites public comment on the potential closure of Atherton station at the hearing. The public may participate via a Zoom web link and/or by phone.

Thursday, September 3, 2020 at 9 a.m.
(or as soon thereafter as the matter may be heard)

Zoom Info: https://samtrans.zoom.us/j/93207729581 Webinar ID: 932 0772 9581

Access via Telephone: 1.669.900.9128; Meeting ID: 932 0772 9581

Prior to the hearing, comments may be sent by completing the online comment form at www.caltrain.com/athertonclosure, by mail, e-mail or phone:

Board Secretary
Peninsula Corridor Joint Powers Board
P.O. Box 3006, San Carlos, CA 94070-1306
Changes@caltrain.com 1.800.660.4287 (TTY 650.508.6448)

For translation or interpretation assistance, call Caltrain at 1.800.660.4287 at least three days before the meeting.

Para traducción llama al 1.800.660.4287; 如需翻譯,請電 1.800.660.4287.

CNSB#3390825

Peninsula Corridor Joint Powers Board
AVISO DE AUDIENCIA PÚBLICA Y REUNIÓN
Propuesta de cierre de la estación Atherton de Caltrain

Peninsula Corridor Joint Powers Board (PCJPB, por sus siglas en inglés) llevará a cabo una audiencia pública con el fin de recibir comentarios sobre la propuesta del cierre de la estación Atherton de Caltrain. El cierre propone discontinuar el servicio de la estación Atherton y retirarla de futuros cronogramas. El 15 de enero del 2020, el Pueblo de Atherton apoyó tentativamente el cierre de la estación, de conformidad con un Acuerdo en un Memorando de Entendimiento entre ambas partes.

En la actualidad, la estación solo recibe servicio los fines de semana y cada 90 minutos, con un promedio de 114 pasajeros por día. La configuración de abordaje central de la estación limita las operaciones, ya que los trenes que vienen desde la dirección opuesta deben esperar por seguridad hasta que los pasajeros aborden el tren en la estación.

Sesión pública

Caltrain llevará a cabo una sesión virtual para presentar las propuestas y recibir comentarios del público.

Miércoles, 29 de julio del 2020, 5:30 p.m.
Enlace Zoom: https://zoom.us/j/97368870471
Identificador de webinario: 973 6887 0471
Acceso telefónico: 1.669.900.9128; Identificador de reunión: 9736 8870 471

Audiencia pública

Los Directores de PCJPB llevarán a cabo una audiencia pública virtual para discutir el propuesto cierre de la estación. El Consejo invita al público a participar en esta audiencia, para tratar el posible cierre de la estación de Atherton. El público puede participar mediante el enlace Zoom de Internet y/o por teléfono.

Jueves, 6 de agosto del 2020, 9 a.m.
(o poco después, tan pronto como esté el público listo)
Zoom Info: https://zoom.us/j/95032112562
Webinar ID: 950 3211 2562
Acceso telefónico: 1.669.900.9128;
ID Reunión: 950 3211 2562

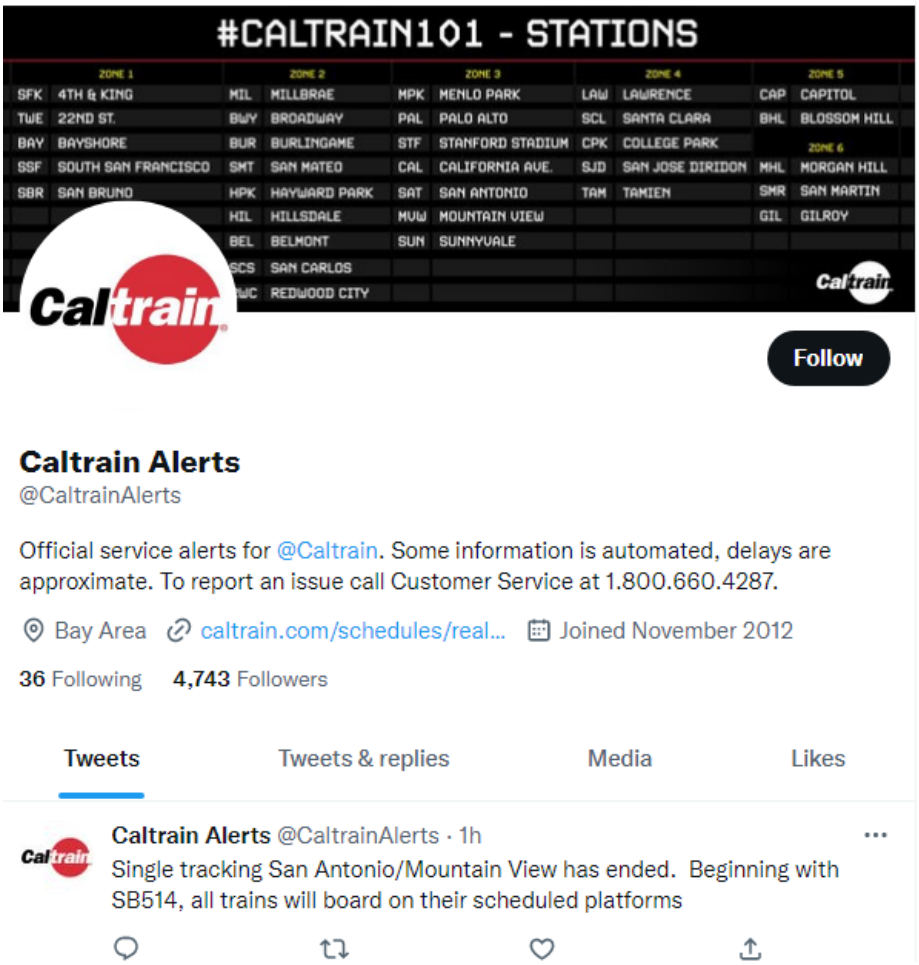
El publico puede enviar comentarios antes de la audiencia, mediante el formulario en línea de www.caltrain.com/athertonclosure, o por correo regular, electrónico o por teléfono:

Board Secretary (Secretaría)
Peninsula Corridor Joint Powers Board
P.O. Box 3006, San Carlos, CA 94070-1306
Changes@caltrain.com 1.800.660.4287 (TTY 650.508.6448)

Para solicitar servicios de traducción o interpretación, sírvase llamar a Caltrain al teléfono 1.800.660.4287 con tres días de anticipación como mínimo | 如需翻譯，請在 1.800.660.4287.

7/17, 7/24/20
CNS-3379686#
EL OBSERVADOR

Appendix 2: Social Media



nextdoor

Sign in

San Mateo County Transit District **is on Nextdoor, the neighborhood hub.**

Sign up for Nextdoor

California
/ San Mateo County
/ San Mateo County Public Agencies
/ San Mateo County Transit District

San Mateo County Transit District

The San Mateo County Transit District is the administrative body for the principal public transit and transportation programs in San Mateo County: SamTrans bus service, including Redi-Wheels paratransit service, Caltrain commuter rail and the San Mateo County Transportation Authority.

samtrans.com

More info…

Subscribe

Activity

Caltrain Hillsdale Station - Southbound Platform Closure

Government & Community Affairs Lori Low from San Mateo County Transit District · 8 Apr 20

Dear Caltrain Neighbor,

As San Mateo's 25th Avenue Grade Separation Project progresses toward its goals to improve safety, and reduce traffic congestion and train horn noise, there will be some upcoming impacts. Due to COVID-19 and shelter in place, train service has been reduced; therefore, starting this Friday, April 10, 2020, trains will single-track through the Hillsdale Station. This will allow for the removal of the southbound platform, which will close east/west pedestrian access through the station. Riders can continue to access trains from the northbound platform.

Construction crews will also start shifting track, as well as construct a tie-in, and work on the new Hillsdale Station. Construction hours will be from 7:00 a.m. to 6:00 p.m. Thank you for your patience while this work occurs.

Please note Hillsdale Station will temporarily close due to construction on May 16, 2020. Visit www.caltrain.com/HillsdaleTempClosure for more information.

How to Stay Informed

Caltrain offers a weekly notice for those interested in the latest construction activities. To sign-up for the weekly construction notice or for more information visit www.caltrain.com/25thgs.

For questions about the project, please call the Caltrain Customer Service at 800.660.4287 or email SMGradeSep@caltrain.com.

About the 25th Avenue Grade Separation Project

Caltrain, in cooperation with the City of San Mateo, is improving safety, traffic flow, and reducing train horn noise in the City. The project will separate the railroad tracks from the road at E. 25th Avenue, create two new east-west connections at 28th and 31st Avenues, and build a new Hillsdale Station with updated amenities to better serve the community.

Temporary Hillsdale Station Closure

CALTRAIN.COM

8 Apr 20 · Subscribers of San Mateo County Transit District in 5 neighborhoods in General

THANK

REPLY

Appendix 3: Caltrain News Release

November 9, 2022

Media Contact: Mahmoud Abunie, 650.730.6201

Caltrain to Deliver Opera Aficionados to La Traviata

Opera enthusiasts will have three acts to enjoy Opera at the Park on Friday, November 11, by taking Caltrain to Oracle Park. Caltrain will operate at its normal weekday schedule as the last train will depart at 12:05 a.m.

Riders are encouraged to check the schedule for service to and from San Francisco Station ensure they are at the platform with a paid ticket before trains arrive and depart.

Given the large crowds expected, riders are encouraged to purchase a Day Pass through the Caltrain mobile app or use Clipper to avoid lines at ticket vending machines. Riders using the mobile app must purchase their ticket on the day of the game for it to be valid. Caltrain is a proof-of-payment system; tickets are not sold onboard trains but can be purchased at station ticket machines.

Parking at Caltrain stations costs $5.50 for the day, and permits can be purchased using the Caltrain mobile app or through ticket machines onsite. The mobile app can be used immediately after parking, as it requires a space number. Paid parking rules are enforced throughout the day.

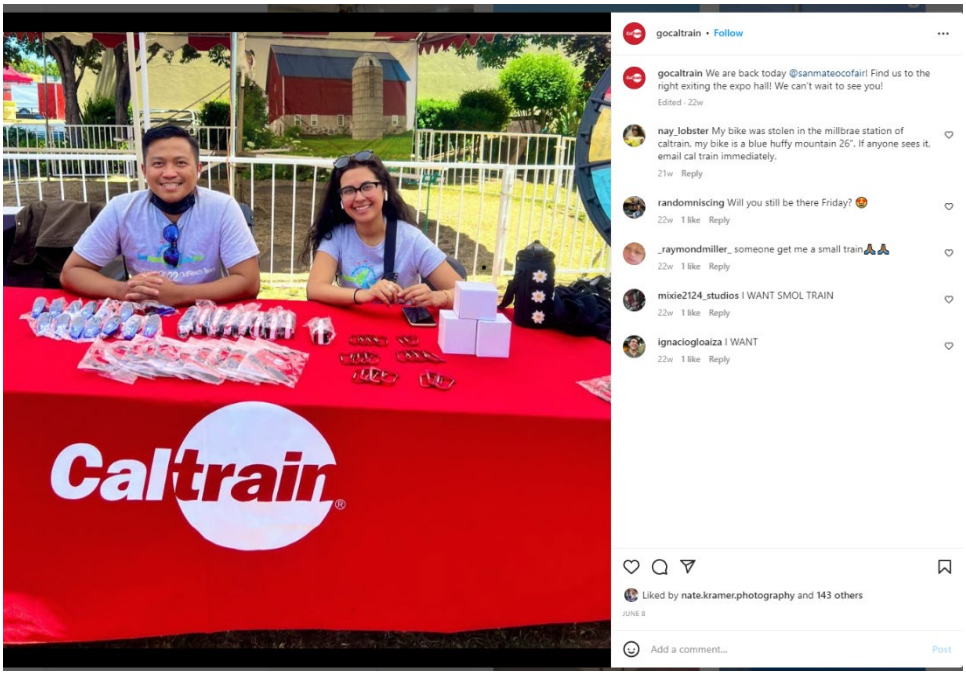
Caltrain reminds customers that open alcoholic beverages are prohibited on the trains beginning at 9 p.m. on special event days and nights. Caltrain encourages riders to wear a face covering while on board.

For more information about Caltrain schedules and fares or for help planning your trip, call Caltrain Customer Service at 1.800.660.4287 (TTY 650.508.6448) or visit www.caltrain.com.

###

About Caltrain: Owned and operated by the Peninsula Corridor Joint Powers Board, Caltrain provides rail service from San Francisco to San Jose, with commute service to Gilroy. Serving the region since 1863, Caltrain is the oldest continually operating rail system west of the Mississippi. Looking to the future, Caltrain is set to electrify the corridor by 2024, which will reduce diesel emissions and add more service to more stations while advancing the agency's equity goals.
Follow Caltrain on Facebook and Twitter.

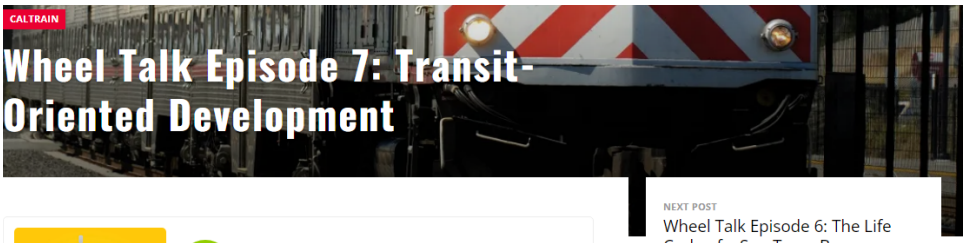
Appendix 4: Caltrain Outreach



Appendix 5: Special Event Service – SF Giants Service (Brochure)

Appendix 7: Wheel Talk (Podcast) WheelTalk Podcast

[Wheel Talk Episode 7: Transit-Oriented Development – Peninsula Moves!]



View all episodes: http://www.buzzsprout.com/591640

SamTrans' Director of Real Estate and Property Development, Brian Fitzpatrick, offers insight into the District's land use over the years along with Caltrain's new transit-oriented development policy (or as we loving call it, "Tod") and what it means for the agency's future.

TRANSCRIPT:

DAN LIEBERMAN: Welcome to Wheel Talk.

ALEX EISENHART: A show where we dive into the inner workings of Caltrain, samTrans and the San Mateo County Transportation Authority, where your friendly neighborhood public servants and hosts, Alex Eisenhart.

LIEBERMAN: And Dan Lieberman. Join us as we take a wonky ride through the world of transportation and the work we do to keep you moving.

NEXT POST
Wheel Talk Episode 6: The Life Cycle of a SamTrans Bus

PREVIOUS POST
The FLX Shuttle Returns to Linda Mar

Caltrain on Twitter

Tweets from @Caltrain

Caltrain @Caltrain · 6h

.@lizzo fans let's ride Caltrain to see her at @ChaseCenter this Saturday, November 12th!

More here: caltrain.com/news/caltrain-...

Appendix 8: Peninsula Moves – SamTrans / Caltrain/ TA (Blog)

In the event of a power outage, Caltrain stations systems like lighting, ticket vending machines, Clipper Card readers, electronic platform signage and audio announcements may become inoperable.

In such cases, Caltrain service will continue to function safely. Operational impacts from a power outage would be limited because track systems are equipped with backup power sources and failsafe measures in the event of a power failure. Occasionally power outages will be the result of planned Public Safety Power Shutoffs, which are governed by PG&E. Track systems impacted by such outages will be field-monitored to ensure systems are continuing to function properly.

NEXT POST
Wheel Talk Episode 1: Rail Safety

PREVIOUS POST
Wheel Talk Episode 2: Measure W

Appendix 9: Caltrain Take One (Notices)

Caltrain

Transit safety is our priority!

Join us as we talk about harassment on public transit and what we can do to create a safe space in San Mateo County.

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Wednesday, February 16, 2022
Wednesday, February 23, 2022
Wednesday, March16, 2022
Wednesday, March 23, 2022

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PENINSULA CONFLICT RESOLUTION CENTER

1/16/22

Limited English Proficiency (LEP) Language Assistance Plan (LAP)

Prepared by
NWC Partners, Inc.
with
CDM Smith, Inc.
October 2013
Revised by the JPB October 2022

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Executive Summary

Title VI prohibits discrimination by recipients of Federal financial assistance on the basis of race, color, or national origin, including the denial of meaningful access for limited English proficient (LEP) people. As a recipient of Federal funds, the Peninsula Corridor Joint Powers Board ("JPB," owner and operator of the Caltrain commuter rail service) must "take reasonable steps to ensure meaningful access to their programs and activities by LEP persons."[1]

On August 11, 2000, the President signed Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" that requires Federal agencies and recipients of Federal funds to examine the services they provide, identify any need for services to those with limited English proficiency (LEP), and develop and implement a system to provide those needed services so that LEP persons can have meaningful access to them. Further guidance was provided in 2012 with the release of the Federal Transit Administration (FTA) Circular – FTA C 4702.1B — that further codified the FTA's objective to "promote full and fair participation in public transportation decision-making without regard to race, color, or national origin; and ensure meaningful access to transit-related programs and activities by persons with limited English proficiency." [2]

As a means of ensuring this access, the FTA Office of Civil Rights has created a handbook for public transportation agencies that provides step-by-step instructions for conducting the required LEP needs assessment and developing a Language Assistance Plan. The Language Assistance Plan becomes a blueprint for ensuring that language does not present a barrier to access to the agency's programs and activities.

To develop the Language Assistance Plan necessary to comply with the guidance, an individualized agency assessment is required that balances the following four factors:

1. The number or proportion of LEP persons eligible to be served or likely to encounter a program, activity, or service of the recipient or grantee;
2. The frequency with which LEP individuals come in contact with the program;
3. The nature and importance of the program, activity, or service provided by the recipient to people's lives; and
4. The resources available to the recipient and costs for translation services.

To ensure compliance with federal guidance, the JPB has revised its Limited English Proficiency Language Assistance Plan (LEP/LAP) to continue to ensure that no member of its riding public is left underserved due to a limited ability to speak, read, write, and understand English. The JPB believes in the rights of all residents within its community, and wholeheartedly supports the goal of providing meaningful access to its services by LEP persons. Given the diverse nature of the Caltrain service area, eliminating the barrier to persons of limited-English-speaking abilities

[1] Federal Register Volume 70, Number 239 (Wednesday, December 14, 2005)

[2] FTA Circular 4702.1B- TITLE VI REQUIREMENTS AND GUIDELINES FOR FEDERAL TRANSIT ADMINISTRATION RECIPIENTS, October 1, 2012.

will have a positive impact not only on LEP individuals themselves, but also on Caltrain ridership in general.

Agency Background

Caltrain provides commuter rail service along the San Francisco Peninsula, through the South Bay to San Jose and Gilroy. The San Francisco and San Jose Railroad Company began passenger rail service on the Peninsula in 1863. The system known today as Caltrain had its start in 1992, when the Peninsula Corridor Joint Powers Board took over the operation of the train. It operates within three diverse counties: San Francisco, San Mateo, and Santa Clara. Caltrain is governed by the Peninsula Corridor Joint Powers Board (JPB), which consists of agencies from the three Caltrain counties. The member agencies are: the City and County of San Francisco, San Mateo County Transit District, and the Santa Clara Valley Transportation Authority (VTA). Caltrain's service area population is over 3 million and approximately 625 square miles.

Caltrain has 29 regular stops, one special event-only stop (Stanford Stadium), and one weekend-only stop (Broadway). There are three main types of services provided: Local service, which stops along all of the 29 regular stations; Limited-stop service that operates in the peak periods and bypasses some of the local stops; and Baby Bullet service, which only stops at 6 stations in the peak period between San Francisco and San Jose Diridon station. There is also special service provided for football games at Stanford Stadium. Currently, Caltrain operates 104 weekday trains and 64 weekend trips. In FY 2021, Caltrain caried approximately 1.3 passengers per year

Plan Methodology

A variety of data for the three counties within the Caltrain service area was combined to form the basis of the Caltrain LAP development. To provide a current and comprehensive LAP, both pre-pandemic (2019) and data from FY 2020 – FY 2021 was used. This included Census data, information from the Department of Education Language Learner data set, a Caltrain On-Board Survey (October 2019), a Pandemic Ridership Survey (2020) and Service Change Survey (2021), and information obtained through the Community Based Organization (CBO) Go-Pass Pilot Survey.

Because Caltrain provides commuter rail service within three counties—each with their own robust bus and rail transit operators (San Francisco Municipal Transportation Agency (SFMTA), SamTrans, and Valley Transportation Authority (VTA))—the original Caltrain Four-Factor analysis considered the significant level of outreach that had already been undertaken by the transit operators in the service area to complete their individual LAPs. The three transit agencies' outreach represents a comprehensive engagement with LEP communities who use transit in the service area and there was extensive information available directly from LEP communities about the importance of transit and the methods of outreach and communication that they would prefer. This update uses direct outreach to CBOs to inform the plan and to provide new considerations for language assistance measures as well as preferred methods of communication in order to ensure that language is not a barrier to Caltrain's programs and services.

The plan was also informed by the existing translations being provided through the Caltrain website, onboard the trains and at the stations, through the call-center Language Line, and through the customer service and train personnel that provide front line interaction with Caltrain riders. These employees were also consulted to help assess prior experiences with LEP individuals through an employee survey devised to seek information about the frequency of contact with LEP individuals.

Plan Key Findings

Based on the Four-Factor analysis, the most frequently encountered languages have been broken down into the following three categories:

- Tier One Languages: Spanish and Chinese (Mandarin and Cantonese)
- Tier Two Languages: Vietnamese, Tagalog, Korean, and Russian
- Tier Three "Safe Harbor" Languages for vital document translation in addition to those listed above: Arabic, French and German,

Spanish remains the most predominantly spoken language within the service area and within the Caltrain rider population. However, Chinese, including both Mandarin and Cantonese, is also widely used and above the 5% threshold for Safe Harbor.[3] As a result, while other languages should be considered for translation assistance, as reflected in the Language Assistance Plan, continued care should be taken to translate information into Spanish and Chinese to ensure that these language speakers are not presented with barriers to access Caltrain's services and programs based on their English language ability. Other languages, including those falling under the "Safe Harbor" provision, should be provided translation services as funding permits or if required by federal regulations.

Additionally, while Caltrain continues its commitment for language assistance to LEP riders, ensuring that employees understand how to access language assistance remains a goal that will require additional effort.

[3] Chinese includes Cantonese and Mandarin and can include the same written text. Currently, Caltrain uses Simplified Chinese, but will also use Traditional Chinese with community input or communities that are known to only read Traditional Chinese.

Limited English Proficiency:

Factor 1: Determine the number or proportion of LEP persons in the service area who may be served or are likely to encounter a Caltrain program, activity or service

The first step in the Language Assistance Plan development process is to quantify the number of persons in the service area who do not speak English fluently and would benefit from language assistance. This process includes examining the agency's prior experience with LEP populations, using Census data to identify concentrations of LEP persons in the service area, using alternate data sources to help in the analysis, and including data gathered from reaching out to Community Based Organizations that serve LEP populations to assess the unique needs of LEP populations.

Service Area Boundaries

In attempting to isolate the likely populations for consideration, the 2019 Caltrain Triennial Survey was consulted to determine the catchment areas of Caltrain riders. The survey was conducted in 2019 and represents a higher ridership base before the COVID-19 pandemic.

Table 1: Distance from Home to Station (Q12)

Distance	2019
Less than 1 mile	18.5%
1-5 miles	51.8%
6-10 miles	9.3%
11-20 miles	6.9%
21 miles or more	13.4%
TOTAL:	100%
Average:	8.19 miles
Median:	2.00 miles

Using the average distance from home based on data from the last two survey years, a 5-mile buffer was drawn from the Caltrain line. Under this approach, very few areas of the three counties were excluded from consideration. Consequently, the entire three counties were used as the service area for the Caltrain LEP analysis. Map 1 provides a three-county map of the Caltrain line and stations that form the geographic basis of the analysis.

Map 1: Caltrain Service Area and Stations

Data Sources

A variety of data were consulted to determine the most prevalent languages spoken in the service area, as well as those that may benefit from language assistance. This included:

- United States Census
- American Community Survey 2020 five-year sample languages of people that speak English less than "Very Well"
- California Department of Education (English Language Learners) for 2021/2022
- Caltrain 2019 Triennial On-Board Survey
- Caltrain 2020 Pandemic Survey
- Caltrain 2021 Service Change Survey
- Caltrain 2022 Community Service Organizations Survey

Data Analysis

Using data from the American Community Survey (ACS) 5-year sample (2020) within the three-county Caltrain service area, the estimated percentage of the population that indicated they speak English "Less than Very Well" is approximately 22.65%. This is an increase from 19.59% reported in the 2019 Caltrain LAP. Table 2 presents the breakdown by language for those within the service area that speak English Very Well and Less Than Very Well. Based on the information, the most prevalent languages spoken in the Caltrain service area are Spanish, Chinese, and Vietnamese, with each language representing greater than 1% of the service area population.

Because the Department of Transportation (DOT) guidelines regarding "Safe Harbor Provision" for translation of written materials requires the identification of "Safe Harbor Languages," careful attention must be paid to the absolute numbers as well as the percentage of the population that do not speak English in the development of the LEP Plan. FTA Circular 4702.1B states the following with respect to the Safe Harbor Provision:

> *The Safe Harbor Provision stipulates that, if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient's written translation obligations. Translation of non-vital documents, if needed, can be provided orally. If there are fewer than 50 persons in a language group that reaches the five percent (5%) trigger, the recipient is not required to translate vital written materials but should provide written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost.*

Due to ACS data available, 9 distinct languages were identified as having more than 1,000 persons who speak English less than "Very Well" and would qualify as "Safe Harbor languages". However, the ACS data does not include Japanese, Hindi, Telegu, Mon-Khmer, Gujarati, Hindi, Urdu, Portuguese, Italian, and Farsi which have been Safe Harbor Languages for the Caltrain Service area in the past. However, Caltrain will continue to provide Title VI information in these 11 other discrete languages. According to federal guidance, vital written documents include,

but are not limited to, consent and complaint forms; intake and application forms with the potential for important consequences; written notices of rights; notices of denials, losses, or decreases in benefits or services; and notices advising LEP individuals of free language assistance services.[4] The Safe Harbor list does not include seven groups of languages (such as, "Other Pacific Island Languages") that also have more than 1,000 individuals represented, as there are no discrete languages represented by these groups.

The Safe Harbor Languages are indicated in bold on Table 2. It is important to note that due to the size of the service area, the 1,000-person Safe Harbor threshold can sometimes represent a very small percentage of the overall population. For instance, while almost 2,000 French speakers speak English "Less Than Very Well," this equates to about 0.08% of the total population in the service area. Regardless, this language constitutes more than 1,000 individuals and would qualify for "Safe Harbor Provisions" along with several other languages that represent less than 1% of the service area population.

Table 2: Three County LEP Populations by Language

Language	Total Caltrain Service	Speak English "very well"	Speak English less than "very well"	% Less than Very Well
Spanish	531,103	327,771	203,332	6.04%
Chinese (incl. Mandarin, Cantonese)	385,363	187,436	197,927	5.88%
Vietnamese	137,306	54,154	83,152	2.47%
Tagalog (incl. Filipino)	122,865	79,353	43,512	1.29%
Other Indo-European languages:	179,679	144,095	35,584	1.06%
Other Asian and Pacific Island languages	123,635	89,381	34,254	1.02%
Russian, Polish, or other Slavic languages	48,461	30,994	17,467	0.52%
Korean	35,517	20,373	15,144	0.45%
Other and unspecified languages	26,277	19,893	6,384	0.19%
Arabic	16,841	13,121	3,720	0.11%
French, Haitian, or Cajun	24,968	22,202	2,766	0.08%
German or other West Germanic languages	19,471	17,951	1,520	0.05%

Source: US Census American Community 2020 5 Year Community Survey Table C16001

[4] FTA Circular 4702.1B

Additional data points were also analyzed using the American Community Survey (ACS) 5-year sample to help understand the percentage of the community that may be affected by language barriers. The Census defines a “linguistically isolated” household as one in which no member over the age of 14 years old speaks English only or the household members speak a non-English language and don’t speak English "very well." Individuals in these households may face significant language barriers because they may not be able to rely on an adult relative who speaks English well to provide translation assistance. Table 3 shows that approximately 11% of the households would be considered linguistically isolated. Table 4 provides the information for Linguistic Isolation by county. Figures may not add to 100% due to sampling variability.

Table 3: Linguistically Isolated Households in Caltrain Service Area

Linguistically Isolated Households	Estimate Average
All Considered "Linguistically Isolated”	10.5%
Households Speaking--	
• Spanish	19.4%
• Other Indo-European languages	13.1%
• Asian and Pacific Island languages	27.0%
• Other languages	11.5%

Source: 2020 5-year US Census American Community Survey Table S1602

Table 4: Percentages of Linguistically Isolated Households by County

Linguistically Isolated Households	San Francisco	San Mateo	Santa Clara
Considered Linguistically Isolated	10.9%	7.5%	10.4%
• Spanish	16.8%	17.0%	14.6%
• Other Indo European	13.2%	11.0%	9.7%
• Asian and Pacific Islander	32.9%	18.6%	24.5%
• Other Languages	15.7%	10.0%	12.8%

Source: 2020 5-year US Census American Community Survey Table S1602

GIS Analysis of the American Community Survey 2020

To better understand the location of the LEP concentrations, the analysis also includes a Geographic Information Systems (GIS) analysis of the ACS survey data. The data provides tract-level information to provide a geographic picture of where concentrations of LEP individuals live within the service area. The following maps 2 through 10 provide a GIS view of the concentrations of LEP populations for the following top six discrete languages from the ACS data that represent greater than 10,000 individuals per language who speak English “Less Than Very Well”:

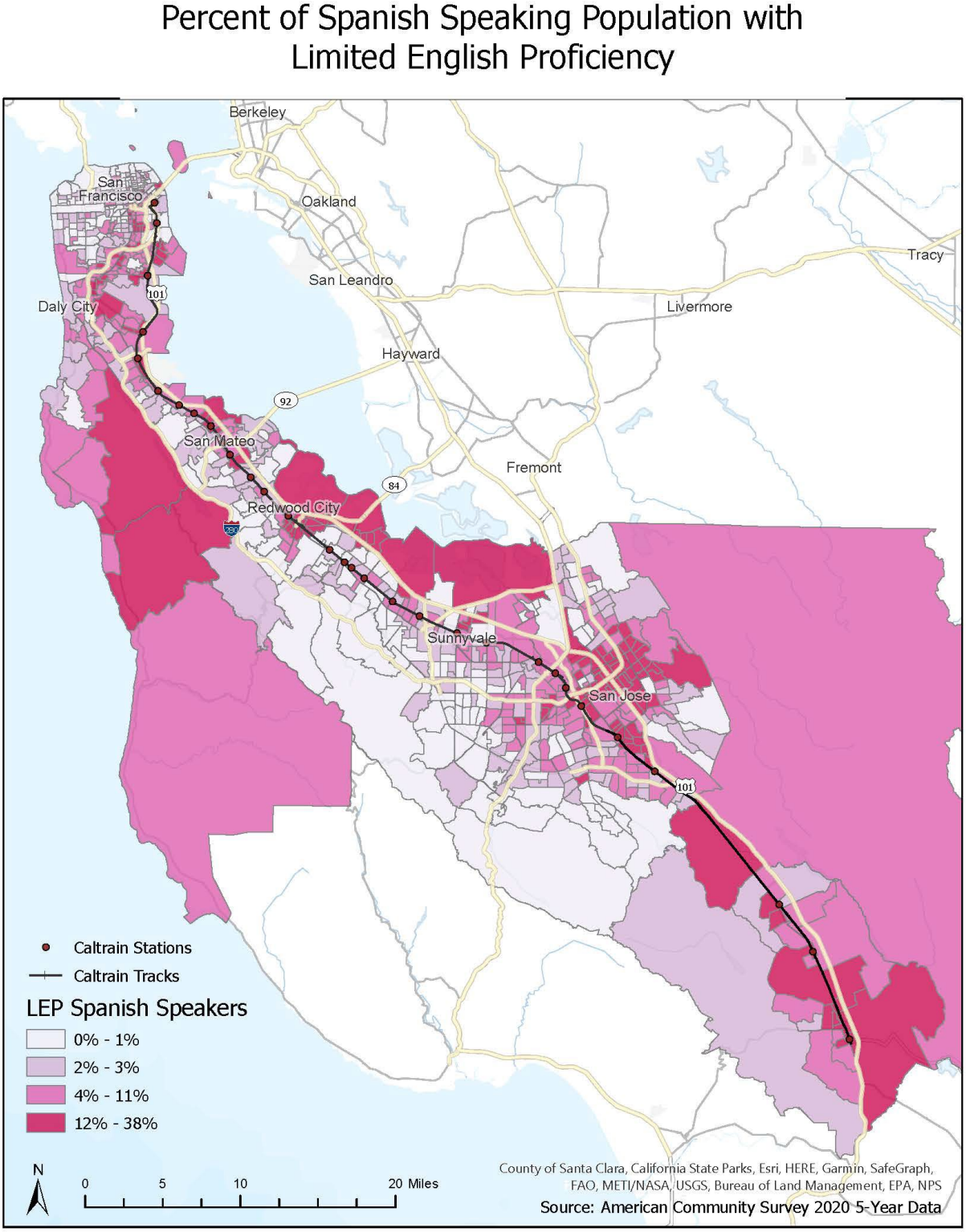
- Spanish or Spanish Creole
- Chinese
- Vietnamese
- Tagalog

- Korean
- Russian

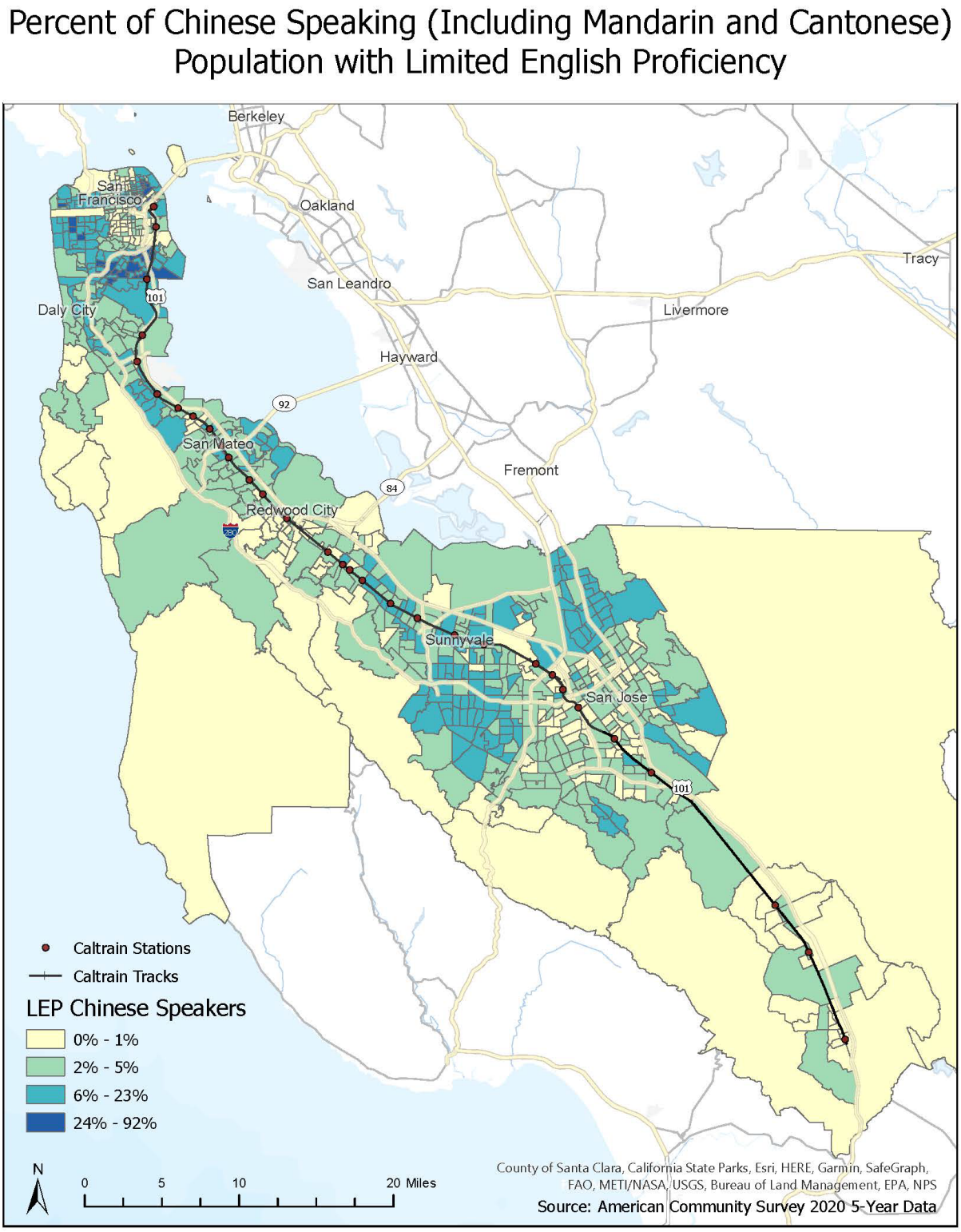
While the maps contained within this report provide a broad overview within the service area, they can be used by Caltrain staff in their electronic form, allowing the agency to “zoom-in” to see the data represented at a more relevant level. For example, if planners were anticipating conducting an information campaign at a particular station, staff could review the areas adjacent to the station to determine what languages will need to be highlighted.

2

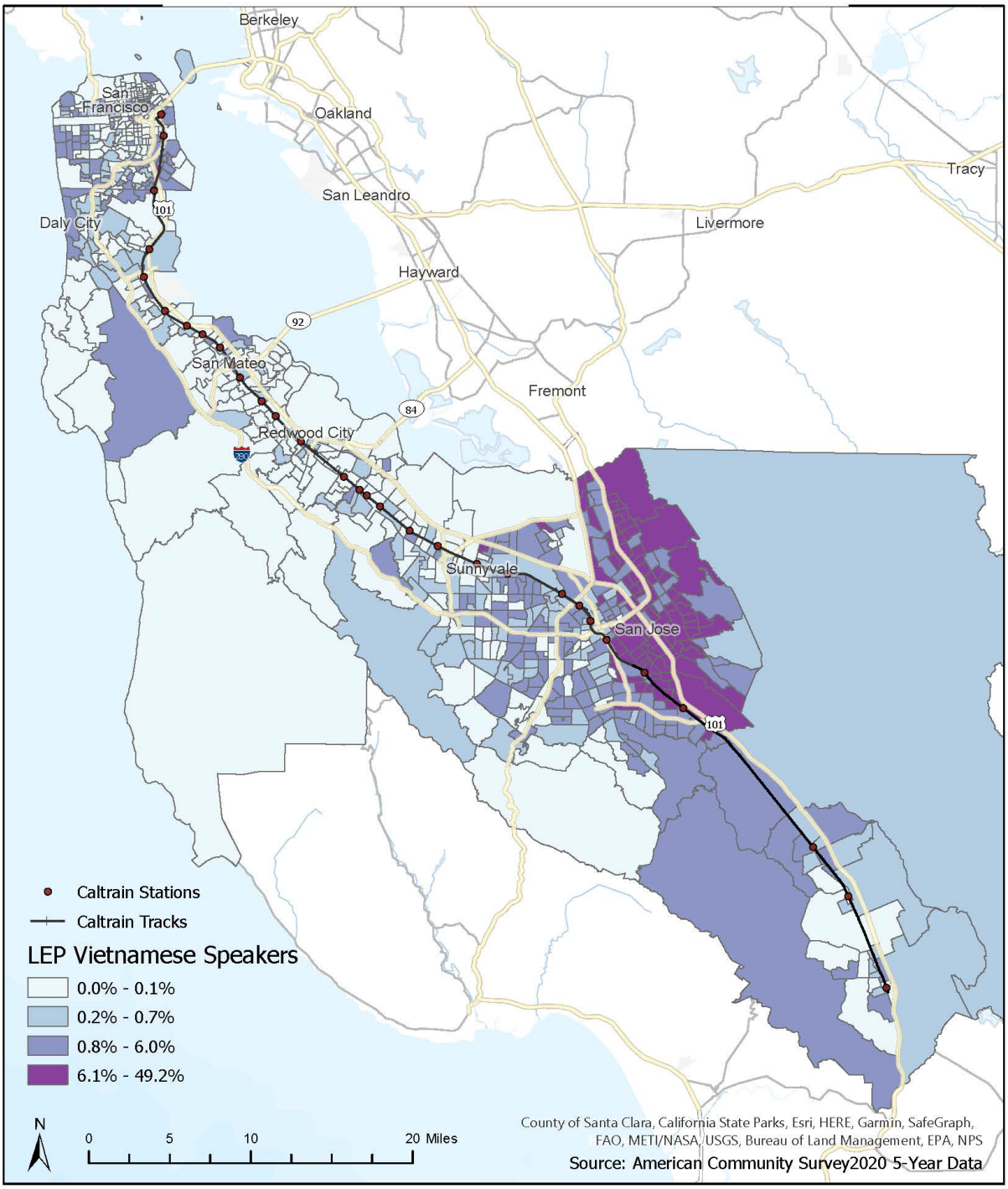
Map 2: Caltrain Service Area Spanish LEP Concentrations



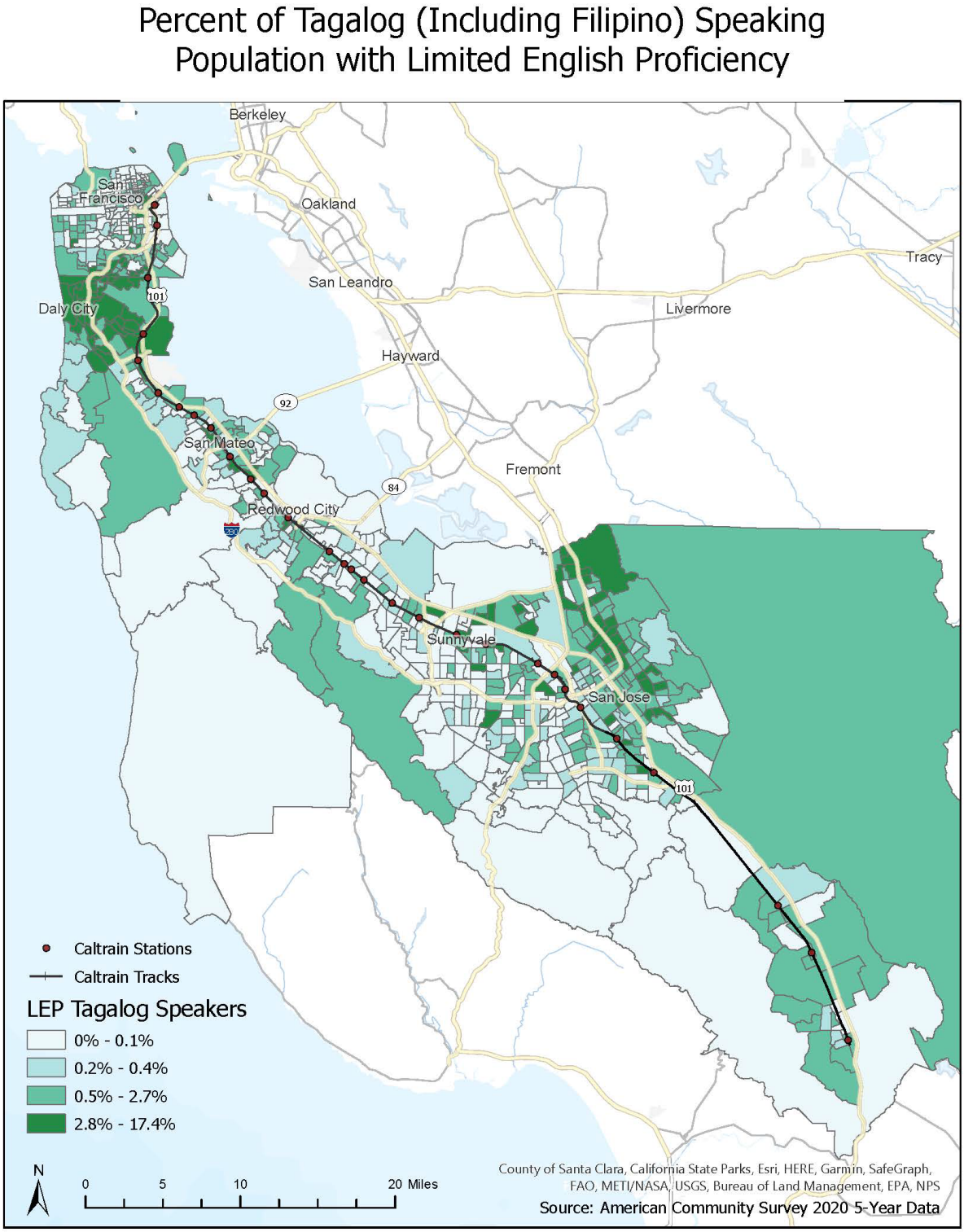
Map 3: Caltrain Service Area Chinese LEP Concentrations



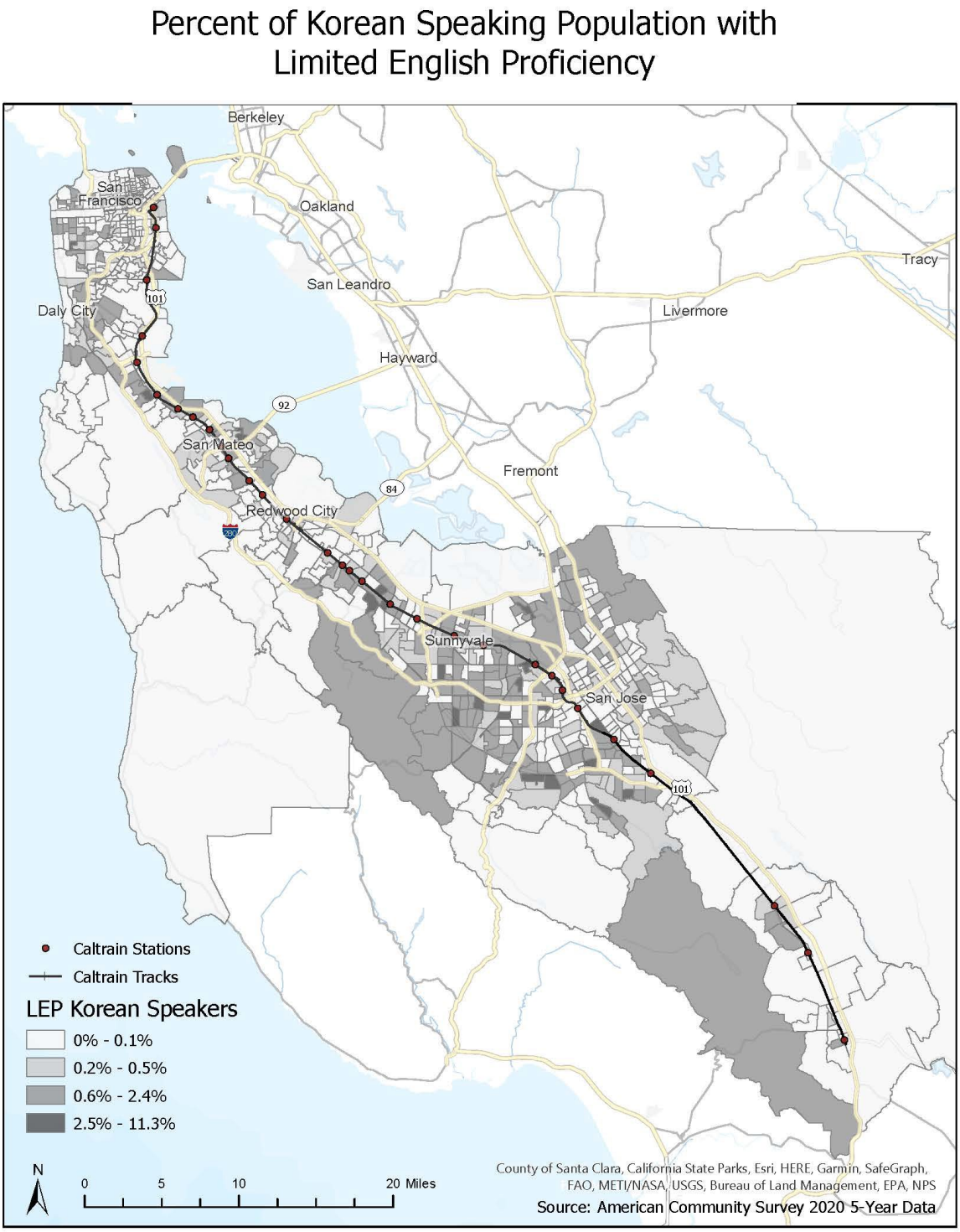
Map 4: Caltrain Service Area Vietnamese LEP Concentrations



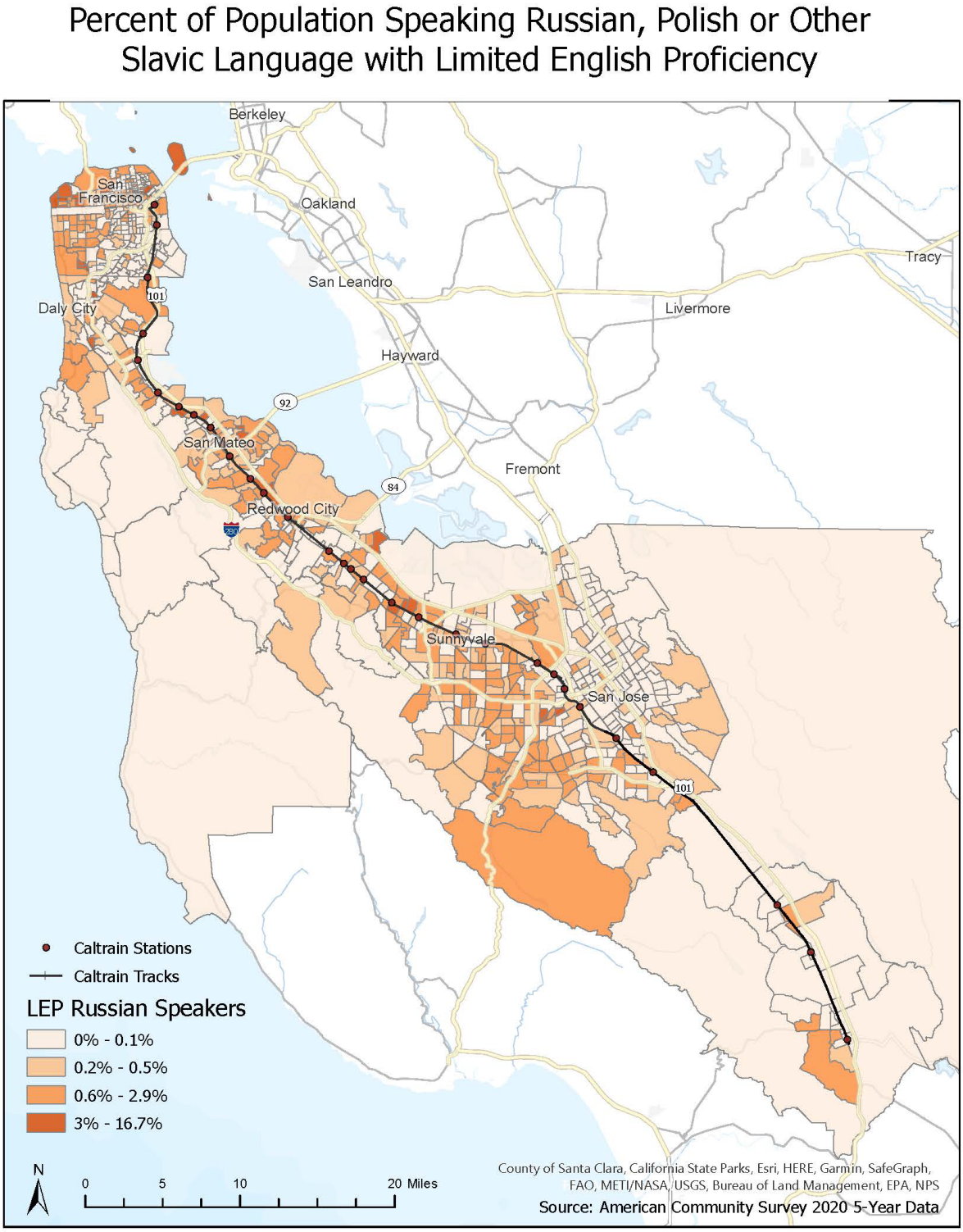
Map 5: Caltrain Service Area Tagalog LEP Concentrations



Map 6: Caltrain Service Area Korean LEP Concentrations



Map 7: Caltrain Service Area Russian, Polish, Other Slavic language LEP Concentrations



According to the guidelines set forward by the FTA, the LEP analysis should also review alternate and local sources of data. For this analysis, the California Department of Education (DOE) 2021/2022 Census of English Learners provides an overview of the primary languages of the English Learners in the service area. The English Learner survey does not provide the most useful data for the LEP analysis, as it is collected among students and not the population as a whole. However, it provides another means of cross-checking Census data analyses. It will be noted that the most common spoken languages reported are within the 20 languages identified as "Safe Harbor" languages by the Census data analysis.

Table 5 provides a breakdown of the primary language of the DOE English Learners reported for the school districts in all three counties of the Caltrain service area.

Table 5: Department of Education English Learners for San Francisco, San Mateo and Santa Clara County (2021-2022 School Year)

Language	Percentage of Total English Learners	Number of English Learners (EL)
Spanish	16.13%	9,824
Arabic	6.71%	4,090
Other non-English languages	6.58%	4,005
Filipino (Pilipino or Tagalog)	5.87%	3,575
Vietnamese	5.78%	3,522
Mandarin (Putonghua)	4.62%	2,817
Farsi (Persian)	3.44%	2,095
Russian	3.43%	2,088
Punjabi	3.31%	2,018
Cantonese	3.23%	1,965
Korean	2.75%	1,678
Portuguese	2.50%	1,524
Hindi	2.49%	1,516
Japanese	2.39%	1,456
Urdu	2.14%	1,302
Khmer (Cambodian)	2.11%	1,283
Pashto	1.60%	974
French	1.54%	941
Hmong	1.47%	893
Thai	1.22%	746
Armenian	1.19%	723
Lao	1.08%	659
Telugu	1.07%	650
Gujarati	1.01%	613
Bengali	0.99%	602

Language	Percentage of Total English Learners	Number of English Learners (EL)
Tamil	0.96%	583
Turkish	0.87%	528
German	0.69%	421
Tongan	0.66%	401
Mixteco	0.66%	399
Ukrainian	0.63%	385
Samoan	0.63%	382
Hebrew	0.59%	361
Amharic	0.59%	357
Ilocano	0.57%	348
Indonesian	0.55%	335
Burmese	0.52%	319
Italian	0.51%	308
Tigrinya	0.49%	298
Marathi	0.47%	287
Rumanian	0.44%	267
Cebuano (Visayan)	0.43%	259
Kannada	0.36%	219
Somali	0.36%	217
Polish	0.33%	201
Serbo-Croatian (Bosnian, Croatian, Serbian)	0.33%	198
Mien (Yao)	0.31%	188
Assyrian	0.29%	177
Toishanese	0.26%	161
Taiwanese	0.26%	158
Nepali	0.23%	142
Marshallese	0.22%	132
Hungarian	0.20%	124
Chaldean	0.20%	122
Kurdish (Kurdi, Kurmanji)	0.19%	113
Dutch	0.16%	100
Zapoteco	0.16%	98
Albanian	0.15%	93
Greek	0.15%	90
Bulgarian	0.15%	89
Swedish	0.13%	77
Chaozhou (Chiuchow)	0.12%	74
Uzbek	0.12%	71
Lahu	0.08%	50
Haitian (Haitian Creole)	0.08%	49

Language	Percentage of Total English Learners	Number of English Learners (EL)
Swahili	0.07%	40
Khmu	0.06%	36
Chamorro (Guamanian)	0.02%	14
Kikuyu (Gikuyu)	0.02%	13
Karen languages	0.01%	9
Oromo	0.01%	9
Kinyarwanda	0.01%	7
Mayan Languages	0.01%	6
Kachin (Jingpho)	0.01%	5
Kashmiri	0.01%	4
Creoles and pidgins, French-based	0.00%	3
Mongolian	0.00%	3
Lingala	0.00%	2
Malayalam	0.00%	2
Afrikaans	0.00%	1
Afro-Asiatic languages	0.00%	1
Central American Indian Languages	0.00%	1
Czech	0.00%	1
Danish	0.00%	1
Dinka	0.00%	1
Fijian	0.00%	1
Hawaiian	0.00%	1
Iranian Languages	0.00%	1
Latvian	0.00%	1
Malay	0.00%	1
Navajo; Navaho	0.00%	1
North American Indian Languages	0.00%	1
Norwegian	0.00%	1
Slovak	0.00%	1
Twi	0.00%	1
Yoruba	0.00%	1

Caltrain Rider Data

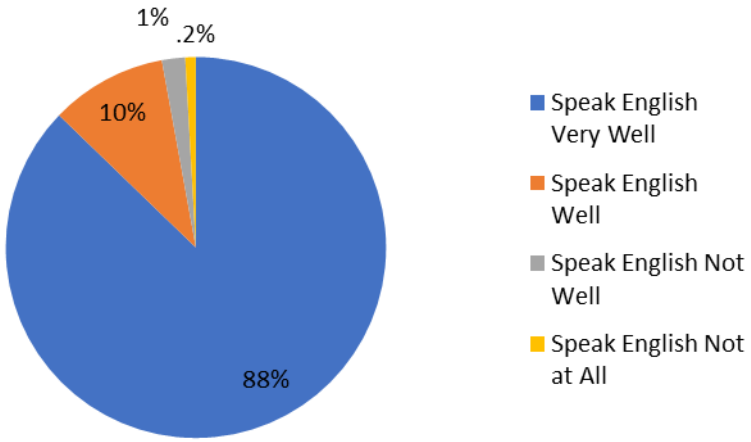
In addition to reviewing Census and other pertinent available data, it is also helpful to view any available data collected by Caltrain about its ridership regarding its prior experience with LEP individuals and their needs. Two important sources are the Language Line Usage data and the Caltrain ridership surveys.

The Caltrain 2019 Triennial On-Board Survey contains the most comprehensive information for rider characteristics. However, Caltrain ridership drastically changed due to the COVID-19

pandemic and shelter-in-place orders. Therefore, more recent surveys such as the Caltrain 2020 Pandemic Survey and Caltrain 2021 Service Planning surveys are also referenced when similar data is available. The use of these surveys is helpful to compare how ridership has changed and the potential needs of language access planning if Caltrain retains pre-pandemic ridership.

Caltrain 2019 Triennial On-Board Survey

According to the report, almost all riders (98%) speak English "Well" or "Very Well."[5] Ten percent (10%) indicate that they speak English "Well," while about 1% indicate that they either speak English "Not Well" or "Not at all." This is similar to the data reported in the last Title VI program using the 2016 data. When asked about personal English use, the following response percentages were reported.



The survey questionnaire also asked about "English Spoken in the Home," which can provide additional information about the rider that may or may not need language assistance. In this case, 78% of the riders indicate that English is spoken in the home "Very Well" with 13% of the riders indicating that English is spoken "Well" and about 8.4% indicate that English is spoken "Not Well" or "Not at All." A breakdown of this question is below in Table 6.

[5] Ibid

Table 7: Languages Spoken in the Home – Triennial On-Board Survey

In 2019, Respondents to the survey speak 77 languages in their homes. While 85% of respondents speak English, in their homes, 11% speak Spanish, 10% speak Mandarin, and 7% Hindi or other Indian languages

	2019 Total	2019 Weekday Peak	2019 Weekday Off-peak	2019 Weekend
Base (All Respondents)	5,50	4,212	890	452
	%	%	%	%
English	85	86	82	84
Spanish	11	10	15	15
Mandarin	10	10	10	11
Hindi Or Other Indian Languages	7	7	7	5
Cantonese	3	3	4	3
Tagalog	2	2	2	3
Vietnamese	2	2	1	2
Russian	1	1	2	2
French	1	1	2	1
Japanese	1	1	2	1
Korean	1	1	2	2
Tamil	1	1	<1	1
German	1	1	1	1
Other	1	1	1	<1
Portuguese	1	1	1	1
Telegu	1	1	1	<1
Farsi (Persian)	1	1	<1	<1

Source: Caltrain Triennial On-Board Survey 2019 Q24

2021 Caltrain Service Planning Survey

A similar question was in the 2021 Caltrain Service Planning (Q73) on languages spoken at home. Multiple answers were accepted for this question. Thirty percent (30%) of survey respondents indicated they spoke another language other than English at home. Of those respondents, 83% indicated that they also used English at home. The 2021 survey did not assess English proficiency. The 2021 survey indicates a much higher percentage of Spanish speakers out of rider respondents. A breakdown of this question is below in Table 7.

Table 8: Languages Spoken in the Home – Caltrain Service Planning Survey

	2021 Total
Base (All Respondents)	690
	%
English	83
Spanish	54
Mandarin	8
Hindi Or Other Indian Languages	3
Cantonese	7
Tagalog	2
Vietnamese	4
Russian	4
Japanese	4
Korean	2
Arabic	2
Other	18

Language Line Data

Caltrain call-in Customer Service provides Language Line assistance for those needing translation services. The information contained in Table 9 below, provides the number of calls that used Language Line services. This provides a good corroboration of the languages that are most often used by individuals seeking language assistance. Interpretation services for Caltrain callers are also provided by in-house staff persons who are paid a stipend for interpretation services. These services are currently not tracked.

Between 2020 and 2022 over 200,000 customer service calls were received annually, including those requesting language line assistance. Both Caltrain and SamTrans customers' calls are received at the same Customer Service Center, and Language Line calls are not differentiated between the two transit providers. When viewing these numbers in total, total telephonic interpretations requested amount to about 2.4 % of all Call Center calls, provided in Table 10.

Table 9: Language Line Usage from August 1, 2020, to August 31, 2022

Languages	Language Line Translations (2020-2022)
SPANISH	3,235
MANDARIN	397
CANTONESE	221
RUSSIAN	83
BURMESE	68
TAGALOG	50

ARABIC	28
VIETNAMESE	16
PORTUGUESE	13
FARSI	10
HINDI	10
JAPANESE	10
KOREAN	10
TONGAN	5
GERMAN	4
PORTUGUESE BRAZILIAN	3
CROATIAN	2
FRENCH	2
ITALIAN	2
PUNJABI	2
THAI	2
TOISHANESE	2
TURKISH	2
DANISH	1
ILOCANO	1
SERBIAN	1
URDU	1

Table 10: Total Calls to Translations August 1, 2020 through August 31, 2022

Languages	Annual Estimated Calls and Translations
All Calls	172, 603
All translations	4,181
Percent of all calls translated	2.42%

Factor 1 Findings:

Factor 1 of the LEP Plan was studied to assess the proportion of LEP individuals that may encounter or use the Caltrain services. Several data sources were used to inform the conclusions, including the American Community Survey (Census), the California Department of Education English Learners data, and information from the most recent Caltrain surveys. Additionally, data on use of existing translation services provided through the Caltrain customer service department was also viewed to verify the top languages. By consulting a number of data sources, the findings reveal the following about languages spoken in the Caltrain service area that will inform the Language Assistance Plan:

- 9 Discrete languages qualify under the "Safe Harbor Provision" for written materials
- Spanish, Mandarin, Cantonese, Tagalog, Vietnamese, and Russian represent the top languages spoken in the Caltrain service area
- 16 Languages represent those predominantly spoken in the home by Caltrain riders

Table 11, below, combines the outputs of the data considered and presents a ranking of the languages by the data used. The resulting top 10 highlighted languages are identified as those that should be considered for translation service. Spanish could be considered a predominant language using all data sets, as it is almost twice as prevalent as other languages. The ACS 2020 data shows that Chinese as a written language follows close behind. Caltrain should also be aware of the emerging languages in the community that are not prevalent through ridership or Census data but captured by Language Line calls requests and English Language Learner data. This includes Arabic, Burmese, and Russian.

Table 11: Top 10 Predominant Languages within Caltrain Service Area

Language	ACS 2020 5 Year	English Language Learner	On Board Survey 2019	Language Line
Spanish	1	1	1	1
Chinese (incl. Mandarin, Cantonese)	2	5 (Mandarin) 7 (Cantonese	2 (Mandarin) 4 (Cantonese)	2 (Mandarin) 3 (Cantonese)
Vietnamese	3	4	6	8
Tagalog (incl. Filipino)	4	3	5	6
Russian, Polish, or other Slavic languages	5	6	7	4
Korean	6	8	7	10
Arabic	7	2	N/A	7
French, Haitian, or Cajun	8	15	7	12
German or other West Germanic languages	9	24	7	11
Hindi or other South Asian Languages	N/A	10	3	10
Burmese	N/A	33	N/A	5
Farsi	N/A	5	7	10
Portuguese	N/A	9	7	9
Japanese	N/A	11	7	10
Tamil	N/A	22	7	N/A
Telegu	N/A	20	7	N/A

Factor 2: The frequency with which LEP Populations come in contact with Caltrain's programs activities and services

Assessing the frequency with which LEP populations come in contact with Caltrain's programs, activities, and service helps the agency determine which languages need to be considered for language services. Generally, "the more frequent the contact, the more likely enhanced language services will be needed."[6] Strategies that help serve an LEP person on a one-time basis will be very different than those that may that serve LEP persons daily. For purposes of estimating the frequency of contact with LEP individuals, Caltrain reviewed the programs and services, and analyzed data from the following sources:

- Caltrain 2019 Triennial On-Board Survey
- Caltrain 2020 Pandemic Survey
- Caltrain 2021 Service Change Survey
- Calls to Caltrain Customer Service Number and Language Line Use
- Caltrain website page views
- CBO Go Pass Data
- Review of Community Based Organization (CBO) Interactions

Caltrain Triennial On-Board Survey 2019

As noted in Factor 1, the vast majority of Caltrain riders speak English "Well" or "Very Well" (98%), while 1% speak English "Not Well," and 0.2% do not speak English at all. Knowing this helps inform the frequency that non-English speaking riders come in contact with Caltrain's services. However, when asked "How Well is English Spoken in Your Home," 21.5% responded that they come from households where English is spoken less than "Very Well"

Table 11 presents the frequency of using Caltrain for those who live in households that speak English less than "Very Well."

Table 12: Frequency of Caltrain Usage by Riders Who Speak English Less Than "Very Well" and "Well"

Frequency	Percentage
5+ days/week	12%
3-4 days/week	10.5%
1-2 2 days/week	9.9%
Less than once a week	12.5%

[6] Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons--A Handbook for Public Transportation Providers, 2007

Caltrain 2021 Service Planning Survey

In 2021, The Service Change Survey asked both lapsed and current riders the language they spoke at home; however, it did not ask about language proficiency. A majority of both lapsed (89%) and current riders (95%) indicated that they spoke English at home. Spanish is the second most spoken language among bother categories with 19% of current riders and 9% of lapsed riders. Table 12 shows the breakdown of language spoken at home.

Table 13: Percentage Breakdown of Languages Spoken at Home

Language	Current Rider	Lapsed Rider
English	95%	89%
Spanish	19%	9%
Cantonese	2%	10%
Mandarin	3%	0%
Vietnamese	1%	5%
Tagalog	1%	0%
Russian	1%	2%
Korean	1%	0%
Japanese	2%	0%
Hindi	1%	3%
Arabic	1%	0%
Other	5%	9%
(No response)	2%	5%

Language Line and Website

In addition to the Language Line information presented in Factor 1 that indicated that Spanish was the predominant language requested for translation, the JPB also compiles information from the Caltrain website regarding numbers of translations sought through the website, which offers a Google Translate option. In 2022, 94.5% of views were English. Other languages such as Chinese (0.9%) and Spanish(0.85%) had minimal interaction with the website. This could also be due to the fact that many individuals prefer to use Google Maps for transit information.

Caltrain App Data

The Caltrain mobile app was managed by a third-party company and allows riders to purchase tickets directly from their mobile phone. As of Fall 2022, there are approximately 66,000 users. In FY 2022, non-English speakers account for approximately 18% of new users. In contrast to Census, ELL, and Ridership data, German is the predominant non-English language used on the app (31,754 users) and account for 6% of new users. French is the second highest language at (21,092 users). Spanish accounts for 3% of users and Chinese at 1.5%.

CBO and LEP Outreach

In previous years, CBO and LEP outreach was conducted by all three of the main transit systems within the Caltrain service area (SFMTA, SamTrans, and VTA) and the Caltrain LEP Plan capitalized on the work completed by these agencies. This helped to ensure that the information collected and reviewed represents the best understanding of the needs of the LEP population.

For this update, Caltrain reviewed the 2022 Go Pass Community Service Organization (CSO) Donation Program survey. In 2020, Caltrain began a pilot program for private institution Go-Pass users to donate unused Go Passes to a list CSOs in the Caltrain Service Area. CSOs were identified based on their type of service provision, ties with each county's population, and Board recommendations. Each selected CSO distributed the Go Passes to their constituents. As with all Go Pass users, a survey is completed that requests information on income, English fluency, and language spoken in their home. In 2022, an evaluation was completed with feedback from CSOs on how to improve the program for their constituents.

The CSOs were identified based on their intimate ties with the counties' populations that were considered language-isolated or underrepresented for cultural, language, or income-related reasons. The outreach helped to identify the issues that LEP populations face, as well as to brainstorm ideas to improve their riding experience (as addressed in Factor 3).

CBOS have also been instrumental in outreach for the Spanish-speaking community. *Promotoras* were used in a collaborative effort with Caltrain, Redwood City, and Nuestra Casa to increase survey response and lead Spanish language outreach. Caltrain provided Spanish language training materials and received feedback from *promotoras* on materials.

Table 14 provides the CBOs that were contacted for feedback on improving language access for LEP ridership. Appendix B provides addresses for the CBOs consulted and Appendix C provides the data received from the Go Pass Survey

Table 14: CBOs Contacted and Language Constituency

CSO Name	Language Constituency
Alta Housing	Spanish, Russian, Swahili French, Filipino
Commute.org	Spanish, Filipino, Japanese, Vietnamese, Indonesian, Mandarin, Tongan, Russian
CORA - Community Overcoming Relationship Abuse	Spanish
Five Keys School and Programs	Spanish, Filipino, Swahili
Manzanita Works	Spanish, Portuguese
Nuestra Casa	Spanish, Tongan, Samoan
Palo Alto TMA	Spanish
Razing the Bar	Spanish, Pattawa, Kenyan

CSO Name	Language Constituency
Sacred Heart	Spanish, Vietnamese
Samaritan House	Spanish, Cantonese, Tagalog, Hindi, Mandarin, Tongan, Samoan,
Sunnyvale	Spanish
TMASF Connects	Spanish, Cantonese, Filipino, Burmese, Vietnamese, Mandarin, Hindi

CBO Outreach Findings

The Go Pass survey and evaluation results underscored the need for Caltrain to re-envision how CBO outreach and partnership can change to better serve limited English proficient staff. Feedback was received from throughout the Caltrain Corridor. The most common recommendations are summarized below:

- Overall, access to technology is limited. The reliance of information online creates gaps in information for individuals who are low-income and also LEP
- Of primary importance to LEP individuals are the following: transit service, information on service changes, fare changes, and additional services, including native language information at the Customer Service call center. They desire this information in their native language whenever possible.
- The use of instructional videos in multiple languages is preferred over text-heavy info sheets.
- Increase inclusion of simple language graphics or multi-use graphics to communicate with the community.
- Use of the service was not difficult, but it could be improved by native language information.
- Partnering with community leaders for advice and direction on how to best approach LEP constituencies will improve access for LEP communities.
- In-person information when requesting for input is more easily accessed with working and incorporating community centers or community leaders.
- Native-language or bilingual information in signage and brochures in stations and on vehicles (at point-of-travel) is favored as an information source.
- Conducting outreach to CBOs on an ongoing basis to determine language assistance needs would render the most comprehensive information.
- Create and fund an advisory group of CBOs to help inform and disseminate information.
- Maps and timetables in multiple languages are preferred.
- Increased multilingual community outreach events in all major cities along Caltrain corridor to gather feedback from the population on any upcoming changes. This also includes meetings at faith-based organizations or partnerships with respected community organizations.
- Audible announcements on-board vehicles and at stations should be interpreted.

Language-Specific Input

The following provides language-specific information for the top three language groups that were heard most often in the outreach with CBOs and LEP individuals. In FY 2022, rider guides were translated into Spanish and Chinese. Caltrain will seek to get additional input from the Vietnamese, Korean, and Russian speaking communities.

Those who indicated preferences for communicating in Spanish include:

- Preference for translated schedules, although LEP Spanish speakers could read the timetables.
- Preference for word-of-mouth or printed timetables.
- Prefer interpretation at public meetings if held to talk about service or fare changes.
- Prefer to receive information by the following resources/methods:
    - Newspaper: Gilroy Newspaper, El Observador, El Tecolote
    - Radio Station(s): 93.3 La Preciosa
    - TV Station(s): Univision and Telemundo
    - Other: *Promotoras* - This is a model that is used in the public health sector where laypersons are trained to provide medical information to members of their community. The same model could be applied to transit where laypersons would be used to educate residents of their respective communities about public transit issues and using public transportation.

Those who indicated preferences for communicating in Chinese include:

- Preference for translated schedules.
- Prefer interpretation at public meetings if held to talk about service or fare changes.
- Preference for Cantonese, Simplified and Traditional translations
- Prefer to receive information by the following resources/methods:
    - Newspaper: Sing Tao Daily, World Journal
    - Radio Station(s): 1400 AM
    - TV Station(s): KTSF Channel 26
    - Other: Website (Internet), Maps, Mobile Phone
    - Interface with community-based organizations that do regular outreach

Those who indicated preferences for communicating in Tagalog include:

- Preference for verbal interpretation in Tagalog; however, Tagalog speakers prefer written information in English.
- Prefer to receive information through watching the Filipino News Channel that broadcasts in Tagalog and may be a good tool to communicate important information.

Factor 3: The nature and importance of the program, activity, or service provided by the recipient to people's lives.

"The more important the activity, information, service, or program, or the greater the possible consequences of the contact to the LEP individuals, the more likely language services are needed."[7]

As previously noted, in addition to the input from outreach conducted with the CBOs, using the 2019 Caltrain On-Board rider survey also helps the agency understand the nature and importance of the Caltrain service to its riders. A little less than 50% of the riders that come from households where English is spoken less than "Very Well" take Caltrain more than 5 days a week. And, almost 72% use Caltrain more than 3 days a week. It also appears that individuals that speak English less than "Well" have limited car availability. Table 14 presents those who indicate that they speak English less than "Very Well" along with their car availability.

Table 15: Car Availability for Riders in Household based on English Proficiency

	Car Availability		
How well do you speak English	Yes	No	Percentage
Very Well	89.17	86.82%	87.99%
Well	9.91%	11.55%	10.74%
Not Well	.77%	1.33%	1.05%
Not Very Well	.15%	.30%	.23%
	Total		100%

Source: Caltrain 2019 Triennial On-Board Survey

Car Availability Where Language Other than English Spoken at Home

	Car Availability		
Language	Yes	No	Percentage
English	94%	95%	71%
Spanish	17%	22%	14%
Cantonese	3%	0%	2%
Mandarin	4%	0%	2%
Vietnamese	1%	1%	1%
Tagalog	0%	1%	0%
Russian	1%	2%	1%
Korean	1%	0%	0%
Japanese	2%	1%	1%

[7] Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons--A Handbook for Public Transportation Providers, 2007

Hindi	0%	3%	1%
Arabic	1%	1%	1%
Other	6%	5%	4%
(No response)	3%	2%	2%
		Total	**100%**

Caltrain Critical Services

Caltrain provides commuter rail service along the San Francisco Peninsula, through the South Bay to San Jose and Gilroy. Caltrain is governed by the Peninsula Corridor Joint Powers Board (JPB), which consists of three member agencies: the City and County of San Francisco, San Mateo County Transit District, and the Santa Clara Valley Transportation Authority.

Three main types of services are provided: Local service, which stops along all of the regular stations; Limited-stop service, which operates during the peak and midday periods and bypasses some of the local stops; and Baby Bullet service, which only stops at select stations during the peak period between San Francisco and San Jose Diridon station. There is also special service provided for occasional service for events on weekdays, weekends, and holidays during peak times. As of October 2022, Caltrain operates 104 weekday trips, of which 12 are "Baby Bullet" express trains, 46 are limited stop trains, and the rest are local. On the weekends, Caltrain operates 32 trains, with all local service.

In addition to train service, the following elements of the Caltrain operation could also be considered part of the services, activities, or programs that LEP populations may encounter:

- Station Information, including safety and security signage
- On-board vehicle information (announcements or printed materials)
- Television and print ads
- Customer Service Call-in Center
- Website
- Social Media – Instagram, Facebook, Twitter, and Nextdoor
- Station Access and Parking
- Ticket Vending Machines and Clipper (Regional Transit Card) Machines
- Public Hearing and Public Comment Process notices
- Construction notices

To better understand the needs of the LEP community, the Caltrain On-Board Survey was examined to see how LEP individuals may access Caltrain information or services. Table 15 provides an overview of how different language groups receive Caltrain materials.

Based on this evaluation, the top five ways that LEP populations access Caltrain information is:

- Caltrain Mobile App

- Printed Materials
- Caltrain website
- Station information boards
- Caltrain and Mobile Apps
- Conductor/Engineer

Table 16: Access to Caltrain Information by Language Spoken Less than "Very Well"

Access to Caltrain Information	English	Spanish	Cantonese	Mandarin	Hindi	Tagalog	Vietnamese	Other	Korean	Russian	Percent of All LEP Responses
Printed Material on Train	12.65%	12.82%	6.25%	11.11%	18.75%	16.67%	30.00%	0.00%	7.14%	8.70%	11.83%
Conductor	1.51%	0.00%	0.00%	2.78%	12.50%	0.00%	0.00%	0.00%	0.00%	8.70%	2.00%
Social Media	7.53%	0.00%	0.00%	8.33%	6.25%	0.00%	0.00%	12.50%	0.00%	8.70%	6.45%
Caltrain App	29.52%	38.46%	37.50%	16.67%	25.00%	33.33%	30.00%	0.00%	42.86%	26.09%	27.80%
Station Information Board	2.41%	2.56%	0.00%	0.93%	6.25%	0.00%	10.00%	0.00%	7.14%	0.00%	2.30%
Caltrain Customer Service	0.30%	2.56%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.31%
Caltrain Website	40.96%	33.33%	56.25%	52.78%	31.25%	50.00%	30.00%	75.00%	42.86%	30.43%	42.86%
Other	0.90%	2.56%	0.00%	0.93%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.92%
Apple/ Google Maps	2.11%	2.56%	0.00%	1.85%	0.00%	0.00%	0.00%	12.50%	0.00%	13.04%	3.23%
Coworkers/ Friends/ Relatives	0.30%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.15%
Grand Total	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100.00%**	**100.00%**

Source: Caltrain 2019 Triennial On-board Survey – In this survey, riders were able to choose multiple languages spoken in the home and some responses may refer to multiple riders.

Factor 3 Findings

Insofar as it is practical, ensuring that critical information is available in languages most spoken within the Caltrain service area is important to providing access to Caltrain service for LEP populations. By evaluating the services Caltrain provides, the following represent the most important general areas in which Caltrain would benefit from ensuring language is not a barrier to access:

- Station information, including safety and security signage
- Payment information (when to "tag on" and "tag off")
- Website information
- Participation in the public comment and public hearing process
- On-board proof-of-payment checks
- Service and fare change information
- Onboard vehicle information (audible announcements or printed materials)
- Customer Service Call-in Center

Based on feedback from CBO leaders and LEP individuals obtained through the outreach, it is clear that Caltrain provides a critical service, and it will need to continuously update, assess, and identify program components that may require language assistance to LEP customers. This includes information on service, fares, schedules, service disruptions, emergencies and safety and security information. By identifying the most critical elements to ensure LEP access, Caltrain's programs and activities can be routinely assessed to avoid language barriers that could have serious consequences to LEP customers. For example, as Caltrain introduces its smartphone application in multiple languages, it should identify the outreach opportunities to LEP communities. Caltrain should continue to seek input on the importance of its programs, activities, and services to LEP customers to help identify how to best meet their needs. The CBOs have continued to be part of an extended information network that benefits both Caltrain and their stakeholders.

Factor 4: The resources available to Caltrain and costs associated with translation services

Caltrain currently provides a variety of translation services to ensure that language proficiency is not a barrier to access Caltrain's service and programs. Not only does Caltrain translate many documents, such as outreach materials on fare increases or service changes, into Spanish and Chinese—the predominant languages in the service area—it also provides ticket machines that provide audio and menu-screen instructions in English, Spanish, and Chinese.

Language translation of the website is provided by Google Translate, and currently provides translations for 71 languages, though the JPB recognizes that the FTA does not consider Google Translate as a sufficient translation tool for vital documents. Caltrain also has a number of bilingual staff that can provide translation services for public events when requested in advance, as well as in the Customer Call Center, where representatives are provided an extra stipend to provide translations in languages that they speak besides English. Caltrain uses the Language Line when needed for telephonic interpretation and contracts. Caltrain contracts with a vendor for public meeting and public hearing interpretation requests. Caltrain's Office of Civil Rights maintains a list of on-site and for-hire bilingual resources available for LEP services.

Part of Caltrain's signage also includes the use of pictographs, aimed at eliminating language barriers for all non-English speakers. Pictographs provide universal instruction, such as those pictured below, and do not require translations. These are often a very cost-effective way to communicate vital information to the greatest number of people.

Caltrain's Operating Budget does not have a specific line item for providing language services and translations; costs for translators and outsourcing translation needs are split among several departments, depending on which department is responsible for the outreach project being undertaken. A formula (65% SamTrans and 35% Caltrain) is used to fund the Customer Service Center, including Language Line expenses. In general, translation expenses are within the Communications and Office of Civil Rights Departments' budget.

Typical annual expenses include:

- Other Contracted Services (Including Translation): $230,000

- Public meetings/hearings: $6,500
- Printing and Information Services: $93,000
- Market research: $71,000 every three years

Translated documents include mailers, customer "take ones," surveys, meeting notices, brochures, and other customer outreach materials, such as construction-related notices and information documents. Historically, most translation has been from English into Spanish and Simplified Chinese, which covers the predominant language of Caltrain's customer base. As there may be a need for more materials in written Tagalog and Vietnamese given the changing demographics, the JPB will revisit which documents it may need to translate. Additional languages – Arabic, Russian, Farsi, Hindi, and other "Safe Harbor Provision" languages – are translated as resources allow and circumstances dictate. Appendix E provides current examples of materials and pictographs.

In addition to traditional and routine materials, the Communications Department spends roughly $125,000 to $175,000 annually, but these expenses are generally associated with specific, large-scale projects being undertaken by both SamTrans and Caltrain as a whole. Caltrain also has specific projects, such as the Caltrain Modernization project, that budget for public communications that include translation of related notices.

Factor 4 Findings

Even though Caltrain does not have many LEP individuals using the system, Caltrain has made great strides in ensuring that language does not represent a barrier to Caltrain use. In addition to the "I Speak" cards using Safe Harbor languages, additional information in Spanish and Chinese, such as Clipper pass purchase videos, have been made to assist riders. In 2013, Caltrain implemented "I Speak" cards that depict all Safe Harbor languages. These cards assist employees in providing language assistance through the use of the Language Line telephone number. Increasing the use of "I Speak" cards on-board the trains and increasing the use of pictograms for safety signage on-board trains and at grade crossings, evidences the JPB's continued commitment to LEP access. Additionally, the JPB plans to improve LEP services over the next few years, including budgeting for additional language services for anticipated Caltrain fare and service plans.

However, there also are additional LEP-based elements that Caltrain should implement to strengthen its practice and improve LEP services. Translation is one of the budgetary assumptions given to all departments to help guide cost estimates for the fiscal year. This will also help establish practices that get the greatest result in the most cost-effective manner. However, as Caltrain is engaged in several high-profile capital projects, it is also anticipated that translation services will continue to be included in those projects as needed.

The following are recommendations that will be implemented or will continue within the next year:

- Providing Title VI complaint forms in all “Safe Harbor” languages
- Installing a separate phone number for translation services, where customers will be prompted in languages in which they need assistance
- Increasing use of universal pictograms or other symbols at stations or trains
- Providing more translated material on-board trains, such as information regarding fares and service, or FAQs
- Increasing translation of safety signage within the Caltrain Right of Way at crossings and stations
- Conducting Customer Satisfaction Surveys in multiple languages beyond Spanish
- Increasing the translations of documents, such as train schedules or rider newsletters
- Conducting more language-specific outreach to assess Caltrain’s efforts to engage non-English speaking populations
- Improving signage associated with construction projects to ensure LEP consideration.

Limited English Proficiency Language Assistance Plan

Language Assistance Plan Overview

The DOT LEP Guidance recommends that recipients develop an implementation plan to address the needs of the LEP populations they serve. The DOT LEP Guidance notes that effective implementation plans typically include the following five elements: 1) identifying LEP individuals who need language assistance; 2) providing language assistance measures; 3) training staff; 4) providing notice to LEP persons; and 5) monitoring and updating the plan.

1. Identifying LEP Individuals Who Need Language Assistance

As indicated in the Four-Factor analysis, while the Caltrain ridership base does not reflect the large concentrations of LEP populations within the service area, there remains a need to provide vital information in Spanish, which represents the largest concentration of LEP riders as well as population.

The Four-Factor analysis considered a number of data sets to determine the languages that would require "Safe Harbor" consideration, in addition to languages predominantly used by Caltrain riders. These data included Census data (American Community Survey 2020 5-year sample), the Department of Education English Learners data, and the Caltrain 2019 Triennial On-Board Survey. Approximately 20% of the population in the three-county service area speak English less than "Very Well" and would be considered part of the LEP population.

Based on the Four-Factor analysis, the most frequently encountered languages have been broken down into the following three categories:

- Tier One Languages: Spanish and Chinese (Mandarin and Cantonese)
- Tier Two Languages: Vietnamese, Tagalog, Korean, and Russian
- Tier Three "Safe Harbor" Languages for vital document translation in addition to those listed above: Arabic, French and German,
-

Both Spanish and Chinese exceed the 5% Safe Harbor Threshold and exceed the 1,000-person population limit. Previously, only Spanish was the predominant language. Caltrain will continue to provide language assistance in Spanish and focus on expanding Chinese language support. There is a need for more language translations beyond Spanish and Chinese for vital documents.

Caltrain also provides taglines indicating oral interpretation is available in primary languages for all press releases and notices.

2. Providing Language Assistance Measures

Caltrain is committed to providing meaningful access to information and services to its LEP customers. Caltrain uses various methods to accomplish this goal. Specific methods pertaining to outreach will be discussed in Caltrain's Public Participation Plan.

Currently, Caltrain's primary language assistance tools include:

- Using "I Speak" cards including all Safe Harbor languages on-board trains to facilitate translation services
- Google Translate tool on Caltrain website
- Language line
- Spanish translations on ticket machines
- Pictograms on trains, at stations and at grade crossings
- Translators and interpreters (by request) for focus groups and public hearings
- Multilingual printed materials, especially for fare and service changes, and construction notices
- Posting Caltrain news, notices, and information to newspapers in other languages (e.g. El Observador, El Reportar, Singtao Daily)
- Multilingual media advertising (print, television and radio)
- Partnering with Clipper (regional fare card) to produce shared multilingual Caltrain customer information
- Caltrain bilingual Customer Service Representatives
- CBO assistance in outreach to LEP populations and translations

The following are recommendations that would improve the level of service that Caltrain provides to its LEP customers and that can be implemented within the next several years:

- Providing complaint forms in all "Safe Harbor" languages
- Increasing use of universal pictograms or other symbols at stations or trains
- Increasing frontline employee training about methods of accessing language assistance
- Providing more translated material on-board trains, such as information regarding fares and service, or FAQs that would address general questions
- Increasing translation of safety signage within Caltrain Right of Way
- Adding national flags to delineate "Google Translate" languages for the most prominent languages.
- Use of Social Media in other languages and publicize language assistance
- Increase translation services at key locations where LEP individuals board

- Using “language name badges” on trains for employees that indicate additional languages spoken
- Conducting Customer Satisfaction Surveys in multiple languages beyond Spanish
- Increasing the translations of documents, such as train schedules or rider newsletters
- Conducting more language-specific outreach to assess Caltrain’s efforts to engage non-English speaking populations
- Improving signage associated with construction projects to ensure LEP consideration
- Continue to work with CBOs to serve multilingual communities
- Continue partnering with regional and other agencies to produce shared multilingual customer information materials (511.org and Clipper)

Vital Documents and Translation Policy:
An effective Language Assistance Plan includes the translation of vital and other documents into the languages of frequently-encountered LEP customers. According to federal guidance, vital written documents include, but are not limited to, consent and complaint forms; intake and application forms with the potential for important consequences; written notices of rights; notices of denials, losses, or decreases in benefits or services; and notices advising LEP individuals of free language assistance services.[8]

Table 16 below lists both vital and non-vital documents and categories of documents (such as promotional materials) and identifies the language category into which they should be translated. Caltrain may provide a summary of a vital document and/or notice of free language assistance in the “Safe Harbor” languages, rather than a word-for-word translation of the vital document. Caltrain may reserve the right to translate documents into more languages as circumstances dictate and resources allow. For example, community outreach may provide translated construction notices in languages other than Spanish, depending on the area and particular concentrations of LEP individuals, as is the current practice. Due to the critical nature of safety and security information, Caltrain may rely on pictographs to the extent possible, so that information is communicated regardless of language spoken.

[8] FTA Circular 4702.1B

Table 17: Vital and Non-Vital Document List

Document	Languages	Examples	Vital Document?
Title VI Notices	All Safe Harbor Languages	On-Board Take Ones	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 literary levels.	Emergency Safety Procedures	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		Yes
Fare and Major Service Change Notices	Primary Tier 2 and Tier 3 when requested		Yes
Select Other Fare and Major Service Change Documentation	Primary and Tier 2/Tier3 as requested		No
Project Fact Sheets	Primary and Tier 2/Tier 3 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/Tier3 as requested	Formal Notices, protocols to submit comments, presentation materials	Yes
Public Outreach	Primary (Meeting Notices) Tier 2/Tier 3 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 Tier 2/Tier 3 languages as determined by location and as funding permits	Fliers, brochures	No
Construction and Other Courtesy Notices	Primary and Tier 2/Tier 3 languages determined by location and as funding permits.	Service Disruptions, Retrofits, Special Events	No
Surveys	Primary as determined by location and as funding permits. Oral interpretation by request.		No

Caltrain will review to ensure the following documents are available in the most recent Safe Harbor languages and available to the public using the Vital Document table, above:

- Title VI Public Notice
- Title VI Complaint Form and Procedures
- Public Hearing and Legal Notices
- Notice of Free Language Assistance

3. Training Staff

Currently, frontline Caltrain staff members are trained in a number of areas to ensure that they consider the needs of LEP individuals along with the general understanding of Title VI principles. Employees are put through a variety of "course modules" that concentrate on understanding and interacting with a diverse customer clientele. They are also given specific skills for giving service to customers with a variety of challenges that may require extra attention. In all cases, employees practice appropriate responses to sensitive cases such as those involving non-English speaking customers. Appendix E includes materials depicting the subject matter.

Caltrain also uses bilingual staff within the organization to provide translation services for events, hearings and in the Customer Service Call Center. When recruiting for customer service personnel, bilingualism is a desired qualification to ensure that the best customer service can be provided. Caltrain's continued use of the diverse employee base helps to ensure that the needs of LEP groups can be accommodated efficiently and effectively. It is Caltrain's goal to recruit and train more staff that is bilingual to provide an effective and cost-efficient method of addressing the needs of LEP populations.

Caltrain employees received Title VI specific training following the submission of the 2019 Title VI Program. Caltrain will continue to train front line and other employees on accessing language accessing language assistance measures within the organization. Additional or "refresher" training, along with clear direction on translations and language assistance, would help employees become more familiar with translation requirements. Caltrain will continue to provide training to front line and other employee staff on overall Title VI procedures and interacting with limited English proficient individuals.

4. Providing Notice to LEP Persons of Language Assistance Measures

The methods that Caltrain will use to notify LEP customers of language assistance services include the following:

- Post Language Assistance Notification on Caltrain website, in lobby and at stations
- Provide Language Assistance Notification for use on public hearing notices
- Post availability of Language Line Assistance on the Caltrain website under "Contact Us" page
- Continue posting Caltrain news, notices, and information to newspapers in other languages (e.g. El Observador, El Reporta, Singtao Daily)
- Work with CBOs to inform LEP customers about the Language Assistance services
- Incorporate a separate phone number that is routed to Customer Service that directs those seeking Translation Services to select their specific language in which they need language assistance.

5. Monitoring and Updating the Plan

On an ongoing basis, Caltrain will monitor activities and information that require LEP accessibility, including data collection and continued LEP plan assessment, to ensure that the Language Assistance Plan meets the changing needs of LEP populations. At a minimum, monitoring will be conducted to coincide with the submittal of the Title VI Program update as required by FTA Circular 4702.1B. It is the goal of Caltrain to show continued improvement to Language Assistance Services and LEP Plan monitoring.

Monitoring methods include:

- Review new customer outreach materials prior to production to determine whether the document can be considered "vital" and what translation is needed.
- Review existing customer documentation to assess whether the document is "vital" and what translation is needed.
- Evaluate and analyze outreach efforts pertaining to LEP populations.
- Review translation and language assistance efforts to determine whether they are adequate and/or effective.
- Analyze demographic data from the U.S. Census, the ACS, and Caltrain Triennial On-Board Survey that will release information in 2020.
- Gather information from CBOs, Frontline Employees and regional agencies and partners through on-going coordination.
- Gather feedback from LEP customers (public outreach, CBO meetings, etc.).

Compliance will be monitored by the Caltrain Title VI Administrator in coordination with Caltrain and SamTrans staff, and the JPB Board of Directors.

Appendix A: Examples of Translated Materials and Pictographs

"I Speak" Cards

Translations

Free Language Assistance

For translations, please call 1.800.660.4287

Arabic
للترجمة, أتصل علي 1.800.660.4287.

Armenian
Թարգմանության համար զանգահարել 1.800.660.4287.

Chinese
如需翻譯,請電 1.800.660.4287.

French
Pour traduction, appelez au 1.800.660.4287.

German
Übersetzung unter +1.800.660.4287.

Gujarati
અનુવાદ માટે, 1.800.660.4287 પર ફોન કરો.

Hebrew
לתרגום יש להתקשר לטלפון 1.800.660.4287

Hindi
अनुवाद के लिए, 1.800.660.4287 पर कॉल करें।

Italian
Per traduzioni chiamare 1.800.660.4287.

Japanese
翻訳のご用命は,+1.800.660.4287までお電話ください。

Korean
번역을 원하시면, 1.800.660.4287번으로 전화하십시오.

Mon-Khmer, Cambodian
សម្រាប់សេវាកម្មបកប្រែ សូមទាក់ទងតាមទូរស័ព្ទលេខ 1.800.660.4287.

more on reverse

Translations

Free Language Assistance

For translations, please call 1.800.660.4287

Persian
برای ترجمه، با شماره 1.800.660.4287 تماس بگیرید.

Portuguese
Para tradução, ligue para 1.800.660.4287.

Polish
Po tłumaczenie proszę dzwonić na 1.800.660.4287.

Russian
Если вам нужны услуги переводчика, обращайтесь по телефону 1-800-660-4287.

Serbo-Croatian
Za prevodjenje nazovite 1.800.660.4287.

Spanish
Para traducción llama al 1-800-660-4287.

Tagalog
Para sa pagsasaling-wika, mangyaring tumawag sa 1-800-660-4287.

Thai
สำหรับการแปลภาษา โทร 1.800.660.4287.

Urdu
ترجمہ کے لیے، 1.800.660.4287 پر کال کریں۔

Vietnamese
Cần dịch thuật, xin gọi 1.800.660.4287.

more on reverse

Caltrain provides commuter rail service along the San Francisco Peninsula, to San Jose and Gilroy.
Caltrain Customer Service | 1.800.660.4287 (TTY 650.508.6448)
Weekdays: 7am - 7pm | Weekends & Holidays: 8am - 5pm

Caltrain

7/29/16 - rjc

Clipper Machine Spanish and Chinese

Clipper Machine in Spanish and Chinese

Translation of Public Comment Forms

CHINESE FORM

Caltrain 拟议票价调整 - 公众意见表

请标明您是赞同、反对或无意见，并就您对每项拟议的票价调整的立场提供补充意见。

1) 将月票的 20% 折扣延长至 2023 年 6 月 30 日。
☐ 赞同 ☐ 反对 ☐ 无意见
意见:

2) 将成人单程 Clipper 折扣减少 30 美分。新的生效日期为 2022 年 4 月 1 日。
☐ 赞同 ☐ 反对 ☐ 无意见
意见:

3) 自 2022 年 7 月 1 日起将基本票价提高 50 美分。
☐ 赞同 ☐ 反对 ☐ 无意见
意见:

4) 自 2023 年 1 月 1 日起将 Go Pass 价格提高 5%。
☐ 赞同 ☐ 反对 ☐ 无意见
意见:

5) 自 2024 年 7 月 1 日起将区间票价提高 25 美分。
☐ 赞同 ☐ 反对 ☐ 无意见
意见:

6) 自 2025 年 1 月 1 日起将 Go Pass 价格提高 5%。
☐ 赞同 ☐ 反对 ☐ 无意见
意见:

7) 自 2026 年 1 月 1 日起将基本票价提高 50 美分。
☐ 赞同 ☐ 反对 ☐ 无意见
意见:

8) 请在此提供补充意见:

9) 您是如何得知 Caltrain 的拟议票价调整的？（请勾选所有适用的选项）
☐ Caltrain 理事会或公众听证会
☐ 社区会议 - 在哪里？ _____
☐ Caltrain 外展活动 - 在哪里？ _____
☐ 通过 Caltrain 网站
☐ 通过投纸广告
☐ 社交媒体
☐ 在火车上
☐ 其他 - 请具体说明: _____

10) 您住在哪里？
☐ Atherton ☐ East Palo Alto ☐ Los Altos Hills ☐ Morgan Hill ☐ Redwood City ☐ Santa Clara
☐ Belmont ☐ Saratoga
☐ Brisbane ☐ Foster City ☐ Los Gatos ☐ Mountain View ☐ San Bruno ☐ South San Francisco
☐ Burlingame ☐ Gilroy ☐ Menlo Park ☐ Pacifica ☐ San Carlos ☐ Sunnyvale
☐ Campbell ☐ Half Moon Bay ☐ Millbrae ☐ Palo Alto ☐ San Francisco ☐ Woodside
☐ Colma ☐ Milpitas ☐ Portola Valley ☐ San Jose ☐ 其他城市: _____
☐ Cupertino ☐ Hillsborough ☐ Monte Sereno ☐ San Mateo
☐ Daly City ☐ Los Altos

11) 请提供您的姓名和电子邮箱地址。（可选的）
姓名: _____
电子邮箱: _____
☐ 勾选此框，以接收来自 Caltrain 的新闻和更新
☐ 勾选此框，以参加未来的 Caltrain 调查问卷

12) 以下哪项最能说明您的种族/族裔背景。（请勾选所有适用的选项）(可选的)
☐ 美洲印第安人或阿拉斯加原住民
☐ 亚裔/亚裔美国人
☐ 黑人/非裔美国人
☐ 西班牙裔/拉丁裔
☐ 其他（请具体说明）: _____
☐ 中东人/阿拉伯人/波斯人
☐ 混血儿
☐ 太平洋岛民或夏威夷原住民
☐ 白人/高加索人

13) 包括您自己在内，您家里共住有多少人？(可选的)
☐ 1 ☐ 5
☐ 2 ☐ 6
☐ 3 ☐ 7 人或更多
☐ 4

14) 家庭年收入（税前）。(可选的):
☐ 低于 $15,000/年
☐ $15,000 -$24,999
☐ $25,000 - $29,999
☐ $30,000-$39,999
☐ $40,000-$49,999
☐ $50,000- $74,999
☐ $75,0000-$99,999
☐ $100,000-$124,999
☐ $125,000 - $149,999
☐ $150,000-$199,999
☐ $200,000-$249,999
☐ $250,000 或更多

感谢您提供有关Caltrain拟议票价变更的反馈。

Caltrain

SPANISH FORM

Cambios de tarifa propuestos por Caltrain

Por favor indique si está de acuerdo, en desacuerdo o no tiene ninguna opinión al respecto, y proporcione comentarios adicionales sobre su posición con respecto a cada uno de los cambios propuestos en las tarifas.

1) Extender el descuento del 20% en el pase mensual hasta el 6/30/23.
☐ De acuerdo ☐ En desacuerdo ☐ No tiene ninguna opinión
Comentarios:

2) Reducir 30 centavos el descuento de la tarjeta Adult One-way Clipper. Nueva fecha de inicio de vigencia 4/1/22.
☐ De acuerdo ☐ En desacuerdo ☐ No tiene ninguna opinión
Comentarios:

3) Aumentar 50 centavos la tarifa básica el 7/1/22.
☐ De acuerdo ☐ En desacuerdo ☐ No tiene ninguna opinión
Comentarios:

4) Aumentar el 5% el precio del Go Pass el 1/1/23.
☐ De acuerdo ☐ En desacuerdo ☐ No tiene ninguna opinión
Comentarios:

5) Aumentar 25 centavos la tarifa de Zona el 7/1/24.
☐ De acuerdo ☐ En desacuerdo ☐ No tiene ninguna opinión
Comentarios:

6) Aumentar el 5% el Go Pass el 1/1/25.
☐ De acuerdo ☐ En desacuerdo ☐ No tiene ninguna opinión
Comentarios:

7) Aumentar 50 centavos la tarifa Básica el 1/1/26.
☐ De acuerdo ☐ En desacuerdo ☐ No tiene ninguna opinión
Comentarios:

8) Sírvase incluir comentarios adicionales es este lugar:

9) ¿Cómo se enteró de los cambios propuestos en las tarifas de Caltrain? (marque TODAS las que correspondan)
☐ Reunión de la Junta o Audiencia Pública
☐ Reunión comunitaria - ¿dónde?: _____
☐ Evento de difusión comunitaria de Caltrain - ¿dónde?: _____
☐ A través del sitio web de Caltrain
☐ A través de un anuncio en el periódico
☐ Redes sociales
☐ En el tren
☐ Otro - por favor, especifique: _____

10) ¿Dónde vive usted?
☐ Atherton ☐ East Palo Alto ☐ Los Altos Hills ☐ Morgan Hill ☐ Redwood City ☐ Santa Clara
☐ Belmont ☐ Saratoga
☐ Brisbane ☐ Foster City ☐ Los Gatos ☐ Mountain View ☐ San Bruno ☐ South San Francisco
☐ Burlingame ☐ Gilroy ☐ Menlo Park ☐ Pacifica ☐ San Carlos ☐ Sunnyvale
☐ Campbell ☐ Half Moon Bay ☐ Millbrae ☐ Palo Alto ☐ San Francisco ☐ Woodside
☐ Colma ☐ Milpitas ☐ Portola Valley ☐ San Jose ☐ Otra ciudad: _____
☐ Cupertino ☐ Hillsborough ☐ Monte Sereno ☐ San Mateo
☐ Daly City ☐ Los Altos

11) Sírvase proporcionar su nombre y dirección de email. (opcional)
Nombre: _____
Email: _____
☐ Marque este casillero para recibir noticias e información actualizada de Caltrain
☐ Marque este casillero para participar en encuestas de Caltrain en el futuro

12) ¿Cuál de las siguientes opciones describe mejor su raza u origen étnico? (Por favor marque todas las que aplican) (opcional)
☐ Asiático /Asiático Americano
☐ Blanco / Caucásico
☐ Del Medio Oriente / Árabe / Persa
☐ Hispano / Latino
☐ Otro (por favor especifique): _____
☐ Indígena de las Islas del pacífico o hawaiano
☐ Indígena norteamericano o nativo de Alaska
☐ Mezcla
☐ Negro / Afroamericano

13) Incluyéndose a sí mismo, ¿cuántas personas viven en su hogar? (opcional)
☐ 1 ☐ 5
☐ 2 ☐ 6
☐ 3 ☐ 7 personas o más
☐ 4

14) Ingresos anuales en el hogar (antes de impuestos) (opcional):
☐ Menos de $15,000 al año
☐ $15,000 -$24,999
☐ $25,000 - $29,999
☐ $30,000-$39,999
☐ $40,000-$49,999
☐ $50,000- $74,999
☐ $75,0000-$99,999
☐ $100,000-$124,999
☐ $125,000 - $149,999
☐ $150,000-$199,999
☐ $200,000-$249,999
☐ $250,000 o más

Gracias por compartir sus comentarios con respecto a los cambios de tarifas propuestos por Caltrain.

Caltrain

Translation of Website: Sunday Service Changes (Chinese)

变化摘要

English | Español

2021 年 8 月 30 日生效

平日时刻表 ▸ | 周末 时刻表 ▸

从 8 月 30 日周一开始，加州火车 (Caltrain) 将提供比以往更多的服务，并为重返坐车的乘客提供各种改进和全新选择。应广大乘客的要求，“小子弹头”特快列车回到了列车时刻表中。晚间更频繁的班次为乘客提供了更多的选择，不论是外出就餐、参加晚间活动，或者只是加班的乘客！

Caltrain将大幅增加通勤高峰期的列车班次，为有不同需求和优先事项的乘客提供更多的服务选择。

变化摘要 - 平日时刻表（8 月 30 日）

- 104 辆列车，数量达到 JPB/Caltrain 历史之最
- 增加全天的服务和班次
- “小子弹头”特快列车回归
- 在上下班高峰期（早上 6 点至 9 点 -下午 4 点至 7 点），每小时有四趟列车，有“小子弹头”特快列车、有限站点特快列车和区间服务列车
- 中午时分推出有限站点特快列车服务
- 换乘：Millbrae 交通中心针对大多数列车维持一致的平日换乘机制
- Gilroy 增加第三趟列车服务

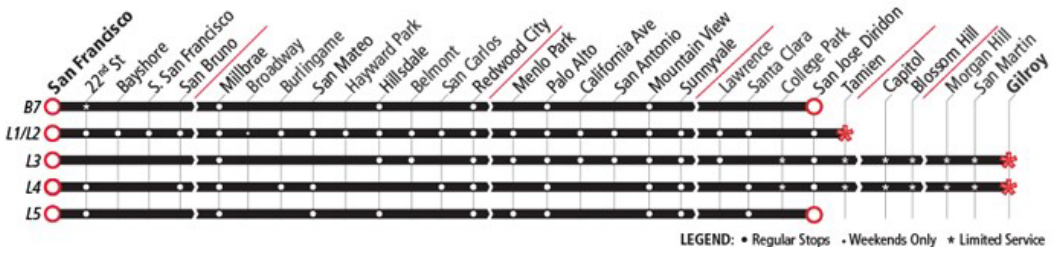
变化摘要 - 周末

- 增加周日服务：增加两个往返班次。
- 统一周末时刻表：周六和周日按相同的时刻表运行。

See a Complete List of Changes.

服务车型（2 位数：1 个字母，1 个数字）张贴在机车或前部驾驶室车厢旁边或上面的列车外部。

服务车型（2 位数：1 个字母，1 个数字）张贴在机车或前部驾驶室车厢旁边或上面的列车外部。



"小子弹头"特快列车

平日 – 高峰时段

服务车型 B7，列车型号 7XX 系列
"小子弹头"列车是出行的最快选择，只在旧金山和圣何塞之间几个最受欢迎的车站停靠。

时刻表上的红色栏目表示"小子弹头"特快列车。

有限站点列车

平日 – 高峰时段
服务车型 L3，列车型号 3XX 系列
服务车型 L4，列车型号 4XX 系列

平日 – 清晨、中午、傍晚

服务车型 L5，列车型号 5XX 系列
新的有限站点列车通过让列车停靠规定的相同站点来简化出行选择。有限站点列车在关键车站提供更频繁的班次和更快的行程时间。College Park 站在平日开设有限班次。

时刻表上的黄色栏目表示有限站点列车。

区间服务列车

平日 – 全天

服务车型 L1，列车型号 1XX 系列

停靠旧金山和圣何塞之间的所有站点，不包括 Broadway 站和 College Park 站。有些列车以 Tamien 站为始发站/终点站。

周末 – 全天，周六和周日照常运行

服务车型：L2，列车型号 2XX 系列

停靠旧金山和圣何塞之间的所有站点，包括 Broadway 站，不包括 College Park 站。有些列车以 Tamien 站为始发站/终点站。

时刻表上的白/灰色栏目表示区间服务列车。

Translations: Sunday Service Changes Website: Spanish

> caltrain.com > Schedules > Summary of Changes > Resumen de cambios

Resumen de cambios

English 汉语

Effective August 30, 2021

HORARIO DE LUNES A VIERNES ▸ HORARIO DE FIN DE SEMANA ▸

A partir del lunes, 30 de agosto, Caltrain ofrecerá más servicios que nunca, con varias mejoras y nuevas opciones para los clientes que vuelvan al sistema. A pedido del público, vuelve a programarse el servicio "Baby Bullet". Tener un servicio nocturno más frecuente significa ofrecer más opciones a los clientes que salen a cenar, que asisten a eventos por la noche o incluso que se quedan trabajando hasta tarde.

Caltrain aumentará de forma significativa la cantidad de trenes programados durante las horas pico de desplazamiento con una variedad de opciones de servicio más amplia para los clientes con diferentes necesidades y prioridades.

Resumen de cambios: horario de lunes a viernes (30 de agosto)

- Mayor frecuencia y servicio a lo largo del día
- Regreso de Baby Bullet
- Cuatro trenes por hora durante el período pico de desplazamiento (de 6 a. m. a 9 p. m. y de 4 p. m. a 7 p. m.) con Baby Bullet, expresos limitados y servicio local
- Presentamos el servicio de trenes express limitados al mediodía

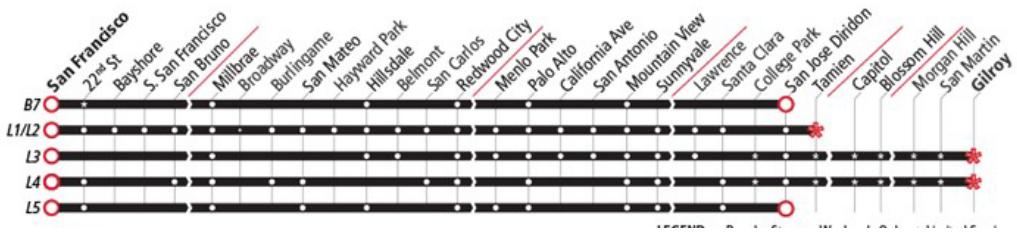
Resumen de cambios: fines de semana

- Aumento en el servicio de los domingos: 2 viajes de ida y vuelta adicionales.
- Horario unificado de los fines de semana: el mismo horario para los sábados y los domingos.

See a Complete List of Changes.

Vea las descripciones y los patrones de servicio que se muestran en el diagrama a continuación.

El tipo de servicio (2 dígitos: 1 letra, 1 número) se exhibe en el exterior del tren al lado de, o en, la locomotora o en el vagón delantero.



SERVICIO BABY BULLET EXPRESS

Lunes a viernes – Horas pico
Tipo de servicio B7, Tren N.º Serie 7XX
El servicio Baby Bullet es la opción de viaje más rápida, ya que el tren para en solo unas cuantas de las estaciones más populares entre San Francisco y San José.

Las columnas rojas del programa indican trenes del servicio Baby Bullet Express.

SERVICIO CON PARADAS LIMITADAS

Tipo de servicio L3, Tren N.º Serie 3XX
Tipo de servicio L4, Tren N.º Serie 4XX

Lunes a viernes – Mañana, mediodía, primeras horas de la noche
Tipo de servicio L5, Tren N.º Serie 5XX
El nuevo servicio limitado simplifica las opciones El nuevo servicio limitado simplifica las opciones de viaje al hacer que los trenes hagan el mismo conjunto definido de paradas. El servicio limitado ofrece un servicio más frecuente en estaciones clave y tiempos de viaje más cortos. La estación College Park cuenta con un servicio limitado de lunes a viernes.

Las columnas amarillas del programa indican los trenes con servicio de paradas limitadas

SERVICIO LOCAL

Lunes a viernes – Todo el día
Tipo de servicio L1, Tren N.º Serie 1XX

Fines de semana – Todo el día, el mismo servicio en sábado y domingo
Tipo de servicio: L2, Tren N.º Serie 2XX
Para en todas las estaciones entre San Francisco y San José, incluyendo Broadway y excluyendo College Park.
Algunos trenes comienzan/finalizan el recorrido en la estación Tamien.

Las columnas blancas/grises del programa indican trenes de servicio local.

Appendix B: Example of Language Assistance Training Materials

TITLE VI LANGUAGE ASSISTANCE TRAINING FOR FRONT-LINE EMPLOYEES

Caltrain has implemented the Language Assistance Plan, which is required under Title VI. This Plan identifies methodologies to assist persons with Limited English Proficiency (LEP).

The most frequently encountered non-English languages are broken down into the following three categories:

- **Primary Language:** Spanish, Chinese (Mandarin & Cantonese)
- **Tier 2 Languages:** Vietnamese, Tagalog, Korean, Russian, Japanese, Persian and Hindi.
- **Tier 3 "Safe Harbor" Languages** for vital document translation include those listed above plus: Arabic, Persian, Portuguese, Punjabi, French, Mon-Khmer Cambodian, Telegu, Tamil, Italian, Urdu, Gujarati, and German

PROVIDING LANGUAGE ASSISTANCE

Caltrain Front-Line Employees

Caltrain Front-Line Employees are those who come into direct contact with members of the public. These employees include, but are not limited to: Train Conductors, Train Engineers, Trainmasters, Field Managers, Station Customer Service Agents, Station Maintenance Staff, Customer Service Staff, Ambassadors, Security Staff and Transit Police. All Caltrain Front-Line Employees are required to be trained in providing Language Assistance to LEP persons.

Scenario: When a front-line employee comes into contact with a customer needing Language Assistance

Procedure:

- ➔ Provide customer with the I-Speak card (see on reverse)
- ➔ Help determine the person's desired language
  - Have customer point to the specific language on I-Speak card or say the language
- ➔ Direct customer to call the Customer Service Line 1.800.660.4287 (TTY 650.508.6448) (Weekdays: 7 am - 7 pm / Weekends & Holidays: 8 am - 5 pm)
- ➔ Reminder: Be patient and kind to all LEP customers

Note:

- The Customer Service Line provides assistance to both SamTrans and Caltrain customers.
- When the customer calls the Customer Service Line, the customer must identify their desired language by either "saying the name of the language" or "speaking the

1 of 2

language" to the Customer Service agent -**or**- via touch tone options (which will be available in the coming months).

- The customer service agent will then call the Language Assistance Line, a service where translators of hundreds of languages are available 24 hours/7 days a week. The Customer Service agent will call the language line, identify the language needed and lead a three-way phone call to communicate with and assist the customer.

Refer to the I-Speak card with Caltrain's 22 Safe Harbor Languages (below):

Translations

Free Language Assistance

For translations, please call 1.800.660.4287

Arabic
للترجمة, أتصل علي 1.800.660.4287.

Armenian
Թարգմանության համար զանգահարել 1.800.660.4287.

Chinese
如需翻譯,請電 1.800.660.4287.

French
Pour traduction, appelez au 1.800.660.4287.

German
Übersetzung unter +1.800.660.4287.

Gujarati
અનુવાદ માટે, 1.800.660.4287 પર ફોન કરો.

Hebrew
לתרגום יש להתקשר לטלפון 1.800.660.4287

Hindi
अनुवाद के लिए, 1.800.660.4287 पर कॉल करें।

Italian
Per traduzioni chiamare 1.800.660.4287.

Japanese
翻訳のご用命は,+1.800.660.4287までお電話ください。

Korean
번역을 원하시면, 1.800.660.4287번으로 전화하십시오.

Mon-Khmer, Cambodian
សម្រាប់សេវាកម្មបកប្រែ សូមទាក់ទងតាមទូរស័ព្ទលេខ 1.800.660.4287.

more on reverse

Translations

Free Language Assistance

For translations, please call 1.800.660.4287

Persian
برای ترجمه، با شماره 1.800.660.4287 تماس بگیرید.

Portuguese
Para tradução, ligue para 1.800.660.4287.

Polish
Po tłumaczenie proszę dzwonić na 1.800.660.4287.

Russian
Если вам нужны услуги переводчика, обращайтесь по телефону 1-800-660-4287.

Serbo-Croatian
Za prevodjenje nazovite 1.800.660.4287.

Spanish
Para traducción llama al 1-800-660-4287.

Tagalog
Para sa pagsasaling-wika, mangyaring tumawag sa 1-800-660-4287.

Thai
สำหรับการแปลภาษา โทร 1.800.660.4287.

Urdu
ترجمہ کے لیے، 1.800.660.4287 پر کال کریں.

Vietnamese
Cần dịch thuật, xin gọi 1.800.660.4287.

more on reverse

Caltrain provides commuter rail service along the San Francisco Peninsula, to San Jose and Gilroy.
Caltrain Customer Service | 1.800.660.4287 (TTY 650.508.6448)
Weekdays: 7am - 7pm | Weekends & Holidays: 8am - 5pm

Caltrain

I-Speak cards will be stocked on each train in every car. Additional cards will be posted on all Caltrain Station Information Boards and provided as pamphlets at key Caltrain Stations where there are Customer Service Agents (i.e. San Francisco 4th & King Station and San Jose Diridon Stations) and in the Central Office's lobby and customer service counter.

2 of 2 Last Updated: 12/30/19 by WL

F. EVIDENCE OF BOARD APPROVAL

The JPB 2022 Title VI Program was considered and adopted by the Board of Directors on December 1, 2022. Included below is the Board meeting agenda, staff report, presentation to the Board, and final resolution for the adoption of the JPB 2022 Title VI Program.

Resolution No. 2022 – 81

Board of Directors, Peninsula Corridor Joint Powers Board
State of California

* * *

Adopting the Peninsula Corridor Joint Powers Board's 2022 Title VI Program

Whereas, Title VI of the Civil Rights Act of 1964, 42 U.S.C 2000d *et seq.*, (Title VI) prohibits recipients of Federal financial assistance from subjecting any person to discrimination based on race, color or national origin under any programs and activities receiving federal financial assistance; and

Whereas, the Peninsula Corridor Joint Powers Board (JPB) receives a variety of grants and other forms of federal financial assistance from the Federal Transit Administration (FTA); and

Whereas, the FTA issued Circular FTA C 4702.1B, effective October 1, 2012 (Circular), setting forth requirements and guidelines for Title VI compliance; and

Whereas, the Circular details required elements of a Title VI Program, which each recipient of FTA financial assistance must submit to the FTA every three years to demonstrate compliance with Title VI; and

Whereas, the JPB received an extension from the FTA Region IX Title VI Officer to submit the JPB's 2022 Title VI Program by December 15, 2022; and

Whereas, the JPB's Title VI Program must include numerous elements, including but not limited to:

1. Information on numerous agency policies, procedures and activities undertaken over the last three years;
2. A public participation plan;

3. Information on public outreach undertaken by the JPB over the past three years;
4. A plan for engaging persons with limited English proficiency;
5. Major Service Change, Disparate Impact, and Disproportionate Burden policies, and System-wide service standards and policies, which this Board adopted pursuant to Resolution No. 2013-21;
6. Results of service monitoring analysis; and
7. Results of fare and service change equity analyses conducted over the past three years; and

Whereas, staff has developed a proposed Title VI Program (provided to the Board via online link), including the above-referenced items and demonstrating the JPB's compliance with Title VI, for Board consideration and approval; and

Whereas, Staff Coordinating Council recommends, that the Board approve the Title VI Program for submittal to the FTA.

Now, Therefore, Be It Resolved the Board of Directors of the Peninsula Corridor Joint Powers Board hereby adopts the JPB's 2022 Title VI Program; and

Be It Further Resolved the Board of Directors authorizes the Executive Director, or designee, to:

1. Include evidence of the Board’s consideration and approval of the final JPB Title VI Program;
2. Submit the final JPB Title VI Program to the FTA; and
3. Take any other steps necessary to give effect to this Resolution, including responding to any follow-up inquiries from the FTA.

Regularly passed and adopted this 1st day of December, 2022 by the following vote:

Ayes: Chavez, Davis, Gee, Hendricks, Pine, Walton, Zmuda, Heminger

Noes: None

Absent: Stone

Chair, Peninsula Corridor Joint Powers Board

Attest:

JPB Secretary

16097592.1

H. SERVICE STANDARDS AND POLICIES

FTA requirements of Title VI of the Civil Rights Act of 1964 require each large public transportation provider's governing board to approve five standards and policies:

- Major Service Change Policy
- Disparate Impact Policy
- Disproportionate Burden Policy
- Systemwide Service Standards
- Systemwide Service Policies

The first policy defines "major service change" as a threshold for when an agency will conduct a thorough analysis of the potential effects of service changes on protected populations. For the second and third policies, agencies are required to define thresholds for when they will find that a fare change or major service change will result in a "disparate impact" on the minority population or a "disproportionate burden" on the low-income population. The last two policies define service standards and policies to be used when determining whether service and amenities are distributed equitably to minority and non-minority routes and facilities.

The JPB updated Service Standards and Policies were adopted by the Board on April 4, 2013. See attachments.

MAJOR SERVICE CHANGE POLICY

SERVICE CHANGES

All major increases or decreases in transit service are subject to a Title VI Equity Analysis prior to Board approval of the service change. A Title VI Equity Analysis completed for a major service change must be presented to the Caltrain Board for its consideration and included in the Caltrain Title VI Program with a record of the action taken by the Board.

Caltrain defines a major service change as any service change meeting at least one or both of the following criteria:

A. An adjustment of service that equates to a reduction of or addition of 25 percent or more in total revenue train miles per day for the service day of the week (weekday, Saturday or Sunday) for which the change is made.
B. A greater than 50 percent reduction or increase in the number of stops at a station per day for the service day of the week (weekday, Saturday or Sunday) for which the change is made.

Note: Any change that is a temporary or interim change due to construction or maintenance projects is exempted from the definition and is not considered a “major service change.”

DISPARATE IMPACT POLICY

This policy establishes a threshold for determining whether a given action has a disparate impact on minority populations versus non-minority populations. Per FTA Circular 4702.1B:

> *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 exists 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….*
>
> *The policy shall establish a threshold for determining when adverse effects of [fare/]service changes are borne disproportionately by minority populations. The disparate impact threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by minority populations compared to impacts borne by non-minority populations. The disparate impact threshold must be applied uniformly…and cannot be altered until the next Title VI Program submission.*

In the course of performing a Title VI Equity Analysis, Caltrain must analyze how the proposed action would impact minority as compared to non-minority populations. In the event the proposed action has a negative impact that affects minorities more than non-minorities with a disparity that exceeds the adopted Disparate Impact Threshold or that benefits non-minorities more than minorities with a disparity that exceeds the adopted Disparate Impact Threshold, Caltrain must evaluate whether there is an alternative that has a more equitable impact. Otherwise, Caltrain must take measures to mitigate the impact of the proposed action on the affected minority population and demonstrate that a legitimate business purpose cannot otherwise be accomplished and that the proposed change is the least discriminatory alternative.

The Caltrain Disparate Impact Threshold to determine if the adverse impacts of a major service change (as defined in the first part of this document) or a fare adjustment is established at 10 percent based on the cumulative impact of the proposed service and/or fare changes. 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

This policy establishes a threshold for determining whether a given action has a disproportionate burden on low-income populations versus non-low-income populations. The Disproportionate Burden Policy applies only to low-income populations that are not also minority populations. Per FTA Circular 4702.1B:

> *The policy shall establish a threshold for determining when adverse effects of [fare/]service changes are borne disproportionately by low-income populations. The disproportionate burden threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by low-income populations as compared to impacts borne by non-low-income populations…. The disproportionate burden threshold must be applied uniformly…and cannot be altered until the next [Title VI] program submission.*
>
> *At the conclusion of the analysis, if the transit provider finds that low-income populations will bear a disproportionate burden of the proposed [fare/]service change, the transit provider should take steps to avoid, minimize or mitigate impacts where practicable. The provider should describe alternatives available to low-income populations affected by the [fare/]service changes.*

The Caltrain Disproportionate Burden Threshold to determine if the adverse impacts of a major service change (as defined in the first part of this document) or a fare adjustment is established at 10 percent based on the cumulative impact of the proposed service and/or fare changes. 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.

SYSTEMWIDE SERVICE STANDARDS

Pursuant to requirements set forth in Federal Transit Administration (FTA) Circular 4702.1B Caltrain must establish and monitor its performance under quantifiable Service Standards and qualitative Service Policies. The Service Standards contained herein are used to develop and maintain efficient and effective commuter rail service. In some cases, these standards differ from standards used by Caltrain for other purposes.

The FTA requires all fixed route transit providers of public transportation to develop quantitative standards for the following indicators. Individual public transportation providers set these standards; therefore, these standards will apply to each individual agency rather than across the entire transit industry:

A. Vehicle Load
B. Vehicle Headways
C. On-time Performance
D. Service Availability

STATION HIERARCHY

For purposes of determining service and facility levels at stations, a hierarchy has been established that classifies each station into one of five types. The hierarchy is related to the level of ridership at the station. The following chart shows the station type names and general service description:

Station Type	Service Description
Major	Baby Bullet, limited and local
Intermediate	Limited and local
Minor	Local
Gilroy	Peak direction service only
Special	Limited use station

A. VEHICLE LOAD

Vehicle load factor is described by the October 2012 FTA Circular 4702.1B:

> *Vehicle load can be expressed as the ratio of passengers to the total number of seats on a vehicle. For example, on a 40-seat bus, a vehicle load of 1.3 means all seats are filled and there are approximately 12 standees. A vehicle load standard is generally expressed in terms of peak and off-peak times. Transit providers that operate multiple modes of transit must describe the specific vehicle load standards for peak and off-peak times for each mode of fixed route transit service (i.e., bus, express bus, bus rapid transit, light rail, heavy rail, commuter rail, passenger ferry, etc., as applicable), as the standard may differ by mode.*

Providing sufficient seating capacity to meet demand is a priority for Caltrain. However, during the peak of the peak because of high passenger loads and limited capacity, it is not always possible to provide a seat for each passenger. During non-peak hours, the Caltrain standard is not to exceed one passenger per seat, but in the peak the standard is not to exceed one standee per five seats.

Staff monitors vehicle loads from train crew reports, passenger comments, passenger counts of special event trains and from an annual passenger count performed on every train. Whenever feasible, resources will be reallocated to meet passenger demand.

Service Standards

Service Type	Peak Load Factor	Off-Peak Load Factor
All	1.2	1.0

B. VEHICLE HEADWAY

Vehicle headway is described by the October 2012 FTA Circular 4702.1B:

> *Vehicle headway is the amount of time between two vehicles traveling in the same direction on a given line or combination of lines. A shorter headway corresponds to more frequent service. Vehicle headways are measured in minutes (e.g., every 15 minutes); service frequency is measured in vehicles per hour (e.g., 4 buses per hour). Headways and frequency of service are general indications of the level of service provided along a route. Vehicle headway is one component of the amount of travel time expended by a passenger to reach his/her destination. A vehicle headway standard is generally expressed for peak and off-peak service as an increment of time (e.g., peak: every 15 minutes; and off peak: every 30 minutes). Transit providers may set different vehicle headway standards for different modes of transit service. A vehicle headway standard might establish a minimum frequency of service by area based on population density. For example, service at 15-minute peak headways and 30-minute off-peak headways might be the standard for routes serving the most densely populated portions of the service area, whereas 30-minute peak headways and 45-minute off-peak headways might be the standard in less densely populated areas. Headway standards are also typically related to vehicle load. For example, a service standard might state that vehicle headways will be improved first on routes that exceed the load factor standard or on routes that have the highest load factors.*

During peak and surrounding (shoulder) times, Caltrain serves stations largely based on demand. Midday, evenings and weekends are largely hourly service. Supplemental service is often provided for special events based on estimated ridership demand.

Service Standards Minimum Average Headways (in minutes)

Station Type	Peak	Reverse-Peak	Midday	Evenings & Weekends
Major	20	20	60	60
Intermediate	30	30	60	60
Minor	60	60	60	60
Gilroy	3 trips per peak period			
Special	- - - - - - -Provided as needed- - -- - - -			

C. ON-TIME PERFORMANCE

On-time performance is described by the October 2012 FTA Circular 4702.1B:

> *On-time performance is a measure of runs completed as scheduled. This criterion first must define what is considered to be "on time." For example, a transit provider may consider it acceptable if a vehicle completes a scheduled run between zero and five minutes late in comparison to the established schedule. On-time performance can be measured against route origins and destinations only, or against origins and destinations as well as specified time points along the route. Some transit providers set an on-time performance standard that prohibits vehicles from running early (i.e., ahead of schedule) while others allow vehicles to run early within a specified window of time (e.g., up to five minutes ahead of schedule). An acceptable level of performance must be defined (expressed as a percentage). The percentage of runs completed system-wide or on a particular route or line within the standard must be calculated and measured against the level of performance for the system. For example, a transit provider might define on-time performance as 95 percent of all runs system-wide or on a particular route or line completed within the allowed "on-time" window.*

On-time Performance Service Standard

A train is determined to be on-time if it reaches its final destination within five minutes of the published schedule time. Caltrain does not permit its trains to depart early. It is Caltrain's goal to have 95 percent of trains meet this on-time criteria. Monthly on-time performance is tracked and published as part of a monthly performance report to the Caltrain Board.

D. SERVICE AVAILABILITY

Service availability is described by the October 2012 FTA Circular 4702.1B:

> *Service availability is a general measure of the distribution of routes within a transit provider's service area…A standard might also indicate the maximum distance between stops or stations…Commuter rail service or passenger ferry service availability standards might include a threshold of residents within a certain driving distance as well as within walking distance of the stations or access to the terminal.*

Caltrain station spacing is mostly based on locations inherited from a previous owner (the Southern Pacific Railroad) before the Peninsula Joint Powers Board took over the system in 1992. The 48-mile railroad from San Francisco to Tamien has 23 regular stations (not counting Special station types) for an average station spacing of 2.1 miles. The distance between stations one must travel to access service is based on average distance (miles) between adjacent stations (both directions) for types of service stopping at the station.

Service Availability Standards

Station Type	Station Spacing
Major	5 miles
Intermediate	3 miles
Minor	2 miles
Gilroy	6 miles
Special	1 mile

SYSTEMWIDE SERVICE POLICIES

FTA requires fixed-route transit providers to develop a policy for each of the following service indicators. Transit providers also may opt to set policies for additional indicators as appropriate. The following system-wide policies differ from service standards in that they are not necessary based on meeting quantitative thresholds; but rather qualitative evaluation results:

A. Vehicle Assignment
B. Transit Amenities

A. VEHICLE ASSIGNMENT

According to the October 2012 FTA Circular 4702.1B:

> *Vehicle assignment refers to the process by which transit vehicles are placed into service in depots and on routes throughout the transit provider's system. Policies for vehicle assignment may be based on the age of the vehicle, where age would be a proxy for condition. For example, a transit provider could set a policy to assign vehicles to depots so that the age of the vehicles at each depot does not exceed the system-wide average. The policy could also be based on the type of vehicle. For example, a transit provider may set a policy to assign vehicles with more capacity to routes with higher ridership and/or during peak periods. The policy could also be based on the type of service offered. For example, a transit provider may set a policy to assign specific types of vehicles to express or commuter service. Transit providers deploying vehicles equipped with technology designed to reduce emissions could choose to set a policy for how these vehicles will be deployed throughout the service area.*

The Caltrain revenue fleet consists of 118 passenger cars (25 Bombardier and 93 Nippon Sharyo/Gallery cars) and 29 diesel locomotives. All trains are comprised of one locomotive and five passenger cars. All Gallery car trains include at least one Americans with Disabilities Act-(ADA) accessible rail car, one car with a luggage rack and two cars that together accommodate up to 80 bikes. All Bombardier cars are ADA accessible and Bombardier trains all have two bike cars that accommodate up to 48 bikes.

Caltrain consists (i.e., locomotives, cab cars and passenger cars) are rotated on a daily basis to serve different scheduled trains. Several trains a day are specified to be equipped with Gallery consists to utilize the higher bike capacity of 80 (versus 48 for a Bombardier equipped train) for trains that have very high bike demand. Another group of trains are specified to be equipped with Bombardier consists in order to take advantage of its additional 10 seats and four doors per car for trains that have very high passenger loads. The use of Gallery versus Bombardier equipment is not matched to any particular service type or station, except Gilroy service that is always provided utilizing Gallery consists.

B. TRANSIT AMENITIES

According to the October 2012 FTA Circular 4702.1B:

> *Transit amenities refer to items of comfort, convenience, and safety that are available to the general riding public. Fixed route transit providers must set a policy to ensure equitable distribution of transit amenities across the system. Transit providers may have different policies for the different modes of service that they provide. Policies in this area address how these amenities are distributed within a transit system, and the manner of their distribution determines whether transit users have equal access to these amenities. This subparagraph is not intended to impact funding decisions for transit amenities. Rather, this subparagraph applies after a transit provider has decided to fund an amenity.*

Caltrain provides a variety of amenities at stations to attract and retain customers. Station amenities are distributed based on ridership activity of stations and conditions that were adopted by the JPB when it took over the railroad. Stations are divided into three groups (Level 1- 3). These levels correspond roughly with the station hierarchy designations listed in the introduction to the system-wide service standards.

The "Core" set of amenities exist at most stations and include bike lockers, bike racks, shelters/canopies, benches, trash cans, pay phones, smart card fare validation equipment and ticket vending machines (TVMs). It is standard for each station to have a posted system map, schedule, other customer information, variable message signs and public announcement systems (PA). The standard amenities are included in the definition of core amenities.

Only a few stations with unique access situations have elevators or escalators. The placement of elevators is often at the choice and cost of others when a station is constructed or reconstructed.

Amenities Policy

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

I. DEMOGRAPHIC AND SERVICE PROFILE MAPS

This section provides general demographics and service profiles as well as information on minority and low-income populations located within the Caltrain service area. Caltrain's fixed transit rail line, located in San Francisco, San Mateo, and Santa Clara Counties, spans 77.4 miles and serves 31 stations.

Demographic and service profile maps and overlays are based on the US Census and 2020 5-year American Community Survey (ACS) Data. The following maps are included:

System Map

- Caltrain System Map

Base Maps

- Caltrain Base Maps - Containing major streets, highways, fixed transit facilities (Caltrain and JPB facilities). Major activity centers such as schools, hospitals, etc. are also included.

Race and Ethnicity Demographic Maps

- American Indian/Native American Population by Tract Group
- Asian Population by Tract Group
- African American/Black Population by Tract Group
- Hispanic/Latino/a Population by Tract Group
- Pacific Islander Population by Tract Group
- Caucasian/White Population by Tract Group
- "Other Races" Population by Tract Group (excludes Native Americans, Asians, African Americans/Blacks, Hispanics, Pacific Islanders, and Caucasians/Whites)

Combined Minority Demographic Maps

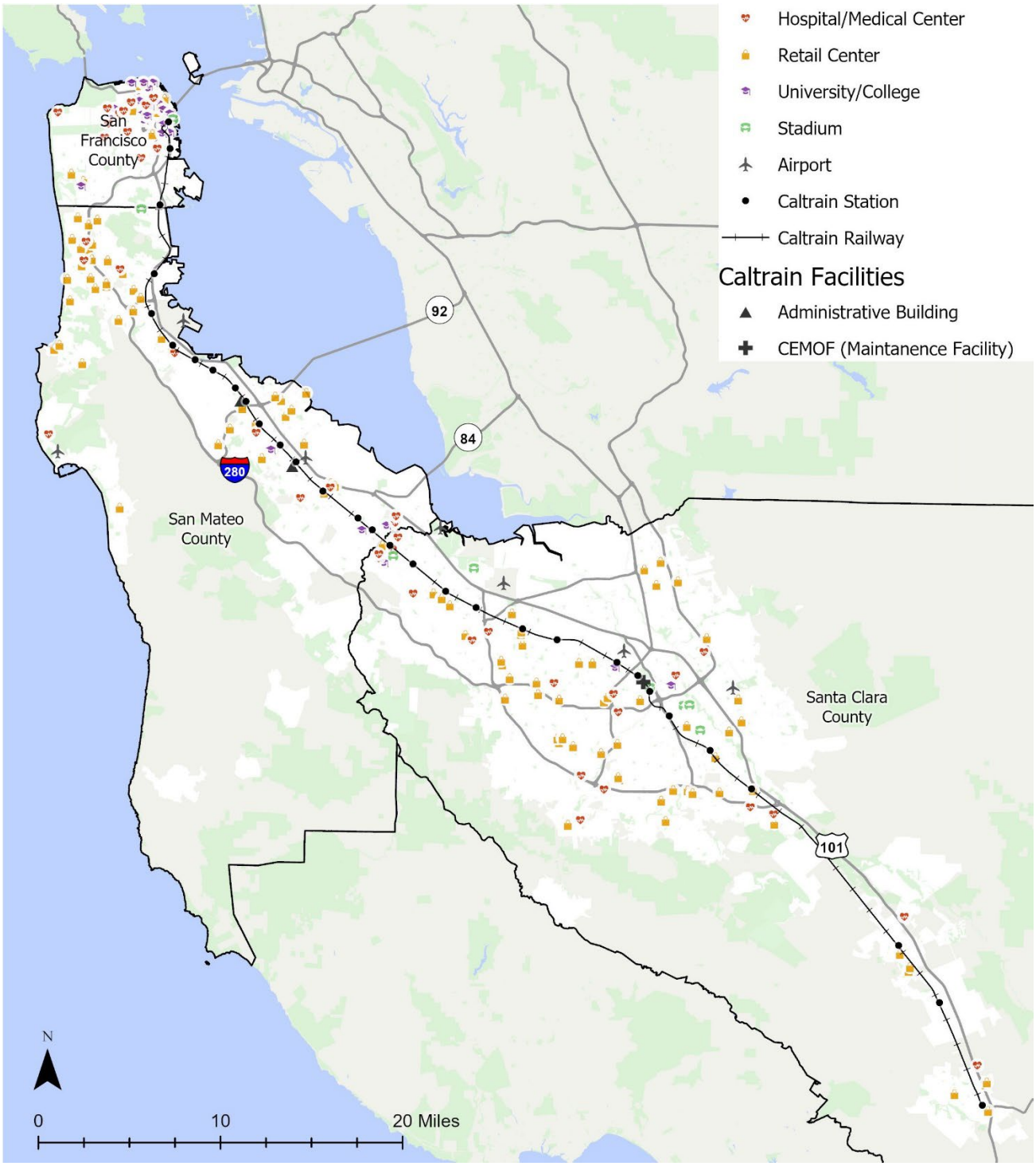
- Minority population broken out by Tract Group using 2020 5-year American Community Survey (ACS) Data. Minority Tract Groups are defined as those in which the minority population exceeds the systemwide minority average of 65%.

Low-Income Population Demographic Maps

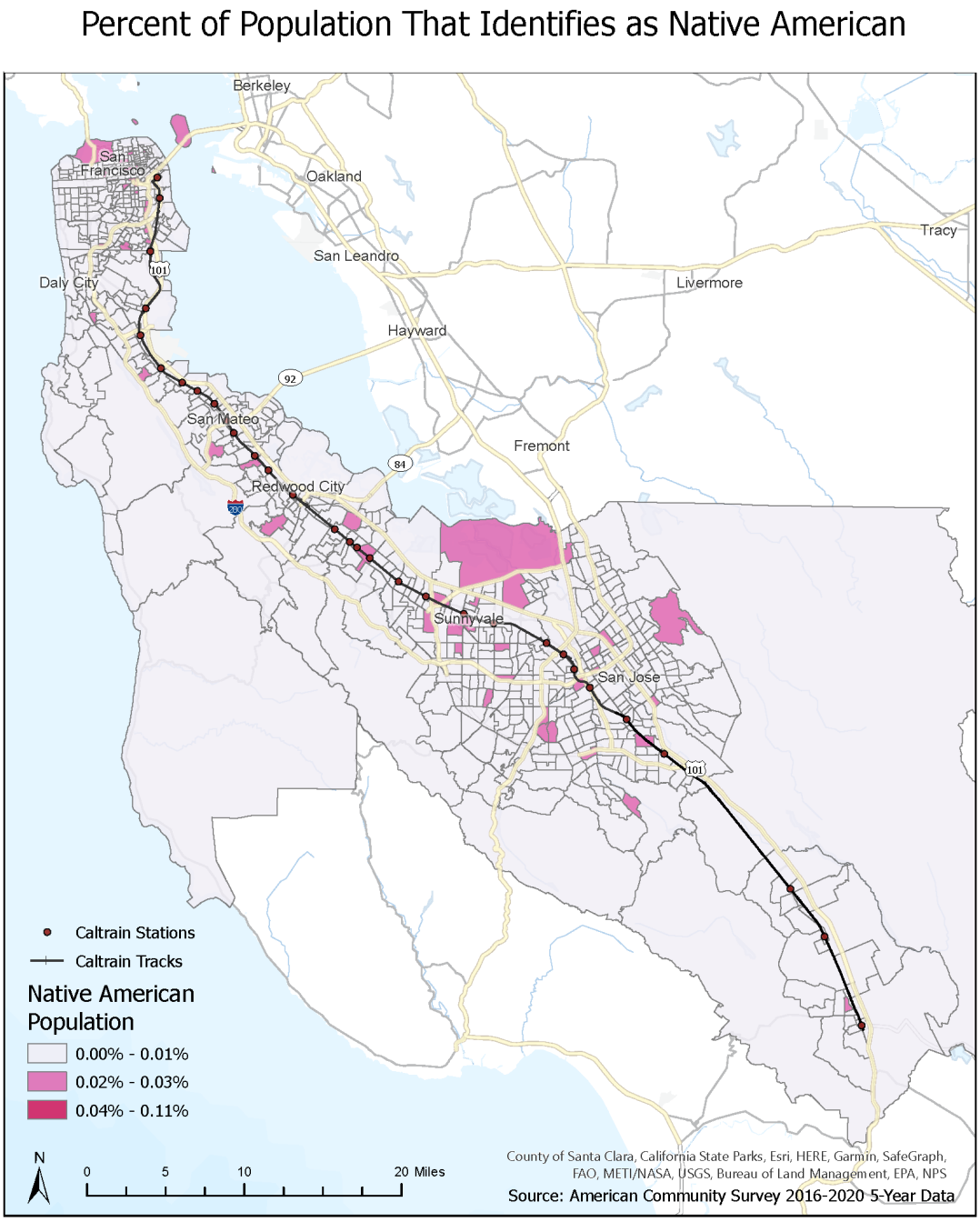
- Low-income population broken out by census tract using the 2020 5-year American Community Survey (ACS) Data. Low-income Tract Groups are defined as those in which more than 13% of the households in the tract that have an income that is 200% of the federal poverty threshold (Under $25,000 a year).

Map 1: Caltrain System Map

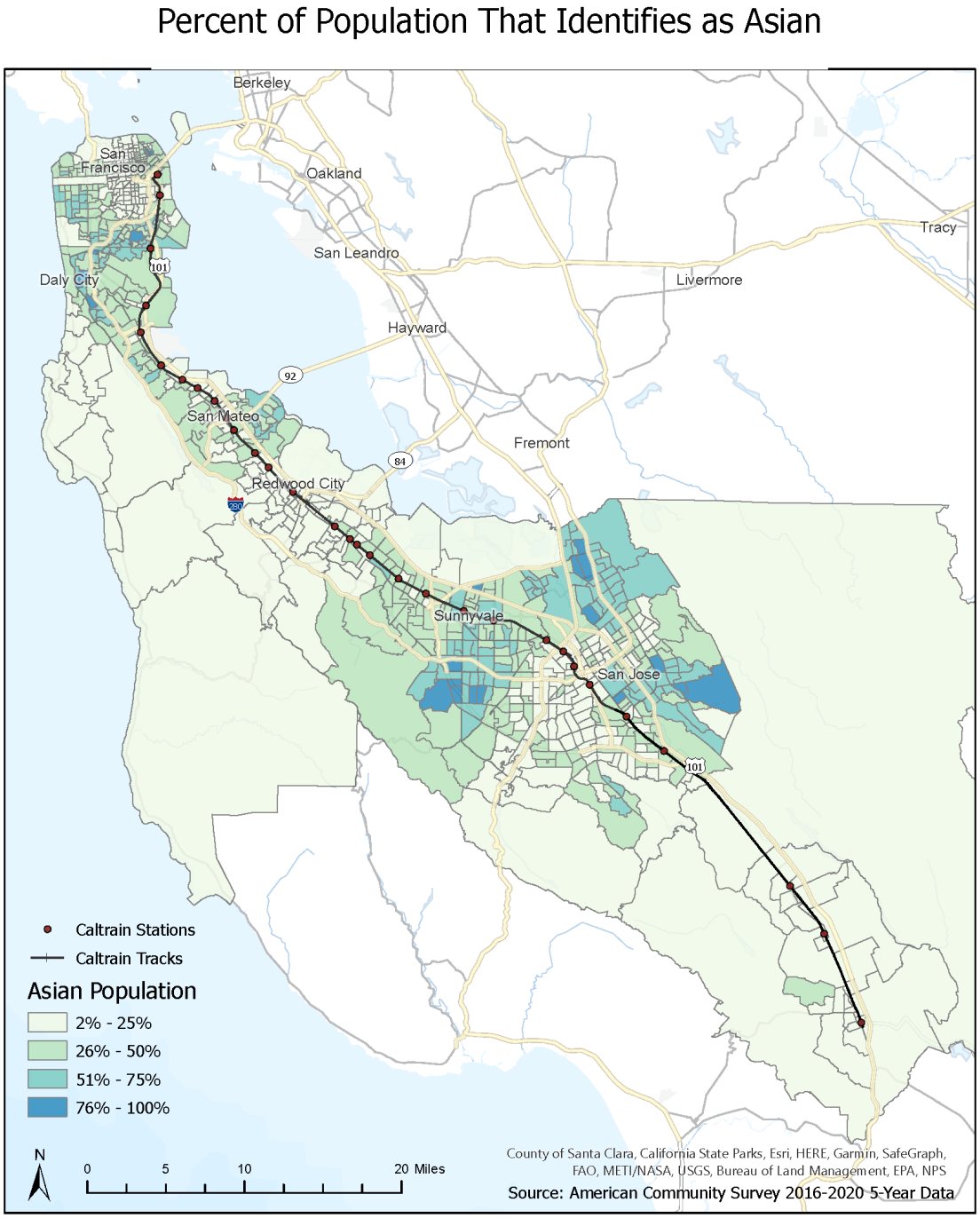
Map 2 Caltrain Base Map



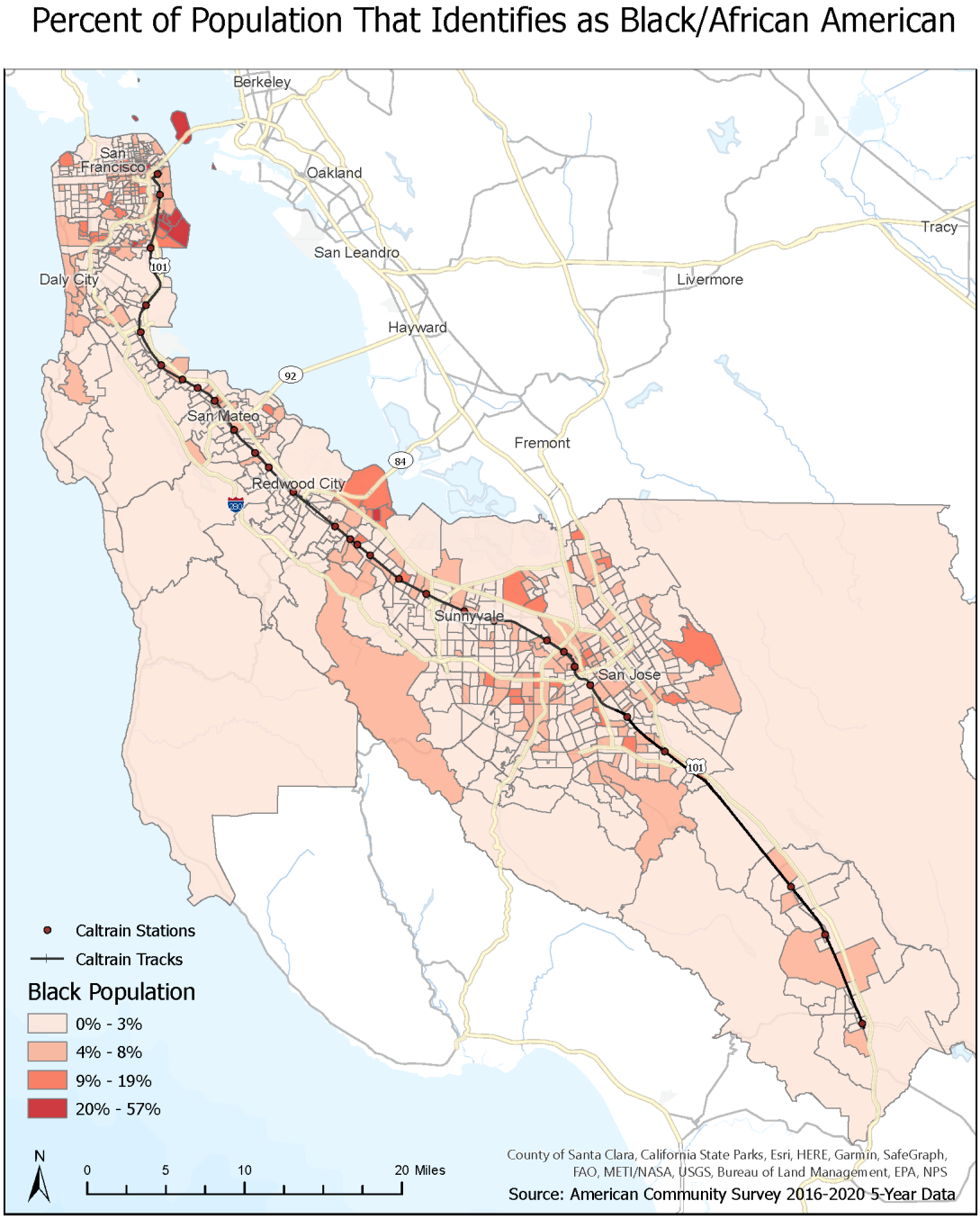
Map 3: American Indian/Native American Population by Tract Group



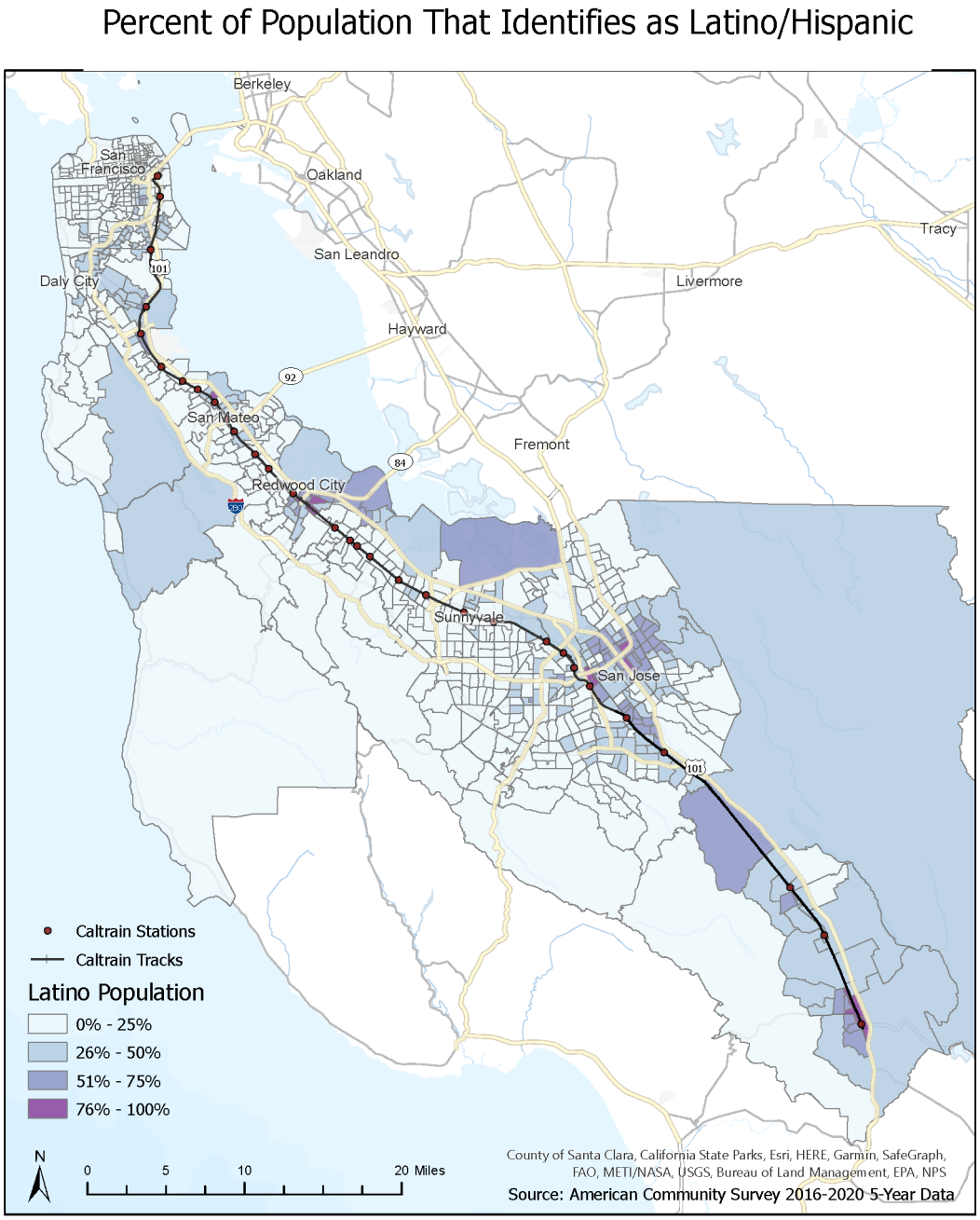
Map 4: Asian Population by Tract Group



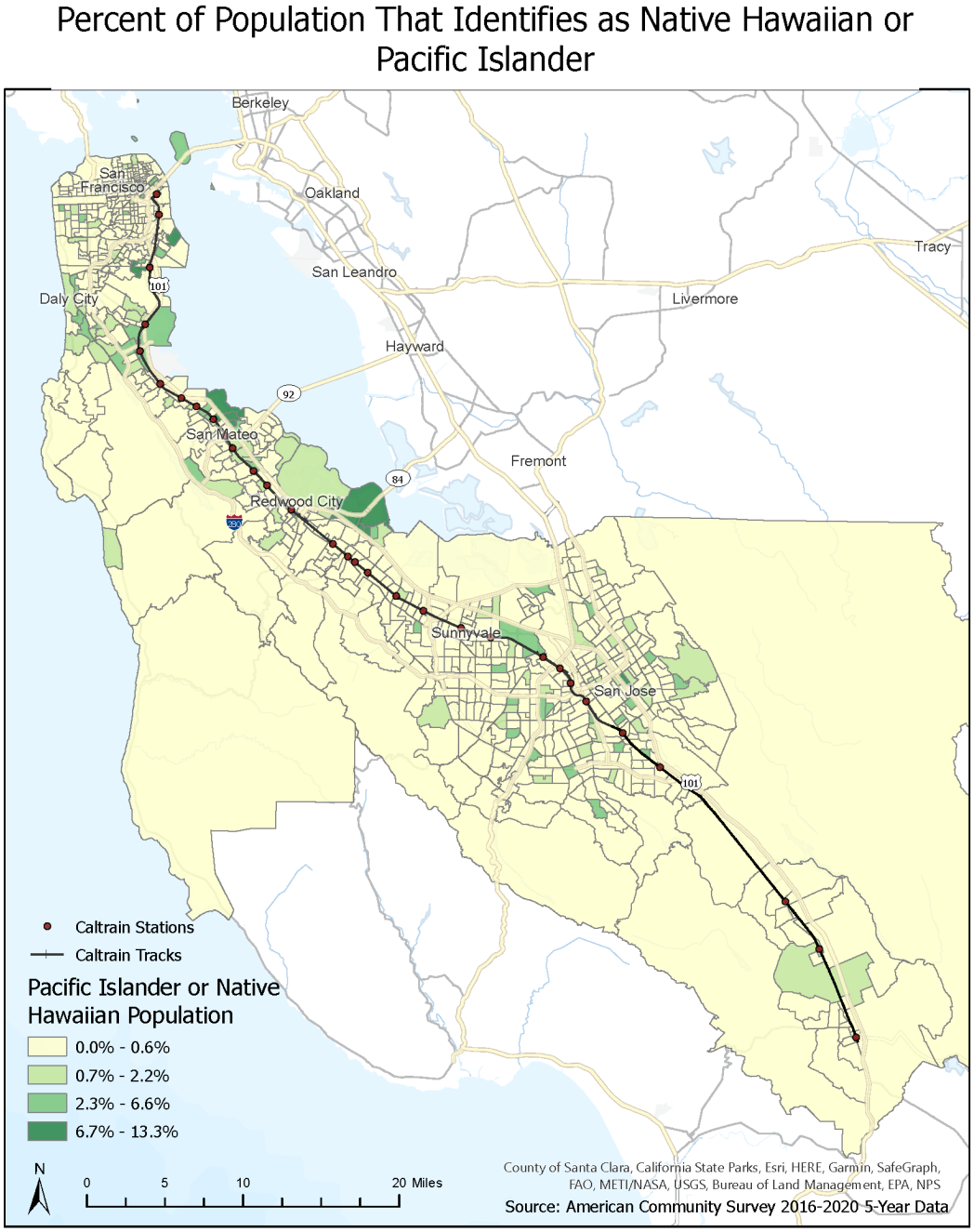
Map 5: African American/Black Population by Tract Group



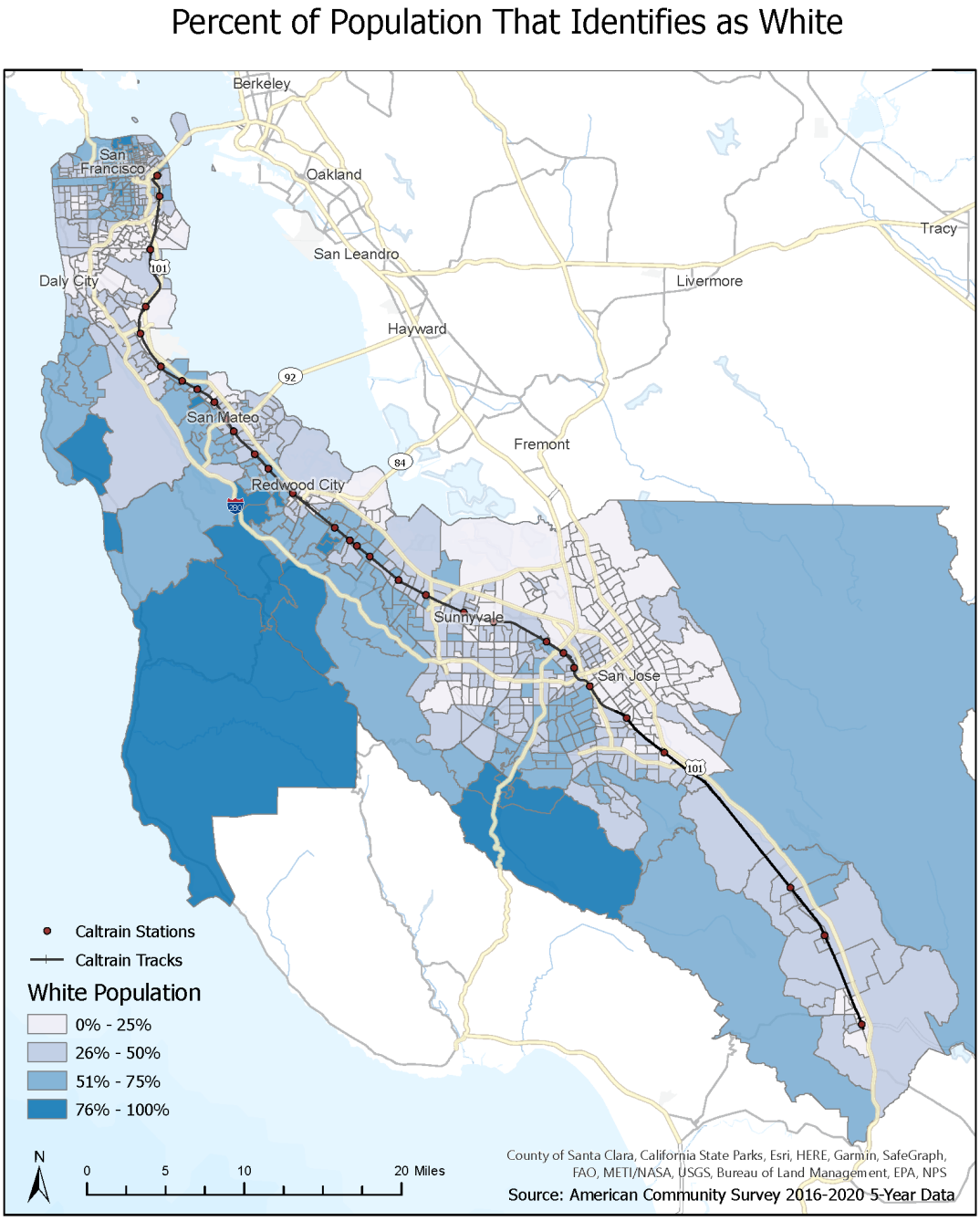
Map 6: Hispanic/Latino/a Population by Tract Group



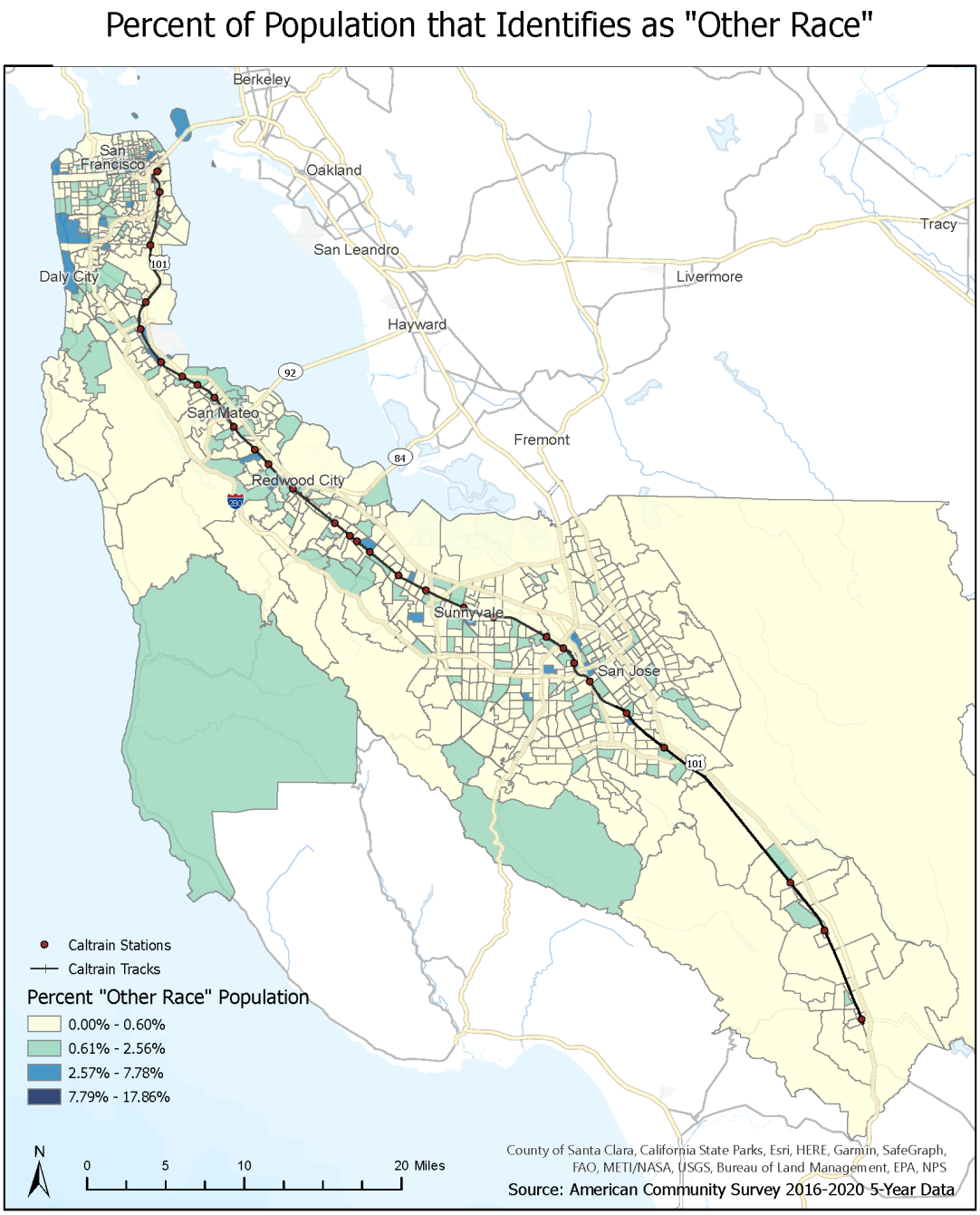
Map 7: Pacific Islander Population by Tract Group



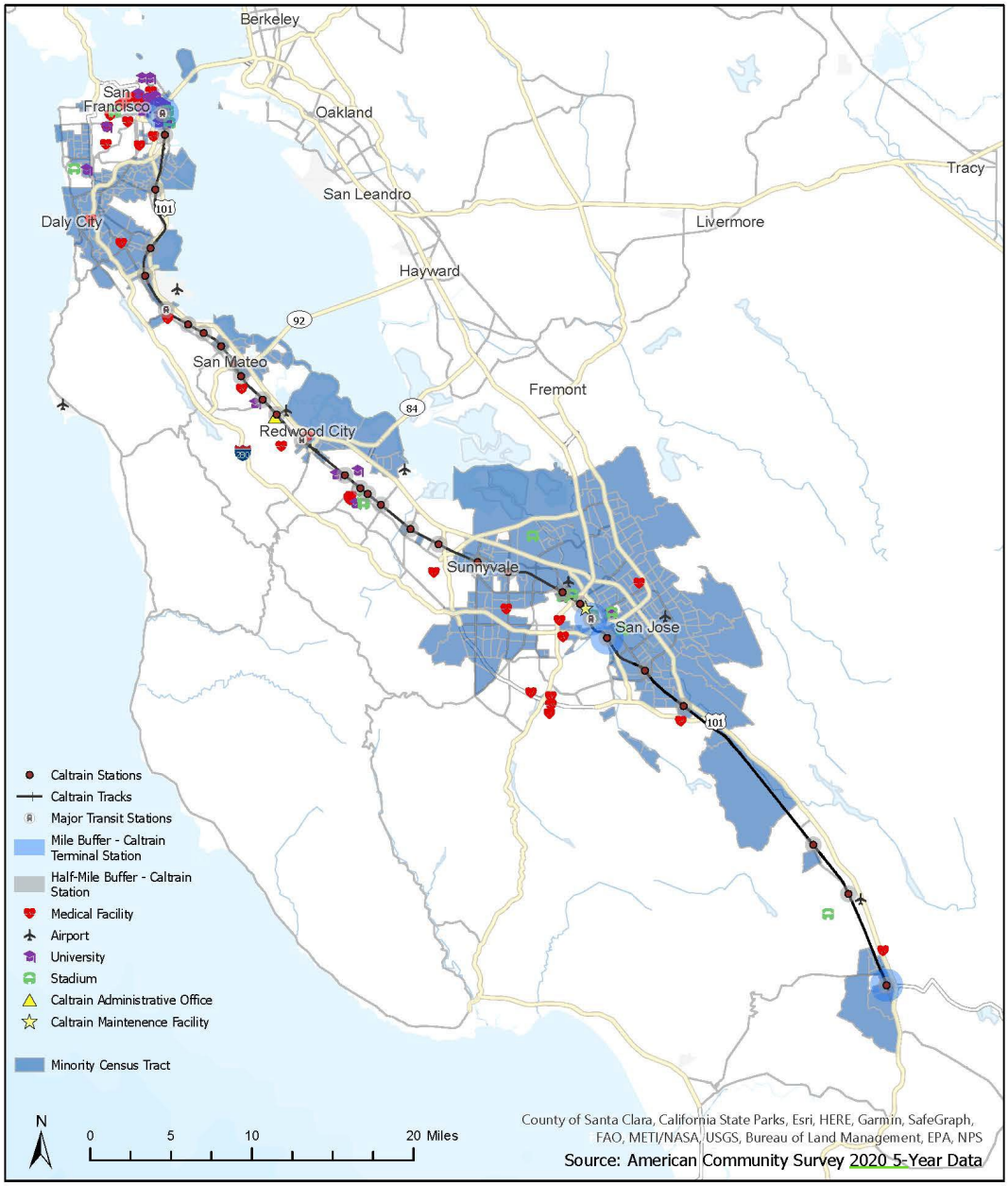
Map 8: Caucasian/White Population by Tract Group



Map 9: Other Races by Tract Group

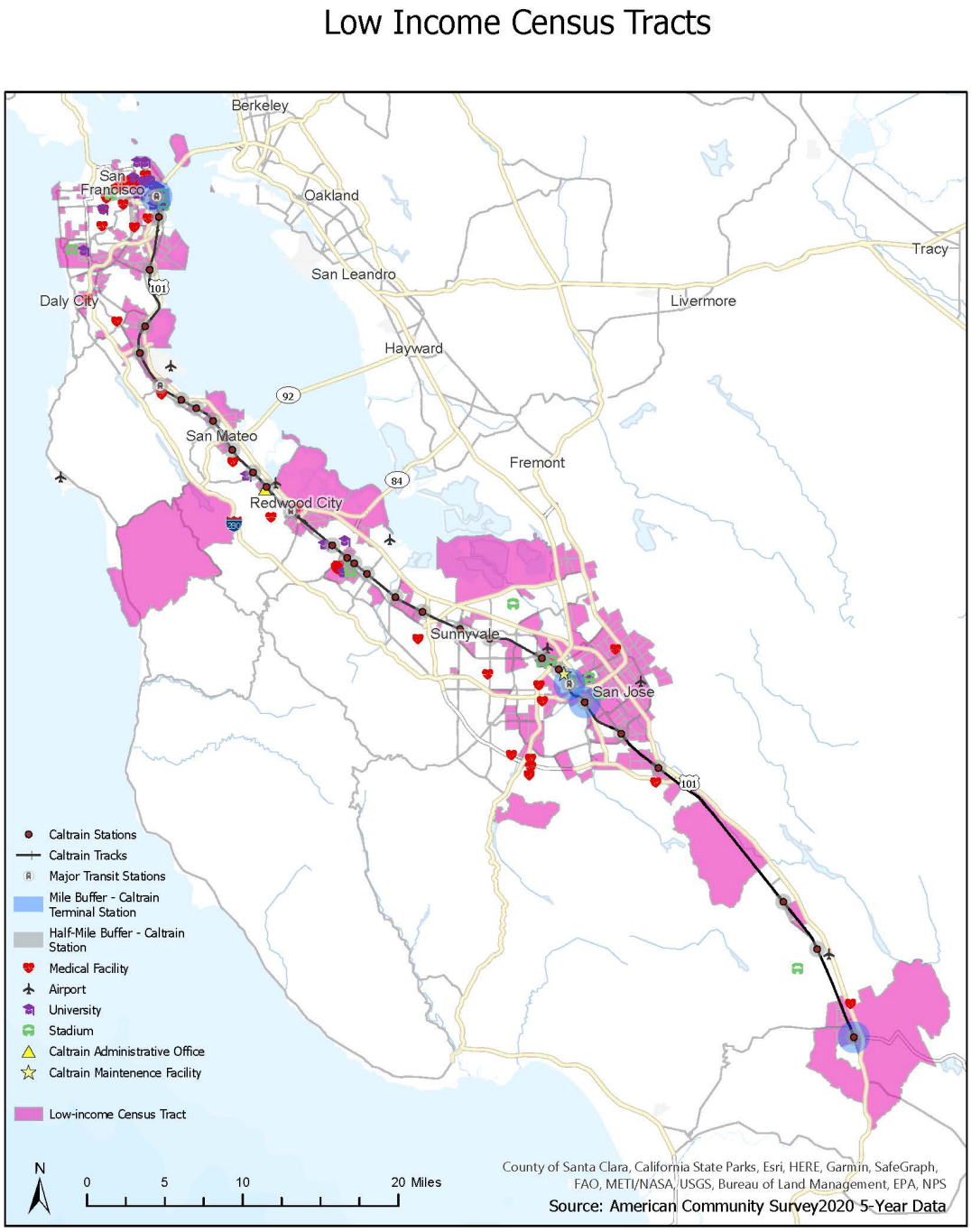


Map 10: Minority Population by Tract Group



Minority tract groups are defined as those in which the minority population exceeds the systemwide minority average of 65%

Map 11: Low-Income Population by Tract Group



Low-income Tract Groups are defined as those in which more than 13% of the households in the tract that have an income that is 200% of the federal poverty threshold (under $27,180 a year).

G. CONSTRUCTION FACILITIES INFORMATION

The Caltrain Modernization Program (CalMod) Project details are attached for information only. There have been no construction of facilities or siting of facilities since the last JPB Title VI Program submission in 2019.

Details on the Peninsula Corridor Electrification Project (PCEP) and Positive Train Control (PTC) Project, including information on related public outreach can be found at https://www.caltrain.com/projects/electrification/construction

J. RIDERSHIP AND TRAVEL PATTERNS

Triennial Customer Surveys are conducted system-wide every three years using a market research on-call contractor. Paper surveys (available in English, Spanish and Chinese) were distributed on-board vehicles and collected by surveyor staff. Customers complete an extensive questionnaire and also have the option of mailing in surveys. The results are entered, cleaned, and compiled in a succinct report by the contractor. The complete dataset (along with a report) is provided to JPB to use at our discretion. The results are also provided in a summary report, which the JPB makes available to the public online at: http://www.caltrain.com/about/statsandreports/Surveys.html. Additional surveys may be administered on a variety of topics.

Two surveys conducted in the last three years are provided for this 2019 Title VI Program.

1. Caltrain Triennial Customer Survey, Fall 2019 Summary Report
2. Caltrain Pandemic Customer Survey, Summer 2020

FALL 2020

Caltrain Pandemic Rider Survey

TOPLINE REPORT

Prepared by
COREY, CANAPARY & GALANIS
447 Sutter Street – Penthouse North
San Francisco, CA 94108

INTRODUCTION

This report provides topline findings from an onboard survey of Caltrain riders. The fieldwork was conducted October 26, 2020 through November 18, 2020.

Key objectives of the survey include:

- Reporting trip characteristics, such as peak/off-peak/weekend use.
- Reporting personal travel characteristics, such as frequency of Caltrain use and primary reasons for riding Caltrain.
- Reporting demographic characteristics, such as race/ethnicity, national origin, age, income, etc.
- Indication of ridership changes since the onset of shelter-in-place and related impacts from the COVID-19 Pandemic.

Percentages included in this report may not total 100% due to statistical rounding.

Questions regarding this project may be directed to: Julian Jest, Caltrain, 650.508.6245.

Methodology

The survey was conducted onboard, a self-administered questionnaire was distributed to Caltrain riders. Surveyors boarded pre-selected trains and attempted to distribute questionnaires to all riders on up to three randomly selected cars of the assigned train. Completed surveys were also collected by these surveyors (who stayed onboard during the train trip).

Specific steps were taken to ensure the highest possible response rate. This included using professional, experienced onboard surveyors on the project, making the questionnaire available in English and Spanish, and providing both an online option and a business reply mail-back option for persons who did not have time to complete the survey onboard.

Field interviewing on this project was conducted from Monday, October 26, 2020, through Wednesday, November 18, 2020. Weekday shifts were allocated to allow for surveying during morning and afternoon peak periods, as well as off-peak periods. Saturday and Sunday trains were also surveyed at various times of the day. The dates of the fieldwork were scheduled to avoid surveying during particularly heavy maintenance or other events that would unduly impact ridership.

Surveyors returned completed questionnaires to Corey, Canapary & Galanis' office following the completion of the fieldwork. Editing, coding, and inputting were done in-house once the questionnaires were returned.

Weighting

The existing data is weighted based on Strata as follows:
Weekday Peak ridership (trains leaving from start of service until 9 am and from 3 pm to 7 pm): 58%
Weekday Offpeak (trains Monday through Friday departing at all other times): 25%
Weekend (Sat/Sun all day): 18%

This weighting is based on the ridership figures for October 26-31, 2020, which was the first week of surveying, using the Caltrain onboard conductor counts for this period. For the final figures, weighting may be adjusted, as the weighting will include data for the first three weeks of November 2020 once it is available.

Because of this, *figures presented in this report may change in the final summary report, once November ridership data becomes available and weighting is applied*. The trends called out in the summary on the following pages exist in both weighted and unweighted data.

SUMMARY OF RESULTS

Note: 2020 results are from the current (2020 Caltrain Pandemic Rider) survey. 2019 results are from the 2019 Caltrain Triennial Customer survey.

Ridership Characteristics

- Riders are less likely to ride Caltrain frequently compared to 2019.
    - In 2019, 53% of riders used Caltrain 5 days per week or more. In 2020, that number dropped to 43%.
    - In 2019, only 8% of riders used Caltrain 3 days per month or less. However, in 2020, nearly a quarter of all riders (24%) use Caltrain 3 days per month or less.

- Riders are less likely to use monthly passes and more likely to use other types of fare payment.
    - While in 2019, 59% of riders used either a Go Pass or Caltrain monthly pass to pay for their fare, 39% of Caltrain riders used one of these passes in the 2020 survey.
    - A higher share of riders are using fare payment such as a regular one-way ticket (19% in 2020 vs 7% in 2019), Clipper cash (28% in 2020 vs 23% in 2019), or a mobile one way or day pass (8% in 2020 vs 5% in 2019).

- A smaller share of riders use Caltrain for work or school in 2020.
    - While in 2019, 87% were going to work or school on Caltrain (81% work, 6% school), 65% are going to work or school in 2020 (62% work, 2% school).
    - Notably a higher share of riders in 2020 were using the train for social or recreational purposes (20% in 2020 vs 9% in 2019).

- Respondents in 2020 are less likely to access Caltrain by driving and parking. While 24% drove and parked to reach Caltrain in 2019, only 12% did so in 2020. Conversely, while only 1% used SamTrans or another bus to access Caltrain in 2019, 11% used this mode in 2020.

- While 51% said they had a car available to make the surveyed trip in 2019, only 36% said they had a vehicle for the trip available in 2020. Moreover, those who said they use Caltrain because they do not have access to a car rose from 23% in 2019 to 46% in 2020. In 2020, this was the top reason given for riding Caltrain.

COVID Impact

- Most of those surveyed in 2020 (78%) said they had used Caltrain even prior to shelter in place in March 2020.
- About half (53%) say they ride about the same as they did prior to March 2020, while 32% ride less frequently, and 15% ride more frequently.
- Only 20% say they are more likely to ride for work purposes, while 17% say they are less likely to ride for work related purposes, and 63% say they ride about the same amount for work.

- Among safety measures to address COVID, 86% said mask wearing was among the most important safety measure taken. This was followed by social distancing (61%), cleaning (54%), and ventilation (34%). Only 0.2% said measures were not needed.

Demographics

- The average Caltrain rider in 2020 is slightly older (average 38 years) than in 2019 (average 36 years).
- The average household income of Caltrain riders has dropped from about $158,000 in 2019 to about $95,000 in 2020.
- In 2020, passengers are twice as likely to identify as Hispanic/Latino (12% in 2019 vs 26% in 2020) or Black (4% in 2019 vs 8% in 2020) compared to 2019.

NOVEMBER 2019

Caltrain Triennial Customer Survey

SUMMARY REPORT

Prepared by

COREY, CANAPARY & GALANIS RESEARCH

447 Sutter Street – Penthouse North

San Francisco, CA 94108

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INTRODUCTION

This report provides findings from an onboard survey of Caltrain riders. The fieldwork was conducted November 2-19, 2019; 5,501 surveys were completed.

Key objectives of the survey include:

- Reporting trip characteristics, such as peak/off-peak/weekend use.
- Reporting personal travel characteristics, such as frequency of Caltrain use and primary reasons for riding Caltrain.
- Reporting demographic characteristics, such as race/ethnicity, national origin, age, income, etc.
- Ratings of six specific service characteristics, including one overall assessment of the entire Caltrain experience.

This report includes the following key sections: Executive Overview, Charts/Key Findings, Detailed Results, and the Appendix. The Appendix of this report includes a copy of the questionnaire, interviewer training instructions, and information on trains sampled. Additional information is provided in the Verbatim Comments Report and Statistical Tables.

Percentages included in this report may not total 100% due to statistical rounding.

Questions regarding this project may be directed to: Julian Jest, Caltrain, 650.508.6245.

Changes in Caltrain Service Since Last Survey

Since the previous survey in 2016 a fare increase took effect for the monthly pass, zones, Go Pass, monthly parking permit and the elimination of the 8-ride ticket. A new fare enforcement policy was also implemented, speeding up the enforcement process, while also lowering the fine amount. A new Caltrain mobile ticketing app was launched, allowing customers to purchase and activate tickets and parking permits from their mobile devices.

Caltrain made some minor adjustments to the weekday schedule to improve service reliability for customers, and also scheduled a weekend timetable change to accommodate construction projects for electrification, modifying headways from 60 minutes to 90 minutes. Caltrain also temporarily suspended weekend service between Bayshore and San Francisco stations for Electrification Work, for approximately six months. Single tracking was implemented along the corridor during weekday off-peak hours, requiring riders for both north and southbound trains to board on the same platform.

A bikes board first program was launched at all stations, allowing riders with bicycles to board first onto the designated bike cars. Improvements were made to 22nd Street Station, including an improved plaza, walkway, scooter and motorcycle parking. Secure bike lockers and a bike share station were also added.

Methodology and Response Rate

The survey was conducted onboard, a self-administered questionnaire was distributed to Caltrain riders. Surveyors boarded pre-selected trains and attempted to distribute questionnaires to all passengers on a randomly selected car of the assigned train. Completed surveys were also collected by these surveyors (who stayed onboard during the train route).

Specific steps were taken to ensure the highest possible response rate. This included using professional, experienced onboard surveyors on the project, making the questionnaire available in English and Spanish, and providing a business reply mail-back option for persons who did not have time to complete the survey onboard.

The overall response rate (75%) was high for a system-wide survey of this type. The response rate was calculated by dividing the total number of completes (5,501) by all *eligible* passengers riding on the sampled trains (7,374). Additional information on the survey distribution and response rate is provided in the Appendix of this report.

Field interviewing on this project was conducted from Saturday, November 2, 2019 to Tuesday, November 19, 2019. Weekday shifts were allocated to allow for surveying during morning and afternoon peak periods, as well as off-peak periods. Saturday and Sunday trains were also surveyed at various times of the day. The dates of the fieldwork were scheduled to avoid surveying during special events that would unduly impact ridership.

Surveyors returned completed questionnaires to Corey, Canapary & Galanis' office following the completion of the fieldwork. Editing, coding, and inputting were done in-house once the questionnaires were returned.

Sampling

In total, 5,501 surveys were completed by riders. This total equates to a system-wide margin of error of +/- 1.28% (at the 95% confidence level).

The sampling on the study was designed to achieve a cross section of riders utilizing trains at various times of the day. Surveys were conducted on weekdays (Tuesday, Wednesday, and Thursday), as well as on Saturday and Sunday. CC&G sampled a total of 62 weekday routes and 10 weekend routes. Of the 62 weekday routes surveyed, 29 were Limited trains, 19 were Local trains, and 14 were Bullet trains. For each train sampled, a specific car was selected, and CC&G attempted to survey every passenger in the selected car.

The 2019 distribution of trains sampled was comparable to those sampled in 2016. In 2019, trains were randomly selected within the proportions of the 2016 survey (e.g. train direction, time of day, share of local/limited/bullet service). Minor adjustments to sampling were made for scheduling efficiency while maintaining these proportions.

Statistically Significant Differences

As was mentioned previously, for the total number of respondents (n = 5,501) who participated in the survey, the margin of error is +/- 1.28% at the 95% confidence level. The margin of error for some other key sub-groups which are shown in this report:

- Weekday Peak (n =3,985 unweighted, 4,332 weighted). +/- 1.45% at the 95% confidence level;
- Weekday Offpeak (n =1,017 unweighted, 789 weighted). +/- 3.47% at the 95% confidence level;
- Weekend (n =499 unweighted, 380 weighted). +/- 5.02% at the 95% confidence level.

Weighting

Most survey responses in this report are weighted to show a proportional response for the true percentage of weekday/weekend and peak/off-peak ridership. Responses were weighted in accordance with data from recent ridership counts as follows:

Segment	Average Weekly Riders*	Percentage of Total Ridership
Weekday Peak	269,070	78.75%
Weekday Off-peak	49,025	14.35%
Saturday	13,954	4.08%
Sunday	9,636	2.82%
TOTAL	341,685	100.0%

* Weekday ridership is from Caltrain's 2019 Ridership Count, Weekend ridership is from Caltrain's 2018 Ridership Count.

EXECUTIVE SUMMARY

Length of Time Using Caltrain

- In 2019, 31% of riders have been riding Caltrain less than one year.
- This is a slightly lower share of new riders than in 2016 (when 34% had been riding less than one year).

Frequency of Riding Caltrain

- More than two-thirds of riders (69%) ride Caltrain at least four days per week.
- Infrequent riders (those riding 1 day a week or less) who ride during the week appear to have declined, while there is a much greater share of infrequent riders on the weekend. While 40% of weekend riders in 2016 were infrequent riders, in 2019, 74% were infrequent riders.

Fare Media

- Slightly over one third of respondents (34%) paid for their Caltrain trip with a Clipper Caltrain monthly pass.
- The share who paid for their Caltrain trip using a Go Pass rose from 14% in 2013 to 21% in 2016 to 25% in 2019.
- Nearly a fourth of respondents (23%) in 2019 used cash value on their Clipper card to pay for the surveyed trip.
- About 5% of respondents paid for their trip using the mobile app in 2019.

Distance from Starting Location to Caltrain Station

In 2019, a question was introduced asking respondents how far it was from their starting point to their origin Caltrain station. The wording on this question was slightly different from the 2016 version.

- Most respondents (80%) traveled 10 miles or less to reach their origin Caltrain station.
- The median distance traveled was 2.0 miles; the average was 8.2 miles.

Why Riders Choose Caltrain

- Nearly three quarters of riders (72%) said they ride Caltrain to avoid traffic. This is an increase from 62% who said they rode Caltrain for this reason in 2016.
- The share of riders saying they rode Caltrain to help the environment nearly doubled – riding from 26% in 2016 to 43% in 2019. Weekday peak riders cited this more often (44%) than weekend (34%) or weekday off peak (38%) riders.
- Notably, 34% of respondents in 2019 said they chose Caltrain because it was faster than other options, compared to 22% in 2016.

Stations Used

- Half of all riders boarded Caltrain in San Francisco (25%), Palo Alto (10%), San Jose (8%), or Mountain View (7%).
- San Francisco was the most common boarding station across all major time periods.
- San Francisco is the most commonly cited station where riders exit the Caltrain system as well (20%).
- After San Francisco, riders most commonly exited the train at Palo Alto (11%), San Jose (10%), Mountain View (7%) and Redwood City (7%).

Access/Egress on Caltrain

- Nearly three in 10 (34%) of respondents walked to Caltrain, and four in 10 (40%) got to their final destination by walking from the Caltrain station.
- Use of Uber/Lyft rose from less than 1% in 2013 for both access and egress to 3% for both access and egress in 2016, and 7% for both access and egress in 2019.
- Weekend riders were most likely to use Uber/Lyft (18% to access and 21% to egress) compared to Weekday Peak (5% to access, 5% to egress) and Weekday Offpeak riders (9% to access, 10% to egress).

Car Availability

- The share of those who had a car for the surveyed trip dropped to 51% in 2019, down from 60% in 2016.
- The share of Weekday Peak riders who said they had a car for the surveyed trip dropped from 63% in 2016 to 51% in 2019.
- In 2019, only 41% of Weekday Offpeak riders had a car for the surveyed trip (compared to 51% in 2016), while only 35% of weekend riders had a car for the surveyed trip (compared to 49% in 2016).

Satisfaction with Caltrain

- Overall, Caltrain riders rated their experience on Caltrain 3.99 (out of 5.00), a decrease of .10 from 2016 (4.09).
- Other rated attributes also declined from 2016, although a new attribute in 2019 – ease of use (of Caltrain) – was rated an average of 4.19 out of 5.00. (This was the highest rated attribute.)

Rider Demographics

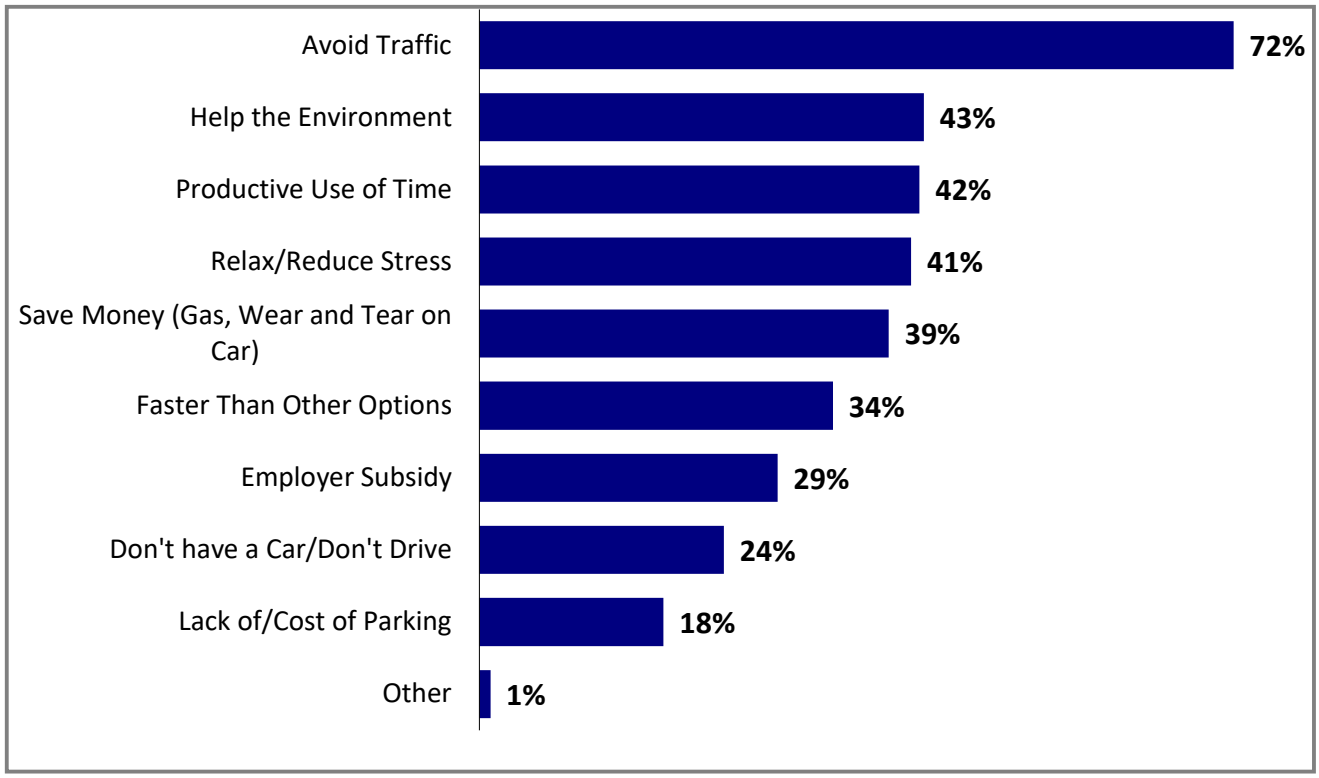
- Among all Caltrain riders, 55% are male, 44% female, and 1% other.
- Nearly all riders (97%) have a high school diploma, while 85% have graduated college.
- Caltrain riders are a diverse audience. They speak 77 languages in their homes, and while 59% say they are born in the United States, 41% were born in one of 107 countries around the world.

CHARTS – KEY FINDINGS

Note: Percentages included in this section may not add to 100% due to statistical rounding.

Main Reasons for Riding Caltrain

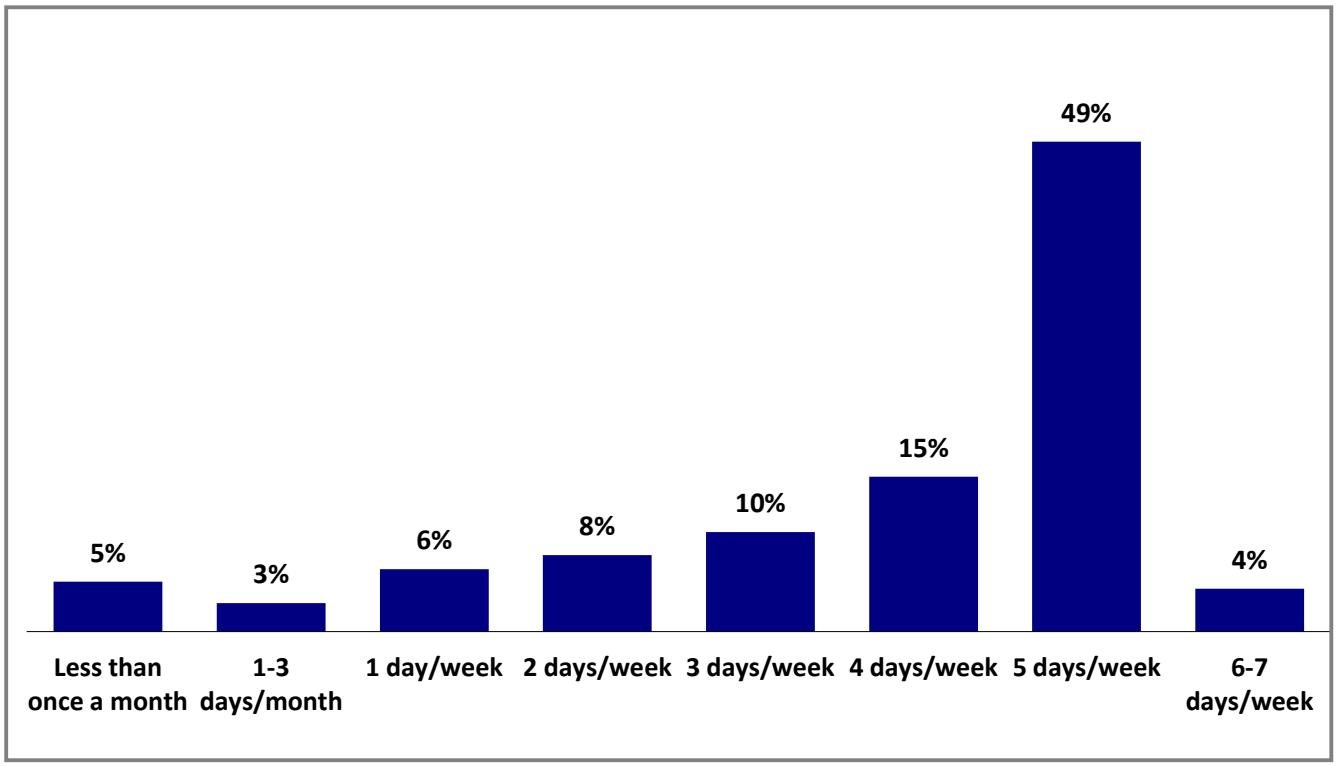
7. What are your main reasons for riding Caltrain?



Base: Total (5,501)
[Multiple answers accepted]

Frequency of Riding Caltrain - 2019

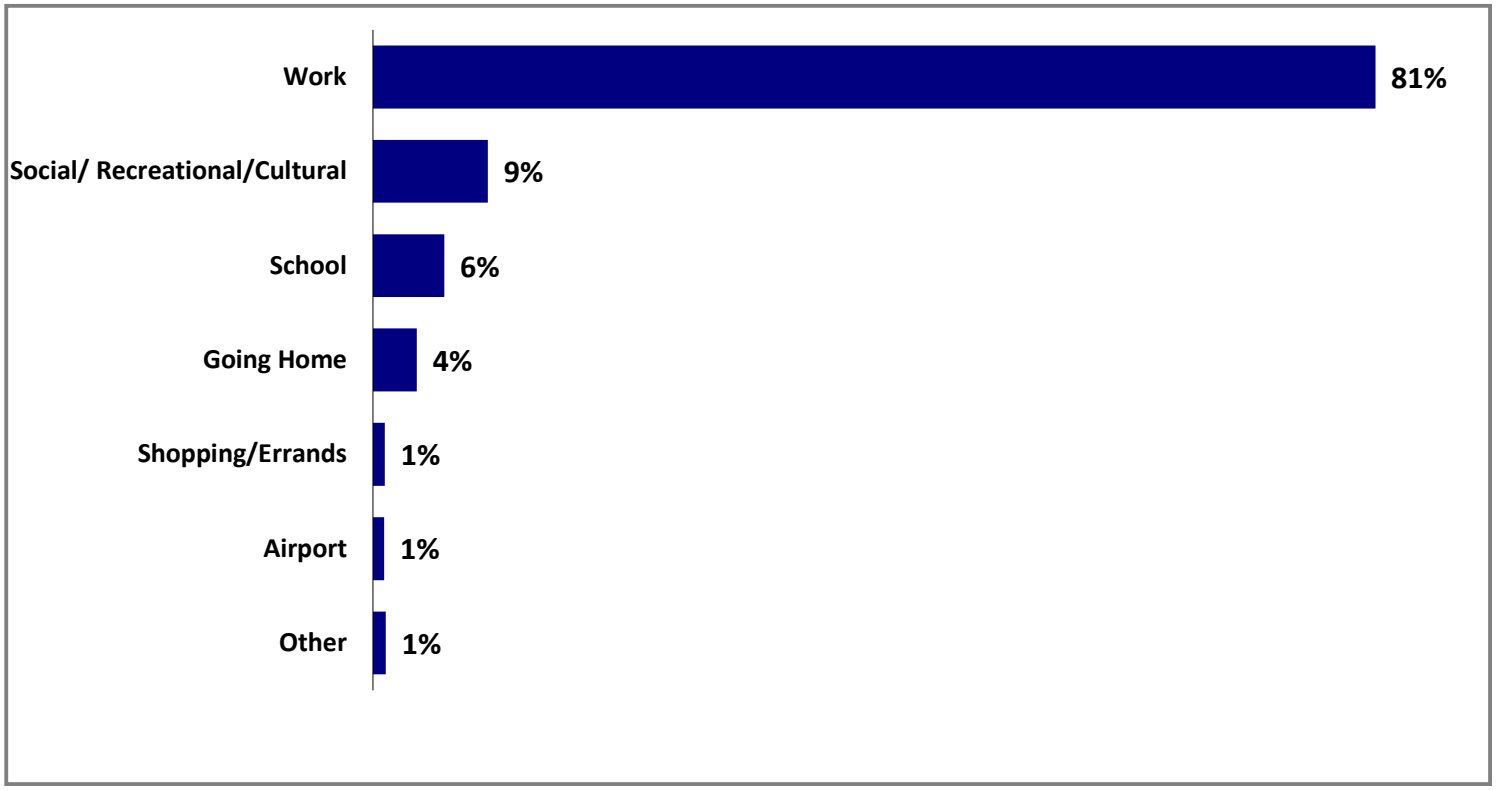
2. How often do you usually ride Caltrain?



Base: Total (5,501)

Trip Purpose

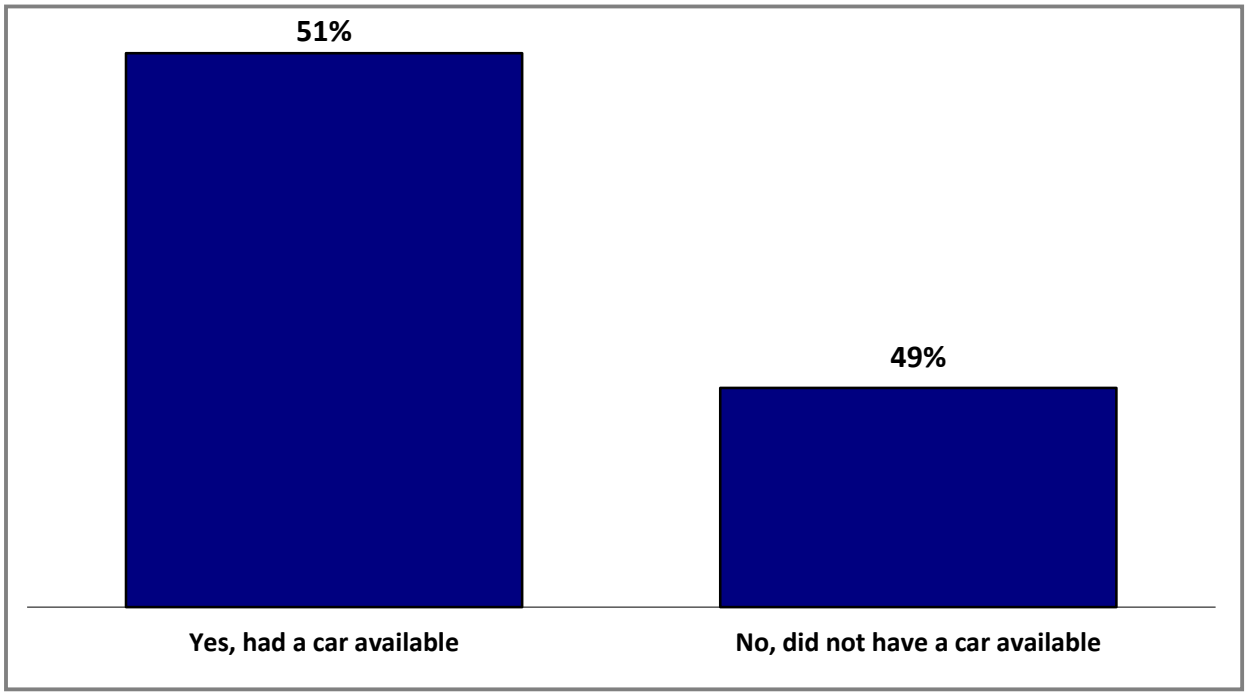
6. What is the main purpose of your trip today?



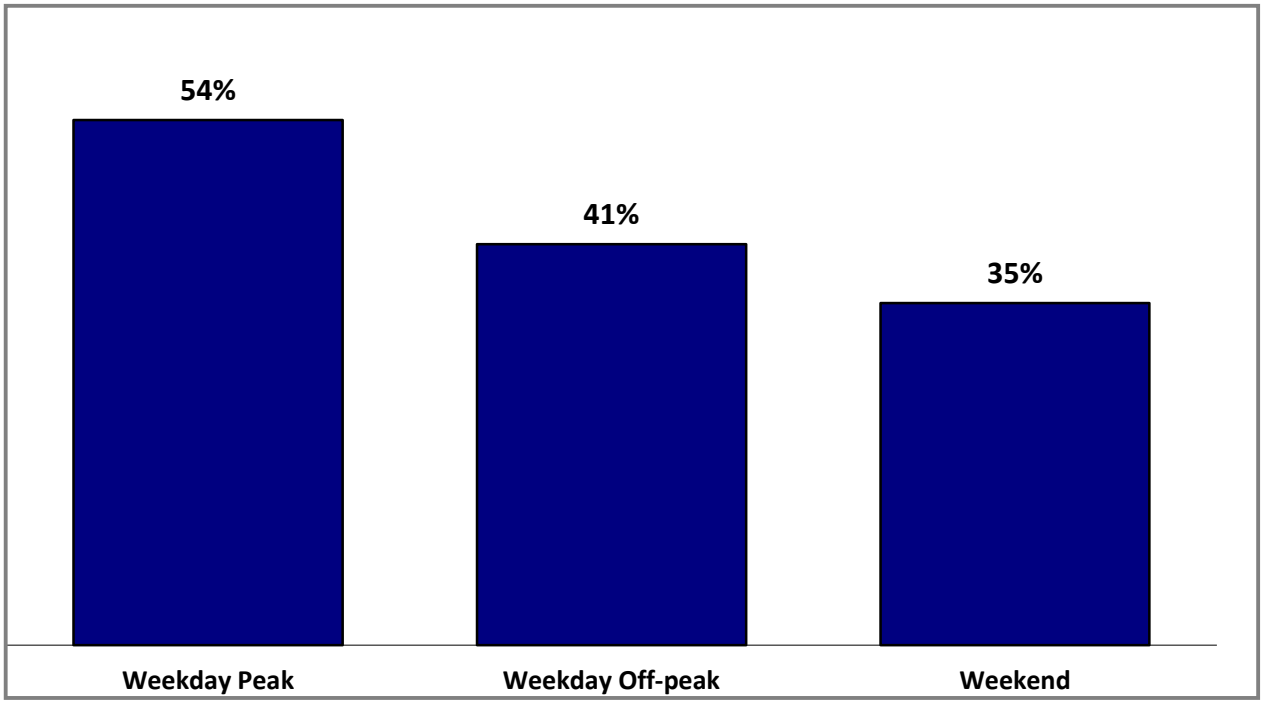
Base: Total (5,501)

Car Availability

13. Did you have a car available to take this particular trip?



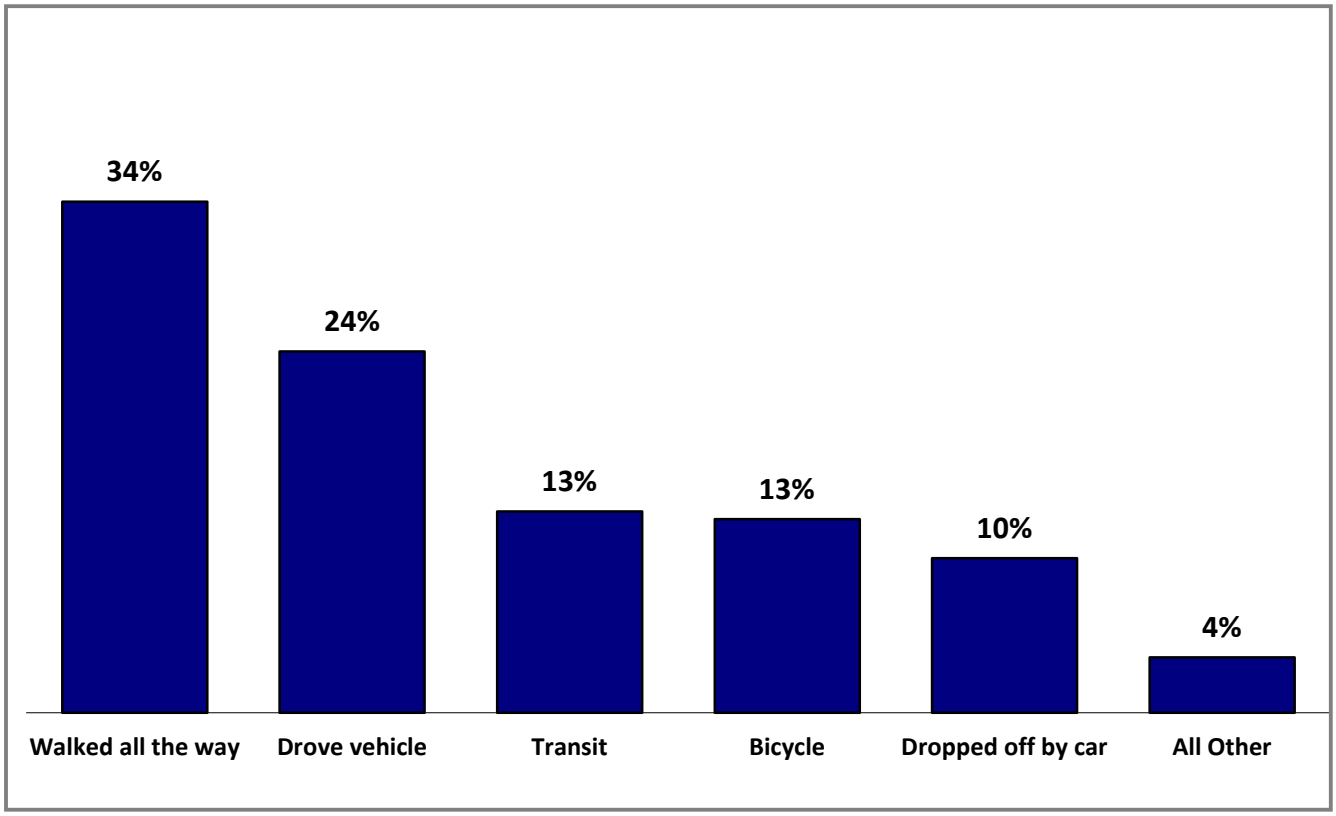
Those who stated that they had a car available, by time period



Base: Total (5,501)

Station Access by Mode

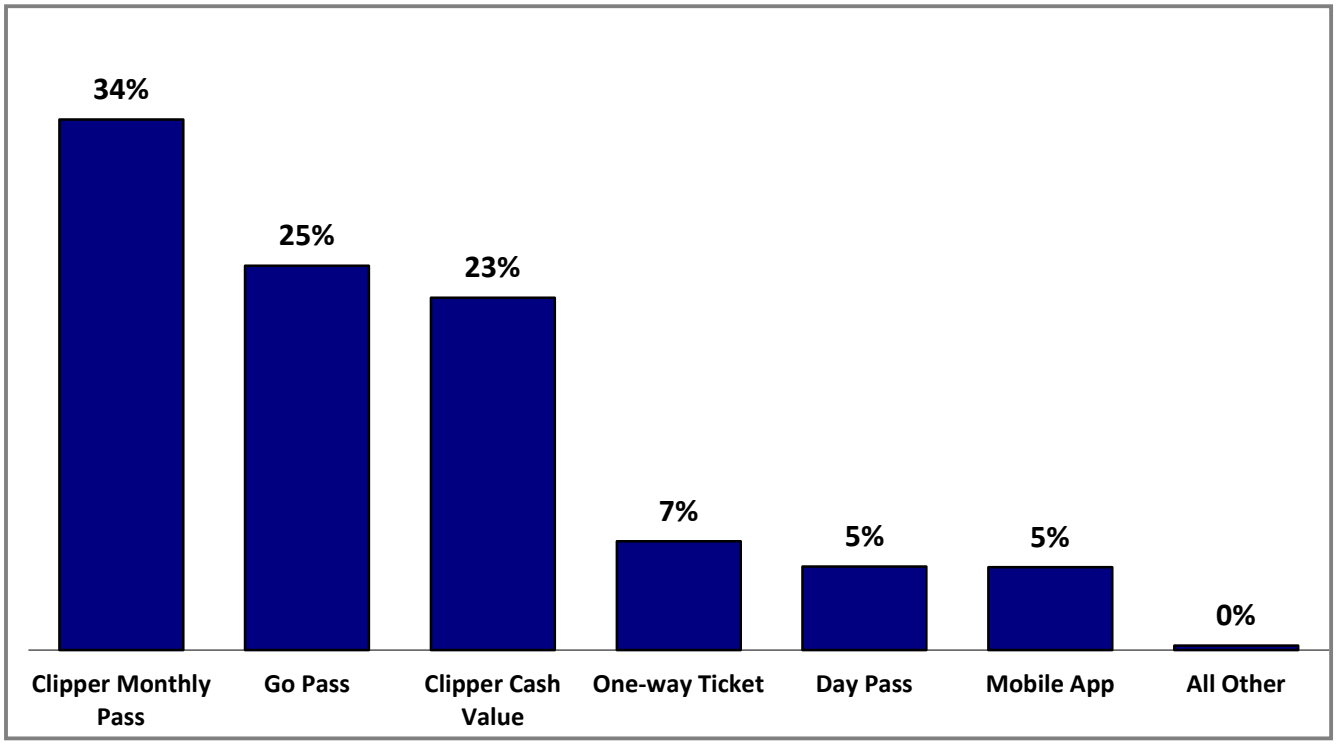
10a. How did you get to Caltrain today?



Base: Total (5,501)
[Multiple answers accepted]

Fare Payment

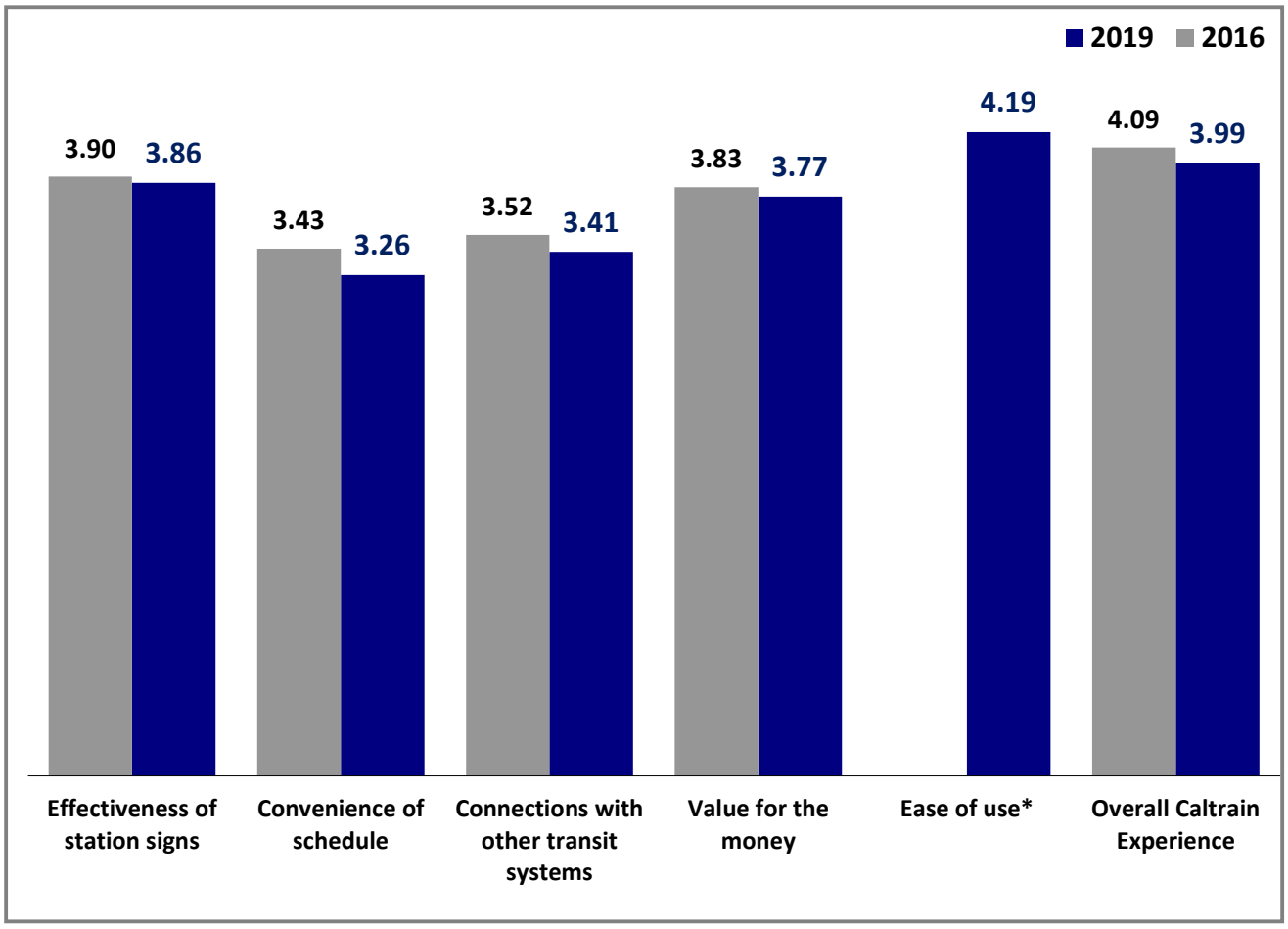
3. How did you pay for this train trip (today)?



Base: Total (5,501)

Attribute Ratings (Mean Scores)

13. How well is Caltrain meeting your needs?



Base: Total (5,501)
Note: Mean score based on a 5 point scale. 5.00 is the optimal positive score and 1.00 is the lowest score.
***"Ease of Use" was not asked in 2016**

DETAILED RESULTS

Note: Percentages included in this section may not add to 100% due to statistical rounding.

TRIP-SPECIFIC INFORMATION

Rider Longevity

1. How long have you been riding Caltrain?

Just over three in 10 riders (31%) have been riding Caltrain less than one year. This is slightly lower than 2016 (34%).

	2019 Total	2016 Total
Base (All Respondents)	5,501	5,554
	%	%
This is my first trip	3	5
Less than 6 months	17	19
6 months to less than 1 year	11	10
1 year to less than 2 years	15	18
2 years to less than 4 years	20	19
4 years or more	33	31
Total	100	100

	Weekday Peak		Weekday Off-peak		Weekend	
	2019	2016	2019	2016	2019	2016
Base (All Respondents)	4,332	4,212	789	890	380	452
	%	%	%	%	%	%
This is my first trip	2	3	6	9	13	18
Less than 6 months	17	19	18	17	18	17
6 months to less than 1 year	11	10	9	9	6	8
1 year to less than 2 years	16	19	15	15	10	11
2 years to less than 4 years	21	19	16	18	20	12
4 years or more	33	30	35	33	32	35
Total	100	100	100	100	100	100

(See Statistical Table Q1)

Frequency of Riding Caltrain

2. How often do you usually ride Caltrain?

In 2019, more than two-thirds of riders (69%) rode Caltrain at least 4 days per week. This is relatively consistent with 2016.

In 2016, there was a greater share of infrequent riders (those riding one day per week or less) who rode during weekday offpeak. In 2019, a much greater share of infrequent riders were surveyed on the weekend, while infrequent riders during the weekday offpeak strata appear to have declined.

	2019 Total	2016 Total
Base (All Respondents)	5,501	5,554
	%	%
6-7 days a week	4	5
5 days a week	49	48
4 days a week	15	14
3 days a week	10	9
2 days a week	8	5
1 day a week	6	3
1-3 days a month	3	6
Less than once a month	5	11
Total	100	100

	Weekday Peak		Weekday Off-peak		Weekend	
	2019	2016	2019	2016	2019	2016
Base (All Respondents)	4,332	4,212	789	890	380	452
	%	%	%	%	%	%
6-7 days a week	4	5	6	5	7	6
5 days a week	54	55	36	31	14	8
4 days a week	17	15	14	13	4	3
3 days a week	10	9	10	11	5	4
2 days a week	5	4	13	7	31	5
1 day a week	6	2	7	5	9	8
1-3 days a month	2	4	4	9	8	21
Less than once a month	3	6	9	20	23	45
Total	100	100	100	100	100	100

(See Statistical Table Q2)

Fare Payment

3. How did you pay for this train trip (today)?

More than one third of respondents (34%) paid for their Caltrain trip with a Clipper Monthly Pass. This is comparable with 2016 when 36% paid in this way. Another quarter (25%) paid with a Go Pass. This is also comparable to the 2016 share. However, the share who paid their fare using Clipper cash value (23%) has increased significantly from 2016 (16%).

In 2019, 5% of respondents said they used the mobile app to pay for their fare. (This was not an option in 2016.)

	2019 Total	2016 Total
Base (All Respondents)	5,501	5,554
	%	%
Clipper – Monthly Pass	34	36
GO Pass	25	21
Clipper – Cash Value	23	16
One-way Ticket	7	12
Day Pass	5	10
Mobile App – One Way*	4	-
Mobile App – Day Pass*	2	-
Other	<1	<1
Total	100	100

	Weekday Peak		Weekday Off-peak		Weekend	
	2019	2016	2019	2016	2019	2016
Base (All Respondents)	4,332	4,212	789	890	380	452
	%	%	%	%	%	%
Clipper Caltrain Monthly Pass	38	43	26	22	10	6
GO Pass	26	23	22	18	10	8
Clipper Cash Value	22	14	24	20	27	22
One-way Ticket	5	8	12	20	29	29
Day Pass	4	6	8	15	12	32
Mobile App – One Way*	3	-	5	-	9	-
Mobile App – Day Pass*	2	-	2	-	2	-
Other	<1	<1	1	1	-	1
Total	100	100	100	100	100	100

* Mobile App was not available in 2016

"Other" category includes those traveling on an employee pass, law enforcement, active duty military, and those who simply said they did not pay.

(See Statistical Table Q3)

Fare Category

4. What is your fare category?

Most respondents (92%) paid an adult fare on their Caltrain trip.

	2019 Total	2016 Total
Base (All Respondents)	5,501	5,554
	%	%
Adult	92	93
Youth	4	3
Senior	3	3
Disabled	1	1
Medicare cardholder	<1	<1
Total	100	100

	Weekday Peak		Weekday Off-peak		Weekend	
	2019	2016	2019	2016	2019	2016
Base (All Respondents)	4,332	4,212	789	890	380	452
	%	%	%	%	%	%
Adult	93	94	90	91	84	88
Youth	4	3	4	3	9	6
Senior	3	2	5	5	5	5
Disabled	1	<1	1	1	1	1
Medicare cardholder	<1	<1	1	1	1	<1
Total	100	100	100	100	100	100

(See Statistical Table Q4)

Round Trip vs. One-way Trip

5. Are you making a round trip on Caltrain today?

Most riders on Caltrain (87%) are making a round-trip.

Weekday Peak riders are most likely to be making a round trip (90%), while Weekend riders are least likely to do so (57%).

Compared to 2016, the share of weekday riders making a round trip in 2019 is flat, while the share of weekend riders making a round trip in 2019 has decreased significantly from 2016 (71% in 2016 vs. 57% in 2019).

	2019 Total	2016 Total
Base (All Respondents)	5,501	5,554
	%	%
Yes (Making a Round-trip)	87	87
No	13	13
Total	100	100

	Weekday Peak		Weekday Off-peak		Weekend	
	2019	2016	2019	2016	2019	2016
Base (All Respondents)	4,332	4,212	789	890	380	452
	%	%	%	%	%	%
Yes (Making a Round-trip)	90	90	80	81	57	71
No	10	10	20	19	43	29
Total	100	100	100	100	100	100

(See Statistical Table Q5)

Trip Purpose

6. What is the main purpose of your trip today? (Multiple responses accepted)

Most riders (81%) use Caltrain for commuting to work or traveling to other work-related functions. This was highest among the Weekday Peak riders, of whom 89% were traveling for work-related reasons, and lowest among Weekend riders. However, the share of Weekend riders traveling to work increased from 11% in 2016 to 17% in 2019.

A lower share of Weekday Off-peak and Weekend riders were traveling for social/recreational/ cultural purposes in 2019 than in 2016. While 23% of Weekday Off-peak riders in 2016 were traveling for this purpose, the share of Weekday Off-peak riders decreased to 13% in 2019. Similarly, 72% of Weekend riders were traveling for social/recreational purposes in 2016, but 61% of Weekend riders were traveling for this purpose in 2019.

	2019 Total	2016 Total
Base (All Respondents)	5,501	5,554
	%	%
Work	81	77
Social/recreational/cultural	9	13
School	6	6
“Going home”	4	3
Shopping/errands/personal business	2	2
Airport	1	1
Other (not specified)	<1	<1

	Weekday Peak		Weekday Off-peak		Weekend	
	2019	2016	2019	2016	2019	2016
Base (All Respondents)	4,332	4,212	789	890	380	452
	%	%	%	%	%	%
Work	89	87	69	63	17	11
Social/recreational/cultural	4	5	13	23	61	72
School	5	6	9	7	3	3
“Going home”	2	2	6	5	13	10
Shopping/errands/personal business	1	1	4	3	6	5
Airport	1	1	2	1	1	1
Other (not specified)	<1	<1	1	1	2	1

(See Statistical Table Q6)

Main Reasons for Riding Caltrain

7. What are your main reasons for riding Caltrain? (Multiple responses accepted)

Nearly three quarters of respondents (72%) said they ride Caltrain to avoid traffic. This is an increase from 62% in 2016. Weekday Peak riders were most likely to say this was a primary reason (76%).

The other top reasons cited included helping the environment (43%), productive use of time (42%), relaxing/reducing stress (41%), saving money (39%), and Caltrain being faster than other options (34%).

Nearly two-thirds of GO Pass users (62%) say the reason they ride Caltrain is 'employer subsidy'.

Notably, 43% of respondents in 2019 said they rode Caltrain to help the environment, compared to 26% in 2016.

	2019 Total	2016 Total	2019 Weekday Peak	2019 Weekday Off-peak	2019 Weekend
Base (All Respondents)	5,501	5,554	4,332	789	380
	%	%	%	%	%
Avoid traffic	72	62	76	65	46
Help the environment	43	26	44	38	34
Productive use of time	42	30	44	39	25
Relax/reduce stress	41	34	43	36	31
Save money (gas, wear and tear on car)	39	25	39	40	40
Faster than other options	34	22	36	31	19
Employer subsidy	29	16	32	22	8
Don't have a car/don't drive/car not available	24	25	20	31	45
Lack of/cost of parking	18	13	17	17	22
Bike friendly	<1	-	<1	1	<1
Other (unspecified)	<1	<1	<1	1	<1
Caltrain is my only option	<1	-	<1	<1	1
Avoid DUI	<1	-	<1	<1	1
Part of exercise/can ride and bike/walk	<1	<1	<1	<1	-
Better/cleaner/safer than BART	<1	-	<1	<1	-
Enjoy riding trains	<1	-	-	<1	<1

Reasons given in bold grey type were written in by respondents as an "Other" reason; all others were pre-printed on the survey questionnaire.

(See Statistical Table Q7)

Boarding Station

8. At what station did you get ON this train?

Half of all riders boarded Caltrain at one of four stations: San Francisco (25%), Palo Alto (10%), San Jose Diridon (8%), and Mountain View (7%) stations. San Francisco was the most commonly cited boarding station among all time periods.

	2019 Total	2016 Total	2019 Weekday Peak	2019 Weekday Off-peak	2019 Weekend
Base (All Respondents)	5,501	5,554	4,332	789	380
	%	%	%	%	%
San Francisco	25	25	25	24	26
Palo Alto	10	8	10	11	6
San Jose Diridon	8	11	7	10	12
Mountain View	7	7	7	6	6
Redwood City	6	6	6	5	4
Sunnyvale	5	7	5	6	6
22nd Street	4	3	5	2	1
Millbrae	4	5	3	6	3
Hillsdale	4	4	4	3	3
San Mateo	3	3	3	5	4
Menlo Park	3	2	3	3	4
California Avenue	3	2	3	3	2
Lawrence	2	2	2	3	2
Santa Clara	2	2	2	3	6
San Antonio	2	1	2	3	3
San Carlos	2	2	2	2	3
Tamien	2	3	2	1	-
Burlingame	1	2	1	2	1
South San Francisco	1	1	2	1	1
Belmont	1	1	1	1	2
San Bruno	1	1	1	1	2
Morgan Hill (weekday only)	1	<1	1	-	-
Hayward Park	1	1	1	1	<1
Blossom Hill (weekday only)	1	<1	1	-	-
Gilroy (weekday only)	1	<1	1	<1	-
Bayshore	<1	<1	<1	<1	1
College Park (weekday only)	<1	<1	<1	<1	-
Capitol (weekday only)	<1	<1	<1	-	-
San Martin (weekday only)	<1	<1	<1	-	-
Broadway (weekend only)	<1	<1	-	-	1
Atherton (weekend only)	<1	<1	-	-	<1
Total %	100	100	100	100	100

(See Statistical Table Q8)

Distance From Starting Location to Caltrain Station*

Q12. What is the approximate distance between your starting point to the Caltrain station where you boarded?

Most respondents (80%) travel 10 miles or less to reach the Caltrain station where they boarded. About one in 10 (13%) travel more than 20 miles. The average number of miles traveled to reach an origin Caltrain station is 8 and the median is 2.

	2019 Total	2019 Weekday Peak	2019 Weekday Off-peak	2019 Weekend
Base (All Respondents)	5,501	4,332	789	380
	%	%	%	%
Less than 1 mile	18	19	19	16
1 to 5 miles	52	51	50	59
6 to 10 miles	9	9	11	6
11 to 20 miles	7	7	8	7
More than 20 miles	13	14	12	13
Total	**100**	**100**	**100**	**100**
Average Number of Miles:	**8.2**	**8.3**	**7.6**	**8.3**
Median Number of Miles:	**2.0**	**2.0**	**2.0**	**2.0**

*In 2016, this question was worded substantially different, "What is the approximate distance between your starting location and the Caltrain station you used today?" Due to this difference, 2016 values are not shown.

(See Statistical Table Q12)

Alighting Station

9. At which station will you get OFF this train?

About half of all riders exited the train at San Francisco (20%), Palo Alto (11%), San Jose Diridon (10%), or Mountain View (7%). Weekend riders were most likely to exit at San Francisco (37%),or San Jose Diridon (9%).

	2019 Total	2016 Total	2019 Weekday Peak	2019 Weekday Off-peak	2019 Weekend
Base (All Respondents)	5,501	5,554	4,332	789	380
	%	%	%	%	%
San Francisco	20	28	19	14	37
Palo Alto	11	14	11	13	7
San Jose Diridon	10	6	10	10	9
Mountain View	7	8	8	6	6
Redwood City	7	7	7	6	6
Sunnyvale	5	5	5	6	4
Hillsdale	5	4	5	4	3
Millbrae	4	4	4	5	4
22nd Street	3	2	4	3	2
San Mateo	3	3	3	4	2
Menlo Park	3	3	3	2	2
California Avenue	3	3	2	5	2
Tamien	2	1	3	2	<1
San Carlos	2	2	2	2	3
Santa Clara	2	2	2	3	3
Lawrence	2	1	2	2	1
South San Francisco	2	1	1	2	1
San Antonio	1	1	1	2	1
Burlingame	1	1	1	2	2
San Bruno	1	1	1	2	1
Belmont	1	1	1	2	2
Hayward Park	1	1	1	2	<1
Morgan Hill (weekday only)	1	<1	1	<1	-
Gilroy (weekday only)	<1	<1	1	-	-
Bayshore	<1	<1	<1	1	<1
Blossom Hill (weekday only)	<1	<1	<1	<1	-
San Martin (weekday only)	<1	<1	<1	-	-
Capitol (weekday only)	<1	<1	<1	-	-
College Park (weekday only)	<1	<1	<1	-	-
Broadway (weekend only)	<1	<1	<1	-	<1
Atherton (weekend only)	<1	<1	-	-	<1
Total %	**100**	**100**	**100**	**100**	**100**

(See Statistical Table Q9)

Access and Egress

11a. Getting to the station – How did you get to Caltrain today?
11b. Leaving the station – How will you get from Caltrain to your destination today?
Multiple responses accepted (both questions)

Private vehicle-based options (drive, picked up/dropped off, company shuttle, Uber/Lyft, Taxi) accounted for 40% of access and 27% of egress. One-third (34%) of respondents walked all the way to reach Caltrain and 40% will walk from Caltrain to their destination. Bicycle/scooter- based options accounted for 16% of both access and egress. Transit (including free shuttle) options were used by 13% of riders for access and 20% for egress.

While most modes for access and egress in 2019 were used comparably to 2016, use of Uber and Lyft doubled from 3% for both access and egress in 2016 to 7% for both access and egress in 2019.

	Access			Egress	
	2019 Total	2016 Total		2019 Total	2016 Total
Base (All Respondents)	5,501	5,554		5,501	5,554
	%	%		%	%
Walk all the way (exclusive)	34	32		40	36
Drive car/motorcycle	24	23		14	18
Bicycle	13	15		13	15
Dropped off (picked up) by car	10	9		7	8
Uber, Lyft, or similar	7	3		7	3
VTA	4	3		3	-
Free shuttle	3	5		9	8
Muni	3	5		5	5
Scooter (kick or electric)	3	-		3	-
BART	2	3		2	3
SamTrans	1	1		1	1
Bicycle share*	1	-		1	-
Company bus/shuttle	<1	-		<1	-
Scooter share*	<1	-		<1	-
ACE/Amtrak	<1	<1		<1	<1
Transit (not specified)	<1	<1		<1	<1
MST/Hwy 17/Santa Cruz bus	<1	<1		<1	<1
AC Transit	<1	<1		<1	<1
Other (unspecified)	<1	-		<1	-
Golden Gate Transit/Ferry	<1	<1		<1	<1
Taxi	<1	<1		-	<1

*Choice was not offered in 2016

Options in grey bold text were written in by respondents and not on the questionnaire.

(See Statistical Tables Q10a and Q10b)

Weekend riders were most likely to walk to reach Caltrain (40% vs. 38% for Weekday Off-peak and 32% among Weekday Peak riders). They were also most likely to walk to reach their destination (43% vs. 42% for Weekday Off-peak and 39% among Weekday Peak riders).

Weekday riders (both Peak and Off-peak) were much more likely to bike to access Caltrain, as well as to reach their destination, than Weekend riders.

	Access			Egress		
	Weekday Peak	Weekday Off-peak	Weekend	Weekday Peak	Weekday Off-peak	Weekend
	2019	2019	2019	2019	2019	2019
Base (All Respondents)	4,332	789	380	4,332	789	380
	%	%	%	%	%	%
Walk all the way (exclusive)	32	38	40	39	42	43
Drive car/motorcycle	26	17	11	15	10	7
Bicycle	13	13	9	13	13	8
Free shuttle	4	2	<1	9	7	1
Uber, Lyft, or similar	5	9	18	5	10	21
Dropped off (picked up) by car	10	9	14	7	7	8
Muni	3	4	4	5	5	7
VTA	3	4	3	3	3	2
Scooter (kick or electric)	3	2	1	3	2	1
BART	2	4	2	2	4	3
SamTrans	1	1	<1	1	1	1
Bicycle share*	1	<1	<1	1	<1	<1
Company bus/shuttle	<1	-	-	<1	<1	-
Scooter share*	<1	<1	-	<1	<1	1
ACE/Amtrak	<1	1	-	<1	1	<1
Transit (not specified)	<1	<1	<1	<1	-	<1
MST/Hwy 17/Santa Cruz bus	<1	<1	-	<1	-	1
AC Transit	<1	-	-	<1	-	-
Other (unspecified)	<1	<1	-	<1	<1	<1
Golden Gate Transit/Ferry	<1	-	-	<1	-	-
Taxi	<1	-	-	-	-	-

*Choice was not offered in 2016

Options in grey bold text were written in by respondents and not on the questionnaire.

(See Statistical Tables Q10a and Q10b)

Car Availability

13. Did you have a car available for this particular trip?

Choice riders (who have a vehicle they could use for the Caltrain trip) dropped from 60% in 2016 to 51% in 2019.

This decrease in choice riders is the largest among Weekend riders, which dropped from 49% in 2016 to 35% in 2019.

	2019 Total	2016 Total
Base (All Respondents)	5,501	5,554
	%	%
Yes	51	60
No	49	40
Total	100	100

	Weekday Peak		Weekday Off-peak		Weekend	
	2019	2016	2019	2016	2019	2016
Base (All Respondents)	4,332	4,212	789	890	380	452
	%	%	%	%	%	%
Yes	54	63	41	51	35	49
No	46	37	59	49	65	51
Total	100	100	100	100	100	100

(See Statistical Table Q13)

SATISFACTION WITH CALTRAIN

Satisfaction Ratings

11. How well is Caltrain meeting your needs? Please rate . . .

Respondents rated their overall satisfaction in 2019 lower than in 2016, rating it 3.99 (compared to 4.09 previously

While "Ease of Use," a new attribute, rated the highest, all legacy attributes saw decreases in satisfaction. The greatest decrease was in "Convenience of Schedule" which saw a decrease of 0.17 (from 3.43 in 2016 to 3.26 in 2019).

N=base of survey participants **NOV 2019 N=5,501** OCT 2016 N=5,554	VERY SATISFIED 5	4	3	2	VERY DISSATISFIED 1	NOT APPLICABLE [ ]	MEAN SCORE (5 Pt. Scale)
	%	%	%	%	%	%	
Overall Caltrain experience							
November 2019	**28**	**49**	**19**	**3**	**1**	**<1**	**3.99**
October 2016	33	46	18	2	1	<1	4.09
Ease of use*							
November 2019	**41**	**42**	**14**	**3**	**1**	**<1**	**4.19**
Effectiveness of station signs							
November 2019	**31**	**35**	**21**	**8**	**3**	**3**	**3.86**
October 2016	32	38	20	7	3	2	3.90
Value for the money							
November 2019	**29**	**30**	**26**	**8**	**3**	**4**	**3.77**
October 2016	31	32	25	8	3	2	3.83
Connections with other transit systems							
November 2019	**17**	**19**	**20**	**12**	**5**	**26**	**3.41**
October 2016	20	24	23	11	5	18	3.52
Convenience of schedule							
November 2019	**15**	**27**	**31**	**19**	**7**	**1**	**3.26**
October 2016	19	31	30	15	6	<1	3.43

*Attribute was not asked in 2016

(See Statistical Tables Q11a-Q11f)

Satisfaction with Caltrain by Rider Segments

N=base of survey participants (5,501)

By time period, Weekend riders gave higher ratings in every attribute except two: "Ease of Use," which was rated 4.26 by Weekend riders, but 4.27 by Weekday Off-peak riders and "Convenience of schedule" which was rated 3.21 by Weekend riders, but 3.29 by Weekday Off-peak riders.

	VERY SATISFIED 5	4	3	2	VERY DISSATISFIED 1	NOT APPLICABLE [ ]	MEAN SCORE (5 Pt. Scale)
Overall Caltrain experience	**28**	**49**	**19**	**3**	**1**	**<1**	**3.99**
Weekday Peak	26	50	20	3	1	<1	3.96
Weekday Off-peak	34	45	17	2	1	<1	4.09
Weekend	38	43	15	2	1	<1	4.14
Ease of use	**41**	**42**	**14**	**3**	**1**	**<1**	**4.19**
Weekday Peak	39	43	14	3	1	<1	4.17
Weekday Off-peak	46	38	14	1	1	<1	4.27
Weekend	47	37	12	3	1	-	4.26
Effectiveness of station signs	**31**	**35**	**21**	**8**	**3**	**3**	**3.86**
Weekday Peak	30	36	21	8	3	3	3.85
Weekday Off-peak	35	30	21	9	2	3	3.89
Weekend	36	34	21	4	3	3	3.99
Value for the money	**29**	**30**	**26**	**8**	**3**	**4**	**3.77**
Weekday Peak	28	30	27	8	3	5	3.75
Weekday Off-peak	32	31	22	9	3	3	3.82
Weekend	32	31	26	6	3	2	3.83
Connections with other transit systems	**17**	**19**	**20**	**12**	**5**	**26**	**3.41**
Weekday Peak	15	18	20	13	6	28	3.35
Weekday Off-peak	23	21	19	11	4	21	3.60
Weekend	21	25	22	11	3	18	3.61
Convenience of schedule	**15**	**27**	**31**	**19**	**7**	**1**	**3.26**
Weekday Peak	15	28	31	19	7	<1	3.25
Weekday Off-peak	18	25	31	17	8	1	3.29
Weekend	17	24	31	18	10	1	3.21

(See Statistical Tables Q11a-Q11f)

INFORMATION AND FARE PAYMENT CHOICES

Sources for Local News and Events

14. What is your main source for local news and events? (Multiple responses accepted)

Half of riders (53%) cite the internet as their main source for local news and events. One-third (35%) use social media, and 20% of riders use mobile apps as their main source for local news and events.

	2019 Total	2019 Weekday Peak	2019 Weekday Off-peak	2019 Weekend
Base (All Respondents)	**5,501**	**4,332**	**789**	**380**
	%	%	%	%
Internet	53	53	52	51
Social Media	35	34	37	40
Mobile Apps	20	20	20	16
TV News	15	15	14	13
Radio	12	13	8	10
Newspaper	10	10	11	8
Podcasts	1	1	1	1
Coworkers/Friends/Relatives	1	1	1	1
Other (Unspecified)	<1	<1	<1	1
Signs/Flyer in The Community	<1	<1	<1	<1

Options in grey bold text were written in by respondents and not on the questionnaire.

(See Statistical Table Q14)

Internet Sources*

14. Which internet sources? (Multiple responses accepted)

Riders who provided an internet site most often cited Google search (21%), Google News (16%), or the San Francisco Chronicle website (15%) as their main internet source for local news and events.

	2019 Total	2019 Weekday Peak	2019 Weekday Off-peak	2019 Weekend
Base (Provided an internet source)	1,061	845	142	74
	%	%	%	%
Google Search	21	20	24	31
news.google.com	16	16	16	11
sfgate.com	15	16	13	13
cnn.com	11	11	11	7
nytimes.com	10	10	10	13
news.yahoo.com	5	6	7	3
youtube.com	5	4	9	7
npr.org	4	4	4	3
mercurynews.com	3	3	3	5
bbc.com	3	3	3	-
wsj.com	2	2	3	1
abc7news.com	2	2	3	3
ktvu.com	2	2	1	2
msnbc.com	2	2	1	3
washingtonpost.com	1	1	3	-
reuters.com	1	1	2	-
caltrain.com	1	1	1	1
sanfrancisco.cbslocal.com	1	1	-	[
ISP (AT&T, Comcast, Verizon, Etc.)	1	1	-	1
paloaltoonline.com	1	1	-	-
bloomberg.com	1	1	1	2
kqed.org	1	1	1	-
theatlantic.com	1	1	-	2
hoodline.com/news/san-francisco	1	1	1	-
missionlocal.org	1	1	1	-
apnews.com	1	1	-	-
huffpost.com	1	1	-	-
kron4.com	1	1	-	-

*Only responses with 1% or greater overall are shown, see statistical tables for a complete list.

(See Statistical Table Q14-NET)

Social Media Sources

14. Which social media sources? (Multiple responses accepted)

Twitter was the most commonly cited social media source (41%) for local news and events. Other sources cited include Facebook (41%), Instagram (19%), and Reddit (13%).

	2019 Total	2019 Weekday Peak	2019 Weekday Off-peak	2019 Weekend
Base (Provided a social media source)	1,161	901	163	97
	%	%	%	%
Twitter	41	43	39	33
Facebook	41	40	47	40
Instagram	19	18	20	24
Reddit	13	14	10	12
LinkedIn	2	2	2	1
Next Door	2	2	<1	-
Snapchat	1	1	1	5
WeChat	1	1	2	2
Pinterest	<1	<1	-	-

. **(See Statistical Table Q14-SOCIAL)**

Mobile App Sources*

14. Which mobile app sources? (Multiple responses accepted)

The most commonly cited mobile app source for local news and events was Apple News (44%). Other sources cited include Google News (15%), New York Times (12%), and CNN (8%).

	2019 Total	2019 Weekday Peak	2019 Weekday Off-peak	2019 Weekend
Base (Provided a mobile app)	1,061	412	59	29
	%	%	%	%
Apple News	44	44	42	35
Google News	15	16	12	19
New York Times	12	11	12	18
CNN	8	7	12	8
NPR News	3	3	3	5
BBC	3	3	1	2
Yahoo News	2	3	3	-
San Francisco Chronicle	2	3	-	2
NBC Bay Area	2	3	-	-
Flipboard	2	2	4	-
KTVU Fox 2	2	2	3	2
Mercury News	2	2	1	-
Smart News	1	2	1	-
ABC 7	1	1	1	5
KRON 4	1	1	1	-
KQED	1	1	-	2
Reuters News	1	1	4	-
CNBC	1	1	-	-
Skimm	1	1	-	-
Wall Street Journal	1	1	-	-
Democracy Now	1	1	-	3
Washington Post	1	1	1	3
AP News	1	1	3	-
MSNBC	1	1	-	-
Feedly	1	1	1	-
CBS 5	1	1	-	2

*Only responses with 1% or greater overall are shown, see statistical tables for a complete list.

(See Statistical Table Q14-MOBILE)

TV News Sources

14. Which TV news sources? (Multiple responses accepted)

A quarter (24%) of riders cited KTVU as their TV news source for local news and events. KNTV (22%), KOFY (18%), and CNN (15%) were the next most commonly cited TV news sources.

	2019 Total	2019 Weekday Peak	2019 Weekday Off-peak	2019 Weekend
Base (Provided a TV news source)	422	347	51	24
	%	%	%	%
KTVU (2)	24	24	23	23
KNTV (3,11)	22	22	20	24
KOFY (20)	18	19	17	13
CNN	15	16	9	10
KRON (4)	13	13	11	9
KPIX (5)	13	12	17	13
KGO (7)	7	6	11	7
MSNBC	6	7	5	4
KQED (9)	4	4	6	6
Fox News	2	2	2	-
BBC	2	2	3	-
UNIVISION (14)	1	<1	2	7
TELEMUNDO (48)	1	1	2	-
Al Jazeera	<1	<1	-	-
KTSF (26)	<1	-	-	3

(See Statistical Table Q14-TVNEWS)

Radio Sources*

14. Which radio sources? (Multiple responses accepted)

Nearly three-quarters (73%) of riders cited KQED as their radio source for local news and events. KCBS (10%), KLLC (2%), and KALW (2%) were the next most frequently cited radio sources.

	2019 Total	2019 Weekday Peak	2019 Weekday Off-peak	2019 Weekend
Base (Provided a radio source)	465	401	41	23
	%	%	%	%
KQED (88.5)	73	73	74	60
KCBS (740)	10	11	6	7
KLLC (97.3)	2	2	2	4
KALW (91.7)	2	2	6	-
KGO (810)	2	2	2	9
KOIT (96.5)	2	2	4	-
KYLD (94.9)	2	2	6	-
KNBR (680)	1	1	2	4
KMEL (106.1)	1	1	4	-
KPFA (94.1)	1	1	4	-
KMVQ (99.7)	1	1	4	3
KIOI (101.3)	1	1	-	-
KISQ (98.1)	1	1	-	6
KSFO (560)	1	1	-	-
KSAN (107.7)	1	1	-	4
KSJO (92.3)	1	1	2	-

*Only responses with 1% or greater overall are shown, see statistical tables for a complete list.

(See Statistical Table Q14-RADIO)

Newspaper Sources

14. Which newspaper sources? (Multiple responses accepted)

The New York Times and the San Francisco Chronicle were both cited by nearly one-third of respondents (32%) who provided a newspaper source as their newspaper source for local news and events. Also cited were the San Jose Mercury (27%), the Wall Street Journal (9%), and the San Mateo Daily Journal (5%).

	2019 Total	2019 Weekday Peak	2019 Weekday Off-peak	2019 Weekend
Base (Provided a newspaper source)	390	314	58	18
	%	%	%	%
New York Times	32	31	36	25
San Francisco Chronicle	32	34	19	33
San Jose Mercury News	27	27	27	26
Wall Street Journal	9	10	7	12
San Mateo Daily Journal	5	5	5	4
Palo Alto Daily Post	4	4	4	8
Washington Post	4	4	1	-
Palo Alto Weekly	3	2	4	-
San Francisco Examiner	1	<1	1	5
Los Angeles Times	1	<1	1	4
Mountain View Voice	<1	<1	1	-
Santa Rosa Press Democrat	<1	<1	1	-
Silicon Valley Metro	<1	-	1	4

. **(See Statistical Table Q14-PAPER)**

Caltrain Information

15. How do you get schedules and other Caltrain information? (Multiple responses accepted)

Half of riders (56%) receive information about Caltrain from the Caltrain website. Also cited were a third party Caltrain app (44%), printed material on the train (12%), and Station information boards (10%).

	2019 Total	2019 Weekday Peak	2019 Weekday Off-peak	2019 Weekend
Base (All Respondents)	**5,501**	**4,332**	**789**	**380**
	%	%	%	%
Caltrain Website (www.caltrain.com)	56	55	56	65
Third Party Caltrain App	44	46	38	26
Printed Material on Train	12	12	13	12
Station Information Boards	10	10	13	10
Social Media	9	9	10	7
Apple/Google Maps	3	3	5	6
Conductor	3	3	3	2
Caltrain Customer Service (1-800-660-4287)	1	1	1	2
Other (Unspecified)	<1	<1	<1	<1
Coworkers/Friends/Relatives	<1	<1	<1	1

Options in grey bold text were written in by respondents and not on the questionnaire.

(See Statistical Table Q15)

Banking Access

19. Do you currently have a checking account, savings account, credit union account, or a credit card?

Most respondents (95%) have a checking account, savings account, credit union account, or credit card.

Weekday Peak riders were most likely to have one of these accounts (96%), while Weekday Off-peak (92%) and Weekend riders were somewhat less likely to (89%).

	2019 Total	2016 Total
Base (All Respondents)	5,501	5,554
	%	%
Yes	95	94
No	3	4
Don't know	2	2
Total	100	100

	Weekday Peak		Weekday Off-peak		Weekend	
	2019	2016	2019	2016	2019	2016
Base (All Respondents)	4,332	4,212	789	890	380	452
	%	%	%	%	%	%
Yes	96	95	92	91	89	91
No	2	3	5	6	7	7
Don't know	2	2	3	3	4	2
Total	100	100	100	100	100	100

(See Statistical Table Q19)

RIDER DEMOGRAPHICS

Gender

Overall 55% of respondents are male, 44% female, and 1% identify as "other."

	2019 Total	2016 Total
Base (All Respondents)	5,501	5,554
	%	%
Male	55	58
Female	44	41
Other	1	<1
Total	100	100

	Weekday Peak		Weekday Off-peak		Weekend	
	2019	2016	2019	2016	2019	2016
Base (All Respondents)	4,332	4,212	789	890	380	452
	%	%	%	%	%	%
Male	55	58	59	64	53	58
Female	45	42	40	36	46	42
Other	<1	<1	1	<1	2	<1
Total	100	100	100	100	100	100

(See Statistical Table Q17)

Education

Q20. What is the highest level of education you have completed?

Nearly all riders (97%) have a high school diploma, while 85% have graduated college.

	2019 Total	2016 Total
Base (All Respondents)	5,501	5,554
	%	%
College Graduate	43	43
Post-Graduate Degree	42	38
Some College Or Tech School	9	10
Some High School	4	4
High School Graduate	3	4
Total	100	100

	Weekday Peak		Weekday Off-peak		Weekend	
	2019	2016	2019	2016	2019	2016
Base (All Respondents)	4,332	4,212	789	890	380	452
	%	%	%	%	%	%
College Graduate	43	44	41	43	42	40
Post-Graduate Degree	43	39	36	37	33	29
Some College Or Tech School	7	9	14	12	11	20
Some High School	3	5	3	3	5	4
High School Graduate	2	3	6	6	9	7
Total	100	100	100	100	100	100

(See Statistical Table Q20)

Employment Status

Q21. What is your current employment status?

Most respondents (83%) are employed full-time. By time period:

87% of Weekday Peak riders are employed full-time.
70% of Weekday Off-peak riders are employed full-time.
63% of Weekend riders are employed full-time.

	2019 Total	2016 Total
Base (All Respondents)	5,501	5,554
	%	%
Employed Full Time (35 or more hours per week)	83	84
Employed Part Time	4	4
Student	7	7
Retired	2	2
Unemployed	1	2
Disabled	3	<1
Self-Employed/Freelance/Contractor	<1	-
Homemaker	-	1
Total	100	100

	Weekday Peak		Weekday Off-peak		Weekend	
	2019	2016	2019	2016	2019	2016
Base (All Respondents)	4,332	4,212	789	890	380	452
	%	%	%	%	%	%
Employed Full Time	87	88	70	75	63	65
Employed Part Time	3	4	8	7	7	8
Student	6	6	10	9	16	14
Retired	1	1	5	4	5	7
Unemployed	1	1	4	3	4	4
Disabled	3	<1	3	<1	3	<1
Self-Employed/Freelance/Contractor	<1	-	1	-	1	-
Homemaker/Caregiver	-	<1	-	2	-	2
Total	100	100	100	100	100	100

(See Statistical Table Q21)

Age*

The age of the average Caltrain rider remained relatively steady, at 36.9 years. However, the average age of Weekend riders has dropped, from 37.3 years to 34.3 years, while the average age of Weekday Peak and Off-peak riders has increased slightly.

	2019 Total	2016 Total
Base (All Respondents)	5,501	5,554
Range [Midpoint Used to Determine Average]	%	%
13 To 18 Years [15.5]	4	3
19 To 24 Years [21.5]	10	12
25 To 34 Years [29.5]	42	41
35 To 44 Years [39.5]	20	20
45 To 54 Years [49.5]	13	12
55 To 64 Years [59.5]	8	8
65 Years and Older [69.5]	3	3
Total	100	100
Average Age (# of years)	36.4	36.2^

	Weekday Peak		Weekday Off-peak		Weekend	
	2019	2016	2019	2016	2019	2016
Base (All Respondents)	4,332	4,212	789	890	380	452
Range [Midpoint Used to Determine Average]	%	%	%	%	%	%
13 To 18 Years [15.5]	4	3	4	2	10	4
19 To 24 Years [21.5]	8	11	14	15	20	22
25 To 34 Years [29.5]	42	41	41	43	36	34
35 To 44 Years [39.5]	21	22	17	17	15	13
45 To 54 Years [49.5]	14	12	11	11	8	9
55 To 64 Years [59.5]	8	8	8	6	6	10
65 Years and Older [69.5]	3	2	5	5	6	8
Total	100	100	100	100	100	100
Average Age (# of Years)	36.7	36.3^	36.2	35.8^	33.8	36.8^

***A small percentage of respondents were under the age of 13; since riders 13 and over were targeted for this survey, those responses have been removed.**
^Range midpoints used for the 2016 report differed slightly than those used in 2019. For this report, 2016 averages were recalculated using 2019 midpoints.

(See Statistical Table Q18)

Annual Household Income

The average income per year among Caltrain riders is $158,000.

Weekday peak riders have the highest average household income, at $166,000, while weekend riders have the lowest average household income, at $122,000.

	2019 Total	2019 Weekday Peak	2019 Weekday Off-peak	2019 Weekend
Base (All Respondents)	5,501	4,332	789	380
Range [Midpoint Used to Determine Average]	%	%	%	%
Less than $15,000/year [$7,500]	2	2	4	7
$15,000 - $24,999 [$20,000]	2	2	3	3
$25,000-$29,999 [$27,500]	1	1	3	3
$30,000-$39,999 [$35,000]	2	1	5	4
$40,000-$49,999 [$45,000]	3	2	5	6
$50,000-$74,999 [$62,500]	9	9	12	14
$75,000-$99,999 [$87,500]	10	10	12	9
$100,000 - $124,999 [$112,500]	11	11	10	13
$125,000 - $149,999 [$137,500]	10	10	8	10
$150,000 - $199,999 [$175,000]	14	15	13	10
$200,000 - $249,999 [$225,000]	11	12	7	6
$250,000 or more [$275,000]	24	26	17	15
Total	100	100	100	100
Average Income	$158,030	$165,771	$132,582	$121,578

(See Statistical Table Q27)

Income categories for 2019 changed. In order to compare the data with 2016, the 2019 data was recalculated using the 2016 segmentation.

Using the original 2016 segmentation, the average income among Caltrain riders has increased by more than $25,000 per year, to around $146,000 (from about $129,000 in 2016). This is largely due to a higher share of respondents in 2019 who earn $200,000 or more (34%) compared to those who earned this much in 2016 (23%).

- Among Weekday Peak riders, income rose from about $136,000 in 2016 to about $153,000 in 2019.
- Among Weekday Off-peak riders, income rose from about $116,000 in 2016 to about $124,000 in 2019.
- Among Weekend riders, income rose from about $95,000 in 2016 to about $114,000 in 2019.

	2019 Total	2016 Total
Base (All Respondents)	5,501	5,554
Range [Midpoint Used to Determine Average]	%	%
Less than $24,999 a year [$12,500]	4	6
$25,000 to $29,999 [$27,500]	1	2
$30,000 to $39,999 [$35,000]	2	3
$40,000 to $49,999 [$45,000]	3	4
$50,000 to $74,999 [$62,500]	9	12
$75,000 to $99,999 [87,000]	10	13
$100,000 to $124,999 [$112,500]	11	13
$125,000 to $149,999 [$137,500]	10	10
$150,000 to $199,999 [$175,000]	14	15
$200,000 or more [$225,000]	34	23
Total	100	100
Average Income	$146,126	$129,208

	Weekday Peak		Weekday Off-peak		Weekend	
	2019	2016	2019	2016	2019	2016
Base (All Respondents)	4,332	4,212	789	890	380	452
Range [Midpoint Used to Determine Average]	%	%	%	%	%	%
Less than $24,999 a year [$12,500]	3	4	8	10	11	18
$25,000 to $29,999 [$27,500]	1	2	3	3	3	5
$30,000 to $39,999 [$35,000]	1	2	5	5	4	5
$40,000 to $49,999 [$45,000]	2	3	5	3	6	8
$50,000 to $74,999 [$62,500]	9	12	12	11	14	14
$75,000 to $99,999 [87,000]	10	13	12	13	9	12
$100,000 to $124,999 [$112,500]	11	13	10	13	13	10
$125,000 to $149,999 [$137,500]	10	10	8	10	10	4
$150,000 to $199,999 [$175,000]	15	17	13	12	10	9
$200,000 or more [$225,000]	37	25	25	19	21	15
Total	100	100	100	100	100	100
Average Income	$152,908	$135,615	$123,783	$116,057	$114,289	$94,826

(See Statistical Table Q27Compare)

Household Size*

The average household size among Caltrain riders is three people; the median size is two people.

	2019 Total	2019 Weekday Peak	2019 Weekday Off-peak	2019 Weekend
Base (All Respondents)	5,501	4,332	789	380
	%	%	%	%
1 Person	18	17	22	26
2 People	39	41	33	29
3-4 People	34	34	33	35
5-6 People	8	7	11	9
7 or More People	<1	<1	<1	1
Total	100	100	100	100
Average Number of People	2.60	2.58	2.67	2.67
Median Number of People	2.00	2.00	2.00	2.00

*This question was not asked in 2016

(See Statistical Table Q28)

English Proficiency

Most respondents say they speak English very well (88%), and 78% say English is spoken very well in their homes.

Weekend riders were least likely to say they spoke English well (80%). This is a slight decrease from 2016 when 82% said they spoke English well.

Weekday Off-peak riders were the most likely (6%) to say they didn't speak English at all in their homes.

Q22. How well do you speak English?

	2019 Total	2016 Total
Base (All Respondents)	5,501	5,554
	%	%
Very well	88	88
Well	11	10
Not well	1	2
Not at all	<1	<1
Total	100	100

	Weekday Peak		Weekday Off-peak		Weekend	
	2019	2016	2019	2016	2019	2016
Base (All Respondents)	4,332	4,212	789	890	380	452
	%	%	%	%	%	%
Very well	90	89	85	87	80	82
Well	10	10	13	11	16	15
Not well	1	1	2	2	3	3
Not at all	<1	<1	<1	1	1	<1
Total	100	100	100	100	100	100

(See Statistical Table Q22)

Q23. In your home, is English spoken…

	2019 Total	2016 Total
Base (All Respondents)	5,501	5,554
Very well	78	79
Well	13	12
Not well	4	4
Not at all	4	5
Total	100	100

	Weekday Peak		Weekday Off-peak		Weekend	
	2019	2016	2019	2016	2019	2016
Base (All Respondents)	4,332	4,212	789	890	380	452
	%	%	%	%	%	%
Very well	80	80	74	77	72	71
Well	13	12	14	12	15	16
Not well	4	4	7	4	7	7
Not at all	4	4	6	6	5	7
Total	100	100	100	100	100	100

(See Statistical Table Q23)

Languages Spoken in the Home

Q25. Which languages are spoken in your home? (Multiple responses accepted)

Respondents speak 77 languages in their homes. While 85% of respondents speak English in their homes, 11% speak Spanish, 10% speak Mandarin, and 7% Hindi or other Indian languages.

	2019 Total	2019 Weekday Peak	2019 Weekday Off-peak	2019 Weekend
Base (All Respondents)	5,501	4,332	789	380
	%	%	%	%
English	85	86	82	84
Spanish	11	10	15	15
Mandarin	10	10	10	11
Hindi	7	7	7	5
Cantonese	3	3	4	3
Tagalog	2	2	2	3
Vietnamese	2	2	1	2
Russian	1	1	2	2
French	1	1	2	1
Japanese	1	1	2	1
Korean	1	1	2	2
Tamil	1	1	<1	1
German	1	1	1	1
Other	1	1	1	2
Portuguese	1	1	1	1
Telagu	1	1	1	<1
Farsi	1	1	<1	<1

*Only responses with 1% or greater overall are shown, see statistical tables for a complete list.

(See Statistical Table Q24)

Ethnicity

Q25. Which of the following best describes your race/ethnic background? (Multiple responses accepted)

	2019 Total	2019 Weekday Peak	2019 Weekday Off-peak	2019 Weekend
Base (All Respondents)	5,501	4,332	789	380
	%	%	%	%
White/Caucasian	48	48	46	49
Asian	40	40	37	39
Hispanic/Latino	12	12	16	13
Black/African American	4	4	5	5
Native Hawaiian Or Other Pacific Islander	2	2	2	2
American Indian Or Alaska Native	1	1	1	2
Other (Unspecified)	1	1	1	1
Middle Eastern/Arabic/Persian	1	1	<1	1
Mixed (Unspecified)	<1	<1	<1	<1

(See Statistical Table Q25)

Country of Birth

Q26. Were you born in the United States? (if "no") Which country?

While 59% of respondents were born in the United States, 41% were born in one of 107 countries outside the United States. The most common countries of birth after the United States are India, China, and The Philippines.

	2019 Total	2019 Weekday Peak	2019 Weekday Off-peak	2019 Weekend
Base (All Respondents)	5,501	4,332	789	380
	%	%	%	%
Yes (Born In US)	59	60	57	57
No (Which Country?)	41	40	43	43
Answered 'No' But Did Not Specify Country	18	19	19	15
India	5	5	6	4
China	3	3	3	4
Philippines	1	2	1	1
Canada	1	1	2	2
Mexico	1	1	1	2
United Kingdom	1	1	1	1
Taiwan	1	1	1	1
Vietnam	1	1	<1	1
France	1	1	<1	1
Germany	1	1	1	<1

*Only responses with 1% or greater overall are shown, see statistical tables for a complete list.

(See Statistical Tables Q26 and Q26Country)

Home Region (Based on ZIP Code)

Most Caltrain riders live in the Bay Area (96%) – particularly Santa Clara County (43%), San Mateo County (28%), and San Francisco (22%).

On the next page is a breakdown by Bay Area city. The most common home cities among Caltrain riders are San Francisco (22%), San Jose (18%), Sunnyvale (6%), and Mountain View (6%).

	2019 Total	2019 Weekday Peak	2019 Weekday Off-peak	2019 Weekend
Base (All Respondents)	5,501	4,332	789	380
	%	%	%	%
Santa Clara County	42	42	41	37
San Mateo County	30	30	29	30
San Francisco	22	23	20	21
Alameda County	2	1	3	1
Contra Costa County	1	1	1	<1
Marin County	<1	<1	<1	<1
Solano County	<1	<1	<1	-
Sonoma County	<1	<1	<1	-
Napa County	<1	<1	-	-
Other California By County (Net)	2	2	3	5
Outside of California (Net)	2	1	3	6

	2019 Total	2019 Weekday Peak	2019 Weekday Off-peak	2019 Weekend
Base (All Respondents)	5,501	4,332	789	380
	%	%	%	%
SANTA CLARA COUNTY (NET)	**42**	**42**	**41**	**37**
SAN JOSE	18	19	16	10
SUNNYVALE	6	6	7	7
MOUNTAIN VIEW	6	5	6	7
SANTA CLARA	4	3	5	5
PALO ALTO	3	3	3	4
MORGAN HILL	1	2	<1	-
GILROY	1	1	<1	1
CUPERTINO	1	1	2	-
CAMPBELL	1	1	1	<1
LOS ALTOS	1	1	1	1
STANFORD	<1	<1	1	2
MILPITAS	<1	<1	<1	-
LOS GATOS	<1	<1	<1	-
SARATOGA	<1	<1	-	<1
SAN MARTIN	<1	<1	-	-
SAN MATEO COUNTY (NET)	**30**	**30**	**29**	**30**
SAN MATEO	9	9	10	6
REDWOOD CITY	5	5	5	8
BURLINGAME	3	3	2	2
MENLO PARK	2	2	2	3
SAN CARLOS	2	2	1	3
BELMONT	2	2	2	2
SAN BRUNO	1	1	2	1
SOUTH SAN FRANCISCO	1	1	1	1
EAST PALO ALTO	1	1	1	1
MILLBRAE	1	1	1	1
DALY CITY	1	1	1	<1
ATHERTON	<1	<1	<1	1
PACIFICA	<1	<1	-	-
BRISBANE	<1	<1	-	-
HALF MOON BAY	<1	<1	<1	-
PORTOLA VALLEY	<1	<1	-	<1
LA HONDA	<1	<1	<1	<1
EL GRANADA	<1	<1	<1	-
MOSS BEACH	<1	<1	-	-
SAN FRANCISCO COUNTY (NET)	**22**	**23**	**20**	**21**
SAN FRANCISCO	22	23	20	21

	2019 Total	2019 Weekday Peak	2019 Weekday Off-peak	2019 Weekend
Base (All Respondents)	5,501	4,332	789	380
	%	%	%	%
ALAMEDA COUNTY (NET)	**2**	**1**	**3**	**1**
OAKLAND	1	<1	1	<1
BERKELEY	<1	<1	<1	1
EMERYVILLE	<1	<1	<1	<1
FREMONT	<1	<1	<1	-
LIVERMORE	<1	<1	<1	-
HAYWARD	<1	<1	-	-
SAN LEANDRO	<1	<1	<1	-
ALAMEDA	<1	<1	<1	-
CASTRO VALLEY	<1	<1	<1	-
PLEASANTON	<1		<1	-
ALBANY	<1	<1	-	-
NEWARK	<1	<1	-	-
SAN LORENZO	<1	<1	-	-
UNION CITY	<1	<1	-	-
DUBLIN	<1	-	<1	-
CONTRA COSTA COUNTY (NET)	**1**	**1**	**1**	**<1**
RICHMOND	<1	<1	-	
WALNUT CREEK	<1	<1	-	<1
EL CERRITO	<1	<1	<1	-
EL SOBRANTE	<1	<1	<1	-
SAN RAMON	<1	<1	<1	-
ANTIOCH	<1	<1	-	-
BYRON	<1	<1	-	-
CLAYTON	<1	<1	-	-
DANVILLE	<1	<1	-	-
HERCULES	<1	<1	-	-
PITTSBURG	<1	<1	-	-
RODEO	<1	<1	-	-
PLEASANT HILL	<1	-	<1	-
SAN PABLO	<1	-		<1
MARIN COUNTY (NET)	**<1**	**<1**	**<1**	**<1**
CORTE MADERA	<1	<1	-	-
SAN GERONIMO	<1	<1	-	-
SAUSALITO	<1	<1	-	-
MILL VALLEY	<1	-	<1	-
SAN RAFAEL	<1	-	<1	-
GREENBRAE	<1	-	-	<1

	2019 Total	2019 Weekday Peak	2019 Weekday Off-peak	2019 Weekend
Base (All Respondents)	5,501	4,332	789	380
	%	%	%	%
SOLANO COUNTY (NET)	**<1**	**<1**	**<1**	**-**
VALLEJO	<1	<1	-	-
BENICIA	<1	<1	-	-
BIRDS LANDING	<1	<1	-	-
SUISUN CITY	<1	-	<1	-
SONOMA COUNTY (NET)	**<1**	**<1**	**<1**	**-**
SANTA ROSA	<1	<1	<1	-
CLOVERDALE	<1	<1	-	-
NAPA COUNTY (NET)	**<1**	**<1**	**-**	**-**
ANGWIN	<1	<1	-	-
OUTSIDE BAY AREA	**4**	**3**	**7**	**11**

APPENDICES

Survey Distribution and Response

2019 Caltrain Triennial Customer Survey

Response Rate / % of Riders Who Completed Survey / Distribution Rate

	Total	***Weekday***	***Weekend***
Children under 13	41	28	13
Language barrier	20	10	10
Sleeping	78	74	4
Left train	62	60	2
Refused	667	603	64
Already Participated	304	295	9
Qst. distributed and not returned	1,144	920	224
TOTAL NON-RESPONSE (less already participated)	2,012	1,695	317
Completes collected or mailed in:	*5,501*	*5,002*	*499*
PASSENGERS ON SAMPLED CARS	*7,513*	*6,697*	*816*
(Total completes+Total Non-response)			

Response Rate & % of Riders Who Completed Survey

PASSENGERS ON SAMPLED CARS	*7,513*	*6,697*	*816*
Less:			
Children Under 13	-41	-28	-13
Language Barrier	-20	-10	-10
Sleeping	-78	-74	-4
POTENTIAL RESPONDENTS	*7,374*	*6,585*	*789*
TOTAL COMPLETES	*5,501*	*5,002*	*499*
Response Rate [1]	***74.6%***	***76.0%***	***63.2%***
% of Riders Who Completed Survey [2]	***73.2%***	***74.7%***	***61.2%***

Distribution Rate

PASSENGERS ON SAMPLED CARS	*7,513*	*6,697*	*816*
Less:			
Children Under 13	-41	-28	-13
Language Barrier	-20	-10	-10
Sleeping	-78	-74	-4
POTENTIAL RESPONDENTS	*7,523*	*7,374*	*789*
Total Completes	*5,501*	*5,002*	*499*
Qst. taken home /not returned	1,144	920	224
TOTAL QST. DISTRIBUTED	*6,645*	*5,922*	*723*
Distribution Rate [3]	***90.1%***	***88.4%***	***88.6%***

[1] Total Completes divided by Potential Respondents
[2] Total Completes divided by Passengers on Sampled Cars
[3] Total Qst. Distributed divided by Potential Respondents

Language Barriers

Surveys were printed in Spanish and English. The majority of respondents used the English language survey, with only 19 respondents (out of 5,501) opting for the Spanish language survey. Surveyors were also provided a card (see the Interviewer Training Instructions section of the Appendix) to measure the amount of potential responses who spoke neither English nor Spanish. Potential respondents were shown a card that stated "I speak ___" with responses in Hindi, Mandarin, Cantonese, Tagalog, French, German, Vietnamese, Russian, Korean, Italian, and Japanese. Of the 20 language barriers encountered, 11 were willing to complete the language card. Responses are tabulated below:

Language	#
Mandarin	6
Cantonese	1
Tagalog	1
Vietnamese	1
Indonesian (added)	1
Urdu (added)	1
French	-
German	-
Hindi	-
Italian	-
Japanese	-
Korean	-
Russian	-
Unknown (did not complete card)	9

Interviewer Instructions

Caltrain Triennial Survey 2019 | Interviewer Instructions

INTERVIEWER NAME: _____

PROJECT OVERVIEW

This project is a passenger survey that seeks to learn who rides Caltrain. It is a self-administered questionnaire to be distributed onboard Caltrain trains. The questionnaires will be handed out and collected on sampled Caltrain routes. The field work will take place during November 2019. You can learn more about Caltrain at www.caltrain.com.

The primary goals of this survey are to:

- Assess key passenger satisfaction components.
- Understand ridership characteristics, such as demographics and trip purpose.
- Analyze usage patterns, including access mode, frequency of using Caltrain, and type of ticket used.
-

Part 1: How to conduct the survey on Caltrain

SAFETY
Working on a moving train can be challenging at times. Your safety and the safety of the passengers around you is your most important priority. Please hold on to a handrail or bar at all times when you are standing or walking on the train. Allow passengers the time to find a seat or a safe place to stand before offering them a survey. Do not block passengers entering or exiting the train.

Distributing (and collecting) questionnaires from passengers is your primary task on this project. For each of your runs, you should strive to **get the questionnaire into the hands of every (or nearly every) passenger.** Your approach as a surveyor will make a tremendous difference in whether or not riders agree to complete the survey.

BEFORE EACH RUN: SURVEY CONTROL SHEET (Yellow Card)
It is very important that you enter information accurately on your survey control sheet. A separate survey control sheet will be used for each run. A **run** is one trip on one train from the boarding point to the end of the line or the point at which you exit the train.

AT THE START OF EACH RUN YOU SHOULD ENTER ON SURVEY CONTROL SHEET (Yellow Card):

- The current date and day
- Your last name
- Train #
- The specific station where you are boarding the train to start the run ("Trip Start Location")
- The time the train departed (**actual time** the train left the station – **do not just copy the scheduled time**)

It is important that you enter the time departed accurately. Late trains are a key component in rider satisfaction. The delay time (if any) will be used as a factor in evaluating the rider trip satisfaction data.

Run ID – this is listed at the BOTTOM of every survey. Write the TRAIN NUMBER in this spot. ALL questionnaires distributed MUST have the train number written on them so we can determine which train they are from if the survey is mailed. Write the TRAIN NUMBER ON ALL questionnaires distributed on every run.

In order to be sure every questionnaire you distribute has the proper train number, you will need to pre-number questionnaires BEFORE entering the train. If you exhaust all of the pre-numbered questionnaires, you MUST write the train number on EVERY questionnaire you distribute – BEFORE they are in the passengers' hands.

Unused surveys with the train number written in can be reused – cross out the prior Run ID and write in the correct Run ID.

AS YOU BOARD THE TRAIN . . . REMEMBER YOU ARE A GUEST OF CALTRAIN.

DISTRIBUTING QUESTIONNAIRES

Caltrain trains have five or six cars. You will be distributing questionnaires **on only one of these cars**. The train car for you to survey is pre-assigned and listed on your Interviewer Survey Schedule. For example - "Train car number: 2" – means that you will survey the second car on the train. Be sure to only survey this assigned car. **Do not substitute another car for the one you are assigned. Refer to the "Caltrain Information Section" for instructions on how to find your car.**

As noted some trains have 6 cars. These trains are highlighted on the schedule. If you are scheduled to have a 6-car train, but it is only 5 cars:

- **If you are on car 1, 2, 3, 4, or 5 – then take the same car as assigned.**
- **If you are assigned car 6 – and the train is only 5 cars – then survey the alternate car (in parentheses) on the schedule.**

Attempt to distribute surveys to all passengers who appear to be 13 or older. All riders traveling in a group should be given a questionnaire.

Do not distribute questionnaires to:

- Passengers who appear to be under 13 years of age (use your judgment – NEVER ask someone their age);
- Employees of the Caltrain;

- Passengers who tell you that they have already participated in this survey on a previous trip (within the last week or so). But do include passengers that may have participated in other previous surveys; and
- Sleeping passengers.

As you hand out surveys, give a short introduction about the survey. Be easygoing and friendly.

***Do not ask riders* if they want to fill out the survey!** Rather, use a positive approach. Phrases we have found to work well include:
"We need your opinions on this Caltrain survey. "
If they hesitate you might add: "We want to know what you think."
If a rider hesitates, you might also mention, "Caltrain needs this information from you to provide better service in the future." Or "Caltrain only does this survey once every three years."

Be sure to tell the patrons to fill in all pages of the survey. Check surveys as you collect them. If at all possible, hand the survey to passengers *unfolded* so they can readily see there are multiple pages.

Instruct passengers to return completed surveys to you.

Passengers who do not have the time or inclination to complete the questionnaire on board have the option of mailing it in. ***Mention the mail-in option as a last resort.*** We have found that when a potential respondent takes the questionnaire home with him/her or says they will do it later, they are less likely to complete and return the questionnaire.

Keep a tally of all non-responses (passengers under 13, refusals, already participated, etc.) on your survey control sheet.

After surveys are distributed, walk through the train car every few minutes and watch for people who may have questions or are finished. Be polite: "I'll take the survey if you are done", or "I can take that for you". Attempt to collect every survey you distribute. **Attempt to collect every survey you distribute.**

CROWDED TRAINS
On crowded trains, make every attempt to distribute questionnaires to all patrons. When this is not possible, distribute questionnaires to all patrons in the areas of the train car you can access. **Note the limitations in reaching everyone on your survey control sheet and returned survey packet sheet.**

On very crowded trains, where you cannot reach everyone personally, you may ask other passengers to help you by passing surveys to those standing/sitting next to them.

LANGUAGE BARRIER - Passengers who speak English or Spanish and who refuse a questionnaire are tallied as "refusals," since we have English and Spanish survey instruments. Only passengers who speak a language other than English or Spanish are tallied as Language Barrier.

Caltrain also wants to discover what languages (other than English and Spanish) their passengers

speak. **Only when you have a passenger who is classified as a Language Barrier, give the passenger a Spoken Language Card (Tan Card) to allow the passenger to denote what language it is that they speak. Collect these cards when complete and include with your completed surveys.**

AT THE END OF EACH RUN – ENTER ON THE SURVEY CONTROL SHEET:

- Station where you exited the train
- The time when the train arrived and the run ended.
- The total **number of questionnaires DISTRIBUTED** for English and Spanish passengers
- The total **number of questionnaires RETURNED** (collected by you and in your possession).
- The total **number of Spoken Language Cards RETURNED** (collected by you and in your possession).
- All returned surveys and the completed survey control sheet should be **placed in the "Completed Questionnaire" envelope**. IMMEDIATELY complete the information on the front of this envelope for that train.
- You may have several bundles of completed surveys per route for a given shift. **If the envelope becomes too full, use additional envelope(s) and label each (i.e. "envelope 1 of 2", "envelope 2 of 2", etc).**

LEFT TRAIN This is a non-response that occurs when the surveyor cannot offer a questionnaire because of the short distance of the rider's trip. If the rider refuses because of time constraints, it is important to offer the "mail back option". We anticipate very few "Left Train" dispositions on this project.

AT THE END OF THE SHIFT

Each run will have a separate Completed Questionnaire Envelope. Make sure that all completed work from all the run is placed in the appropriate "Completed Questionnaire Envelope." Make sure that all the information requested is filled out, including:

1. Date
2. Your last name (Interviewer Name)
3. Train number
4. If the train was MORE THAN FIVE MINUTES EARLY OR LATE from the train's scheduled times on the schedule write how many minutes the train was early or late
5. The number of questionnaires distributed, the number completed/returned, and the non-responses for each (from survey control sheet)
6. Any unusual happenings that may have affected surveying/ridership on this shift. Be brief. Examples: Unruly passenger; extremely hot/cold car; extreme crowding (e.g. you could not reach every passenger).

Part 2 – Logistics, General Conduct, and Communication

Even if you are very good at conducting surveys on-board, behaving unprofessionally, failing to be prepared (or communicate significant events) can negate your hard work. Conversely, paying attention to your travel arrangement details, time management, professional communication, and record-keeping can help keep you organized – and actually make you a better interviewer!

Make Sure You are Off to a Good Start! Be Prepared and On Time!

- You should be at the train station where your shift starts by the time indicated on the schedule. **Note that in some cases, this is MORE than 15 minutes prior to the train's departure (particularly when there may be a large number of people boarding at the starting station). Your early arrival to the station IS TO ENSURE YOU BOARD THE TRAIN AS SOON AS YOU ARE ABLE TO DO SO – it is the start of work time.**
- Have all of your supplies (see the **Supplies Checklist**).
- Before you leave for your shift, **know what trains you are surveying and when they arrive and depart.**
- **Also note whether your train begins/ends at Tamien station. You will NOT travel to/from Tamien – so if your train begins there, you will need to be sure you are waiting to board the train on the right track, and count the cars as the train pulls into the station. If your train ends at Tamien, be sure you EXIT your train at Diridon (NOT AT TAMIEN).**
- **All interviewers should bring a watch**. You may also consider wearing clothes with pockets since you will have to carry a good deal of material. **Your cell phone is NOT a substitute and should not be used for this purpose.**
- All surveyors **must wear their ID badges and have a valid photo ID at all times** while surveying.
- Please **act professionally at all times**. Passengers, Caltrain employees, and others are observing your behavior.
- **Always introduce yourself to at least one of the conductors.** We are guests on their trains.
- The **average number of passengers will vary significantly** by run and time of day. You will be provided with pens for use by passengers who need them.

Conduct Yourself Professionally

- Under our contract with Caltrain, the badge/access letter which allows you to ride free of charge may only be used when working on this study. Any misuse will be embarrassing to all and is cause for immediate dismissal.
- As representatives of CC&G and Caltrain, interviewers are expected to act professionally at all times.
- **Professional 'business casual'** attire is a must. Your overall appearance should be neat and professional. This also means:
  - Long trousers and collared shirts for men (jacket optional).
  - For women, slacks and a blouse/shirt are acceptable. Skirts or dresses may also be worn.
  - Wear comfortable, closed toed shoes. You will be standing/walking most of your shift.
  - **NO** t-shirts, sweatshirts/sweat pants/other workout wear, open-toed shoes, or denim.

  - **NO** hats.
  - **NO** clothing with logos/messages prominently displayed.
- All surveyors **must** wear their name badge while surveying, and have a valid photo ID at all times. Notify CC&G immediately if your name badge is lost so that it can be replaced immediately.
- All survey data collected is confidential and must be treated with care. Any sharing or use of data is cause for immediate dismissal.
- Backpacks, aprons, Clipper cards, and other materials used on this project should be returned to CC&G at the end of the study.

Scheduling

- You will receive a schedule for the project today. This schedule is based on your availability (as noted on ScheduleBase) and the study needs. **Prior to leaving training today, it is your responsibility to review the schedule and be sure you can make all your shift. You should also ask ANY questions regarding your schedule BEFORE leaving today. Once you leave training today, IT IS ASSUMED YOU CAN MAKE ALL SHIFTS AS SCHEDULED.**
- Once the fieldwork begins, it is important to adhere to the shifts as assigned. **If you cannot make any shift, notify Carol immediately.**
- Starting shifts late or missed shifts may be cause for dismissal.

End of Shift – Checking In and Returning Work

It is very important to check in and return all completed work as soon as possible. **For the first two to three (2-3) days you work on this project, check in immediately after your shift.**

- **If you are on a morning or day shift, this means returning to CC&G as soon as your shift is complete.**
- **If you are on an evening shift, this means returning to CC&G the next day *AND ALLOWING SUFFICIENT TIME* to review your work from the previous day before you head to that day's shift.**

Once you are told you do not have to check in (generally after the first 2 shifts), it is still very important to return work soon after completing a shift. You *must turn in work after each shift (within 24 hours). If you cannot turn in your work, notify CC&G immediately.*

Remember, CC&G's building is open 24/7. Drop off work within 24 hours after completing a shift. Materials can be left in the wooden trunk outside the office if the office is not open. Supplies will be available right outside the office at all times.

Wrapping Up – A Few Other Items

- **"What do I do if . . . . a conductor doesn't want me on a train?"** Exit the train. Do not argue with the conductor. Do not create a confrontation. Call CC&G immediately – either the CC&G main number (during office hours) or one of the urgent contact numbers as applicable.
- **"What if I get off schedule?"** You cannot substitute trains on this study. If your train is running late and you feel it is likely that you will miss your next train, it is OK to exit the train one or two stops prior to the final station in order to make your connection – ***but be sure BOTH trains stop at that station***! Be sure to collect all surveys prior to exiting the train. We have tried to design the schedule to avoid this situation, but it is possible. ALSO let CC&G know as soon as possible that you needed to do this.
- **Remember – your demeanor reflects on CC&G – including the condition of the questionnaires you hand out.** Do not allow your questionnaires to get ragged, stained, or grubby. Keep your backpack neat so coffee, candy, gum, etc. does not come in contact with your questionnaires. Dirty/stained questionnaires look unattractive and deter riders from participating.
- **Always make sure the TRAIN NUMBER is written in – and make sure it is the CORRECT train. It makes a large difference.** When a survey is mailed in, the train number also provides other key pieces of information, including the day, the date, time, etc. If these pieces of information are missing, the collected information is not as valuable.

CONTACT INFORMATION

COREY, CANAPARY & GALANIS RESEARCH
CC&G 800 Number is 1 (800) 877-1201
The regular office number is 415-397-1200 – Voicemail 24/7

Outside of normal office hours, contact:
Jon Canapary (415) 577-2428 (after 5 pm Monday-Friday; afternoon/evening weekends)
Carol Anne Carroll (415) 200-5277 (before 8 am Monday-Friday; before 12 noon weekends)

CALTRAIN
Agency Contact – Julian Jest, Caltrain Marketing, 650-508-6245
(Let CC&G know ASAP if you provide this name/contact to ANYONE)

SUPPLIES CHECKLIST

USE THIS TO GATHER SUPPLIES TODAY AFTER TRAINING, AND USE IT AS A REMINDER TO BE SURE YOU HAVE WHAT YOU NEED <u>BEFORE YOU LEAVE FOR YOUR SHIFT</u>

- Backpack
- Surveyor badge
- Photo ID
- Surveyor schedule
- Travel information, including the Caltrain schedule (dated 10/7/19)
- Apron
- Pens
- Questionnaires (English & Spanish) – be sure you have the number of English surveys indicated on the schedule for each shift; always have a supply of at least 20 Spanish questionnaires per shift.
- Spoken Language Cards for other languages – take at least 10.
- Completed Questionnaire Envelope(s)
- Survey control sheets
- Rubber bands
- Interviewer Instructions (this document)
- Clipboard
- A watch
- Time sheet

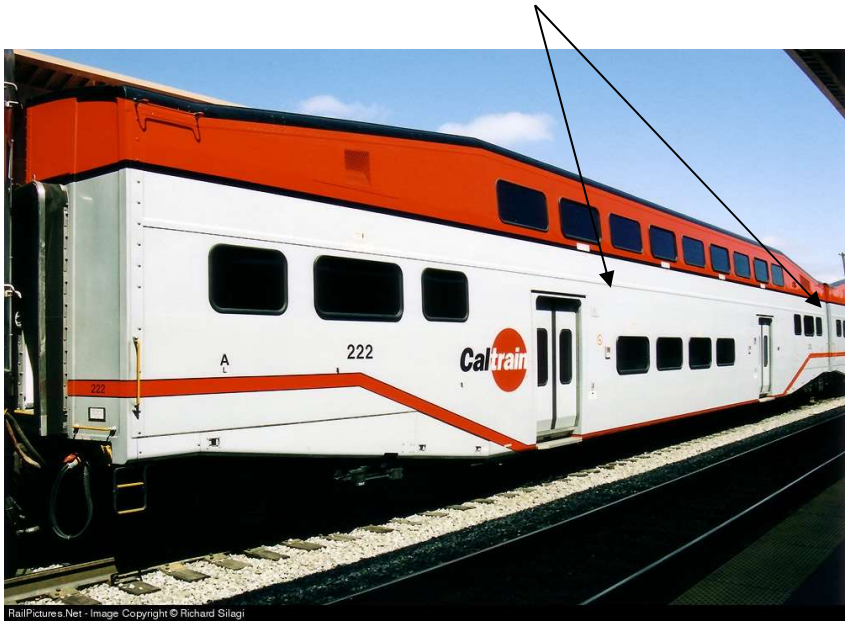
INFORMATION ABOUT CALTRAIN TRAINS

TRAINSET TYPE

Caltrain operates two types of equipment, Gallery and Bombardier.

Gallery equipment looks like the picture below and has a **center car entry**:

Bombardier equipment looks like the picture below and has **two entry doors**, one on either end of the car:



All runs end either at San Francisco at 4th & King, Gilroy, or San Jose Diridon stations. **If your run ends at San Jose Diridon, the train MAY be continuing past this station. Be sure you exit the train at San Jose Diridon. Check your Caltrain schedule before your run.**

TRAIN IDENTIFICATION

The Caltrain schedule has three types of train service, based on the amount of stops the trains make. These are:

- **Local:** (100's weekdays; 400's weekends). These trains stop at every station. Their schedule and signage usually **have no highlighting (e.g. white background).**
- **Limited** (200's weekdays; no weekend service). These trains stop at fewer stations than the locals, but more than the bullets. Their schedule and signage are usually **highlighted in yellow**.
- **Bullet (or Baby Bullet)** (300's weekdays; 800's weekends). These are express trains which stop only at a few popular stations. Their schedule and signage are usually **highlighted in red**.

Even numbered trains travel south from San Francisco to San Jose (or Tamien/Gilroy) -- e.g. 208, 330, 190.
Odd numbered trains travel north from San Jose (or Tamien/Gilroy) to San Francisco – e.g. 217, 371, 147.

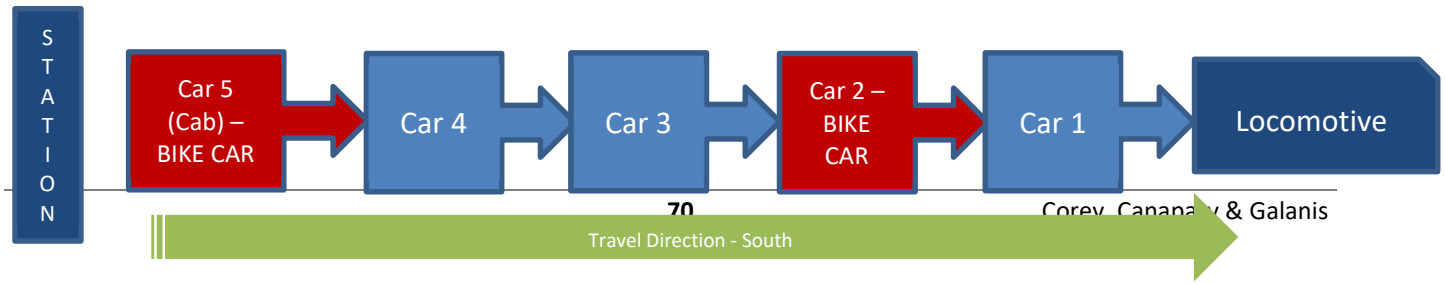
At all stations, the electronic signs reference the train number (e.g. 208, 332, etc.)

While train arrivals and departures are listed on the electronic signs at the stations, trains also carry a small sign on the front of the train (the rear-view mirror by the engineer's cab) with the last two numbers of the train number.

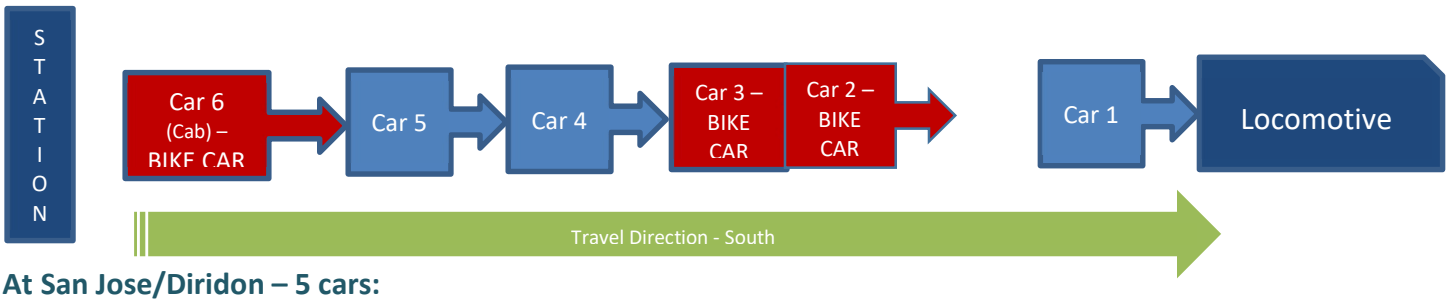
CAR ORIENTATION, E.G. "WHICH CAR IS MY ASSIGNED CAR?"

Car #1 is always at the FRONT of the train, depending on the direction of travel. When travelling south, the locomotive is in front of the train and PULLS the train. Car #1 is directly behind the locomotive. When travelling north, the locomotive is at the back of the train and PUSHES the train. Car #1 is on the opposite end of the train from the locomotive.

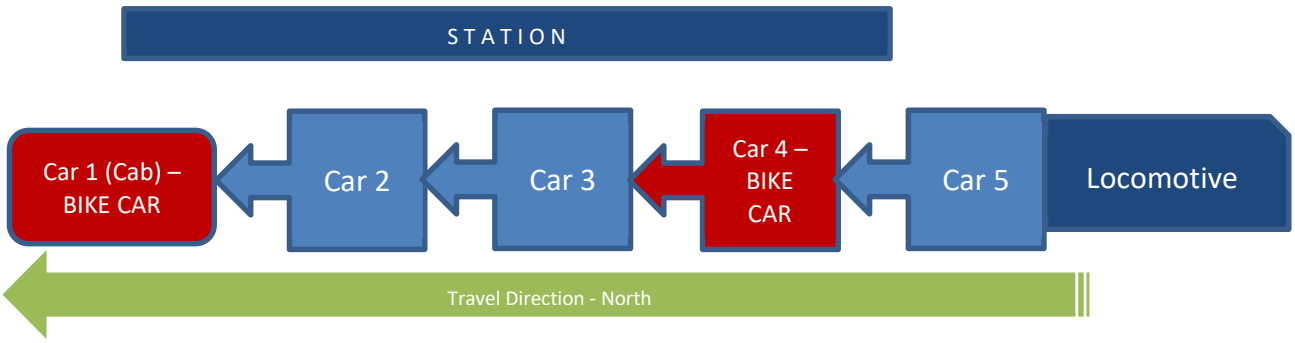
At San Francisco/4th & King – 5 cars:



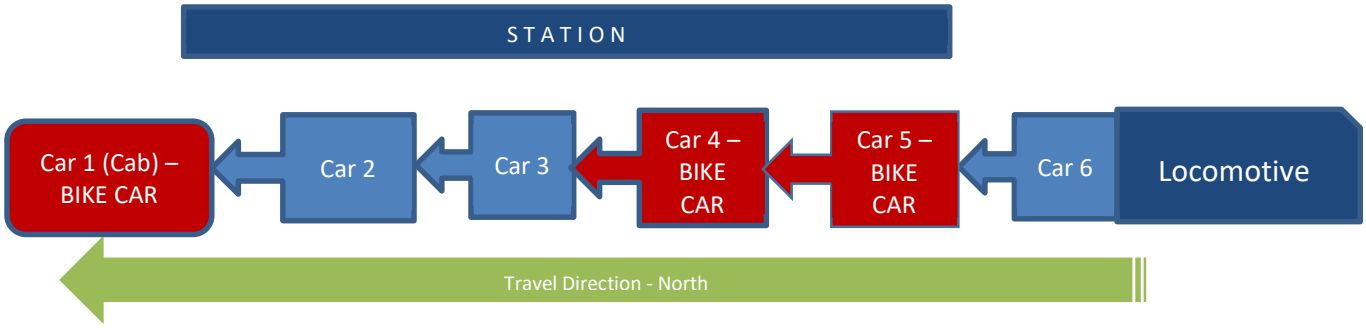
At San Francisco/4th & King – 6 cars:



At San Jose/Diridon – 5 cars:



At San Jose/Diridon – 6 cars:



Survey Questionnaires

24. Which ***languages*** are spoken in your home?
(Check ALL that apply)

- ☐ English
- ☐ Spanish
- ☐ Cantonese
- ☐ Mandarin
- ☐ Hindi
- ☐ Tagalog
- ☐ Vietnamese
- ☐ Other - *specify:*_____

25. Which of the following best describes your **race/ethnic background**? *(Check ALL that apply)*

- ☐ Asian
- ☐ American Indian or Alaska Native
- ☐ Black/African American
- ☐ Hispanic/Latino
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White/Caucasian
- ☐ Other race - *specify*: _____

26. Were you ***born*** in the United States?

☐ Yes ☐ No - *in which country?* _____

27. Annual household income *(before taxes)*:

- ☐ Less than $15,000/year
- ☐ $15,000 - $24,999
- ☐ $25,000 - $29,999
- ☐ $30,000 - $39,999
- ☐ $40,000 - $49,999
- ☐ $50,000 - $74,999
- ☐ $75,000 - $99,999
- ☐ $100,000 - $124,999
- ☐ $125,000 - $149,999
- ☐ $150,000 - $199,999
- ☐ $200,000 - $249,999
- ☐ $250,000 or more

28. Including yourself, how many people live in your household?

☐ 1 (just you) ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6+ _____
(Please specify)

Comments or Suggestions for Caltrain

_____

_____

_____

_____

_____

Thank you for completing this survey! Please return it to a surveyor on the train or mail it to us by ***December 2, 2019****.*
(No postage necessary. Please fold, then tape the side where indicated; no staples.)

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PASSENGER SURVEY
CALTRAIN MARKET RESEARCH DEPT.
PO BOX 3006
SAN CARLOS CA 94070-9927

Dear Caltrain Passenger,

Please take a moment to complete this survey to help Caltrain serve you better. We appreciate you choosing Caltrain.

Your responses are confidential and will be used for statistical purposes only. One survey per passenger please. Return your completed survey to the onboard surveyor or drop in the mail - no postage necessary.

1. How ***long*** have you been riding Caltrain?

- ☐ This is my first trip
- ☐ Less than 6 months
- ☐ 6 months to less than 1 year
- ☐ 1 year to less than 2 years
- ☐ 2 years to less than 4 years
- ☐ 4 years or more

2. How ***often*** do you usually ride Caltrain?

- ☐ 6-7 days/week
- ☐ 5 days/week
- ☐ 4 days/week
- ☐ 3 days/week
- ☐ 2 days/week
- ☐ 1 day/week
- ☐ 1-3 days/month
- ☐ Less than once a month

(Please tape closed here)

3. How did you pay for ***this train trip*** *(today)*?

- ☐ One-way ticket
- ☐ Clipper: Cash
- ☐ Clipper: Caltrain Monthly
- ☐ Go Pass
- ☐ Day Pass
- ☐ Mobile App: Day Pass
- ☐ Mobile App: One-Way
- ☐ Other - *specify:* _____

4. What is your ***fare category***?

- ☐ Adult *(Age 19 through 64)*
- ☐ Senior *(Age 65 & older)*
- ☐ Medicare cardholder
- ☐ Youth *(Age 18 & younger)*
- ☐ Disabled

5. Are you making a ***round trip*** on Caltrain today?
(That is, you either rode Caltrain earlier today or will ride later today.)

☐ Yes ☐ No

6. What is the ***main purpose*** of your trip today?
(Check only ONE)

- ☐ Work
- ☐ School
- ☐ Social/recreational
- ☐ Other - *specify:* _____
- ☐ Airport *(SFO, San Jose Int'l)*
- ☐ Shopping
- ☐ Going home

Run ID_____

Please open ➔

7. Why do you choose to ride Caltrain? *(Check ALL that apply)*

- ☐ Productive use of time
- ☐ Help the environment
- ☐ Avoid traffic
- ☐ Relax/reduce stress
- ☐ Employer subsidy
- ☐ Save money *(gas, car wear/tear)*
- ☐ Don't have access to a car
- ☐ Lack of/cost of parking
- ☐ Faster than other options
- ☐ Other - *specify:*_____

8. Which station did you get ***ON*** Caltrain?

_____*(station)*

9. Which station will you get ***OFF*** Caltrain?

_____*(station)*

10a. ***Getting to the station***

How did you ***get to*** Caltrain today?
(*Please check one main mode.*)

- ☐ Walked all the way
- ☐ Drove Car
- ☐ Got dropped off by car
- ☐ Uber, Lyft, or similiar
- ☐ BART
- ☐ SamTrans
- ☐ Muni
- ☐ VTA
- ☐ Bicycle
- ☐ Scooter (kick or electric)
- ☐ Bicycle Share
- ☐ Scooter Share
- ☐ Free shuttle
- ☐ Other - *specify:*

_____

10b. ***Leaving the station***

How will you get from Caltrain to your final destination?
(*Please check one main mode.*)

- ☐ Walk all the way
- ☐ Drive car
- ☐ Get picked up by car
- ☐ Uber, Lyft, or similiar
- ☐ BART
- ☐ SamTrans
- ☐ Muni
- ☐ VTA
- ☐ Bicycle
- ☐ Scooter (kick or electric)
- ☐ Bicycle Share
- ☐ Scooter Share
- ☐ Free shuttle
- ☐ Other - *specify:*

_____

11. How well is Caltrain meeting your needs?
Please rate each item below, where ***5=Very Satisfied*** and ***1=Very Dissatisfied***. If the question does not apply, circle ***NA for Not Applicable***.

		Very Satisfied				*Very Dissatisfied*	
a.	Overall Caltrain experience	5	4	3	2	1	NA
b.	Ease of use	5	4	3	2	1	NA
c.	Value for the money	5	4	3	2	1	NA
d.	Connections with other transit systems *(i.e. SamTrans, BART, Muni, VTA)*	5	4	3	2	1	NA
e.	Convenience of schedule *(goes where you want to go, when you want to go)*	5	4	3	2	1	NA
f.	Effectiveness of station signage	5	4	3	2	1	NA

12. Estimated distance from your starting point to the Caltrain station where you boarded:

_____ miles

13. Did you have access to a car for ***this particular trip***?

☐ Yes ☐ No

14. What is your **main source** for local news and events?

- ☐ Newspaper - which one?_____
- ☐ Radio - which one?_____
- ☐ Internet - which one?_____
- ☐ Social media - which one?_____
- ☐ TV news - which one?_____
- ☐ Mobile app - which one?_____
- ☐ Other - specify_____

15. How do you get ***schedules*** and other Caltrain ***information***?
(*Check ALL that apply)*

- ☐ Printed material on train
- ☐ Conductor
- ☐ Social media
- ☐ Third party Caltrain app
- ☐ Station information boards
- ☐ Caltrain customer service (1.800.660.4287)
- ☐ Caltrain website (www.caltrain.com)
- ☐ Other - *specify*: _____

16. What is your ***home ZIP code***? ___ ___ ___ ___ ___

17. Gender: ☐ Male ☐ Female ☐ Other

18. Age:

- ☐ Under 13
- ☐ 13-18
- ☐ 19-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 65 or older

19. (To help us plan for new fare options) Do you currently have a checking account, a savings account or a credit card?

☐ Yes ☐ No ☐ I don't know

20. What is the highest level of ***education*** you have completed?

- ☐ Some high school
- ☐ High school graduate
- ☐ Some college or technical school
- ☐ College graduate
- ☐ Post graduate degree

21. What is your current ***employment status***?

- ☐ Employed full time*
- ☐ Employed part time
- ☐ Student
- ☐ Retired
- ☐ Unemployed
- ☐ Other - *specify:*_____

**35 or more hours per week*

22. How well do ***you*** speak English?

☐ Very well ☐ Well ☐ Not well ☐ Not at all

23. In ***your home***, is English spoken:

☐ Very well ☐ Well ☐ Not well ☐ Not at all

Continued on back ➔

24. ¿Cuáles idiomas se hablan en su casa?
(Marque TODOS los que sean pertinentes))

- ☐ Inglés
- ☐ Español
- ☐ Cantonés
- ☐ Mandarín
- ☐ Hindi
- ☐ Tagalo
- ☐ Vietnamita
- ☐ Otro - *especifique::*_____

25. ¿Cuáles de los siguientes grupos étnicos describe mejor su origen? *(Marque TODOS los que sean pertinentes))*

- ☐ Asiático
- ☐ Indígena de los EE.UU. o Alaska
- ☐ Negro/Afro Americano
- ☐ Hispanic/Latino
- ☐ Nativo de Hawai o otras islas del Pacífico
- ☐ Blanco/caucásico
- ☐ Otro - *especifique*: _____

26. ¿Usted nació en los Estados Unidos?

☐ Si ☐ No - *¿en qué país?* _____

27. ¿Cuál es el ingreso anual total en su casa (antes de impuestos)?

- ☐ Inferior a $15,000/año
- ☐ $15,000 - $24,999
- ☐ $25,000 - $29,999
- ☐ $30,000 - $39,999
- ☐ $40,000 - $49,999
- ☐ $50,000 - $74,999
- ☐ $75,000 - $99,999
- ☐ $100,000 - $124,999
- ☐ $125,000 - $149,999
- ☐ $150,000 - $199,999
- ☐ $200,000 - $249,999
- ☐ $250,000 o más

28. Incluido usted, ¿Cuántas personas viven en su casa?

☐ 1 (sólo usted) ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6+ _____
(Por favor, especifique)

Comentarios o sugerencias para Caltrain

_____

_____

_____

_____

_____

¡Gracias por completar esta encuesta! Por favor regrésela al encuestador en el tren o envienos por correo antes de 2 de diciembre de 2019. (No necesita estampilla. Por favor dóblela y cierre el lado indicado con cinta adhesiva; no grapas.)

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CALTRAIN MARKET RESEARCH DEPT.
PO BOX 3006
SAN CARLOS CA 94070-9927

Estimado Pasajero de Caltrain,

Por favor tome un momento para completar esta encuesta para ayudar a Caltrain a servirle mejor. Apreciamos su elección en viajar con Caltrain.

Sus respuestas son confidenciales y serán usadas para propósitos estadísticos solamente. Una encuesta por pasajero por favor. Regrese su encuesta completa al supervisor abordo o envíela por correo no necesita estampilla.

---

1. ¿Cuánto tiempo ha estado viajando en Caltrain?

- ☐ Este es mi primer viaje
- ☐ Menos de 6 meses
- ☐ 6 meses y menos de 1 año
- ☐ 1 año a menos de 2 años
- ☐ 2 años a menos de 4 años
- ☐ 4 años o más

2. ¿Con que frecuencia viaja en Caltrain?

- ☐ 6-7 dias/semana
- ☐ 5 dias/semana
- ☐ 4 dias/semana
- ☐ 3 dias/semana
- ☐ 2 dias/semana
- ☐ 1 dias/semana
- ☐ 1-3 dias/mes
- ☐ Menos de una vez al mes

3. ¿Cómo pagó por este viaje en el tren (hoy día)?

- ☐ Boleto de un viaje
- ☐ Clipper: Valor efectivo
- ☐ Clipper: pase mensual de Caltrain
- ☐ Go Pass
- ☐ Pase diario
- ☐ Aplicación móvil: pase diario
- ☐ Aplicación móvil: un viaje
- ☐ Otro – especifique*:* _____

4. ¿Cuál es la categoría de su tarifa?

- ☐ Adulto (de 19 a 64 años)
- ☐ Anciano (65 años o mayor)
- ☐ Afiliados a Medicare
- ☐ Joven (18 años o menor)
- ☐ Discapacitado

5. ¿Estás haciendo un viaje de ida y vuelta en Caltrain hoy?
(Esto es, viajaste hoy más temprano o viajarás más tarde este día en Caltrain.)

☐ Si ☐ No

6. ¿Cuál es el propósito principal de su viaje hoy?
(Marque solo UNO)

- ☐ Trabajo
- ☐ Escuela
- ☐ Social/recreativo
- ☐ Otro – especifique*: :* _____
- ☐ Aeropuerto (SFO, Int'l de San José)
- ☐ Compras
- ☐ Ir a casa

(Coloque cinta aquí por favor)

Run ID_____

7. *¿Por qué escoje viajar en Caltrain?*
(Marque todas las que correspondan)

- ☐ Uso más productivo *del tiempo*
- ☐ Ahorrar dinero *(gasolina, uso opciones y desgaste del carro)*
- ☐ Ayudar al medio ambiente
- ☐ No tengo acceso a un carro
- ☐ Evitar el tráfico
- ☐ Falta/costo de parqueo
- ☐ Relajarse/reducir estrés
- ☐ Mas rápido que otras opciones
- ☐ Subsidio del empleador
- ☐ Otro – especifique: _____

8. ¿En cuál estación se **ABORDÓ** Caltrain?

_____*(estación)*

9. ¿En cuál estación se **APEARÁ** Caltrain?

_____*(estación)*

10a. *Llegando a la estación* ¿Cómo llegó a la estación De Caltrain hoy día? (Por favor marque solo una vía.)	**10b. *Dejando la estación*** ¿Cómo llegará desde Caltrain a su destino final? (Por favor marque solo una vía.)
☐ Hice todo el recorrido a pie	☐ Hice todo el recorrido a pie
☐ Manejé en carro	☐ Manejaré en carro
☐ Me trajeron en carro	☐ Me recogerán en carro
☐ Uber, Lyft, o similar	☐ Uber, Lyft, o similar
☐ BART	☐ BART
☐ SamTrans	☐ SamTrans
☐ Muni	☐ Muni
☐ VTA	☐ VTA
☐ Bicicleta	☐ Bicicleta
☐ Patineta (de patear o eléctrica)	☐ Patineta (de patear o eléctrica)
☐ Bicicleta compartida	☐ Bicicleta compartida
☐ Patineta compartida	☐ Patineta compartida
☐ Bus gratis	☐ Bus gratis
☐ Otro - especifique: _____	☐ Otro - especifique: _____

11. ¿En qué medida satisface Caltrain sus necesidades? Por favor califique cada elemento usando la escala del 5=Muy Satisfecho a 1=Muy Insatisfecho. Si la pregunta no es pertinente, marque NA (No Aplica).

	Muy Satisfiecho				*Muy Insatisfecho*	
a. La experiencia general en Caltrain	5	4	3	2	1	NA
b. Facilidad de uso	5	4	3	2	1	NA
c. El valor por su dinero	5	4	3	2	1	NA
d. Conexiones con otros sistemas de tránsit *(i.e. SamTrans, BART, Muni, VTA)*	5	4	3	2	1	NA
e. Conveniencia de horarios *(va donde usted quiere ir, cuando usted quiere ir)*	5	4	3	2	1	NA
f. Efectividad de las señales en las estaciones	5	4	3	2	1	NA

12. ¿Cuál es la distancia aproximada entre su ubicación inicial y la estación de Caltrain donde usted abordó el tren

_____ millas.

13. ¿Disponía de un carro para hacer este **viaje en particular**?
☐ Si ☐ No

14. ¿Cuál es su fuente principal de noticias y eventos locales?

- ☐ Periódico - ¿cuál?_____
- ☐ Radio - ¿cuál?_____
- ☐ Internet - ¿cuál?_____
- ☐ Redes Sociales - ¿cuál?_____
- ☐ Noticias de TV - ¿cuál?_____
- ☐ Aplicación móvil - ¿cuál?_____
- ☐ Otro - especifique:_____

15. ¿Cómo obtiene los horarios y otras informaciones de Caltrain? (Marque todos los que sean pertinentes)

- ☐ Material impreso en los trenes
- ☐ Conductor
- ☐ Redes sociales
- ☐ Aplicación de Caltrain externa
- ☐ Boletines de información de las estaciones
- ☐ Servicio al cliente de Caltrain (1.800.660.4287)
- ☐ El sitio web de Caltrain (www.caltrain.com)
- ☐ Otro - especifique:_____

16. ¿Cuál es el código postal de su residencia?

___ ___ ___ ___ ___

17. Género: ☐ Masculino ☐ Femenino ☐ Otro

18. Edad:

- ☐ Menos de 13
- ☐ 13-18
- ☐ 19-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 65 o mayor

19. **(Para ayudarnos a planificar nuevas opciones de tarifas)** ¿Tienes una cuenta de cheques, cuenta de ahorros, cuenta de ahorros o una tarjeta de crédito? ☐ Si ☐ No ☐ No sé

20. ¿Cuál es el grado más alto de educación que usted completó?

- ☐ Algo de preparatoria
- ☐ Graduado de la universidad
- ☐ Graduado de preparatoria
- ☐ Post graduado
- ☐ Alguna universidad o escuela técnica

21. ¿Cuál es su estado de empleo actual?

- ☐ Empleado tiempo complete*
- ☐ Jubilado
- ☐ Empleado medio tiempo
- ☐ Desempleado
- ☐ Estudiante
- ☐ Otro - *especifique:*_____

**35 horas o más por semana*

22. ¿Qué tan bien habla usted el inglés?
☐ Muy bien ☐ Bien ☐ No muy bien ☐ No lo hablo

23. In ***your home***, is English spoken:
☐ Muy bien ☐ Bien ☐ No muy bien ☐ No se hablo

K. MONITORING PROGRAM

SYSTEMWIDE SERVICE STANDARDS

Pursuant to requirements set forth in the FTA Circular 4702.1B, JPB must establish and monitor its performance using quantitative Service Standards and qualitative Service Policies. These service standards and policies are used to develop and maintain efficient and effective fixed-rail transit service.

SERVICE DESCRIPTION

Caltrain is a single route service with 31 stations. However, the JPB provides several different types of service:

Service Type	Service Description
Local Service	Makes all stops between San Francisco and San Jose excluding Broadway and College Park Stations. Some trains begin/end at Tamien Station.
Limited-Stop Service	Simplifies travel options by having trains make the same defined set of stops. The Limited service offers more frequent service at key stations and faster travel times. College Park Station has limited weekday service.
Baby Bullet Service	The fastest travel option, stopping at only a few of the most popular stations between San Francisco and San Jose.
Special Service	Provided for occasional service for events on weekdays, weekends, and holidays.

A hierarchy has been established that classifies each station into one of five types based on the type of service that it accommodates. The hierarchy is related to the level of ridership at the station. The following chart shows the station type names and general service description:

Station Type	Service Description
Major	Baby Bullet, Limited, and Local
Intermediate	Limited and Local
Minor	Local
Gilroy	Peak direction service only
Special	Limited or Local

The designation of each station is listed in the charts attached as **Table 3**.

SERVICE AREA MINORITY AND LOW-INCOME POPULATIONS

Pursuant to the 2022 five-year American Community Survey (ACS) data, the minority population in all three counties in the JPB service area is 1,978,077 people, or 65% of the total service area population (3,393,237 people). For the 2022 Title VI Program monitoring of Caltrain's systemwide services and policies that were adopted in April 2013, the three-county average is used as the threshold in classifying stations as minority stations or low-income stations.

For purposes of determining station minority status, any station with a station area buffer that contains a percentage of minority population that is greater than the minority population of the entire service area 65% is considered a "minority station." Similarly, any station area buffer that contains a percentage of low-income population that is greater than the low-income population of the entire service area is considered a "low-income station." A station-by-station analysis reveals that 21 out of 31 stations in the Caltrain service area are minority stations and 24 of 31 stations are considered low-income stations.

FTA Circular 4702.1B defines Minority persons to include the following:

(1) American Indian and Alaska Native, which refers to people having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.

(2) Asian, which refers to people having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.

(3) Black or African American, which refers to people having origins in any of the Black racial groups of Africa.

(4) Hispanic or Latino, which includes persons of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.

(5) Native Hawaiian or Other Pacific Islander, which refers to people having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.

Minority populations are defined as *"any readily identifiable group of minority persons who live in geographic proximity and, if circumstances warrant, geographically dispersed/transient populations (such as migrant workers or Native Americans) who will be similarly affected by a proposed DOT program, policy, or activity)."*

Although FTA Circular 4702.1B defines a minority transit route to be "a route with at least one-third of the revenue miles located in a census block, census block group, or traffic analysis zone where the percent minority population exceeds the percentage minority population in the service area," this method could not be applied as Caltrain is a fixed guideway transit system with only one defined alignment. Instead, minority stations were evaluated by census block group using a ½-mile buffer around each station and a 1-mile buffer at each terminus. All census block groups whose center was within the station buffers were included and evaluated to determine minority station classifications. If the percentage of the minority population located within each station buffer exceeded the systemwide average, those stations were determined to be Minority Stations.

In addition, in order to confirm the census data, the 2019 Caltrain Onboard Survey found that approximately 60% of the riders would be classified as minority. A summary of the Caltrain ridership ethnicity is provided in **Table 1**, below.

Table 1: 2019 and 2020 Caltrain Onboard Ridership Survey Minority Summary

	2019 Total	2020 Total
Base (All Respondents)	**5,501**	**1123**
	%	%
White/Caucasian	48	42.7
Asian	40	26.4
Hispanic/Latino	12	26.0
Black/African American	4	7.5
Native Hawaiian or Other Pacific Islander	2	1.5
American Indian or Alaska Native	1	1.7
Middle Eastern/Arabic/Persian	1	N/A
Mixed (Unspecified)	<1	1.3

FTA Circular 4702.1B defines a low-income person to be "a person whose median household is at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines." A review of 2020 five-year ACS data for low-income populations in the JPB service area shows that 13% of the population in all three counties is at or below 200% of the federal poverty level (i.e. earning less than $27,000), which is the metropolitan planning organization's definition for low-income populations in the Bay Area. This broader definition is also used to account for the region's high cost of living when compared to other regions.

For purposes of determining low-income stations, the percentage of low-income population is evaluated by census block group within a ½-mile buffer of each station, except for the termini, where a 1-mile buffer is used. All census block groups whose center lies within the station buffers were included and evaluated to determine low-income station classifications. Stations in which the percentage of the low-income population exceeds the systemwide average were determined to be Low-Income Stations.

To support a better understanding of the low-income riders, the 2019 Caltrain Onboard Study found that 10% of riders have annual household incomes of less than $50,000 - less than the percentage in the 2016 Triennial Survey. A summary of rider income distribution, as found in the 2019 and 2020 onboard surveys is provided in **Table 2**.

Table 2: Ridership Annual Household Income in 2019 and 2020

	2019 Total	2020 Total
Base (All Respondents)	5501	1056
		%
Less than $15,000	2	9.9
$15,000-$24,999 a year	2	7.0
$25,000 to $29,999	1	4.9
$30,000 to $39,999	2	5.7
$40,000 to $49,999	3	7.4
$50,000 to $74,999	9	17.0
$75,000 to $99,999	10	10.6
$100,000 to $124,999	11	11.1
$125,000 to $149,999	10	5.6
$150,000 to $199,999	14	8.3
$200,000 to $249,999	11	5.7
$250,000 or more	24	6.6
Total	100	100

SYSTEMWIDE STATION DESIGNATION

The FTA Circular 4702.1B does not define a rail system station service area (as it did in previous FTA Circular 4702.1A or UTMA Circular 4702.1). For monitoring purposes, the JPB defined it to be:

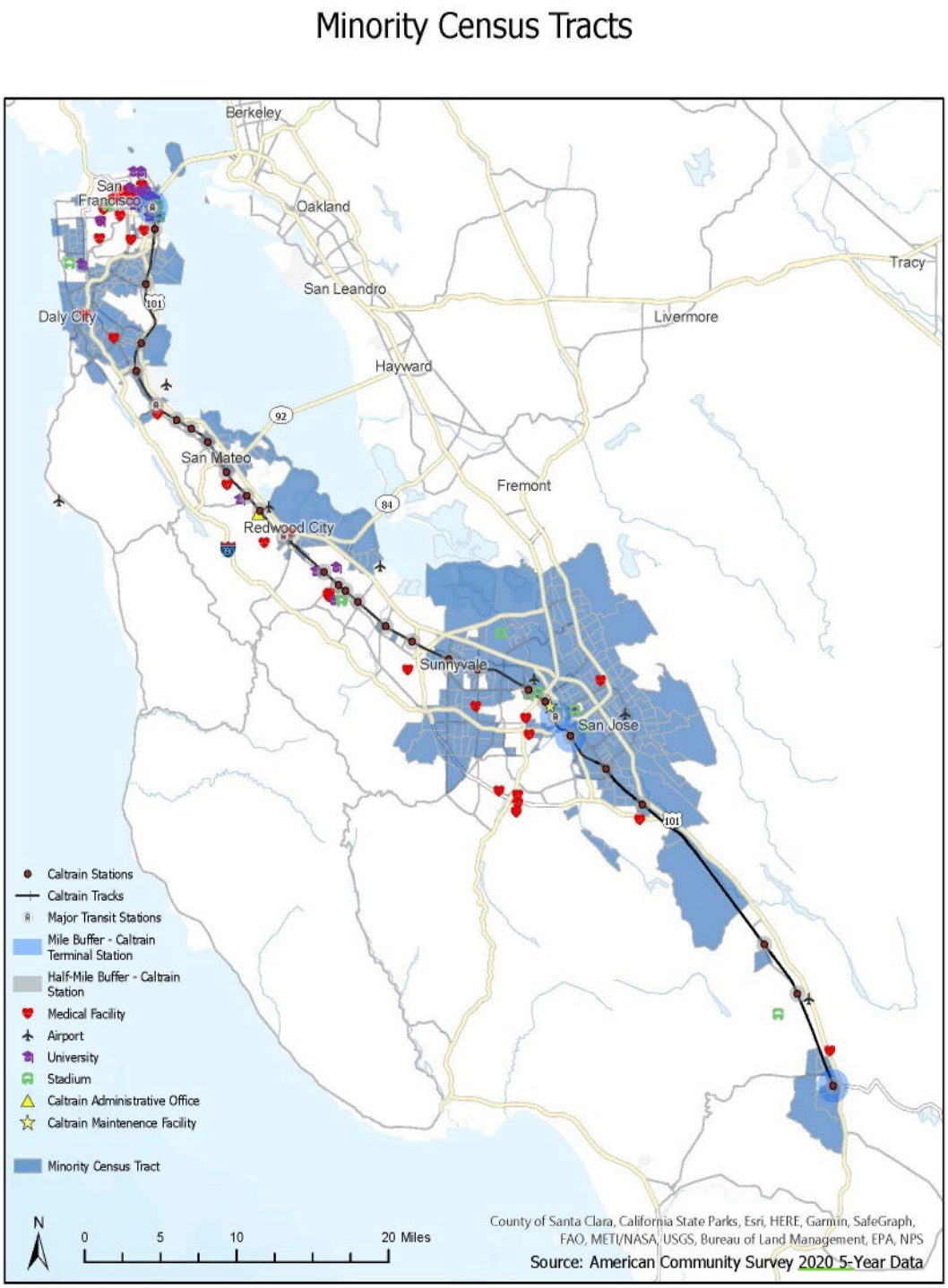
(i) For the rail system, the station area buffer shall consist of a circle with a radius of 1/2 of a mile around each station.

(ii) At the end stations and other stations in outlying area, the station area buffer shall consist of a circle with radii of up to 1 mile around each station.

Figure 1 displays minority populations by census tract group and how stations are designated to be minority or non-minority using the station buffer with the defined threshold. **Figure 2** displays low-income populations by census tract and how stations are designated to be low-income or non-low-income using the station buffer with the defined threshold.

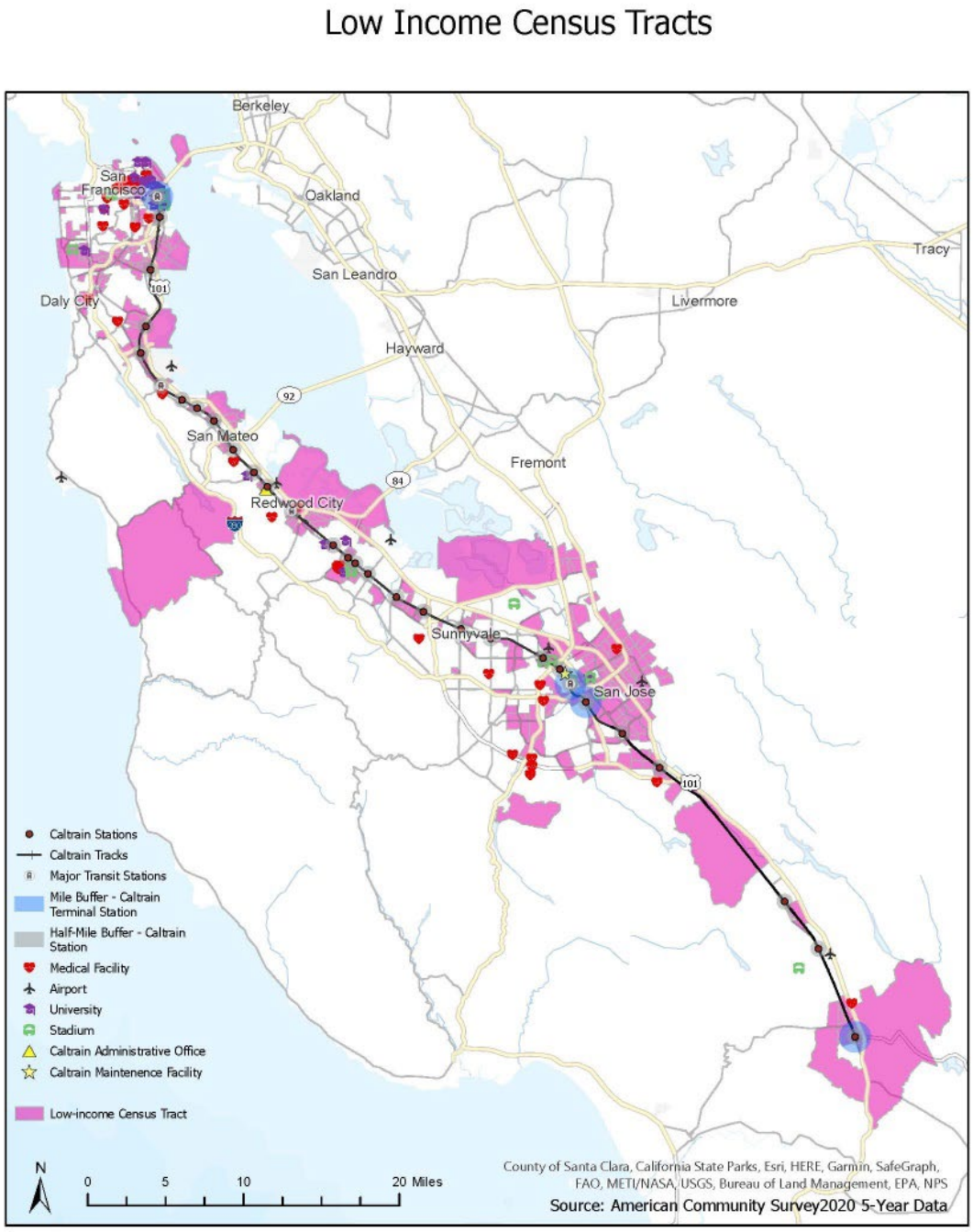
Table 3 summarizes all Caltrain stations and their designations as minority or low-income based on the 2020 5-year ACS data. Additionally, minority and low-income maps without station area buffers are provided in Appendix I Demographic and Service Profile Maps.

Figure 1: Minority Population with Station Area Buffers



Minority tracts are defined as those in which the minority population exceeds the systemwide minority average of 65%.

Figure 2: Low-Income Population with Station Area Buffers



Low-income tracts are defined as those in which the low-income population exceed the systemwide low-income average of 13.%. Low-income is defined as any household earning under $27,180.

The designation of Minority Stations and Low-Income Stations below is used for the JPB's 2022 monitoring of Caltrain's systemwide service standards and policies.

Table 3 - Caltrain Station Designation (Northbound to Southbound)

Station Name	Minority Station	Low-Income Station
San Francisco (4th and King)	Yes	Yes
22nd Street	Yes	Yes
Bayshore	Yes	Yes
South San Francisco	Yes	Yes
San Bruno	Yes	Yes
Millbrae	Yes	Yes
Broadway	No	No
Burlingame	No	Yes
San Mateo	Yes	Yes
Hayward Park	Yes	No
Hillsdale	Yes	Yes
Belmont	No	No
San Carlos	No	Yes
Redwood City	Yes	Yes
Menlo Park	No	No
Palo Alto	No	Yes
Stanford Stadium	No	Yes
California Avenue	No	No
San Antonio	Yes	Yes
Mountain View	No	Yes
Sunnyvale	Yes	Yes
Lawrence	Yes	No
Santa Clara	Yes	Yes
College Park	Yes	Yes
San Jose Diridon	Yes	Yes
Tamien	Yes	Yes
Capitol	Yes	Yes
Blossom Hill	Yes	Yes
Morgan Hill	No	Yes
San Martin	No	No
Gilroy	Yes	Yes

SYSTEMWIDE SERVICE STANDARDS MONITORING PROCESS

1.Vehicle Load

Service Standard:

Providing sufficient seating capacity to meet demand is a priority for Caltrain. However, during the weekday peak hours because of high passenger loads and limited capacity before the COVID-19 pandemic, it was not always possible to provide a seat for each passenger. During non-peak hours, the Caltrain standard is not to exceed one passenger per seat, but during peak travel times, the standard is not to exceed one standee per five seats. While ridership on Caltrain has drastically declined due to the COVID-19 pandemic, this service standard remains unchanged in anticipation of ridership recovery prior to the introduction of electric service.

Table 4 - Vehicle Load Service Standard

Service Type	Peak Load Factor	Off-Peak Load Factor
All	1.2	1.0

Monitoring:

- Staff monitors vehicle loads from train crew reports, passenger comments, passenger counts of special event trains, and from daily limited conductor counts on every train. Annual passenger counts on every train have been suspended due to the pandemic. Whenever feasible, resources will be reallocated to meet passenger demand.

- Caltrain operates a mixture of 5-car Gallery trains and 5-car Bombardier trains. This provides sufficient capacity to meet demand in the current schedule, while falling within the limitation on expansion of cars with Caltrain's current fleet.

- Electrification also creates the potential for expanded Caltrain service that will meet the current and future needs of our region. The JPB developed its Caltrain Business Plan, which identifies strategies for maximizing this potential by developing a long-term service vision for the corridor, defining the infrastructure needed to support that service vision, and identifying opportunities to fund the implementation of these improvements.

- From Spring to Fall when San Francisco Giants baseball games at AT&T Park and other events drive higher ridership, the special event ridership counts is monitored to assess capacity needs.

- Other year-round special events (i.e. Levi's Stadium Events, Oracle Park Events, 49ers football

- Game Service, Chase Center Events, Warriors basketball Game Service, etc.) are also monitored to assess capacity needs.

Findings:

Due to the COVID-19 pandemic, Caltrain has been unable to perform an Annual Count since 2019. Ridership during the pandemic has been estimated with a new methodology that uses limited conductor counts and Clipper card usage data, which yields a monthly estimate for Average Weekday, Saturday, and Sunday systemwide ridership. The effect of the COVID-19 pandemic on Caltrain's ridership has been dramatic, and the railroad continues a very slow recovery having only recently achieved 30% of its pre-pandemic baseline for weekdays. After a significant reduction of service when the pandemic first began, Caltrain increased service in August 2021 as COVID-19 restrictions lifted to attract riders back to the system. Caltrain now operates 104 trains per weekday, which is even more service than was provided pre-pandemic.

Because the Annual Count has not been conducted during this reporting period, train-specific information is not available to monitor train loads. Therefore, a throughput analysis can be conducted to ensure Caltrain is achieving its service standard of providing at least 1 seat for every 1.2 passengers. On a typical day before the COVID-19 pandemic, Caltrain's morning commute period (in both directions) accounted for roughly 40% of Caltrain's average weekday ridership. This consists of a three-hour period that includes all trains originating between 6:00 am and 9:00 am. The most recent data for Caltrain show that Average Weekday Ridership for the month of September 2022 was 18,709, meaning that a good estimate for morning peak demand is roughly 7,484. The current schedule provides 4 trains per hour during the peak, for a total of 24 trains provided in both directions for the morning peak. The tables below show the balance between capacity and demand to calculate estimated peak loads.

Table 5a - Weekday Estimated Peak Load

Capacity/Demand Elements	Capacity/ Ridership/ Load Factor
Average 5-car Gallery Train Seating Capacity	612
Total Trains Operated AM Peak	24
Estimated Seats Provided – AM Peak	14,688
Reported Average Weekday Ridership (Sep 2022)	18,709
Estimated AM Peak Demand	7,484
Standard Peak Load Factor	1.2
Estimated Current Peak Load	0.5

A similar exercise can be provided for Saturday and Sunday service, using average ridership counts and estimated seated capacity for regularly-scheduled service.

Table 5b - Weekend Estimated Peak Load

Capacity/Demand Elements	Capacity/ Ridership/ Load Factor
Average 5-car Gallery Train Seating Capacity	612
Total Trains Operated per day Saturday/Sunday	32
Estimated Seats Provided Per Weekend Day	19,584
Reported Average Saturday Ridership (Sep 2022)	9,269
Reported Average Sunday Ridership (Sep 2022)	7,960
Standard Off-Peak Load Factor	1.0
Estimated Current Peak Load Saturday	0.5
Estimated Current Peak Load Sunday	0.4

Given that Caltrain trains run on a single fixed-route guideway, there is no disparate impact or disproportionate burden on minority and low-income communities. Vehicle loads are not specific to stations, but to particular times, with trains making all stops regardless of load. Caltrain will continue to monitor any vehicle load trends to identify any possible impacts.

2. Vehicle Headways

Due to Caltrain's nature as a fixed-route guideway, headways are primarily determined by station type, followed by the type of route service (Local, Limited, Baby Bullet, Special or Gilroy).

Service Provided:

Caltrain operates 4 trains per hour, per direction during peak hours in a variety of service patterns, with the highest ridership stations receiving more frequent service. Caltrain operates 2 trains per hour, per direction during weekday midday and evening periods, and hourly service on weekends. During peak and surrounding (shoulder) times, Caltrain serves stations largely based on demand. Supplemental service is often provided for special events based on estimated ridership demand.

Table 6 - Service Standard Minimum Average Headways by Station Type (In Minutes)

Station Type	Peak	Reverse-Peak	Midday, Evenings, and Weekends	
Major	20	20	60	60
Intermediate	30	30	60	60
Minor	60	60	60	60
Gilroy	3 trips per peak period			
Special	- - - - - - -Service provided as needed- - -- - - -			

Monitoring:

For specific monitoring sample, refer to **Table 7a** Distances between Stations, Station Type Designations, Vehicle Headways, and On-Time Performance. Also see Headway Monitoring & Analysis Section **Table 7b** (below).

For the current Caltrain schedule, refer to **Tables 8a and 8b** for Weekday Northbound (NB) service, **Tables 8c and 8d** for Weekday Southbound (SB) service, **Table 9a** for Weekend NB service, and **Table 9b** for Weekend SB service.

Station Type Designations differ depending on Peak service, Reverse-Peak service, Midday service, Evening service, and Weekend Service. **Table 7** (below) shows each station type designation for seven categories:

- Peak service (NB in AM)
- Peak service (SB in PM)
- Reverse-Peak service (SB in AM)
- Reverse-Peak service (NB in PM)
- Midday service

- Evening service
- Weekend service

Caltrain reviewed headways at each station based on each of the seven categories, but did not use weekend service headways in the determination of whether a station met the established service standard. This is because under the current weekend schedule all trains run at a uniform 60-minute headway except for the first and last departing train in each direction. Because of the headways for these four trains, the average weekend headway for each station (with the exception of Tamien) is 63 minutes. Based on this average headway, none of the stations would be compliant with its standard.

For Gilroy stations, 3 trains are provided during peak and reverse peak service. No train service is provided to Gilroy stations during the midday, evenings, and weekend. All Gilroy station service meets the service standard. For special stations, service is only provided as needed for special events and emergencies, which meets the service standard.

Findings:

As shown in the Headway Monitoring & Analysis below, Caltrain did not always meet headway requirements for each service period. Train headways were calculated for each station based on which of the six time periods (AM peak, PM peak, AM reverse peak, PM reverse peak, midday and evening) each arriving train was scheduled to depart its origin station. If a station was found to be non-compliant in any one of the six categories, it was marked non-compliant for headways. In this Title VI Program update, a weekend headway analysis was also added to monitor service weekend service headways that were revised from 90 minutes to 60 minutes. Both the weekday and weekend service changes have made as a result of and in response to the COVID-19 pandemic.

When looking at average headway times across all categories, 6 out of the 19 Minority stations did not meet the standards (31.6%) compared to 3 out 9 non-minority stations (33.3%). There is no disparate impact as this is within the burden threshold of 10%. There is also no disproportionate burden for low-income populations. 5 out of the 21 (23.8%) low-income stations did not meet standards and 4 out of the 7 non-low-income stations (57.1%) did not meet headway standards. Because Low-income stations meet the standard at a higher rate than Non-Low-income stations, a disproportionate benefit exists for passengers utilizing low-income designated stations.

As previously noted, differences in headways at a given station are primarily a function of the station's type, which dictate what types of service Caltrain provides at that station. The type of service available at any given station is determined primarily by demand. Additionally, the Caltrain system has limited places where overtakes (points on the route where one train can pass another) can occur. This limits the JPB's ability to alter the types of service provided at stations.

Based on this result, Caltrain will continue to monitor how minority stations are affected by headways. This information will help create the new train schedule for electrification and reduce the disparity as different schedules, trains, and tracks will improve headways for all stations.

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Table 7a – Distances between Stations, Station Type Designations, Vehicle Headways, and On-Time Performance

Station	Milepost (Updated July 2022)	Distance Between Stations	Caltrain Annual 2019 Average Mid-Weekday Boardings AMWR	Station Type (by Caltrain Annual Count 2019 AWR)	Peak/Reverse Peak Headway Standard (minutes)	Midday/Evening/ Weekend Headway Standard (minutes)	Peak Average Headway (NB in AM)	Peak Headway (NB in AM) Meeting Headway Standard?	Peak Average Headway (SB in PM)	Peak Headway (SB in PM) Meeting Headway Standard?	Reverse Peak Average Headway (SB in AM)	Reverse Peak Headway (SB in AM) Meeting Headway Standard?	Reverse Peak Headway (NB in PM)	Reverse Peak Headway (NB in PM) Meeting Headway Standard?	Midday Average Headway	Midday Average Meeting Headway Standard	Evening Average Headway	Evening Average Meeting Headway Standard	Weekend Average Headway	Weekend Average Meeting Headway Standard?	Title VI Designation (Minority Station)	Title VI Designation (Low-Income Station)	Title VI Meeting All 6 Headway Standards?
San Francisco	0.00	1.6	15,027	Major	20	60	17	Yes	15	Yes	16	Yes	17	Yes	30	Yes	33	Yes	63	No	Yes	Yes	Yes
22nd Street	1.61	3.5	1,872	Intermediate	30	60	27	Yes	30	Yes	16	Yes	17	Yes	30	Yes	33	Yes	63	No	Yes	Yes	Yes
Bayshore	5.06	4.1	260	Minor	60	60	54	Yes	61	No	57	Yes	61	No	60	Yes	35	Yes	63	No	Yes	Yes	No
South SF	9.16	1.8	453	Minor	60	60	34	Yes	28	Yes	33	Yes	33	Yes	60	Yes	35	Yes	63	No	Yes	Yes	Yes
San Bruno	11.00	2.6	751	Minor	60	60	30	Yes	31	Yes	33	Yes	30	Yes	60	Yes	36	Yes	63	No	Yes	Yes	Yes
Millbrae	13.56	1.6	3,194	Major	20	60	17	Yes	15	Yes	16	Yes	16	Yes	30	Yes	33	Yes	63	No	Yes	Yes	Yes
Broadway	15.13	1.1	N/A	Special	Special Service as needed	Special Service as needed	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	63	N/A	N/A	N/A	N/A
Burlingame	16.23	1.4	1,131	Minor	60	60	30	Yes	31	Yes	33	Yes	30	Yes	60	Yes	35	Yes	63	No	No	Yes	Yes
San Mateo	17.60	1.3	2,324	Major	20	60	27	No	31	No	28	No	30	No	30	Yes	33	Yes	63	No	Yes	Yes	No
Hayward Park	18.93	0.9	506	Minor	60	60	54	Yes	61	No	57	Yes	60	Yes	60	Yes	36	Yes	63	No	Yes	No	No
Hillsdale	19.84	2.0	3,217	Major	20	60	22	No	21	No	21	No	22	No	30	Yes	33	Yes	63	No	Yes	Yes	No
Belmont	21.83	1.3	718	Minor	60	60	34	Yes	29	Yes	33	Yes	31	Yes	60	Yes	36	Yes	63	No	No	No	Yes
San Carlos	23.09	2.2	1,341	Intermediate	30	60	30	Yes	32	No	33	No	29	Yes	60	Yes	36	Yes	63	No	No	Yes	No
Redwood City	25.30	3.4	4,220	Major	20	60	17	Yes	16	Yes	16	Yes	15	Yes	30	Yes	33	Yes	63	No	Yes	Yes	Yes
Menlo Park	28.74	1.3	1,639	Intermediate	30	60	30	Yes	30	Yes	29	Yes	31	No	30	Yes	32	Yes	63	No	No	No	No
Palo Alto	30.00	0.6	7,384	Major	20	60	17	Yes	16	Yes	16	Yes	15	Yes	30	Yes	32	Yes	63	No	No	Yes	Yes
Stanford Stadium	30.57	1.1	N/A	Special	Special Service as needed	Special Service as needed	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
California Avenue	31.63	2.4	1,634	Intermediate	30	60	34	No	30	Yes	33	No	31	No	60	Yes	35	Yes	63	No	No	No	No
San Antonio	33.99	2.0	1,017	Minor	60	60	34	Yes	30	Yes	33	Yes	31	Yes	60	Yes	35	Yes	63	No	Yes	Yes	Yes
Mountain View	35.97	2.7	4,560	Major	20	60	17	Yes	16	Yes	16	Yes	15	Yes	30	Yes	32	Yes	63	No	No	Yes	Yes
Sunnyvale	38.62	2.0	3,208	Major	20	60	21	No	21	No	21	No	19	Yes	30	Yes	32	Yes	63	No	Yes	No	No
Lawrence	40.62	3.7	1,004	Minor	60	60	34	Yes	30	Yes	33	Yes	31	Yes	60	Yes	35	Yes	63	No	Yes	No	Yes
Santa Clara	44.30	1.3	1,074	Minor	60	60	27	Yes	33	Yes	29	Yes	27	Yes	30	Yes	32	Yes	63	No	Yes	Yes	Yes
College Park	45.59	1.3	103	Special	Special Service as needed	Special Service as needed	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
San Jose Diridon	46.85	1.7	4,795	Major	20	60	17	Yes	16	Yes	17	Yes	15	Yes	30	Yes	32	Yes	63	No	Yes	Yes	Yes
Tamien	48.56	3.9	1,422	Intermediate	30	60	27	Yes	33	No	60	No	46	No	60	Yes	65	No	105	No	Yes	Yes	No
Capitol	52.45	3.3	71	Gilroy	3 trips per peak period	N/A	29	Yes	60	Yes	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Yes	Yes	Yes
Blossom Hill	55.73	11.8	159	Gilroy	3 trips per peak period	N/A	29	Yes	59	Yes	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Yes	Yes	Yes
Morgan Hill	67.50	3.7	251	Gilroy	3 trips per peak period	N/A	29	Yes	59	Yes	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	No	Yes	Yes
San Martin	71.23	6.2	84	Gilroy	3 trips per peak period	N/A	29	Yes	59	Yes	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	No	No	Yes
Gilroy	77.46	-	187	Gilroy	3 trips per peak period	N/A	29	Yes	59	Yes	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Yes	Yes	Yes

Table 7b: Headway Monitoring & Analysis

Monitoring Results

Total Number of Stations Monitored = 28 | 23

Note: Does not include Station Type: Special (3) - marked N/A

Note: Does not include Station Types: Special (3) & Santa Clara South County Stations (5) in the SB AM, NB PM, Midday, Evenings, - marked N/A

	Peak Headways (NB in AM)	Peak Headways (SB in PM)	Reverse Peak Headways (SB in AM)	Reverse Peak Headways (NB in PM)	Midday Headways	Evening Headways	Total
Meet Standard	24	21	17	17	23	22	124
Does Not Meet Standard	4	7	6	6	0	1	24
NA	3	3	8	8	8	8	38
Percent Meeting Standard	85.7%	75.0%	73.9%	73.9%	100.0%	95.7%	83.8%

Minority and Low Income Monitoring

Based on 28 Stations: 19 Minority Stations, 9 Non-Minority Stations

	Minority	Non-Minority	
Total Stations Monitored	19	9	
Total Stations Does Not Meet Standard	6	3	Finding:
	31.6%	33.3%	No Disparate Impact

Based on 28 Stations: 20 Low-Income Stations, 8 Non-Low-Income Stations

	Low Income	Non- Low Income	
Total Stations Monitored	21	7	
Total Stations Does Not Meet Standard	5	4	Finding:
	23.8%	57.1%	No Disproportionate Burden

Table 8a – Caltrain Weekday NB AM service

Printer-Friendly Caltrain Schedule

Morning to Early Afternoon - Page 1 of 2

Northbound - WEEKDAY SERVICE to SAN FRANCISCO

1XX Local | 3XX Limited 3 | 4XX Limited 4 | 5XX Limited 5 | 7XX Baby Bullet | — Train bypasses station

	Train No.	101	501	103	401	105	701	301	403	107	703	303	405	109	705	305	407	111	503	113	505	115	507	117	509	119	511
	Service Type	*L1*	*L5*	*L1*	*L4*	*L1*	*B7*	*L3*	*L4*	*L1*	*B7*	*L3*	*L4*	*L1*	*B7*	*L3*	*L4*	*L1*	*L5*	*L1*	*L5*	*L1*	*L5*	*L1*	*L5*	*L1*	*L5*
ZONE 6	Gilroy								5:54a			6:31a	6:52a														
ZONE 6	San Martin								6:03a			6:40a	7:01a														
ZONE 6	Morgan Hill								6:09a			6:46a	7:07a														
ZONE 5	Blossom Hill								6:24a			7:01a	7:22a														
ZONE 5	Capitol								6:30a			7:07a	7:28a														
ZONE 4	Tamien	4:22a	5:02a		5:38a			6:16a	6:37a	6:48a		7:14a	7:35a	7:48a		8:17a		8:50a		9:48a		10:48a		11:48a		12:48p	
ZONE 4	San Jose Diridon	4:28a	5:09a	5:15a	5:44a	5:54a	5:59a	6:23a	6:44a	6:54a	6:59a	7:23a	7:42a	7:54a	7:59a	8:23a	8:44a	8:56a	9:43a	9:54a	10:43a	10:54a	11:43a	11:54a	12:43p	12:54p	1:43p
ZONE 4	College Park	—	—	—	—	—	—	—	—	—	—	—	7:46a	—	—	—	—	—	—	—	—	—	—	—	—	—	—
ZONE 4	Santa Clara	4:34a	5:15a	5:21a	5:50a	6:00a	—	—	6:50a	7:00a	—	—	7:50a	8:00a	—	—	8:50a	9:02a	9:49a	10:00a	10:49a	11:00a	11:49a	12:00p	12:49p	1:00p	1:49p
ZONE 4	Lawrence	4:40a	—	5:27a	—	6:09a	—	6:33a	—	7:09a	—	7:33a	—	8:09a	—	8:33a	—	9:08a	—	10:06a	—	11:06a	—	12:06p	—	1:06p	—
ZONE 3	Sunnyvale	4:44a	5:23a	5:31a	5:58a	6:14a	—	6:37a	6:58a	7:14a	—	7:37a	7:58a	8:14a	—	8:37a	8:58a	9:12a	9:56a	10:10a	10:56a	11:10a	11:56a	12:10p	12:56p	1:10p	1:56p
ZONE 3	Mountain View	4:49a	5:27a	5:36a	6:03a	6:19a	6:13a	6:42a	7:03a	7:19a	7:13a	7:42a	8:03a	8:19a	8:13a	8:42a	9:03a	9:17a	10:01a	10:15a	11:01a	11:15a	12:01p	12:15p	1:01p	1:15p	2:01p
ZONE 3	San Antonio	4:53a	—	5:40a	—	6:22a	—	6:46a	—	7:22a	—	7:46a	—	8:22a	—	8:46a	—	9:21a	—	10:19a	—	11:19a	—	12:19p	—	1:19p	—
ZONE 3	California Avenue	4:57a	—	5:44a	—	6:27a	—	6:50a	—	7:27a	—	7:50a	—	8:27a	—	8:50a	—	9:25a	—	10:24a	—	11:24a	—	12:24p	—	1:24p	—
ZONE 3	Palo Alto	5:01a	5:35a	5:48a	6:10a	6:31a	6:21a	6:54a	7:11a	7:31a	7:21a	7:54a	8:11a	8:31a	8:21a	8:54a	9:11a	9:29a	10:09a	10:28a	11:09a	11:28a	12:09p	12:28p	1:09p	1:28p	2:09p
ZONE 3	Menlo Park	5:04a	5:39a	5:52a	—	6:34a	—	6:58a	—	7:34a	—	7:58a	—	8:34a	—	8:58a	—	9:33a	10:12a	10:32a	11:12a	11:32a	12:12p	12:32p	1:12p	1:32p	2:12p
ZONE 2	Redwood City	5:10a	5:44a	5:57a	6:17a	6:40a	6:28a	7:03a	7:17a	7:40a	7:28a	8:03a	8:17a	8:40a	8:28a	9:03a	9:17a	9:38a	10:18a	10:37a	11:18a	11:37a	12:18p	12:37p	1:18p	1:37p	2:18p
ZONE 2	San Carlos	5:15a	—	6:02a	6:22a	6:44a	—	—	7:22a	7:44a	—	—	8:22a	8:44a	—	—	9:22a	9:43a	—	10:42a	—	11:42a	—	12:42p	—	1:42p	—
ZONE 2	Belmont	5:18a	—	6:06a	—	6:48a	—	7:09a	—	7:48a	—	8:09a	—	8:48a	—	9:09a	—	9:46a	—	10:45a	—	11:45a	—	12:45p	—	1:45p	—
ZONE 2	Hillsdale	5:22a	5:52a	6:10a	—	6:52a	6:36a	7:13a	—	7:52a	7:36a	8:13a	—	8:52a	8:36a	9:13a	—	9:50a	10:25a	10:49a	11:25a	11:49a	12:25p	12:49p	1:25p	1:49p	2:25p
ZONE 2	Hayward Park	5:25a	—	6:13a	—	6:55a	—	—	—	7:55a	—	—	—	8:55a	—	—	—	9:53a	—	10:52a	—	11:52a	—	12:52p	—	1:52p	—
ZONE 2	San Mateo	5:28a	5:57a	6:16a	6:30a	6:58a	—	—	7:30a	7:58a	—	—	8:30a	8:58a	—	—	9:30a	9:57a	10:31a	10:56a	11:31a	11:56a	12:31p	12:56p	1:31p	1:56p	2:31p
ZONE 2	Burlingame	5:32a	—	6:20a	6:33a	7:02a	—	—	7:33a	8:02a	—	—	8:33a	9:02a	—	—	9:33a	10:01a	—	11:00a	—	12:00p	—	1:00p	—	2:00p	—
ZONE 2	Millbrae	5:37a	6:03a	6:25a	6:38a	7:06a	6:46a	7:21a	7:38a	8:06a	7:46a	8:21a	8:38a	9:06a	8:46a	9:21a	9:39a	10:06a	10:38a	11:05a	11:38a	12:05p	12:38p	1:05p	1:38p	2:05p	2:38p
ZONE 1	San Bruno	5:41a	—	6:30a	6:43a	7:11a	—	—	7:43a	8:11a	—	—	8:43a	9:11a	—	—	9:44a	10:10a	—	11:10a	—	12:10p	—	1:10p	—	2:10p	—
ZONE 1	S. San Francisco	5:45a	—	6:34a	—	7:15a	—	7:28a	—	8:15a	—	8:28a	—	9:15a	—	9:28a	—	10:15a	—	11:15a	—	12:15p	—	1:15p	—	2:15p	—
ZONE 1	Bayshore	5:52a	—	6:40a	—	7:21a	—	—	—	8:21a	—	—	—	9:21a	—	—	—	10:21a	—	11:21a	—	12:21p	—	1:21p	—	2:21p	—
ZONE 1	22nd Street	5:57a	6:16a	6:46a	6:54a	7:26a	—	—	7:54a	8:26a	—	—	8:54a	9:26a	—	—	9:55a	10:27a	10:51a	11:27a	11:51a	12:27p	12:51p	1:27p	1:51p	2:27p	2:51p
ZONE 1	San Francisco	6:03a	6:22a	6:52a	7:00a	7:33a	7:05a	7:41a	8:00a	8:33a	8:05a	8:41a	9:00a	9:33a	9:05a	9:41a	10:01a	10:33a	10:57a	11:33a	11:57a	12:33p	12:57p	1:33p	1:57p	2:33p	2:57p

EFFECTIVE September 12, 2022

Timetable subject to change without notice

See Page 2 For Early Afternoon and Evening Times

Table 8b – Caltrain Weekday NB service

Printer-Friendly Caltrain Schedule

Early Afternoon to Evening - Page 2 of 2

1XX Local | 3XX Limited 3 | 4XX Limited 4 | 5XX Limited 5 | 7XX Baby Bullet | — Train bypasses station

Northbound - WEEKDAY SERVICE to SAN FRANCISCO

	Train No.	121	513	123	307	409	125	707	309	411	127	709	311	413	129	711	313	415	131	515	133	135	137	139	141	*143	*145
	Service Type	*L1*	*L5*	*L1*	*L3*	*L4*	*L1*	*B7*	*L3*	*L4*	*L1*	*B7*	*L3*	*L4*	*L1*	*B7*	*L3*	*L4*	*L1*	*L5*	*L1*	*L1*	*L1*	*L1*	*L1*	*L1*	*L1*
ZONE 6	Gilroy																										
	San Martin																										
	Morgan Hill																										
ZONE 5	Blossom Hill																										
	Capitol																										
ZONE 4	Tamien	1:48p		2:48p			3:48p				4:48p				5:45p		6:16p		6:50p		7:48p		8:38p		9:38p		11:05p
	San Jose Diridon	1:54p	2:43p	2:54p	3:22p	3:44p	3:54p	3:59p	4:23p	4:44p	4:54p	4:59p	5:23p	5:44p	5:54p	5:59p	6:23p	6:44p	6:56p	7:43p	7:54p	8:14p	8:44p	9:14p	9:44p	10:14p	11:12p
	College Park	—	—	—	3:26p	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
	Santa Clara	2:00p	2:49p	3:00p	—	3:50p	4:00p	—	—	4:50p	5:00p	—	—	5:50p	6:00p	—	—	6:50p	7:02p	7:49p	8:00p	8:20p	8:50p	9:20p	9:50p	10:20p	11:18p
	Lawrence	2:06p	—	3:06p	3:33p	—	4:09p	—	4:33p	—	5:09p	—	5:33p	—	6:09p	—	6:33p	—	7:08p	—	8:06p	8:26p	8:56p	9:26p	9:56p	10:26p	11:24p
ZONE 3	Sunnyvale	2:10p	2:56p	3:10p	3:38p	3:58p	4:14p	—	4:37p	4:58p	5:14p	—	5:37p	5:58p	6:14p	—	6:37p	6:58p	7:12p	7:56p	8:10p	8:30p	9:00p	9:30p	10:00p	10:30p	11:28p
	Mountain View	2:15p	3:01p	3:15p	3:43p	4:03p	4:19p	4:13p	4:42p	5:03p	5:19p	5:13p	5:42p	6:03p	6:19p	6:13p	6:42p	7:03p	7:17p	8:01p	8:15p	8:35p	9:05p	9:35p	10:05p	10:35p	11:33p
	San Antonio	2:19p	—	3:19p	3:46p	—	4:22p	—	4:46p	—	5:22p	—	5:46p	—	6:22p	—	6:46p	—	7:21p	—	8:19p	8:39p	9:09p	9:39p	10:09p	10:39p	11:37p
	California Avenue	2:24p	—	3:24p	3:51p	—	4:27p	—	4:50p	—	5:27p	—	5:50p	—	6:27p	—	6:50p	—	7:25p	—	8:23p	8:44p	9:14p	9:44p	10:14p	10:44p	11:41p
	Palo Alto	2:28p	3:09p	3:28p	3:55p	4:11p	4:31p	4:21p	4:54p	5:11p	5:31p	5:21p	5:54p	6:11p	6:31p	6:21p	6:54p	7:11p	7:29p	8:09p	8:27p	8:48p	9:18p	9:48p	10:18p	10:48p	11:46p
	Menlo Park	2:32p	3:12p	3:32p	3:58p	—	4:34p	—	4:58p	—	5:34p	—	5:58p	—	6:34p	—	6:58p	—	7:32p	8:12p	8:30p	8:52p	9:22p	9:52p	10:22p	10:52p	11:50p
ZONE 2	Redwood City	2:37p	3:18p	3:37p	4:04p	4:17p	4:40p	4:28p	5:03p	5:17p	5:40p	5:28p	6:03p	6:17p	6:40p	6:28p	7:03p	7:17p	7:38p	8:18p	8:37p	8:58p	9:28p	9:58p	10:28p	10:58p	11:56p
	San Carlos	2:42p	—	3:42p	—	4:22p	4:44p	—	—	5:22p	5:44p	—	—	6:22p	6:44p	—	—	7:22p	7:43p	—	8:41p	9:03p	9:34p	10:04p	10:34p	11:04p	12:01a
	Belmont	2:45p	—	3:45p	4:10p	—	4:48p	—	5:09p	—	5:48p	—	6:09p	—	6:48p	—	7:09p	—	7:46p	—	8:45p	9:06p	9:38p	10:08p	10:38p	11:08p	12:05a
	Hillsdale	2:49p	3:25p	3:49p	4:14p	—	4:52p	4:36p	5:13p	—	5:52p	5:36p	6:13p	—	6:52p	6:36p	7:13p	—	7:51p	8:26p	8:50p	9:13p	9:45p	10:15p	10:45p	11:15p	12:09a
	Hayward Park	2:52p	—	3:52p	—	—	4:55p	—	—	—	5:55p	—	—	—	6:55p	—	—	—	7:54p	—	8:54p	9:18p	9:50p	10:20p	10:50p	11:20p	12:12a
	San Mateo	2:56p	3:31p	3:56p	—	4:30p	4:58p	—	—	5:30p	5:58p	—	—	6:30p	6:58p	—	—	7:30p	7:58p	8:31p	8:59p	9:25p	9:55p	10:25p	10:55p	11:25p	12:16a
	Burlingame	3:00p	—	4:00p	—	4:33p	5:02p	—	—	5:33p	6:02p	—	—	6:33p	7:02p	—	—	7:33p	8:02p	—	9:02p	9:30p	10:00p	10:30p	11:00p	11:30p	12:19a
	Millbrae	3:05p	3:38p	4:05p	4:22p	4:38p	5:06p	4:46p	5:21p	5:38p	6:06p	5:46p	6:21p	6:38p	7:06p	6:46p	7:21p	7:38p	8:08p	8:37p	9:08p	9:37p	10:07p	10:37p	11:07p	11:37p	12:26a
ZONE 1	San Bruno	3:10p	—	4:10p	—	4:43p	5:11p	—	—	5:43p	6:11p	—	—	6:43p	7:11p	—	—	7:43p	8:12p	—	9:13p	9:42p	10:12p	10:42p	11:12p	11:42p	12:30a
	S. San Francisco	3:15p	—	4:15p	4:29p	—	5:15p	—	5:28p	—	6:15p	—	6:28p	—	7:15p	—	7:28p	—	8:16p	—	9:17p	9:47p	10:17p	10:47p	11:17p	11:47p	12:34a
	Bayshore	3:21p	—	4:21p	—	—	5:21p	—	—	—	6:21p	—	—	—	7:21p	—	—	—	8:23p	—	9:24p	9:54p	10:25p	10:54p	11:25p	11:54p	12:40a
	22nd Street	3:27p	3:51p	4:27p	4:38p	4:54p	5:26p	5:00p	5:37p	5:54p	6:26p	6:00p	6:37p	6:54p	7:27p	7:00p	7:37p	7:54p	8:29p	8:52p	9:30p	10:01p	10:32p	11:01p	11:32p	12:01a	12:46a
	San Francisco	3:33p	3:57p	4:33p	4:43p	5:00p	5:33p	5:05p	5:43p	6:00p	6:33p	6:05p	6:43p	7:00p	7:34p	7:05p	7:43p	8:00p	8:35p	9:01p	9:37p	10:08p	10:39p	11:08p	11:39p	12:08a	12:52a

*On SAP Center event days, Train 143 or Train 145 departure from San Jose Diridon station may be delayed and will depart no later than 10:30p or 11:30p respectively.

EFFECTIVE September 12, 2022

Timetable subject to change without notice

See Page 1 For Morning and Early Afternoon Times

Table 8a – Caltrain Weekday SB service

Printer-Friendly Caltrain Schedule

Morning to Early Afternoon - Page 1 of 2

Southbound - WEEKDAY SERVICE to SAN JOSE / GILROY

1XX Local | 3XX Limited 3 | 4XX Limited 4 | 5XX Limited 5 | 7XX Baby Bullet | — Train bypasses station

	Train No.	102	502	104	702	402	302	106	704	404	304	108	706	406	306	110	504	112	506	114	508	116	510	118	512	120
	Service Type	*L1*	*L5*	*L1*	*B7*	*L4*	*L3*	*L1*	*B7*	*L4*	*L3*	*L1*	*B7*	*L4*	*L3*	*L1*	*L5*	*L1*	*L5*	*L1*	*L5*	*L1*	*L5*	*L1*	*L5*	*L1*
ZONE 1	San Francisco	4:51a	5:30a	5:39a	6:06a	6:12a	6:27a	6:39a	7:06a	7:12a	7:27a	7:39a	8:06a	8:12a	8:27a	8:39a	9:14a	9:38a	10:14a	10:38a	11:14a	11:38a	12:14p	12:38p	1:14p	1:38p
	22nd Street	4:56a	5:35a	5:44a	6:11a	6:17a	6:32a	6:44a	7:11a	7:17a	7:32a	7:44a	8:11a	8:17a	8:32a	8:44a	9:19a	9:43a	10:19a	10:43a	11:19a	11:43a	12:19p	12:43p	1:19p	1:43p
	Bayshore	5:01a	—	5:49a	—	—	—	6:49a	—	—	—	7:49a	—	—	—	8:49a	—	9:48a	—	10:48a	—	11:48a	—	12:48p	—	1:48p
	S. San Francisco	5:08a	—	5:56a	—	—	6:42a	6:56a	—	—	7:42a	7:56a	—	—	8:42a	8:56a	—	9:55a	—	10:55a	—	11:55a	—	12:55p	—	1:55p
	San Bruno	5:12a	—	6:00a	—	6:28a	—	7:00a	—	7:28a	—	8:00a	—	8:28a	—	9:00a	—	9:59a	—	10:59a	—	11:59a	—	12:59p	—	1:59p
ZONE 2	Millbrae	5:16a	5:48a	6:04a	6:25a	6:33a	6:48a	7:04a	7:25a	7:33a	7:48a	8:04a	8:25a	8:33a	8:48a	9:04a	9:34a	10:04a	10:34a	11:04a	11:34a	12:04p	12:34p	1:04p	1:34p	2:04p
	Burlingame	5:21a	—	6:09a	—	6:38a	—	7:09a	—	7:38a	—	8:09a	—	8:38a	—	9:09a	—	10:09a	—	11:09a	—	12:09p	—	1:09p	—	2:09p
	San Mateo	5:25a	5:55a	6:13a	—	6:42a	—	7:13a	—	7:42a	—	8:13a	—	8:42a	—	9:13a	9:40a	10:12a	10:40a	11:12a	11:40a	12:12p	12:40p	1:12p	1:40p	2:12p
	Hayward Park	5:28a	—	6:16a	—	—	—	7:16a	—	—	—	8:16a	—	—	—	9:16a	—	10:16a	—	11:16a	—	12:16p	—	1:16p	—	2:16p
	Hillsdale	5:32a	6:00a	6:19a	6:34a	—	6:57a	7:19a	7:34a	—	7:57a	8:19a	8:34a	—	8:57a	9:19a	9:44a	10:19a	10:44a	11:19a	11:44a	12:19p	12:44p	1:19p	1:44p	2:19p
	Belmont	5:35a	—	6:23a	—	—	7:01a	7:23a	—	—	8:01a	8:23a	—	—	9:01a	9:23a	—	10:23a	—	11:23a	—	12:23p	—	1:23p	—	2:23p
	San Carlos	5:39a	—	6:26a	—	6:50a	—	7:26a	—	7:50a	—	8:26a	—	8:50a	—	9:27a	—	10:27a	—	11:27a	—	12:27p	—	1:27p	—	2:27p
	Redwood City	5:43a	6:07a	6:30a	6:41a	6:54a	7:07a	7:30a	7:41a	7:54a	8:07a	8:30a	8:41a	8:54a	9:07a	9:32a	9:51a	10:32a	10:51a	11:32a	11:51a	12:32p	12:51p	1:32p	1:51p	2:32p
ZONE 3	Menlo Park	5:49a	6:13a	6:36a	—	—	7:12a	7:36a	—	—	8:12a	8:36a	—	—	9:12a	9:38a	9:57a	10:38a	10:57a	11:38a	11:57a	12:38p	12:57p	1:38p	1:57p	2:38p
	Palo Alto	5:53a	6:17a	6:40a	6:49a	7:01a	7:16a	7:40a	7:49a	8:01a	8:16a	8:40a	8:49a	9:01a	9:16a	9:41a	10:00a	10:41a	11:00a	11:41a	12:00p	12:41p	1:00p	1:41p	2:00p	2:41p
	California Avenue	5:56a	—	6:43a	—	—	7:20a	7:43a	—	—	8:20a	8:43a	—	—	9:20a	9:45a	—	10:45a	—	11:45a	—	12:45p	—	1:45p	—	2:45p
	San Antonio	6:01a	—	6:48a	—	—	7:24a	7:48a	—	—	8:24a	8:48a	—	—	9:24a	9:50a	—	10:50a	—	11:50a	—	12:50p	—	1:50p	—	2:50p
	Mountain View	6:05a	6:24a	6:52a	6:57a	7:09a	7:29a	7:52a	7:57a	8:09a	8:29a	8:52a	8:57a	9:09a	9:29a	9:54a	10:08a	10:54a	11:08a	11:54a	12:08p	12:54p	1:08p	1:54p	2:08p	2:54p
	Sunnyvale	6:10a	6:30a	6:57a	—	7:14a	7:34a	7:57a	—	8:14a	8:34a	8:57a	—	9:14a	9:34a	9:59a	10:13a	10:59a	11:13a	11:59a	12:13p	12:59p	1:13p	1:59p	2:13p	2:59p
ZONE 4	Lawrence	6:14a	—	7:05a	—	—	7:38a	8:05a	—	—	8:38a	9:05a	—	—	9:38a	10:04a	—	11:04a	—	12:04p	—	1:04p	—	2:04p	—	3:04p
	Santa Clara	6:20a	6:37a	7:11a	—	7:22a	—	8:11a	—	8:22a	—	9:11a	—	9:22a	—	10:10a	10:20a	11:10a	11:20a	12:10p	12:20p	1:10p	1:20p	2:10p	2:20p	3:10p
	College Park	—	—	—	—	—	—	8:14a	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
	San Jose Diridon	6:27a	6:43a	7:20a	7:12a	7:29a	7:48a	8:23a	8:12a	8:29a	8:48a	9:19a	9:11a	9:29a	9:48a	10:18a	10:28a	11:18a	11:28a	12:18p	12:28p	1:18p	1:28p	2:18p	2:28p	3:18p
	Tamien			7:24a				8:28a				9:24a				10:23a		11:23a		12:23p		1:23p		2:23p		3:23p
ZONE 5	Capitol																									
	Blossom Hill																									
ZONE 6	Morgan Hill																									
	San Martin																									
	Gilroy																									

EFFECTIVE September 12, 2022

Timetable subject to change without notice

See Page 2 For Early Afternoon and Evening Times

Table 8b – Caltrain Weekday SB service

Printer-Friendly Caltrain Schedule

Early Afternoon to Evening - Page 2 of 2

Southbound - WEEKDAY SERVICE to SAN JOSE / GILROY

1XX Local | 3XX Limited 3 | 4XX Limited 4 | 5XX Limited 5 | 7XX Baby Bullet | — Train bypasses station

	Train No.	514	122	408	308	124	708	410	310	126	710	412	312	128	712	414	314	130	516	132	518	134	136	138	140	142	144	146
	Service Type	*L5*	*L1*	*L4*	*L3*	*L1*	*B7*	*L4*	*L3*	*L1*	*B7*	*L4*	*L3*	*L1*	*B7*	*L4*	*L3*	*L1*	*L5*	*L1*	*L5*	*L1*	*L1*	*L1*	*L1*	*L1*	*L1*	*L1*
ZONE 1	San Francisco	2:14p	2:38p	3:11p	3:30p	3:39p	4:06p	4:12p	4:29p	4:39p	5:06p	5:12p	5:29p	5:39p	6:06p	6:12p	6:29p	6:43p	7:14p	7:38p	8:13p	8:23p	8:46p	9:16p	9:46p	10:16p	10:46p	12:05a
	22nd Street	2:19p	2:43p	3:16p	—	3:44p	—	4:17p	—	4:44p	—	5:17p	—	5:44p	—	6:17p	—	6:48p	7:19p	7:43p	8:18p	8:28p	8:51p	9:21p	9:51p	10:21p	10:51p	12:10a
	Bayshore	—	2:48p	—	—	3:49p	—	—	—	4:49p	—	—	—	5:49p	—	—	—	6:53p	—	7:48p	—	8:33p	8:57p	9:27p	9:57p	10:27p	10:57p	12:15a
	S. San Francisco	—	2:55p	—	3:43p	3:56p	—	—	4:42p	4:56p	—	—	5:42p	5:56p	—	—	6:42p	7:00p	—	7:55p	—	8:40p	9:03p	9:33p	10:03p	10:33p	11:03p	12:22a
	San Bruno	—	2:59p	3:27p	—	4:00p	—	4:28p	—	5:00p	—	5:28p	—	6:00p	—	6:28p	—	7:04p	—	7:59p	—	8:44p	9:07p	9:37p	10:07p	10:37p	11:07p	12:26a
ZONE 2	Millbrae	2:34p	3:04p	3:32p	3:49p	4:04p	4:24p	4:33p	4:48p	5:04p	5:24p	5:33p	5:48p	6:04p	6:24p	6:33p	6:48p	7:08p	7:34p	8:03p	8:33p	8:48p	9:14p	9:44p	10:14p	10:44p	11:14p	12:30a
	Burlingame	—	3:09p	3:37p	—	4:09p	—	4:38p	—	5:09p	—	5:38p	—	6:09p	—	6:38p	—	7:13p	—	8:09p	—	8:54p	9:19p	9:49p	10:19p	10:49p	11:19p	12:35a
	San Mateo	2:40p	3:12p	3:41p	—	4:13p	—	4:42p	—	5:13p	—	5:42p	—	6:13p	—	6:42p	—	7:17p	7:40p	8:12p	8:39p	8:57p	9:24p	9:54p	10:24p	10:54p	11:24p	12:38a
	Hayward Park	—	3:16p	—	—	4:16p	—	—	—	5:16p	—	—	—	6:16p	—	—	—	7:20p	—	8:16p	—	9:01p	9:29p	9:59p	10:29p	10:59p	11:29p	12:42a
	Hillsdale	2:44p	3:19p	—	3:58p	4:19p	4:33p	—	4:57p	5:19p	5:33p	—	5:57p	6:19p	6:33p	—	6:57p	7:23p	7:44p	8:19p	8:43p	9:05p	9:35p	10:05p	10:35p	11:05p	11:35p	12:45a
	Belmont	—	3:23p	—	4:02p	4:23p	—	—	5:01p	5:23p	—	—	6:01p	6:23p	—	—	7:01p	7:27p	—	8:23p	—	9:09p	9:41p	10:11p	10:41p	11:11p	11:41p	12:49a
	San Carlos	—	3:27p	3:49p	—	4:26p	—	4:50p	—	5:26p	—	5:50p	—	6:26p	—	6:50p	—	7:30p	—	8:27p	—	9:14p	9:46p	10:16p	10:46p	11:14p	11:44p	12:52a
	Redwood City	2:51p	3:32p	3:53p	4:08p	4:30p	4:41p	4:54p	5:07p	5:30p	5:41p	5:54p	6:07p	6:30p	6:41p	6:54p	7:07p	7:35p	7:51p	8:31p	8:52p	9:22p	9:53p	10:23p	10:53p	11:20p	11:50p	12:56a
ZONE 3	Menlo Park	2:57p	3:38p	—	4:13p	4:36p	—	—	5:12p	5:36p	—	—	6:12p	6:36p	—	—	7:12p	7:40p	7:57p	8:38p	8:59p	9:29p	9:59p	10:29p	10:59p	11:26p	11:56p	1:02a
	Palo Alto	3:00p	3:41p	4:00p	4:17p	4:40p	4:49p	5:01p	5:16p	5:40p	5:49p	6:01p	6:16p	6:40p	6:49p	7:01p	7:16p	7:44p	8:00p	8:42p	9:04p	9:34p	10:04p	10:34p	11:04p	11:31p	12:01a	1:06a
	California Avenue	—	3:45p	—	4:21p	4:43p	—	—	5:20p	5:43p	—	—	6:20p	6:43p	—	—	7:20p	7:48p	—	8:46p	—	9:38p	10:08p	10:38p	11:08p	11:35p	12:05a	1:09a
	San Antonio	—	3:50p	—	4:25p	4:48p	—	—	5:24p	5:48p	—	—	6:24p	6:48p	—	—	7:24p	7:52p	—	8:51p	—	9:42p	10:13p	10:43p	11:13p	11:39p	12:10a	1:14a
	Mountain View	3:08p	3:54p	4:08p	4:30p	4:52p	4:57p	5:09p	5:29p	5:52p	5:57p	6:09p	6:29p	6:52p	6:57p	7:09p	7:29p	7:56p	8:08p	8:57p	9:13p	9:47p	10:18p	10:48p	11:18p	11:44p	12:15a	1:18a
	Sunnyvale	3:13p	3:59p	4:13p	4:35p	4:57p	—	5:14p	5:34p	5:57p	—	6:14p	6:34p	6:57p	—	7:14p	7:34p	8:02p	8:13p	9:03p	9:19p	9:53p	10:24p	10:54p	11:24p	11:50p	12:20a	1:23a
ZONE 4	Lawrence	—	4:04p	—	4:39p	5:05p	—	—	5:38p	6:05p	—	—	6:38p	7:05p	—	—	7:38p	8:06p	—	9:08p	—	9:58p	10:28p	10:58p	11:28p	11:55p	12:24a	1:27a
	Santa Clara	3:20p	4:10p	4:21p	—	5:11p	—	5:22p	—	6:11p	—	6:22p	—	7:11p	—	7:22p	—	8:12p	8:20p	9:14p	9:27p	10:04p	10:34p	11:04p	11:34p	12:01a	12:30a	1:33a
	College Park	—	—	4:24p	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
	San Jose Diridon	3:28p	4:19p	4:30p	4:49p	5:18p	5:11p	5:28p	5:51p	6:21p	6:11p	6:29p	6:52p	7:19p	7:11p	7:28p	7:48p	8:19p	8:28p	9:22p	9:35p	10:12p	10:42p	11:14p	11:42p	12:10a	12:38a	1:40a
	Tamien		4:24p	4:36p		5:23p			5:57p	6:26p		6:35p	6:59p	7:24p				8:24p		9:27p		10:17p		11:19p		12:16a		1:45a
ZONE 5	Capitol			4:43p					6:04p			6:42p																
	Blossom Hill			4:49p					6:10p			6:48p																
ZONE 6	Morgan Hill			5:02p					6:23p			7:00p																
	San Martin			5:08p					6:29p			7:06p																
	Gilroy			5:21p					6:42p			7:19p																

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Timetable subject to change without notice

See Page 1 For Morning and Early Afternoon Times

Table 9a & Table 8b – Caltrain Weekend NB service & Caltrain Weekend SB service

Printer-Friendly Caltrain Schedule

Northbound – WEEKEND SERVICE to SAN FRANCISCO

2XX Local

	Train No.	221	225	229	233	237	241	245	249	253	257	261	265	269	273	*277	*281
	Service Types	*L2*	*L2*	*L2*	*L2*	*L2*	*L2*	*L2*	*L2*	*L2*	*L2*	*L2*	*L2*	*L2*	*L2*	*L2*	*L2*
ZONE 4	Tamien	7:12a	9:05a	10:05a	11:05a		1:05p		3:05p		5:05p		7:05p		9:05p		11:05p
	San Jose Diridon	7:19a	9:12a	10:12a	11:12a	12:12p	1:12p	2:12p	3:12p	4:12p	5:12p	6:12p	7:12p	8:12p	9:12p	10:19p	11:12p
	Santa Clara	7:25a	9:18a	10:18a	11:18a	12:18p	1:18p	2:18p	3:18p	4:18p	5:18p	6:18p	7:18p	8:18p	9:18p	10:25p	11:18p
	Lawrence	7:31a	9:24a	10:24a	11:24a	12:24p	1:24p	2:24p	3:24p	4:24p	5:24p	6:24p	7:24p	8:24p	9:24p	10:31p	11:24p
ZONE 3	Sunnyvale	7:35a	9:28a	10:28a	11:28a	12:28p	1:28p	2:28p	3:28p	4:28p	5:28p	6:28p	7:28p	8:28p	9:28p	10:35p	11:28p
	Mountain View	7:40a	9:34a	10:34a	11:34a	12:34p	1:34p	2:34p	3:34p	4:34p	5:34p	6:34p	7:34p	8:34p	9:34p	10:40p	11:34p
	San Antonio	7:43a	9:37a	10:37a	11:37a	12:37p	1:37p	2:37p	3:37p	4:37p	5:37p	6:37p	7:37p	8:37p	9:37p	10:44p	11:37p
	California Ave	7:48a	9:42a	10:42a	11:42a	12:42p	1:42p	2:42p	3:42p	4:42p	5:42p	6:42p	7:42p	8:42p	9:42p	10:48p	11:42p
	Palo Alto	7:52a	9:46a	10:46a	11:46a	12:46p	1:46p	2:46p	3:46p	4:46p	5:46p	6:46p	7:46p	8:46p	9:46p	10:53p	11:46p
	Menlo Park	7:55a	9:50a	10:50a	11:50a	12:50p	1:50p	2:50p	3:50p	4:50p	5:50p	6:50p	7:50p	8:50p	9:50p	10:56p	11:50p
ZONE 2	Redwood City	8:01a	9:56a	10:56a	11:56a	12:56p	1:56p	2:56p	3:56p	4:56p	5:56p	6:56p	7:56p	8:56p	9:56p	11:02p	11:56p
	San Carlos	8:05a	10:01a	11:01a	12:01p	1:01p	2:01p	3:01p	4:01p	5:01p	6:01p	7:01p	8:01p	9:01p	10:01p	11:07p	12:01a
	Belmont	8:09a	10:04a	11:04a	12:04p	1:04p	2:04p	3:04p	4:04p	5:04p	6:04p	7:04p	8:04p	9:04p	10:04p	11:10p	12:04a
	Hillsdale	8:12a	10:08a	11:08a	12:08p	1:08p	2:08p	3:08p	4:08p	5:08p	6:08p	7:08p	8:08p	9:08p	10:08p	11:14p	12:08a
	Hayward Park	8:15a	10:11a	11:11a	12:11p	1:11p	2:11p	3:11p	4:11p	5:11p	6:11p	7:11p	8:11p	9:11p	10:11p	11:17p	12:11a
	San Mateo	8:19a	10:15a	11:15a	12:15p	1:15p	2:15p	3:15p	4:15p	5:15p	6:15p	7:15p	8:15p	9:15p	10:15p	11:21p	12:15a
	Burlingame	8:22a	10:19a	11:19a	12:19p	1:19p	2:19p	3:19p	4:19p	5:19p	6:19p	7:19p	8:19p	9:19p	10:19p	11:25p	12:19a
	Broadway	8:25a	10:22a	11:22a	12:22p	1:22p	2:22p	3:22p	4:22p	5:22p	6:22p	7:22p	8:22p	9:22p	10:22p	11:28p	12:22a
	Millbrae	8:29a	10:26a	11:26a	12:26p	1:26p	2:26p	3:26p	4:26p	5:26p	6:26p	7:26p	8:26p	9:26p	10:26p	11:32p	12:26a
ZONE 1	San Bruno	8:34a	10:30a	11:30a	12:30p	1:30p	2:30p	3:30p	4:30p	5:30p	6:30p	7:30p	8:30p	9:30p	10:30p	11:37p	12:30a
	S. San Francisco	8:38a	10:34a	11:34a	12:34p	1:34p	2:34p	3:34p	4:34p	5:34p	6:34p	7:34p	8:34p	9:34p	10:34p	11:41p	12:34a
	Bayshore	8:44a	10:41a	11:41a	12:41p	1:41p	2:41p	3:41p	4:41p	5:41p	6:41p	7:41p	8:41p	9:41p	10:41p	11:47p	12:41a
	22nd Street	8:50a	10:46a	11:46a	12:46p	1:46p	2:46p	3:46p	4:46p	5:46p	6:46p	7:46p	8:46p	9:46p	10:46p	11:53p	12:46a
	San Francisco	8:56a	10:52a	11:53a	12:53p	1:52p	2:52p	3:52p	4:52p	5:52p	6:52p	7:52p	8:52p	9:52p	10:52p	11:59p	12:52a

**On SAP Center event days, Train 277 or Train 281departure from San Jose Diridon station may be delayed and will depart no later than 10:30p or 11:30p respectively.*

Southbound – WEEKEND SERVICE to SAN JOSE

2XX Local

	Train No.	224	228	232	236	240	244	248	252	256	260	264	268	272	276	280	284
	Service Types	*L2*	*L2*	*L2*	*L2*	*L2*	*L2*	*L2*	*L2*	*L2*	*L2*	*L2*	*L2*	*L2*	*L2*	*L2*	*L2*
ZONE 1	San Francisco	8:28a	9:58a	10:58a	11:58a	12:58p	1:58p	2:58p	3:58p	4:58p	5:58p	6:58p	7:58p	8:58p	9:58p	10:58p	12:05a
	22nd Street	8:33a	10:03a	11:03a	12:03p	1:03p	2:03p	3:03p	4:03p	5:03p	6:03p	7:03p	8:03p	9:03p	10:03p	11:03p	12:10a
	Bayshore	8:38a	10:08a	11:08a	12:08p	1:08p	2:08p	3:08p	4:08p	5:08p	6:08p	7:08p	8:08p	9:08p	10:08p	11:08p	12:15a
	S. San Francisco	8:45a	10:15a	11:15a	12:15p	1:15p	2:15p	3:15p	4:15p	5:15p	6:15p	7:15p	8:15p	9:15p	10:15p	11:15p	12:22a
	San Bruno	8:49a	10:19a	11:19a	12:19p	1:19p	2:19p	3:19p	4:19p	5:19p	6:19p	7:19p	8:19p	9:19p	10:19p	11:19p	12:26a
ZONE 2	Millbrae	8:53a	10:24a	11:24a	12:24p	1:24p	2:24p	3:24p	4:24p	5:24p	6:24p	7:24p	8:24p	9:24p	10:24p	11:24p	12:31a
	Broadway	8:57a	10:27a	11:27a	12:27p	1:27p	2:27p	3:27p	4:27p	5:27p	6:27p	7:27p	8:27p	9:27p	10:27p	11:27p	12:35a
	Burlingame	9:00a	10:31a	11:31a	12:31p	1:31p	2:31p	3:31p	4:31p	5:31p	6:31p	7:31p	8:31p	9:31p	10:31p	11:31p	12:38a
	San Mateo	9:04a	10:34a	11:34a	12:34p	1:34p	2:34p	3:34p	4:34p	5:34p	6:34p	7:34p	8:34p	9:34p	10:34p	11:34p	12:41a
	Hayward Park	9:07a	10:37a	11:37a	12:37p	1:37p	2:37p	3:37p	4:37p	5:37p	6:37p	7:37p	8:37p	9:37p	10:37p	11:37p	12:45a
	Hillsdale	9:10a	10:41a	11:41a	12:41p	1:41p	2:41p	3:41p	4:41p	5:41p	6:41p	7:41p	8:41p	9:41p	10:41p	11:41p	12:48a
	Belmont	9:14a	10:44a	11:44a	12:44p	1:44p	2:44p	3:44p	4:44p	5:44p	6:44p	7:44p	8:44p	9:44p	10:44p	11:44p	12:52a
	San Carlos	9:17a	10:48a	11:48a	12:48p	1:48p	2:48p	3:48p	4:48p	5:48p	6:48p	7:48p	8:48p	9:48p	10:48p	11:48p	12:55a
	Redwood City	9:21a	10:52a	11:52a	12:52p	1:52p	2:52p	3:52p	4:52p	5:52p	6:52p	7:52p	8:52p	9:52p	10:52p	11:52p	12:59a
ZONE 3	Menlo Park	9:28a	10:58a	11:58a	12:58p	1:58p	2:58p	3:58p	4:58p	5:58p	6:58p	7:58p	8:58p	9:58p	10:58p	11:58p	1:05a
	Palo Alto	9:32a	11:02a	12:02p	1:02p	2:02p	3:02p	4:02p	5:02p	6:02p	7:02p	8:02p	9:02p	10:02p	11:02p	12:02a	1:09a
	California Avenue	9:36a	11:06a	12:06p	1:06p	2:06p	3:06p	4:06p	5:06p	6:06p	7:06p	8:06p	9:06p	10:06p	11:06p	12:06a	1:12a
	San Antonio	9:41a	11:11a	12:11p	1:11p	2:11p	3:11p	4:11p	5:11p	6:11p	7:11p	8:11p	9:11p	10:11p	11:11p	12:10a	1:17a
	Mountain View	9:45a	11:16a	12:16p	1:16p	2:16p	3:16p	4:16p	5:16p	6:16p	7:16p	8:16p	9:16p	10:16p	11:16p	12:15a	1:21a
	Sunnyvale	9:51a	11:21a	12:21p	1:21p	2:21p	3:21p	4:21p	5:21p	6:21p	7:21p	8:21p	9:21p	10:21p	11:21p	12:20a	1:26a
ZONE 4	Lawrence	9:55a	11:26a	12:26p	1:26p	2:26p	3:26p	4:26p	5:26p	6:26p	7:26p	8:26p	9:26p	10:26p	11:26p	12:25a	1:31a
	Santa Clara	10:01a	11:32a	12:32p	1:32p	2:32p	3:32p	4:32p	5:32p	6:32p	7:32p	8:32p	9:32p	10:32p	11:32p	12:31a	1:37a
	San Jose Diridon	10:10a	11:40a	12:40p	1:38p	2:40p	3:38p	4:40p	5:38p	6:40p	7:38p	8:40p	9:38p	10:40p	11:38p	12:39a	1:44a
	Tamien	10:15a	11:45a	12:45p		2:45p		4:45p		6:45p		8:45p		10:45p		12:44a	1:49a

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Timetable subject to change without notice.

3. On-Time Performance

Service Standard:

A train is determined to be on-time if it reaches its final destination within five minutes and 59 seconds of the published schedule time. Caltrain does not permit its trains to depart early. It is Caltrain's goal to have 95 percent of trains meet this on-time criteria. Monthly on-time performance is tracked and published as part of a monthly performance report to the Caltrain Board.

Monitoring:

- According to Caltrain's Rail Operating Control System (ROCS) which tracks train delays, a train is determined to be on-time if it reaches its final destination within five minutes and 59 seconds of the scheduled time.
- On-Time Performance (OTP) is traditionally measured only at the end of line. The JPB measures OTP at San Francisco (4th and King), Tamien, and Gilroy stations.
- For specific monitoring sample refer to **Table 7** (above) - Distances between Stations, Station Type Designations, Vehicle Headways, and On-Time Performance.
- Additional measurements based on intermediate points are also calculated to monitor performance at more than the end stations.
    - For trains traveling north from Gilroy: at Tamien, San Jose Diridon, Redwood City, and San Francisco (4th and King) stations
    - For trains traveling north from Tamien: at San Jose Diridon, Redwood City and San Francisco (4th and King) stations
    - For trains traveling north from San Jose Diridon: at Redwood City and San Francisco (4th and King) stations
    - For trains traveling south to Gilroy: at Redwood City, San Jose Diridon, Tamien, and Gilroy stations
    - For trains traveling south to Tamien: at the Redwood City, San Jose Diridon, and Tamien stations
    - For trains traveling south to San Jose Diridon: at Redwood City and San Jose stations

Findings:

The Caltrain Fiscal year-to-date OTP (as of October 20, 2022) for the entire system is 89.21%. Caltrain is currently not meeting its goal by 5.79% to have 95% of trains reach its final destination within five minutes and fifty-nine seconds of the published time.

Based on review of northbound train year-to-date OTP (as of October 20, 2022) that terminates service at San Francisco (4th and King) Station (measured at 89.70%), Caltrain is currently not meeting its goal by 5.3%.

Based on review of southbound train year-to-date (as of October 20, 2022) OTP that terminates service at San Jose Diridon Station (measured at 87.33%), Caltrain is currently not meeting its goal by 7.67%.

Based on review of southbound train year-to-date (as of October 20, 2022) OTP that terminates at Tamien Station (measured at 88%), Caltrain is currently not meeting its goal by 7%.

Based on review of southbound train year-to-date OTP (as of October 20, 2022) that terminates at Gilroy Station (measures at 91.03%), Caltrain is currently not meeting its goal by 3.97%.

Several factors contribute to train delays including passenger incidents, mechanical delays, construction delays, and passenger boarding times. Passenger incidents, including fatalities, may require hours of investigation, bringing trains to a halt and leading to hours of delay for multiple trains. JPB staff continues to educate the public on rail safety to help minimize occurrences and incidents within the Caltrain right of way (ROW) that can cause delays. Additionally, mechanical failures, positive train control (PTC), and JPB-related construction also cause delays. JPB continues to improve maintenance performance and incident management to mitigate delays and improve OTP. JPB Rail Operations management has worked closely with TASI (Caltrain's Rail Operator) management and incident responders to provide direction and improve both response actions and times to minimize train delays. Incidents of delay are reported daily and reviewed by appropriate staff.

As a single route service, OTP delays at any point in the route affect all subsequent stations on the route. The most common cause of delays are mechanical train delays and passenger-related delays, which randomly occur along the route. In the Caltrain service area, 20 out of 31 stations are minority stations and 24 of 31 stations are low-income stations. Minority stations and low-income stations are distributed roughly evenly throughout the route. As a result, delays that occur anywhere on the route do not have a disparate impact on minority stations relative to non-minority stations, or a disproportionate burden on low-income stations relative to non-low-income stations.

4.Service Availability

Service Standard:

Caltrain station spacing is mostly based on locations inherited from the Southern Pacific Railroad before the Peninsula Joint Powers Board took over the system in 1992. The 48-mile railroad from San Francisco to Tamien has 23 regular stations (not counting Special and Gilroy station types) for an average station spacing of 2.1 miles. The distance between stations that one must travel to access service is based on average distance in miles between adjacent stations (both directions) and based on types of service stopping at the station.

Table 10 – Station Spacing by Station Type

Station Type	Station Spacing
Major	5 miles
Intermediate	3 miles
Minor	2 miles
Gilroy	6 miles
Special	1 mile

Monitoring:

For specific monitoring sample refer to **Table 7a** (above) - Distances between Stations, Station Type Designations, Vehicle Headways, and On-Time Performance

For reference to the current Caltrain schedule refer to Table **8a and b** (above) for Weekday NB service, **Table 8c and 8d** (above) for Weekday SB service, **Table 9a**(above) for Weekend NB service, and **Table 9b** (above) for Weekend SB service.

Findings:

Service availability is largely static. Service availability is provided to all stations during peak, reverse peak, evenings, and weekends regardless of whether it is designated as a minority or low-income station, except for the Special stations and Gilroy station where service provided is based on ridership. Because the JPB purchased the Caltrain system from a previous operator, its ability to add or move stations is highly limited. If plans are made for new stations, the service availability metric will be analyzed to ensure that it falls within standards.

Spacing between each station designated as a major, intermediate, or minor station averages 2.1 miles. Since Caltrain's schedule does not provide station stop service strictly on station type and provides a mixture of station types for each scheduled train in each direction, monitoring has revealed that station type designations for service available does not apply.

The location of its stations and ridership demographics are also indicators of service availability. Caltrain's area is 65% minority. In comparison, 20 of Caltrain's 31 stations are minority stations. This is less than the proportion of minorities in the Caltrain service area. Additionally, 58% of Caltrain riders are minorities, which is comparable to their share of the population.

Similarly, Caltrain's area is 13% low-income.In comparison, 24 of Caltrain's 31 stations are low-income stations. This exceeds the proportion of low-income persons in the Caltrain service area. Additionally, 15% of Caltrain riders are low-income, which is comparable to their share of the population.

Accordingly, there is no disparate impact on minority populations or disproportionate burdens on low-income populations based on service availability.

Systemwide Service Policies Monitoring Process

1.Vehicle Assignment

Policy Standard:

The Caltrain revenue fleet consists of 134 passenger cars (41 Bombardier and 93 Nippon Sharyo/Gallery cars) and 29 diesel locomotives. All trains are comprised of one locomotive and five passenger cars. All Gallery car trains include at least one Americans with Disabilities Act (ADA) accessible rail car, one car with a luggage rack and two cars that accommodate up to 80 bikes. All Bombardier cars are ADA accessible and Bombardier trains all have two bike cars that accommodate up to 48 bikes.

Caltrain consists (i.e., locomotives, cab cars, and passenger cars) are rotated on a daily basis to serve different scheduled trains. The use of Gallery versus Bombardier equipment is not matched to any service type or station. The fleet rotation is based on scheduled maintenance service.

Monitoring:

- Staff monitors the vehicle assignment daily. The morning report includes a section that discusses consist deviations and equipment swaps.
- The contractor that operates the Caltrain system provides a daily equipment availability update.
- Consumer Reports which help track all Customer Service compliments, complaints, and issues (accessed by logging into the IndustrySafe system) are reviewed for any unreported vehicle assignment deviations.
- In 2015, Caltrain purchased 16 used rail cars from the Southern California Regional Rail Authority, Los Angeles Metrolink and has refurbished the cars and put them into service to address capacity issues. Currently, a mixture of 5-car Gallery trains & 5-car Bombardier trains are operating. The latest roster of rail cars is available in the Caltrain Fleet Management Plan last updated in 2022.

Fleet Information History:

Bombardier equipment was originally purchased for the Baby Bullet limited-stop express service between San Francisco and San Jose. The service, which started in June 2004, used Bombardier equipment sporting a modern, stream-lined look to differentiate the service. In August 2005, the number of Baby Bullet trains per day almost doubled. There were no longer enough Bombardier cars to cover all the Baby Bullet service. As a result, the older Gallery cars began to be used in regular Baby Bullet service. Fleet assignment decisions became based on ridership demand on a particular train. This includes reviewing both bicycle ridership (Gallery cars have more space available for bicycles) and pedestrian ridership (Bombardier cars can load faster and have a few more seats).

Due to lower overall ridership demand resulting from the COVID-19 pandemic, Caltrain operates almost

entirely 5-car consists.

For specific monitoring of vehicle age refer to **Table 10** (below) - Locomotive Fleet Summary and **Table 11** - Passenger Car Summary.

Findings:

Since Caltrain is a fixed transit guideway system, the entire Caltrain fleet services all stations. There is no distinction between the fleet vehicles that stop at low-income vs. non-low-income stations and minority vs. non-minority stations. In addition, all types of trains are used in all types of services and are equally distributed. Vehicles are rotated based on a maintenance schedule. Fleet average age for rolling stock and locomotives is provided for reference only. As a result, there are no disparate impacts or disproportionate burdens based on vehicle assignment.

Table 10 – Locomotive Fleet Summary

NUMBERS	QTY	MODEL	HP	BUILDER	YEAR BUILT	MID-LIFE OVERHAUL	25-YEAR RETIREMENT
902-914 (b)	5	F40PH-2	3,200	EMD	1985	1999	2010
900-919	15	F40PH-2-CAT	3,200	EMD	1985-1987	1999	2010-2012
920-922	3	F40PH-2C	3,200	BLC	1998 (c)	2013	2028
923-928	6	MP36PH-3C	3,600	MPI	2003 (c)	2022	2037
Total	**29**						

(a) FTA allows retirement and replacement funding at 25 years
(b) Car numbers 902, 903, 907, 910 and 914
(c) Remanufactured engines, trucks, and other parts – new body

Table 11 – Passenger Car Summary

NUMBERS	QTY	MODEL	SEATS	BUILDER	YEAR BUILT	25-YEAR (a) RETIRE DATE
4000-4020	21	Gallery Cab (bike)	97	Nippon Sharyo	1985 (b)	2010
3800-3825	26	Gallery Coach	142	Nippon Sharyo	1985-1987 (b)	2010-2012
3826-3835	10	Gallery Coach (bike)	108	Nippon Sharyo	1985-1987 (b)	2010-2012
3836-3851	16	Gallery Coach	148	Nippon Sharyo	1985-1987 (b)	2010-2012
3852-3865	14	Gallery Coach (ADA Lift)	120	Nippon Sharyo	1999-2000	2025
4021-4026	6	Gallery Cab (bike) (ADA Lift)	78	Nippon Sharyo	1999-2000	2025
112-118	7	Bi-level Cab (bike)	114	Bombardier	2001-2002	2026-2027
119-120	2	Bi-level Cab (bike)	114	Bombardier	2008	2033
219	1	Bi-level Coach (bike)	127	Bombardier	2002	2027
220-230	9	Bi-level Coach	144	Bombardier	2002	2027
231-236	6	Bi-level Coach	140	Bombardier	2008	2033
164-182	16	Bi-level Coach (“Gen2”)	-	Bombardier	1997	2022
Total	**134**					

2.Transit Amenities

Policy Standard:

Caltrain provides a variety of amenities at stations to attract and retain customers. Station amenities are distributed based on ridership activity and conditions that were assumed by the JPB when it took over the railroad. Stations are divided into three groups (Levels 1-3). These levels correspond roughly with the station hierarchy designations listed in the introduction to the systemwide service standards.

The "Core" set of amenities exist at most stations and include bike lockers, bike racks, shelters/canopies, benches, trash cans, pay phones, smart card fare validation equipment, and ticket vending machines (TVMs). It is standard for each station to have a posted system map, schedule, other customer information, variable message signs, and public announcement systems (PA).

Only a few stations with unique access situations have elevators or escalators. The placement of elevators is often at the choice and cost of other agencies (i.e. not the JPB) when a station is constructed or reconstructed.

Table 12 – Amenities by Station Type

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, and TVMs
Special	Level 3	TVMs only, at stations with scheduled stops

Monitoring:

Station amenities are largely static. Station amenities are reviewed once a quarter as part of the scheduled quarterly station inspections with the Contract Operator. Any discrepancies are addressed as needed by meeting with the Contract Operator.

Not all amenities are within Caltrain's decision making power. In many cases, city transportation agencies or local authorities also install amenities.

For specific monitoring of transit amenities, refer to **Table 13** – Transit Amenities Monitoring.

Findings:

Evaluating whether disparate impacts or disproportionate burdens exist in station amenities is a four-step process. The first step is to evaluate each station for compliance with its station amenities policy. The second step is to calculate compliance percentage for minority stations, non-minority stations, low-income stations, and non-low-income stations by amenity category. The third step is calculating the average compliance percentage for minority stations, non-minority stations, low-income stations, and non-low-income stations type using the compliance percentage for each amenity category. The fourth step is to compare the compliance percentage for minority stations versus non-minority stations, and low-income stations versus non-low-income stations to determine whether the differential exceeds the disparate impact / disproportionate burden threshold of 10%.

The results of station amenities monitoring are shown in **Table 14**. Based on 2020 five-year ACSdata, there are 20 minority stations and 11 non-minority stations along the Caltrain System. There are a total of 9 minority stations with missing transit amenities and 9 non-minority stations with missing transit amenities. There is no disparate impact on minority stations as Caltrain is 92% compliant with station amenities at minority stations and 90% compliant with station amenities at non-minority stations. This differential of 2% is within the disparate impact threshold.

Based on 2020 five-year ACS data, there are 24 low-income stations and 7 non-low-income stations along the Caltrain System. There are a total of 15 low-income stations with missing transit amenities and 5 non-low-income stations with missing transit amenities. There is no disproportionate burden on low-income stations as Caltrain is 92% compliant with station amenities at low-income stations and 89% compliant at non-low-income stations. The differential of 3% is within the disproportionate burden threshold.

It is important to note that the previous compliance percentages are reflective of total systemwide amenities, regardless of the type of amenity. When broken down by amenity type, the difference between minority stations versus non-minority stations, and low-income stations versus non-low-income stations, vary more significantly for bike lockers, bike racks, pay phones, and TVMs (ticket vending machines). While

the percentage difference between low-income and non-low-income stations for pay phones is 15%, overall systemwide amenities do not exceed Caltrain's disparate impact and disproportionate burden compliance threshold of 10%. **Table 13** below displays the percentage breakdown of station compliance by amenity type.

Table 13 – Percentage Breakdown of Amenity Types by Minority and Low-Income Stations

	Bike Lockers	Bike Racks	Shelter/ Canopies	Benches	Trash Cans	Pay Phones	Smart Card Fare Validation	TVMs	Posted Map & Schedule	Other Customer Info	VMS	PA
Minority	95%	95%	100%	100%	100%	81%	100%	100%	95%	95%	95%	100%
Non-Minority	91%	100%	100%	100%	100%	73%	100%	91%	100%	100%	100%	100%
% Check	**4%**	**5%**	**0%**	**0%**	**0%**	**8%**	**0%**	**9%**	**5%**	**5%**	**5%**	**0%**
Low-Income	96%	96%	100%	100%	100%	74%	100%	96%	96%	96%	96%	100%
Non-Low-Income	89%	89%	100%	100%	100%	89%	100%	100%	100%	100%	100%	100%
% Check	**7%**	**7%**	**0%**	**0%**	**0%**	**15%**	**0%**	**4%**	**4%**	**4%**	**4%**	**0%**

Currently, no new payphones will be added until a better assessment is done of the need for ridership using phones.

In some cases, the absence of amenities is temporary or removed due to station construction. San Francisco 4th and King is undergoing construction to the entryway and has removed bike racks until completion and South San Francisco is undergoing new construction of a platform which impacts the installation of posting maps or additional customer information.

In most cases, the JPB has limited ability to determine the amenities available at each station, because stations are typically owned by the city in which the station is located. Some of the amenities are provided by the city in which the station is located and the availability of those amenities are determined by the city. Some amenities are provided by the JPB and the JPB has limited ability to determine what the city decides. The JPB uses the station to provide service pursuant to an operating agreement with the city.

The JPB will continue to monitor how amenities are distributed to ensure there is no disparate impact on minority communities or disproportionate burden on low-income communities.

Table 14: CALTRAIN 2022 TITLE VI COMPLIANCE PROGRAM TRANSIT AMENITIES

Last Updated: 12/18/19 CD

Station	Title VI (Minority vs. Non-Minority)	Title VI (Low-Income)	Station Type	Amenity Level	"Core" Station Amenities: Bike Lockers	Bike Racks	Shelters/ Canopies	Benches	Trash Cans	Pay Phone	Smart Card Fare Validation Equipment	TVM's	Posted Map & System Schedule	Other Customer Information	VMS	PA	Other Station Amenities: Costumer Service Agents	Restrooms	Station Parking Lot	Elevators	Escalators	Newsrack	Notes
San Francisco (4th & King)	MINORITY	Yes	Major	1	0**	X	X	X	X	X	X	X	X	0	X	X	X	X	-	-	-	X	
San Jose Diridon	MINORITY	Yes	Major	1	X	X	X	X	X	X	X	X	X	X	X	X	-	X	X	X	-	X	
Redwood City	MINORITY	Yes	Major	1	X	X	X	X	X	0	X	X	X	0	X	X	-	-	X	-	-	X	
Sunnyvale	MINORITY	Yes	Major	1	X	X	X	X	X	X	X	X	X	X	X	X	-	-	X	-	-	X	
Hillsdale	MINORITY	Yes	Major	1	X	X	X	X	X	0	X	X	X	0	X	X	-	-	X	-	-	X	
San Mateo	MINORITY	Yes	Major	1	X	X	X	X	X	X	X	X	X	X	X	X	-	-	X	X	-	X	
Millbrae	MINORITY	Yes	Major	1	X	X	X	X	X	X	X	X	X	X	X	X	-	-	X	X	X	X	
22nd Street	MINORITY	Yes	Intermediate	1	X	X	X	X	X	0	X	X	X	0	X	X	-	-	-	-	-	-	
Tamien	MINORITY	Yes	Intermediate	1	X	X	X	X	X	X	X	X	X	X	X	X	-	-	X	-	-	-	
Santa Clara	MINORITY	Yes	Intermediate	1	X	X	X	X	X	0	X	X	X	0	X	X	-	-	X	-	-	X	
San Antonio	MINORITY	Yes	Minor	1	X	X	X	X	X	0	X	X	X	0	X	X	-	-	X	-	-	X	
Hayward Park	MINORITY	No	Minor	1	X	X	X	X	X	0	X	X	X	0	X	X	-	-	X	-	-	X	
So. San Francisco	MINORITY	Yes	Minor	1	X	X	X	X	X	0	X	X	X	0	X	X	-	-	X	-	-	-	
Bayshore	MINORITY	Yes	Minor	1	X	X	X	X	X	X	X	X	X	0	X	X	-	-	X	X	-	-	
Lawrence	MINORITY	No	Minor	1	X	X	X	X	X	X	X	X	X	X	X	X	-	-	X	-	-	X	
San Bruno	MINORITY	Yes	Minor	1	X	X	X	X	X	X	X	X	X	0	X	X	-	-	X	X	-	X	
Belmont	Non-Minority	No	Minor	1	X	X	X	X	X	0	X	X	X	0	X	X	-	-	X	X	-	X	
Blossom Hill	MINORITY	Yes	Gilroy	2	X	X	X	X	X	X	X	X	X	X	-	-	-	-	X	-	-	-	
Capitol	MINORITY	Yes	Gilroy	2	X	X	X	X	X	0	X	X	X	X	-	-	-	-	X	-	-	-	
College Park**	MINORITY	Yes	Special	3	-	-	X	X	X	-	X	X	X	X	-	X	-	-	-	-	-	-	Weekday Peak Only 1 trip each
Palo Alto	Non-Minority	Yes	Major	1	X	X	X	X	X	X	X	X	X	0	X	X	-	-	X	-	-	X	
Mountain View	Non-Minority	Yes	Major	1	X	X	X	X	X	0	X	X	X	0	X	X	-	-	X	-	-	-	
Burlingame	Non-Minority	Yes	Intermediate	1	X	X	X	X	X	X	X	X	X	0	X	X	-	-	X	-	-	X	
Menlo Park	Non-Minority	No	Intermediate	1	X	X	X	X	X	X	X	X	X	0	X	X	-	-	X	-	-	X	
California Avenue	Non-Minority	No	Intermediate	1	X	X	X	X	X	0	X	X	X	0	X	X	-	-	X	-	-	-	
San Carlos	Non-Minority	Yes	Intermediate	1	X	X	X	X	X	X	X	X	X	0	X	X	-	-	X	-	-	-	
Morgan Hill	Non-Minority	Yes	Gilroy	2	X	X	X	X	X	0	X	X	X	X	-	-	-	-	X	-	-	-	
Gilroy	MINORITY	Yes	Gilroy	2	X	X	X	X	X	X	X	X	X	X	-	-	-	-	X	-	-	-	
San Martin	Non-Minority	No	Gilroy	2	0	-	X	X	X	0	X	X	X	X	-	X	-	-	X	-	-	-	
Broadway**	Non-Minority	No	Special	3	-	X	X	X	X	X	X	X	X	-	-	X	-	-	-	-	-	-	Suspended - No Weekday, Yes -Wknd
Stanford Stadium**	Non-Minority	Yes	Special	3	-	-	-	-	-	-	-	0	-	X	-	-	-	-	-	-	-	-	Use for Stanford Football Home Games Only

** Valet bike parking available

"0" = Does not have amenity and Below Standard **"-" = Does not have amentity but meets Standar** **"X" = Has Amenitity and meets Standard**

**College Park currently has 1 weekday trip each way during peak, Broadway currently has weekend service only, Stanford Stadium is used only for Stanford home football games (no scheduled stops)

Notes:
-* Passenger counts based on Caltrain 2019 Annual Count
-Existing Amenities based on latest field inspection conducted
-Bay Meadows Station has been permanently closed
-Paul Avenue has had all station remnants removed
-Broadway have had weekday service suspended
-Inventory Station Parking Lot only includes designated Caltrain parking.
It does not include street parking or parking owned by others.

C	Bike Lockers	Bike Racks	Shelters/ Canopies	Benches	Trash Cans	Pay Phones	Smart Card Fare Validation Equipment	TVM's	Posted Map & System Schedule	Other Customer Information	VMS	PA	Tix Agent	Restrooms	Station Parking Lot	Elevators	Escalators	Newsrack	CRITERIA
O	X	X	X	X	X	X	X	X	X	X	X	X							Level 1 - Major, Intermediate, Minor
R	X		X	X	X	X	X	X	X	X									Level 2 - Gilroy
E								X											Level 3 - Special (with scheduled stops)

MINORITY AND LOW INCOME STATION ANALYSIS			Bike Lockers	Bike Racks	Shelters/ Canopies	Benches	Trash Cans	Pay Phones	Smart Card Fare Validation Equipment	TVM's	Posted Map & System Schedule	Other Customer Information	VMS	PA
Minority Stations	20		20	20	21	21	21	17	21	21	20	20	20	21
Non-Minority Stations	11		10	11	11	11	11	8	11	10	11	11	11	11
Check	31		30	31	32	32	32	25	32	31	31	31	31	32
			30	31	32	32	32	25	32	31	31	31	31	32
Low Income Stations	22													
Non Low Income Stations	9		95%	95%	100%	100%	100%	81%	100%	100%	95%	95%	95%	100%
Check	31		91%	100%	100%	100%	100%	73%	100%	91%	100%	100%	100%	100%
			22	22	23	23	23	17	23	22	22	22	22	23
			8	8	9	9	9	8	9	9	9	9	9	9
			29	30	32	32	32	25	32	30	30	31	31	32
			30	30	32	32	32	25	32	31	31	31	31	32
			96%	96%	100%	100%	100%	74%	100%	96%	96%	96%	96%	100%
			89%	89%	100%	100%	100%	89%	100%	100%	100%	100%	100%	100%

L. POLICY DEVELOPMENT OUTREACH

FTA Circular C 4702.1B requires each large public transportation provider's governing board to approve five standards and policies:

- System-wide Service Standards
- System-wide Service Policies
- Major Service Change Policy
- Disparate Impact Policy
- Disproportionate Burden Policy

The Caltrain Service Standards and Policies were adopted by the JPB Board on April 4, 2013. No changes to these standards and policies have been made for this Title VI Program submission.

The first two policies define service standards and policies to be used when determining whether service and facilities are distributed equitably to minority and non-minority routes and facilities. The third policy defines "major service change" as a threshold for when an agency will conduct a thorough analysis of the potential effects of service changes on protected populations. For the last two policies, agencies are required to define thresholds for when they will find that a fare change or major service change will result in a "disparate impact" on the minority population or a "disproportionate burden" on the low-income population.

The circular requires transit agencies to seek public input before Board action on the latter three policies. Staff developed draft standards and policies, and requested public input through four community meetings throughout the Caltrain Service area. Comments were also requested to be made through the mail, telephone, and the dedicated e-mail address of TitleVI@caltrain.com.

The Title VI community meetings were held:

Tuesday, Feb. 12, 6:30 to 8 p.m.
Gilroy Senior Center, Meeting Room
7371 Hanna St, Gilroy

Thursday, Feb. 21, 10:45 to 11:30 a.m.
Second floor auditorium
Caltrain Administrative Offices
1250 San Carlos Ave, San Carlos

Tuesday, Feb. 26, 5:00 to 6:30 p.m.
Bay Area Opera House
4705 Third St, San Francisco

Wednesday, Feb. 27, 6:30 to 8:00 p.m.
Mountain View City Hall
Plaza Conference Room
500 Castro St, Mountain View

The JPB reached out to Community groups/members including:

San Francisco County

Potrero Hill/Dogpatch Merchants Association
Keith Goldstein
keith@everestsf.com

Potrero Boosters
Tony Kelly
tonykelly@astound.net

Dogpatch Neighborhood Association
Janet Carpinelli, president
415-282-5516

Dogpatch Neighborhood Association
1459 18th St., No. 227
San Francisco, CA 94107
www.mydogpatch.org

Brite/4800 Third St Neighbors
Anna DeJesus
britesf@googlegroups.com
anndejesus2000@yahoo.com

India Basin Neighborhood Association
Michael Hamman
702 Earl Street
San Francisco, CA 94124
415-643-1376 Office
415-265-0954 Cell
mhamman@igc.org

Bayview Hill Neighborhood Association
Shirley Moore
sammy988@aol.com

Better Bayview
Chris Waddling
415-810-7556
cawaddling@gmail.com

Visitacion Valley Planning Alliance
Fran Martin
fma6764860@aol.com

Asian Pacific American Community Center
Patrick Yung
Executive Director
APACC_Patrick_Yung@yahoo.com
Direct phone number: 415 829 9291
Cell Phone: 415 678 8309

Hunters Point Shipyard CAC
Dr. Veronica Hunnicutt
vhunnicu@ccsf.edu

Bayview Merchants Association
Kathy Perry
San Francisco, CA 94124
(415) 647-3728 x407

Dan Dodt
dodt@mac.com

San Mateo County

- All City Managers
- All Mayors

Santa Clara County

- Transform: Manolo Gonzalez-Estay (mgonzalezestay@transformca.org)
- Postings to City Council member Newsletters:
    - Ken Yeager
    - Ash Kalra
- All City Managers
- All Mayors

The following CBOs were also contacted for input: Transform, Public Advocates, and Urban Habitat. However these CBOs were unresponsive and didn't participate in providing feedback.

Although there were several outreach methods used, including Caltrain website postings, Take One prints in English and Spanish, Visual Message Signs at all Stations, Community Meetings, News Releases, Advertisements in several newspapers, and social media postings (in accordance with the Caltrain Title VI Outreach Plan), there was very limited feedback received by meeting attendees or other community

members. Staff revised the proposal for its standards and policies and submitted them for Board approval. They were approved April 4, 2013.

Public participation outreach documents for development of JPB Services and Policies and documentation of Board Meetings updates relating to Title VI follow.

Caltrain News Release

NEWS

Media Contact: Jayme Ackemann, 650.508.7934
Feb. 7, 2013

Caltrain Seeks Input On Minority and Low-Income Policies

Caltrain is asking the public for feedback on the levels of fare and service changes that would trigger analysis of impacts to minority and low-income populations.

Prior to fare or major service changes, Caltrain engages the public through public meetings held throughout the railroad's service area.

In response to new Federal Transit Administration requirements, Caltrain is seeking to adopt a formal policy defining when to analyze impacts and when those impacts are significant.

The new requirements are that all transit agencies have a board-adopted Title VI policy. Title VI, of the Civil Rights Act of 1964, protects all people from discrimination, stating:

"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."

The proposed policy sets analysis criteria for two areas: major service changes and unfair or disproportionate impacts to minority and low-income populations. When a fare change or major service change is proposed, Caltrain would conduct analysis based on whether the proposal meets the criteria spelled out below.

Caltrain is recommending analysis be required for all fare changes and changes that reduce or add total passenger service by 25 percent or more per day or that reduce or add stops at a specific station by 50 percent per day. The disparate, or unfair, impacts and disproportional burden thresholds are proposed to be triggered whenever the cumulative impact of a change affects minority or low-income populations the agency serves by 10 percent more than other parts of the community.

Caltrain will be hosting public meetings at several locations along the rail corridor to receive feedback on the proposal before asking the board to adopt the policies at its April meeting.

Public meetings include:

Tuesday, Feb. 19, 6:30 to 8 p.m.
Gilroy Senior Center, Meeting Room
7371 Hanna St., Gilroy

Thursday, Feb. 21, 10:45 to 11:30 a.m.
Second floor auditorium
Caltrain Administrative Offices
1250 San Carlos Ave., San Carlos

Caltrain News Release (continued)

Tuesday, Feb. 26, 5:00 to 6:30 p.m.
Bayview Opera House
4705 Third St., San Francisco

Wednesday, Feb. 27, 6:30 to 8 p.m.
Mountain View City Hall
Plaza Conference Room
500 Castro St., Mountain View

Caltrain is accepting public comment on these proposals at the meetings or by:

- E-mail to TitleVI@caltrain.com
- U.S. Postal Service:
  Caltrain
  C/o Operations Planning
  P.O. Box 3006
  San Carlos, CA 94070-1306
- Phone: 1.800.660.4287 (TTY: 650.508.6448 for hearing impaired)

The deadline for public comment is Friday, March 29 at 5 p.m. To view the draft policies, visit www.caltrain.com/TitleVI.

Hearing impaired and non-English speaking attendees may arrange for sign language or foreign language translation by calling 650.508.6370 at least 72 hours prior to the meetings.

###

About Caltrain: Owned and operated by the Peninsula Corridor Joint Powers Board, Caltrain provides commuter rail service from San Francisco to San Jose, with limited commute service to Gilroy. Caltrain has enjoyed 28 consecutive months of ridership increases, surpassing more than 50,000 average weekday riders earlier this year. While the Joint Powers Board assumed operating responsibilities for the service in 1992, the railroad will celebrate 150 years of continuous passenger service in 2014. Planning for the next 150 years of Peninsula rail service, Caltrain is on pace to electrify the corridor by 2019, reducing diesel emissions by 90 percent and adding more service to more stations.

Like us at www.facebook.com/caltrain and follow us on twitter @Caltrain_News.

News Release Listings (English and Spanish Newspapers)

TRANS DATE	DJC INV	CUST. REF	DESCRIPTION		BEGIN MO. BALANCE	CURRENT MO. TRANS CHARGES	CREDIT	MONTH END BALANCE
02/04/13	B2438383 -IN							120.40
	1	RITA HASKIN	SAMTRANS TITLE VI MEETINGS HRG NOTICE OF HEARING 25102 EXAMINER - SAN BRUNO 02/04/2013 *8.600 Inches * 1 Inst.*	LEGAL SECTION, SET 1 COL WIDE, 6 PT. MIN. TYPE, SET MIN. LINES NEEDED *120.40*		120.40		
02/12/13	B2438385 -IN							233.20
	1	RITA HASKIN	SAMTRANS TITLE VI MEETINGS HRG NOTICE OF HEARING 51840 PACIFICA TRIBUNE 02/06/2013 *11.000 Inches * 1 Inst.*	LEGAL SECTION, SET 1 COL WIDE, 6 PT. MIN. TYPE, SET MIN. LINES NEEDED *233.20*		233.20		
02/13/13	B2439010 -IN							120.82
	1	RITA HASKIN	CALTRAIN TITLE VI COMMUNITY MEETINGS (ENGLISH) GPN GOVT PUBLIC NOTICE 21480 DISPATCH 02/08/2013 *Publication*	LEGAL SECTION SET 1 COL. WIDE X MIN. TYPE *120.82*		120.82		
02/14/13	B2438530 -IN							435.88
	1	RITA HASKIN	SAMTRANS TITLE VI MEETINGS (SPANISH) HRG NOTICE OF HEARING 24101 EL OBSERVADOR 02/08/2013 *13 Col Inches @ $33.53 per col. inch *1 insert*	LEGAL SECTION SET 1 COL. WIDE X MIN. TYPE *435.88*		435.88		
02/14/13	B2439001 -IN							402.35
	1	RITA HASKIN	CALTRAIN TITLE VI COMMUNITY MEETINGS (SPANISH) HRG NOTICE OF HEARING 24101 EL OBSERVADOR 02/08/2013 *12 Col. Inches @ $33.53 per col. inch * 1 Insert*	LEGAL SECTION SET 1 COL. WIDE X MIN. TYPE *402.35*		402.35		
02/14/13	B2439011 -IN							116.20
	1	RITA HASKIN	CALTRAIN TITLE VI COMMUNITY MEETINGS (ENGLISH) GPN GOVT PUBLIC NOTICE 25102 EXAMINER - SAN BRUNO 02/14/2013 *8.300 Inches * 1 Inst.*	*116.20*		116.20		
02/15/13	B2439012 -IN							1,142.99
	1	RITA HASKIN	CALTRAIN TITLE VI COMMUNITY MEETINGS (ENGLISH) GPN GOVT PUBLIC NOTICE 42380 MERCURY NEWS 02/11/2013 *137 Lines @ $8.27 + $10.00 online*	LEGAL SECTION SET 1 COL. WIDE X MIN. TYPE *1,142.99*		1,142.99		
02/18/13	B2439014 -IN							652.50
	1	RITA HASKIN	CALTRAIN TITLE VI COMMUNITY MEETINGS (ENGLISH) GPN GOVT PUBLIC NOTICE 65042 SAN MATEO DAILY JOURNAL 02/13/2013 *1x14.5 @ $45.00*	LEGAL SECTION SET 1 COL. WIDE X MIN. TYPE *652.50*		652.50		
02/28/13	B2438384 -IN							194.12
	1	RITA HASKIN	SAMTRANS TITLE VI MEETINGS HRG NOTICE OF HEARING 29180 HALF MOON BAY REVIEW 02/06/2013 *15.000 Inches * 1 Inst.*	LEGAL SECTION, SET 1 COL WIDE, 6 PT. MIN. TYPE, SET MIN. LINES NEEDED *194.12*		194.12		

TRANS DATE	DJC INV	CUST. REF	DESCRIPTION		BEGIN MO. BALANCE	CURRENT MO. TRANS CHARGES	CREDIT	MONTH END BALANCE
02/28/13	B2439013 -IN							553.81
	1	RITA HASKIN	CALTRAIN TITLE VI COMMUNITY MEETINGS (ENGLISH) GPN GOVT PUBLIC NOTICE 61960 SAN FRANCISCO CHRONICLE 02/15/2013 *73 lines x 1 pubs - ad 5739613*	LEGAL SECTION SET 1 COL. WIDE X MIN. TYPE *553.81*		553.81		
					$0.00	**$3,972.27**	**$0.00**	**$3,972.27**

News Release Sample (English)

Public Notice
PROOF OF PUBLICATION
(2015.5 C.C.P.)
STATE OF CALIFORNIA
County of Santa Clara

I am a citizen of the United States and a resident of the County aforesaid. I am over the age of eighteen years, and not a party to or interested in the above entitled matter.

I am the printer and principal clerk of the publisher of the **GILROY DISPATCH**, printed and published in the city of **GILROY, County of Santa Clara, State of California. PRINTED AND PUBLISHED ON FRIDAY & ON LINE** for which said newspaper has been adjudicated a newspaper of general circulation by the Superior Court of the County of SANTA CLARA, State of California, under the date of **June 10, 1961, Action Number 80709**, that the notice of which the annexed is a printed copy had been published in each issue thereof and not in any supplement thereof on the following dates: **February 8, 2013.**

I declare under penalty of perjury that the foregoing is true and correct and that this declaration on **February 8, 2013**
Has been executed **in the**
GILROY DISPATCH
6400 MONTEREY RD
GILROY CA 95020
Phone # (408) 842-5079
Fax # (408) 842-3817

/S/ Marie Baeta
Legal Publications Specialist
and Classified Advertising
Hollister Free Lance, Gilroy Dispatch,
Morgan Hill Times
E-mail legals@svnewspapers.com
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* A 0 0 0 0 0 2 9 7 6 1 3 9 *

Public Notice

CALTRAIN SEEKS PUBLIC INPUT ON POLICY CHANGES

Caltrain will hold four public meetings as part of its process to develop Major Service Change, Disparate Impact and Disproportionate Burden policies that comply with Title VI of the Civil Rights Act of 1964. Title VI seeks to ensure decisions made by federally funded agencies don't result in discrimination based on race, ethnicity or national origin.

The rail agency is seeking customer and community input as it develops the criteria for determining what constitutes when a service change is significant enough to require thorough analysis of the potential effects of the change on protected populations.

It also wants input to determine when the effects of a fare change or major service change are sufficiently different to be considered a "disparate impact" on minorities or a "disproportionate burden" on individuals with low income. Draft policies will be made available on the Caltrain website starting Feb. 5, 2013 or by calling Caltrain Customer Service at 1-800-660-4287.

The public may offer comments on these proposals at the meetings or by:
- e-mail: TitleVI@caltrain.com
- U.S. Postal Service: Caltrain, c/o Operations Planning, P.O. Box 3006, San Carlos, CA 94070-1306
- Phone: 1.800.660.4287 (TTY: 650.508.6448 hearing impaired)

The deadline for public comments is Friday, March 29, at 5 p.m.

Hearing impaired and non-English speaking attendees may arrange for sign language or foreign language translation by calling 650-508-6370at least 72 hours prior to the meetings.

The meetings will take place:

Tuesday, Feb. 19, 6:30 p.m. to 8 p.m.
Gilroy Senior Center, Meeting Room
7371 Hanna St., Gilroy

Thursday, Feb. 21, 10:45 a.m. to 11:30 a.m.
Second floor auditorium
Caltrain Offices
1250 San Carlos, San Carlos

Tuesday, Feb. 26, 5 p.m. to 6:30 p.m.
Bayview Opera House
4705 Third St., San Francisco

Wednesday, Feb. 27, 6:30 p.m. to 8 p.m.
Mountain View City Hall
Plaza Conference Room
500 Castro St., Mountain View
2/8/13
CNS-2439010#
GILROY DISPATCH
G/11546573

News Release Sample (Spanish)

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DECLARATION

I am a resident of Los Angeles County, over the age of eighteen years and not a party to any or interested in the matter noticed.

The notice, of which the annexed is a printed copy appeared in the:

EL OBSERVADOR

On the following dates:

February 8, 2013

I certify (or declare) under penalty of perjury that the foregoing is true and correct.

Dated at Los Angeles, California, this
13th day of **February** 20**13**

Signature

2439001

"The only Public Notice which is justifiable from the standpoint of true economy and the public interest, is that which reaches those who are affected by it"

Rev. 11/09 Daily Journal Corporation, 915 East First Street, Los Angeles, CA 90012

A0000029772 94

CALTRAIN BUSCA LA OPINIÓN PÚBLICA SOBRE CAMBIOS EN LAS POLÍTICAS

Caltrain llevara a cabo cuatro reuniones públicas como parte de su proceso para desarrollar las políticas de cambio general en el servicio, impacto desigual y carga desproporcionada que cumplan con el Título VI del Acta de Derechos Civiles de 1964. El Título VI tiene por objeto garantizar que las decisiones tomadas por agencias financiadas con fondos federales no den lugar a la discriminación ya sea por diferencia de raza, etnicidad u origen nacional.

La agencia ferroviaria busca la opinión de los clientes y la comunidad a medida que desarrolla criterios para determinar lo que constituye un cambio en el servicio, siendo éste tan importante como para requerir un análisis profundo de los efectos potenciales del cambio en las poblaciones protegidas.

También desea conocer opiniones para determinar cuándo los efectos de un cambio de tarifa o servicios general es lo suficientemente diferente para ser considerados un "impacto desigual" sobre las minorías o una "carga desproporcionada" para las personas con bajos ingresos. El proyecto de estas políticas estará disponible en el sitio web de Caltrain a partir del 5 de febrero de 2013 o llamando a Servicio al Cliente de Caltrain al 1.800.660.4287.

El público puede ofrecer sus comentarios a estas propuestas ya sea en las reuniones o por:

- correo electrónico: TitleVI@caltrain.com

- U.S. Postal Service: Caltrain, c/o Operations Planning, P.O. Box 3006, San Carlos, CA 94070-1306

- Teléfono: 1.800.660.4287 (TTY: 650.508.6448 dificultades de audición)

La fecha límite para la recepción de comentarios es viernes, 29 de marzo a las 5 p.m. Para ver los proyectos de políticas, visite **www.caltrain.com/TitleVI**

Las personas con dificultades de audición o que no hablen inglés podrán disponer de lenguaje de señas o traducción llamando al 650.508.6370 por lo menos 72 horas antes de las reuniones.

Las reuniones se llevarán a cabo el:

Martes 19 de febrero, 6:30 p.m. a 8 p.m.
Gilroy Senior Center, Meeting Room
7371 Hanna St., Gilroy

Jueves 21 de febrero, 10:45 a.m. a 11:30 a.m.
Second floor auditorium
Caltrain Offices
1250 San Carlos, San Carlos

Martes 26 de febrero, 5 p.m. a 6:30 p.m.
Bayview Opera House
4705 Third St., San Francisco

Miércoles 27 de febrero, 6:30 p.m. a 8 p.m.
Mountain View City Hall
Plaza Conference Room
500 Castro St., Mountain View
2/8/13
CNS-2439001#
EL OBSERVADOR

Public Meeting Handout

CALTRAIN TITLE VI FREQUENTLY ASKED QUESTIONS

What is Title VI?
Title VI is a section in the Civil Rights Act of 1964 that prohibits recipients of Federal assistance (i.e., dollars) from discriminating based on race, color, or national origin.

What does Title VI mean to me?
Title VI ensures Caltrain does not operate its service or develop new facilities in any way that would discriminate against you based on race, color, or national origin. It ensures service is spread around the service area in an equitable manner.

What does Caltrain do to comply with Title VI?
Caltrain is required to perform a detailed analysis of its entire service every three years to monitor that service is provided in an equitable manner. Caltrain staff analyzes its service and facilities to make sure any benefits and negative impacts are spread evenly to minorities and non-minorities alike. This detailed analysis is submitted to the Federal Transit Administration (FTA) which reviews it to make sure Caltrain is complying with Title VI. This is submitted as part of our regular program submission and includes a Limited English Proficiency Plan. Caltrain Title VI program submission is due December 1, 2013.

In addition, Caltrain performs an equity analysis each time it conducts a major service change or any adjustment to fares. This analysis seeks to ensure the proposed fare or service change doesn't impact minorities and low-income populations more than non-minorities and non-low-income populations.

What is a Major Service Change?
Under new FTA guidelines, Caltrain must develop a definition for what constitutes a "Major Service Change." This new definition is being developed and is currently undergoing public review and comment. Once it is finalized and adopted by the Caltrain Board of Directors, every time Caltrain looks to change its service, it must determine whether that proposed change is a "Major Service Change" based on the adopted definition. If it is a "Major Service Change," then Caltrain must analyze (perform an Equity Analysis) whether the change has any discriminatory impacts. If it is not considered a "Major Service Change," Caltrain can move forward with the change without conducting a Title VI Equity Analysis. All fare changes require an Equity Analysis regardless of the magnitude of the fare change proposal.

What does Disparate Impact mean?
If Caltrain determines that a proposed change is a "Major Service Change" it then conducts a Title VI Equity Analysis to determine whether the change has any discriminatory impacts based on race, color, or national origin. To determine whether the change has such an impact, Caltrain reviews ridership and demographic data and compares minority versus non-minority populations. For instance: If Caltrain were proposing a TVM/paper ticket fare increase, Caltrain would look at customer survey results to see

<u>Public Meeting Handout (continued)</u>

who is using that fare product. Caltrain would determine how much of the increase is borne by minorities versus non-minorities. If the difference exceeds the Disparate Impact threshold, then Caltrain would have to take steps to prove there is no other reasonable alternative to the change that would accomplish the same business goal and mitigate the impact of the change.

What does Disproportionate Burden mean?
If Caltrain determines that a proposed change is a "Major Service Change" it then conducts a Title VI Equity Analysis to determine whether the change has any discriminatory impacts based on low-income status. To determine whether the change has such an impact, Caltrain reviews ridership and demographic data and compares low-income versus non-low-income populations. For instance: If Caltrain were proposing a TVM/paper ticket fare increase, Caltrain would look at customer survey results to see who is using that fare product. Caltrain would determine how much of the increase is borne by low-income populations versus non-low-income populations. If the difference exceeds the Disproportionate Burden threshold, then Caltrain would have to: 1) take steps to avoid, minimize or mitigate impacts where practicable, and; 2) describe alternatives available to low-income populations affected.

What are the policies Caltrain is proposing?
Caltrain is proposing the following levels for the three policies in question:

- *Major Service Change Policy:* A reduction or increase of 25 percent or more in total revenue train miles per day. Greater than 50 percent change in the number of trains stopping at a station per day.
- *Disparate Impact Policy:* 10 percent based on the cumulative impact of the proposed service and/or fare changes.
- *Disproportionate Burden Policy:* 10 percent based on the cumulative impact of the proposed service and/or fare changes.

<u>The following part will only be in the staff FAQ:</u>

Why are the thresholds not zero?
Setting the Major Service Change policy to be defined as any change would not allow Caltrain to make any changes to the schedule without conducting a Title VI Equity Analysis. The best example of a change Caltrain needed to make without performing an Equity Analysis was the adjustment made to the Caltrain Reinvented (96 weekday trains effective Aug 2005) schedule in Oct 2005 that effected less than 25 percent of trains, but was urgently needed to resolve on-time performance issues. Performing an Equity Analysis would have delayed the needed adjustments by months even though the changes were only by two to five minute, affecting a limited number of trains. The definition includes limits on removing or adding station stops that will prevent drastic changes to particular stations.

The reasoning for not having a zero threshold for both the Disparate Impact and Disproportional Burden Thresholds is the same. Using a threshold of zero would make any change that negatively affects minority and low-income populations difficult to implement even when the disparity is very small.

<u>Public Meeting Handout (continued)</u>

Nearly every proposed change will have at least a small uneven effect on minorities (or low-income) versus non-minorities (or non-low-income) no matter what is proposed. If the effect is minor, it is hard to justify not implementing the change given that a sound and legitimate business reason is given for the change.

Comment Card (English)

Proposed Caltrain Title VI Policies Comment Card

Caltrain is developing new policies to comply with Title VI of the Civil Rights Act of 1964. All comments from the public will be taken into consideration before a final proposal is presented to the Caltrain Board of Directors.

Name (optional) _____

Comments _____

_____

_____

_____

Please complete and give to Caltrain staff before leaving. Comments also may be made by mail (Caltrain, c/o Operations Planning, P.O. Box 3006, San Carlos, CA 94070-1306), phone (1-800-660-4287 or TTY only 650-508-6448) or e-mail (TitleVI@Caltrain.com). You also may comment at the Caltrain Board meeting April 4, 2013 at 10 a.m. (1250 San Carlos Ave. in San Carlos).

Español al otro lado

Proposed Caltrain Title VI Policies Comment Card

Caltrain is developing new policies to comply with Title VI of the Civil Rights Act of 1964. All comments from the public will be taken into consideration before a final proposal is presented to the Caltrain Board of Directors.

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Español al otro lado

Comment Card (Spanish)

Tarjeta de Comentarios para Criterios que Cumplan con el Titulo VI

Caltrain está desarollando criterios que cumplan con el Titulo VI del Acta de Derechose Civiles de 1964. Todos los comentarios del público se tendrá en cuenta antes de una propuesta final se presentaria a la Junta de Directores de Caltrain.

Nombre (opcional) _____

Comentarios _____

_____

_____

_____

Favor de completer y dar a Caltrain personal antes de salir. Los comentarios también pueden hacerse por correo postal (Caltrain, C/O Operations Planning, P.O. Box 3006, San Carlos, CA 94070-1306), teléfono (1-800-660-4287 o 650-508-6448 sólo TTY) o por correo electrónico (TitleVI@Caltrain.com). También puede comentar en la audiencia al público en Caltrain 4 de abril 2013 a las 10 a.m. (1250 San Carlos Ave. en San Carlos).

English on the other side

Tarjeta de Comentarios para Criterios que Cumplan con el Titulo VI

Caltrain está desarollando criterios que cumplan con el Titulo VI del Acta de Derechose Civiles de 1964. Todos los comentarios del público se tendrá en cuenta antes de una propuesta final se presentaria a la Junta de Directores de Caltrain.

Nombre (opcional) _____

Comentarios _____

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Favor de completer y dar a Caltrain personal antes de salir. Los comentarios también pueden hacerse por correo postal (Caltrain, C/O Operations Planning, P.O. Box 3006, San Carlos, CA 94070-1306), teléfono (1-800-660-4287 o 650-508-6448 sólo TTY) o por correo electrónico (TitleVI@Caltrain.com). También puede comentar en la audiencia al público en Caltrain 13 de abril 2013 a las 10 a.m. (1250 San Carlos Ave. en San Carlos).

English on the other side

Board Meeting Minutes (January 3, 2013)

Director Nolan asked what milestones the Board will need to take action on. Mr. Walter said in the spring/summer of 2014, the Board will be asked to certify the EIR, but there will be updates as necessary.

Chair Yeager asked when and where the four community meetings will be. Mr. Walter said staff is working on that and it will be known by the end of January. Chair Yeager asked that Mr. Walter and staff work with the three members of each county to ensure the meetings are coordinated.

Public Comments
Elizabeth Lasensky, San Carlos, said she is a Caltrain rider and the on-time statistics are not statistics, but reality. She thinks electrification will increase on-time performance along with level platforms to allow people to get on and off the trains easier.

Jim Bigelow, Redwood City/San Mateo County/Menlo Park Chamber of Commerce, said he encourages the Board to keep on the schedule that was provided today. The diesel equipment is wearing out and there are a number of problems by elongating this process. In the graphics he suggested EMU train sets be shown and staff needs to educate people on passing tracks.

Jeff Carter, Millbrae, said the electrification schedule needs to be adhered to or sped up. He thinks the project shouldn't be limited to two tracks along the right of way as no one knows future demands. Mr. Carter said it would help if Caltrain published how wide the right of way is.

Adina Levin, Friends of Caltrain, asked if level boarding is being included in the EIR. Cities are now planning their land use around Caltrain service and cutting service sends the wrong message to cities.

Roland LeBrun, San Jose, said the JPB cannot afford to wait until 2019 for EMUs. The slides are not reality and were created by Photoshop. Staff needs to have actual design photos.

Paul Jones, Atherton, said he recently went through the previous EIR and it is seriously flawed. He has passed on his comments to staff and urges the consultant to be very careful in working with the previous report.

Yoriko Kishimoto, Friends of Caltrain, said they are looking forward to co-hosting a community meeting. The public would like to be involved in the discussions for level boarding.

UPDATE ON FEDERAL TRANSIT ADMINISTRATION (FTA) TITLE VI REQUIREMENTS
Mr. Harvey said:

- There have been recent changes to Title VI of the Civil Rights Act of 1964 that affect all transit agencies.
- Title VI ensures public services, including transportation, are provided in a nondiscriminatory manner; requires opportunities for public participation in

Board Meeting Minutes (January 3, 2013 - continued)

decision-making without regard to race, color or national origin; provides access to public services; and is the subject of renewed focus at the Federal level.

- The JPB is eligible for and receives Federal assistance for its transit and other programs, which makes it subject to Title VI. The FTA monitors transit providers for Title VI. Staff submits a report every three years to the FTA.
- New Title VI primary requirements include:
  - Conduct updated survey of passengers
  - Develop a formal Public Participation Plan
  - Report racial breakdown of membership of District-appointed membership advisory committees
  - Adopt a policy on major service changes
  - Adopt policies on disparate impact and disproportionate burden for specific populations
- System wide service standards and policies need to be adopted by the Board for submission to the FTA by March 31, 2013. Staff has to monitor compliance with standards and policies and present service monitoring results to the Board for approval at least every three years.
- Staff will be holding public meetings in each county.
- Major Service Change Policy and Disparate Impact, Disproportionate Burden Policies will be brought to the public and Board.
- New policies require equity analyses of major service changes and all fare changes to determine whether adverse impact is present prior to Board adoption.
- Proposed Title VI schedule:
  - February 2013 – review proposed draft policies to the Board.
  - February-March – conduct outreach.
  - March 2013 – Board adoption.
  - March 31 – submit to FTA.

Director Nolan asked if there will be a way to notify and attract low-income and minorities to attend these meetings in the three counties.

Director Malia Cohen said it would be good if staff partnered with local and community leaders for these meetings. She said marketing materials should be in English, Chinese, Cantonese and as many languages as possible, and staff should have translators of different languages available at the public meetings. Director Cohen said it would also be good to advertise in the smaller neighborhood newspapers.

Mr. Harvey said staff will reach out to Board members for ideas of locations and newspapers to reach the most people.

Board Meeting Minutes (February 7, 2013)

- After 2017, there is to be no increase beyond the Consumer Price Index.
- Starting in 2019, MTC will link funding to performance.
- Previous cost-reduction strategies include JPB's fuel hedging program, administrative cost control measures, closure of staffed ticket offices, introduction of Baby Bullet in 2004, reinvention of service in 2005, weekend baby bullet service, reduced service in the off-peak, and bringing back the peak-hour service in response to ridership growth.
- Moving forward, sustainable strategies include implement State of Good Repair Projects, support of Transit-oriented Development (TOD), station access planning and implementation, continuation of the Fuel Hedging Program, real-time information for customers and Caltrain Modernization Program post 2019.
- Staff will present the TSP Strategic Plan for adoption at the March meeting.

Public Comment
Adina Levin, Friends of Caltrain, said members are adopting stations and this is a real opportunity for Caltrain. She said the GO Pass Program would be extremely effective for TODs because a monthly parking at Palo Alto is $45 and a two-zone ticket is $168.

UPDATE ON TITLE VI POLICIES
Director of Rail, Michelle Bouchard reported that under new Federal requirements, Title VI civil rights policies must be Board approved and submitted to FTA prior to the next equity analysis or program submission. These include adopting a policy on major service changes, disparate impact and disproportional burden for specific populations and adoption of system-wide service standards.

- Major Service Change Policy
  - Determines when service change is significant enough to require a thorough analysis of potential effects on protected populations.
  - The proposed draft policy would require such an analysis when there is an increase or decrease of 25 percent or more in total revenue train miles per day and more than a 50 percent change in trains stopping at a single station per day.
- Disparate Impact Policy and Disproportionate Burden Policy
  - Staff is recommending an analysis be required when a threshold of 10 percent is achieved in the difference between the impact to minority versus non-minority communities.
- Service standards and policies
  - These are service standards and policies that staff has been using over the last nine years.
  - Service standards are looking at vehicle load, headway, on-time performance and service availability.
  - Service policies are looking at vehicle assignments and transit amenities.
- Proposed Title VI schedule:
  - Conduct public outreach on proposed policies between February and March.
  - Continue additional outreach to community based organizations in March.

Board Meeting Minutes (February 7, 2013 - continued)

- Final adoption at the April Board meeting.
- Public meetings will be in Gilroy, San Carlos, San Francisco and Mountain View.
- Comments will be accepted through March 29.

APPROVAL OF 2013 LEGISLATIVE PROGRAM

Director of Government and Community Affairs Seamus Murphy said staff is recommending approval of the 2013 State and Federal Legislative Program. This program guides staff's advocacy efforts in Sacramento and Washington D.C. The program is structured to focus on three primary objectives: maintaining and enhancing State and Federal funding opportunities that support Caltrain programs and services; seek a regulatory environment that streamlines project delivery and maximizes Caltrain's ability to meet public transportation service demands; and reinforcing and expanding programs that build and incentivize public transportation ridership.
Mr. Murphy said with these three objectives there are several issues that are included in the program that staff expects to focus on in the coming year, both at the State and Federal levels.

Mr. Murphy said the program is structured to be broad enough to allow staff to take action quickly when unanticipated issues might come up. If there are issues outside of this program, staff would bring them to the Board's attention and seek approval.

Public Comment

Vaughn Wolffe, Pleasanton, said he would suggest altering the laws so transit districts can participate and buy power, rather than exempting the agency from the costs. When there are exemptions the cost is being forced on the rest of the general public. If it is forced to a vote the rest of the general public will not look respectably on transportation. Operating costs can be significantly reduced by capitalizing your own power system.

A motion (Nolan/Lloyd) to approve the 2013 Legislative Program was approved unanimously.

LEGISLATIVE UPDATE

State Update

Mr. Murphy said there is no deficit projected for next year in the governor's budget. The State Transit Assistance Program projections are lower for this fiscal year and next fiscal year due to a lower level of diesel fuel sales. There is $480 million included for appropriation for transit in the Proposition 1B program. There is an appropriation of $55 million from the first Cap and Trade auction and it has not been specified how those funds will be directed. The governor's office will be holding a series of outreach meetings and staff will encourage these funds be directed towards clean transportation projects.

Mr. Murphy introduced the new Government Affairs Officer Casey Fromson, who will be focusing on the Caltrain Modernization Program. She was a member of Congresswoman Anna Eshoo's staff in Washington D.C. focusing on transportation.

Board Meeting Minutes (April 4, 2013)

and Castro Street in Mountain View. Selection of these sites was coordinated with the California Public Utilities Commission and JPB staff.

Public Comment
Adina Levin, Friends of Caltrain, said the changes in the signal contract involve increasing gate down time at five intersections and re-signalizing the traffic lights. She hopes there is outreach to the affected communities.

Jeff Carter, Millbrae, said there will be some increased gate down time and when a train is at a station he hopes the gate will time out and release so traffic is not stopped the entire time the train is at the station.

A motion (Tissier/Nolan) to award a contract to Shimmick Construction for the Signal Preemption Improvement Project was approved unanimously.

AUTHORIZE THE SECOND AMENDMENT OF THE USE, OPERATING AND MAINTENANCE (UOM) AGREEMENT FOR THE MILLBRAE INTERMODAL STATION
Deputy CEO Chuck Harvey said when the Millbrae Intermodal Station was completed, the JPB entered into a cost-sharing agreement with BART to maintain the station. The costs were allocated through a cost model. This amendment codifies the agreement through FY2018 and the costs are being controlled by an agreement so they won't increase beyond the Consumer Price Index inflation.

A motion (Lloyd/Nolan) to authorize the second amendment of the UOM agreement for the Millbrae Intermodal Station was approved unanimously.

ADOPTION OF CALTRAIN TITLE VI STANDARDS AND POLICIES
Director, Rail Michelle Bouchard reported:

- The Federal Transit Administration requires approval and submission of five standards and policies.
  - The Major Service Change Policy is the criteria for determining when service change is significant enough to require a thorough analysis of potential effects on protected populations. Staff is recommending a change of 25 percent or more total train revenue miles and greater than 50 percent change in the number of trains stopping at a station per day.
  - Disparate Impact and Disproportionate Burden Policies determine the threshold when adverse effects of a fare or service changes are borne disproportionally by minority or low-income populations. Staff is recommending a 10 percent threshold
  - Services Standards and Policies are established to monitor performance in quantifiable and qualitative measures/metrics. Service standards include vehicle load, vehicle headway, on-time performance and service availability. Service policies are vehicle assignment and transit amenities.
- Four community meetings were held and comments were accepted through March 29. Meetings were sparsely attended and only one comment was received.

Board Meeting Minutes (April 4, 2013 - Continued)

Joint Powers Board Meeting
Minutes April 4, 2013

Public Comment
Roland LeBrun, San Jose, said staff has to ensure cash customers are not targeted because most cash customers are minorities.

A motion (Lloyd/Tissier) to adopt the Caltrain Title VI Standards and Policies was approved unanimously.

LEGISLATIVE UPDATE

State Update
Executive Officer, Public Affairs Mark Simon said Acting Business Transportation and Housing Secretary Brian Kelly has formed a California Transportation Finance Working Group to explore options for meeting the State's long-term transportation funding needs and priorities. Public transit agencies will be represented on the working group through the California Transit Association. The first meeting is April 9 and one of the first things the group will be discussing is a recent report issued by the American Society of Civil Engineers which gave the State an overall grade of "C' for its infrastructure and cites "a lack of sufficient investment for the operations and maintenance of existing facilities and dedicated funding sources for new improvements to the system. There is a need for $10 billion per year more to be spent for ongoing maintenance of existing facilities and an investment of $36.5 billion to raise transportation to a "B" grade."

Federal Update
Mr. Simon said Congress is working to pass a continuing resolution and start work on the FY2014 appropriations process. Last year the Federal investment in the California High Speed Rail Project was a key topic during the appropriations process. Republican Congressmembers Jeff Denham and Kevin McCarthy requested the Government Accountability Office (GAO) review the project's cost, ridership and revenue projections. The GAO report released last week gave the project an overwhelmingly positive review.

Mr. Simon said there was a home value study done by the American Public Transportation Association and the Association of Realtors that showed property within a half-mile of transit sustained its value more effectively during the recession and rebounded more rapidly.

CORRESPONDENCE
No discussion.

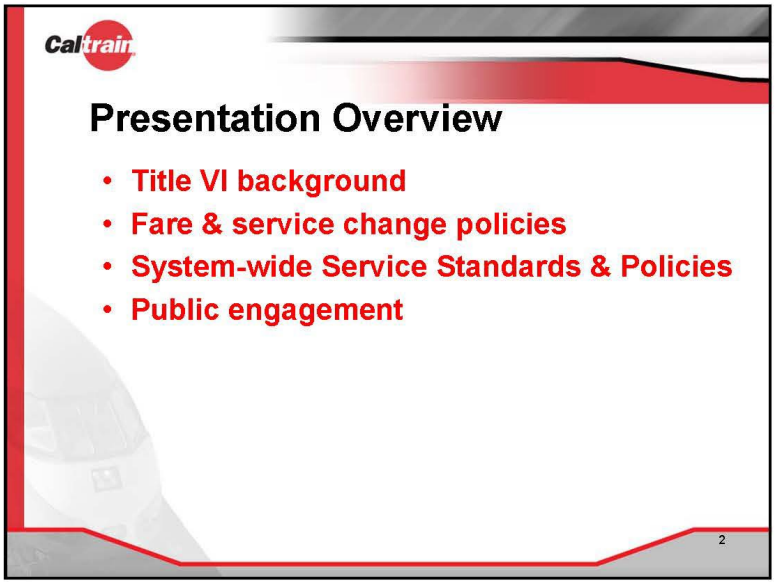
BOARD MEMBER REQUESTS
None

GENERAL COUNSEL REPORT
Mr. Miller said staff has contacted the general counsel for the CHSRA to see if their chair indicated Caltrain would respond to Mr. Brown's request. It is clear Proposition 1A is going to be complied with in the final analysis and the agreement that has been entered into codifies the blended system as the plan around which HSR will be designed and constructed and contains a funding plan template. Over time the funding plan will evolve as estimates are prepared and the public can be assured

Page 7 of 8

Board Meeting Presentation (April 4, 2013)

4/4/2013



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Board Meeting Presentation (April 4, 2013 - Continued)

4/4/2013

Caltrain

Title VI Background

- **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."

3

Caltrain

New Federal Requirements

Requires Board approval and submission to FTA prior to next equity analysis or program submission

- **Adopt policy on major service changes***
- **Adopt policies on disparate impact and disproportionate burden for specific populations***
- **Adopt system-wide service standards and policies**

* Requires public engagement in the decision-making process to develop new policies

4

2

Board Meeting Presentation (April 4, 2013 - Continued)

4/4/2013

Caltrain

Major Service Change Policy

- Criteria for determining when service change is significant enough to require a thorough analysis of potential effects on protected populations
- Proposed policy recommendation:
  - Change of 25% or more total revenue train miles per day
  - Greater than 50% change in the number of trains stopping at a station per day

5

Caltrain

Disparate Impact & Disproportionate Burden Policies

- Determines the threshold when adverse effects of a fare or service change are borne disproportionally by minority or low-income populations
- Recommended threshold is 10%

6

3

Board Meeting Presentation (April 4, 2013 - Continued)

4/4/2013

Caltrain

Service Standards & Policies

Established to monitor performance in quantifiable (standards) and qualitative (policies) measures/metrics

- Service Standards
  - Vehicle load
  - Vehicle headway
  - On-time performance
  - Service availability
- Service Policies
  - Vehicle assignment
  - Transit amenities

7

Caltrain

Public Engagement

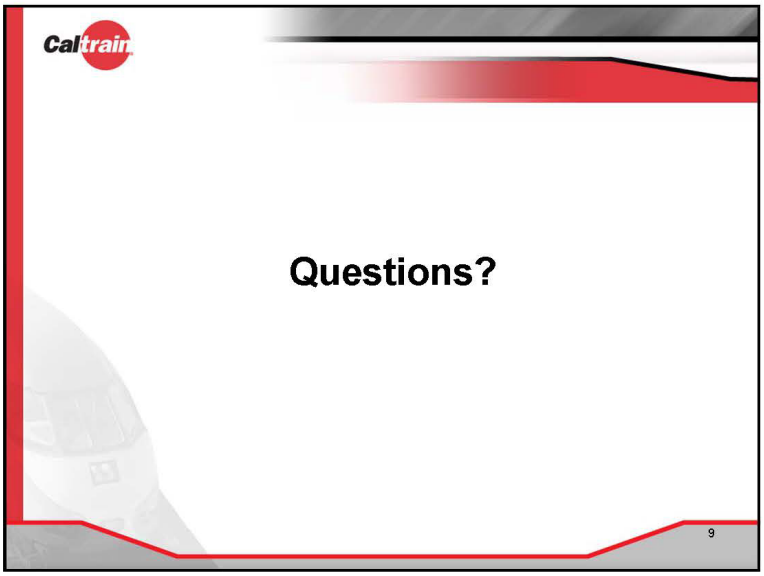
- Comments taken through March 29
- Four community public meetings in February
- Input channels: e-mail, U.S. mail, website and phone
- Added outreach through community based organizations

8

4

Board Meeting Presentation (April 4, 2013 - Continued)

4/4/2013



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M. TITLE VI EQUITY ANALYSES

EXECUTIVE SUMMARY

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. JPB, which operates Caltrain's fixed-rail service in San Francisco County, San Mateo County, and Santa Clara County, has committed to the Federal Transit Administration (FTA) Title VI objectives set forth in Circular 4702.1B ensuring that FTA-assisted benefits and related services are made available and are equitably distributed without regard to race, color, or national origin. JPB must conduct periodic compliance assessments to determine whether its services are provided in a nondiscriminatory manner consistent with the law.

In the past three years, the JPB has conducted the following three equity analyses:

- JPB Title VI Equity Evaluation Closure of Atherton Station, November 2020
- JPB Title VI Equity Evaluation Proposed Monthly Pass Discount, June 2021
- JPB Title VI Equity Evaluation Sunday Services Changes, February 2022

These analyses and evidence of Board Approval is included in this Appendix.

PENINSULA CORRIDOR JOINT POWERS BOARD

Title VI Equity Analysis
Closure of Atherton Station – FY2021
October 2020

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Proposed Closure of Atherton Station
Title VI Equity Analysis

PURPOSE AND EXECUTIVE SUMMARY

Title VI of the Civil Rights Act of 1964 (42 U.S.C. §§ 2000d et seq.) (Title VI) mandates that "no person in the United States shall, on the basis 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." The Peninsula Corridor Joint Powers Board (JPB) has committed to complying with the Federal Transit Administration (FTA) Title VI objectives set forth in Circular 4702.1B, which implements Title VI, ensuring that FTA-assisted benefits and related services are made available and are equitably distributed without regard to race, color, or national origin.

This Title VI Equity Analysis, which has been prepared in conformity with Chapter IV of the FTA's Circular 4702.1B, evaluates whether the closure of Caltrain's Atherton Stations and resulting weekend service changes, which are consistent with proposed agreements between the Town of Atherton (the Town) and the JPB, would result in any potentially discriminatory effects for minority or low-income populations. If approved, the station closure is estimated to commence on November 5, 2020 with an estimated completion date of February 1, 2021.

The proposed changes would permanently end Caltrain service to Atherton Station, which provided limited, weekend-only service every 90 minutes prior to the COVID-19 pandemic. Approximately 114 riders utilized the station per average weekend day prior to the pandemic, whereas Atherton's neighboring stations (Redwood City to the north and Menlo Park to the south) averaged 4,220 and 1,639 weekday boardings, respectively, and 523 and 435 boardings per weekend day.

Applying the JPB's Title VI policies, this analysis confirms that the closure of Atherton Station and resulting Caltrain service changes **will not have a disparate impact on minority riders nor impose a disproportionate burden on low-income riders**.

BACKGROUND

CALTRAIN OVERVIEW

The JPB operates Caltrain, which provides commuter rail service between Santa Clara, San Mateo, and San Francisco Counties. The service area – extending from Gilroy in the south to San Francisco in the north – is geographically and ethnically diverse, containing both dense urban cores and suburban landscape with residents from an array of different backgrounds. These factors make the Caltrain service area unique. To serve the region in Fiscal Year 2020 (before the COVID-19 pandemic), Caltrain operated 92 weekday trains, 36 Saturday trains, and 32 Sunday trains carrying approximately 19 million passengers per year. **Attachment 1** provides a copy of the Caltrain Service Map. **Attachment 3** contains combined minority demographic maps where the minority population is broken out by tract group using the U.S. Census Bureau's 2018 American Community Survey (ACS) Data. Minority Census tracts are defined as those in which the minority population exceeds the system-wide minority average of 58%. **Attachment 3** also contains low-income demographic maps where the service area's low-income population is broken out by tract group using ACS data. Low-income tract groups are defined under the JPB's Title VI Program as those in which more than 13.9% of households have incomes under $25,000.

JPB TITLE VI POLICIES

As a federal grant recipient, the JPB is required to maintain and provide to the FTA information on its compliance with Title VI regulations. At a minimum, it must conduct periodic compliance assessments to determine whether its services are provided in a nondiscriminatory manner consistent with the law. The JPB performs a self-assessment every three years, and when it undertakes a change in its fares or a significant change in service.

In accordance with FTA Circular 4702.1B, grantees must evaluate all major service changes to determine whether those changes have a discriminatory impact. In the case of a service reduction, a disproportionately high and adverse effect is one that (1) is predominately borne by a minority population and/or low-income population, or (2) will be suffered by the minority population and/or low-income population and is appreciably more severe or greater in magnitude than the adverse effect that will be suffered by the non-minority population and/or non-low-income population.

To guard against discriminatory impacts in decision-making and establish thresholds for use in equity analyses of service and fare changes, the FTA requires each large public transportation provider's governing board to approve three policies:

- Major Service Change Policy
- Disparate Impact Policy
- Disproportionate Burden Policy

The JPB's Title VI policies follow. Board approval of these policies are evidenced in **Attachment 2.**

MAJOR SERVICE CHANGE POLICY

All major increases or decreases in transit service or station closures are subject to a Title VI Equity Analysis prior to Board approval of the change. A Title VI Equity Analysis must be 1) completed for every major service change; 2) presented to the JPB Board of Directors for its consideration and 3) included in the JPB's Title VI Program with a record of action taken by the Board.

A Major Service Change is defined by the JPB policy as any service change meeting one or both of the following criteria:

- A reduction or increase of 25 percent or more in total revenue train miles per day for the service day of the week (weekday, Saturday, or Sunday) for which the change is made.

- A greater than 50 percent reduction or increase in the number of stops at a station per day for the service day of the week (weekday, Saturday, or Sunday) for which the change is made. Note: Any temporary or interim change[1] due to construction or maintenance projects is exempted from the definition and is not considered a "major service change."

DISPARATE IMPACT POLICY AND DISPROPORTIONATE BURDEN POLICIES

In the course of performing a Title VI Equity Analysis, the JPB must analyze how a proposed major service change or fare change would impact minority as compared to non-minority populations, and low-income as compared to non-low-income populations. The results of this analysis are then compared with the thresholds in the JPB's Disparate Impact and Disproportionate Burden policies.

DISPARATE IMPACT POLICY

The JPB established its Disparate Impact threshold at 10 percent based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by minority populations compared to the same impacts borne by non-minority populations.

In the event the proposed action has a negative impact that affects minorities more than non-minorities with a disparity that exceeds the adopted 10-percent threshold, or that benefits non-minorities more than minorities with a disparity that exceeds the adopted threshold, the JPB

[1] The FTA applies a 12-month limit to the "temporary" service change exemption in Major Service Change policies

must (a) consider modifying the proposal to eliminate the disparate impact, (b) analyze whether the disparate impact has been eliminated by the modification, and (c) demonstrate (i) a substantial legitimate justification for the proposed change and (ii) that the proposed change is the least discriminatory alternative.

DISPROPORTIONATE BURDEN POLICY

The JPB established its Disproportionate Burden threshold at 10 percent based on the cumulative impact of the proposed service and/or fare changes. 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.

In the event the proposed action has a negative impact that affects the low-income populations more than non-low-income populations with a disparity that exceeds the adopted threshold, or that benefits non-low-income passengers more than low-income passengers with a disparity that exceeds the adopted threshold, the JPB must take steps to avoid, minimize or mitigate impacts where practicable.

PUBLIC ENGAGEMENT ON POLICY DEVELOPMENT

FTA Circular C 4702.1B requires transit agencies to seek public input before Board adoption of Disparate Impact and Disproportionate Burden policies. JPB staff developed draft policies and requested public input through four community meetings throughout the Caltrain Service area, which spans three counties: San Francisco, San Mateo, and Santa Clara. The JPB requested comments be made through mail, telephone, and dedicated e-mail address (TitleVI@caltrain.com).

The Title VI community meetings were held at the following times and locations:

Tuesday, Feb. 12, 2013 - 6:30 p.m. to 8:00 p.m.
Gilroy Senior Center, Meeting Room
7371 Hanna St, Gilroy

Thursday, Feb. 21, 2013 - 10:45 a.m. to 11:30 a.m.
Second floor auditorium, Caltrain Administrative Offices
1250 San Carlos Ave, San Carlos

Tuesday, Feb. 26, 2013 - 5:00 p.m. to 6:30 p.m.
Bay Area Opera House
4705 Third St, San Francisco

Wednesday, Feb. 27, 2013 - 6:30 p.m. to 8:00 p.m.
Mountain View City Hall, Plaza Conference Room

500 Castro St, Mountain View

The JPB also reached out to the following Community groups and leaders:

San Francisco County

- Asian Pacific American Community Center
- Bayview Hill Neighborhood Association
- Bayview Merchants Association
- Better Bayview
- Brite/4800 Third St Neighbors
- Dogpatch Neighborhood Association
- Hunters Point Shipyard CAC
- India Basin Neighborhood Association
- Potrero Boosters
- Potrero Hill/Dogpatch Merchants Association
- Visitacion Valley Planning Alliance

San Mateo County

- All City Managers
- All Mayors

Santa Clara County

- All City Managers
- All Mayors
- Postings to City Council member Newsletters:
    - Ken Yeager
    - Ash Kalra
- Public Advocates
- Transform
- Urban Habitat

Although there were several outreach methods used, including Caltrain website postings, Take One notices printed in English and Spanish, Visual Message Signs at all Stations, Community Meetings, News Releases, Advertisements in several newspapers, and Social Media postings (in accordance with the Caltrain Title VI Outreach Plan), there was very limited feedback received by meeting attendees or other community members. Staff revised the proposal for its standards and policies and submitted them for Board approval. They were approved April 4, 2013 (refer to **Attachment 3**).

More information regarding Caltrain's Title VI policies and standards can be found here: **http://www.caltrain.com/riderinfo/TitleVI.html**

JPB TITLE VI SERVICE CHANGE ANALYSIS

PROPOSED SERVICE CHANGES

Over the last decade (not including the past six months since the beginning of the COVID-19 pandemic), Caltrain has experienced a substantial increase in ridership and anticipates further increases in ridership demand as the Bay Area's population grows. The Caltrain Modernization Program, scheduled for implementation by 2022, will electrify and upgrade the performance, operating efficiency, capacity, safety and reliability of Caltrain's commuter rail service. Over the last several years, Caltrain has undertaken significant planning work to consider its long-range future through 2040, and in 2019 the JPB adopted the Caltrain Long Range Service Vision – a blueprint for how the railroad will grow and expand its services for years to come.

In anticipation of a time when rail service is in high demand and rail line capacity is increasingly scarce, the JPB proposes to close Atherton station. The Atherton Station has an older, "center-boarding" configuration that requires pedestrians to cross the tracks to access the boarding platform. This substandard configuration limits train operations through the station, as trains operating in the other direction must "hold out" while a train is boarding. As Caltrain service increases post electrification, the need for trains to "hold out" will create an operational bottleneck that will increasingly constrain the overall system. Beyond the holdout rule, land uses around the Atherton station area are relatively fixed and low density, meaning the prospect of future ridership growth is limited. Providing service to the Atherton station slows the overall runtime of trains and complicates stopping patterns- limiting Caltrain's ability to expand service at other stations along the line where the potential for future ridership growth is higher.

Closure of Atherton station would provide significant benefits to both the Town and Caltrain. Caltrain could re-allocate service to adjacent stations in Redwood City and Menlo Park where denser land uses and improved travel times (resulting from removal of the "hold out rule) will generate more ridership and provide a broader benefit to the public. Closure of Atherton station would also obviate the need for a costly and disruptive station upgrade to remove the holdout rule, at a cost estimated several years ago at $30 million. It also allows the Town to integrate the station property into the Civic Center development.

Closure of the station would also would improve safety through more restrictive access to the track and platform. As noted above, the current "center-boarding" configuration requires passengers to cross the tracks to access the boarding platform.

On January 8, 2020, the JPB sent a letter to the Atherton City Manager requesting the Town's support for the full closure of the Atherton Caltrain station (**Attachment 4**). On January 15, 2020, the Atherton City Council tentatively agreed to accept the permanent closure proposal from JPB, pending negotiation of an associated Memorandum of

Understanding.

Caltrain suspended regular weekday service to Atherton station in 2005. At that time, average weekday ridership was approximately 122 passengers per day. The JPB made a policy commitment to restore regular weekday service to Atherton Station following the electrification of the corridor. This commitment is documented in the 2015 Environmental Impact Report for the Peninsula Corridor Electrification Project. The JPB estimates that the closure of the Atherton Station has the potential of *increasing* daily ridership by 300-500 passengers due to resulting system improvements. The JPB would also realize cost savings associated with operations and maintenance, as well as the elimination of needed station area upgrades (described above and estimated at $30 million dollars). Reopening Atherton Station for regular weekday service would likely require various changes in public use of surrounding property, as only limited parking spaces are available for use at the Town center and in the surrounding community.

As stated above, Caltrain currently provides limited, weekend-only service to Atherton Station. Prior to the COVID pandemic and related shelter in place orders, approximately 114 riders utilized the station per average weekend day whereas the two neighboring stations (Redwood City to the north and Menlo Park to the south) averaged 4,220 and 1,639 boardings, respectively, per weekday and 523 and 435 boardings per weekend day. Closure of Atherton Station would steer weekend passengers to Menlo Park and Redwood City, which they already utilize for weekday service.

In sum, closure of Atherton Station would improve safety, reduce travel times, and could facilitate increased service at Redwood City and Menlo Park stations.

With a portion of Caltrain's station property no longer needed to support operations, the Town could stage and construct the Atherton Town Center project and potentially facilitate use of the property to enhance Town Center development. These areas could include the existing station building and a portion of the station area used for parking.

The JPB and the Town are completing negotiations of and identifying funding for a Memorandum of Understanding (MOU), potentially including the following elements:

- Installation of safety fencing along the Atherton rail station area.
- Removal of the Atherton station center boarding platform and access crossings.
- Re-purposing of the Atherton Station non-operating property, including the existing station building, parking area, site landscaping and other related improvements along the rail corridor allowing for integration of the station building into the Town Center complex and aesthetic and safety separation from the active rail corridor.
- Implementation of four-quadrant gates, and related safety improvements, at the Watkins Avenue rail crossing.
- Study and implementation of access improvements connecting the Atherton Town Center to the Menlo Park Caltrain Station.
- Cooperation with the Town should the Town elect to expand a Quiet Zone within the

Town limits.

The MOU would be accompanied by a Maintenance and Use Agreement for the Town use and maintenance of station property outside the operating right-of-way.

Prior to the JPB Board taking action on the closure of the station, and in addition to completion of this equity analysis, the JPB must complete the following activities:

1. Prepare and approve an addendum of the environmental analysis/evaluation completed for the Peninsula Corridor Electrification Project in accordance with the California Environmental Quality Act and National Environmental Policy Act;
2. Complete negotiations of the above-described MOU and identify funding sources for related improvements;
3. Complete negotiations of the above-described Maintenance and Use Agreement; and
4. Set a date for station closure (currently estimated for December 1, 2020 with completion by February 1, 2021).

FINDINGS OF MAJOR SERVICE CHANGE

The proposed Atherton Station closure and related elimination of weekend service at the station is considered a "Major Service Change" in Caltrain's adopted policy under the criteria "A greater than 50 percent reduction or increase in the number of stops at a station per day for the service day of the week (weekday, Saturday, or Sunday) for which the change is made." The closing of Atherton Station would eliminate all stops for its service (Saturday and Sunday), resulting in a greater than 50 percent reduction. Upon station closure, Caltrain would permanently remove Atherton Station from any printed or online schedule.

EFFECTS ON MINORITY AND LOW-INCOME POPULATIONS

Methodology

The methodology used to analyze the impact of the closure of Atherton Station on minority and low-income populations consisted of the following steps, which are discussed in more detail below:

1. Determining data sources
2. Defining the term "low-income" to mean those with a reported annual household income below $25,000.
    - Defining the term “minority” to mean those who self-identified as any ethnicity other than “white” alone.
    - Analyzing data from 2018 American Community Survey (ACS) for low-income and minority populations to determine the demographics of the JPB's service area.
    - Selecting ACS data to capture the necessary low-income and minority populations within the Atherton Station's catchment area (within 1 mile of Atherton Station).
3. Defining possible adverse effects and benefits that could result from the service changes, and determining net effects associated with the various elements of the proposed changes.
4. Utilizing the ACS survey data to analyze the distribution of potential adverse effects and benefits to evaluate distribution of net effects on minority and non-minority, and low-income and non-low-income, populations.
5. Comparing the differentials in adverse effects to the thresholds in the JPB's Disparate Impact Policy and Disproportionate Burden Policy.

Step 1: Data Source Selection

The comparison population for this analysis is the population data of the area around Atherton Station as compared to the population of the JPB's service area. FTA Circular 4702.1B indicates that ridership data is typically the appropriate dataset for elimination of service, and it is preferable to have both ridership and Census data to analyze the community impacts. However, adequate ridership data for Atherton Station is unavailable. The 2019 Caltrain Triennial Customer Survey yielded only four responses from Atherton station out of approximately 5000 surveys These minimal results that would not be statistically representative of Atherton riders. The COVID-19 pandemic has further limited opportunities to collect adequate demographic information from riders that board or alight at Atherton station. Beginning in March 2020, daily ridership on Caltrain decreased by 90%. In addition, the JPB has reduced Caltrain service to address financial concerns and lack of ridership. To avoid misrepresentation and an inaccurate analysis, ridership data was not used as a data source.

In order to ensure that the JPB Board makes a fully informed decision, this report examines the potential impacts to minority and low-income communities utilizing the Atherton Station, and compares those populations to the demographics of the overall Caltrain service area.

First, Caltrain service area demographics related to minority and low-income populations were

established using the ACS 2018 Census through Remix Explorer.

Caltrain Service Area
Minority Populations: 62.6%
Low-Income Population: 23.3%

Second, staff used Remix to analyze the 2018 ACS data at the Census tract level by buffering a 1 mile radius (catchment area) around the Atherton Station.

Atherton Catchment Area
Minority Population: 57.7%
Low-Income Population: 25.2%

Map

Step 2: Defining and applying the definitions of adverse effects of the Atherton Station Closure.

As required under the FTA's guidance, staff considered how the proposed service changes would impact Caltrain customers.

Closure of Atherton Station would have an adverse effect on the persons living in the catchment area around the station. In general, passengers previously using Caltrain to board or disembark at Atherton Station would have to travel an additional 2.8 miles (Redwood City Station) or 1.4 miles (Menlo Park Station). Atherton Station is located in Caltrain Fare Zone 3, which is the same as Menlo Park, but a different Fare Zone from Redwood City.

The adverse effects associated with the proposed station closure are as follows:

Increased Commute times: Passengers will have to alter their schedules or plan their weekend trips using Menlo Park or Redwood City Station. This may include planning to use additional transit modes and adjusting schedules.

Ticket Price Adjustments: Passengers traveling Southbound that would normally alight at Atherton would either provide the same fare when disembarking at Menlo Park or save money when disembarking at Redwood City. Passengers going Northbound would pay the same fare amount when alighting at Menlo Park, but pay an additional cost if disembarking in Redwood City.

Step 3: Applying Census Results for Proposed Weekend Service Changes to Caltrain Service Area Data

Staff used the ACS population data to calculate the percentage of minority and low-income riders impacted by the proposed closure as compared to the percentage of non-minority and non-low-income passengers, overall.

DISPARATE IMPACT

There is no finding of any Disparate Impact associated with the proposed closure of Atherton Station and resulting Caltrain service changes. While the majority of the population of the catchment area around Atherton Station is minority (not white), the proportion of minorities in the catchment area is lower than the proportion in the JPB's service area as a whole. As a result, there is no disparate impact on minority populations from the closure of Atherton Station. Exhibit 1 provides a summary of the comparison of data.

Exhibit 1: Disparate Impacts Summary

	Total Number of Minority Population	Percentage of Minority Population	Total Number of Non-Minority Population	Percentage of Non-Minority Population
Atherton Catchment	**8,289**	**57.7%**	**6,077**	**42.3%**
Caltrain Service Area	**416, 230**	**62.6%**	**248,674**	**37.4%**
Difference		**- 4.9%**		**4.9**

A positive 10 percent difference between impacted minority populations and impacted non-minority populations would generate a disparate impact.

DISPROPORTIONATE BURDEN

There is no finding of any Disproportionate Burden associated with the proposed closure of Atherton Station and resulting service changes. The proportion of low-income persons in the population of the catchment area around Atherton Station exceeds the proportion of low - income persons in the JPB's service area as a whole by 1.9%. However, this differential is less than the ten percent threshold in the JPB's Major Service Change Policy. Exhibit 2 provides a side-by-side comparison of low-income and non-low-income impacts. The findings illustrate that impacts do not present a disproportionate burden on affect low-income populations.

Exhibit 2: Disproportionate Burden Summary

	Total Number of Low-Income Population	Percentage of Low-Income	Total Number Non-Low-Income Population	Percentage of Non-Low-Income Population
Atherton Catchment	**3,620**	**25.2%**	**10,757**	**74.8%**
Caltrain Service Area	**154,923**	**23.3%**	**509,982**	**76.7%**
		1.9%		**-1.9%**

A positive 10 percent difference between impacted low-income populations and impacted non-low-income populations would generate a disproportionate burden.

Notwithstanding the fact that the burden on low-income riders does not exceed the disproportionate burden threshold, the JPB will mitigate impacts to customers from the proposed weekend service changes by promoting local transit agency services that run more frequently and provide service along the Caltrain Corridor. The SamTrans ECR route provides stops at the Redwood City, Atherton, and Menlo Park Caltrain stations.

PUBLIC ENGAGEMENT ON PROPOSED SERVICE CHANGES

DISSEMINATION OF INFORMATION, INCLUDING TO LIMITED ENGLISH PROFICIENT (LEP) PERSONS

FTA Circular C 4702.1B requires transit agencies to seek public input before Board approval for Major Service Changes or Fare Changes. The JPB's public participation process offers early and continuous opportunities for the public (including minorities and people with low incomes) to be involved in the identification of potential impacts of proposed transportation decisions. Efforts to involve minority and low-income populations include both comprehensive measures and measures targeted at overcoming language and other barriers that prevent such populations from effective participation in decision-making.

The JPB's Public Comment Policy also outlines the requirement for Public Hearings when a Major Service Change occurs. Specifically, "The complete elimination of a station stop from all trains in scheduled revenue service published in the public timetable is also considered a Major Service Adjustment."(**Attachment 2**). The closure will remove the Atherton stop from the timetable and therefore a Public Hearing is required.

The JPB's public information campaign to publicly announce the proposed closure and solicit input began with the January 8, 2020 letter from Jim Hartnett, Caltrain Executive Director, to the City Manager. The City Council of Atherton considered the request on January 15, and confirmed its preliminary agreement with the closure.

The JPB's public participation process included measures to disseminate information on the proposed service changes to LEP persons, as well as at public hearings and meetings. The public notices note that translations are available in Caltrain's 20 Safe Harbor Languages by contacting the Caltrain Customer Service Center phone number. The Caltrain Customer Service Center offers foreign language translation service via in-house translators or the Language Line.

Comprehensive measures employed by the JPB included placing public notices for the Public Hearing and the Public Meetings on the Caltrain website, printed media (see **Attachment 5**), in Caltrain news releases (see **Attachment 6**), on social media posts on Nextdoor and Twitter (see **Attachment 7**), and the presentation at the July 29, 2020 Virtual Public Meeting (**Attachment 8**). Information, including the Public Notice, (see **Attachments 9**) were posted at Atherton, Redwood City and Menlo Park stations. Caltrain staff also reached out to Community-based Organizations to inform them of the proposed closure.

<u>The JPB reached out to the following community groups and leaders:</u>

- Members North Fair Oaks Community Council
- Atherton Town Council
- Mayor of Atherton
- Atherton Town Residents

Measures taken to overcome linguistic, institutional, and cultural barriers that may prevent minority and low-income populations from participating in decision-making also included

publishing the public hearing notice and public meeting notices in newspapers of general circulation and various community newspapers. Notifications for the public hearing and public meetings appeared in the following newspapers **(Attachment 10)**:

- On, 7/15/20, 7/22/20 and 8/20/20: San Francisco Chronicle (covering San Francisco, San Mateo and Santa Clara Counties).
- On 7/17/20, 7/24/20, 8/20 : El Observador (translated in Spanish):
- On 7/15/20 ,7/29/20, 8/20/20: Sing Tao Daily (translated in Chinese)
- On 7/10/2020 and 8/20/20: San Mateo Daily

Staff also established multiple ways for customers and the public to provide their input virtually. A webpage (www.caltrain.com/athertonclosure) was created on the Caltrain website with English, Spanish and Chinese versions for the public to submit public comment (**Attachment 10**). Other options include comment submission through the postal service, by telephone call to the Customer Service Center's general number or one for those with hearing impairments, and through the unique e-mail address changes@caltrain.com (**Attachment 11**).

As of September 22, 2020, 55 responses were submitted via the online feedback form (25 in support, 27 against the closure, and 3 with no responses). A matrix of responses can be found in Attachment 11. No written comments were submitted via the form, although a space was allocated for this option.

PUBLIC OUTREACH

As part of the Caltrain staff's efforts to improve and expand Public Outreach, a public meeting was held on July 29, at 5:30 p.m. via Zoom. An additional stakeholder virtual meeting with North Fair Oaks Leadership was held on July 15, 2020 at 1:00 p.m. Members from various organizations spoke with Caltrain Staff to hear more about the closure and provide comments. Due to region-wide COVID-19 restrictions on public gatherings as well as county Shelter in Place regulations, Caltrain staff did not participate in in-person meetings or station outreach.

The Atherton Town Council also conducted meetings to allow town area residents to provide input and comment. Caltrain staff was present at these council meetings to present and answer questions.

COMMUNITY MEETINGS

Caltrain staff conducted a Virtual Public Meeting on July 29, 2020 via Zoom. Due to in-person meeting restrictions, Caltrain staff used the Zoom platform to convene the informational session. The notice of the public meeting was placed on the website, in printed media, and via social media. All public meeting announcements provided options for interpretation and translation assistance. Approximately 11 community members attended. A summary of comments and questions from this public meeting can be found in **Attachment 12**. Caltrain staff provided information via Powerpoint and Q&A on the Atherton closure (**Attachment 8**).

Meetings open to the public included local government meetings, including the City/County Staff Coordinating Group and the Work Place and Legislative Policy Group Meetings.

A final public hearing was held during the Peninsula Corridor Joint Power Board monthly board meeting on **Thursday, September 3, 2020 at 9 a.m.**, via Zoom.

PUBLIC HEARING COMMENTS

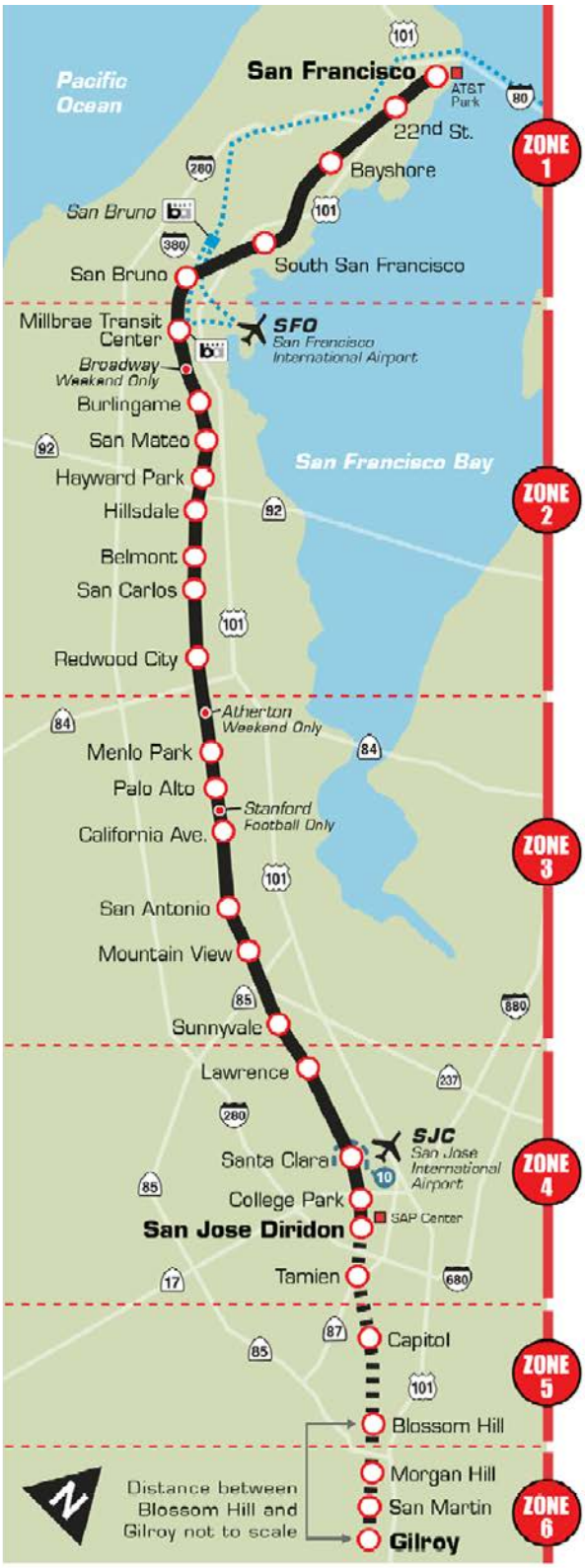
The Public Hearing on the Closure of Atherton Station occurred on September 3, 2020 at 9:00 am. Due to the COVID-19 pandemic, the meeting was held virtually via Zoom. Staff presented background information (**Attachment 8**) and next steps. Ten individuals provided public comment during the public hearing. No Board discussion occurred.

A summary of the public hearing comments and Board correspondence are compiled in **Attachment 13**. Residents of Atherton, Menlo Park, Redwood City, North Fair Oaks and South Fair Oaks submitted both written and verbal comments. While many comments were in support of the closure, a significant amount of Board correspondence were letters against the closure. These letters and e-mails encouraged Caltrain to continue weekend service and expand to weekday service. Communities stated that the convenience of the station was necessary as Menlo Park and Redwood City Stations were difficult to access without a car and both these stations would be over-crowded if Atherton Station were closed.

Comments in support of the closure encouraged Caltrain to provide a better bike path or walk way to the Menlo Park and Atherton Stations. Installing safety improvements was also a priority for residents. Others stated that limited ridership at the station coupled with the high cost of maintenance were suitable reasons for the closure.

To address some of the public's concerns, Caltrain will continue to work with the Town of Atherton in the development of an MOU that benefits the Town's infrastructure and safety of residents. As the closure of Atherton station is necessary to provide more frequent and efficient service for the entire corridor, staff continue to recommend the closure.

ATTACHMENT 1 – CALTRAIN SYSTEM MAP


Pacific Ocean
San Francisco
AT&T Park
22nd St.
Bayshore
South San Francisco
San Bruno
San Bruno
Millbrae Transit Center
SFO
San Francisco International Airport
Broadway
Weekend Only
Burlingame
San Mateo
Hayward Park
Hillsdale
Belmont
San Carlos
Redwood City
San Francisco Bay
Atherton
Weekend Only
Menlo Park
Palo Alto
Stanford
Football Only
California Ave.
San Antonio
Mountain View
Sunnyvale
Lawrence
SJC
San Jose International Airport
Santa Clara
College Park
SAP Center
San Jose Diridon
Tamien
Capitol
Blossom Hill
Morgan Hill
San Martin
Gilroy
Distance between Blossom Hill and Gilroy not to scale
ZONE 1
ZONE 2
ZONE 3
ZONE 4
ZONE 5
ZONE 6

ATTACHMENT 2 – BOARD APPROVAL OF MAJOR SERVICE CHANGE, DISPARATE IMPACT POLICY AND DISPROPORTIONATE BURDEN POLICY

RESOLUTION NO. 2013 – 21

BOARD OF DIRECTORS, PENINSULA CORRIDOR JOINT POWERS BOARD
STATE OF CALIFORNIA

* * *

ADOPTION OF SYSTEM-WIDE SERVICE STANDARDS AND POLICIES, DEFINITION OF "MAJOR SERVICE CHANGE," AND DISPARATE IMPACT AND DISPROPORTIONATE BURDEN POLICIES REQUIRED FOR COMPLIANCE WITH TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

WHEREAS, Title VI of the Civil Rights Act of 1964 requires recipients of Federal grants and other assistance to operate their programs and services without regard to, or discrimination based on, race, color or national origin; and

WHEREAS, the Federal Transit Administration (FTA) issued Circular FTA C 4702.1B, effective October 1, 2012, setting forth requirements and guidelines for Title VI compliance; and

WHEREAS, as set forth in the above-referenced Circular, the Board of Directors is required to adopt System-Wide Service Standards and Policies to guide the equitable distribution of Caltrain programs and services; and

WHEREAS, the JPB is also required to adopt policies to define when a service change is sufficiently broad or large to necessitate a review of its potential impacts on minority and low-income populations, and to define when a fare change or major service change will have a disparate impact on minority populations or impose a disproportionate burden on low-income populations, all of which policies and definitions are required to be subject to public input; and

WHEREAS, over the past two months, JPB staff has presented draft policies to this Board and the public in Board meetings and other public meetings, undertaken extensive public outreach and accepted public comment on the policies; and

WHEREAS, the Staff Coordinating Council recommends the Board approve the attached System-Wide Service Standards and Policies, definition of "Major Service Change," and Disparate Impact and Disproportionate Burden Policies, which comply with FTA requirements and which will guide future decisions regarding and monitoring of Caltrain programs and services to ensure that they are provided equitably, without discrimination based on race, color or national origin.

NOW, THEREFORE, BE IT RESOLVED that the Board of Directors of the Peninsula Corridor Joint Powers Board hereby approves the attached System-Wide Service Standards and Policies, definition of "Major Service Change," and Disparate Impact and Disproportionate Burden Policies.

Regularly passed and adopted this 4th day of April, 2013 by the following vote:

AYES: CISNEROS, COHEN, DEAL, KALRA, LLOYD, NOLAN, TISSIER, YEAGER

NOES: NONE

ABSENT: WOODWARD

Ken Yeager

Chair, Peninsula Corridor Joint Powers Board

ATTEST:

Martha Martinez

JPB Secretary

MAJOR SERVICE CHANGE POLICY

SERVICE CHANGES

All major increases or decreases in transit service are subject to a Title VI Equity Analysis prior to Board approval of the service change. A Title VI Equity Analysis completed for a major service change must be presented to the Caltrain Board for its consideration and included in the Caltrain Title VI Program with a record of the action taken by the Board.

Caltrain defines a major service change as any service change meeting at least one or both of the following criteria:

A. An adjustment of service that equates to a reduction of or addition of 25 percent or more in total revenue train miles per day for the service day of the week (weekday, Saturday or Sunday) for which the change is made.
B. A greater than 50 percent reduction or increase in the number of stops at a station per day for the service day of the week (weekday, Saturday or Sunday) for which the change is made.

Note: Any change that is a temporary or interim change due to construction or maintenance projects is exempted from the definition and is not considered a "major service change."

DISPARATE IMPACT POLICY

This policy establishes a threshold for determining whether a given action has a disparate impact on minority populations versus non-minority populations. Per FTA Circular 4702.1B:

> *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 exists 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….*
>
> *The policy shall establish a threshold for determining when adverse effects of [fare/]service changes are borne disproportionately by minority populations. The disparate impact threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by minority populations compared to impacts borne by non-minority populations. The disparate impact threshold must be applied uniformly…and cannot be altered until the next Title VI Program submission.*

In the course of performing a Title VI Equity Analysis, Caltrain must analyze how the proposed action would impact minority as compared to non-minority populations. In the event the proposed action has a negative impact that affects minorities more than non-minorities with a disparity that exceeds the adopted Disparate Impact Threshold or that benefits non-minorities more than minorities with a disparity that exceeds the adopted Disparate Impact Threshold, Caltrain must evaluate whether there is an alternative that has a more equitable impact. Otherwise, Caltrain must take measures to mitigate the impact of the proposed action on the affected minority population and demonstrate that a legitimate business purpose cannot otherwise be accomplished and that the proposed change is the least discriminatory alternative.

The Caltrain Disparate Impact Threshold to determine if the adverse impacts of a major service change (as defined in the first part of this document) or a fare adjustment is established at 10 percent based on the cumulative impact of the proposed service and/or fare changes. 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

This policy establishes a threshold for determining whether a given action has a disproportionate burden on low-income populations versus non-low-income populations. The Disproportionate Burden Policy applies only to low-income populations that are not also minority populations. Per FTA Circular 4702.1B:

> *The policy shall establish a threshold for determining when adverse effects of [fare/]service changes are borne disproportionately by low-income populations. The disproportionate burden threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by low-income populations as compared to impacts borne by non-low-income populations.... The disproportionate burden threshold must be applied uniformly...and cannot be altered until the next [Title VI] program submission.*
>
> *At the conclusion of the analysis, if the transit provider finds that low-income populations will bear a disproportionate burden of the proposed [fare/]service change, the transit provider should take steps to avoid, minimize or mitigate impacts where practicable. The provider should describe alternatives available to low-income populations affected by the [fare/]service changes.*

The Caltrain Disproportionate Burden Threshold to determine if the adverse impacts of a major service change (as defined in the first part of this document) or a fare adjustment is established at 10 percent based on the cumulative impact of the proposed service and/or fare changes. 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.

Board Meeting Minutes (April 4, 2013)

and Castro Street in Mountain View. Selection of these sites was coordinated with the California Public Utilities Commission and JPB staff.

Public Comment

Adina Levin, Friends of Caltrain, said the changes in the signal contract involve increasing gate down time at five intersections and re-signalizing the traffic lights. She hopes there is outreach to the affected communities.

Jeff Carter, Millbrae, said there will be some increased gate down time and when a train is at a station he hopes the gate will time out and release so traffic is not stopped the entire time the train is at the station.

A motion (Tissier/Nolan) to award a contract to Shimmick Construction for the Signal Preemption Improvement Project was approved unanimously.

AUTHORIZE THE SECOND AMENDMENT OF THE USE, OPERATING AND MAINTENANCE (UOM) AGREEMENT FOR THE MILLBRAE INTERMODAL STATION

Deputy CEO Chuck Harvey said when the Millbrae Intermodal Station was completed, the JPB entered into a cost-sharing agreement with BART to maintain the station. The costs were allocated through a cost model. This amendment codifies the agreement through FY2018 and the costs are being controlled by an agreement so they won't increase beyond the Consumer Price Index inflation.

A motion (Lloyd/Nolan) to authorize the second amendment of the UOM agreement for the Millbrae Intermodal Station was approved unanimously.

ADOPTION OF CALTRAIN TITLE VI STANDARDS AND POLICIES

Director, Rail Michelle Bouchard reported:

- The Federal Transit Administration requires approval and submission of five standards and policies.
  - The Major Service Change Policy is the criteria for determining when service change is significant enough to require a thorough analysis of potential effects on protected populations. Staff is recommending a change of 25 percent or more total train revenue miles and greater than 50 percent change in the number of trains stopping at a station per day.
  - Disparate Impact and Disproportionate Burden Policies determine the threshold when adverse effects of a fare or service changes are borne disproportionally by minority or low-income populations. Staff is recommending a 10 percent threshold
  - Services Standards and Policies are established to monitor performance in quantifiable and qualitative measures/metrics. Service standards include vehicle load, vehicle headway, on-time performance and service availability. Service policies are vehicle assignment and transit amenities.
- Four community meetings were held and comments were accepted through March 29. Meetings were sparsely attended and only one comment was received.

Board Meeting Minutes (April 4, 2013 - Continued)

Public Comment
Roland LeBrun, San Jose, said staff has to ensure cash customers are not targeted because most cash customers are minorities.

A motion (Lloyd/Tissier) to adopt the Caltrain Title VI Standards and Policies was approved unanimously.

LEGISLATIVE UPDATE

State Update
Executive Officer, Public Affairs Mark Simon said Acting Business Transportation and Housing Secretary Brian Kelly has formed a California Transportation Finance Working Group to explore options for meeting the State's long-term transportation funding needs and priorities. Public transit agencies will be represented on the working group through the California Transit Association. The first meeting is April 9 and one of the first things the group will be discussing is a recent report issued by the American Society of Civil Engineers which gave the State an overall grade of "C' for its infrastructure and cites "a lack of sufficient investment for the operations and maintenance of existing facilities and dedicated funding sources for new improvements to the system. There is a need for $10 billion per year more to be spent for ongoing maintenance of existing facilities and an investment of $36.5 billion to raise transportation to a "B" grade."

Federal Update
Mr. Simon said Congress is working to pass a continuing resolution and start work on the FY2014 appropriations process. Last year the Federal investment in the California High Speed Rail Project was a key topic during the appropriations process. Republican Congressmembers Jeff Denham and Kevin McCarthy requested the Government Accountability Office (GAO) review the project's cost, ridership and revenue projections. The GAO report released last week gave the project an overwhelmingly positive review.

Mr. Simon said there was a home value study done by the American Public Transportation Association and the Association of Realtors that showed property within a half-mile of transit sustained its value more effectively during the recession and rebounded more rapidly.

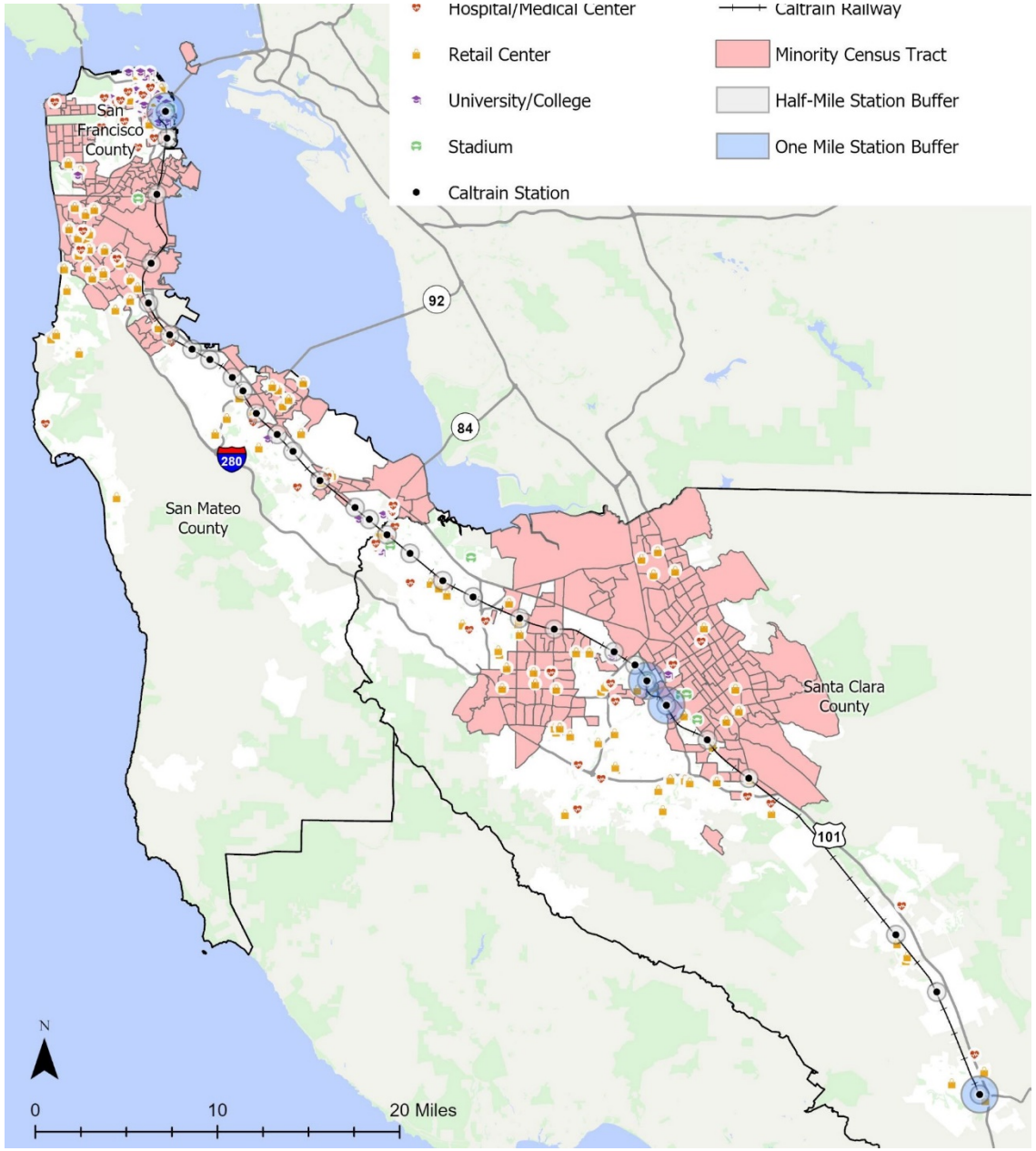
CORRESPONDENCE
No discussion.

BOARD MEMBER REQUESTS
None

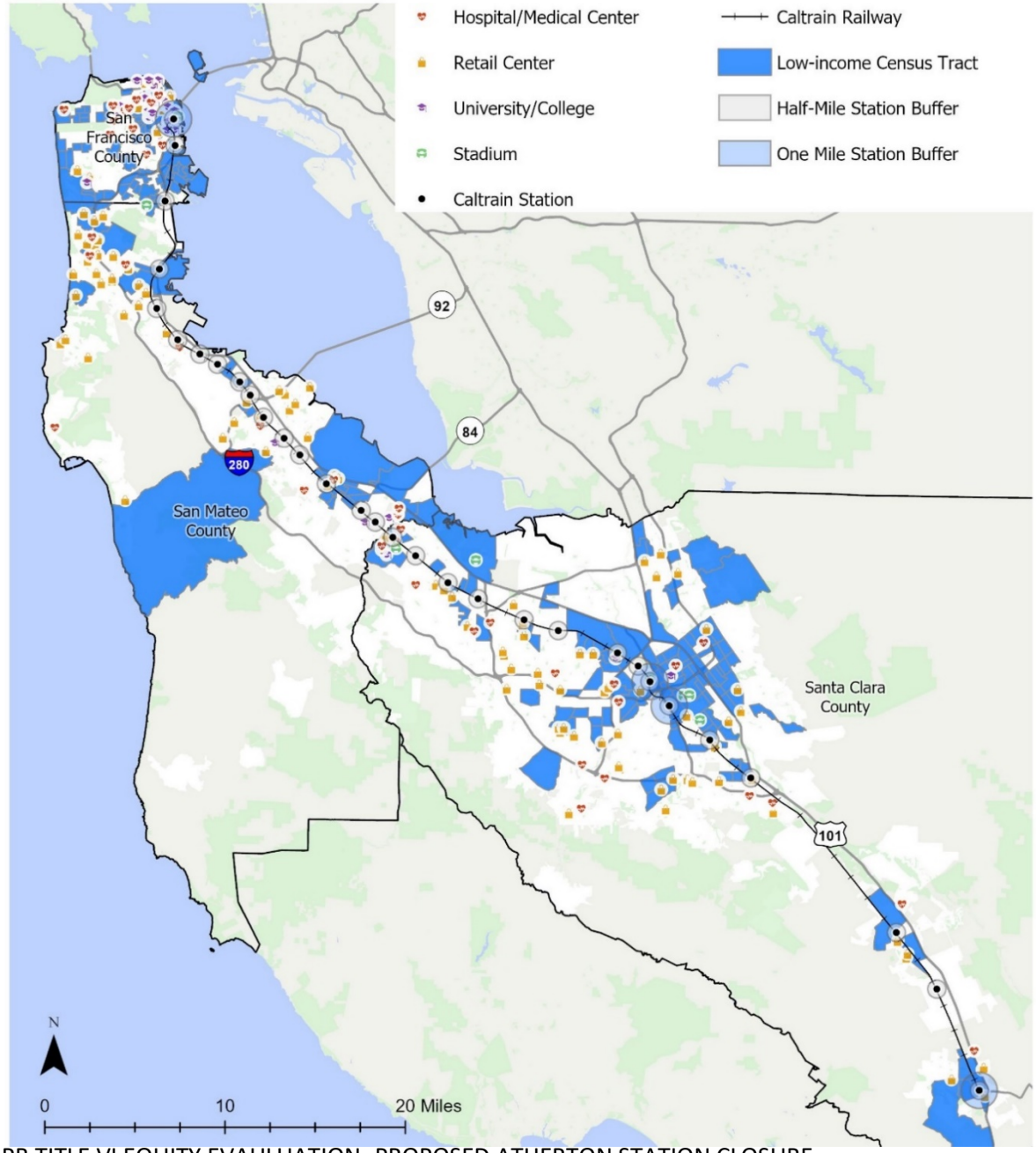
GENERAL COUNSEL REPORT
Mr. Miller said staff has contacted the general counsel for the CHSRA to see if their chair indicated Caltrain would respond to Mr. Brown's request. It is clear Proposition 1A is going to be complied with in the final analysis and the agreement that has been entered into codifies the blended system as the plan around which HSR will be designed and constructed and contains a funding plan template. Over time the funding plan will evolve as estimates are prepared and the public can be assured

ATTACHMENT 3 – SERVICE AREA DEMOGRAPHICS

MINORITY POPULATION BY CENSUS TRACT



LOW INCOME BY LOW INCOME CENSUS TRACT



ATTACHMENT 4 – LETTER FROM JPB TO ATHERTON CITY MANAGER

BOARD OF DIRECTORS 2020

GILLIAN GILLETT, CHAIR
DAVE PINE, VICE CHAIR
CHERYL BRINKMAN
JEANNIE BRUINS
CINDY CHAVEZ
RON COLLINS
DEVORA "DEV" DAVIS
CHARLES STONE
SHAMANN WALTON

JIM HARTNETT
EXECUTIVE DIRECTOR

January 8, 2020

George Rodericks, City Manager
Town of Atherton
150 Watkins Ave.
Atherton, CA 94027

Dear City Manager Rodericks,

We understand that the Town of Atherton has expressed interest in exploring service levels at the Atherton Station ranging from full service to closure. We believe that the closure of the Station will provide benefits to both the Town and the overall Caltrain system as further discussed below. I am writing to request official support from the Town of Atherton for the closure of the Atherton Caltrain station. Caltrain is prepared to work closely with the Town on several actions that can improve safety and help facilitate the station closure.

Background on the Atherton Caltrain Station

Regular weekday service to the Atherton station was suspended in 2005. At that time, average weekday ridership was approximately 122 passengers per day. Today, the Atherton Caltrain Station currently receives limited, weekend-only service every 90 minutes and is used by approximately 114 riders per average weekend day. By comparison, Atherton's neighboring stations (Redwood City to the north and Menlo Park to the south), average 4,220 and 1,639 boardings respectively per weekday and 523 and 435 boardings per average weekend day.

The Atherton station is also a "center-boarding" station, meaning that its platforms are arranged in a manner that features pedestrian crossings of the tracks to access the boarding platform. This configuration limits train operations through the station, as trains operating in the other direction must "hold out" while a train is boarding. While Caltrain previously had a number of such stations within its system, most have either been rebuilt or closed over the course of the last 20 years. Atherton and Broadway station in Burlingame are the only remaining stations with a center boarding configuration. (The Broadway station is proposed to be rebuilt to current standards as part of the planned grade separation of the Broadway grade crossing.)

Caltrain made a policy commitment to restore regular weekday service to the Atherton station following the electrification of the corridor. This commitment was documented in the 2015 Environmental Impact Report for the Peninsula Corridor Electrification

PENINSULA CORRIDOR JOINT POWERS BOARD
1250 San Carlos Ave. – P.O. Box 3006
San Carlos, CA 94070-1306 (650) 508-6269

Project. Caltrain is requesting the support of the Town in revisiting this policy decision for the reasons described below.

Station Closure Rationale and Benefits

Since weekday service to Atherton was suspended in 2005, weekday ridership on the Caltrain system as a whole has grown tremendously, expanding from approximately 26,000 to well over 60,000. Caltrain expects demand for its services to continue to grow in the future as communities up and down the corridor intensify their land uses and congestion on parallel highways and roads grows worse.

Serving this increased demand is challenging and the railroad struggles to balance maintaining auto-competitive travel times while also providing service to the many, closely spaced stations along the line.

As we plan for the future of our service, it is clear that the railroad will not be able to provide every station with the level of service that its surrounding community might desire. In general, adding new service (or 'stops') to trains is a zero sum game--either requiring that a stop be re-allocated from elsewhere in the system or that the entire train be slowed by several minutes, degrading the railroad's ability to compete with auto travel in terms of travel times.

The lower density, residential character of the land uses around the Atherton station suggest that the station is unlikely to generate significant future ridership, even with restored weekday service. Closure of the Atherton station would allow Caltrain to re-allocate service that would have been provided to Atherton to nearby stations where denser land uses will generate more ridership and provide a broader benefit to the public as a whole. Our analysis of ridership and land use trends suggests that if we are able to reallocate service from Atherton to adjoining stations, Caltrain could increase its daily ridership by ~300-500. Closure of the Atherton station would also obviate the need for a future costly and disruptive station upgrade to remove the holdout rule, estimated (several years ago) at $30 million--allowing these scarce funds to potentially be put towards other system improvements that will provide broader public benefit.

Residents of the Town of Atherton will also benefit from a station closure, including improved safety along the Caltrain line through more restrictive access to the track and platform area, reduced noise impacts from fewer trains stopping, and improved traffic flow with a reduction in future gate-down time. In addition, closure of the station will provide the Town the potential to use the portion of Caltrain station property no longer needed to support current Caltrain operations for staging and construction of its Town Center project and, potentially, facilitate a new use of this property to enhance the Town Center development.

Proposed Actions Supporting the Closure

Caltrain requests formal Town support for the station closure. Caltrain will support this action by pursuing funding and taking action to plan and construct several projects that support the closure and provide mitigating benefits to the Town. These actions (estimated at a cost of $7-9 million) include:

- Construction of a right-of-way fence separating the current station from the Town Center property; removal of the existing center station platform and track crossings.
- Removal of station furnishings (ticket vending machines, bike lockers) and modify the station shelter to better integrate with the Town Center.
- Implementation of grade crossing safety improvements at Watkins Avenue, potentially including installation of quad gates.

Caltrain will also work cooperatively with the Town to explore the feasibility of a new path extending south of Watkins Avenue, on property adjacent to, but not within, the Caltrain right-of-way. Engagement of the City of Menlo Park and third party land owners would be needed as part of any feasibility assessment. This path could provide a more direct and convenient connection to the Menlo Park Caltrain Station. If the path were found to be feasible, Caltrain would work with the Town to identify funding opportunities.

We ask the Town to help support these actions by coordinating station modifications with the Town Center project (e.g. shelter modifications and landscape plans), supporting Caltrain funding applications and participating in the path feasibility study. We also expect the Town to enter into a lease for any portion of Caltrain property used as part of the Town Center. In return, we ask the Town to confirm that there are no plans for grade separations at Fair Oaks and Watkins Ave and those will remain at-grade crossings.

The closure of the station, along with the closure of the pedestrian crossings that access the station platform, would also eliminate the need for trains to sound horns as they approach the station. Currently, under the requirements of the California Public Utilities Commission and Caltrain's own operating rules, horns must be sounded for safety purposes as trains approach the station and its pedestrian crossings. It is understood that the Town may pursue approval of an expanded Quiet Zone as a result of the station closure and safety improvements at Watkins Avenue, which, combined with the closure of the station, would significantly expand the area in which horns are not sounded. Caltrain will cooperate with that effort.

Next Steps

We would like formal Town concurrence with the complete and permanent station closure. Your action on the station closure will initiate a Caltrain process to identify potential impacts, undertake environmental clearance, and develop a station closure resolution. This process will take approximately 5 to 6 months. We also expect to develop a Memorandum of Understanding (MOU) with the Town that would further define and memorialize the proposed actions. The MOU can be developed in the next few months and approved at the same time as the station closure resolution.

Thank you for considering this proposal. We believe it will be of substantial benefit to both the Town and Caltrain. We look forward to working closely with the Town in the future.

Sincerely,

Jim Hartnett
Caltrain Executive Director

ATTACHMENT 5 – PUBLIC NOTICES FOR PUBLIC HEARINGS ON WEBSITE AND PRINTED MEDIA

Text Size

> caltrain.com > Stations > Atherton Station > Proposed Closure of Atherton Caltrain Station

Proposed Closure of Atherton Caltrain Station

Español 汉语

The Peninsula Corridor Joint Powers Board (PCJPB) will hold a public hearing to receive public comment on the proposed closure of the Atherton Caltrain Station. The closure will permanently discontinue service for Atherton station and remove the station from future timetables. On January 15, 2020 the Town of Atherton tentatively endorsed the closure of Atherton Station subject to an Agreement on a Memorandum of Understanding (MOU) between the two parties.

Today, the Atherton Caltrain station currently receives limited weekend-only service every 90 minutes with an average of 114 passengers per weekend day. The "center boarding" configuration of the station limits operations as trains traveling in the other direction must wait or "hold out" for safety purposes while the train at the station is boarding.

Public Meeting

Caltrain will hold a virtual meeting to present the proposals and receive comments from the public.

Wednesday, July 29, 2020, 5:30 p.m.
Zoom Info: https://zoom.us/j/97368870471
Webinar ID: 973 6887 0471 **Access via Telephone:** 1.669.900.9128;
Meeting ID: 9736 8870 471

Public Meeting Presentation July 29, 2020 | Recorded Meeting

Public Hearing

The Peninsula Corridor Joint Powers Board of Directors will hold a virtual public hearing to discuss the proposed station closure. The Board invites public comment on the potential closure of Atherton station at the hearing. The public may participate via a Zoom web link and/or by phone.

Thursday, September 3, 2020 at 9 a.m.
(or as soon thereafter as the matter may be heard)
Zoom Info: https://samtrans.zoom.us/j/93207729581
Webinar ID: 932 0772 9581 **Access via Telephone:** 1.669.900.9128;

Prior to the hearing, comments may be sent by completing the online comment form at the bottom of this page, by mail, e-mail or phone:

Board Secretary
Peninsula Corridor Joint Powers Board
P.O. Box 3006, San Carlos, CA 94070-1306
publiccomment@caltrain.com 1.800.660.4287 (TTY 650.508.6448)

PROOF OF PUBLICATION

(2015.5 C.C.P.)

State of California)
County of SAN FRANCISCO) ss

Notice Type: HRG - NOTICE OF HEARING

Ad Description:

Proposed Closure of Atherton Caltrain Station

I am a citizen of the United States and a resident of the State of California; I am over the age of eighteen years, and not a party to or interested in the above entitled matter. I am the principal clerk of the printer and publisher of the SAN FRANCISCO CHRONICLE, a newspaper published in the English language in the city of SAN FRANCISCO, county of SAN FRANCISCO, and adjudged a newspaper of general circulation as defined by the laws of the State of California by the Superior Court of the County of SAN FRANCISCO, State of California, under date 11/13/1951, Case No. 411596. That the notice, of which the annexed is a printed copy, has been published in each regular and entire issue of said newspaper and not in any supplement thereof on the following dates, to-wit:

07/15/2020, 07/22/2020

CNS#: 3379680

Peninsula Corridor Joint Powers Board
PUBLIC HEARING & MEETINGS NOTICE
Proposed Closure of Atherton Caltrain Station

The Peninsula Corridor Joint Powers Board (PCJPB) will hold a public hearing to receive public comment on the proposed closure of the Atherton Caltrain Station. The closure will permanently discontinue service for Atherton station and remove the station from future timetables. On January 15, 2020 the Town of Atherton tentatively endorsed the closure of Atherton Station subject to an Agreement on a Memorandum of Understanding (MOU) between the two parties.

Today, the Atherton Caltrain station currently receives limited weekend-only service every 90 minutes with an average of 114 passengers per weekend day. The "center boarding" configuration of the station limits operations as trains traveling in the other direction must wait or "hold out" for safety purposes while the train at the station is boarding.

Public Meeting

Caltrain will hold a virtual meeting to present the proposals and receive comments from the public.

Wednesday, July 29, 2020, 5:30 p.m.
Zoom Info: **https://zoom.us/j/97368870471**
Webinar ID: **973 6887 0471**
Access via Telephone: **1.669.900.9128;**
Meeting ID: **9736 8870 471**

Public Hearing

The Peninsula Corridor Joint Powers Board of Directors will hold a virtual public hearing to discuss the proposed station closure. The Board invites public comment on the potential closure of Atherton station at the hearing. The public may participate via a Zoom web link and/or by phone.

Thursday, August 6, 2020 at 9 a.m.
(or as soon thereafter as the matter may be heard)
Zoom Info: **https://zoom.us/j/95032112562**
Webinar ID: **950 3211 2562**
Access via Telephone: **1.669.900.9128;**
Meeting ID: **950 3211 2562**

Prior to the hearing, comments may be sent by completing the online comment form at **www.caltrain.com/athertonclosure**, by mail, e-mail or phone:

Board Secretary
Peninsula Corridor Joint Powers Board
P.O. Box 3006, San Carlos, CA 94070-1306
Changes@caltrain.com 1.800.660.4287
(TTY 650.508.6448)

For translation or interpretation assistance, call Caltrain at 1.800.660.4287 at least 72 hours before the meeting.
7/15, 7/22/20

CNS-3379680#

2020.

AFFIDAVIT OF PUBLICATION
SAN MATEO DAILY JOURNAL

STATE OF CALIFORNIA
County of San Mateo

The undersigned declares: That at all times hereinafter mentioned, affiant was a permanent resident of the United States, over the age of eighteen years old, and was at and during all said times. The Office Manager of the San Mateo Daily Journal, a newspaper published daily in the County of San Mateo, State of California. The notice mentioned was set in type no smaller than nonpareil and was preceded with words printed in black face type not smaller than size 6, describing and expressing in general terms, the purpose and character of the notice intended to be given; that the

CNS-3390825#

NOTICE OF PUBLIC HEARING

Of which the annexed is a printed copy was published and printed in said newspaper on the 20th Day of August 2020.

I declare under penalty of perjury that the foregoing is true and correct.

JP Uganiza

Dated at San Mateo, California,
this 20th day of Aug. 2020.

*A000005503281

Peninsula Corridor Joint Powers Board
PUBLIC HEARING & MEETINGS NOTICE

Proposed Closure of Atherton Caltrain Station

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Today, the Atherton Caltrain station currently receives limited weekend-only service every 90 minutes with an average of 114 passengers per weekend day. The "center boarding" configuration of the station limits operations as trains traveling in the other direction must wait or "hold out" for safety purposes while the train at the station is boarding.

Public Hearing

The Peninsula Corridor Joint Powers Board of Directors will hold a virtual public hearing to discuss the proposed station closure. The Board invites public comment on the potential closure of Atherton station at the hearing. The public may participate via a Zoom web link and/or by phone.

Thursday, September 3, 2020 at 9 a.m.
(or as soon thereafter as the matter may be heard)
Zoom Info: https://samtrans.zoom.us/j/93207720581 Webinar ID: 932 0772 9581
Access via Telephone: 1.669.900.9128; Meeting ID: 932 0772 9581

Prior to the hearing, comments may be sent by completing the online comment form at www.caltrain.com/athertonclosure, by mail, e-mail or phone:

Board Secretary
Peninsula Corridor Joint Powers Board
P.O. Box 3006, San Carlos, CA 94070-1306
Changes@caltrain.com 1.800.660.4287 (TTY 650.508.6448)

For translation or interpretation assistance, call Caltrain at 1.800.660.4287 at least three days before the meeting.

Para traducción llama al 1.800.660.4287; 如需翻譯,請電 1.800.660.4287.

CNS3390825

DECLARATION OF PUBLICATION OF
SAN FRANCISCO CHRONICLE

Diane FitzGibbon

declares that:

The annexed advertisement has been regularly put in the

SAN FRANCISCO CHRONICLE

Peninsula Corridor Joint Powers Board
PUBLIC HEARING & MEETINGS NOTICE

Proposed Closure of Atherton Caltrain Station

The Peninsula Corridor Joint Powers Board (PCJPB) will hold a public hearing to receive public comment on the proposed closure of the Atherton Caltrain Station. The closure will permanently discontinue service for Atherton station and remove the station from future timetables. On January 15, 2020 the Town of Atherton tentatively endorsed the closure of Atherton Station subject to an Agreement on a Memorandum of Understanding (MOU) between the two parties.

Today, the Atherton Caltrain station currently receives limited weekend-only service every 90 minutes with an average of 114 passengers per weekend day. The "center boarding" configuration of the station limits operations as trains traveling in the other direction must wait or "hold out" for safety purposes while the train at the station is boarding.

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Access via Telephone: 1.669.900.9128; Meeting ID: 9932 0772 9581

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Board Secretary
Peninsula Corridor Joint Powers Board
P.O. Box 3006, San Carlos, CA 94070-1306
Changes@caltrain.com 1.800.660.4287 (TTY 650.508.6448)

For translation or interpretation assistance, call Caltrain at 1.800.660.4287 at least three days before the meeting.

Para traducción llame al 1.800.660.4287; 如需翻譯,請撥 1.800.660.4287

CNSB#3390043

which is and was at all times herein mer established as newspaper of general circulation City and County of San Francisco, State of Califor that term is defined by Section 6000 of the Gover Code.

SAN FRANCISCO CHRONICLE
(Name of Newspaper)

901 Mission Street
San Francisco, CA 94103

From 8/20/2020
To 8/20/2020
Namely, on 8/20/2020

(Dates of Publication)

I declare under penalty of perjury that the foregoing true and correct.

Executed on 8/20/2020

at San Francisco, California.

Diane FitzGibbon

A000005503444

ATTACHMENT 6– NOTICE OF PUBLIC MEETINGS

Caltrain Online News Release

Caltrain to Hold Hearing on Closure of Atherton Station

July 9, 2020

Caltrain will hold a public meeting on the proposed closure of the Atherton Caltrain Station on Wednesday, July 29. A public hearing will follow at the Board of Director's meeting on August 6.

Prior to the coronavirus (COVID-19) pandemic, the Atherton Caltrain Station only received limited weekend-only service every 90 minutes with an average of 114 passengers per weekend day. Weekday service to the station was cut in 2005 due to low demand.

The center boarding configuration of the station limits operations as trains traveling in the other direction are required to wait while the train at the station is boarding. If the station remains, an upgrade of substantial cost would be necessary to prevent disruption of the expanded service that will come with the electrification of the corridor.

The closure of the station would also allow Caltrain to reallocate service to nearby stations, allowing for a more efficient service for riders, and would reduce the agency's maintenance costs.

In January of this year, the Town of Atherton tentatively endorsed the closure of Atherton station subject to an Agreement on a Memorandum of Understanding (MOU) between the two parties. The station's closure would result in reduced noise and increased safety for Atherton residents. Atherton is in the process of redeveloping its Civic Center, and closing the station would free up additional property for that project.

Public Meeting

Wednesday, July 29, 2020, 5:30 p.m.

Zoom Info: zoom.us/j/97368870471

Webinar ID: 973 6887 0471

Access via Telephone: 1.669.900.9128

Meeting ID: 9736 8870 471

Public Hearing

Thursday, August 6, 2020, 9 a.m.

Zoom Info: zoom.us/j/95032112562

Webinar ID: 950 3211 2562

Access via Telephone: 1.669.900.9128

Meeting ID: 950 3211 2562

Prior to the hearing, comments may be sent by completing the online comment form at www.caltrain.com/athertonclosure, by mail, e-mail or phone:

Board Secretary

Peninsula Corridor Joint Powers Board

P.O. Box 3006, San Carlos, CA 94070-1306

Changes@caltrain.com 1.800.660.4287 (TTY 650.508.6448)

For translation or interpretation assistance, call Caltrain at 1.800.660.4287 at least three days before the meeting.

###

About Caltrain: Owned and operated by the Peninsula Corridor Joint Powers Board, Caltrain provides commuter rail service from San Francisco to San Jose, with commute service to Gilroy. While the Joint Powers Board assumed operating responsibilities for the service in 1992, the railroad has provided the community with more than 150 years of continuous passenger service. Planning for the next 150 years of Peninsula rail service, Caltrain is on pace to electrify the corridor, reduce diesel emissions by 97 percent by 2040 and add more service to more stations.

Follow Caltrain on Facebook and Twitter.

Free translation assistance is available.

Para traducción llama al 1.800.660.4287; 如需翻譯,請電 1.800.660.4287.

Earned Media Announcement

FEATURED

From the Daily Journal archives

Caltrain to hold hearing on closure of Atherton station

Daily Journal staff report
Jul 10, 2020

Earned Media Announcement

There are two upcoming meetings on a proposal to close the Atherton station because of low ridership and the cost of configuring it to meet the needs of the new electrified line.

The first meeting will be Wednesday, July 29, and a public hearing will follow at the Board of Director's meeting Aug. 6. Before the pandemic, the Atherton Caltrain station only received limited weekend-only service every 90 minutes with an average of 114 passengers per weekend day. Weekday service to the station was cut in 2005 due to low demand. The center boarding configuration of the station limits operations as trains traveling in the other direction are required to wait while the train at the station is boarding. If the station remains, an upgrade of substantial cost would be necessary. The town of Atherton has tentatively endorsed the closure, according to Caltrain.

The public meeting will be 5:30 p.m. Wednesday, July 29; Zoom Info: zoom.us/j/97368870471; Webinar ID: 973 6887 0471; Access via Telephone: (669) 900-9128; Meeting ID: 9736 8870 471. The Aug. 6 public hearing is 9 a.m.; Zoom Info: zoom.us/j/95032112562; Webinar ID: 950 3211 2562; Access via Telephone: (669) 900-9128; Meeting ID: 950 3211 2562. Go to caltrain.com/athertonclosure to learn more or to comment.

ATTACHMENT 7 – SOCIAL MEDIA POSTS

Caltrain Twitter Alerts

Caltrain @Caltrain · Sep 3

Replying to @Caltrain

Speaker 5 - Agrees with closure. Cites "hold out rule"
Speaker 6 - Atherton resident. Didn't protest closure but wants a ped/bike path to Menlo Park station be in the MOU.
Speaker 7 - Supports closure. Calls out contentious Caltrain/Atherton relationship.

1

Caltrain @Caltrain · Sep 3

Speaker 8 - Wants weekday service at Atherton, advocates for North Fair Oaks commuters.
Speaker 9 - Atherton resident. Supports closure. Supports bike/ped path to nearby stations.

1

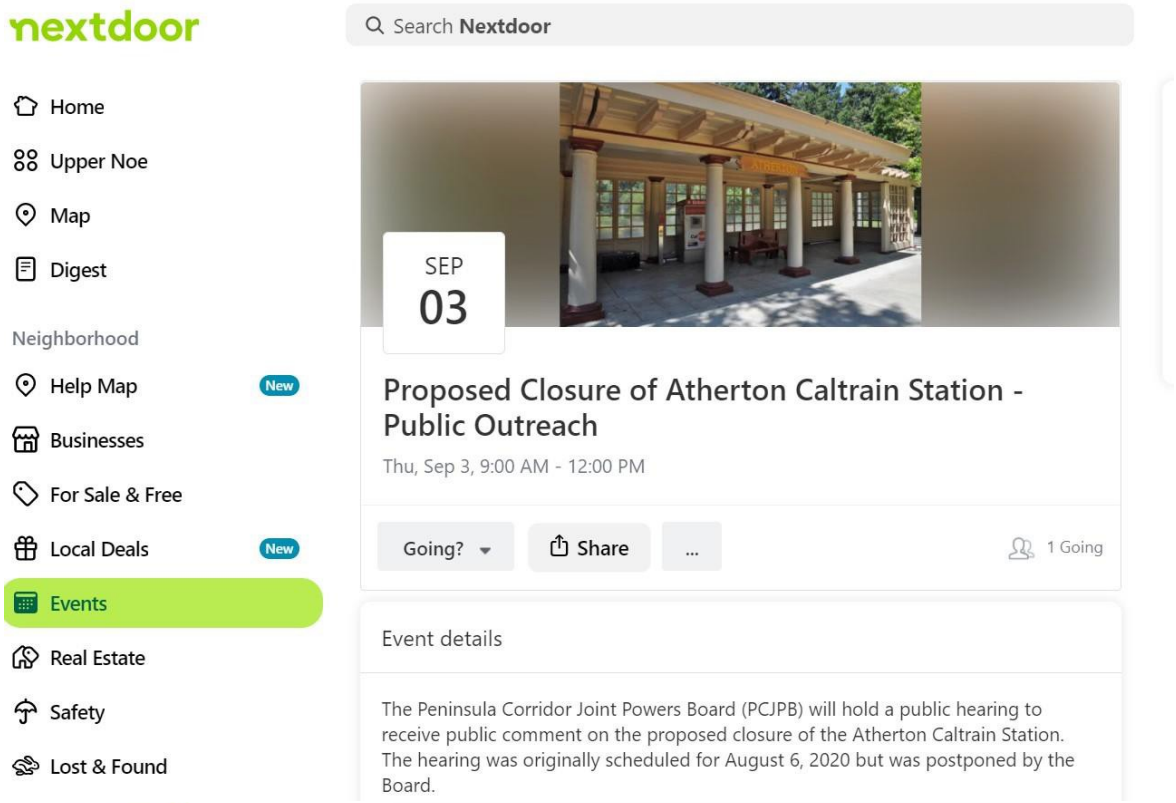
Caltrain @Caltrain · Aug 6

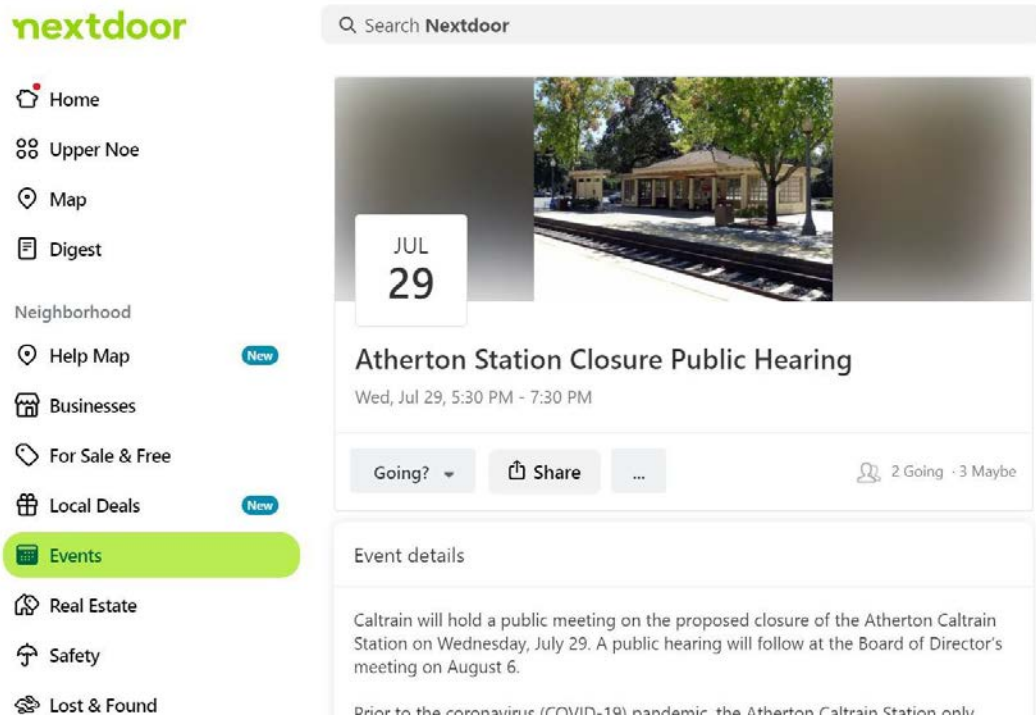
Atherton hearing will be pushed into the next board meeting.

1

Show this thread

NextDoor Outreach





ATTACHMENT 8– VIRTUAL PUBLIC MEETING PRESENTATION

Proposed Closure of the Atherton Station

Virtual Community Meeting
July 28, 2020

Background

- Weekend only service provided since 2005
- Average of 114 passengers per weekend day (prior to COVID-19)
- Caltrain Electrification documented policy commitment to restore regular weekday service after electrification
- Atherton Station is one of few remaining “hold out” rule stations, due to older center platform configuration
- Jan. 8, 2020 letter to Town of Atherton proposing closure
- Jan. 15, 2020 Town Council tentative endorsement of closure subject to a Memorandum of Understanding (MOU)

Station Closure Benefits

- Service can be re-allocated to adjacent stations where denser land uses and improved travel times can generate more ridership (est. 300-500 daily riders)
- Financial savings due to reduced operating/maintenance costs and elimination of need for station upgrades
- Town benefits from noise reduction and improved safety
- Potential for Town to integrate station property (outside of operating ROW) into Civic Center redevelopment

Potential Elements of MOU

- Caltrain would fund and implement actions supporting the station closure, including:
  - Installation of a new right-of-way fence along current station area
  - Removal of center boarding platform and other station facilities
  - Installation of quad gates at Watkins Avenue to improve crossing safety
- Caltrain and the Town would enter into a Maintenance and Use Agreement for the Town to use and maintain station property
- Caltrain and the Town could cooperatively pursue funding to study and potentially implement additional improvements proposed by the Town

Public Outreach & Feedback

- Public Outreach
  - Press releases, newspaper ads, onboard flyers and station announcements, social media, targeted community outreach
  - Direct outreach to North Fair Oaks community leadership – July 15, 2020
  - Virtual Community Meeting – July 29, 2020
  - Public Hearing – August 6, 2020
  - Public comment available via email, mail, website, and phone
- Information made available in Spanish and Chinese

Title VI Service Equity Analysis

- Title VI Equity Analysis is required by the Federal Transit Administration (FTA) when a Caltrain Station Closure occurs as per the Caltrain Major Service Change Policy.
  - Determines whether a disparate impact (DI) or disproportionate burden (DB) exists
  - Identifies proposal purposes and potential adverse affects
- DI/DB exists when the communities of color/low income communities affected by the service change is 10% more than the average communities of color/low income communities of the Caltrain Service area
- Analyzed Census Data (2018 ACS) within a 1 mile radius of Atherton Station

Next Steps

- Hold Public Hearing at Caltrain Board Meeting on Aug. 6
- Complete Title VI analysis
- Prepare and approve CEQA addendum and NEPA re-evaluation
- Finalize draft MOU terms
- Execute Maintenance and Use agreement
- Final Approval by Caltrain Board
- Set date for station closure

Public Hearing Information

- Caltrain Board will hold a Public Hearing to receive additional public comments:
  - Thursday, August 6, 2020, 9 a.m.
    - Zoom Info: zoom.us/j/95032112562
  - Access via Telephone: 1.669.900.9128 Meeting ID: 950 3211 2562
- Comment period will be closed after Public Hearing is complete

Additional Options for Public Comment

- Prior to the public hearing on August 6, comments may be sent via the following options:
- Online Form
  - www.caltrain.com/AthertonClosure
- Mail
  - Board Secretary
  - Peninsula Corridor Joint Powers Board
  - P.O. Box 3006, San Carlos, CA 94070-1306
- Email
  - Changes@caltrain.com
- Phone
  - 1.800.660.4287 (TTY 650.508.6448)

Questions

ATTACHMENT 9 – STATION POSTINGS OF PUBLIC HEARINGS AND PUBLIC MEETINGS

ATHERTON STATION

REDWOOD CITY STATION

ATTACHMENT 10 – TRANSLATIONS: WEBSITES + PRINTED MEDIA ANNOUNCEMENTS

SING TAO (CHINESE TRANSLATION)

DECLARATION

I am a resident of Los Angeles County, over the age of eighteen years and not a party to or interested in the matter noticed.

The notice, of which the annexed is a printed copy appeared in the:

SING TAO (S.F.)

On the following dates:

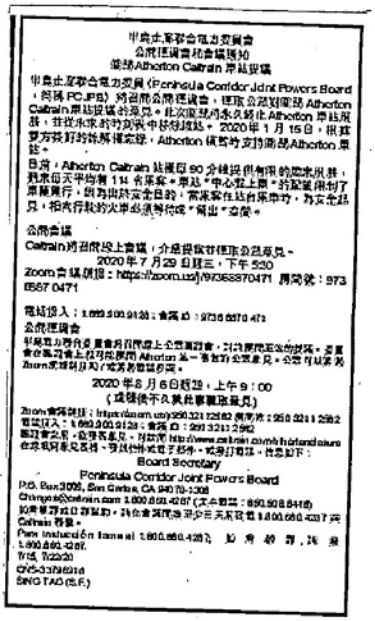
07/15/2020, 07/22/2020

I certify (or declare) under penalty of perjury that the foregoing is true and correct.

Dated at Los Angeles, California, this

6th day of August 2020

Curtis Small
Signature



半島走廊聯合權力委員會
公開聽證會和會議預約
關於Atherton Caltrain 車站關閉

半島走廊聯合權力委員（Peninsula Corridor Joint Powers Board，簡稱 PCJPB）將召開公開聽證會，聽取公眾對關閉 Atherton Caltrain 車站關閉的意見。此次關閉將永久終止 Atherton 車站服務，並從未來的時刻表中移除該站。2020 年 1 月 15 日，根據雙方談妥的終解備忘錄，Atherton 橋暫時支持商榷 Atherton 車站。

目前，Atherton Caltrain 站僅有 90 分鐘提供有限的服務服務，乘客每天平均有 114 名乘客。車站"中心線上票"的配額限制了車輛運行，因為出於安全目的，需乘客在站台乘車時，為安全起見，相應行駛的火車必須等待或"錯出"空間。

公開會議
Caltrain 將召開線上會議，介紹提議的聽取公眾意見。
2020 年 7 月 29 日星期三，下午 5:30
Zoom 會議網址：https://zoom.us/j/97368870471 會議號：973 6887 0471

電話撥入：1.669.900.9128；會議 ID：9736 8870 471

公開聽證會
半島聯合權力委員會將召開線上公開聽證會，討論關閉 Atherton 車站。委員會在聽證會上將考慮關閉 Atherton 站一事並對公眾意見。公眾可以參與 Zoom 網絡研討會/或參與電話會議。

2020 年 8 月 6 日星期四，上午 9:00
（或隨後不久其他董事會議議程）

Zoom 會議網址：https://zoom.us/j/96032125862 會議號：960 3212 5862
電話撥入：1.669.900.9128；會議 ID：960 3212 5862
關於會議、發表意見、討論會 http://www.caltrain.com/atherton-closure
在線留意見表格、發送郵件或電子郵件，或發打電話，信息如下：
Board Secretary
Peninsula Corridor Joint Powers Board
P.O. Box 3006, San Carlos, CA 94070-1306
Changes@caltrain.com 1.800.660.4287（文本電話：650.508.6448）
如需更詳細的資訊，請登錄 www.caltrain.com 或致電 1.800.660.4287 與 Caltrain 聯繫。
Para información llamar al 1.800.660.4287
TTS, 7/22/20
0705-3376931d
SING TAO (S.F.)

SING TAO (CHINESE TRANSLATION)

半岛走廊联合电力委员会
公开听证会和会议通知

关闭Atherton Caltrain车站提议

半岛走廊联合电力委员会（Peninsula Corridor Joint Powers Board，简称PCJPB）将召开公开听证会，听取公众对关闭Atherton Caltrain车站提议的意见。此次关闭将永久终止Atherton车站服务，并从未来的时刻表中移除该站。2020年1月15日，根据双方签订的谅解备忘录，Atherton镇暂时支持关闭Atherton车站。

目前，Atherton Caltrain站仅每90分钟提供有限的周末服务，周末每天平均有114名乘客。车站"中心点上车"的配置限制了车辆运行，因为出于安全目的，当乘客在站台乘车时，为安全起见，相向行驶的火车必须等待或"留出"空间。

公开听证会
半岛电力联合委员会将召开线上公众听证会，讨论关闭车站的提议。委员会在听证会上就可能关闭Atherton站一事征询公众意见。公众可以通过Zoom网络链接和/或通过电话参与。

2020年9月3日周四，上午9:00
(或随后不久就此事听取意见)
Zoom会议链接： https://samtrans.zoom.us/j/93207729581 **房间号：932 0772 9581**
电话接入：1.669.900.9128；会议ID：932 0772 9581

听证会之前，欲发表意见，可访问http://www.caltrain.com/athertonclosure在线填写意见表格、发送信件或电子邮件、或拨打电话，信息如下：

Board Secretary
Peninsula Corridor Joint Powers Board
P.O. Box 3006, San Carlos, CA 94070-1306
Changes@caltrain.com 1.800.660.4287 (文本电话：650.508.6448)

如需笔译或口译帮助，请在会议开始至少三天前致电1.800.660.4287与Caltrain联系。

Para traducción llama al 1.800.660.4287; 如需翻译,请拨 1.800.660.4287.

1. The Caltrain Board of Directors is considering a proposal to close and discontinue service for Atherton Station. We are soliciting feedback from members of the public on the proposed service changes.
• 加州铁路局正在考虑应否关闭Atherton 车站 (Atherton Station)。我们需要征求公众人士的意见。

2. The Deadline to submit your comments is August 6th, 2020
• 阁下提交本意见书的截止日期是：2020年8月6日。

3. Please mark (select?) 'yes' or 'no' and provide additional comments about your position on the proposed station closure.
• 请选择 '是 Yes' 或 '否 No' 作为您的答案。又，请在第8条问题下写下您的建议。

4. Name
您的名字

5. City of Residence
您的住址

6. Do you ~~currently~~ board or alight at Atherton Station? Yes or No
• 您有使用Atherton 车站上车下车吗？是或否？

7. Do you support the full closure of the Atherton Station? Yes or No
• 您支持将Atherton 车站 完全关闭吗？是或否？

8. Comment
• 请写下其他建议

9. "Thank you. Your comment has been successfully received by our server."
• 谢谢。我们的电脑系统已经成功接收到您提供的意见。

10. *"Your form has not been submitted. We either had trouble understanding the following fields or we need additional information:"*
• 对不起；我们的系统未能接受您提交的意见书。可能是因为电脑未能理解您为下列问题栏目所提供的回答。

CNSB#3390826

EL OBSERVADOR (SPANISH TRANSLATION)

I am a resident of Los Angeles County, over the age of eighteen years and not a party to or interested in the matter noticed.

The notice, of which the annexed is a printed copy appeared in the:

EL OBSERVADOR

On the following dates:

07/17/2020, 07/24/2020

I certify (or declare) under penalty of perjury that the foregoing is true and correct.

Dated at Los Angeles, California, this

31st day of July 2020

RENE ANDAL

Signature

3379686

"The only Public Notice which is justifiable from the standpoint of true economy and the public interest, is that which reaches those who are affected by it"

* A 0 0 0 0 0 5 4 6 5 5 6 8 *

Peninsula Corridor Joint Powers Board
AVISO DE AUDIENCIA PÚBLICA Y REUNIÓN
Propuesta de cierre de la estación Atherton de Caltrain

Peninsula Corridor Joint Powers Board (PCJPB, por sus siglas en inglés) llevará a cabo una audiencia pública con el fin de recibir comentarios sobre la propuesta del cierre de la estación Atherton de Caltrain. El cierre propone discontinuar el servicio de la estación Atherton y retirarla de futuros cronogramas. El 15 de enero del 2020, el Pueblo de Atherton apoyó tentativamente el cierre de la estación, de conformidad con un Acuerdo en un Memorando de Entendimiento entre ambas partes.

En la actualidad, la estación solo recibe servicio los fines de semana y cada 90 minutos, con un promedio de 114 pasajeros por día. La configuración de abordaje central de la estación limita las operaciones, ya que los trenes que vienen desde la dirección opuesta deben esperar por seguridad hasta que los pasajeros aborden el tren en la estación.

Sesión pública

Caltrain llevará a cabo una sesión virtual para presentar las propuestas y recibir comentarios del público.

Miércoles, 29 de julio del 2020, 5:30 p.m.
Enlace Zoom: https://zoom.us/j/97368870471
Identificador de webinario: 973 6887 0471
Acceso telefónico: 1.669.900.9128; Identificador de reunión: 9736 8870 471

Audiencia pública

Los Directores de PCJPB llevarán a cabo una audiencia pública virtual para discutir el propuesto cierre de la estación. El Consejo invita al público a participar en esta audiencia, para tratar el posible cierre de la estación de Atherton. El público puede participar mediante el enlace Zoom de Internet y/o por teléfono.

Jueves, 6 de agosto del 2020, 9 a.m.
(o poco después, tan pronto como esté el público listo)
Zoom Info: https://zoom.us/j/95032112562
Webinar ID: 950 3211 2562
Acceso telefónico: 1.669.900.9128;
ID Reunión: 950 3211 2562

El publico puede enviar comentarios antes de la audiencia, mediante el formulario en línea de www.caltrain.com/athertonclosure, o por correo regular, electrónico o por teléfono:

Board Secretary (Secretaría)
Peninsula Corridor Joint Powers Board
P.O. Box 3006, San Carlos, CA 94070-1306
Changes@caltrain.com 1.800.660.4287 (TTY 650.508.6448)

Para solicitar servicios de traducción o interpretación, sírvase llamar a Caltrain al teléfono 1.800.660.4287 con tres días de anticipación como mínimo | 如需翻譯,請電 1.800.660.4287.

7/17, 7/24/20
CNS-3379686#
EL OBSERVADOR

DECLARATION

I am a resident of Los Angeles County, over the age o eighteen years and not a party to or interested in the matter noticed.

The notice, of which the annexed is a printed copy appeared in the:

EL OBSERVADOR

On the following dates:

08/21/2020

I certify (or declare) under penalty of perjury that the foregoing is true and correct.

Dated at Los Angeles, California, this

24th day of August 2020

IRENE ANDAL
Signature

Peninsula Corridor Joint Power Board

AVISO DE AUDIENCIA PÚBLICA Y REUNIÓN

Propuesta de cierre de la estación Atherton de Caltrain

Peninsula Corridor Joint Power Board (PCJPB' por sus siglas en inglés) llevará a cabo una audiencia pública con el fin de recibir comentarios sobre la propuesta del cierre de la estación Atherton de Caltrain. El cierre propone discontinuar el servicio de la estación Atherton y retirar de futuros cronogramas. El 17 de enero del 2020, el Duelo de Atherton votó formalmente el cierre de la estación, de conformidad con su Acuerdo en su Memorando de Entendimiento entre ambas partes.

En la actualidad, la estación solo recibe servicio los días de semana y sólo 06 minutos, con un promedio de 117 pasajeros por día. La configuración de andén central de la estación limita las operaciones, y que los trenes que vienen desde la dirección opuesta deben esperar por segundos hasta que los pasajeros abordan el tren en la estación.

Audiencia pública

Los Directores de PCJPB llevarán a cabo una audiencia pública virtual para discutir y proponer cierre de la estación. El Consejo invita al público a participar en esta audiencia, para tratar el posible cierre de la estación de Atherton. El público puede participar mediante el enlace Zoom de internet y/o por teléfono.

Jueves, 3 de septiembre del 2020, 6 p.m.

(o poco después, tan pronto como esta el público listo)

Zoom info: https://jpb.zoom.us/j/82661170526

Webinar ID: 826 6117 0526

Acceso telefónico: +1 669 900 6833; ID Reunión: 826 6117 0526#

www.caltrain.com/atherton-

El público puede enviar comentarios antes de la audiencia, mediante el formulario en línea de **clearing**, o por correo regular, electrónico o por teléfono:

Board Secretary (Secretaria)

Peninsula Corridor Joint Power Board

P.O. Box 3006, San Carlos, CA 94070-1306

Clerkpage@caltrain.com 1-650-508-6448 (TTY 1-650-508-7808)

Para solicitar servicios de traducción o interpretación, llámese al Caltrain al teléfono 1-650-508-7808 con tres días de anticipación como mínimo | omitim 黑黑黑黑 1-650-508-7808.

CN2BN33006SN

JPB TITLE VI EQUITY EVAULUATION- PROPOSED ATHERTON STATION CLOSURE

TRANSLATED WEBSITE (SPANISH)

Propuesta de cierre de la estación Atherton de Caltrain

English 汉语

Peninsula Corridor Joint Powers Board (PCJPB, por sus siglas en inglés) llevará a cabo una audiencia pública con el fin de recibir comentarios sobre la propuesta del cierre de la estación Atherton de Caltrain. El cierre propone discontinuar el servicio de la estación Atherton y retirarla de futuros cronogramas. El 15 de enero del 2020, el Pueblo de Atherton apoyó tentativamente el cierre de la estación, de conformidad con un Acuerdo en un Memorando de Entendimiento entre ambas partes.

En la actualidad, la estación solo recibe servicio los fines de semana y cada 90 minutos, con un promedio de 114 pasajeros por día. La configuración de abordaje central de la estación limita las operaciones, ya que los trenes que vienen desde la dirección opuesta deben esperar por seguridad hasta que los pasajeros aborden el tren en la estación.

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Audiencia pública

Los Directores de PCJPB llevarán a cabo una audiencia pública virtual para discutir el propuesto cierre de la estación. El Consejo invita al público a participar en esta audiencia, para tratar el posible cierre de la estación de Atherton. El público puede participar mediante el enlace Zoom de Internet y/o por teléfono.

TRANSLATED WEBSITE (SPANISH)

Propuesta de cierre de la estación Atherton de Caltrain

Jueves, 6 de agosto del 2020, 9 a.m.
(o poco después, tan pronto como esté el público listo)
Zoom Info: https://zoom.us/j/95032112562
Webinar ID: 950 3211 2562 **Acceso telefónico:** 1.669.900.9128; ID Reunión: 950 3211 2562

El publico puede enviar comentarios antes de la audiencia, mediante el formulario en línea de www.caltrain.com/athertonclosure, o por correo regular, electrónico o por teléfono:

Board Secretary (Secretaría)
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La Junta de Consejo de Caltrain está considerando una propuesta para cerrar y descontinuar el servicio para la estación de Atherton. Estamos solicitando opiniones de los miembros del público sobre los propuestos cambios de servicio.

El ultimo dia para enviar sus comentarios es el 6 de agosto de 2020.

Marque sí o no, y dejenos saber sus comentarios adicionales y su posición sobre la propuesta de cerrar la estación.

Page 1 of 1 Submit

Nombre

Ciudad de residencia

Actualmente aborda o baja en la estación de Atherton? ◯ Si ◯ No

Apoya el cierre total de la estación de Atherton? ◯ Si ◯ No

Comentario

Submit

TRANSLATED WEBSITE (CHINESE)

Caltrain

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About Caltrain

Text Size

> caltrain.com > Stations > Atherton Station > 关闭Atherton Caltrain车站提议

关闭Atherton Caltrain车站提议

English Español

半岛走廊联合电力委员会（Peninsula Corridor Joint Powers Board，简称PCJPB）将召开公开听证会，听取公众对关闭Atherton Caltrain车站提议的意见。此次关闭将永久终止Atherton车站服务，并从未来的时刻表中移除该站。2020年1月15日，根据双方签订的谅解备忘录，Atherton镇暂时支持关闭Atherton车站。

目前，Atherton Caltrain站仅每90分钟提供有限的周末服务，周末每天平均有114名乘客。车站"中心点上车"的配置限制了车辆运行，因为出于安全目的，当乘客在站台乘车时，为安全起见，相向行驶的火车必须等待或"留出"空间。

公开会议
Caltrain将召开线上会议，介绍提案并听取公众意见。

2020年7月29日周三，下午5:30
Zoom会议链接: https://zoom.us/j/97368870471
房间号： 973 6887 0471 **电话接入：**：1.669.900.9128; **会议 ID:** 9736 8870 471

公开听证会
半岛电力联合委员会将召开线上公众听证会，讨论关闭车站的提议。委员会在听证会上就可能关闭Atherton站一事征询公众意见。公众可以通过Zoom网络链接和/或通过电话参与。

2020年8月6日周四，上午9：00
(或随后不久就此事听取意见)
Zoom会议链接: https://zoom.us/j/95032112562
房间号: 950 3211 2562 **电话接入:** 1.669.900.9128; 会议 ID: 950 3211 2562

听证会之前，欲发表意见，可访问 www.caltrain.com/athertonclosure, 在线填写意见表格、发送信件或电子邮件、或拨打电话，信息如下：

Board Secretary
Peninsula Corridor Joint Powers Board
P.O. Box 3006, San Carlos, CA 94070-1306
Changes@caltrain.com 1.800.660.4287 (文本电话 650.508.6448)

如需笔译或口译帮助，请在会议开始至少三天前致电1.800.660.4287与Caltrain联系。

Para traducción llama al 1.800.660.4287; 如需翻译,请拨 1.800.660.4287.

加州铁路局正在考虑应否关闭Atherton 车站 (Atherton Station)。我们需要征求公众

TRANSLATED WEBSITE (CHINESE)

关闭Atherton Caltrain车站提议

人士的意见。

阁下提交本意见书的截止日期是：2020年8月6日。

请选择‘是 Yes’ 或‘否 No’作为您的答案。又，请在第8条问题下写下您的建议。

Page 1 of 1

Submit

您的名字

您的住址

您有使用Atherton 车站上车下车吗?

○ 是 ○ 否

您支持将Atherton 车站 完全关闭吗？

○ 是 ○ 否

请写下其他建议

Submit

ATTACHMENT 11 – WEBSITE AND EMAIL COMMENTS

#	Date	City of Residence	Do you currently board or alight at Atherton Station?	Do you support the full closure of the Atherton Station?
1	7/7/2020 2:29:34 PM	San Mateo	Yes	No
4	7/13/2020 9:20:27 AM			
5	7/13/2020 9:23:05 AM	San Mateo	Yes	Yes
6	7/13/2020 9:44:18 AM			
7	7/13/2020 10:51:10 AM	San Mateo	Yes	Yes
8	7/13/2020 11:56:29 AM	Atherton	Yes	Yes
9	7/13/2020 3:04:03 PM	Atherton	No	No
10	7/15/2020 1:01:46 PM		No	Yes
11	7/20/2020 11:46:31 PM	Menlo Park	No	No
15	7/23/2020 10:11:35 AM	Atherton	No	Yes
16	7/23/2020 10:47:49 AM	Atherton	No	Yes
17	7/23/2020 10:48:38 AM	Atherton	No	Yes
18	7/23/2020 12:20:11 PM	Atherton	Yes	Yes
19	7/26/2020 5:22:22 PM	Atherton	Yes	Yes
20	7/27/2020 3:41:58 PM	Atherton	Yes	No
21	7/28/2020 8:20:33 AM	atherton, ca	Yes	Yes
22	7/28/2020 10:25:10 AM	atherton	No	Yes
23	7/28/2020 12:20:22 PM	Atherton	No	Yes
24	7/28/2020 2:03:31 PM	Atherton	No	Yes

25	7/28/2020 7:04:38 PM	Atherton	No	Yes
26	7/29/2020 3:29:39 PM	Atherton	No	Yes
27	7/29/2020 5:51:04 PM	Redwood City	No	Yes
28	8/5/2020 1:52:37 AM		No	No
29	8/5/2020 5:39:14 PM	Atherton	No	Yes
30	8/5/2020 6:39:26 PM			
31	8/5/2020 6:59:09 PM	Atherton	Yes	Yes
32	8/5/2020 11:07:54 PM	Atherton	No	Yes
33	8/17/2020 11:30:53 AM	Atherton	Yes	No
34	8/21/2020 9:33:03 PM	Atherton	Yes	Yes
35	8/24/2020 8:04:36 AM	Atherton	No	Yes
36	8/24/2020 12:25:57 PM	Atherton	Yes	No
37	8/24/2020 1:22:56 PM	Atherton	Yes	No
38	8/26/2020 2:23:33 PM	Atherton	Yes	No
39	8/29/2020 9:36:54 PM	Atherton	Yes	Yes
40	9/1/2020 1:43:09 PM	Sunnyvale	Yes	No
41	9/2/2020 11:40:49 AM	North Fair Oaks/Redwood City	No	No
42	9/2/2020 12:26:59 PM	Menlo Park	Yes	No
43	9/2/2020 1:38:45 PM	Menlo Park (unincorporated)/ North Fair Oaks	No	No
44	9/2/2020 2:24:52 PM	Menlo Park	No	No
45	9/2/2020 6:02:03 PM	Menlo Park	Yes	No
46	9/2/2020 7:12:27 PM	unincorporated Menlo Park	Yes	No
47	9/2/2020 7:32:03 PM	Menlo Park	Yes	No
48	9/2/2020 8:06:56 PM	Redwood City	No	Yes
49	9/2/2020 8:39:39 PM	Atherton	Yes	No

50	9/2/2020 9:19:05 PM	Atherton	No	Yes
51	9/2/2020 9:19:39 PM		Yes	No
52	9/2/2020 9:29:10 PM	Atherton	Yes	No
53	9/2/2020 9:40:10 PM	Menlo Park	Yes	No
54	9/3/2020 4:00:53 AM	Atherton	No	No
55	9/3/2020 8:32:06 AM		Yes	No
56	9/3/2020 9:40:50 AM	Redwood City	Yes	No
57	9/3/2020 10:44:39 AM	Atherton	No	Yes
58	9/3/2020 1:58:10 PM		Yes	No
59	9/3/2020 4:39:35 PM	Menlo Park (county)	Yes	No
60	9/5/2020 3:46:03 AM	Atherton	No	No

From: Eileen Lepera
To: changes@caltrain.com
Subject: Atherton. Train station
Date: Wednesday, September 2, 2020 2:37:16 PM

Please do not close this train station. Many people from Menlo Park and Redwood City would prefer to use it as the other two towns are very very crowded

We need to have this kept open

Sent from my iPhone

From: Margaret Winters
To: changes@caltrain.com
Subject: comments about the Atherton closure -- please read!!!!
Date: Thursday, September 3, 2020 9:15:04 AM

Caltrain to close our station! please comment today. Is Atherton your closest train station? For much of NFO it is. Don't let Caltrain's board ignore us. Permanently closing the station during a pandemic, when ridership is down, is short-sighted in the extreme. We live in an area that begs for MORE public transportation options, not fewer. This move will cost us all dearly in the ways it will affect our community and options for the future. Please see below and register objection to compromising NFO transportation and quality of life. CalTrain is closing the Atherton Train Station permanently and it's having a Public Hearing tomorrow morning, but comments opposing or supporting this action need to be sent before this hearing. So if you have time, and if you think that the Atherton Train Station is or it would be more convenient for your transportation needs, please send a comment saying so or opposing this closure before tomorrow's Public Hearing (see the details to send public comment below via email, phone or regular mail). The City of Atherton has agreed to this permanent closure because their use for this is non- existent, and also because they want to expand their City Hall/Community Center right next to the train station, but as we know this closure will affect people from Menlo Park, Redwood City and North Fair Oaks who would very much like to have a closer and more accessible train station rather than going to the Menlo Park or the Redwood City stations -which by the way, will get more crowded than they already are with this closure. The Atherton Station has had low ridership because CalTrain reduced its service to weekend-service-only, essentially giving this station a slow death, and also because pedestrian access to that train station has always been terrible (there's no public lighting, no sidewalks, no services, etc.).
Remember that once this station is closed, it will be gone permanently. I personally think it is a disservice to the surrounding communities, which could benefit with better access to that train station and with increased train services on weekdays. Public Hearing: The Peninsula Corridor Joint Powers Board of Directors will hold a virtual public hearing to discuss the permanent station closure. The Board invites public comment on the potential closure of Atherton station at the hearing. The public may participate via a Zoom web link and/or by phone. Thursday, September 3, 2020 at 9 a.m. (or as soon thereafter as the matter may be heard) Zoom Info:
https://samtrans.zoom.us/j/93207729581 Webinar ID: 932 0772 9581 Access via Telephone: 1.669.900.9128; Meeting ID: 932 0772 9581 Prior to the hearing, comments may be sent by completing the online comment form at
www.caltrain.com/athertonclosure, by email at Changes@caltrain.com, by phone calling at 1.800.660.4287 (TTY 650.508.6448), or by mail writing to: Board Secretary Peninsula Corridor Joint Powers Board P.O. Box 3006, S an Carlos, CA 94070-1306

Join our Cloud HD Video Meeting

samtrans.zoom.us

Posted in

General to 27

neighborhoods 25

Comments

Melissa Prado

•

North Fair Oaks-Menlo

How many times a year do you use it? I stopped using the Atherton train station over a decade ago when they changed the Zone. I only travel Northbound, so to save a couple bucks I go to Redwood City train station.

19 hr ago

Laura Caplan
•
North Fair Oaks-Menlo
Well of course right now most of us are not using it. But still SO shortsighted to permanently close it! And yes, since they cut back the weekday service, that was a blow that naturally cut back ridership. Now they use that as an excuse. This is the only train station I can walk to. I don't use it frequently but many more people would in the future if they promoted it instead of making it difficult. It seems they discouraged use as they didn't want "outsiders" in Atherton. I used to commute to SF and see the old guys from Atherton board in their suits and hats. Yes, hats. Times change, and a different generation could benefit from the existing station. They need to evolve their thinking, not cut off the options for future generations.
19 hr ago

Emily Cornwell
•
North Fair Oaks-Menlo
"Town staff noted it would cost about $30 million to upgrade the station to bring back full weekday service."
https://www.almanacnews.com/news/2020/01/17/atherton-signs-off-on-caltrain-proposal-to- permanently-close-its-train-station
19 hr ago

Paul Zehms
•
Friendly Acres
The town of Atherton worried about the cost of a vital rail connection point? Give me a break. Or is it just a way to keep those "pesky" common folk out of the neighborhood?
10 hr ago

Maggie Paulsen

•

North Fair Oaks-Menlo

Thank you for sharing. I just completed the online feedback form. 19 hr ago

Nerissa Dexter

•

Lloyden Park

Dear Laura & Neighbors, The idea is to create a significantly better train service for all users by:

increasing the number of quicker, Express Trains & providing much more frequent Train Service Availability (stopping every 15 minutes, is the goal) as Electrification becomes operational. But increasing trains' service-frequency would be undermined by trying to re-open Atherton, because station stops must be taken away from the Menlo Park & Redwood City Stations, in order to create the stops necessary to re-introduce week-day service to Atherton Station (after 15 years). Since the $30 Mil of taxpayer money -- necessary to make Atherton Station compatible with Electrification – is NOT budgeted, the Station will have to be closed anyway or it will become a bottleneck for the Electrified system. • This is because antiquated Atherton Station requires that all Southbound trains must stop moving -- well before approaching the platform area – every time a Northbound train is stopping at this "Hold-Out-Rule" station
-- or passengers could be hit by an on-coming train when boarding or dis-embarking. • Atherton Station is a serious public safety hazard: anyone, at any time, can wander onto the middle of the tracks from the grade-level pathways, over the southbound track, pathways which were paved to provide boarding access to trains stopped on the northbound track for this antiquated Station. Caltrain wants to invest taxpayer money in creating a better rail service for the all communities, a better service in which people could realistically be able to choose the train over the car far more often than now. It would be significantly more beneficial to invest $30 Million+, and the savings from operating expenses, to improve nearby, viable, commuter stations, like Menlo Park & Redwood City, which could have the critical mass of service-frequency and express-train-availability, which Atherton can never have, given its limitation of only 33 Caltrain parking spaces.
16 hr ago

Catherine Kircos
•
North Fair Oaks - West
I am a Caltrain commuter living close to Atherton station but forced to go all the way to RWC to commute. I never drive to Caltrain and I don't think most users do. Before covid I would bike 2 miles to RWC despite living 400ft from the tracks.
13 hr ago

Cat Westover
•
Lindenwo

od

We live walking distance to the Atherton train station and (over the past 20 years) use it from time to time- mostly going to Sharks and Giants games (so weekends)- usually there are only 2 or 3 of us getting on or off the train. The city council did their due diligence when they stopped the weekday service and they've done their due diligence this time. They has has been talking about it and sending emails about it for years. Much as I like the weekend service, the very few of us that use it wastes the time of the thousands that don't. The low usage occured years before Covid. It is nothing new. I won't even get into the grade separation and upgrade costs the town can't afford. And Atherton hasn't and doesn't "discourage outsiders." The Town has always been welcoming to everyone at the library events, park events and the train station.

15 hr ago

Catherine Kircos

•

North Fair Oaks - West
I hear you but since they cut off weekday service in 2005 I feel like it's worth another shot given how much the area has changed since then. I live in North Fair Oaks and Atherton station is the closest one to me, yet I would ride my bike 2 miles each way to RWC Caltrain every day to commute to work (before covid). I think there are many commuters in NFO who would use the station but don't have the chance.
14 hr ago

Catherine Kircos
•
North Fair Oaks - West
I live in North Fair Oaks a few houses from the Caltrain tracks. Despite living literally 400 ft from the tracks, I am 2 miles from both Menlo Park and RWC Caltrain stations. Before covid, I would ride my bike to RWC station every day to get to work. It's a shame that Atherton station is not in use for commuting and they are ignoring commuters in NFO.
14 hr ago

David Koffman
•
North Fair Oaks-Menlo
Caltrain is struggling to stay afloat. Spending money on poorly used service to Atherton will not. 14 hr ago

Joan Cronin
•
MPVilla
s
I agree that the Atherton Station should be closed. 13 hr ago

Donna Ewart
•

North Fair Oaks-Menlo
When they changed the zone North and went to weekend only service, they killed it for most of us who would use it :(
13 hr ago

Jim Smith
•
Pacific to 5th
I'm all for closing Atherton station. One of my best memories of this station was one time when Caltrain was approaching and stopped the conductor changed his voice to reflect that of a butler or servant of a rich person. All of us normal folk busted out laughing.
12 hr ago

Susan Walker
•
Friendly Acres
Atherton is closer & easier for me than RWC but I don't commute. I use Caltrain for Giants and Warriors games, and if I can't get back home after a game it's pretty useless for me.
12 hr ago

Margaret Winters
•
West Atherton
When we travel in Europe, we often take the train for both short and long distances. Train travel is an excellent way to get commuters off the crowded freeways, as well as being a relaxing and pleasant way to get where you're going. My grandfather worked for SP for 50 years, and I commuted to the City for 13 years on Caltrain and found it to be the easiest and most dependable way to travel back and forth. I'm very surprised that with all of our very recent experience during the SIP, with much less road traffic, that we wouldn't want to embrace more public transportation. I really hope that more people will contact our Town and encourage them to restore daily service to Atherton, and encourage ridership to help us to move forward, not backward.
Edited 12 hr ago

Dave Pearce
•
Friendly Acres
They want people to stop driving and use mass transit and then keep cutting the public mass transit stations? Sounds like government thinking to me.
12 hr ago

Giacomo Marini
•
West Atherton
Respectfully, and I acknowledge that there might a question of semantics around "mass transit", but denoting Atherton as a mass transit station might be a bit of an overstatement. I am all for increased and improved public transportation and train service, but I believe the decision to close Atherton Station is a thoughtful and rational one, in the context of making the regional system more cost effective and efficient. Edited 11 hr ago

Claudia Olalla

•

North Fair Oaks-Menlo Thanks for the heads up 11 hr ago

Angel Vina

Nextdoor is the neighborhood hub for trusted connections and the exchang...

Nextdoor is the neighborhood hub for trusted connections and the exchange of helpful information, goods, and ser...

• Lindenwood

Independently of everyone's personal need or convenience for our Atherton station, a good public transit system, and specially a good train network connecting our community to the rest of the Bay Area, is an asset we should not lose. This lost will damage our score as a top quality place to live and will jeopardize our future development as a modern community. If the station didn't work economically in the past, Caltrain should work with the TofA and the Atherton community in finding a way that makes it viable and valuable.

5 hr ago

ATTACHMENT 12: SUMMARY OF COMMENTS FROM VIRTUAL PUBLIC MEETING COMMENT

Verbal Comments

Malcom Dudley

- Promise made by Caltrain for restoration of Atherton service will be broken. Measure A, transportation. Atherton was part of the budget, got dropped.

Michael McPherson

- In favor of MOU and town of Atherton. In everyone's best interest. Whatever Caltrain can do to increase ridership will be in everyone's best interest. Resident of Atherton.

Tristan Lopus

- Resident of Atherton. Sounds like a good idea for several reasons. I didn't know how long Atherton station has been there, it is really cool. Anything that can be done to honor the history of the station would be cool.

Nerissa Dexter – Atherton Rail Council

- Please close the station to save taxpayer 30M+ which is the amount of money that Caltrain is necessary. Severe limitation of parking spaces. Encourage you to close the station.

Matt

- Echo comments of others, support closing the station. Win Win.

John Maulbetsch

- Somewhat of a consensus is that people look at the station is a win-win. Benefit of the station closure accrues more to Caltrain than to Atherton. It has been clear for years that Caltrain has wanted to close. Actions taken by Caltrain lead to reduction in ridership, which lead to more justification for closure. Closure seems likely. Historic lost to the town. Would like to insist that Caltrain provide all the clear benefits to the town. Quad gate. Would like to see them come rapidly. Bike path to come rapidly. Hope that cost would be born by Caltrain. Hope the engineers honor quiet zone like they don't now.

Written Comments/Questions

Roland 06:08 PM

Just as an FYI you are conflicting with MTC's Plan Bay Area presentation in San Francisco

Anonymous Attendee 06:10 PM

Thank you, Ryan and team. Very good presentation. Roland

06:13 PM

There are hundreds of stations which have been converted to private residences or public space all over Europe.

Anonymous Attendee 05:38 PM

please give us the numbers from every count because we can’t see who is participating or how many people are responding.

Ryan McCauley 05:45 PM

We had 4 people raise hands for Atherton residents, 2 for who rode the train regularly, and 5 for who rarely or never took the train. We have 20 total participants as of now.

Tristan Lopus 05:51 PM

What have been key points or insights of the feedback you have gathered from the community so far?

This question has been answered live

Roland 05:52 PM

Have you considering a North Fair Oaks station with passing tracks to replace Atherton and, if not, why not?

This question has been answered live

Roland 05:55 PM

Will intrusion detection be integrated with the quad gates and, if not, why not? This

question has been answered live

ATTACHMENT 13 - PUBLIC HEARING COMMENTS AND BOARD CORRESPONDENCE

July 19, 2020

Peninsula Corridor Joint Powers Board

P. O. Box 3006

San Carlos, CA 94070

Subj: Proposed Closure of Atherton Caltrain Station (Wednesday, July 29, 2020)

Honorable Chair and PCJPB Board Members:

The permanent closure of the Atherton Station would be a broken promise, a promise that was made by Caltrain to restore service as soon as the system was electrified. The Atherton Drop Station, then known as Fair Oaks, was the oldest train stop in the entire state of California, serving this area since 1866, a full 57 years prior to Atherton's incorporation in 1923. I served on the Atherton City Council for 24 years, and during that time I served on several regional boards, including the San Mateo County Transportation Authority. In 1988 an Expenditure Plan Committee was formed to identify projects that would be funded with the Measure "A" sales tax funds. I was one of seven members on this committee (4 city council members, 2 board of supervisors members and one SAMTRANS member). The proposal provided only $20 million total for Caltrain over a fifteen-year period. Caltrain's survival depended upon receiving additional funds for capital improvements, Right-of-Way acquisition, etc. as the ten-year State of California subsidy was ending in two years. I was the sole dissenting vote. This expenditure plan needed the support of a majority of San Mateo County cities prior to going to a public vote. Along with Frank Pagliaro, then mayor of Burlingame, the two of us were able to get a majority of San Mateo County cities to oppose this expenditure plan. We then formed a new Expenditure Plan Committee, which included all twenty cities, two supervisors and one SAMTRANS member. We made Caltrain the top priority, with half of all the sales tax funds going to Caltrain, which provided approximately $500 million over a twenty-year period. With the successful passage of this measure in 1988, we formed the San Mateo County Transportation Authority to administer these funds. I chaired this authority, and with the sales tax funds received during the first three years we were able to acquire the rail Right-of-Way, including loans to San Francisco County and to Santa Clara County, as their expenditure plans had not included that expenditure.

The point in reviewing this history is to demonstrate Atherton's support for Caltrain over some of the most critical times in Caltrain's history. Atherton residents supported the renewal of Measure "A" with a seventy one percent support for this measure, whose support assumed continued rail service at our Atherton Station. Permanent closure of our station would be a serious breach of promise to Atherton residents. An earlier survey of Atherton residents showed an overwhelming 84% support for retaining rail service at our Atherton Station.

There has been a history of Caltrain eliminating our peak time service, apparently in an effort to eventually deny our service all together. Previously we had many school children using the Atherton station to travel to their schools. Their train service was eliminated. Atherton train stops were reduced significantly in 2002 and 2004. When Caltrain eliminated all weekday service the town was assured that we would receive restoration of our services when the system was electrified. We believed that promise. With Caltrain considering a new sales tax measure it would be important for voters to have

confidence that they could trust Caltrain to honor its promises, that services would not be indiscriminately eliminated.

Additionally, Atherton residents have made a large investment in Caltrain through the sales tax funds. Based upon the 2004-2005 Caltrain Allocation (from sales tax in San Mateo County) Caltrain's allocation was estimated to be $29,167,758 (of which $547,770 was from Atherton residents). Over the 20-year life of this Measure "A" Atherton residents paid an estimated $9,389,991. If service is permanently taken from Atherton the residents would still have to continue paying this sales tax, but would no longer be served by Caltrain. Atherton would become the only city on the entire Caltrain line that received no service. I don't want to even consider what the consequences would be from this discriminatory treatment of an entire city.

There would be major disadvantages to Atherton residents if the station were permanently closed. Atherton riders enjoy many conveniences using the Atherton station, including unlimited parking. All other Caltrain stations limit parking to twenty-four hours, with cars towed away at the end of the twenty-four-hour period. Several of us worked with Facebook on a plan that would increase Facebook employee Caltrain ridership from stations to the north, with a shuttle running from the Atherton station to the Facebook campus, so ridership numbers are not a justification for denying Atherton its historic rail service.

In summary, public service has always been an important part of my life, believing that our government is here to honestly serve the needs of the public. In addition to serving on our city council and several regional bodies I served thirty-two years in the Navy, retiring as a naval captain. I have believed that the public should be able to reliably count on our governmental bodies to honestly serve the needs of our public and that their word is their bond. Upon my retirement from the city council and regional bodies an Almanac editorial was written describing my tireless efforts on behalf of preserving Caltrain. If you have any doubt as to my efforts on behalf of preserving peninsula rail service I would refer you to the Almanac editorial "Malcolm Dudley the unsung hero"

Thank you.

Malcolm Dudley

JPB Board of Directors
Meeting of September 3, 2020

Correspondence as of September 2, 2020, Part II

#	Subject
1	Closure of Atherton Train Station
2	Resident Objection to Proposed Closure

From:	Janet Davis
To:	Public Comment
Subject:	Closure of Atherton train station
Date:	Wednesday, September 2, 2020 12:12:08 PM

There is a wider population that would want to use the Atherton station than merely the residents of Atherton: there is the nearby community of South Fair Oaks and the residents of the county and RWC area on the other side of El Camino. Ridership is low in good part because of the incompetent management of Caltrain, which is under the "leadership" of Jim Hartnett who has absolutely no qualifications for the job. If you want more people taking advantage of public transportation you need to make that transportation available to people when and where they need it. Atherton is an exclusive community, but Caltrain is supposed to be for the benefit of the entire population, not merely the privileged few.
Rather than closing down stations and reducing service Caltrain should hire a competent executive and do a survey of public needs, so that the train can be better utilized.

From:	Laura Caplan
To:	Public Comment
Subject:	Resident objection to proposed closure of Atherton station
Date:	Wednesday, September 2, 2020 12:44:45 PM

To Whom it May Concern,

I have only today learned that the Board is considering a permanent closure of the Atherton Train station. It is disappointing to say the least that the Board would consider this during a pandemic when of course ridership is down. What a shortsighted move this would be!

Why have local residents not been notified of this proposal? Why would it be done in relative secret at a time when so many people are homebound due to the pandemic? This is unethical and counter-productive. We need MORE public transportation, not less. Who among us does not recognize that fact? This move would negatively affect our community in so many ways.

In the midst of all the local efforts (both public and private) to create additional public transportation options, what is the reason you would consider shutting down a station that is in close proximity to some of the most underserved populations in the region? The Atherton station is walking distance from much of North Fair Oaks, which is home to a high-density population within unincorporated San Mateo County. It was a bad move when, instead of promoting ridership, Caltrain shut down the regularly scheduled stops. But closing the Atherton station permanently would be a terrible mistake. You may also consider the historic nature of the station.

I don't use it daily (obviously now) but have still counted on use of this station for 40 years! Please do NOT close this station but reinstate ability to use it more. I well remember the days I used the station to commute to work in San Francisco accompanied by all the men who still wore suits and hats to work. Times change. But it is clear that in the near future we will need stations like this more than ever. Care enough to use common sense and figure out now how this station can be used in future rather than destroyed.

Laura Caplan
resident of North Fair Oaks/ Menlo Park

JPB Board of Directors
Meeting of September 3, 2020

Correspondence as of August 25, 2020

#	Subject
1	Atherton Station Closure

From:	Nerissa Dexter
To:	Board (@caltrain.com); caltrainboard@samtrans.com; changes@caltrain.com; boardsecretary@caltrain.com
Cc:	ngdexter@comcast.net; Nerissa Dexter
Subject:	ATHERTON STATION CLOSURE SUPPORT: JPB Correspondence
Date:	Monday, August 24, 2020 5:01:11 PM
Importance:	High

CAUTION: This email originated from outside of the San Mateo County Transit District. Unless you recognize the sender's email address and know the content is safe, do not click links, open attachments or reply.

Dear Peninsula Corridor Joint Powers Board, Honorable Chair and

Board of Directors: We support Caltrain's proposal to close their

Station in Atherton for the following reasons.

It would be irresponsible to spend an estimated $30 Million dollars, plus – which is necessary to upgrade this little-used station for electrification (to eliminate the "Hold-Out-Rule") -- given the severe constraint of having only 33 parking spaces to accommodate passengers. (Note: 33 is Caltrain's official number, as reported to the MTC.) Keeping this station open would result in a squandering of Caltrain's limited financial resources and, ultimately, taxpayers' money.

It would be significantly more beneficial to our transportation system, to invest this $30 Million+, and the savings from operating expenses, to improve nearby, viable, commuter stations, like Menlo Park & Redwood City, which could have the critical mass of service-frequency and express-train-availability -- sufficient to attract 300-500 additional passengers to Caltrain.

But, providing the desirable level of service-frequency will be compromised if station stops are taken away from Menlo Park / Redwood City, in order to create the stops necessary to re-introduce week-day service to Atherton Station (after 15 years).

I encourage Caltrain to close Atherton Station as soon as feasible, because it is a public safety hazard: anyone, at anytime, can wander onto the middle of the tracks from grade-level pathways, over the southbound track, which were paved to provide boarding access to trains on the northbound track which are stopped at this antiquated Station.

Since there are ZERO dollars budgeted through 2027 in Caltrain's 10 Year Capital Improvement Plan (as officially recorded with the MTC), the Atherton Station will have to close anyway, in order NOT to undermine Electrification's commitment to increased throughput.

Let's invest taxpayer money in creating a better rail service for the entire

community, a better service in which people could realistically be able to choose the train over the car far more often than now. Atherton residents can easily use nearby Menlo Park and Redwood City Stations. (Indeed, in parts of Atherton, the Menlo Park Station is physically closer than the Atherton Station.)

Thank you,
Neil and Nerissa Dexter, Atherton, CA, 08/2020

JPB Board of Directors
Meeting of September 3, 2020

Correspondence as of August 28, 2020

#	Subject
1	Proposed Closure of Atherton Caltrain Station
2	WPLP Item 4 - Minutes
3	Transit Unions Blast Bay Area Coronavirus Safety Plan
4	Homeless Encampment

From:	Malcolm Dudley
To:	Public Comment
Cc:	Jim Janz; Malcolm Dudley
Subject:	Proposed Closure of Atherton Caltrain Station
Date:	Tuesday, August 25, 2020 4:16:44 PM

Peninsula Corridor Joint Powers Board

Honorable Chair and PCJPB Board

Members:

The permanent closure of the Atherton Station would be a broken promise, a promise that was made by Caltrain to restore service as soon as the system was electrified. The Atherton Drop Station, then known as Fair Oaks, was the oldest train stop in the entire State of California, serving this area since 1866, a full 57 years prior to Atherton's incorporation in 1923. In 1988 a San Mateo County Expenditure Plan Committee was formed to identify projects that would be funded with the Measure "A" sales tax funds. Malcolm Dudley served on this committee and led the fight to increase Caltrain's share of the sales tax revenues from $20 million to approximately $500 million. Caltrain's survival depended upon receiving additional funds for capital improvements and Right-of-Way acquisition as the ten-year State of California subsidy was ending in two years. With the successful passage of this San Mateo County Measure "A" in 1988 we formed the San Mateo County Transportation Authority to administer these funds. With the sales tax funds received during the first three years we were able to acquire the Rail Right-of-Way. San Mateo County loaned funds to San Francisco County and to Santa Clara County, as their expenditure plans had not included that expenditure.

The point in reviewing this history is to demonstrate Atherton's support for Caltrain over some of the most critical times in Caltrain's history. Atherton residents supported the renewal of San Mateo County Measure "A" with a seventy one percent support for this measure. Support was based upon the promise of continued rail service at the Atherton Station. Permanent closure of our station would be a serious breach of promise made to Atherton residents. An earlier survey of Atherton residents showed overwhelming 84% support for retaining rail service at our Atherton Station. Personally we would find it hard to support the new proposed Caltrain sales tax measure if Caltrain failed to live up to its earlier commitments. Trust in our governmental institutions is particularly important at this time.

Unfortunately there has been a history of Caltrain eliminating our peak time service, apparently in an effort to eventually deny our service all together. Previously we had many school children using the Atherton Station to travel to their schools. Caltrain eliminated their train service. Atherton, working with Facebook, proposed Facebook

employee service, using a shuttle between the Atherton Station and the Facebook campus. The plan involved passengers traveling between San Francisco and other stations south of San Francisco to the Atherton Station, much the way that Facebook employees travel from San Jose to California Avenue, with shuttle service to the Facebook Campus.

Additionally, Atherton residents have made a large investment in Caltrain through the sales tax funds. Based upon the 2004-02005 Caltrain Allocation (from sales tax in San Mateo County) Caltrain's allocation was estimated to be $29,167,758 (of which $547,770 was from Atherton residents). Over the 20-year life of this Measure "A" Atherton residents paid an estimated $9,389,991.. If service is permanently taken from Atherton the residents would still have to continue paying this sales tax, but would no longer be served by Caltrain. Atherton would become the only city on the entire Caltrain line that received no service.

There would be major disadvantages to Atherton residents if the station were permanently closed. Atherton riders enjoy many conveniences using the Atherton Station, including unlimited parking. All other Caltrain stations limit parking to twenty-four hours, with cars towed away at the end of the twenty- four hour period.

Jim Janz and Malcolm Dudley, both former Atherton Mayors. Both have worked on Caltrain issues for many years. Malcolm served on the Expenditure Plan Committee and chaired the San Mateo County

transportation Authority. We both strongly support restoration of Atherton rail service. It would be hard for voters to trust an organization that could not be trusted.to honor its commitments.

JPB Board of Directors
Meeting of September 3, 2020

Correspondence as of September 3, 2020

#	Subject
1	Atherton Station Shelter

From:	Bill Hough
To:	Public Comment
Subject:	Public comment on item not on agenda
Date:	Thursday, September 3, 2020 10:27:54 AM

Today, there was a public hearing on the closure of Atherton Station. I have no dog in this fight, but if Atherton is closed, I urge Caltrain to make an effort to find a home for the Atherton Station shelter. I am sure a railroad museum or a historical society could use it and it is better to recycle rather than destroy it.

William Hough

From:	Karin Zalec
To:	changes@caltrain.com
Subject:	Proposed Closure to Atherton Train Station - PLEASE DO NOT CLOSE IT!
Date:	Friday, September 4, 2020 10:29:31 AM

I was unable to attend the public meeting yesterday. However, I want you to know that I use the Atherton Train Station every weekend and I'd use it every weekday if it were open. It's the nearest station to my home which is near Marsh Road. I don't drive, and it's the only train station that I can walk to in a reasonable amount of time. Both the Menlo Park and Redwood City Caltrain Stations are much too far away for me to walk and there is no bus service that can get me to other Caltrain stations in a reasonable amount of time.

PLEASE do not close the Atherton Caltrain Station on the weekends. It's bad enough that I no longer can use it during weekdays. Thanks for making my opinion count.

Kimmy Zalec

Public Hearing Comments – Summary of Comments Rick

DeGolia

From our perspective, this is a hard issue as Atherton Caltrain Station is an important asset to the town of Atherton. Athterton's Mayor. for the longest period of time .Malcolm Dudley was one of the two people in getting Caltrain funding originally, establishing Caltrain, and obtaining the right of way. We feel a great deal of association with Caltrain. We do believe, and we've looked at this closely, the benefits that are identified are accurate. I think that the three most important benefits to Caltrain are of course the 30 million dollar savings that would result that would not have to convert the hold out station, the efficiency improvements, which may could have been more fully stated, and the train will gain 5 minutes or more by closing the station. I think that is a benefit to other riders and we want to support the mass transit that Caltrain represents, and finally not having to continue to maintain the Atherton station building. For Atherton, the most significant is the safety benefit, the installation of the fence and the quad gates that would make this corridor much safer for residents in the town and the use of the property. There are 30 parking spaces, and we will use it, and there will be bike storage racks that will be removed.

Caltrain had been committed to include some minimal landscape screening and since Atherton, this is close to the new town center and we want to make sure you include that in the cost allocations through a final MOU

Roland LeBrandt

The first thing I like to bring to attention is that something missing from the presentation is that the existence of this hold out platform is posing an excessive distance between the gates at Fair Oaks Lane. Specifically you would normally expect the gate 30 feet apart, but it is now 50 feet apart, and the end result of that is that you are increasing the gate down time by 15 seconds to make it possible for people with disabilities to travel the extra distance when the gates come down. I believe it is addressed in the High Speed Rail San Francisco to San Jose ----- .With regards to closing the station, yes, it has great positives. Our investment moving forward and any revenue we might get should be directed to a study and the initial design of a RWC Junction Station and what eventually that would allow us to do is connect to the Dumbarton Rail Station. Right now the station is dead but if we can come up with a solution to connect Facebook with the Penninsula and the East Bay Facebook campus that would go back to the Board. At that time we lay the foundation for the Dumbarton Junction.

Alex Kee

I'm an Atherton Resident and I support the Atherton Station closure under the condition that

Caltrain and Atherton come to terms on that MOU. To me, the MOU is very important since restoring weekday service was one of the long time commitments Caltrain has made to Atherton residents. That will be changing and that will be fine as long as if there is an equitable MOU that the town and Caltrain can come into agreement to and that's why I'm in support of the closure. Thank you.Nerissa Dexter

This is Nerissa Dexter of Atherton. I support Caltrain's proposal to close their station in Atherton for the following reasons- increasing the frequency of train service and the amount capital investment at high growth stations like Redwood City and Menlo Park will allow many more people to realistically choose the train over the car. It would be irresponsible to spend the estimated 30 million dollars necessary to upgrade the little used Atherton Station given its severe constraint of limited having only 33 parking spaces to accommodate potential passengers. Instead, invest the 30 million dollars and the savings in operation expenses from closing station to improve nearby viable commuter stations which could then have the critical mass of service frequency and express train availability sufficient to attract 300-500 additional passengers to Caltrain. But providing this desired level of service frequency will have to be compromised, if station stops have to be taken away from Menlo Park and RWC in order to create the stops necessary to reintroduce weekday service to Atherton station after 15 years. I support Caltrain's proposal to close Atherton Station to create a better rail service for the entire community, a service that Atherton residents can easily use. And finally, I encourage Caltrain to close the Atherton station as soon as feasible because it poses a significant public safety hazard: anyone can wander onto the middle of the trackls with 79 mph trains from grade level pathways over the southbound tracks at this antiquated station. I thank you

Alita Dupree

I do think that we need this and close the station. The biggest issue for me is that station in its current configuration requires the hold out rule for safety reasons. Havomg stations subject to the hold out rule is impeding our ability to offer more frequent and efficient service. This came from decisions that were made many years ago and now is the opportune time to for us to correct this. The idea of closing stations is not new and I've seen stations closed in the past on LIRR and Metro North in New York and for I'm sure for similar reasons. So the hallmark of Caltrain going forward is to be a productive railroad; not to make any more stops as usual as long as the stops are not too far apart. We want to be able to use money for other things than to try to rebuild a station that is not going to get much use. So I think we should complete this work and close the station so that we can build new things going forward.

Ben Naresan

I live across the street from the Atherton Station. I'm not going to debate the benefits of closing or keeping open the station, however Caltrain had made a commitment to restoring service, they knew the cost of doing so, now that they've changed their mind and we have allowed that to happen they'll save 30 million dollars. One of the reasons I didn't protest is that is the idea of having a walkway and a bicycle path between Atherton and Menlo Park. I do routinely walk to

Menlo Park to catch the train. It's about a 23 minute walk most of which is on El Camino with no sidewalk. If that is committed to, which is what I understood, that makes great sense you provide a way for pedestrians to travel in this area at no risk to themselves. By the way, the risk of the train station is de minimis. I've been here for 17 years and never heard of an injury, but the risk of walking down El Camino is significant. So my comment is that by merely having it discussed and evaluated, they will forget the savings they had and I would ask to the commitment to the walk and bike path be baked into the MOU. It will cost less than the 30 million and is a good use of those funds.

Jeff Carter

I support the closure of the Atherton Station for the all the reasons stated. I very much appreciate the comments made by the Mayor of Atherton and I think it will be a benefit to Caltrain in the long run to close the station and explore looking at similar Redwood City station. I thank you the meeting. Just like to add Atherton has been a thorn in the side of Caltrain for the last several years, they have been opposed to electrification, opposed to more frequent service, and have been opposed to high-speed rail. It's very unfortunate that Atherton doesn't see the light in better rail service.

Catherine

I'm a North Fair Oaks resident and Caltrain commuter. I just wanted to share my experience. I live exactly 2 miles between Redwood Ciy and Menlo Park, but less than half a mile from Atherton Station. So Atherton station would be my preferred and most convenient Caltrain station. I wish it was available for weekday service. Before Covid, I would ride my bike 2 miles everyday to RWC which is not convenient or practical for a lot of North Fair Oaks residents. Since the station has been closed on weekdays since 2005, I don't think we really have a good sense of how many potential riders and commuters from NFO. But I think that number has probably changed a lot in the last 15 years. So thank you for the presentation and the due diligence you guys are doing, I just urge you to keep considering North Fair Oaks and the commuters here.

Matt Chen

I'm a resident of Atherton, I live within walking distance of the station. I support the closing the station particularly in light of the proposed safety improvements and the nearby access to Redwood City and Menlo Park stations, both of which I may note, have Baby Bullets and or more consistent service given the high ridership. If I do have to have a comment about the MOU, I would ask that Caltrain look closely at that commitment for a bike path or walking path to either of those two stations.

Cary Weist

Councilmember Town of Atherton, I'm going to reiterate what the mayor has said. I'm not going to not to repeat it, I want to just thank the JPB Board for considering this MOU. I think it benefits both parties, there's give and take to both sides, but I think there will be tremendous benefit to the service component, which I think in general all the parties here are interested again. So again, thank you guys for considering and we can work on the details if there's anything that raises concerns.

JPB Board of Directors
Meeting of October 1, 2020

Correspondence as of September 11, 2020

#	Subject
1	Closure of Atherton Caltrain Station
2	San Francisco to San Jose draft EIR/EIS Comments
3	09-10-2020 SB 288 Letter to Governor

From:	Malcolm Dudley
To:	Public Comment
Cc:	Rick DeGolia; Cary Wiest
Subject:	Failed to be recognized in today"s public hearing on Closure of Atherton Caltrain Station
Date:	Thursday, September 3, 2020 10:14:10 PM

Please pass to Board Members.

I was not successful in my attempt to speak today, therefore I want to pass along my comments concerning this important issue. Presumably you have read my earlier email comments. Having spent years working in support of our Caltrain system, I am very disappointed in the dishonesty and the way Caltrain has treated Atherton. During the twenty four years I served on the Atherton City Council, and many years serving on many regional bodies, including the San Mateo County Transportation Authority, San Mateo County Lafco, Regional Planning and Airport Land Use, etc I always felt it was important to earn the public trust, to be honest in our efforts to serve the public. Unfortunately that has not happened in how Caltrain has treated Atherton. Having chaired the San Mateo County Transportation Authority in its earliest years, and on the San Mateo County Measure "A" expenditure plan committee that created the TA, I had the opportunity to work with and know those who worked on the Caltrain projects we funded.
The first Measure "A" proposal was a fifteen year plan that allocated only $20 million for Caltrain over the fifteen year life of this measure. Caltrain did not own the rail right-of-way and needed funding for critical capital improvements. Without additional funds the future was uncertain. The vote on that measure was 6 to 1, where I was the sole negative vote. The future for Caltrain depended upon receiving significantly more funds. I worked to get a majority of cities to vote against that proposal, with the commitment to come back with a balanced transportation measure. The majority of cities agreed with us and voted down the first measure. We then created.a new Measure "A", making Caltrain the number one priority, with approximately $500 million over a twenty year period. With the voter passage of that message we were able to purchase the rail right-of-way within three years of passing the sales tax measure

The dishonesty followed the period I served on the San Mateo County Transportation Authority. There was a deliberate effort to reduce the Atherton Station ridership. The first steps were to cut out our peak hour service, which among other things, eliminated all of the school children riders. When we complained about losing our most important stops we were told that it could have been much worse as there were staff people who were out to cut out all service at our station. There were other events that negatively impacted Atherton service, but the explanations were not honest. When the staff eliminated all weekday service we were promised that our service would be restored upon completion of the electrification. In order to persuade the town to agree to permanent closure Caltrain offers to eliminate the hold out and to install Watkins Avenue.quad gates. Again this is dishonest. I was a part of the expenditure plan

committee that prioritized capital improvements, which included both of these items. Offering a path from the Atherton Station to the Menlo Park station makes no sense for older passengers. It makes no more sense than the shuttle that ran between the Atherton Station and the Redwood City Station, which lasted a very short time. People were not going to the Atherton Station, parking their car, waiting for a shuttle, then waiting to catch a Redwood City train.

In an earlier survey of Atherton residents over eighty percent were in favor of maintaining Atherton rail service. They supported renewal of Measure "A" with 71% of the vote, based upon the continuance of Atherton train service. Atherton residents have paid about $500,000 annually in sales tax, and would have to continue paying these taxes, while receiving no service. With the broken promises there certainly would be a loss of trust in Caltrain, and therefore not likely to support any new tax, while receiving no service. I would certainly oppose any new tax until earlier promises were honored. I have opposed, successfully, the earlier measure that provided very little for Caltrain, then worked to pass a new measure more favorable to Caltrain. If Caltrain does not honor its promise to honor past promises I will have no choice but to work against passage of an additional tax. Public trust depends upon having trust in our government, something that needs to be earned.

Malcolm Dudley, former mayor and former chair of the SMCTA.

ATTACHMENT 14 – NOVEMBER 2020 BOARD APPROVAL OF TITLE VI EQUITY ANALYIS AND STAFF REPORT

AGENDA ITEM #9
NOVEMBER 5, 2020

PENINSULA CORRIDOR JOINT POWERS BOARD
STAFF REPORT

TO: Joint Powers Board

THROUGH: Jim Hartnett
Executive Director

FROM: Michelle Bouchard
Chief Operating Officer, Rail

SUBJECT: **APPROVAL OF THE CLOSURE OF ATHERTON STATION AND RELATED ELIMINATION OF WEEKEND SERVICE AT THE STATION; EXECUTION OF RELATED AGREEMENTS WITH TOWN OF ATHERTON; ADOPTION OF ASSOCIATED ADDENDUM TO THE FINAL PCEP EIR; AND APPROVAL OF TITLE VI EQUITY ANALYSIS**

ACTION
Staff Coordinating Council recommends the Board:

1. Approve the closure of and eliminate Caltrain service at Atherton Station, contingent upon completion of the Federal Transit Administration's re-evaluation of the Peninsula Corridor Electrification Project (PCEP) under the National Environmental Policy Act (NEPA);

2. Authorize the Executive Director, or designee, to execute a Memorandum of Understanding and a Maintenance and Use Agreement with the Town of Atherton (Town);

3. Approve an Addendum to the Peninsula Corridor Electrification Project (PCEP) Environmental Impact Report (EIR), which finds that there would be no new significant impacts and no substantially more severe impacts based on the closing the Atherton Station and removing station improvements, compared to the proposed continued and expanded use of the Atherton Station as contemplated in the PCEP EIR approved in 2015;

4. Accept the associated Title VI Equity Analysis, which finds that the proposed closure of Atherton Station and related elimination of weekend service at the station does not result in a disparate impact or disproportionate burden on minority or low-income passengers, respectively; and

5. Authorize the Executive Director, or designee, to execute any other documents and take any other actions necessary to give effect to the above-stated actions.

SIGNIFICANCE

In late 2019, Peninsula Corridor Joint Powers Board (JPB) staff and representatives of the Town of Atherton (Town) initiated discussions concerning the potential closure of Atherton station as it would provide significant benefits to the both the Town and Caltrain service. Benefits include:

- Providing Caltrain with the opportunity to re-allocate service to adjacent stations where denser land uses and improved travel times will generate more ridership and provide a broader benefit to the public, potentially increasing daily ridership by 300-500 passengers.
- Cost savings associated with eliminating operations and maintenance of the station.
- Obviating the need for a costly station rebuild to remove the holdout rule, previously estimated to cost over $30 million.
- Reduced noise and improved safety.
- Better integration of the excess station property into the Town's Civic Center redevelopment project now under construction.

In January 2020, the Atherton City Council preliminarily approved the closure of Atherton Station subject to the JPB and the Town entering into a Memorandum of Understanding (MOU). Following the Council's action, JPB staff initiated the process to potentially close the station. Actions included working with Town staff to develop an MOU and associated Maintenance and Use Agreement (MUA), conducting the necessary environmental review related to the station closure, and completing a Title VI Equity Analysis.

Following nearly another year of cooperative efforts between the JPB and the Town, the Atherton City Council took action on October 26 to authorize execution of the MOU that identifies actions and commitments by the JPB and the Town to ensure the permanent closure of the station in a manner that is mutually satisfactory to both parties. Actions identified in the proposed MOU include:

- The JPB's closure of the Atherton Station, including related legal and environmental compliance.
- The JPB making near-term station area modifications supporting the closure, including removal of the center boarding platform and construction of a fence separating the operating right-of-way from the rest of the station property.
- Execution of the MUA between the JPB and the Town regarding the station property located outside the active rail corridor. The Town will assume maintenance responsibility for the identified Maintenance and Use Area and the JPB will permit construction and maintenance of the improvements outlined in the MOU.
- The JPB will secure funding from the San Mateo County Transportation Authority (SMCTA) or other grant sources to support, and the JPB and Town will conduct, the following activities:

- the JPB's installation of a new four-quadrant gate ("quad gate") at the Watkins Avenue grade crossing to improve crossing safety
- the JPB's procurement and installation of permanent fencing to separate the Town Civic Center from the operating rail corridor
- the Town's development and implementation of an initial plan for site improvements in the Maintenance and Use Area, including landscaping, screening improvements and potential modifications to the Station Building to integrate the station building into the Town Center
- the study and implementation of an active transportation route from the Atherton Town Center to the Menlo Park Caltrain Station
- the evaluation of available JPB right-of-way that can be used to support the active transportation route, in a manner consistent with JPB's existing property use policies.

The funding and implementation schedule for the above actions are outlined in the MOU, and funding for the Station Area Site Improvements and Access Improvements may be utilized by the Town for either purpose.

Addendum to the Final PCEP EIR (Attachment A)

The JPB certified the PCEP EIR on January 8, 2015. Currently the Atherton Station only receives weekend service, however, the Final EIR included a project description with restoration of weekday service at the Atherton Station after electrification.

Under the California Environmental Quality Act (CEQA), an addendum to an EIR is needed if minor technical changes or modifications to a proposed project occur. An addendum is appropriate only if these minor technical changes or modifications do not result in any new significant impacts or a substantial increase in the severity of previously identified significant impacts. As such, the attached addendum to the PCEP Final EIR has been prepared and concludes that there would be no new significant impacts and no substantially more severe impacts based on the impacts of closing the Atherton Station and removing station improvements compared to the proposed continued and expanded use of the Atherton Station in the 2015 PCEP Final EIR.

Title VI Equity Analysis (Attachment B)

Before adopting the proposed station closure, the Board is required to consider the attached equity analysis and elimination of weekend service at the Atherton Station would be a Major Service Change under the JPB's Title VI Policies. This analysis is consistent with policies adopted by the Board to comply with Title VI of the Civil Rights Act of 1964.

The Title VI Equity Analysis:

- Identifies the Atherton Station closure as a Major Service Change that requires a service equity analysis as defined by the JPB's Title VI Program,
- Analyzes the Atherton Station closure proposal on a system-wide level to determine whether the impacts would result in disparate treatment among protected classes,

- Uses the Title VI policies and analysis thresholds that were adopted by the JPB in 2019,
- Is based on the 2018 American Community Survey information due to the small sample size in the 2019 Caltrain triennial survey and COVID-19 change in ridership levels,
- Disaggregates data by income and ethnicity to meet the requirements of federal Title VI guidance,
- Identifies the purposes and adverse effects of the proposed Atherton Station closure,
- Summarizes public engagement related to consideration of the Atherton Station closure proposal, and concludes that the Atherton Station closure proposal does not present disparate impacts on minority riders or disproportionate burdens on low-income riders

BUDGET IMPACT

The initial costs of demobilizing the station and installing temporary fencing will be paid out of the JPB's Fiscal Year 2021 Operating Budget as these actions are needed for and benefit the system as a whole and can be accomplished by TASI within the approved budget.

Other major costs of the proposed actions, which are expected to total $6.2 million, will be funded by a combination of San Mateo County Transportation Authority funds and grant sources.

BACKGROUND

The JPB suspended regular weekday Caltrain service to Atherton Station in 2005. At that time, average weekday ridership was approximately 122 passengers per day. Caltrain currently provides limited, weekend-only service to the Atherton Station, with trains in each direction stopping every 90 minutes. Before the COVID-19 pandemic and related shelter-in-place orders, the Atherton Station was used by approximately 114 riders per average weekend day.

The Atherton Station has an older, narrow "center-boarding" configuration that requires pedestrians to cross the tracks to access the boarding platform. This substandard configuration limits train operations through the station, as trains operating in one direction must "hold out" while a train operating in the other direction is boarding. Most "hold out rule" stations on the corridor have now been rebuilt. Atherton, along with Broadway and College Park, is one of the few remaining stations with this configuration still in place. As Caltrain service increases post-electrification, the need for trains to "hold out" will create an operational bottleneck that will increasingly constrain the overall system.

Subsequent to the suspension of weekday service to the station in 2005, the JPB made a policy commitment to restore regular weekday service to Atherton Station following the electrification of the corridor. This commitment was documented in the 2015

Environmental Impact Report (EIR) for the Peninsula Corridor Electrification Project (PCEP).

In late 2019, Caltrain staff and representatives of the Town initiated discussions concerning the potential closure of the station, resulting in a preliminary agreement.

In a January 8, 2020 letter to the Town Manager, the JPB's Executive Director requested the Town's support for the full closure of the Atherton Caltrain station.

The Atherton City Council considered and preliminarily approved the request at its January 15, 2020 meeting, subject to the JPB and the Town entering into a Memorandum of Understanding.

Prepared by: David Pape, Principal Planner, Caltrain Planning 650.418.6025

RESOLUTION NO. 2020 – 56

BOARD OF DIRECTORS, PENINSULA CORRIDOR JOINT POWERS BOARD
STATE OF CALIFORNIA

* * *

APPROVING CLOSURE OF THE ATHERTON STATION AND RESULTING MAJOR SERVICE CHANGE, APPROVING THE ASSOCIATED TITLE VI ANALYSIS, AUTHORIZING AGREEMENTS WITH THE TOWN OF ATHERTON, AND APPROVING ADDENDUM TO THE FINAL ENVIRONMENTAL IMPACT REPORT FOR THE PENINSULA CORRIDOR ELECTRIFICATION PROJECT TO REFLECT THE CLOSURE OF THE STATION AND RELATED SERVICE CHANGE

WHEREAS, staff has proposed the Peninsula Corridor Joint Powers Board (JPB) Board of Directors (Board) close and eliminate Caltrain service at the Atherton Station, contingent upon completion of the Federal Transit Administration's (FTA) re-evaluation of the Peninsula Corridor Electrification Project (PCEP) under the National Environmental Policy Act (NEPA); and

WHEREAS, Caltrain currently provides weekend-only service at the Atherton Station, with trains in each direction stopping every 90 minutes on both Saturdays and Sundays; and

WHEREAS, closure of the Atherton Station will allow the JPB to reallocate service to adjacent stations, e.g., Menlo Park and Redwood City, where denser land uses and improved travel times will generate more ridership and provide a broader benefit to the public, potentially increasing ridership each weekend day by 300-500 passengers (based on pre-COVID-19-pandemic estimates); and

WHEREAS, closure of the station also would allow the JPB to realize operations and maintenance savings, obviate the need for a costly station upgrade to remove the holdout rule resulting from the station's center boarding platform, reduce noise and improve safety in the station area, and provide an opportunity for the Town of Atherton

(Town) to better integrate the excess station property into its Civic Center redevelopment project now under construction; and

WHEREAS, the Board of Directors held a duly noticed public hearing on elimination of Atherton Station service at its September 3, 2020 meeting, and engaged in public outreach around the service change over the past 10 months; and

WHEREAS, on October 26, 2020, the Atherton City Council authorized execution of a Memorandum of Understanding with the JPB under which:

- the JPB will close the Atherton Station;
- the JPB will make station area modifications supporting the closure, including removal of the center boarding platform and construction of a fence separating the operating right-of-way from the rest of the Atherton Station property;
- the JPB and the Town will execute a Maintenance and Use Agreement, under which the Town will assume maintenance responsibility for an identified Maintenance and Use Area located outside the active rail corridor, and the JPB will permit construction and maintenance of the improvements outlined in the MOU;
- the JPB will install a new four-quadrant gate at the Watkins Avenue grade crossing to improve crossing safety;
- the JPB will provide funding toward the development and implementation of an initial plan by the Town to provide site improvements in the Maintenance and Use Area;
- the JPB will provide funding toward the study and implementation of an active transportation route from the Atherton Town Center to the Menlo Park Caltrain Station, and will evaluate available JPB right-of-way that can be used to support the

active transportation route, in a manner consistent with JPB's existing property use policies; and

WHEREAS, on April 4, 2013, by Resolution No. 2013-21, the Board adopted a Major Service Change Policy for the Caltrain system, which sets the thresholds for when a proposed service change must be preceded by a service equity analysis and public engagement process; and

WHEREAS, the elimination of weekend service at Atherton Station meets the Major Service Change Policy threshold, and therefore required public outreach, a public hearing, and completion of an equity analysis; and

WHEREAS, the equity analysis must comply with Title VI of the Civil Rights Act of 1964 and implementing regulations, including Federal Transit Administration Circular 4702.1B, and assess whether the change will result in disparate impacts on minority populations or disproportionate burdens on low-income populations; and

WHEREAS, on April 4, 2013, by Resolution No. 2013-21, the Board adopted Disparate Impact and Disproportionate Burden Policies to set thresholds for when fare or major service changes are deemed to have disparate or disproportionate effects on minority or low-income populations; and

WHEREAS, staff has prepared and presented to the Board a Title VI Equity Analysis that assesses the potential effects of the elimination of weekend service at Atherton Station, concluding it will not disparately impact minority passengers nor impose a disproportionate burden on low-income passengers; and

WHEREAS, on January 8, 2015, pursuant to Resolution No. 2015-03, the JPB certified the Final Environmental Impact Report (FEIR) for the PCEP and, pursuant to Resolution No. 2015-04, the JPB approved the PCEP and adopted California Environmental Quality

Act (CEQA) findings of fact, a statement of overriding considerations, and a mitigation monitoring and reporting plan; and

WHEREAS, the weekend service changes will present no environmental effects that would exceed those considered in the FEIR; and

WHEREAS, Staff Coordinating Council recommends that the Board of Directors take the actions necessary to close the Atherton Caltrain Station, including eliminating weekend Caltrain service at the Atherton Station, executing related agreements with the Town of Atherton, and amending PCEP environmental documents.

NOW, THEREFORE, BE IT RESOLVED that the Board of Directors of the Peninsula Corridor Joint Powers Board hereby:

1. Finds pursuant to Title VI of the Civil Rights Act of 1964 that the proposed elimination of service at Atherton Station will not have a disparate impact on minority populations nor impose a disproportionate burden on low-income populations;
2. Approves the Title VI Equity Analysis attached as Attachment B and incorporated by this reference;
3. Approves an Addendum to the Peninsula Corridor Electrification Project Environmental Impact Report, as set forth in Attachment A, which finds that there would be no new significant impacts and no substantially more severe impacts based on closing the Atherton Station and removing station improvements, compared to the proposed continued and expanded use of the Atherton Station as contemplated in the Peninsula Corridor Electrification Project Environmental Impact Report approved in 2015;

4. Approves the closure of the Atherton Station and discontinuation of Caltrain service at the station, contingent upon receiving notice that the Federal Transit Administration has completed a re-evaluation of the PCEP under the National Environmental Policy Act;
5. Authorizes the Executive Director, or designee, to execute a Memorandum of Understanding and a Maintenance and Use Agreement with the Town of Atherton as described above; and
6. Authorizes the Executive Director, or designee, to execute any other documents and take any other actions necessary to give effect to this resolution.

Regularly passed and adopted this 5th day of November, 2020 by the following vote:

AYES: Bruins, Chavez, Collins, Heminger, Stone, Walton, Zmuda, Davis, Pine

NOES: None

ABSENT: None

Chair, Peninsula Corridor Joint Powers Board

ATTEST:

JPB Secretary

RESOLUTION NO. 2020 – 56

BOARD OF DIRECTORS, PENINSULA CORRIDOR JOINT POWERS BOARD
STATE OF CALIFORNIA

* * *

APPROVING CLOSURE OF THE ATHERTON STATION AND RESULTING MAJOR SERVICE CHANGE, APPROVING THE ASSOCIATED TITLE VI ANALYSIS, AUTHORIZING AGREEMENTS WITH THE TOWN OF ATHERTON, AND APPROVING ADDENDUM TO THE FINAL ENVIRONMENTAL IMPACT REPORT FOR THE PENINSULA CORRIDOR ELECTRIFICATION PROJECT TO REFLECT THE CLOSURE OF THE STATION AND RELATED SERVICE CHANGE

WHEREAS, staff has proposed the Peninsula Corridor Joint Powers Board (JPB) Board of Directors (Board) close and eliminate Caltrain service at the Atherton Station, contingent upon completion of the Federal Transit Administration's (FTA) re-evaluation of the Peninsula Corridor Electrification Project (PCEP) under the National Environmental Policy Act (NEPA); and

WHEREAS, Caltrain currently provides weekend-only service at the Atherton Station, with trains in each direction stopping every 90 minutes on both Saturdays and Sundays; and

WHEREAS, closure of the Atherton Station will allow the JPB to reallocate service to adjacent stations, e.g., Menlo Park and Redwood City, where denser land uses and improved travel times will generate more ridership and provide a broader benefit to the public, potentially increasing ridership each weekend day by 300-500 passengers (based on pre-COVID-19-pandemic estimates); and

WHEREAS, closure of the station also would allow the JPB to realize operations and maintenance savings, obviate the need for a costly station upgrade to remove the holdout rule resulting from the station's center boarding platform, reduce noise and improve safety in the station area, and provide an opportunity for the Town of Atherton

(Town) to better integrate the excess station property into its Civic Center redevelopment project now under construction; and

WHEREAS, the Board of Directors held a duly noticed public hearing on elimination of Atherton Station service at its September 3, 2020 meeting, and engaged in public outreach around the service change over the past 10 months; and

WHEREAS, on October 26, 2020, the Atherton City Council authorized execution of a Memorandum of Understanding with the JPB under which:

- the JPB will close the Atherton Station;
- the JPB will make station area modifications supporting the closure, including removal of the center boarding platform and construction of a fence separating the operating right-of-way from the rest of the Atherton Station property;
- the JPB and the Town will execute a Maintenance and Use Agreement, under which the Town will assume maintenance responsibility for an identified Maintenance and Use Area located outside the active rail corridor, and the JPB will permit construction and maintenance of the improvements outlined in the MOU;
- the JPB will install a new four-quadrant gate at the Watkins Avenue grade crossing to improve crossing safety;
- the JPB will provide funding toward the development and implementation of an initial plan by the Town to provide site improvements in the Maintenance and Use Area;
- the JPB will provide funding toward the study and implementation of an active transportation route from the Atherton Town Center to the Menlo Park Caltrain Station, and will evaluate available JPB right-of-way that can be used to support the

active transportation route, in a manner consistent with JPB's existing property use policies; and

WHEREAS, on April 4, 2013, by Resolution No. 2013-21, the Board adopted a Major Service Change Policy for the Caltrain system, which sets the thresholds for when a proposed service change must be preceded by a service equity analysis and public engagement process; and

WHEREAS, the elimination of weekend service at Atherton Station meets the Major Service Change Policy threshold, and therefore required public outreach, a public hearing, and completion of an equity analysis; and

WHEREAS, the equity analysis must comply with Title VI of the Civil Rights Act of 1964 and implementing regulations, including Federal Transit Administration Circular 4702.1B, and assess whether the change will result in disparate impacts on minority populations or disproportionate burdens on low-income populations; and

WHEREAS, on April 4, 2013, by Resolution No. 2013-21, the Board adopted Disparate Impact and Disproportionate Burden Policies to set thresholds for when fare or major service changes are deemed to have disparate or disproportionate effects on minority or low-income populations; and

WHEREAS, staff has prepared and presented to the Board a Title VI Equity Analysis that assesses the potential effects of the elimination of weekend service at Atherton Station, concluding it will not disparately impact minority passengers nor impose a disproportionate burden on low-income passengers; and

WHEREAS, on January 8, 2015, pursuant to Resolution No. 2015-03, the JPB certified the Final Environmental Impact Report (FEIR) for the PCEP and, pursuant to Resolution No. 2015-04, the JPB approved the PCEP and adopted California Environmental Quality

Act (CEQA) findings of fact, a statement of overriding considerations, and a mitigation monitoring and reporting plan; and

WHEREAS, the weekend service changes will present no environmental effects that would exceed those considered in the FEIR; and

WHEREAS, Staff Coordinating Council recommends that the Board of Directors take the actions necessary to close the Atherton Caltrain Station, including eliminating weekend Caltrain service at the Atherton Station, executing related agreements with the Town of Atherton, and amending PCEP environmental documents.

NOW, THEREFORE, BE IT RESOLVED that the Board of Directors of the Peninsula Corridor Joint Powers Board hereby:

1. Finds pursuant to Title VI of the Civil Rights Act of 1964 that the proposed elimination of service at Atherton Station will not have a disparate impact on minority populations nor impose a disproportionate burden on low-income populations;
2. Approves the Title VI Equity Analysis attached as Attachment B and incorporated by this reference;
3. Approves an Addendum to the Peninsula Corridor Electrification Project Environmental Impact Report, as set forth in Attachment A, which finds that there would be no new significant impacts and no substantially more severe impacts based on closing the Atherton Station and removing station improvements, compared to the proposed continued and expanded use of the Atherton Station as contemplated in the Peninsula Corridor Electrification Project Environmental Impact Report approved in 2015;

4. Approves the closure of the Atherton Station and discontinuation of Caltrain service at the station, contingent upon receiving notice that the Federal Transit Administration has completed a re-evaluation of the PCEP under the National Environmental Policy Act;
5. Authorizes the Executive Director, or designee, to execute a Memorandum of Understanding and a Maintenance and Use Agreement with the Town of Atherton as described above; and
6. Authorizes the Executive Director, or designee, to execute any other documents and take any other actions necessary to give effect to this resolution.

Regularly passed and adopted this 5th day of November, 2020 by the following vote:

AYES: Bruins, Chavez, Collins, Heminger, Stone, Walton, Zmuda, Davis, Pine

NOES: None

ABSENT: None

Chair, Peninsula Corridor Joint Powers Board

ATTEST:

JPB Secretary

PENINSULA CORRIDOR JOINT POWERS BOARD

Title VI
Equity Analysis
Proposed Fare Changes:
Monthly Pass 20% Discount
June 2021

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ATTACHMENTS

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ATTACHMENT 2 – BOARD APPROVAL OF DISPARATE IMPACT AND DISPROPORTIONATE BURDEN POLICIES

ATTACHMENT 3 – SERVICE AREA DEMOGRAPHICS: MAPS BY COUNTY

ATTACHMENT 4 – EXISTING FARE CHART

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ATTACHMENT 6 – CALTRAIN DEDICATED WEBPAGE

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Caltrain
Title VI Equity Analysis
Monthly Pass 20% Discount– Fiscal Year 2021

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. The Peninsula Joint Powers Board (JPB) operates the Caltrain commuter rail service serving San Francisco, San Mateo, and Santa Clara counties. The service spans 77.3 miles and includes 31 stations, 28 of which are weekday service, 23 which are weekend service (including one weekend-only) stations, and one special event service station which serves Stanford Stadium. The JPB has committed to the Federal Transit Administration (FTA) Title VI objectives set forth in Circular 4702.1B ensuring that FTA-assisted benefits and related services are made available and are equitably distributed without regard to race, color, or national origin.

As a federal grant recipient, the JPB is required to maintain and provide to the FTA information on Caltrain's compliance with Title VI regulations. At a minimum, the JPB must conduct periodic compliance assessments to determine whether its services are provided in a nondiscriminatory manner consistent with the law. Normally, the JPB performs a self-assessment every three years, or when it undertakes a change in its fares or a significant change in service.

This assessment covers the extension of the 20% discount on Monthly Passes that will be subject to Board of Directors consideration on June 3, 2021. Included in this Title VI analysis is a description of the proposed adjustment, and an analysis of any potential impacts on minority and low-income passengers. It includes public outreach including materials provided for Limited English proficient populations and public comments.

■ BACKGROUND

CALTRAIN OVERVIEW

Caltrain provides commuter rail service between Santa Clara, San Mateo, and San Francisco Counties. The service area – extending from Gilroy in the south to San Francisco in the north – is geographically and ethnically diverse, containing both dense urban cores and suburban landscape with residents from an array of different backgrounds. These factors make the Caltrain service area unique. To serve the region in Fiscal Year 2021 (before the COVID-19 pandemic), Caltrain operates 92 weekday trains, 36 Saturday trains, and 32 Sunday trains carrying approximately 19 million passengers per year. **Attachment 1** provides a copy of the Caltrain Service Map. **Attachment 3** contains combined minority demographic maps where the minority population is broken out by tract group using the U.S. Census Bureau's 2018 American Community Survey (ACS) Data. Minority Census tracts are defined as those in which the minority population exceeds the system-wide minority average of 58%. **Attachment 3** also contains low-income demographic maps where the service area's low-income population is broken out by tract group using ACS data. Low-

income tract groups are defined under the JPB's Title VI Program as those in which more than 13.9% of households have incomes under $25,000.

FARE PROPOSAL

CURRENT FARES

Caltrain fares are based on the number of zones that are partially or wholly traveled through by the passenger. A matrix of Caltrain's existing fare chart is in **Attachment 4**.

Caltrain has a proof-of-payment fare enforcement system. Passengers must have a valid ticket before boarding the train or be subject to citation. Passengers are required to show a ticket or Clipper® card to the conductor or fare inspector upon request and may also be required to show proof of age or other proof of eligibility for a discounted fare product. Full fares apply to all customers 19 years of age or older except those who qualify for an Eligible Discount ticket, which is approximately 50 percent of the full-fare price. A description of all the Fare Payment Types is listed below.

In FY2019, a Title VI Equity Analysis was performed and the JPB Board of Directors enacted fare changes that included (1) the JPB's participation in a regional Means Based Fare pilot program now known as "Clipper START" and (2) unrelated fare increases. In April 2020, the Board-approved fare increases were suspended due to the Covid-19 pandemic. On July 2, 2020, the Board increased the previously-approved Clipper START discount to 50%.

One-way Ticket

Valid for use within four hours of the date and time sold, One-way tickets are honored for one- way passage away from the point of origin, including stopovers/transfers, within the zone limits.

Day Pass

Day Passes are honored for unlimited travel within zone limits and are valid for use through the last train on the service day on which the pass is sold.

Caltrain offers a joint adult *Caltrain/VTA Day Pass.* The Caltrain portion is valid to Zone 3 - perfect for customers heading to Levi's® Stadium or Great America – and costs an additional $6 compared to a Caltrain Day Pass. The joint pass is valid on Caltrain through the last train of the night and on VTA local buses and light rail until 3 a.m.

Monthly Pass

The Monthly Pass, available only on the Clipper card, is valid for use for the calendar month for which the pass is issued. Monthly passes are honored for unlimited weekday trips between the zones indicated on the pass. On Saturdays, Sundays and holidays, the pass is honored for

unlimited trips between all zones.

Zone Upgrade Ticket

Valid for use within four hours of the date and time sold, Zone Upgrade tickets are valid only when accompanying another valid ticket (One-way, Day Pass or Monthly Pass) and cannot be used alone. The Zone Upgrade ticket will be honored for one-way passage for additional zones purchased beyond the original ticket's zone limits.

The Zone Upgrade ticket's validity period does not extend the original ticket's validity period.

Caltrain service operates across six zones. The current increase in fare between zones is $2.00 for Adult fares, and $1.00 for Eligible Discount fares.

Clipper START for Qualified Riders

The Clipper START program offers a 50% fare discount for adult low-income Caltrain riders.

Eligible Discount

Discounted fare products priced at approximately 50 % of full fares are available to:

- ***Seniors:*** *customers 65 years of age or older.*

- ***Disabled:*** *customers holding any of the following valid identification: Regional Transit Connection Discount Card; registration for a permanent disabled California license plate or parking placard issued by the Department of Motor Vehicles.*

- ***Youth:*** *customers 18 years old or younger. When one or more children four years old or younger are accompanied by one paying adult, only one child will be transported free of charge. All other children must travel on Youth tickets.*

- ***Medicare cardholder:*** *customers who have a Medicare card.*

Go Pass
Employer/Residential-sponsored annual passes offer unlimited rides on Caltrain through all zones, seven days a week for one low annual cost. Go Passes must be purchased by the sponsor for all employees/residents/students, whether the individuals use Caltrain of not.

The Go Pass fare is based on the cost of a monthly pass for three zones, which is the average distance travelled by a Go Pass customer. Entities participating in the Go Pass program are required to purchase passes for all workers/residents/students at the specified location. A minimum of 84 Go Passes must be purchased.

Group Sales
Groups traveling together (e.g., for school field trips) can purchase tickets at a 10 % discount over regular fares.

Station Parking
Daily parking is currently $5.50, with monthly parking passes costing $55.00. Passengers that purchase Monthly Passes also are eligible to purchase monthly parking passes.

PROPOSED FARE CHANGES

As part of the JPB's reaction to the COVID-19 pandemic, the agency offered a 20% discount on Monthly Passes effective January 2021, coinciding with the slow re-opening of workplaces and businesses in hopes to increase ridership. Because equity analyses must be performed before fare discounts can be implemented for more than six months, this Title VI assessment reviews a proposed extension of the 20% discount on Monthly Passes through June 2023 as if it were proposed to be a permanent fare change.

At the same time that the Board of Directors considers extending the Monthly Pass discount, it will also consider postponing a set of phased fare increases approved in 2019. As these changes were already the subject of an equity analysis, no additional study is required at this time.

If approved, both sets of fare changes will be reflected in the Caltrain Fare Chart, which is a legal document that outlines the specific fares for the train system.

Table 1: Caltrain Proposed Fare Adjustment

Clipper Monthly Pass	Travel within					
	1 Zone	2 Zones	3 Zones	4 Zones	5 Zones	6 Zones
Adult	~~$96.00~~ $76.80	~~$163.50~~ $130.80	~~$231.00~~ $184.80	~~$298.50~~ $238.80	~~$366.00~~ $292.80	~~$433.50~~ $346.80
Eligible Discount	~~$48.00~~ $38.40	~~$78.00~~ $62.40	~~$108.00~~ $86.40	~~$138.00~~ $110.40	~~$168.00~~ $134.40	~~$198.00~~ $158.40

CALTRAIN TITLE VI POLICIES

The Federal Transit Administration updated its Title VI of the Civil Rights Act of 1964 guidance in October 2012, through FTA Circular 4702.1B. This guidance requires that the governing authority of each federally-assisted public transportation provider adopt three policies including:

- Major Service Change Policy
- Disparate Impact Policy
- Disproportionate Burden Policy

The JPB adopted its policies based on a number of factors, including existing policies already in use, consultation with other transit agencies, and analysis of impacts of past service and fare change decisions. The JPB published its policies for public review in February 2013 and conducted significant public outreach to solicit input. Following public engagement, the JPB revised the policy proposals and the Board of Directors adopted the revised policies at the April 4, 2013 meeting. The adopted policies follow and are included in **Attachment 2**.

DISPARATE IMPACT POLICY

This policy establishes a threshold for determining whether a given action has a disparate impact on minority populations versus non-minority populations. Per FTA Circular 4702.1B:

> *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 exists 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….*
>
> *The policy shall establish a threshold for determining when adverse effects of [fare/]service changes are borne disproportionately by minority populations. The disparate impact threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by minority populations compared to impacts borne by non-minority populations. The disparate impact threshold must be applied uniformly…and cannot be altered until the next Title VI Program submission.*

In the course of performing a Title VI Equity Analysis, Caltrain must analyze how the proposed action would impact minority as compared to non-minority populations. In the event the proposed action has a negative impact that affects minorities more than non-minorities with a disparity that exceeds the adopted Disparate Impact Threshold or that benefits non-minorities

more than minorities with a disparity that exceeds the adopted Disparate Impact Threshold, Caltrain must evaluate whether there is an alternative that has a more equitable impact. Otherwise, Caltrain must take measures to mitigate the impact of the proposed action on the affected minority population and demonstrate that a legitimate business purpose cannot otherwise be accomplished and that the proposed change is the least discriminatory alternative.

The Caltrain Disparate Impact Threshold to determine if the adverse impacts of a major service change (as defined in the Major Service Change Policy) or a fare adjustment is established at 10 percent based on the cumulative impact of the proposed service and/or fare changes. 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

This policy establishes a threshold for determining whether a given action has a disproportionate burden on low-income populations versus non-low-income populations. Per FTA Circular 4702.1B:

> *The policy shall establish a threshold for determining when adverse effects of [fare/]service changes are borne disproportionately by low-income populations. The disproportionate burden threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by low-income populations as compared to impacts borne by non-low-income populations…. The disproportionate burden threshold must be applied uniformly…and cannot be altered until the next [Title VI] program submission.*
>
> *At the conclusion of the analysis, if the transit provider finds that low-income populations will bear a disproportionate burden of the proposed [fare/]service change, the transit provider should take steps to avoid, minimize or mitigate impacts where practicable. The provider should describe alternatives available to low-income populations affected by the [fare/]service changes.*

The Caltrain Disproportionate Burden Threshold to determine if the adverse impacts of a major service change (as defined in the Major Service Change Policy) or a fare adjustment is established at 10 percent based on the cumulative impact of the proposed service and/or fare changes. 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.

PUBLIC ENGAGMENT OF POLICY DEVELOPMENT

FTA Circular C 4702.1B requires transit agencies to seek public input before Board action to adopt the Disparate Impact and Disproportionate Burden policies. Staff developed draft policies and requested public input through four community meetings throughout the Caltrain Service area, spanning San Francisco, San Mateo, and Santa Clara Counties. The JPB requested comments be made through mail, telephone, and a dedicated e-mail address (TitleVI@caltrain.com).

The Title VI Policies community meetings were held at the following times and locations:

Tuesday, Feb. 12, 2013 - 6:30 p.m. to 8 p.m.
Gilroy Senior Center, Meeting Room
7371 Hanna St, Gilroy

Thursday, Feb. 21, 2013 - 10:45 a.m. to 11:30 a.m.
Second floor auditorium
Caltrain Administrative Offices
1250 San Carlos Ave, San Carlos

Tuesday, Feb. 26, 2013 - 5:00 p.m. to 6:30 p.m.
Bay Area Opera House
4705 Third St, San Francisco

Wednesday, Feb. 27, 2013 - 6:30 p.m. to 8:00 p.m.
Mountain View City Hall
Plaza Conference Room
500 Castro St, Mountain View

The JPB reached out to the following Community groups and leaders including:

San Francisco County

- Asian Pacific American Community Center
- Bayview Hill Neighborhood Association
- Bayview Merchants Association
- Better Bayview
- Brite/4800 Third St Neighbors
- Dogpatch Neighborhood Association
- Hunters Point Shipyard CAC
- India Basin Neighborhood Association
- Potrero Boosters
- Potrero Hill/Dogpatch Merchants Association
- Visitacion Valley Planning Alliance

San Mateo County

- All City Managers
- All Mayors

Santa Clara County

- All City Managers
- All Mayors
- Postings to City Council member Newsletters:
    - Ken Yeager
    - Ash Kalra
- Public Advocates
- Transform
- Urban Habitat

Although there were several outreach methods used, including Caltrain website postings, Take One prints in English and Spanish, Visual Message Signs at all Stations, Community Meetings, News Releases, Advertisements in several newspapers, and Social media postings (in accordance with the Caltrain Title VI Outreach Plan), there was very limited feedback received by meeting attendees or other community members. Staff revised the proposal for its standards and policies and submitted them for Board approval. They were approved April 4, 2013 (refer to **Attachment 2**).

More information regarding Caltrain's Title VI policies and standards can be found here: http://www.caltrain.com/riderinfo/TitleVI.html

EQUITY EVALUATION OF PROPOSED CHANGES

In accordance with 49 CFR Section 21.5 (b) (2), 49 CFR Section 21.5 (b) (7) and Appendix C to 49 CFR part 21, grantees must evaluate all non-exempt fare changes to determine whether those changes have a discriminatory impact on minority or low-income populations.

Applying the JPB's Title VI Policies, this analysis confirms the 20% Monthly Pass Discount **will not have a disparate impact on minority riders nor impose a disproportionate burden on low-income riders.**

FARE EQUITY METHODOLOGY OVERVIEW

Based on FTA C 4702.1B, for proposed changes that increase fares by payment type or fare media, JPB should analyze any available information generated from ridership surveys that indicates whether minority and low-income passengers are more likely to use the payment types subject to the proposed change and the associated fare changes resulting from the change.

If the difference in the percentage change experienced between minority riders and non-minority riders is greater than 10%, that would suggest that the fare change would result in Disparate Impacts on minority populations. Further, if the percentage difference in the change experienced between low-income riders and non-low-income riders is greater than 10%, that would suggest that the fare change would result in a Disproportionate Burden to low-income populations. A difference of less than 0% (any negative percentage) would indicate that the fare change would benefit those populations more than the others.

The methodology developed to analyze the impact of the fare proposals on minority compared to non-minority populations and low-income compared to non-low-income populations included the following steps:

1. Determine data sources.

2. Analyzing the percentage of the proposed fare adjustment for each fare payment method compared with the breakdown of the system-wide fare payment method.

3. Defining the term low-income as those with an annual household income at or below 200 percent of the U.S. Department of Health and Human Services (HHS) poverty guidelines in 2019. Using the HHS poverty guidelines of $12,060 for a household of one in 2019, those with an annual household income less than $25,000 a year were defined as low-income.

4. Defining the term "minority" to mean those who self-identified as any ethnicity other than "white" alone in the Caltrain 2019 Triennial Survey.

5. Using Caltrain 2019 Triennial Survey Data and current and proposed discount to determine if the proposed fare changes will have a disparate impact or disproportionate burden on minority or low-income populations, respectively, based on the agency's associated policies.

POTENTIAL ADVERSE EFFECTS

Typically, adverse effects associated with a fare change relate to the cost increase of a transit trip, fare or fare media. Because this proposed fare discount provides an overall benefit, there are no anticipated adverse effects.

DATA USE AND ANALYSIS

For purposes of examining the fare payment behavior, the following data was used:

- Caltrain 2019 Triennial Customer Survey, which contains information on customers' riding behavior including fare usage, ethnicity, income, and other relevant information.

- FY2019 ridership based on most recent reconciliation of ridership numbers (as of July 2019).

The 2020 Annual count was postponed due to impacts from the COVID-19. With over a 90% decrease in ridership, the 2020 ridership number would not reflect the benefits and impacts of this discount. As San Francisco, San Mateo, and Santa Clara counties begin to re-open offices and in-person services, it is anticipated that ridership will return to pre-Pandemic levels similar to the 2019 ridership. As the 20% Monthly Discount will be available until September 2023, JPB anticipates that this will beneficially impact riders ready to return to transit and incentivize others to take transit.

The fieldwork for the 2019 Customer Survey was conducted in November 2019. A total of 5,501 surveys were completed by Caltrain riders. Given the size and scope of the 2019 Caltrain system-wide onboard customer survey (5,501 total respondents with a margin of error of +/- 1.28 percent at a confidence level of 95 percent), the data generally can be used to develop cross-tabulations to conduct in-depth analysis regarding the potential impact of the proposal on minority and low-income populations.

Data Assumptions:

- Even though the Customer Survey data is a robust set, some passengers preferred not to reveal either their ethnicity, income, fare type, or fare category. Based on the unavailable data, the useable data set includes those who responded to all questions. While it would have been ideal for all the riders to have responded to all the questions, the data that was excluded from evaluation is not a significant detriment to a comprehensive evaluation.

- This analysis compared income and ethnicity status across fare categories and an included analysis that looks at the specifics for Monthly Pass users. Useable data for this question includes the number of zones travelled, Fare product, the type of Fare Category (Adult or Eligible Discount) and selection of ethnicity or income. Go Pass figures were included for comparison only.

- Given this data, percentages of minority riders were compared to non-minority riders by fare payment category and system-wide. Out of the 5,501 total survey respondents for the 2019 Caltrain Triennial Survey, 4303 (78.21% respondents) responded to all questions required for this Fare Equity Analysis. For the Monthly pass alone, approximately 1465 (~ 34%) provided responses.

ANALYSIS METHODOLOGY

This Equity Analysis uses the Average Fare Analysis to assess the impact of the discount on low-income communities and communities of color. The proposed change only affects the Monthly Pass Fare Category. However, two analyses were done to assess whether 1) focused changes would lead to an overall disparate impact or disproportionate burden when compared with other fare categories and 2) whether the 20% discount would be equally distributed amongst minority, non-minority, low-income and non-low-income Monthly Pass users.

The "Average Fare Analysis" is the comparative tool to determine the impact to minority and low low-income riders, by analyzing specific ridership and fare payment changes along with the impacts associated with changes in each fare category. The model usually compares "unit fares" among many fare types. This analysis used this Average Fare Analysis to incorporate the Adult fare category and Eligible Discount fare category users among all fare products.

The analysis provides a disaggregation of income and ethnicity within each fare category and zone usage. This includes a comparison of the current fare with the proposed fare. The Average Fare Analysis also provides the percentage change between the existing and proposed fare structures by fare type, for ridership income and minority status, to assess whether the proposed fare change will fall within the thresholds established by the JPB for a Disproportionate Burden or Disparate Impact.

To determine the comparative percentage change for each fare and rider group, the number of survey respondents is multiplied by the ridership in each fare and rider group. This number is then multiplied by both the existing fare as well as the proposed fare so that the difference between the two can be examined. Those totals are then added up respectively and the difference between the total existing fare and the total proposed fare for each group (including minority passengers, non-minority passengers, low-income passengers and non-low-income passengers), is then translated into a percent change. These percent changes are then compared with each passenger type's overall ridership to determine whether the impact of the fare increase is felt proportionally to the overall ridership, or rather, whether a disparate impact and/or disproportionate burden exists.

The same methodology was used looking at only the users of the Monthly Pass, but the analysis considers the impact on Monthly Pass users, alone.

RIDERSHIP DEMOGRAPHICS OVERVIEW

Overall, Caltrain riders self-identified as 56.8% minority and 43.2% non-minority. See **Table 2**, **Table 3** and **Figures 1** and **2** below for details.

Table 2. Fare Product Usage Survey Data - Minority vs. Non-Minority Riders

Minority Status	One-Way	Day Pass	Clipper Cash	Go Pass	Monthly Pass	Total
Minority	293	151	540	593	867	2444
Non-Minority	203	165	429	464	598	1859
Total	496	316	969	1057	1465	**4303**

Table 3. Fare Product Usage By Percentage - Minority vs. Non-Minority Riders

Minority Status	One-Way	Day Pass	Clipper Cash	Go Pass	Monthly Pass	Total
Minority	59.0%	47.8%	55.7%	56.1%	59.2%	**56.8%**
Non-Minority	40.9%	52.2%	44.3%	43.9%	40.8%	**43.2%**
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Figure 1: Fare Product Usage by Percentage – Minority vs. Non-Minority

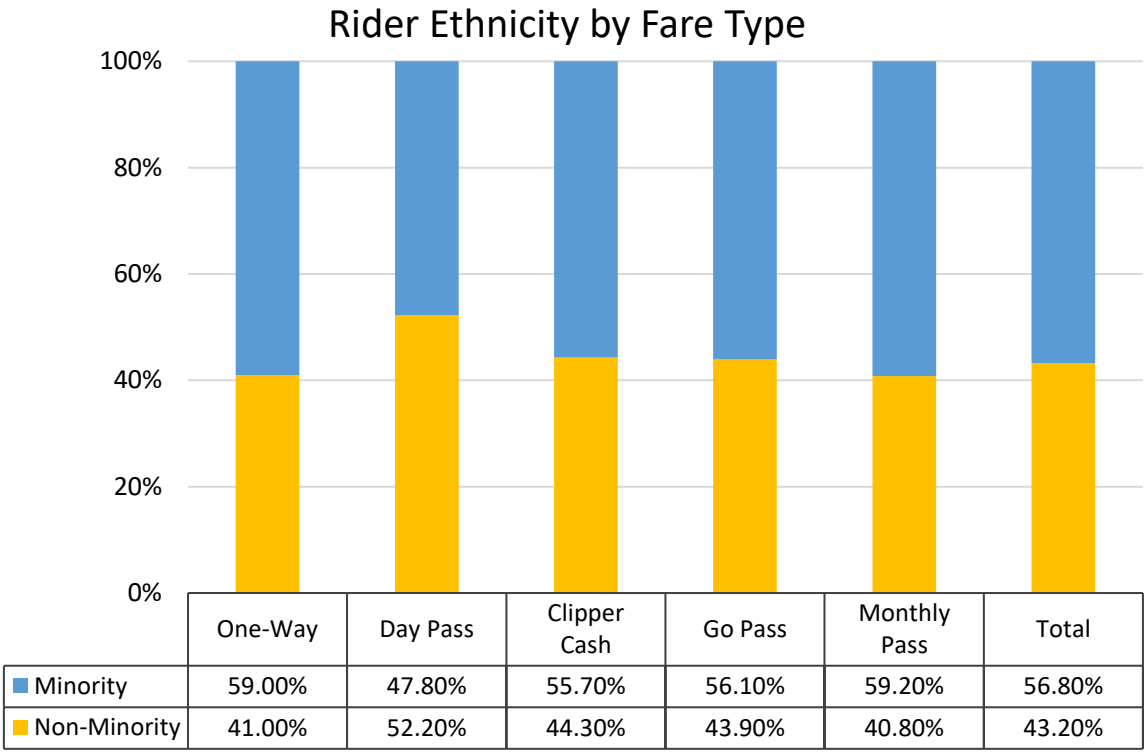
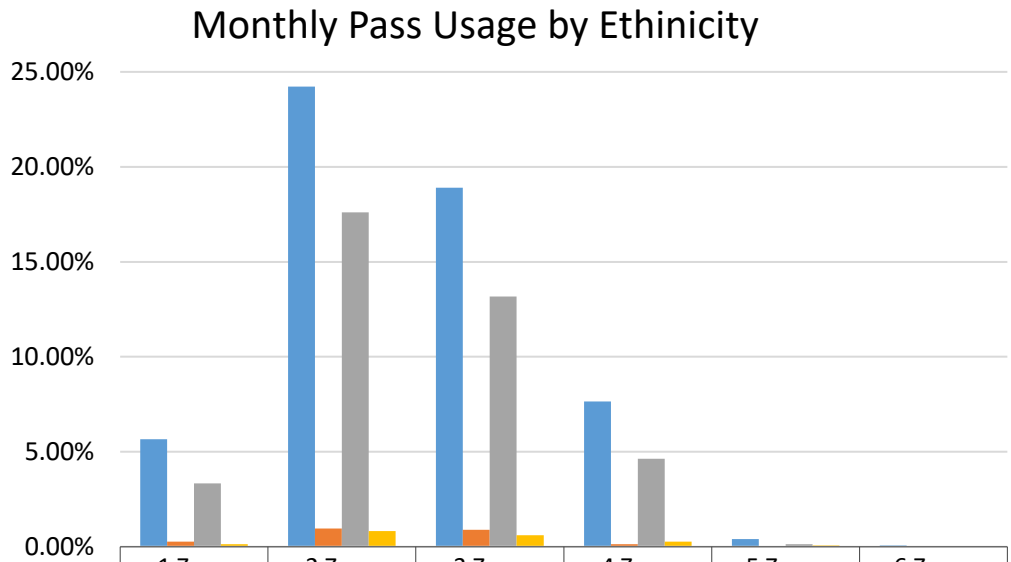


Figure 2: Monthly Pass Usage by Ethnicity



	1 Zone	2 Zone	3 Zone	4 Zone	5 Zone	6 Zone
Minority- Adult Fare	5.67%	24.23%	18.91%	7.65%	0.41%	0.07%
Minority - ED	0.27%	0.96%	0.89%	0.14%	0.00%	0.00%
Non Minority-Adult Fare	3.34%	17.61%	13.17%	4.64%	0.14%	0.00%
Non Minority- ED	0.14%	0.82%	0.61%	0.27%	0.07%	0.00%

Of the 4,303 survey respondents (72.1% of those surveyed) who provided complete responses to the 2019 Customer Survey, 4.2% were low-income, and 95.8% were non-low-income. See **Table 4**, **Table 5** and **Figures 3** and **4** below for details.

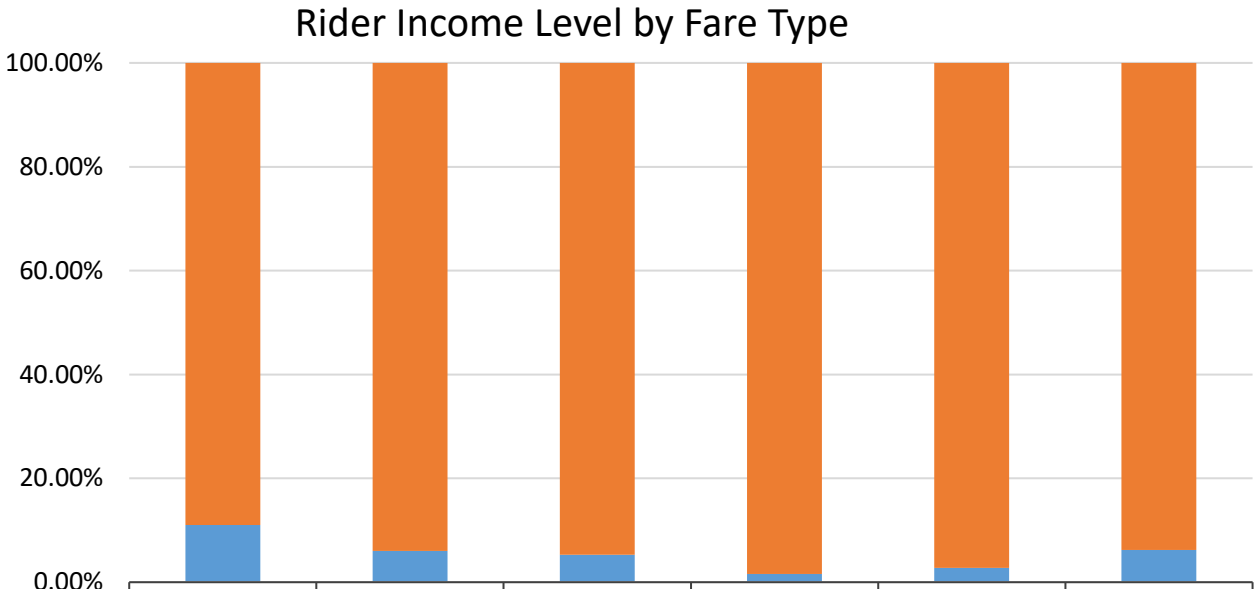
Table 4. Fare Product Usage Survey Data - Low-Income vs. Non-Low-Income Riders

Income Category	One-Way	Day Pass	Clipper Cash	Go Pass	Monthly Pass	Total
Low-Income	55	19	51	17	40	182
Non-Low-Income	441	297	918	1040	1425	4121
Total	496	316	969	1057	1465	**4303**

Table 5. Fare Product Usage By Percentage - Low-Income vs. Non-Low-Income Riders

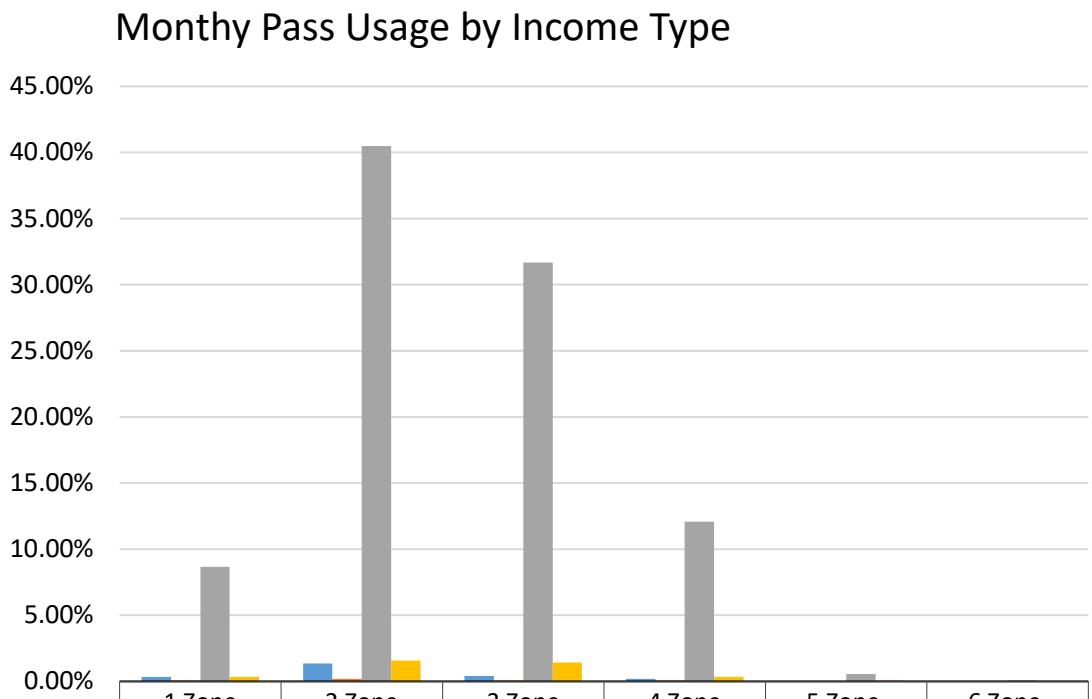
Income Category	One-Way	Day Pass	Clipper Cash	Go Pass	Monthly Pass	Total
Low-Income	11.00%	6.00%	5.3%	1.61%	2.73%	**6.2%**
Non-Low-Income	89.00%	94.00%	94.7%	98.39%	97.27%	**93.8%**
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Figure 3. Fare Product Usage by Percentage – Low-income vs. Non-Low-income



	One-Way	Day Pass	Clipper Cash	Go Pass	Monthly Pass	Total
Non-Low-Income	89.00%	94.00%	94.70%	98.39%	97.27%	93.80%
Low-Income	11.00%	6.00%	5.30%	1.61%	2.73%	6.20%

Figure 4: Monthly Pass Usage by Income Type

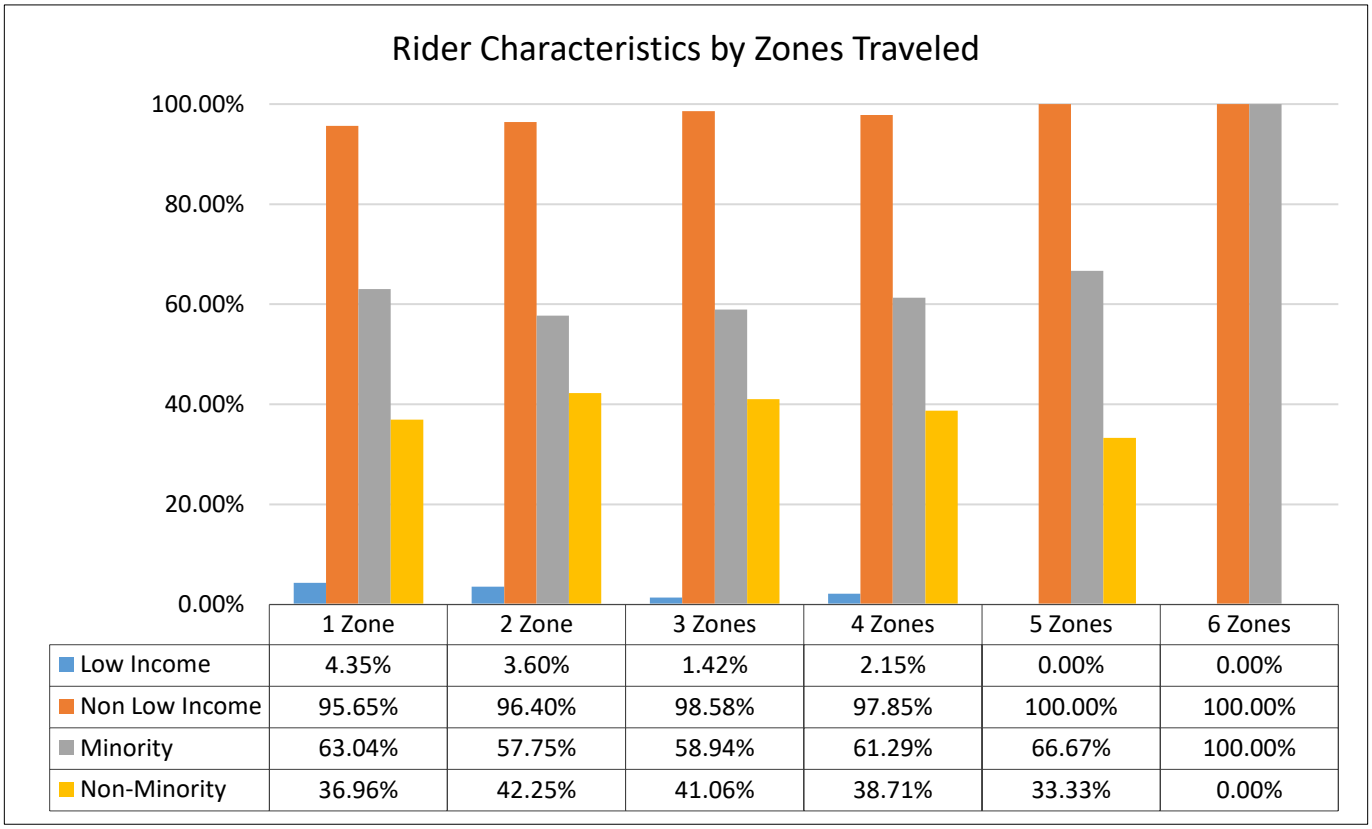


	1 Zone	2 Zone	3 Zone	4 Zone	5 Zone	6 Zone
Low Income - Adult Fare	0.34%	1.37%	0.41%	0.20%	0.00%	0.00%
Low Income- ED	0.07%	0.20%	0.07%	0.07%	0.00%	0.00%
Non Low Income -Adult Fare	8.67%	40.48%	31.67%	12.08%	0.55%	0.07%
Non Low Income -ED	0.34%	1.57%	1.43%	0.34%	0.07%	0.00%

ZONE DEMOGRAPHICS OVERVIEW

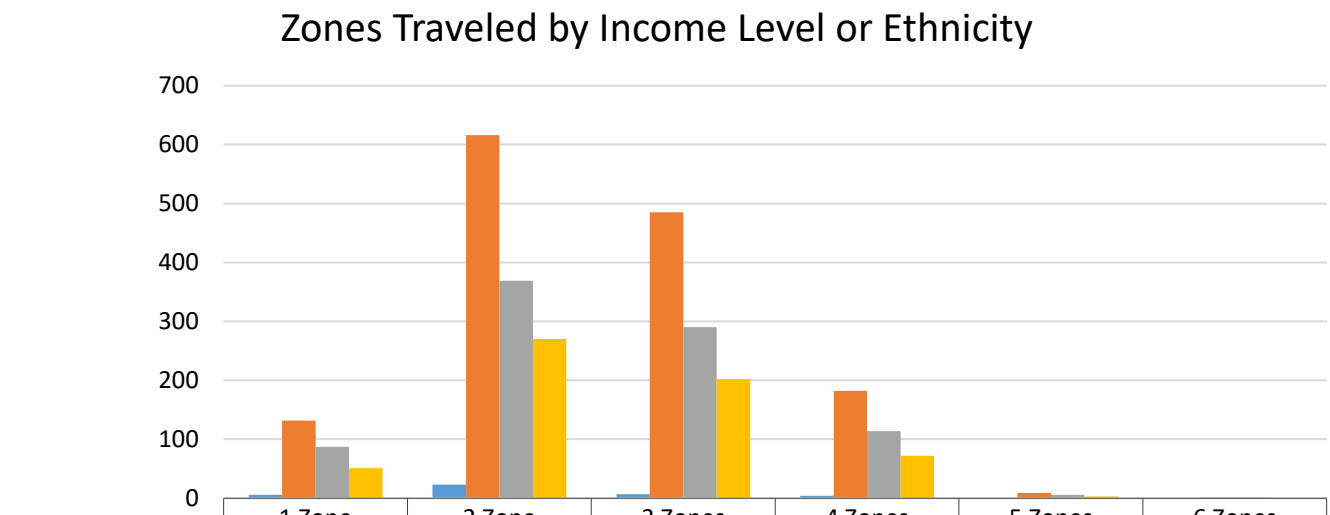
A review of the rider characteristics by zones traveled was also conducted to determine whether zone usage would influence disparate impacts. **Figure 5,** below**,** presents the percentages by zone. **Figure 6**, provides the actual survey responses for context. With few responses for the later zones, this is likely a survey/data gap resulting from the need to cut the data into such small segments for the analysis rather than a true reflection of ridership and fare usage patterns.

Figure 5: Monthly Pass Users by Zone Traveled (Percentages)



	1 Zone	2 Zone	3 Zones	4 Zones	5 Zones	6 Zones
Low Income	4.35%	3.60%	1.42%	2.15%	0.00%	0.00%
Non Low Income	95.65%	96.40%	98.58%	97.85%	100.00%	100.00%
Minority	63.04%	57.75%	58.94%	61.29%	66.67%	100.00%
Non-Minority	36.96%	42.25%	41.06%	38.71%	33.33%	0.00%

Figure 6: Monthly Pass Users Characteristics by Zone Traveled (Survey Responses)



	1 Zone	2 Zone	3 Zones	4 Zones	5 Zones	6 Zones
Low Income	6	23	7	4	0	0
Non Low Income	132	616	485	182	9	1
Minority	87	369	290	114	6	1
Non-Minority	51	270	202	72	3	0

Based on the charts above, most Caltrain passengers travel within 2 to 3 Zones.

Table 6: Monthly Pass by Zone Traveled (Totals)

Travel Within	# of 2019 Monthly Pass Users
1 Zone	138
2 Zones	639
3 Zones	492
4 Zones	186
5 Zones	9
6 Zones	1

FARE EQUITY ANALYSIS FINDINGS

Based on the analysis, and using the Caltrain Title VI policies, the Monthly Discount does not result in either a Disparate Impact on minority populations, nor a Disproportionate Burden on low-income populations. **Table 7a**, below, presents an analysis of the Monthly Pass Discount combined with other fare products. **Table 7b** presents a stand-alone Monthly Pass Discount analysis.

Table 7a: Average Fare Calculations

Cattron Fare Comparison

*Mobile App one way included in Adult one Way, Mobile App Day Pass included in Adult Day Pass

Travel Within Any	Payment Method	Ticket Type	Cost: Existing	Cost: Unit Existing	Cost: Proposed*	Cost: Unit Proposed	Change: Absolute	Change: Percent	Survey Usage by Group - Annual Ridership: Low-Income Survey	Non Low-Income Survey	Minority Survey	Minority Low Income	Minority Non-low income	Non-Minority Survey	Overall Survey
One Zone	TVM, Mobile App	Adult One Way	3.75	3.75	3.75	3.75	0	0%	6	41	29	6	23	18	47
	Clipper	Adult Day Pass	7.5	3.75	7.5	3.75	0	0%	3	29	13	2	11	19	32
		ED One-way	1.75	1.75	1.75	1.75	0	0%	7	9	13	7	6	3	16
		ED Day Pass	3.75	1.875	3.75	1.875	0	0%	0	3	1	0	1	2	3
		Adult cash value	3.2	3.2	3.2	3.2	0	0%	5	116	67	2	65	54	121
		Means Based Fare	1.6	1.6	1.6	1.6	0	0%							
		Adult Monthly Pass	96	3.2	76.8	2.56	-0.64	-1%	5	127	83	5	78	49	132
		ED Adult cash value	1.6	1.6	1.6	1.6	0	0%	7	17	10	4	6	14	24
		ED Adult Monthly Pass	48	1.6	38.4	1.28	-0.32	-1%	1	5	4	1	3	2	6
Two Zones	TVM, Mobile App	Adult One Way	6	6	6	6	0	0%	12	126	77	8	69	61	138
	Clipper	Adult Day Pass	12	6	12	6	0	0%	5	80	43	3	40	42	85
		ED One-way	2.75	2.75	2.75	2.75	0	0%	6	15	14	5	9	7	21
		ED Day Pass	6	3	6	3	0	0%	1	8	2	0	2	7	9
		Adult cash value	5.45	5.45	5.45	5.45	0	0%	16	306	176	11	165	146	322
		Means Based Fare	2.73	2.73	2.73	2.73	0	0%							
		Adult Monthly Pass	163.5	5.45	130.8	4.36	-1.09	-1%	20	593	355	17	338	258	613
		ED Adult cash value	2.6	2.6	2.6	2.6	0	0%	2	31	16	0	16	17	33
		ED Adult Monthly Pass	78	2.6	62.4	2.08	-0.52	-1%	3	23	14	3	11	12	26
Three Zones	TVM, Mobile App	Adult One Way	8.25	8.25	8.25	8.25	0	0%	10	131	91	6	85	50	141
	Clipper	Adult Day Pass	16.5	8.25	16.5	8.25	0	0%	7	107	54	3	51	60	114
		ED One-way	3.75	3.75	3.75	3.75	0	0%	1	14	6	0	6	9	15
		ED Day Pass	8.25	4.125	8.25	4.125	0	0%	0	12	4	0	4	8	12
		Adult cash value	7.7	7.7	7.7	7.7	0	0%	9	300	174	4	170	135	309
		Means Based Fare	3.85	3.85	3.85	3.85	0	0%							
		Adult Monthly Pass	231	7.7	184.8	6.16	-1.54	-1%	6	464	277	4	273	193	470
		ED Adult cash value	3.6	3.6	3.6	3.6	0	0%	2	19	11	2	9	10	21
		ED Adult Monthly Pass	108	3.6	86.4	2.88	-0.72	-1%	1	21	14	0	14	8	22
Four Zones	TVM, Mobile App	Adult One Way	10.5	10.5	10.5	10.5	0	0%	11	84	45	6	39	50	95
	Clipper	Adult Day Pass	21	10.5	21	10.5	0	0%	2	52	31	0	8	23	54
		ED One-way	4.75	4.75	4.75	4.75	0	0%	2	14	11	0	11	5	16
		ED Day Pass	10.5	5.25	10.5	5.25	0	0%	1	3	1	0	1	3	4
		Adult cash value	9.95	9.95	9.95	9.95	0	0%	9	116	77	7	70	48	125
		Means Based Fare	4.98	4.98	4.98	4.98	0	0%							
		Adult Monthly Pass	298.5	9.95	238.8	7.96	-1.99	-1%	3	177	112	3	109	68	180
		ED Adult cash value	4.6	4.6	4.6	4.6	0	0%	1	8	4	1	3	5	9
		ED Adult Monthly Pass	138	4.6	110.4	3.68	-0.92	-1%	1	5	2	1	1	4	6
Five Zones	TVM, Mobile App	Adult One Way	12.75	12.75	12.75	12.75	0	0%	0	4	4	0	4	0	4
	Clipper	Adult Day Pass	25.5	12.75	25.5	12.75	0	0%	0	2	2	0	2	0	2
		ED One-way	5.75	5.75	5.75	5.75	0	0%	0	1	1	0	1	0	1
		ED Day Pass	12.75	6.375	12.75	6.375	0	0%	0	1	0	0	0	1	1
		Adult cash value	12.2	12.2	12.2	12.2	0	0%	0	3	3	0	3	0	3
		Means Based Fare	6.1	6.1	6.1	6.1	0	0%							
		Adult Monthly Pass	366	12.2	292.8	9.76	-2.44	-1%	0	8	6	0	6	2	8
		ED Adult cash value	5.6	5.6	5.6	5.6	0	0%	0	0	0	0	0	0	0
		ED Adult Monthly Pass	168	5.6	134.4	4.48	-1.12	-1%	0	1	0	0	0	1	1
Six Zones	TVM, Mobile App	Adult One Way	15	15	15	15	0	0%	0	2	2	0	2	0	2
	Clipper	Adult Day Pass	30	15	30	15	0	0%	0	0	0	0	0	0	0
		ED One-way	6.75	6.75	6.75	6.75	0	0%	0	0	0	0	0	0	0
		ED Day Pass	15	7.5	15	7.5	0	0%	0	0	0	0	0	0	0
		Adult cash value	14.45	14.45	14.45	14.45	0	0%	0	2	2		2	0	2
		Means Based Fare	7.225	7.225	7.225	7.225	0	0%							
		Adult Monthly Pass	433.5	14.45	346.8	11.56	-2.89	-1%	0	1	1	0	1	0	1
		ED Adult cash value	6.6	6.6	6.6	6.6	0	0%	0	0	0	0	0	0	0
		ED Adult Monthly Pass	198	6.6	158.4	5.28	-1.32	-1%	0	0	0	0	0	0	0
All Zones	Go Pass								17	1040	593	13	580	464	1057
Total									182	4121	2444			1,859	4,303
									4.2%	95.8%	56.8%			43.2%	

Travel Within Any	Payment Method	Ticket Type	Usage by Group - Low-Income %	Low Income Number	Low-Income %	Income Number	Minority %	Minority Number	Non Minority %	Non Minority Number	Overall Survey %	Overal Number
One Zone	TVM, Mobile App	Adult One Way	3.30%	25,802.76	0.99%	176318.8659	1%	124713.3442	1%	77,408	1%	202,122
	Clipper	Adult Day Pass	1.65%	12,901.38	0.70%	124713.3442	1%	55905.98187	1%	81,709	1%	137,615
		ED One-way	3.85%	30,103.22	0.22%	38704.1413	1%	55905.98187	0%	12,901	0%	68,807
		ED Day Pass	0.00%	-	0.07%	12901.38043	0%	4300.460144	0%	8,601	0%	12,901
		Adult cash value	2.75%	21,502.30	2.81%	498853.3767	3%	288130.8297	3%	232,225	3%	520,356
		Means Based Fare										
		Adult Monthly Pass	2.75%	21,502.30	3.08%	546158.4383	3%	356938.192	1%	210,723	3%	567,661
		ED Adult cash value	3.85%	30,103.22	0.41%	73107.82245	0%	43004.60144	1%	60,206	1%	103,211
		ED Adult Monthly Pass	0.55%	4,300.46	0.12%	21502.30072	0%	17201.84058	0%	8,601	0%	25,803
Two Zones	TVM, Mobile App	Adult One Way	6.59%	51,605.52	3.06%	541857.9782	3%	331135.4311	3%	262,328	3%	593,463
	Clipper	Adult Day Pass	2.75%	21,502.30	1.94%	344036.8115	2%	184919.7862	2%	180,619	2%	365,539
		ED One-way	3.30%	25,802.76	0.36%	64506.90216	1%	60206.44202	0%	30,103	0%	90,310
		ED Day Pass	0.55%	4,300.46	0.19%	34403.68115	0%	8600.920288	0%	30,103	0%	38,704
		Adult cash value	8.79%	68,807.36	7.43%	1315940.804	7%	756880.9854	8%	627,867	7%	1,384,748
		Means Based Fare										
		Adult Monthly Pass	10.99%	86,009.20	14.39%	2550172.865	15%	1526663.351	14%	1,109,519	14%	2,636,182
		ED Adult cash value	1.10%	8,600.92	0.75%	133314.2645	1%	68807.36231	1%	73,108	1%	141,915
		ED Adult Monthly Pass	1.65%	12,901.38	0.56%	98910.58331	1%	60206.44202	1%	51,606	1%	111,812
Three Zones	TVM, Mobile App	Adult One Way	5.49%	43,004.60	3.18%	563360.2789	4%	391341.8731	3%	215,023	3%	606,365
	Clipper	Adult Day Pass	3.85%	30,103.22	2.60%	460149.2354	2%	232224.8478	3%	258,028	3%	490,252
		ED One-way	0.55%	4,300.46	0.34%	60206.44202	0%	25802.76086	0%	38,704	0%	64,507
		ED Day Pass	0.00%	-	0.29%	51605.52173	0%	17201.84058	0%	34,404	0%	51,606
		Adult cash value	4.95%	38,704.14	7.28%	1290138.043	7%	748280.0651	7%	580,562	7%	1,328,842
		Means Based Fare										
		Adult Monthly Pass	3.30%	25,802.76	11.26%	1995413.507	11%	1191227.46	10%	829,989	11%	2,021,216
		ED Adult cash value	1.10%	8,600.92	0.46%	81708.74274	0%	47305.06158	1%	43,005	0%	90,310
		ED Adult Monthly Pass	0.55%	4,300.46	0.51%	90309.66303	1%	55905.98187	0%	38,704	1%	94,610
Four Zones	TVM, Mobile App	Adult One Way	6.04%	47,305.06	2.04%	361238.6521	2%	193520.7065	3%	215,023	2%	408,544
	Clipper	Adult Day Pass	1.10%	8,600.92	1.26%	223623.9275	1%	133314.2645	1%	98,911	1%	232,225
		ED One-way	1.10%	8,600.92	0.36%	60206.44202	0%	47305.06158	0%	21,502	0%	68,807
		ED Day Pass	0.55%	4,300.46	0.07%	12901.38043	0%	4300.460144	0%	12,901	0%	17,202
		Adult cash value	4.95%	38,704.14	2.81%	498853.3767	3%	331135.4311	3%	206,422	3%	537,558
		Means Based Fare										
		Adult Monthly Pass	1.65%	12,901.38	4.30%	761181.4455	5%	481651.5361	4%	292,431	4%	774,083
		ED Adult cash value	0.55%	4,300.46	0.19%	34403.68115	0%	17201.84058	0%	21,502	0%	38,704
		ED Adult Monthly Pass	0.55%	4,300.46	0.12%	21502.30072	0%	8600.920288	0%	17,202	0%	25,803
Five Zones	TVM, Mobile App	Adult One Way	0.00%	-	0.10%	17201.84058	0%	17201.84058	0%	-	0%	17,202
	Clipper	Adult Day Pass	0.00%	-	0.05%	8600.920288	0%	8600.920288	0%	-	0%	8,601
		ED One-way	0.00%	-	0.02%	4300.460144	0%	4300.460144	0%	-	0%	4,300
		ED Day Pass	0.00%	-	0.02%	4300.460144	0%	0	0%	4,300	0%	4,300
		Adult cash value	0.00%	-	0.07%	12901.38043	0%	12901.38043	0%	-	0%	12,901
		Means Based Fare										
		Adult Monthly Pass	0.00%	-	0.19%	34403.68115	0%	25802.76086	0%	8,601	0%	34,404
		ED Adult cash value	0.00%	-	0.00%	0	0%	0	0%	-	0%	-
		ED Adult Monthly Pass	0.00%	-	0.02%	4300.460144	0%	0	0%	4,300	0%	4,300
Six Zones	TVM, Mobile App	Adult One Way	0.00%	-	0.05%	8600.920288	0%	8600.920288	0%	-	0%	8,601
	Clipper	Adult Day Pass	0.00%	-	0.00%	0	0%	0	0%	-	0%	-
		ED One-way	0.00%	-	0.00%	0	0%	0	0%	-	0%	-
		ED Day Pass	0.00%	-	0.00%	0	0%	0	0%	-	0%	-
		Adult cash value	0.00%	-	0.05%	8600.920288	0%	8600.920288	0%	-	0%	8,601
		Means Based Fare										
		Adult Monthly Pass	0.00%	-	0.02%	4300.460144	0%	4300.460144	0%	-	0%	4,300
		ED Adult cash value	0.00%	-	0.00%	0	0%	0	0%	-	0%	-
		ED Adult Monthly Pass	0.00%	-	0.00%	0	0%	0	0%	-	0%	-
All Zones	Go Pass		9.34%	73,108	25.24%	4472478.55	24%	2550172.865	25%	1,995,414	25%	4,545,586
Total			100.00%	782,684	100.00%	13,249,718	100%	7,960,152	100%	7,994,555	100%	18,504,880

Travel Within Any	Payment Method	Ticket Type	Cumulative Annual Current Fare: Low-Income	Non Low-Income	Minority	Non Minority	Cumulative Annual Proposed Fare: Low-Income	Non Low-Income	Minority	Non Minority	Annual Fare Change Experienced by Group: Low-Income	Low Income %	Non Low-Income	Non Low-Income %	Minority	Minority %	Non Minority	Non Minority %
One Zone	TVM, Mobile App	Adult One Way	96760.35324	661195.7472	467675.0407	290281.0597	96760.35324	661195.7472	467675.0407	290281.0597	0	0%	0	0%	0	0%	0	0%
	Clipper	Adult Day Pass	48380.17662	467675.0407	209647.432	306407.7853	48380.17662	467675.0407	209647.432	306407.7853	0	0%	0	0%	0	0%	0	0%
		ED One-way	52680.63677	67732.24727	97835.46828	22577.41576	52680.63677	67732.24727	97835.46828	22577.41576	0	0%	0	0%	0	0%	0	0%
		ED Day Pass	0	24190.08831	8063.36277	16126.72554	0	24190.08831	8063.36277	16126.72554	0	0%	0	0%	0	0%	0	0%
		Adult cash value	68807.36231	1596330.805	922018.6549	743119.5129	68807.36231	1596330.805	922018.6549	743119.5129	0	0%	0	0%	0	0%	0	0%
		Means Based Fare																
		Adult Monthly Pass	55045.88984	1398165.602	913761.7714	539449.7205	55045.88984	1398165.602	913761.7714	539449.7205	-13761.47246	-20%	-349541.4005	-20%	-228440.4429	-20%	-134862.4301	-20%
		ED Adult cash value	48165.15361	116972.5159	68807.36231	96330.30723	48165.15361	116972.5159	68807.36231	96330.30723	0	0%	0	0%	0	0%	0	0%
		ED Adult Monthly Pass	5504.588984	27522.94492	22018.35594	11009.17797	5504.588984	27522.94492	22018.35594	11009.17797	-1376.147246	-20%	-6880.736231	-20%	-5504.588984	-20%	-2752.294492	-20%
Two Zones	TVM, Mobile App	Adult One Way	309633.1304	3251147.869	1986812.587	1573968.413	309633.1304	3251147.869	1986812.587	1573968.413	0	0%	0	0%	0	0%	0	0%
	Clipper	Adult Day Pass	129013.8043	2064220.869	1109518.717	1083715.956	129013.8043	2064220.869	1109518.717	1083715.956	0	0%	0	0%	0	0%	0	0%
		ED One-way	70957.59238	177393.9809	165567.7155	82783.85777	70957.59238	177393.9809	165567.7155	82783.85777	0	0%	0	0%	0	0%	0	0%
		ED Day Pass	12901.38043	103211.0435	25802.76086	90309.66303	12901.38043	103211.0435	25802.76086	90309.66303	0	0%	0	0%	0	0%	0	0%
		Adult cash value	375000.1246	7171877.382	4125001.37	3421876.137	375000.1246	7171877.382	4125001.37	3421876.137	0	0%	0	0%	0	0%	0	0%
		Means Based Fare																
		Adult Monthly Pass	375000.1246	11118753.69	6656252.211	4837501.607	375000.1246	11118753.69	6656252.211	4837501.607	-93750.03114	-20%	-2779688.423	-20%	-1664063.053	-20%	-1209375.402	-20%
		ED Adult cash value	22362.39275	346617.0876	178899.142	190080.3384	22362.39275	346617.0876	178899.142	190080.3384	0	0%	0	0%	0	0%	0	0%
		ED Adult Monthly Pass	26834.8713	205734.0133	125229.3994	107339.4852	26834.8713	205734.0133	125229.3994	107339.4852	-6708.717825	-20%	-51433.50332	-20%	-31307.34985	-20%	-26834.8713	-20%
Three Zones	TVM, Mobile App	Adult One Way	354787.9619	4647722.301	3228570.453	1773939.809	354787.9619	4647722.301	3228570.453	1773939.809	0	0%	0	0%	0	0%	0	0%
	Clipper	Adult Day Pass	248351.5733	3796231.192	1915854.994	2128727.771	248351.5733	3796231.192	1915854.994	2128727.771	0	0%	0	0%	0	0%	0	0%
		ED One-way	16126.72554	225774.1576	96760.35324	145140.5299	16126.72554	225774.1576	96760.35324	145140.5299	0	0%	0	0%	0	0%	0	0%
		ED Day Pass	0	212872.7771	70957.59238	141915.1848	0	212872.7771	70957.59238	141915.1848	0	0%	0	0%	0	0%	0	0%
		Adult cash value	298021.888	9934062.933	5761756.501	4470328.32	298021.888	9934062.933	5761756.501	4470328.32	0	0%	0	0%	0	0%	0	0%
		Means Based Fare																
		Adult Monthly Pass	158945.0069	12291747.2	7337961.153	5112731.056	158945.0069	12291747.2	7337961.153	5112731.056	-39736.25173	-20%	-3072936.801	-20%	-1834490.288	-20%	-1278182.764	-20%
		ED Adult cash value	30963.31304	294151.4739	170298.2217	154816.5652	30963.31304	294151.4739	170298.2217	154816.5652	0	0%	0	0%	0	0%	0	0%
		ED Adult Monthly Pass	12385.32521	260091.8295	161009.2278	111467.9269	12385.32521	260091.8295	161009.2278	111467.9269	-3096.331304	-20%	-65022.95738	-20%	-40252.30695	-20%	-27866.98173	-20%
Four Zones	TVM, Mobile App	Adult One Way	496703.1466	3793005.847	2031967.418	2257741.576	496703.1466	3793005.847	2031967.418	2257741.576	0	0%	0	0%	0	0%	0	0%
	Clipper	Adult Day Pass	90309.66303	2348051.239	1399799.777	1038561.125	90309.66303	2348051.239	1399799.777	1038561.125	0	0%	0	0%	0	0%	0	0%
		ED One-way	40854.37137	285980.5996	224699.0425	102135.9284	40854.37137	285980.5996	224699.0425	102135.9284	0	0%	0	0%	0	0%	0	0%
		ED Day Pass	22577.41576	67732.24727	22577.41576	67732.24727	22577.41576	67732.24727	22577.41576	67732.24727	0	0%	0	0%	0	0%	0	0%
		Adult cash value	385106.2059	4963591.098	3294797.539	2053899.765	385106.2059	4963591.098	3294797.539	2053899.765	0	0%	0	0%	0	0%	0	0%
		Means Based Fare																
		Adult Monthly Pass	102694.9882	6059004.306	3833946.228	2327753.067	102694.9882	6059004.306	3833946.228	2327753.067	-25673.74706	-20%	-1514751.077	-20%	-958486.5569	-20%	-581938.2667	-20%
		ED Adult cash value	19782.11666	158256.9333	79128.46665	98910.58331	19782.11666	158256.9333	79128.46665	98910.58331	0	0%	0	0%	0	0%	0	0%
		ED Adult Monthly Pass	15825.69333	79128.46665	31651.38666	63302.77332	15825.69333	79128.46665	31651.38666	63302.77332	-3956.423333	-20%	-19782.11666	-20%	-7912.846665	-20%	-15825.69333	-20%
Five Zones	TVM, Mobile App	Adult One Way	0	219323.4673	219323.4673	0	0	219323.4673	219323.4673	0	0	0%	0	0%	0	0%	0	0%
	Clipper	Adult Day Pass	0	109661.7337	109661.7337	0	0	109661.7337	109661.7337	0	0	0%	0	0%	0	0%	0	0%
		ED One-way	0	24727.64583	24727.64583	0	0	24727.64583	24727.64583	0	0	0%	0	0%	0	0%	0	0%
		ED Day Pass	0	27415.43342	0	27415.43342	0	27415.43342	0	27415.43342	0	0%	0	0%	0	0%	0	0%
		Adult cash value	0	157396.8413	157396.8413	0	0	157396.8413	157396.8413	0	0	0%	0	0%	0	0%	0	0%
		Means Based Fare																
		Adult Monthly Pass	0	419724.9101	314793.6825	104931.2275	0	335779.9281	251834.946	83944.98201	0	0%	-83944.98201	-20%	-62958.73651	-20%	-20986.2455	-20%
		ED Adult cash value	0	0	0	0	0	0	0	0	0	0%	0	0%	0	0%	0	0%
		ED Adult Monthly Pass	0	24082.57681	0	24082.57681	0	19266.06145	0	19266.06145	0	0%	-4816.515361	-20%	0	0%	-4816.515361	0%
Six Zones	TVM, Mobile App	Adult One Way	0	129013.8043	129013.8043	0	0	129013.8043	129013.8043	0	0	0%	0	0%	0	0%	0	0%
	Clipper	Adult Day Pass	0	0	0	0	0	0	0	0	0	0%	0	0%	0	0%	0	0%
		ED One-way	0	0	0	0	0	0	0	0	0	0%	0	0%	0	0%	0	0%
		ED Day Pass	0	0	0	0	0	0	0	0	0	0%	0	0%	0	0%	0	0%
		Adult cash value	0	124283.2982	124283.2982	0	0	124283.2982	124283.2982	0	0	0%	0	0%	0	0%	0	0%
		Means Based Fare																
		Adult Monthly Pass	0	62141.64908	62141.64908	0	0	49713.31927	49713.31927	0	0	0%	-12428.32982	-20%	-12428.32982	-20%	0	0%
		ED Adult cash value	0	0	0	0	0	0	0	0	0	0%	0	0%	0	0%	0	0%
		ED Adult Monthly Pass	0	0	0	0	0	0	0	0	0	0%	0	0%	0	0%	0	0%
All Zones	Go Pass																	
Total			$ 4,178,542.10	$ 87,373,953.91	$52,656,446.68	$ 38,896,049.33	$ 3,990,482.98	$ 79,412,727.07	$47,810,602.18	$ 35,592,607.87	$(188,059.12)	-5%	$(7,961,226.84)	-9%	$ (4,845,844.50)	-9%	$(3,303,441.46)	-8%

	Low-Income	Non Low-Income	Minority	Non Minority
Total Current Annual Fare	$4,178,542.10	$ 87,373,953.91	$ 52,656,446.68	$ 38,896,049.33
Average Current Annual Fare	$ 5.34	$ 6.59	$ 6.62	$ 4.87
Total Proposed Annual Fare	$ 3,990,482.98	$ 79,412,727.07	$ 47,810,602.18	$ 35,592,607.87
Average Annual Proposed Fare	$ 5.10	$ 5.99	$ 6.01	$ 4.45

	Low-Income Cost Change	Low Income % Change	Non Low-Income	Non Low-Income %	Minority Cost Change	Minority % Change	Non-Minority Cost Change	Non-Minority %
Total Change In Fare Per Group	$(188,059.12)	-5%	$(7,961,226.84)	-9%	$ (4,845,844.50)	-9%	$(3,303,441.46)	-8%
Average Change In Fare Per Group	$ (0.24)		$ (0.60)		$ (0.61)		$ (0.41)	
Change as a percent of entire fare change	2.31%		97.69%		59.46%		40.54%	
Percent Ridership of Each Group (From 2019 survey total)	4.20%		95.80%		56.80%		43.20%	
Difference From Exact Proportional Impact of Fare Change	-1.89%		1.89%		2.67%		-2.67%	
Difference between Protected Class and Non Protected		5%				-1%		
Disapate Impact or Disporportionate Burden Finding	No	No	No		No	No	No	

Table 7b: Average Fare Calculations- Monthly Pass 20% Discount

Monthly Go pass users

Travel Within Any

	Ticket Type	Existing	Proposed	Absolute	Percent	Survey Usage by Group - Annual Ridership: Low-Income Survey	Non Low-Income Survey	Total Minority Survey	Minority Low Income	Minority Non-low income	Non-Minority Survey	Overall Survey
One Zone	Adult	96.00	76.80	19.20	20%	5	127	83	5	78	49	132
	ED	48.00	38.40	9.60	20%	1	5	4	1	3	2	6
Two Zones	Adult	163.50	130.80	32.70	20%	20	593	355	17	338	258	613
	ED	78.00	62.40	15.60	20%	3	23	14	3	11	12	26
Three Zones	Adult	231.00	184.80	46.20	20%	6	464	277	4	273	193	470
	ED	108.00	86.40	21.60	20%	1	21	13	1	12	9	22
Four Zones	Adult	298.50	238.80	59.70	20%	3	177	112	3	109	68	180
	ED	138.00	110.40	27.60	20%	1	5	2	1	1	4	6
Five Zones	Adult	366.00	292.80	73.20	20%	0	8	6	0	6	2	8
	ED	168.00	134.40	33.60	20%	0	1	0	0	0	1	1
Six Zones	Adult	433.50	346.80	86.70	20%	0	1	1	0	1	0	1
	ED	198.00	158.40	39.60	20%	0	0		0	0	0	0
Total						**40**	**1425**	**867**	**35**	**832**	**598**	**1465**
						2.73%	**97.27%**	**59.18%**			**40.82%**	
Ridership # (2019) =	18,504,880					**505,253**	**17,999,627**	**10,951,352**			**7,553,528**	**18,504,880**

	Usage by Group - Low-Income %	Low-Income Number	Non Low-Income %	Non Low-Income Number	Minority %	Minority Number	Non Minority %	Non Minority Number	Overall Survey %	Overal Number
One Zone	13%	63,157	8.91%	1,604,177	9.57%	1,048,399	8.19%	618,935	9.01%	1,667,334
	3%	12,631	0.35%	63,157	0.46%	50,525	0.33%	25,263	0.41%	75,788
Two Zones	50%	252,626	41.61%	7,490,371	40.95%	4,484,118	43.14%	3,258,880	41.84%	7,742,998
	8%	37,894	1.61%	290,520	1.61%	176,838	2.01%	151,576	1.77%	328,414
Three Zones	15%	75,788	32.56%	5,860,931	31.95%	3,498,875	32.27%	2,437,844	32.08%	5,936,719
	3%	12,631	1.47%	265,258	1.50%	164,207	1.51%	113,682	1.50%	277,889
Four Zones	8%	37,894	12.42%	2,235,743	12.92%	1,414,708	11.37%	858,930	12.29%	2,273,637
	3%	12,631	0.35%	63,157	0.23%	25,263	0.67%	50,525	0.41%	75,788
Five Zones	0	-	0.56%	101,051	0.69%	75,788	0.33%	25,263	0.55%	101,051
	0	-	0.07%	12,631	0.00%	-	0.17%	12,631	0.07%	12,631
Six Zones	0	-	0.07%	12,631	0.12%	12,631	0.00%	-	0.07%	12,631
	0	-	0.00%	-			0.00%	-	0	-
Total	**100%**	**505,253**	**100.00%**	**17,999,627**	**100.00%**	**10,951,352**	**100.00%**	**7,553,528**	**100.00%**	**18,504,880**

	Cumulative Annual Current Fare: Low-Income	Non Low-Income	Minority	Non Minority
One Zone	$ 6,063,032	$ 154,001,022	$ 100,646,337	$ 59,417,717
	$ 606,303	$ 3,031,516	$ 2,425,213	$ 1,212,606
Two Zones	$ 41,304,408	$ 1,224,675,695	$ 733,153,241	$ 532,826,862
	$ 2,955,728	$ 22,660,583	$ 13,793,399	$ 11,822,913
Three Zones	$ 17,507,006	$ 1,353,875,125	$ 808,240,107	$ 563,142,024
	$ 1,364,182	$ 28,647,828	$ 17,734,370	$ 12,277,641
Four Zones	$ 11,311,345	$ 667,369,339	$ 422,290,204	$ 256,390,481
	$ 1,743,122	$ 8,715,609	$ 3,486,244	$ 6,972,487
Five Zones	$ -	$ 36,984,497	$ 27,738,373	$ 9,246,124
	$ -	$ 2,122,061	$ -	$ 2,122,061
Six Zones	$ -	$ 5,475,676	$ 5,475,676	$ -
	$ -	$ -	$ -	$ -
Total	**$ 82,855,127**	**$3,507,558,952**	**$2,134,983,162**	**$1,455,430,917**
	Low-Income	**Non Low-Income**	**Minority**	**Non-Minority**
Total Current Annual	**$ 82,855,127**	**$3,507,558,952**	**$2,134,983,162**	**$1,455,430,917**
Average Current	**$ 163.99**	**$ 194.87**	**$ 194.95**	**$ 192.68**

	Cumulative Annual Proposed Fare: Low-Income	Non Low-Income	Minority	Non Minority
One Zone	$ 4,850,425.88	$ 123,200,817.45	$ 80,517,069.67	$ 47,534,173.66
	$ 485,042.59	$ 2,425,212.94	$ 1,940,170.35	$ 970,085.18
Two Zones	$33,043,526.33	$ 979,740,555.82	$ 586,522,592.44	$ 426,261,489.71
	$ 2,364,582.62	$ 18,128,466.74	$ 11,034,718.89	$ 9,458,330.47
Three Zones	$14,005,604.74	$1,083,100,099.89	$ 646,592,085.49	$ 450,513,619.13
	$ 1,091,345.82	$ 22,918,262.30	$ 14,187,495.71	$ 9,822,112.42
Four Zones	$ 9,049,075.79	$ 533,895,471.60	$ 337,832,162.82	$ 205,112,384.57
	$ 1,394,497.44	$ 6,972,487.21	$ 2,788,994.88	$ 5,577,989.77
Five Zones	$ -	$ 29,587,597.89	$ 22,190,698.42	$ 7,396,899.47
	$ -	$ 1,697,649.06	$ -	$ 1,697,649.06
Six Zones	$ -	$ 4,380,540.88	$ 4,380,540.88	$ -
	$ -	$ -	$ -	$ -
Total	**66284101.22**	**2,806,047,161.77**	**$1,707,986,529.55**	**$1,164,344,733.44**
	Low-Income	**Non Low-Income**	**Minority**	**Non-Minority**
Total Current Annual	**$66,284,101.22**	**$2,806,047,161.77**	**$1,707,986,529.55**	**$1,164,344,733.44**
Average Current	**$ 131.19**	**$ 155.89**	**$ 155.96**	**$ 154.15**

	Annual Fare Change Experienced by Group: Low-Income	Low Income %	Non Low-Income	Non Low-Income %	Minority	Minority %	Non Minority	Non Minority %
One Zone	$ (1,212,606.47)	-20%	$ (30,800,204.36)	-20%	$ (20,129,267.42)	-20%	$ (11,883,543.42)	-20%
	$ (121,260.65)	-20%	$ (606,303.24)	-20%	$ (485,042.59)	-20%	$ (242,521.29)	-20%
Two Zones	$ (8,260,881.58)	-20%	$(244,935,138.95)	-20%	$(146,630,648.11)	-20%	$(106,565,372.43)	-20%
	$ (591,145.65)	-20%	$ (4,532,116.69)	-20%	$ (2,758,679.72)	-20%	$ (2,364,582.62)	-20%
Three Zones	$ (3,501,401.18)	-20%	$(270,775,024.97)	-20%	$(161,648,021.37)	-20%	$(112,628,404.78)	-20%
	$ (272,836.46)	-20%	$ (5,729,565.58)	-20%	$ (3,546,873.93)	-20%	$ (2,455,528.10)	-20%
Four Zones	$ (2,262,268.95)	-20%	$(133,473,867.90)	-20%	$ (84,458,040.70)	-20%	$ (51,278,096.14)	-20%
	$ (348,624.36)	-20%	$ (1,743,121.80)	-20%	$ (697,248.72)	-20%	$ (1,394,497.44)	-20%
Five Zones	$ -	$ -	$ (7,396,899.47)	-20%	$ (5,547,674.60)	-20%	$ (1,849,224.87)	-20%
	$ -	$ -	$ (424,412.26)	-20%	$ -	0%	$ (424,412.26)	-20%
Six Zones	$ -	$ -	$ (1,095,135.22)	-20%	$ (1,095,135.22)	-20%	0	0%
	$ -	$ -	$ -				0	0%
Total	**$(16,571,025.31)**		**$(701,511,790.44)**		**$(426,996,632.39)**		**$(291,086,183.36)**	
	Low-Income Cost	**Low-Income % Change**	**Non Low- Income Cost Change**	**Non Low-Income % Change**	**Minority Cost Change**	**Minority % change**	**Non-Minority Cost Change**	**Non-Minority % Change**
Total Change in Fare Group	$(16,571,025.31)	-20%	$(701,511,790.44)	20%	$(426,996,632.39)	20%	$(291,086,183.36)	20%
Average Change in Fare Group	$ (32.80)		$ (38.97)		$ (38.99)		$ (38.54)	
Change as a % of entire fare change	46%		54%		50%		50%	
Percentage of each group(2019)	3%		97%		59%		41%	
Difference from Exact Propotional	43%		-43%		-9%		9%	
Difference between Protected and Non Protected class		0				0		
DI/DB	No		No		No		No	

Table 8: Disparate Impact and Disproportionate Burden Findings

8a DI/DB Finding – Monthly Pass Analysis

20% Monthly Discount							
Low-income Existing Ave Fare	Low-income Proposed Ave Fare	Non Low-income Existing Ave Fare	Non Low-income Proposed Ave Fare	Minority Existing Ave Fare	Minority Proposed Ave Fare	Non-Minority Existing Ave Fare	Non-Minority Proposed Ave Fare
$163.99	$131.99	$194.67	$155.89	$194.95	$155.96	$192.68	$154.15
Average % Change	(19.51%)		(19.92%)	Average % Change	(20%)		(19.99%)
		Difference	.4%			Difference	0.1%
		DI/DB	No			DI/DB	No

8b DI/DB – Fare Analysis

Fare Analysis (all Fare Products Comparison)							
Low-income Existing Ave Fare	Low-income Proposed Ave Fare	Non Low-income Existing Ave Fare	Non Low-income Proposed Ave Fare	Minority Existing Ave Fare	Minority Proposed Ave Fare	Non-Minority Existing Ave Fare	Non-Minority Proposed Ave Fare
$5.34	$5.10	$6.59	$5.99	$6.62	$6.01	$4.87	$4.45
Average % Change	(4.5%)		(9.11%)	Average % Change	(9.20%)		(8.49%)
		Difference	4.61%			Difference	(.71%)
		DI/DB	No			DI/DB	No

For all analyses, the differences for both categories based on ethnicity and income are below the 10% threshold. The proposed fare decreases will not disparately impact minority passengers nor disproportionately burden low-income populations.

PUBLIC OUTREACH AND INVOLVEMENT ACTIVITES

DISSEMINATION OF INFORMATION, INCLUDING TO LIMITED ENGLISH PROFICIENT (LEP) PERSONS

FTA Circular C 4702.1B requires transit agencies to seek public input before Board approval for Major Service Changes or Fare Changes. The JPB's public participation process offers early and continuous opportunities for the public (including minorities and people with low-incomes) to be involved in the identification of potential impacts of proposed transportation decisions. Efforts to involve minority and low-income populations include both comprehensive measures and measures targeted at overcoming language and other barriers that prevent such populations from effective participation in decision-making.

The JPB's public information campaign to announce the public hearing and solicit input began after the April 1, 2021 Board action to call for the May 24, 2021 Public Hearing.

The JPB's public participation process included measures to disseminate information on the proposed service changes to Limited English Proficient (LEP) persons, as well as at public hearings and meetings. The public notices note in Caltrain's 22 Safe Harbor Languages that translations are available by contacting the Caltrain Customer Service Center phone number. The Caltrain Customer Service Center offers foreign language translation service via in-house translators or the Language Line.

Comprehensive measures employed by the JPB included placing public notices (**Attachment 5**) for the Public Hearing and the Public Meetings on the Caltrain website (**Attachment 6**), in Caltrain news releases (**Attachment 7**), as social media posts on Facebook and Twitter (**Attachment 8**), and in presentations (**Attachment 9**) to and discussions at Public Meetings. Information, including the Public Notice, Draft Proposed Fare Changes, and a Public Comment Form were posted to a dedicated Caltrain website.

Caltrain staff also reached out to Community-based Organizations to inform them of the proposed changes and communicated directly with organizations participating in the Go Pass program.

The JPB reached out to the following Community groups and leaders:

San Francisco County

- **Arab Resource & Organizing Center**
- **Asian Pacific American Community Center**
- **Bayview Footprints (by Quesada Gardens Initiative)**
- **Bayview Hill Neighborhood Association**
- **Bayview Merchants Association**
- **Bernal Heights Housing Corporation**
- **BRITE (Bayview Residents Improving Their Environment)**
- **Castro/Upper Market Community Benefit District**
- **Catholic Charities**
- **Causa Justa Just Cause**
- **Central City Hospitality House**
- **Chinese Progressive Association**
- **Community Housing Partnership**
- **Compass Family Services**
- **Dogpatch Neighborhood Association**
- **Dolores Street Community Services**
- **Excelsior District Improvement Association**
- **Florence Fang Community Garden**
- **Green Benefit District (Dogpatch & Northwest Potrero Hill)**
- **GreenAction**
- **Greenbelt Alliance**
- **Hunters Point Family**
- **India Basin Neighborhood Association**
- **Mission Asset Fund**
- **Mujeres Unidas y Activas, San Francisco**
- **New Door Ventures**
- **Pomeroy Recreation and Rehabilitation Center**
- **Potrero Boosters**
- **Potrero Hill/Dogpatch Merchants Association**
- **Public Advocates**
- **Russian American Community Services**
- **San Francisco Bicycle Coalition**
- **San Francisco Rising**
- **San Francisco Transit Riders**
- **Senior and Disability Action, San Francisco**
- **SF Coalition on Homelessness**
- **SF Mission Bay Neighborhood Association**
- **SPUR**
- **Steppingstone, San Francisco**
- **Urban Land Institute (San Francisco)**
- **Visitacion Valley Planning Alliance (VVPA)**
- **Walk San Francisco**

San Mateo County

- **Anamatangi Polynesian Voices (APV)**
- **Bay Area Forward**
- **Belle Haven Action**
- **Catholic Charities Resettlement Program**
- **Chicana Latina Foundation**
- **Child Care Coord. Council**
- **Clean Coalition**
- **Coastside Hope**
- **College of San Mateo**
- **College Track**
- **College Track East Palo Alto**
- **Commission on Aging**
- **Daly City Community Service Center**
- **Daly City Partnership**
- **East Palo Alto Senior Center**
- **Ecumenical Hunger Program**
- **Fair Oaks Community Center**
- **Faith in Action**
- **Family Health Services**
- **Friends of Caltrain**
- **Housing Leadership Council**
- **Japanese American Community Center**
- **Japanese American Community Center**
- **Japanese Chamber of Commerce**
- **Language Pacifica**
- **Lesley Senior Communities, San Mateo**
- **LifeMoves,**
- **Menlo SPARK**
- **Mid-Peninsula Boys and Girls Club**
- **Midcoast Community Council**
- **Mid-Peninsula Housing**
- **Moon Ridge Apartments**
- **NAACP San Mateo County Chapter**
- **Next Step Veterans Resource Center**
- **Non-Profit Housing Association of Northern California**
- **Northern Peninsula Food Pantry and Dining Center**
- **Northern Peninsula Mandarin School**
- **Nuestra Casa**
- **One East Palo Alto,**
- **Our Lady of the Pillar Catholic Church**
- **Our Second Home**
- **Pacifica Resource Center**
- **PARS Equality Center**
- **Peninsula Family Service**
- **Peninsula Interfaith Action**
- **Pillar Ridge Manufactured Housing Community**
- **Project WeHope**
- **Redwood City 2020**
- **Renaissance Center Mid-Peninsula**
- **Safe Harbor Shelter**
- **Safe Routes to School Program at County Office of Education**
- **Samaritan House**
- **Sierra Club, Loma Prieta Chapter**
- **Sikh Gurdware of San Francisco**
- **Sitike Counseling Center**
- **Skyline College**
- **StarVista**
- **Yaseen Foundation**
- **Youth Leadership Institute**
- **Youth United for Community Action (YUCA)**
- **Zawaya**

Santa Clara County

- **Asian Pacific Islander American Public Affairs Association, Peninsula Chapter**
- **BayRail Alliance**
- **City Team**
- **Committee for Green Foothills**
- **Day Worker Center of Mountain View**
- **Destination Home**
- **Ethiopian Community Services**
- **Family Giving Tree**
- **Family Supportive Housing, Inc.**
- **First Community Housing**
- **Grail Family Services**
- **Heart of the Valley**
- **Home First**
- **India Community Center**
- **Joint Venture Silicon Valley**
- **Live Oak Adult Day Services**
- **Mayfair Neighborhood Advisory Coalition, San Jose**
- **Mountain View Coalition for Sustainable Planning**
- **Palo Alto Housing**
- **Project Hired**
- **Public Allies - San Francisco, Silicon Valley**
- **Rahima Foundation**
- **Sacred Heart Community Service**
- **Salvation Army Family Services - San Jose**
- **Santa Clara & San Benito Counties Building & Construction Trades Council**
- **Santa Clara County Central Labor Council (South Bay AFL-CIO Labor Council)**
- **Silicon Valley Community Foundation**
- **Stevenson House**
- **Sustainable Silicon Valley**
- **The Five Wounds/Brookwood Terrace Neighborhood Action Coalition**
- **Transportation Justice Alliance**
- **Upward Scholars**
- **Vietnamese American Community Center, San Jose**
- **Vista Center for the Blind and Visually Impaired**
- **Working Partnerships**

DISSEMINATION OF INFORMATION TO LIMITED ENGLISH PROFICIENT PERSONS

Measures taken to overcome linguistic, institutional, and cultural barriers that may prevent minority and low-income populations from participating in decision-making also included publishing the public hearing notice and public meeting notices in newspapers of general circulation and various community newspapers in different languages (**Attachment 10**). Notifications for the public hearing and public meetings appeared in the newspapers listed in **Table 9**.

Table 9: Print Advertisement

	Date	Type	Newspaper
1	5/18/2021	Public Notice	Singtao (Chinese)
2	5/21/2021	Public Notice	El Observador (Spanish)
3	5/18/2021	Public Notice	San Mateo Daily Journal

Staff also established multiple ways for customers and the public to provide their input: at the community meetings and station outreaches by directing riders to an online survey in English with Translations in Spanish and Chinese (see **Attachment 11**), using a printed survey in English with Translations in Spanish and Chinese (see **Attachment 12**) for those without access to the internet or smart phones, through the postal service (by mail), by telephone call to the Customer Service Center's general number or one for those with hearing impairments, through the unique e-mail address ***changes@caltrain.com*** and via an online comment form on the dedicated webpage https://www.caltrain.com/riderinfo/2021ProposedFareChanges.html**.**

PUBLIC OUTREACH

Due to the Covid-19 pandemic, Caltrain staff held public meetings virtually. Two public meetings were held virtually: one at a Caltrain Advisory Committee meeting (May 19, 2021) and the second at a general public meeting (May 20, 2021). Both events were held in the evening. No requests for translation or interpretation were received.

PUBLIC COMMENTS

Summary of Comments

As of May 24, 2021 Caltrain received 45 total comments from the various forms of outreach. Many of the comments were provided using the online survey. There were a total of 33 online surveys with complete responses addressing each fare proposal, plus 12 additional responses that were either partial survey responses or were comments received via mail, e-mail, and the public meeting. A compiled list of all public comments is provided in **Attachment 13**. The online survey responses are further summarized in **Attachment 14**.

Table 10 summarizes feedback for the proposal. Riders were polled on whether they agreed, disagreed or did not have an opinion on each fare proposal. In addition, the number of additional comments for each proposal is noted.

Table 10: Comment Tally

	Go Pass Increase- 5% (FY23)			Go Pass Increase-5% (FY 25)			Monthly Pass Discount	
	A - Agree	D - Disagree	N - No Opinion	A - Agree	D - Disagree	N - No Opinion	A - Agree	D - Disagree
#	14	9	8	13	7	9	30	3
%	45%	29%	26%	45%	21%	34%	91%	3%
# of Additional Public Comments	6			5			17	

	Reduce One Way Clipper - 30 cents.			Increase Base Fare - 50 cents (FY 22)			Increase Base Fare - 50 cents (FY 26)			Zone Fare Increase - 25 cent (FY24)		
	A - Agree	D - Disagree	N - No Opinion	A - Agree	D - Disagree	N - No Opinion	A - Agree	D - Disagree	N - No Opinion	A - Agree	D - Disagree	N - No Opinion
#	15	10	6	7	19	5	12	10	7	12	12	7
%	48%	32%	19%	23%	61%	16%	41%	34%	24%	39%	39%	23%
# of Additional Public Comments	7			6			6			6		

ATTACHMENT 1 – CALTRAIN SYSTEM MAP

Pacific Ocean
San Francisco
Oracle Park
Chase Center
22nd St.
Bayshore
ZONE 1
San Bruno
South San Francisco
San Bruno
Millbrae Transit Center
SFO
San Francisco International Airport
Broadway
Weekend Only
Burlingame
San Mateo
San Francisco Bay
Hayward Park
Hillsdale
ZONE 2
Belmont
San Carlos
Redwood City
Menlo Park
Palo Alto
Stanford
Special Event Only
California Ave.
ZONE 3
San Antonio
Mountain View
Sunnyvale
Lawrence
Levi's® Stadium
SJC
San Jose International Airport
Santa Clara
PayPal Park
ZONE 4
College Park
SAP Center
San Jose Diridon
Tamien
Capitol
ZONE 5
Blossom Hill
Distance between Blossom Hill and Gilroy not to scale
Morgan Hill
San Martin
ZONE 6
Gilroy

ATTACHMENT 2 – BOARD APPROVAL OF MAJOR SERVICE, DISPARATE IMPACT AND DISPROPORTIONATE BURDEN POLICIES

RESOLUTION NO. 2013 – 21

BOARD OF DIRECTORS, PENINSULA CORRIDOR JOINT POWERS BOARD
STATE OF CALIFORNIA

* * *

ADOPTION OF SYSTEM-WIDE SERVICE STANDARDS AND POLICIES, DEFINITION OF "MAJOR SERVICE CHANGE," AND DISPARATE IMPACT AND DISPROPORTIONATE BURDEN POLICIES REQUIRED FOR COMPLIANCE WITH TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

WHEREAS, Title VI of the Civil Rights Act of 1964 requires recipients of Federal grants and other assistance to operate their programs and services without regard to, or discrimination based on, race, color or national origin; and

WHEREAS, the Federal Transit Administration (FTA) issued Circular FTA C 4702.1B, effective October 1, 2012, setting forth requirements and guidelines for Title VI compliance; and

WHEREAS, as set forth in the above-referenced Circular, the Board of Directors is required to adopt System-Wide Service Standards and Policies to guide the equitable distribution of Caltrain programs and services; and

WHEREAS, the JPB is also required to adopt policies to define when a service change is sufficiently broad or large to necessitate a review of its potential impacts on minority and low-income populations, and to define when a fare change or major service change will have a disparate impact on minority populations or impose a disproportionate burden on low-income populations, all of which policies and definitions are required to be subject to public input; and

WHEREAS, over the past two months, JPB staff has presented draft policies to this Board and the public in Board meetings and other public meetings, undertaken extensive public outreach and accepted public comment on the policies; and

WHEREAS, the Staff Coordinating Council recommends the Board approve the attached System-Wide Service Standards and Policies, definition of "Major Service Change," and Disparate Impact and Disproportionate Burden Policies, which comply with FTA requirements and which will guide future decisions regarding and monitoring of Caltrain programs and services to ensure that they are provided equitably, without discrimination based on race, color or national origin.

NOW, THEREFORE, BE IT RESOLVED that the Board of Directors of the Peninsula Corridor Joint Powers Board hereby approves the attached System-Wide Service Standards and Policies, definition of "Major Service Change," and Disparate Impact and Disproportionate Burden Policies.

Regularly passed and adopted this 4th day of April, 2013 by the following vote:

AYES: CISNEROS, COHEN, DEAL, KALRA, LLOYD, NOLAN, TISSIER, YEAGER

NOES: NONE

ABSENT: WOODWARD

Ken Yeager

Chair, Peninsula Corridor Joint Powers Board

ATTEST:

Martha Martinez

JPB Secretary

MAJOR SERVICE CHANGE POLICY

SERVICE CHANGES

All major increases or decreases in transit service are subject to a Title VI Equity Analysis prior to Board approval of the service change. A Title VI Equity Analysis completed for a major service change must be presented to the Caltrain Board for its consideration and included in the Caltrain Title VI Program with a record of the action taken by the Board.

Caltrain defines a major service change as any service change meeting at least one or both of the following criteria:

A. An adjustment of service that equates to a reduction of or addition of 25 percent or more in total revenue train miles per day for the service day of the week (weekday, Saturday or Sunday) for which the change is made.
B. A greater than 50 percent reduction or increase in the number of stops at a station per day for the service day of the week (weekday, Saturday or Sunday) for which the change is made.

Note: Any change that is a temporary or interim change due to construction or maintenance projects is exempted from the definition and is not considered a "major service change."

DISPARATE IMPACT POLICY

This policy establishes a threshold for determining whether a given action has a disparate impact on minority populations versus non-minority populations. Per FTA Circular 4702.1B:

> *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 exists 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….*
>
> *The policy shall establish a threshold for determining when adverse effects of [fare/]service changes are borne disproportionately by minority populations. The disparate impact threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by minority populations compared to impacts borne by non-minority populations. The disparate impact threshold must be applied uniformly…and cannot be altered until the next Title VI Program submission.*

In the course of performing a Title VI Equity Analysis, Caltrain must analyze how the proposed action would impact minority as compared to non-minority populations. In the event the proposed action has a negative impact that affects minorities more than non-minorities with a disparity that exceeds the adopted Disparate Impact Threshold or that benefits non-minorities more than minorities with a disparity that exceeds the adopted Disparate Impact Threshold, Caltrain must evaluate whether there is an alternative that has a more equitable impact. Otherwise, Caltrain must take measures to mitigate the impact of the proposed action on the affected minority population and demonstrate that a legitimate business purpose cannot otherwise be accomplished and that the proposed change is the least discriminatory alternative.

The Caltrain Disparate Impact Threshold to determine if the adverse impacts of a major service change (as defined in the first part of this document) or a fare adjustment is established at 10 percent based on the cumulative impact of the proposed service and/or fare changes. 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

This policy establishes a threshold for determining whether a given action has a disproportionate burden on low-income populations versus non-low-income populations. The Disproportionate Burden Policy applies only to low-income populations that are not also minority populations. Per FTA Circular 4702.1B:

> *The policy shall establish a threshold for determining when adverse effects of [fare/]service changes are borne disproportionately by low-income populations. The disproportionate burden threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by low-income populations as compared to impacts borne by non-low-income populations.... The disproportionate burden threshold must be applied uniformly...and cannot be altered until the next [Title VI] program submission.*
>
> *At the conclusion of the analysis, if the transit provider finds that low-income populations will bear a disproportionate burden of the proposed [fare/]service change, the transit provider should take steps to avoid, minimize or mitigate impacts where practicable. The provider should describe alternatives available to low-income populations affected by the [fare/]service changes.*

The Caltrain Disproportionate Burden Threshold to determine if the adverse impacts of a major service change (as defined in the first part of this document) or a fare adjustment is established at 10 percent based on the cumulative impact of the proposed service and/or fare changes. 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.

Board Meeting Minutes (April 4, 2013)

and Castro Street in Mountain View. Selection of these sites was coordinated with the California Public Utilities Commission and JPB staff.

Public Comment

Adina Levin, Friends of Caltrain, said the changes in the signal contract involve increasing gate down time at five intersections and re-signalizing the traffic lights. She hopes there is outreach to the affected communities.

Jeff Carter, Millbrae, said there will be some increased gate down time and when a train is at a station he hopes the gate will time out and release so traffic is not stopped the entire time the train is at the station.

A motion (Tissier/Nolan) to award a contract to Shimmick Construction for the Signal Preemption Improvement Project was approved unanimously.

AUTHORIZE THE SECOND AMENDMENT OF THE USE, OPERATING AND MAINTENANCE (UOM) AGREEMENT FOR THE MILLBRAE INTERMODAL STATION

Deputy CEO Chuck Harvey said when the Millbrae Intermodal Station was completed, the JPB entered into a cost-sharing agreement with BART to maintain the station. The costs were allocated through a cost model. This amendment codifies the agreement through FY2018 and the costs are being controlled by an agreement so they won't increase beyond the Consumer Price Index inflation.

A motion (Lloyd/Nolan) to authorize the second amendment of the UOM agreement for the Millbrae Intermodal Station was approved unanimously.

ADOPTION OF CALTRAIN TITLE VI STANDARDS AND POLICIES

Director, Rail Michelle Bouchard reported:

- The Federal Transit Administration requires approval and submission of five standards and policies.
  - The Major Service Change Policy is the criteria for determining when service change is significant enough to require a thorough analysis of potential effects on protected populations. Staff is recommending a change of 25 percent or more total train revenue miles and greater than 50 percent change in the number of trains stopping at a station per day.
  - Disparate Impact and Disproportionate Burden Policies determine the threshold when adverse effects of a fare or service changes are borne disproportionally by minority or low-income populations. Staff is recommending a 10 percent threshold
  - Services Standards and Policies are established to monitor performance in quantifiable and qualitative measures/metrics. Service standards include vehicle load, vehicle headway, on-time performance and service availability. Service policies are vehicle assignment and transit amenities.
- Four community meetings were held and comments were accepted through March 29. Meetings were sparsely attended and only one comment was received.

Board Meeting Minutes (April 4, 2013 - Continued)

Public Comment
Roland LeBrun, San Jose, said staff has to ensure cash customers are not targeted because most cash customers are minorities.

A motion (Lloyd/Tissier) to adopt the Caltrain Title VI Standards and Policies was approved unanimously.

LEGISLATIVE UPDATE

State Update
Executive Officer, Public Affairs Mark Simon said Acting Business Transportation and Housing Secretary Brian Kelly has formed a California Transportation Finance Working Group to explore options for meeting the State's long-term transportation funding needs and priorities. Public transit agencies will be represented on the working group through the California Transit Association. The first meeting is April 9 and one of the first things the group will be discussing is a recent report issued by the American Society of Civil Engineers which gave the State an overall grade of "C' for its infrastructure and cites "a lack of sufficient investment for the operations and maintenance of existing facilities and dedicated funding sources for new improvements to the system. There is a need for $10 billion per year more to be spent for ongoing maintenance of existing facilities and an investment of $36.5 billion to raise transportation to a "B" grade."

Federal Update
Mr. Simon said Congress is working to pass a continuing resolution and start work on the FY2014 appropriations process. Last year the Federal investment in the California High Speed Rail Project was a key topic during the appropriations process. Republican Congressmembers Jeff Denham and Kevin McCarthy requested the Government Accountability Office (GAO) review the project's cost, ridership and revenue projections. The GAO report released last week gave the project an overwhelmingly positive review.

Mr. Simon said there was a home value study done by the American Public Transportation Association and the Association of Realtors that showed property within a half-mile of transit sustained its value more effectively during the recession and rebounded more rapidly.

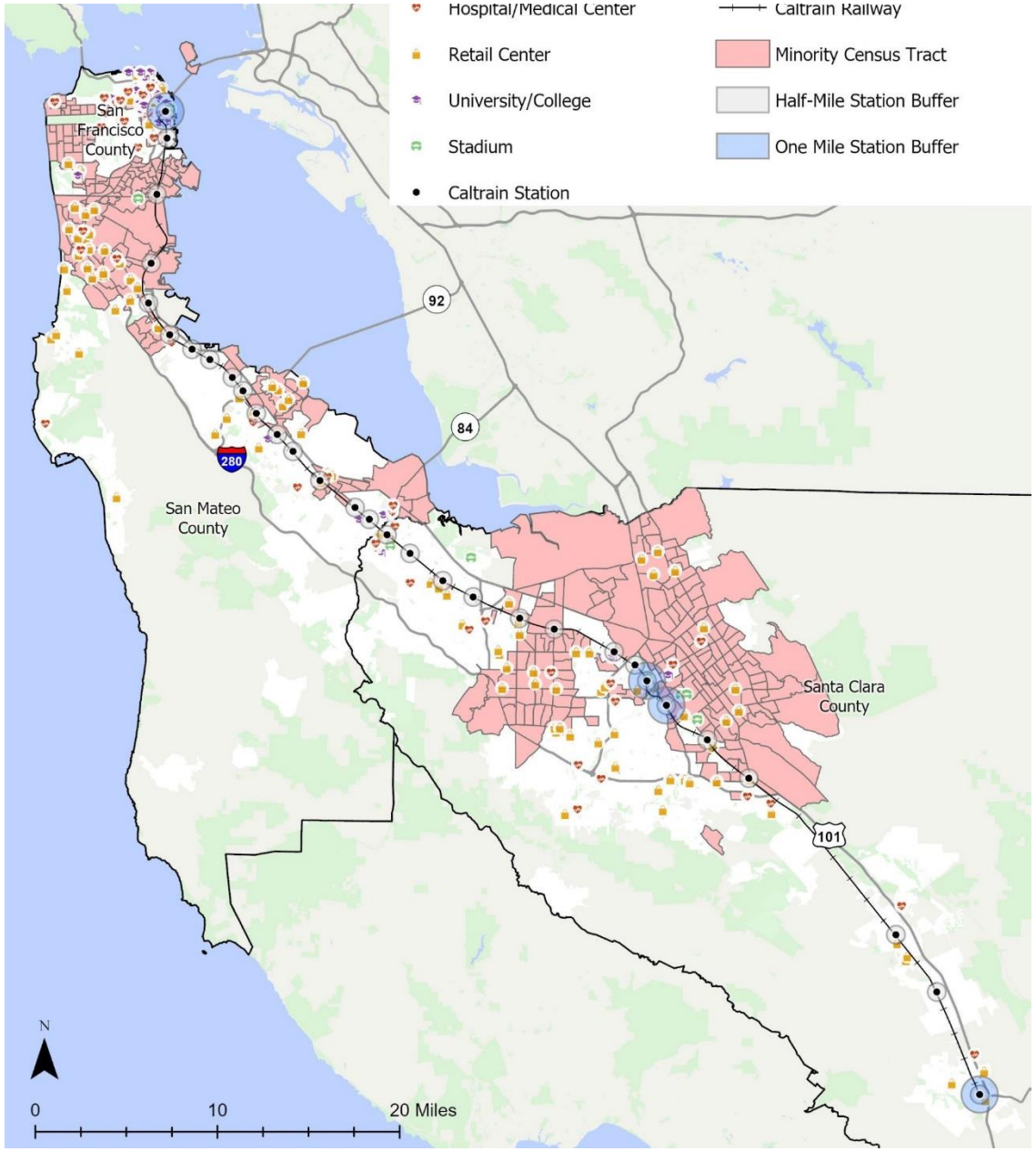
CORRESPONDENCE
No discussion.

BOARD MEMBER REQUESTS
None

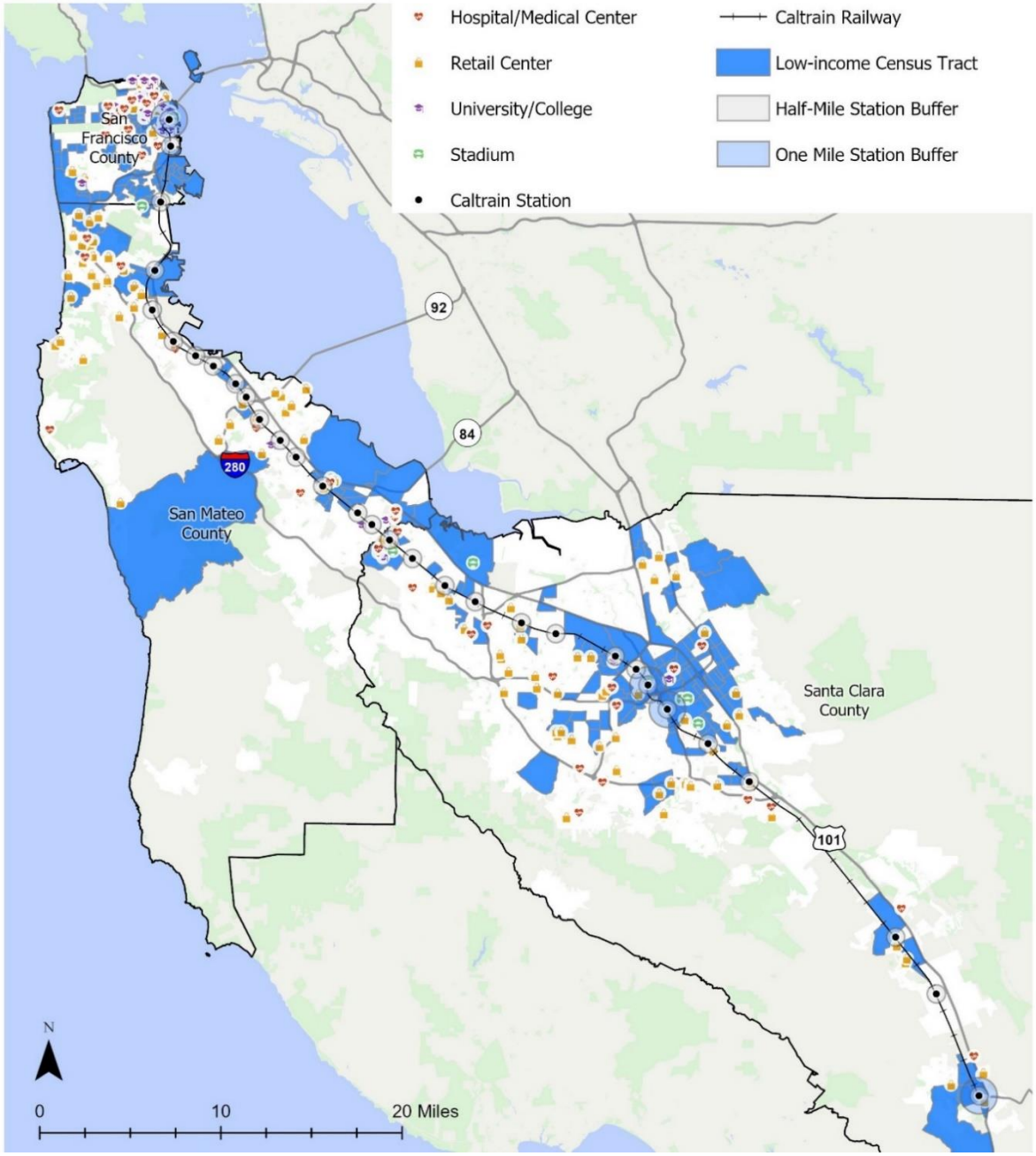
GENERAL COUNSEL REPORT
Mr. Miller said staff has contacted the general counsel for the CHSRA to see if their chair indicated Caltrain would respond to Mr. Brown's request. It is clear Proposition 1A is going to be complied with in the final analysis and the agreement that has been entered into codifies the blended system as the plan around which HSR will be designed and constructed and contains a funding plan template. Over time the funding plan will evolve as estimates are prepared and the public can be assured

ATTACHMENT 3 – SERVICE AREA DEMOGRAPHICS

MINORITY POPULATION BY CENSUS TRACT



LOW INCOME BY CENSUS TRACT



ATTACHMENT 4 – EXISTING FARE CHART

ADULT FARES

Ticket Type*	How to Buy	Travel within					
		1 Zone	2 Zones	3 Zones	4 Zones	5 Zones	6 Zones
One Way	Ticket Machine	$3.75	$6.00	$8.25	$10.50	$12.75	$15.00
	Clipper Card	$3.20	$5.45	$7.70	$9.95	$12.20	$14.45
Day Pass+	Ticket Machine	$7.50	$12.00	$16.50	$21.00	$25.50	$30.00
Zone Upgrade	Ticket Machine	**$2.25 per zone**					
Monthly Pass++	Clipper Card	$96.00	$163.50	$231.00	$298.50	$366.00	$433.50

+ Levi's® Stadium, Caltrain is offering a **joint adult Caltrain + VTA Day Pass**. The Caltrain portion is valid to Zone 3 and costs an additional $7.50 compared to a Caltrain Day Pass. The joint pass is valid on Caltrain through the last train of the night and on VTA buses and light rail until 3 a.m.

++ Customers with a two-zone or greater Caltrain Monthly Pass get free local rides or free local ride credits on SamTrans. Visit the SamTrans Inter-Agency Transfers page for details. VTA (Santa Clara Valley Transportation Authority) offers Caltrain customers with a two-zone or greater Caltrain Monthly Pass free transfers to VTA local, limited stop bus, bus rapid transit and light rail. For more information visit the VTA Caltrain Fares page.

Eligible Discount Fare**

Ticket Type*	How to Buy	Travel within					
		1 Zone	2 Zones	3 Zones	4 Zones	5 Zones	6 Zones
One Way	Ticket Machine	$1.75	$2.75	$3.75	$4.75	$5.75	$6.75
	Clipper Card	$1.60	$2.60	$3.60	$4.60	$5.60	$6.60
Day Pass	Ticket Machine	$3.75	$6.00	$8.25	$10.50	$12.75	$15.00
Zone Upgrade	Ticket Machine	**$1.00 per zone**					
Monthly Pass+	Clipper Card	$48.00	$78.00	$108.00	$138.00	$168.00	$198.00

+ Eligible Discount Monthly Pass holders get free local rides or free local ride credits on SamTrans. For more information visit the SamTrans Inter-Agency Transfers page. VTA (Santa Clara Valley Transportation Authority) also offers a free transfer for Eligible Discount Monthly Pass holders. Visit VTA's Caltrain fare page for more information.

ATTACHMENT 5 – NOTICES FOR PUBLIC HEARING AND MEETINGS

PROPOSED CALTRAIN FARE CHANGES
Caltrain will hold a public hearing to receive public comment on a proposed extension of the 20% discount on the Monthly Pass fare product through June 30, 2023.

Though not part of the public hearing, the public will also have an opportunity to provide feedback on postponing the following fare changes that were approved by the Board of Directors in 2019:

- Reducing the Adult One-way Clipper® discount from 55 cents to 25 cents, with corresponding changes to all Clipper products
- Three incremental fare increases occurring every other year that alternate between increasing the Base Fare by 50 cents and the Zone Fare by 25 cents
- Two incremental fare increases to the Go Pass product by 5% every other year.

The following are several ways the public can provide input to Caltrain:
Public Meeting: Proposed Fare Changes
Thursday, May 20, 2021 at 5:30 p.m.
Access Online: join.zoom.us OR via Telephone: 1.669.900.6833
Enter Webinar ID: 971 6867 0624 and Passcode: 240979

Public Hearing: JPB's Board of Directors' Finance Committee meeting
Monday, May 24, 2021 at 1:30 p.m.
Access Online: join.zoom.us OR via Telephone: 1.669.900.6833
Enter Webinar ID: 933 8892 7360 and Passcode: 790810

Prior to the hearing, comments may be sent by completing the online comment form at www.caltrain.com/changes, by mail, e-mail or phone:

Board Secretary
Peninsula Corridor Joint Powers Board
P.O. Box 3006, San Carlos, CA 94070-1306
Changes@caltrain.com 1.800.660.4287 (TTY 650.508.6448)

Puede encontrar más información sobre los cambios propuestos en www.caltrain.com/changes.

建议改动的详细内容可以在这里找到：www.caltrain.com/changes.

Peninsula Corridor Joint Powers Board
AVISO DE AUDIENCIA Y REUNIONES PÚBLICAS

Cambios propuestos en las tarifas de Caltrain

La Peninsula Corridor Joint Powers Board (JPB) realizará un audiencia pública para recibir comentarios por parte del público sobre una extensión propuesta al descuento del 20% en la tarifa del Pase Mensual hasta el 30 de junio de 2023.

Aunque sin formar parte de la audiencia pública, el público también tendrá la oportunidad de proporcionar sus comentarios acerca de posponer los cambios siguientes en las tarifas, los cuales fueron aprobados anteriormente por la Junta Directiva en 2019:

- Reducir el descuento en la tarjeta Adult One-way Clipper® de 55 centavos a 25 centavos, con cambios correspondientes en todas las tarjetas Clipper
- Tres aumentos progresivos en las tarifas que se aplican cada dos años alternando entre un aumento de 50 centavos en la Tarifa Básica un año y uno de 25 centavos en la Tarifa de Zona el otro año
- Dos aumentos progresivos del 5% en las tarifas en el Go Pass cada dos años.

La audiencia pública se llevará a cabo durante la reunión del Comité Financiero de la Junta Directiva de la JPB:

Lunes, 24 de mayo de 2021 a la 2:30 p.m.

Acceso por Internet: join.zoom.us O por vía telefónica: 1.669.900.6833

Ingrese la ID del webinario: 933 8892 7360 y la contraseña: 790810

La JPB también realizará una reunión pública para presentar la propuesta y recibir comentarios por parte del público.

Jueves, 20 de mayo de 2021 a las 5:30 p.m.

Acceso por Internet: join.zoom.us O por vía telefónica: 1.669.900.6833

Ingrese la ID del webinario: 971 6867 0624 y la contraseña: 240979

Antes de la audiencia, los comentarios pueden enviarse llenando el formulario de comentarios por Internet en **www.caltrain.com/changes**, por correo, e-mail o teléfono:

Board Secretary
Peninsula Corridor Joint Powers Board
P.O. Box 3006, San Carlos, CA 94070-1306
Changes@caltrain.com 1.800.660.4287 (TTY 650.508.6448)

Para solicitar servicio de traducción o interpretación, llame a Caltrain al 1.800.660.4287 al menos tres días antes de la reunión.

如果需要翻译或口译协助，请在听证会开始之前至少提前 3 天拨打 1.800.660.4287 联系 Caltrain。

Peninsula Corridor Joint Powers Board

公众听证会通告

加州火车 (Caltrain) 票价调整建议

半岛走廊共同权力委员会 (Peninsula Corridor Joint Powers Board, JPB) 将举行一场公众听证会，以听取公众对下列事宜的意见：延长月票产品票价 20% 折扣至 2023 年 6 月 30 日。公众也将有机会就推迟理事会先前在 2019 年批准的下列票价调整提供反馈意见（非本次公众听证会内容）：

- 将成人单程 Clipper® 折扣从 55 美分降至 25 美分，并对所有 Clipper 产品进行相应的调整
- 每隔一年提价三次，按基本票价提高 50 美分和区域票价提高 25 美分交替进行
- 每隔一年对 Go Pass 产品提价两次，每次提高 5% 的票价。

公众听证会将在 JPB 理事会财务委员会会议期间举行：

2021 年 5 月 24 日，星期一，下午 2:30

在线接入：join.zoom.us 或拨打电话：1.669.900.6833

输入网络会议 ID：933 8892 7360 和密码：790810

JPB 还将召开一次公开会议，介绍该提案并听取公众的意见。

2021 年 5 月 20 日，星期四，下午 5:30

在线接入：join.zoom.us 或拨打电话：1.669.900.6833

输入网络会议 ID：971 6867 0624 和密码：240979

在听证会开始之前，公众可以通过在 **www.caltrain.com/changes** 上填写在线意见表、邮寄、电子邮件或电话把意见发送至：

Board Secretary
Peninsula Corridor Joint Powers Board
P.O. Box 3006, San Carlos, CA 94070-1306

Changes@caltrain.com 1.800.660.4287（文字电话 650.508.6448）

如果需要翻译或口译协助，请在听证会开始之前至少提前 3 天拨打 1.800.660.4287 联系 Caltrain。

Para solicitar servicio de traducción o interpretación, llame a Caltrain al 1.800.660.4287 al menos tres días antes de la reunión.

ATTACHMENT 6– CALTRAIN DEDICATED WEBPAGE

2021 Proposed Fare Changes

Proposed Caltrain Fare Changes

Caltrain will hold a public hearing to receive public comment on a proposed extension of the 20% discount on the Monthly Pass fare product through June 30, 2023.

Though not part of the public hearing, the public will also have an opportunity to provide feedback on postponing the following fare changes that were previously approved by the Board of Directors in 2019:

- Reducing the Adult One-way Clipper® discount from 55 cents to 25 cents, with corresponding changes to all Clipper products
- Three incremental fare increases occurring every other year that alternate between increasing the Base Fare by 50 cents and the Zone Fare by 25 cents
- Two incremental fare increases to the Go Pass product by 5% every other year

Public Meeting: Present the proposal and receive comments from the public

Thursday, May 20, 2021 at 5:30 p.m.
Access Online: join.zoom.us OR via Telephone: 1.669.900.6833
Enter Webinar ID: 971 6867 0624 and Passcode: 240979
Watch Recording of Meeting | Presentation Slides

Public Hearing: JPB's Board of Directors' Finance Committee meeting

Monday, May 24, 2021 at 2:30 p.m.
Access Online: join.zoom.us OR via Telephone: 1.669.900.6833
Enter Webinar ID: 933 8892 7360 and Passcode: 790810

Prior to the hearing, comments may be sent by completing the online comment form links below:

Caltrain Proposed Fare Changes Public Comment Form
https://samtranscore.sjc1.qualtrics.com/jfe/form/SV_9EmYkYowochv0Ts

Cambios propuestos en las tarifas - Formulario de comentarios del público
https://samtranscore.sjc1.qualtrics.com/jfe/form/SV_9EmYkYowochv0Ts?Q_Language=ES-ES

Caltrain 拟议票价调整 - **公众意**见表
https://samtranscore.sjc1.qualtrics.com/jfe/form/SV_9EmYkYowochv0Ts?Q_Language=ZH-S

Comments may also be sent by by mail, e-mail or phone:

Board Secretary
Peninsula Corridor Joint Powers Board
P.O. Box 3006, San Carlos, CA 94070-1306
Changes@caltrain.com
1.800.660.4287 (TTY 650.508.6448)

For translation or interpretation assistance, call Caltrain at 1.800.660.4287 at least three days before the meeting.

Para obtener asistencia sobre traducciones o interpretaciones, llame a Caltrain al 1.800.660.4287 al menos tres días antes de la reunión.

如需笔译或口译协助，请在会议召开前至少三天拨打 Caltrain 电话 1.800.660.4287。

ATTACHMENT 7 – CALTRAIN NEWS RELEASES AND COVERAGE

Caltrain Online News Release

> caltrain.com > About Caltrain > Media Relations > News > Caltrain Considers Fare Changes as Part of Pandemic Recovery

Caltrain Considers Fare Changes as Part of Pandemic Recovery

May 10, 2021

Caltrain will host a public hearing later this month to gather feedback on potential changes to its fare structure as the rail agency continues to work on recovery plans as a result of the coronavirus (COVID-19) pandemic.

Caltrain is seeking public comment on a proposed extension of the 20% discount on the Monthly Pass fare product through June 30, 2023. In March, the discount was approved only through September 2021. The agency is providing this discount to encourage people returning to work to take advantage of transit, while also providing some financial relief for those that have been riding regularly throughout the pandemic.

Though not part of the public hearing, the public will also have an opportunity to provide feedback on postponing the following fare changes which were approved by the Board of Directors in 2019:

- A reduction of the Adult One-way Clipper® discount from 55 cents to 25 cents, with corresponding changes to all Clipper products
- Three incremental fare increases occurring every other year that alternate between increasing the Base Fare by 50 cents and the Zone Fare by 25 cents
- Two incremental fare increases to the Go Pass product by 5% every other year

The following are several ways the public can provide input to Caltrain:

Public Meeting: Proposed Fare Changes

Thursday, May 20, 2021 at 5:30 p.m.

Access Online: join.zoom.us OR via Telephone: 1.669.900.6833

Enter Webinar ID: 971 6867 0624 and Passcode: 240979

Public Hearing: JPB's Board of Directors' Finance Committee meeting

Monday, May 24, 2021 at 2:30 p.m.

Access Online: join.zoom.us OR via Telephone: 1.669.900.6833

Enter Webinar ID: 933 8892 7360 and Passcode: 790810

Prior to the hearing, comments may be sent by completing the online comment form HERE, by mail, e-mail or phone:

Board Secretary
Peninsula Corridor Joint Powers Board
P.O. Box 3006, San Carlos, CA 94070-1306
Changes@caltrain.com
1.800.660.4287 (TTY 650.508.6448)

For translation or interpretation assistance, call Caltrain at 1.800.660.4287 at least three days before the meeting.

Para obtener asistencia sobre traducciones o interpretaciones, llame a Caltrain al 1.800.660.4287 al menos tres días antes de la reunión.

如需笔译或口译协助，请在会议召开前至少三天拨打 Caltrain 电话 1.800.660.4287.

###

About Caltrain: Owned and operated by the Peninsula Corridor Joint Powers Board, Caltrain provides commuter rail service from San Francisco to San Jose, with commute service to Gilroy. While the Joint Powers Board assumed operating responsibilities for the service in 1992, the railroad celebrated 150 years of continuous passenger service in 2014. Planning for the next 150 years of Peninsula rail service, Caltrain is on pace to electrify the corridor, reduce diesel emissions by 97 percent by 2040 and add more service to more stations.

Follow Caltrain on Facebook and Twitter.

Caltrain NEWS

Caltrain Holding Public Hearings On Proposed Fare Changes

May 11, 2021 at 9:12 am

Filed Under:Caltrain, Discount, Fares, San Carlos

SAN CARLOS (CBS SF/BCN) — Caltrain announced Tuesday a public hearing for later this month to obtain public input on a proposal to extend its monthly pass fare discount to 2023.

Currently, a 20% discount on the monthly pass is in place through Sept. 2021. The proposal — which would extend the discount through June 30, 2023 — aims to provide financial relief for Caltrain riders and encourage people to take the train as they return to work.

Other proposed fare changes include reducing the adult one-way Clipper discount from 55 cents to 25 cents; three incremental fare increases that alternate between increasing the base fare by 50 cents and the zone fare by 25 cents; and increasing the Go Pass by 5% every other year.

The public will be able to provide feedback on these additional proposals, though they are not part of the public hearing.

A public meeting discussing the proposed fare changes will take place May 20 at 5:30 p.m. via Zoom at join.zoom.us or by phone at (669) 900-6833. The webinar ID is 971 6867 0624 and passcode 240979 to join.

READ MORE: Vegetation Fire Burns Along Altamont Pass East of Livermore
The hearing takes place May 24 at 2:30 p.m. during a finance committee meeting for the Peninsula Corridor Joint Powers Board, which owns and operates Caltrain.

That meeting can be accessed via Zoom or by phone at (669) 900-6833 with webinar ID 933 8892 7360 and passcode 790810 to join.

People can submit comments before the hearing by completing an online form, by emailing changes@caltrain.com, by phone at (800) 660-4287 (TTY (650) 508-6448) or by mail to Board Secretary, Peninsula Corridor Joint Powers Board, P.O. Box 3006, San Carlos, CA 94070-1306.
People needing translation or interpretation should call Caltrain at (800) 660-4287 at least three days before the meeting for assistance.

News

Caltrain seeks public input on proposed fare changes

by Astrid Casimire / Bay City News Service / Almanac
Uploaded: Tue, May 11, 2021, 12:12 pm 0
Time to read: about 1 minutes

A northbound Caltrain pulls out of the downtown Palo Alto train station on July 24, 2019. Caltrain will hold a public hearing later this month to get feedback on a proposal to extend its monthly pass fare discount to 2023. Photo by Veronica Weber.

Caltrain will hold a public hearing later this month to get feedback on a proposal to extend its monthly pass fare discount to 2023.

Currently, a 20% discount on the monthly pass is in place through September 2021. The proposal -- which would extend the discount through June 30, 2023 -- aims to provide financial relief for Caltrain riders and encourage people to take the train as they return to work.

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The hearing takes place May 24 at 2:30 p.m. during a finance committee meeting for the Peninsula Corridor Joint Powers Board, which owns and operates Caltrain.

That meeting can be accessed via Zoom or by phone at (669) 900-6833 with webinar ID 933 8892 7360 and passcode 790810 to join.

People can submit comments before the hearing by completing an online form at https://samtranscore.sjc1.qualtrics.com/jfe/form/SV_9EmYkYowochv0Ts, by emailing changes@caltrain.com, by phone at (800) 660-4287 (TTY (650) 508-6448) or by mail to Board Secretary, Peninsula Corridor Joint Powers Board, P.O. Box 3006, San Carlos, CA 94070-1306.

People needing translation or interpretation should call Caltrain at (800) 660-4287 at least three days before the meeting for assistance.

For more information,
visit https://www.caltrain.com/riderinfo/2021ProposedFareChanges.html.

Stay informed

Get daily headlines sent straight to your inbox.

Sign up for free

Follow Mountain View Voice Online on Twitter @mvvoice, Facebook and on Instagram @mvvoice for breaking news, local events, photos, videos and more.

ATTACHMENT 8 – SOCIAL MEDIA POSTS

Caltrain Twitter Alerts

Caltrain @Caltrain · May 20

Don't forget to join us tonight at 5:30 PM ⬇️

> **Caltrain** @Caltrain · May 10
>
> Latest News: #Caltrain Considers Fare Changes as Part of Pandemic Recovery
>
> Caltrain will host a public hearing later this month on May 20th to gather feedback on potential changes to its fare structure.
>
> Read more information here: bit.ly/2RIly7S
>
>
>
> 1 1

Caltrain @Caltrain · May 13

Caltrain organizará una audiencia pública a finales de este mes el 20 de mayo para recopilar comentarios sobre posibles cambios en la estructura de tarifas.

Lea más información aquí: bit.ly/2RIly7S

2 2

ATTACHMENT 9 – VIRTUAL PUBLIC MEETING PRESENTATION

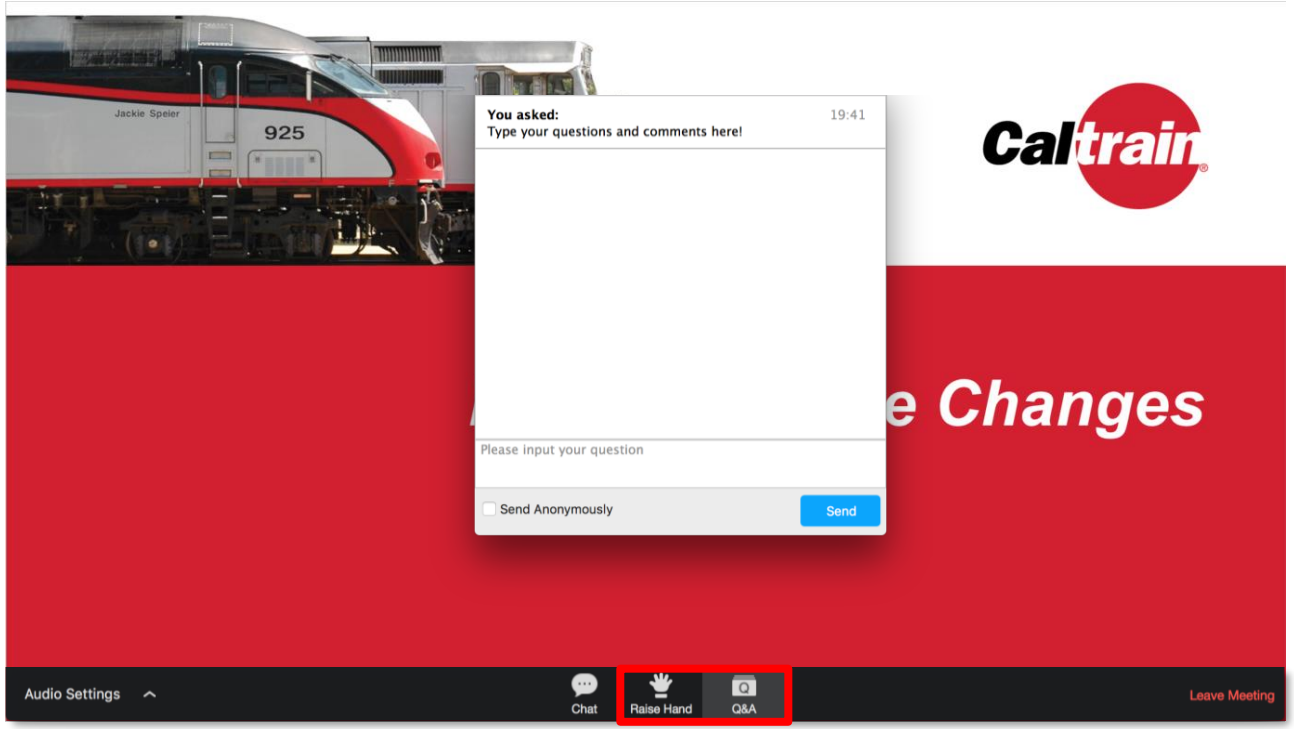
Proposed Fare Changes

Agenda

1. Meeting Logistics
2. Public Comment Process
3. Proposed Fare Changes
4. Timeline
5. Feedback/Q&A

Meeting Logistics

- All attendees are muted
- Q&A at end of presentation
  - Raise hand
  - Type using Q&A option
  - On Phone Press *9
- Recording of the presentation will be available after the meeting



Public Comment Process

- Call for public hearing in April 2021
- How to provide official public comment:
  - Online comment form – www.Caltrain.com/changes (English, Spanish, Chinese)
  - Participating at the virtual meeting on May 20 or public hearing on May 24
  - Email changes@caltrain.com
  - Mail Board Secretary
    Peninsula Corridor Joint Powers Board
    P.O. Box 3006, San Carlos, CA 94070-1306
  - Call 1.800.660.4287 (TTY 650.508.6448)

Title VI

- Staff is performing equity analysis on extending the 20% discount on Month Passes and will provide the final findings at the June 3 JPB Board meeting.

- In FY 2019, a Title VI equity analysis was submitted for the other fare changes. No disparate impact was found for minority communities and no disproportionate burden was found for low-income communities.

Proposed Fare Changes

Summary

1. Extend the temporary Monthly Pass product discount
2. Postpone the implementation of previously Board approved fare changes in September 2019
3. Consider an extension for the Clipper START pilot program

- Policy Goal: Support achievement of the agency's goals on ridership.

Monthly Pass

- Extend the temporary Monthly Pass Products discount of 20% through June 30, 2023
- The discounted price is equal 12 round-trips
- Subject to fare changes applicable to the Clipper one-way fare

Postpone Fare Increases

1. Postpone two previously adopted 5% increases by one year for the Go Pass:
   - 5% January 1, 2022, moved to January 1, 2023
   - 5% January 1, 2024, moved to January 1, 2025

2. Reduction of the Clipper discount from $0.55 to $0.25 per One-way adult fare, impacts all Adult Clipper products except eligible discount
   - July 1, 2021, moved to April 1, 2022

Postpone Fare Increases – cont'd

3. Periodic fare increases - 50-cent on the base fare
    - July 1, 2021 moved to July 1, 2022
    - July 1, 2025 moved to July 1, 2026

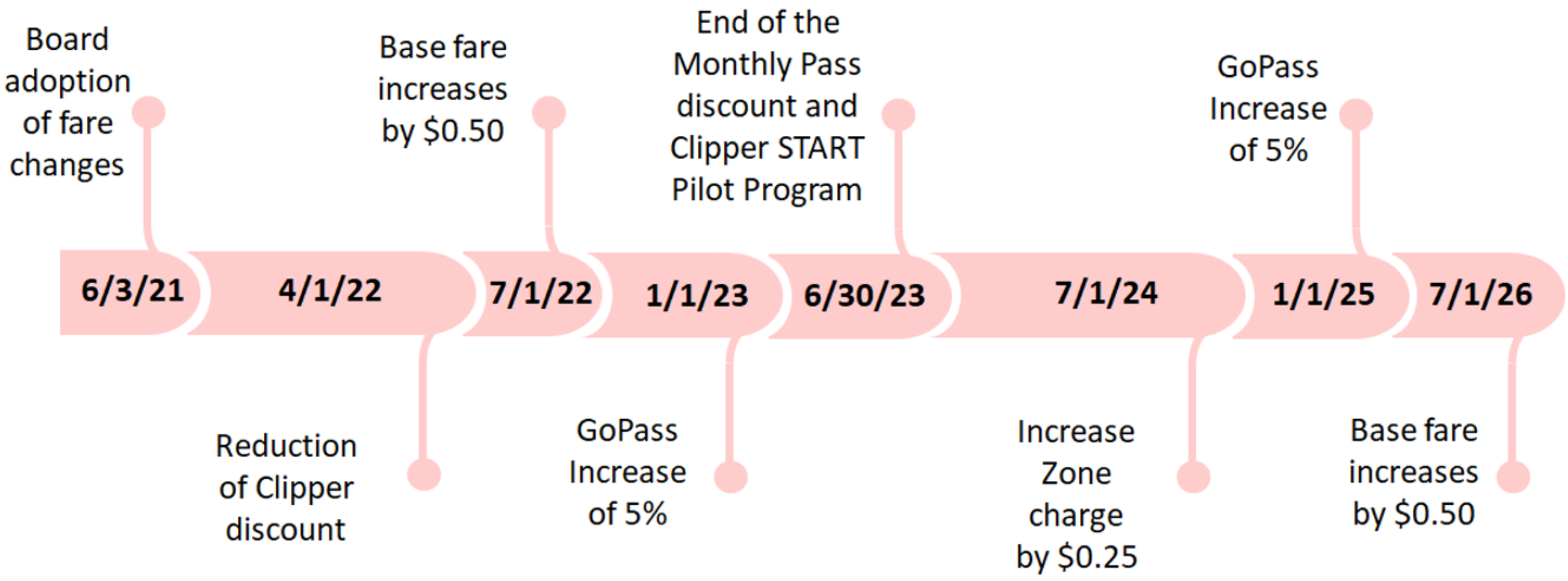
4. Periodic fare increases – 25-cent on the zone fare
    - July 1, 2023 moved to July 1, 2024

Regional Means-Based Fare Pilot Program

- The Clipper START fare is offered to eligible Adults and provides 50% discount on single-ride Adult Clipper Card fares.

- MTC is considering extending Clipper START through June 2023
  - Likely to be approved by the MTC Commission in summer 2021.
  - Caltrain requesting extension of Clipper START through June 2023, pending MTC approval

Proposed Timeline



Q&A and Comments

Public Comment Process

- How to provide official public comments:
  - Online comment form: www.Caltrain.com/changes (English, Spanish, Chinese)
  - Email: changes@caltrain.com
  - Mail Board Secretary
    Peninsula Corridor Joint Powers Board
    P.O. Box 3006, San Carlos, CA 94070-1306
  - Call: 1.800.660.4287 (TTY 650.508.6448)

ATTACHMENT 10 – TRANSLATIONS: PRINTED MEDIA ANNOUNCEMENT

SING TAO (CHINESE TRANSLATION)

The order listed below has been received and processed. If you have any questions regarding this order, please contact your ad coordinator or the phone number listed below.

Customer Account Number: 133170
Type of Notice : HRG - NOTICE OF HEARING
Ad Description : Proposed Caltrain Fare Changes
Our Order Number : 3472013
Newspaper : SING TAO (S.F.)
Publication Date(s) : 05/18/2021

Thank you.

MELINDA VAZQUEZ
DAILY JOURNAL CORPORATION
CALIFORNIA NEWSPAPER SERVICE BUREAU
Phone: (800) 788 7840 / (213)229-5300
Fax: (800) 540 4089 / (213)229-5481

*Tear sheet confirmation was not available at the time of mail-out. The order confirmation is shown here

EL OBSERVADOR (SPANISH TRANSLATION)

Dear Customer:

The order listed below has been received and processed. If you have any questions regarding this order, please contact your ad coordinator or the phone number listed below.

Customer Account Number: 133170
Type of Notice : HRG - NOTICE OF HEARING
Ad Description : Proposed Caltrain Fare Changes
Our Order Number : 3472025
Newspaper : EL OBSERVADOR
Publication Date(s) : 05/21/2021

Thank you.

MELINDA VAZQUEZ
DAILY JOURNAL CORPORATION
CALIFORNIA NEWSPAPER SERVICE BUREAU
Phone: (800) 788 7840 / (213)229-5300
Fax: (800) 540 4089 / (213)229-5481

*Tear sheet confirmation was not available at the time of mail-out. The order confirmation is shown here

ENGLISH NEWSPAPER (DAILY JOURNAL)

Peninsula Corridor Joint Powers Board
PUBLIC HEARING & MEETING NOTICE

Proposed Caltrain Fare Changes

The Peninsula Corridor Joint Powers Board (JPB) will hold a public hearing to receive public comment on a proposed extension of the 20% discount on the Monthly Pass fare product through June 30, 2023.

Though not part of the public hearing, the public will also have an opportunity to provide feedback on postponing the following fare changes that were previously approved by the Board of Directors in 2019:

- Reducing the Adult One-way Clipper® discount from 55 cents to 25 cents, with corresponding changes to all Clipper products
- Three incremental fare increases occurring every other year that alternate between increasing the Base Fare by 50 cents and the Zone Fare by 25 cents
- Two incremental fare increases to the Go Pass product by 5% every other year.

The public hearing will take place during the JPB's Board of Directors' Finance Committee meeting:

Monday, May 24, 2021 at 2:30 p.m.
Access Online: join.zoom.us OR via Telephone: 1.669.900.6833
Enter Webinar ID: 933 8892 7360 and Passcode: 790810

The JPB also will hold a public meeting to present the proposal and receive comments from the public.

Thursday, May 20, 2021 at 5:30 p.m.
Access Online: join.zoom.us OR via Telephone: 1.669.900.6833
Enter Webinar ID: 971 6867 0624 and Passcode: 240979

Prior to the hearing, comments may be sent by completing the online comment form at **www.caltrain.com/changes**, by mail, e-mail or phone:

Board Secretary
Peninsula Corridor Joint Powers Board
P.O. Box 3006, San Carlos, CA 94070-1306
Changes@caltrain.com 1.800.660.4287 (TTY 650.508.6448)

For translation or interpretation assistance, call Caltrain at 1.800.660.4287 at least three days before the meeting.

Para obtener asistencia sobre traducciones o interpretaciones, llame a Caltrain al 1.800.660.4287 al menos tres días antes de la reunión.
如需笔译或口译协助，请在会议召开前至少三天拨打 Caltrain 电话 1.800.660.4287。

ATTACHMENT 11 – PRINTED PUBLIC COMMENT FORMS

ENGLISH FORM

Caltrain Proposed Fare Changes

Please mark if you agree, disagree or have no opinion, and provide additional comments about your position on each of the proposed fare changes.

1) **Extend 20% discount on Monthly Pass through 6/30/23.**

☐ I agree ☐ I disagree ☐ No opinion

Comments:

2) **Reduce Adult One-way Clipper discount by 30 cents on 4/1/22.**

☐ I agree ☐ I disagree ☐ No opinion

Comments:

3) **Increase base fare by 50 cents on 7/1/22.**

☐ I agree ☐ I disagree ☐ No opinion

Comments:

4) **Increase Go Pass price by 5% on 1/1/23.**

☐ I agree ☐ I disagree ☐ No opinion

Comments:

5) **Increase Zone fare by 25 cents on 7/1/24.**

☐ I agree ☐ I disagree ☐ No opinion

Comments:

6) **Increase Go Pass price by 5% on 1/1/25.**

☐ I agree ☐ I disagree ☐ No opinion

Comments:

7) **Increase Base fare by 50 cents on 1/1/26.**

☐ I agree ☐ I disagree ☐ No opinion

Comments:

8) **Please enter additional comments here:**

9) **How did you learn about the Caltrain Proposed Fare Changes? (check ALL that apply)**

- ☐ Caltrain Board Meeting or Public Hearing
- ☐ Community meeting - where?: _____
- ☐ Caltrain outreach event- where?: _____
- ☐ Through the Caltrain website
- ☐ Through a newspaper advertisement
- ☐ Social media
- ☐ On the train
- ☐ Other - please specify: _____

10) **In which city do you live?**

☐ Atherton	☐ East Palo Alto	☐ Los Altos Hills	☐ Morgan Hill	☐ Redwood City	☐ Santa Clara
☐ Belmont	☐ Foster City	☐ Los Gatos	☐ Mountain View	☐ San Bruno	☐ Saratoga
☐ Brisbane	☐ Gilroy	☐ Menlo Park	☐ Pacifica	☐ San Carlos	☐ South San Francisco
☐ Burlingame	☐ Half Moon Bay	☐ Millbrae	☐ Palo Alto	☐ San Francisco	☐ Sunnyvale
☐ Campbell	☐ Hillsborough	☐ Milpitas	☐ Portola Valley	☐ San Jose	☐ Woodside
☐ Colma	☐ Los Altos	☐ Monte Sereno	☐ San Mateo		☐ Other city: _____
☐ Cupertino					
☐ Daly City					

11) **Please provide your name and e-mail address. (optional)**

Name: _____

E-mail: _____

- ☐ Check this box to receive news and updates from Caltrain
- ☐ Check this box to participate in future surveys

12) **Which of the following best describes your race/ethnic background?(check ALL that apply) (optional)**

- ☐ American Indian or Alaskan Native
- ☐ Asian/Asian American
- ☐ Black/African American
- ☐ Hispanic/Latino
- ☐ Middle Eastern/Arabic/Persian
- ☐ Mixed
- ☐ Pacific Islander or Native Hawaiian
- ☐ White/Caucasian
- ☐ Other – please specify: _____

13) **Including yourself, how many people live in your household? (optional)**

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7 or more

14) **Annual Household Income (before taxes) (optional):**

- ☐ Less than $15K/year
- ☐ $15.000 -$24,999
- ☐ $25,000 - $29,999
- ☐ $30,000-$39,999
- ☐ $40,000-$49,999
- ☐ $50,000- $74,999
- ☐ $75,0000-$99,999
- ☐ $100,000-$124,999
- ☐ $125,000 - $149,999
- ☐ $150,000-$199,999
- ☐ $200,000-$249,999
- ☐ $250,000 or more

Thank you for providing your feedback regarding the Caltrain proposed fare changes.

Caltrain

CHINESE FORM

Caltrain 拟议票价调整 - 公众意见表

请标明您是赞同、反对或无意见，并就您对每项拟议的票价调整的立场提供补充意见。

1) 将月票的 20% 折扣延长至 2023 年 6 月 30 日。

☐ 赞同 ☐ 反对 ☐ 无意见

意见:

2) **将成人单程 Clipper 折扣减少 30 美分。新的生效日期为 2022 年 4 月 1 日。**

☐ 赞同 ☐ 反对 ☐ 无意见

意见:

3) **自 2022 年 7 月 1 日起将基本票价提高 50 美分。**

☐ 赞同 ☐ 反对 ☐ 无意见

意见:

4) **自 2023 年 1 月 1 日起将 Go Pass 价格提高 5%。**

☐ 赞同 ☐ 反对 ☐ 无意见

意见:

5) **自 2024 年 7 月 1 日起将区间票价提高 25 美分。**

☐ 赞同 ☐ 反对 ☐ 无意见

意见:

6) **自 2025 年 1 月 1 日起将 Go Pass 价格提高 5%。**

☐ 赞同 ☐ 反对 ☐ 无意见

意见:

7) **自 2026 年 1 月 1 日起将基本票价提高 50 美分。**

☐ 赞同 ☐ 反对 ☐ 无意见

意见:

8) **请在此提供补充意见:**

9) **您是如何得知 Caltrain 的拟议票价调整的？（请勾选所有适用的选项）**

☐ Caltrain 理事会或公众听证会
☐ 社区会议 - 在哪里？ _____
☐ Caltrain 外展活动 - 在哪里？ _____
☐ 通过 Caltrain 网站
☐ 通过报纸广告
☐ 社交媒体
☐ 在火车上
☐ 其他 - 请具体说明: _____

10) **您住在哪里？**

☐ Atherton	☐ East Palo Alto	☐ Los Altos Hills	☐ Morgan Hill	☐ Redwood City	☐ Santa Clara
☐ Belmont			☐ Mountain View		☐ Saratoga
☐ Brisbane	☐ Foster City	☐ Los Gatos		☐ San Bruno	☐ South San Francisco
☐ Burlingame	☐ Gilroy	☐ Menlo Park	☐ Pacifica	☐ San Carlos	
☐ Campbell	☐ Half Moon Bay	☐ Millbrae	☐ Palo Alto	☐ San Francisco	☐ Sunnyvale
☐ Colma		☐ Milpitas	☐ Portola Valley		☐ Woodside
☐ Cupertino	☐ Hillsborough	☐ Monte Sereno		☐ San Jose	☐ 其他城市: _____
☐ Daly City	☐ Los Altos		☐ San Mateo		

11) **请提供您的姓名和电子邮箱地址。 (可选的)**

姓名 : _____

电子邮箱: _____

☐ 勾选此框，以接收来自 Caltrain 的新闻和更新

☐ 勾选此框，以参加未来的 Caltrain 调查问卷

12) **以下哪项最能说明您的种族/族裔背景。（请勾选所有适用的选项）(可选的)**

☐ 美洲印第安人或阿拉斯加原住民
☐ 亚裔/亚裔美国人
☐ 黑人/非裔美国人
☐ 西班牙裔/拉丁裔
☐ 中东人/阿拉伯人/波斯人
☐ 混血儿
☐ 太平洋岛民或夏威夷原住民
☐ 白人/高加索人
☐ 其他（请具体说明）: _____

13) **包括您自己在内，您家里共住有多少人？(可选的)**

☐ 1
☐ 2
☐ 3
☐ 4
☐ 5
☐ 6
☐ 7 人或更多

14) **家庭年收入（税前）。(可选的):**

☐ 低于 $15,000/年
☐ $15.000 -$24,999
☐ $25,000 - $29,999
☐ $30,000-$39,999
☐ $40,000-$49,999
☐ $50,000- $74,999
☐ $75,0000-$99,999
☐ $100,000-$124,999
☐ $125,000 - $149,999
☐ $150,000-$199,999
☐ $200,000-$249,999
☐ $250,000 或更多

感谢您提供有关Caltrain拟议票价变更的反馈。

SPANISH FORM

Cambios de tarifa propuestos por Caltrain

Por favor indique si está de acuerdo, en desacuerdo o no tiene ninguna opinión al respecto, y proporcione comentarios adicionales sobre su posición con respecto a cada uno de los cambios propuestos en las tarifas.

1) **Extender el descuento del 20% en el pase mensual hasta el 6/30/23.**

☐ De acuerdo ☐ En desacuerdo ☐ No tiene ninguna opinión

Comentarios:

2) **Reducir 30 centavos el descuento de la tarjeta Adult One-way Clipper. Nueva fecha de inicio de vigencia 4/1/22.**

☐ De acuerdo ☐ En desacuerdo ☐ No tiene ninguna opinión

Comentarios:

3) **Aumentar 50 centavos la tarifa básica el 7/1/22.**

☐ De acuerdo ☐ En desacuerdo ☐ No tiene ninguna opinión

Comentarios:

4) **Aumentar el 5% el precio del Go Pass el 1/1/23.**

☐ De acuerdo ☐ En desacuerdo ☐ No tiene ninguna opinión

Comentarios:

5) **Aumentar 25 centavos la tarifa de Zona el 7/1/24.**

☐ De acuerdo ☐ En desacuerdo ☐ No tiene ninguna opinión

Comentarios:

6) **Aumentar el 5% el Go Pass el 1/1/25.**

☐ De acuerdo ☐ En desacuerdo ☐ No tiene ninguna opinión

Comentarios:

7) **Aumentar 50 centavos la tarifa Básica el 1/1/26.**

☐ De acuerdo ☐ En desacuerdo ☐ No tiene ninguna opinión

Comentarios:

8) **Sírvase incluir comentarios adicionales es este lugar:**

9) **¿Cómo se enteró de los cambios propuestos en las tarifas de Caltrain? (marque TODAS las que correspondan)**

☐ Reunión de la Junta o Audiencia Pública
☐ Reunión comunitaria - ¿dónde?: _____
☐ Evento de difusión comunitaria de Caltrain - ¿dónde?: _____
☐ A través del sitio web de Caltrain
☐ A través de un anuncio en el periódico
☐ Redes sociales
☐ En el tren
☐ Otro - por favor, especifique: _____

10) **¿Dónde vive usted?**

☐ Atherton ☐ Belmont ☐ Brisbane ☐ Burlingame ☐ Campbell ☐ Colma ☐ Cupertino ☐ Daly City
☐ East Palo Alto ☐ Foster City ☐ Gilroy ☐ Half Moon Bay ☐ Hillsborough ☐ Los Altos
☐ Los Altos Hills ☐ Los Gatos ☐ Menlo Park ☐ Millbrae ☐ Milpitas ☐ Monte Sereno
☐ Morgan Hill ☐ Mountain View ☐ Pacifica ☐ Palo Alto ☐ Portola Valley ☐ San Mateo
☐ Redwood City ☐ San Bruno ☐ San Carlos ☐ San Francisco ☐ San Jose
☐ Santa Clara ☐ Saratoga ☐ South San Francisco ☐ Sunnyvale ☐ Woodside ☐ Otra ciudad: _____

11) **Sírvase proporcionar su nombre y dirección de email. (opcional)**

Nombre: _____

Email: _____

☐ Marque este casillero para recibir noticias e información actualizada de Caltrain
☐ Marque este casillero para participar en encuestas de Caltrain en el futuro

12) **¿Cuál de las siguientes opciones describe mejor su raza u origen étnico? (Por favor marque todas las que aplican) (opcional)**

☐ Asiático /Asiático Americano
☐ Blanco / Caucásico
☐ Del Medio Oriente / Árabe / Persa
☐ Hispano / Latino
☐ Indígena de las Islas del pacifico o hawaiano
☐ Indígena norteamericano o nativo de Alaska
☐ Mezcla
☐ Negro / Afroamericano
☐ Otro (por favor especifique): _____

13) **Incluyéndose a sí mismo, ¿cuántas personas viven en su hogar? (opcional)**

☐ 1
☐ 2
☐ 3
☐ 4
☐ 5
☐ 6
☐ 7 personas o más

14) **Ingresos anuales en el hogar (antes de impuestos) (opcional):**

☐ Menos de $15,000 al año
☐ $15.000 -$24,999
☐ $25,000 - $29,999
☐ $30,000-$39,999
☐ $40,000-$49,999
☐ $50,000- $74,999
☐ $75,0000-$99,999
☐ $100,000-$124,999
☐ $125,000 - $149,999
☐ $150,000-$199,999
☐ $200,000-$249,999
☐ $250,000 o más

Gracias por compartir sus comentarios con respecto a los cambios de tarifas propuestos por Caltrain.

ATTACHMENT 12 – ONLINE COMMENT FORMS: ENGLISH, CHINESE, SPANISH

English

Caltrain Proposed Fare Changes - Public Comment Form

The Caltrain Board of Directors is considering a proposal to implement fare changes that were delayed due to COVID-19. We are soliciting feedback from members of the public on the proposed fare changes.

The deadline to submit your comments is May 24.

Please mark if you agree, disagree or have no opinion, and provide additional comments about your position on each of the proposed fare changes.

0% 100%

→

简体中文

Caltrain 拟议票价调整 - 公众意见表

Caltrain 理事会正在考虑实施因新冠疫情而推迟的票价调整。我们正在征求公众对拟议票价调整的反馈意见。

提交意见的截止日期是 5 月 24 日。

请标明您是赞同、反对或无意见，并就您对每项拟议的票价调整的立场提供补充意见。

0% 100%

→

Español

Caltrain Proposed Fare Changes - Public Comment Form

La Junta Directiva de Caltrain está considerando una propuesta para implementar cambios en las tarifas que fueron retrasados debido a COVID-19. Solicitamos comentarios por parte de miembros del público sobre los cambios propuestos en las tarifas.

La fecha límite para presentar sus comentarios es el 24 de mayo.

Por favor indique si está de acuerdo, en desacuerdo o no tiene ninguna opinión al respecto, y proporcione comentarios adicionales sobre su posición con respecto a cada uno de los cambios propuestos en las tarifas.

0% 100%

→

ATTACHMENT 13 – COMPILED PUBLIC COMMENTS

#	Comment	Speaker	Public Meeting/ Public Heari	Date
1	I support these changes to bring riders back post-pandemic. Looking forward, are there plans to reform the zone? I work just past the zone line and it makes the monthly bill way more expensive. More zones would be more fair. po I support these changes to bring riders back post-pandemic. Looking forward, are there plans to reform the zone? I work just past the zone line and it makes the monthly bill way more expensive. More zones would be more fair. rt these changes to bring riders back post-pandemic. Looking forward, are there plans to reform the zone? I work just past the zone line and it makes the monthly bill way more expensive. More zones would be more fair	Ryan G.	Public Meeting	5/20/2021
2	I'll ask another question if that's ok: does the Clipper START 50% discount also apply to monthly passes? Clipper Start Only for Adult?	Ryan G.	Public Meeting	5/20/2021
3	Will you follow BART's example and give 50% discounts in September?	Roland L.	Public Meeting	5/24/2021
4	We still have a deficit after RR passed? How/why do we have a deficit for next year?	Ryan G.	Public Meeting	5/20/2021
5	Generally in alignment with what is being presented here. These are challegning times and people in our community still in need for relief. The Clipper START program needs to continue and I'm a user of reduced fare under RTC and believe me reduced fare makes a difference. These changes do buy us time, I do remind to keep in place a substantial discount of 55 cents going forward until a day comes when we rely entirely on clipper or mobile payments. Most Clipper have a 3.00 acquisition fee and we want people to use it and easier to amortize this under 6 rides as opposed to 11 or 12 rights. Promote Clipper as much as possible which includes incentives and not discouragement.	Alita D.	Public Hearing	5/24/2021
6	I appreciate the report and I am in support of the proposal. ClipperSTART should stay at 55 cent discount. Been announced at prior meetings on comprehensive fare package and don't believe this is a comprehensive fare package. Post Pandemic- Caltrain should issue a 15 ride ticket that would not be regular and can't take advantage of the monthly pass and also encourage a 7 day pass that can't take advantage of monthly pass that would benefit low income riders. The zone system has to go. My correspondence shows the inequities of the zone system. Want to hear when a comprehensive fare package will be available.	Jeff. C.	Public Hearing	5/24/2021
7	Please help us help you working on the VTA and we will end up with a small surplus. Please help us help MTC retrieve the $135M surplus CARES/Crissa VTA is sitting on.	Roland L.		5/24/2021

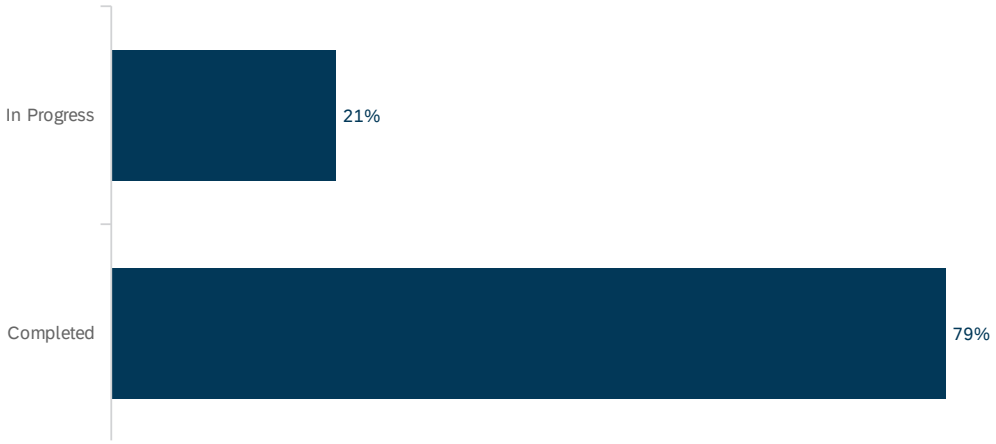
ATTACHMENT 14: ONLINE SURVEY RESPONSES

LIVE RESULTS: Caltrain Proposed Fare Changes - Public Comment Form

Caltrain Proposed Fare Changes - Public Comment Form

May 25, 2021 12:35 PM PDT

Survey Status



#	Field	Count
1	Finished	33

Q1 - Extend 20% discount on Monthly Pass through 6/30/23.

#	Field	Percentage
1	I agree	91%
2	I disagree	3%
3	No opinion	6%
		33

Showing rows 1 - 4 of 4

Q1 - Comments - Extend 20% discount on Monthly Pass through 6/30/23.

Comments

due to the pandemic, this discount will help me continue riding the train

Most employees got their salaries reduced during the pandemic to help with their companies' budgets. This 20% discount significantly helps us

I'm debating taking Caltrain again but a discount will help with the decision.

I want to continue to support public transportation but without go passes due to my employers budget cuts it makes it harder to do so. Requiring me to purchase a round trip ticket for $17 is significant, giving a 20% discount would encourage me and others to use public transportation more often.

Based on people I've spoken to, financial incentive will play a compelling role in utilizing public transportation again

I started riding the train again when I hear about the fare changes. I had been driving from SF to SJ during the pandemic, because the bullet trains weren't running. The reduced price makes it difficult to pass up the train, even though it takes about 25 minutes longer than driving, not including the bicycle time on either end. Thanks!

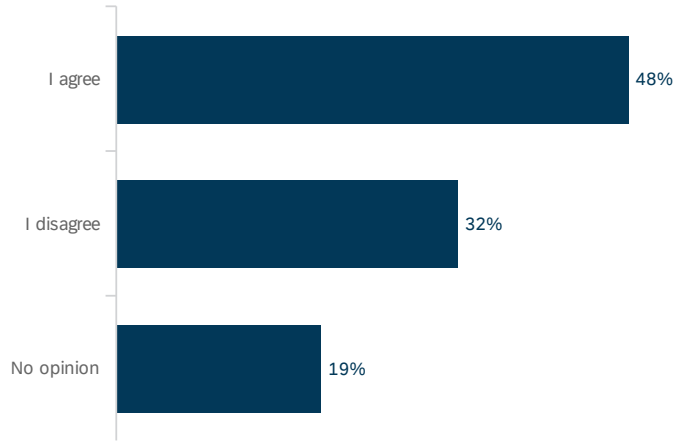
If big tech companies would support CalTrain rather than their army of private bus shuttles, this questionnaire would not have to happen.

Many people will be commuting fewer than the 5 days/week they used to. Is a monthly discount still the way to reward frequent riders? With the Clipper card you can do more innovative discounting. For example, a 3% discount on 21-40 round trips in a calendar year, 5% on round trips 41-60, and so on all the way up to a 20% discount for those who take more than 200 round trips a year.

I think this is a fantastic way to gain long-term ridership.

We all need to pay for the privilege of the railroad.

Q2 - Reduce Adult One-way Clipper discount by 30 cents. New effective date 4/1/22.



#	Field	Percentage
1	I agree	48%
2	I disagree	32%
3	No opinion	19%
		31

Showing rows 1 - 4 of 4

Q2 - Comments - Reduce Adult One-way Clipper discount by 30 cents. New effect…

Comments

Try 7/1/22

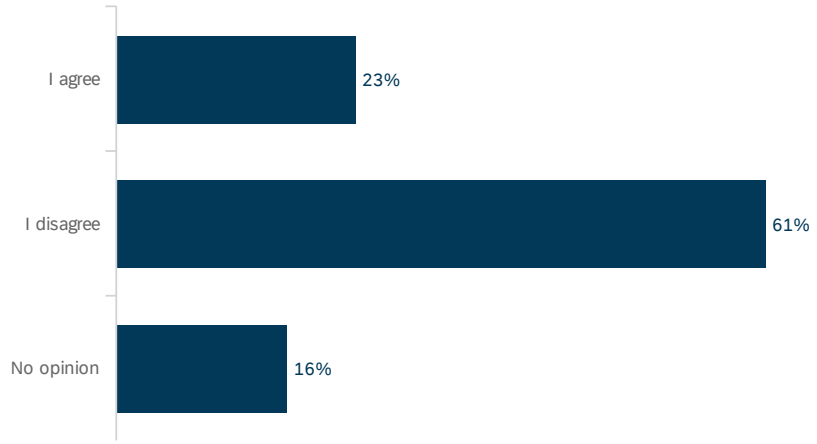
This reduction will also help bring new riders to the service

Do NOT reduce discount.

A 30 cent discount is better than nothing. Thanks

Foster City, CA 94404 all ask for the Clipper card. You are the beginning of the Army nail Clipper…

Q3 - Increase base fare by 50 cents on 7/1/22.



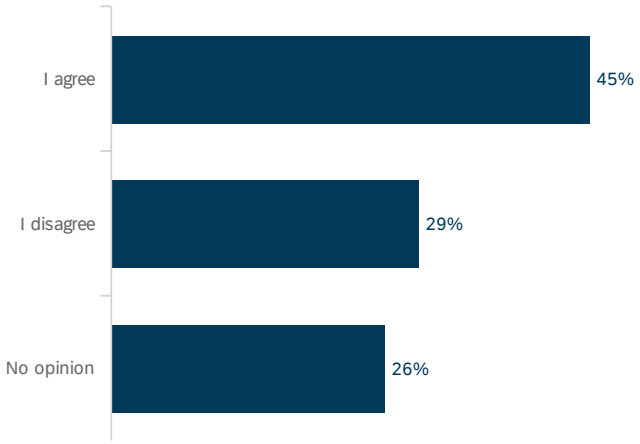
#	Field	Percentage
1	I agree	23%
2	I disagree	61%
3	No opinion	16%
		31

Showing rows 1 - 4 of 4

Q3 - Comments - Increase base fare by 50 cents on 7/1/22.

Comments
End of 2022
This seems acceptable and only fair but under the condition that the other discounts are put in place.
Why should public transit raise fees when their are no fees for drivers who clog freeways
This hurts lower-income families who can't afford a clipper card.
Quality.
If the economy doesn’t recover fully, this will drive riders away

Q4 - Increase Go Pass price by 5% on 1/1/23.



#	Field	Percentage
1	I agree	45%
2	I disagree	29%
3	No opinion	26%
		31

Showing rows 1 - 4 of 4

Q4 - Comments - Increase Go Pass price by 5% on 1/1/23.

Comments

People using the Go Pass take the train on a regular basis and we should be the ones to get a discount.

Assuming my employer resumes to provide Go Pass

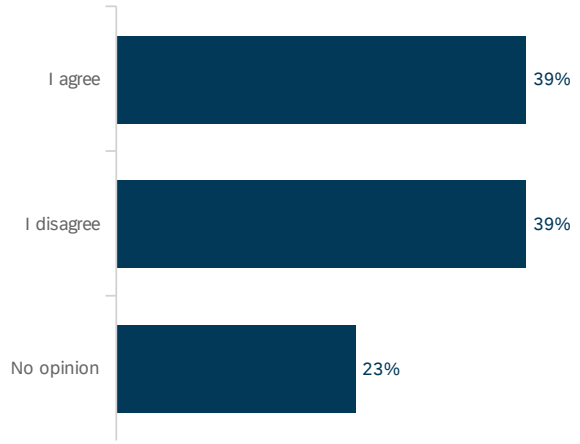
Make CalTrain more affordable

Since Go Passes are primarily used by daily riders with an employer, they often have higher incomes. If Caltrain is looking for more revenue in a way that doesn't harm lower-income individuals, this is a great way to do it.

An honor to ride.

Raise prices on go passes only. Most riders would support corporations chipping in more

Q5 - Increase Zone fare by 25 cents on 7/1/24.



#	Field	Percentage
1	I agree	39%
2	I disagree	39%
3	No opinion	23%
		31

Showing rows 1 - 4 of 4

Q5 - Comments - Increase Zone fare by 25 cents on 7/1/24.

Comments

seems fair if the discounts are given now.

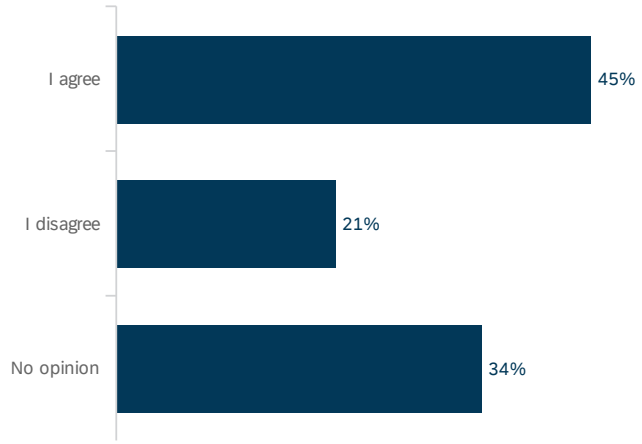
Make CalTrain more affordable

I think this is a better idea since inflation will likely make this feasible come 2024.

To secure zones. In keeping with the Presidential work of maintaining space…

That’s fair. We should raise fares starting in 2024

Q6 - Increase Go Pass price by 5% on 1/1/25.



#	Field	Percentage
1	I agree	45%
2	I disagree	21%
3	No opinion	34%
		29

Showing rows 1 - 4 of 4

Q6 - Comments - Increase Go Pass price by 5% on 1/1/25.

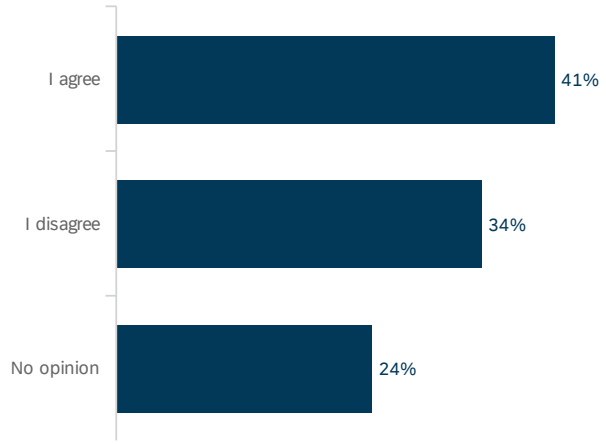
Comments

people using Go Pass take the train regularly and should get a discount.

Make CalTrain more affordable

You are in charge.

Q7 - Increase Base fare by 50 cents on 1/1/26.



#	Field	Percentage
1	I agree	41%
2	I disagree	34%
3	No opinion	24%
		29

Showing rows 1 - 4 of 4

Q7 - Comments - Increase Base fare by 50 cents on 1/1/26.

Comments
too far in the future
Make CalTrain more affordable
This is too far in the future to be surveying riders about in mid-2021.
Far enough out that this becomes manageable.
The Army of the Armed Forces Day will appreciate keeping base lines. Thank you for asking.

Q8 - Please enter additional comments here:

Please enter additional comments here:

If there are going to be more increases on pricing add more scheduled trains both on the weekdays and weekends not have trains run every hour. Having more frequent trains encouraged passengers to use public transit more often

Making it more expensive to ride the train is not going to increase rider ship. It becomes a hardship for those who rely solely on the train. If you have a car it becomes cheaper to drive.

thanks for considering the discounts

I think future fare changes are fair to continue supporting the Caltrain infrastructure, but short-term fare reductions will be helpful in jump starting use of public transportation again

As a student who relies on Caltrain to commute between Palo Alto and San Francisco, I strongly oppose any increases in the fare rates during the current and next fiscal year. I urge the Caltrain leadership to consider increased promotion of its services. Examples include working with educational institutions at all levels, as well as large private-sector businesses to offer expanded schedules that fit the patrons' needs and increase ridership as the COVID-19 pandemic subsides. Installing free wi-fi access on all trains will also boost ridership because many of my colleagues who do not take the Caltrain cite inability to perform work-related tasks during their commute. Let's keep public transit accessible for those who need it the most! STOP FARE INCREASES!

CalTrain is expensive, reduce fares and make it more accessible

I look forward to the schedule enhancements and completion of electrification that I've read about.

I think it is important that Caltrain assists riders who rely on the system the most (ie. transit-dependent) and increasing fares in the next two years is destined to harm these individuals. Long-term fare increases are fine so long as they are minimal, but Go Pass fare increases—I think— are a better way to raise funds without the regressive funding issue.

What is happening to senior fares?

Passage of Measure RR sours me on fare increases.

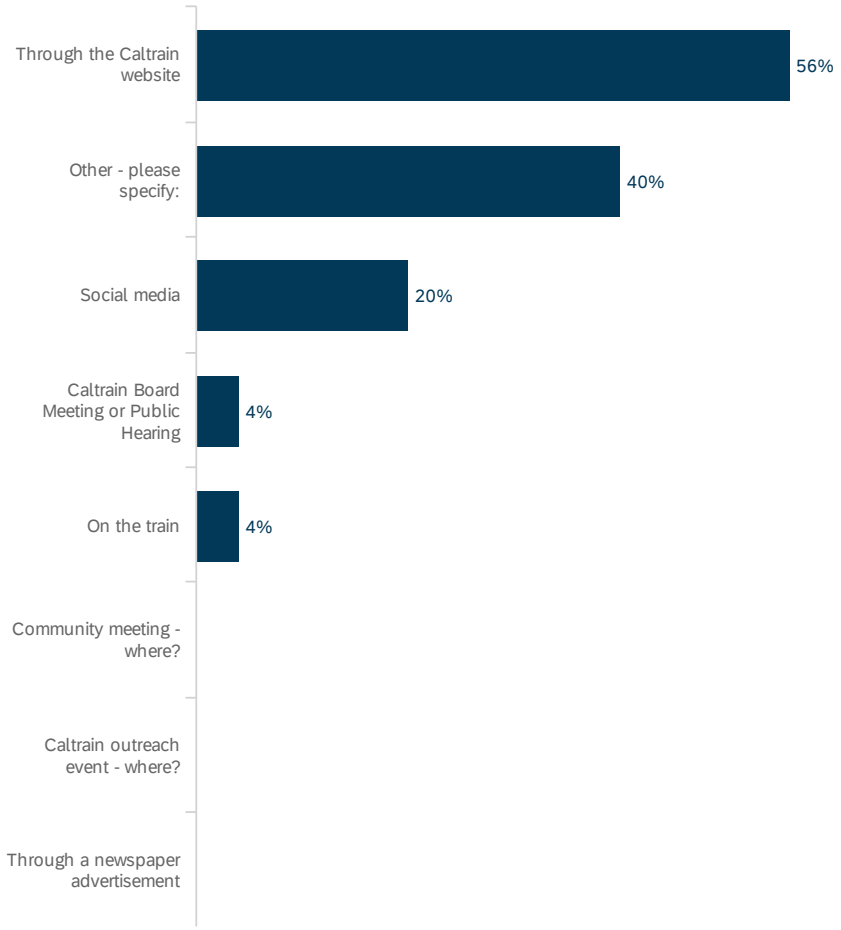
Please consider the power grid of Foster City, CA 94404 during your modernization and electrification of Cal Train June 2021. T-mobile of 5 G would so love your help. 😍😂

I think you should wait until 2024 to raise base fares. This will hurt if the economy doesn’t fully return by 2022.

Please enter additional comments here:

Please consider infrastructure developments like on-board WIFI on all trains

Q9 - How did you learn about Caltrain's Proposed Fare Changes?(check ALL that apply)

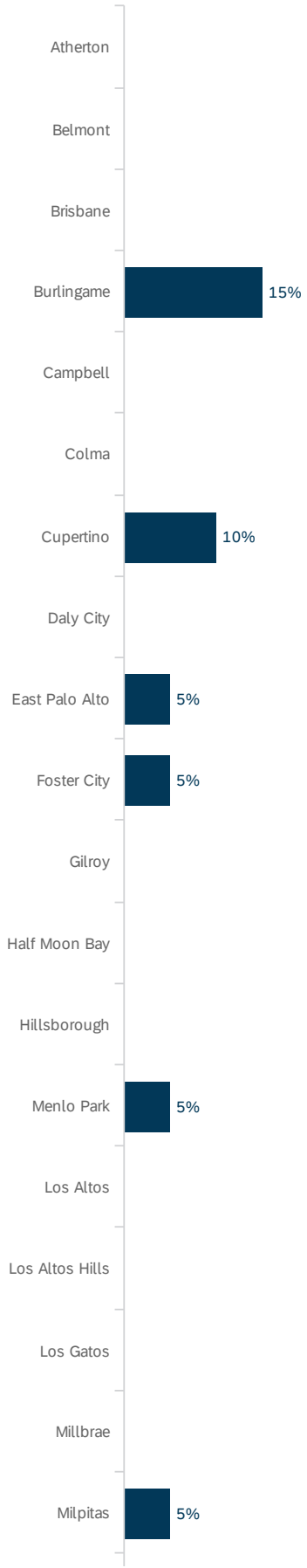


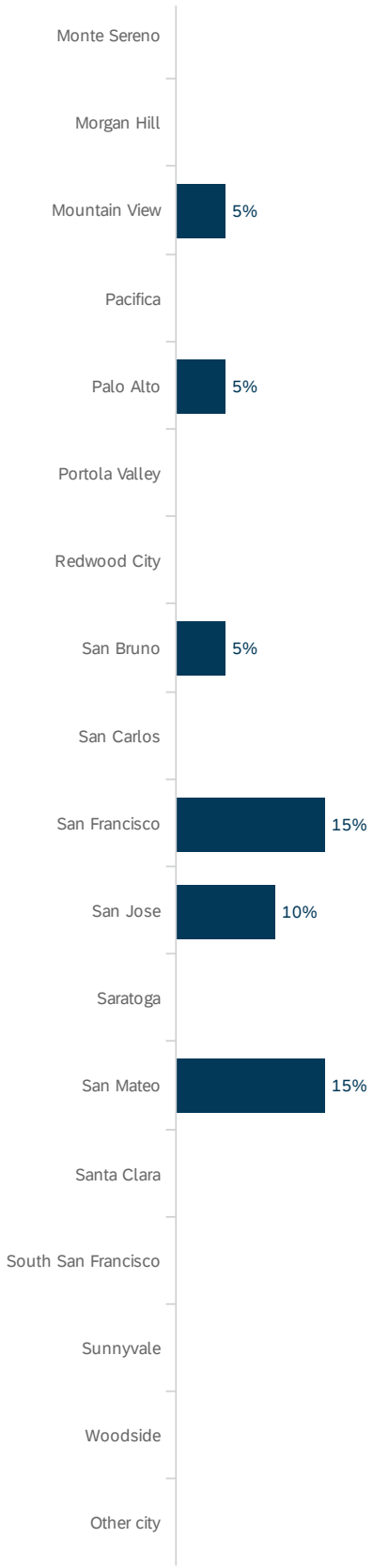
Q9 - Other - How did you learn about Caltrain's Proposed Fare Changes? (check ALL that apply)

Other - please specify:	Community meeting - where?	Caltrain outreach event - where?
co-worker	N/A	N/A
a fellow train rider	N/A	N/A
Article in the MV Voice newspaper	N/A	N/A
internet	N/A	N/A
By riding Cal Train zone 2 to zone 2 during the proposed pandemic...😂	N/A	N/A
Friends of Caltrain	N/A	N/A

Other - please specify:	Community meeting - where?	Caltrain outreach event - where?
by accident looking at your website.	N/A	N/A
news story online	N/A	N/A
email	N/A	N/A
On the news	N/A	N/A

Q10 - Where do you live?(Please select)





#	Field	Percentage
1	Atherton	0%

#	Field	Percentage
2	Belmont	0%
3	Brisbane	0%
4	Burlingame	15%
5	Campbell	0%
6	Colma	0%
7	Cupertino	10%
8	Daly City	0%
9	East Palo Alto	5%
10	Foster City	5%
11	Gilroy	0%
12	Half Moon Bay	0%
13	Hillsborough	0%
14	Menlo Park	5%
15	Los Altos	0%
16	Los Altos Hills	0%
17	Los Gatos	0%
18	Millbrae	0%
19	Milpitas	5%
20	Monte Sereno	0%
21	Morgan Hill	0%
22	Mountain View	5%
23	Pacifica	0%
24	Palo Alto	5%
25	Portola Valley	0%

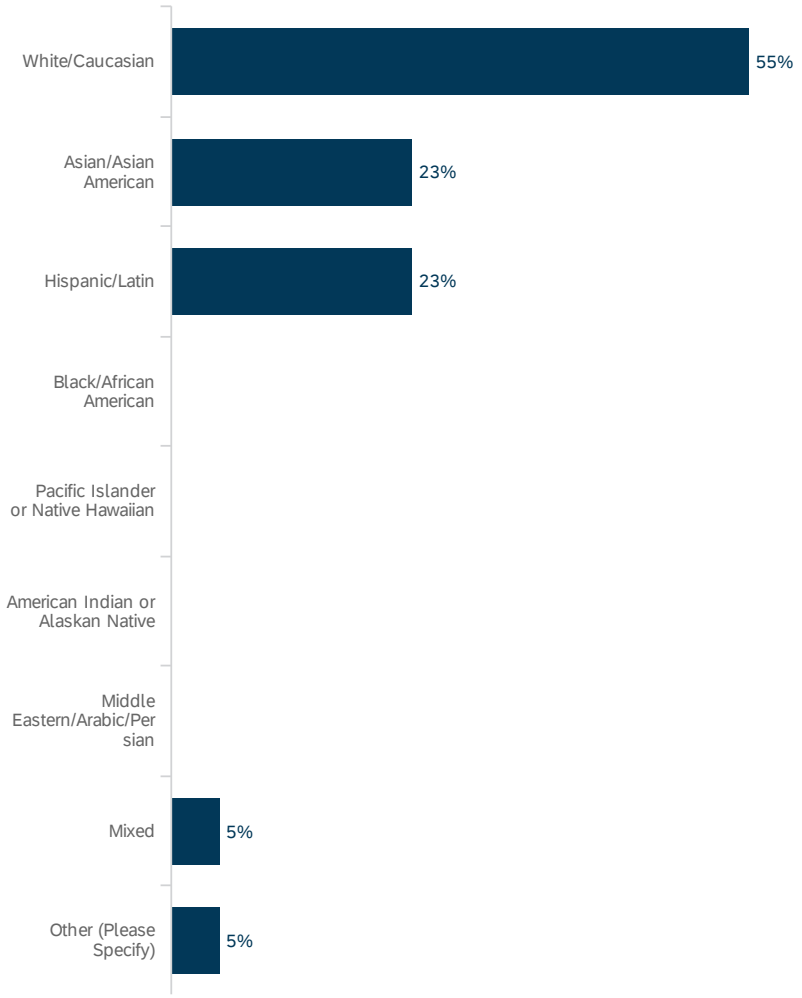
#	Field	Percentage
26	Redwood City	0%
27	San Bruno	5%
28	San Carlos	0%
29	San Francisco	15%
30	San Jose	10%
31	Saratoga	0%
32	San Mateo	15%
33	Santa Clara	0%
34	South San Francisco	0%
35	Sunnyvale	0%
36	Woodside	0%
37	Other city	0%
		20

Showing rows 1 - 38 of 38

Q11 - Other - Which city?

Which city?

Q14 - Which of the following best describes your race/ethnic background.



12_9_TEXT - Other (Please Specify)

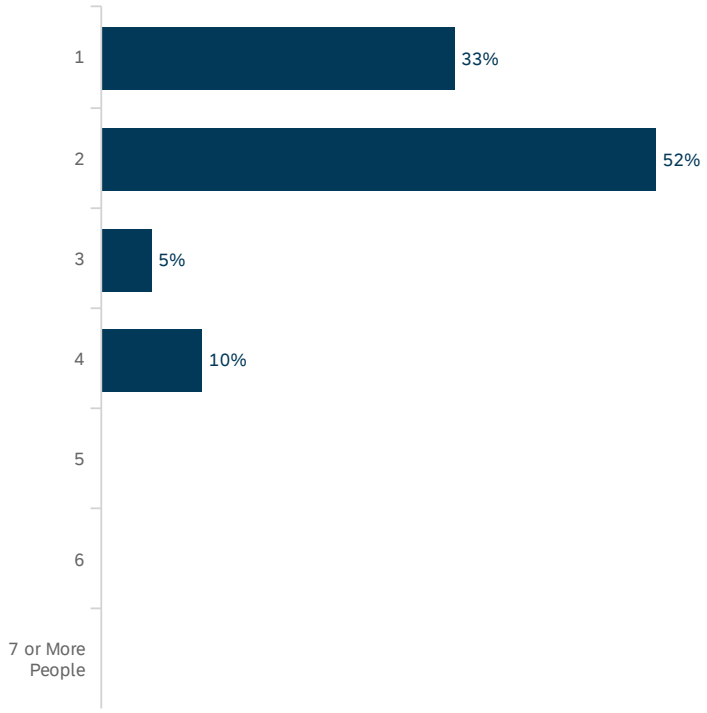
Other (Please Specify)
Portuguese-American

#	Field	Percentage
1	White/Caucasian	50%

#	Field	Percentage
2	Asian/Asian American	21%
3	Hispanic/Latin	21%
4	Black/African American	0%
5	Pacific Islander or Native Hawaiian	0%
6	American Indian or Alaskan Native	0%
7	Middle Eastern/Arabic/Persian	0%
8	Mixed	4%
9	Other (Please Specify)	4%
		24

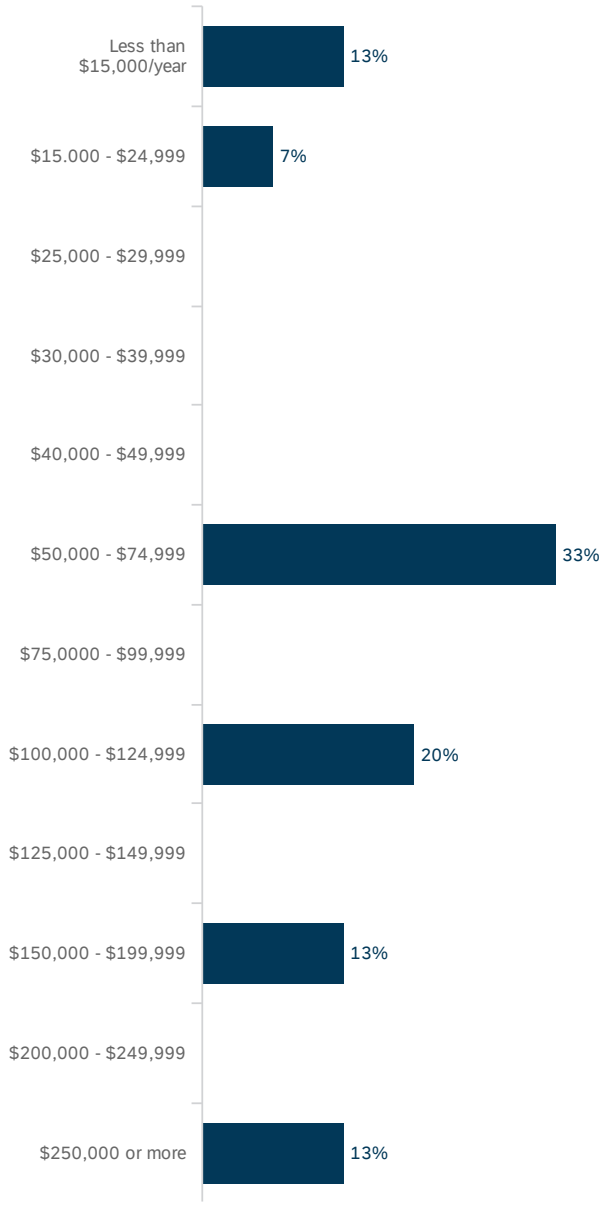
Showing rows 1 - 10 of 10

Q15 - Including yourself, how many people live in your household?



#	Field	Mean	Count
1	Including yourself, how many people live in your household?	2	21

Q16 - Annual Household Income (before taxes).



#	Field	Mean	Count
1	Annual Household Income (before taxes).	105667	15

Survey Language

Q_Language
ZH-S
EN
EN
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EN
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Q_Language
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End of Report

ATTACHMENT 15: CAC MEETING MINUTES AND COMMENTS

CITIZENS ADVISORY COMMITTEE (CAC)
PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
SAN MATEO COUNTY TRANSIT DISTRICT ADMINISTRATIVE BUILDING
Bacciocco Auditorium, 2nd Floor
1250 San Carlos Avenue, San Carlos CA 94070

MINUTES OF MAY 19, 2021

MEMBERS PRESENT:	A. Brandt (Vice Chair), A. Dagum, P. Flautt, L. Klein, R. Kutler, P. Leung, N. Mathur (Alternate), K. Maxwell (Alternate), D. Tuzman, B. Shaw (Chair)
MEMBERS ABSENT:	None
STAFF PRESENT:	R. Hinchman, J. Navarrete, J. Navarro, C. Scarella

Due to COVID-19, this meeting was conducted as a teleconference pursuant to the provisions of the Governor's Executive Orders N-25-20 and N-29-20, which suspends certain requirements of the Ralph M. Brown Act.

Chair Brian Shaw called the meeting to order at 5:40 p.m. and led the Pledge of Allegiance.

Vice Chair Adrian Brandt corrected his comment and stated that the minutes reflect he had compared our electrification progress with China, however should have been India.

The amended draft of the Meeting Minutes for April 21, 2021 was approved.

APPROVAL OF MINUTES OF APRIL 21, 2021
Motion/Second: Brandt / Klein
Ayes: Dagum, Flautt, Kutler, Leung, Shaw, Tuzman
Absent: None

D. Tuzman arrived

PUBLIC COMMENT
Jeff Carter, Millbrae, via Zoom Q&A, shared his experience with using the new TVM installed at Millbrae. He stated that the machine was easy to use and easier than the machines at 4th & King station. He thanked staff for the upgrades to the TVMs.

Roland Lebrun, San Jose, via Zoom Q&A, stated that he issues a PRA for the timings to see progress of Constant Warning Time and the results. He stated that he is disappointed with the unmitigated catastrophe. He stated that the only thing that is consistent with the Constant Warning Times is that they are consistently random. He

stated that Caltrain is going to have a major problem. He said that he would be writing to the Board explaining what is going on, in terms they will understand, so that they can take appropriate action. He then said that he found it disturbing that GE Transportation Systems is the manufacturer. He stated that the ill-fated CBOSS was based on ITCS, which was a GE Transportation System product. He shared his concern with Caltrain using the same manufacturer. He then stated that there is an individual on the Staff Coordinating Council, unbeknown to anybody, was the Regional Sales Manager for GE Transportation Systems. Roland said that it is not a coincidence and will ask for the resignation from of the individual to get him removed from the Staff Coordinating Council. He hopes this will move things forward and put things back on track, just as PTC was.

Aleta Dupree, via Zoom Q&A, stated that she is looking forward to seeing the new Clipper Vending Machines and hopes that they have contactless payment functions with the chip insert. She stated that make it would make it easier for people to engage with Clipper and Clipper Start and move to being a system that will only use Clipper along with the Mobile App and beyond that, also move to open payments. She requested to staff to share what that would look like. She then stated that she has not been seeing the foundation production needed to put up wires and poles. She asked why staff is not producing foundations, especially as good weather approaches. She then asked staff to look toward the battery-powered pilot happening in Long Island, take that knowledge, and have some kind of a one-seat ride to Gilroy.

CHAIRPERSON'S REPORT

Chair Brian Shaw shared his recent experience with riding Transit and looking forward to using his Clipper card on his phone with Caltrain. He said things are looking bright as more vaccinated people are coming back and get back to the things we like to do. He also stated that Stanford is doing a pilot this summer, for volunteers to work from the office and looking towards September to have a larger return. He then thanked Vice Chair Adrian Brandt for filling in for him and delivering the CAC Report to the Board. He then shared that that Committee Member Anna Dagum will be stepping down from the CAC and will be her last month in attendance. He said that he would work with staff for a replacement and shared his appreciation for her contributions to the CAC.

COMMITTEE COMMENTS

Member Patrick Flautt thanked Member Dagum for her service to the CAC. He then reported that unfortunately did not have an update regarding website and hopes to have an update by the next meeting. Member Flautt shared that he is working with the HSR CWG working group Manager for the area on having her present to the CAC tentatively in August ideally, or any meeting after that going at the end of the year for a presentation about the latest developments with High Speed Rail. He then promoted Bike to Wherever on May 21st and stated that there will be energizer stations to pledge to ride and that there will be free swag bags, T-shirts and that in Gilroy they will be giving away custom masks.

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Vice Chair Adrian Brandt encouraged Alternate Members to apply for the CAC openings. He then referenced a letter from a Member of the Public, Roland Lebrun, in the correspondence packet about a PRA regarding wireless crossing technology. Vice Chair Brandt requested to know more about wireless crossing technology subjects and what is being planned, as it relates to Dual Speed Check. He shared his concerns about the inherent and inescapable limitations of the Dual Speech Check solution. Vice Chair Brandt then referenced a letter from Member of the Public, Jeff Carter about distanced based fares and encouraged everybody to cogitate on that. Vice Chair Brandt then referenced his letter in the correspondence packet regarding John Horgan's column in the San Mateo County Times about no current or correct schedules posted at stations. Lastly, Vice Chair Brandt he shared that the San Francisco Examiner Online did an item all about a website called TransitRecovery.com that compares every major transit system's current service to its pre-pandemic service levels and aggregates publicly available data from the FTA database on pre and post-pandemic ridership. He stated that a major factor and the problem Caltrain faces is that the ridership demographic is the most work from home eligible in the country, and that is reflected in this data.

Member David Tuzman also thanked Member Dagum for her participation in the Citizen's Advisory Committee. He then expressed his interest with Caltrain's timeline to fully restore service back to pre-Covid levels. He then shared that BART will be offering a fifty percent discount in the month of September to help attract customers back and suggested Caltrain offer a fare discount across all fare types, not just on the monthly pass which only suit certain riders. Lastly, he stated that when looking at the budget, he did not see any mention of funding streams from the American Rescue Plan Act and as the Cares Act funding dries up, he is interested to know whether there is funding coming through from that new passage.

Member Rosalind Kutler expressed that it is a different world, post-pandemic, and that passengers are facing many challenging situations and suggested everyone be more flexible with the idea of having a date where ridership return to pre-pandemic numbers.

Member Anna Dagum thanked the Committee for working together for the past two years and that it has been a pleasure to be a part of the committee.

Public Comments:
Roland Lebrun, San Jose, via Zoom Q&A, shared his concerns with wireless technology, he stated that the way it works is the train tells the gate the speed at which it is approaching, however not all trains are equipped with the technology and will behave differently, for example with Union Pacific, High Speed Rail, Capitol Corridor. Roland then stated although Dual Speed Check works, it does not belong on the Caltrain corridor as the results vary and is unsafe with pedestrian crossings and vehicle traffic. Roland then stated that ridership is affected depending on the type of service that is provided and that, right now, it takes an extra hour to get from the Santa Teresa Light

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Rail to MTC in San Francisco and is why it does not work. Roland advised the Committee that he will request that the Executive Director provide the Board a monthly report showing the ridership recovery since the start of the pandemic. He stated that Caltrain will need to incentivize ridership.

Jeff Carter, Millbrae, via Zoom Q&A, shared his recent experience with riding the train and noticed that ridership seems to be increasing as there seemed to be a lot more people on the train. He said that he rode the bike car and there were about fifteen bikes in the bike and attributes some of that to the discount on the monthly pass and anticipates to see more people on the train as the pandemic winds down. He then stated that regarding schedule, there is an issue with trains that run once per hour for certain paired stations and in order to increase ridership, Caltrain will need more frequent service.

Adina Levin, via Zoom Q&A, joined late and asked whether the Budget item had been presented and Chair Shaw advised that it had not. Adina stated that she would save her comments until after the Budget presentation.

FY2022 PRELIMINARY OPERATING & CAPITAL BUDGETS
Cynthia Scarella, Manager, Budgets, presented the FY 2022 DRAFT JPB Operating & Capital Budgets.

The full presentation can be found on caltrain.com

Committee Comments:
Member David Tuzman stated that the assumption that the JPB Members will not contribute to the budget this year, and that Samtrans Board agreed to voice willingness to continue their normal contribution, how would that factor into the budget at this state and asked whether other member agencies have started considering that. Ms. Cynthia Scarella stated that TA is willing to contribute to about $2M and has sparked discussions with other member agencies, however is not sure how that will work out and does not think it will affect the June Board and if there is an agreement, it will be presented as an amendment to the budget.

Member Larry Klein asked how long does it take for the Measure RR ballot fees to appear, as he thought that the different county's registrars would have billed for the November election by the 1st quarter of this year. Ms. Cynthia Scarella stated that the estimate is $7M, however has not been officially billed by the counties. Member Klein then asked whether staff has a full understanding ARPA fund intricacies and how that funding will be split up, and the different conditions of using that money. Ms. Cynthia Scarella stated that the allocation is not final and is why it is not on the sheet and that she would not like to speculate on the amount until the award document is received and at that time will be presented to the Board. Lastly Member Klein asked with the increase sales tax with Measure RR, has there been any discussions about having a

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certain amount of capital bonds set out, or what would be the process. Ms. Cynthia Scarella advised that the CFO would be better able to provide the latest update on that process.

Member Rosalind Kutler asked whether federal funding CRRSA has constraints, if so, what would they be. Ms. Cynthia Scarella responded that the constraints, in terms of use, is a very general scope for transit operations and that a portion of CRSSA is used to balance the FY21 budget, and then the remaining will all be used for the FY22 budget and has no limitations on what type of transit use.

Vice Chair Brandt expressed his disappointment with the member agencies withdrawing their capital funding support and feels like a bit of a betrayal of the voter's trust. He stated that there is a governance structure problem and that the Board is trying to hash out a way forward. Vice Chair Adrian Brandt then stated that it is important to maximize labor productivity and to think about updating the Operating Procedures to allow two people per train to save money on the budget.

Member Kutler also shared that train schedules had been distributed and that she had received one and looks forward for the schedules to be posted at the stations.

Public Comments:
Jeff Carter, Millbrae, via Zoom Q&A, expressed his disappointment with the member agencies not contributing to the either the capital or operating budgets. He stated that he thought that the intention of Measure RR was to supplement the member contributions. He agreed with Vice Chair Brandt and suggested to reduce the operating costs per train and to explore efficiencies in the operation. He then stated that there may have been some conscientious people that printed the schedules from the website and placed them on the trains and that there is still a lacking of schedules on the train.

Adina Levin, via Zoom Q&A, asked whether the ARPA funding might help address not only the deficit, but might be able to address the underfunding of the maintenance, if the partners do not contribute. She stated that she saw that the goal of the ARPA funding was potentially to fund operations but she thinks it might be flexible to cover state of good repair and that fares could cover state of good repair if ARPA needs to go to the operations. She stated that it looks like train car maintenance and replacement of hundred-year-old unsafe bridges is being reduced to an alarming extent and wondered whether the ARPA funding and moving money around could help cover those seemingly basic elements of a maintenance budget. Adina then asked when Caltrain would bring service back to 100% and whether they will match BART's timing of restoring service. She asked whether Caltrain would be able to match BART's fifty percent discount to passengers. Adina then asked, regarding shuttles not being available due to not meeting ridership goals, whether Caltrain may consider changes to the legislation to be able to work around that limit in the law because of a global pandemic. Lastly, Adina requested Caltrain to highlight the governance issues

with the agencies, having trouble agreeing on how to fund the budget, during the governance process.

Roland Lebrun, San Jose, via Zoom Q&A, suggested that to have a successful rail operation is to look at what works and what does not and to run more of what works and less of what does not. He then stated that MTC is sitting on a half billion dollars of funds, not being used by the Agency. He stated that there will be a funding gap in operations between now and 2028 and has copied Caltrain on a letter about this, if anyone is interested in learning more. He then stated that he has a PRA to break up the TASI contract between Rail Operations and Train Operations. Lastly, in regards to the resolving the partner agency issue, Roland suggested Caltrain buy the Gilroy parking lot from VTA and for VTA, in turn, use that money to come up with a contribution for Caltrain.

CALTRAIN PROPOSED FARE CHANGES
Ryan Hinchman, Manager, Financial Planning/Analysis, presented the Caltrain Proposed Fare Changes.

The full presentation can be found on caltrain.com

Committee Comments:
Member Tuzman asked whether staff has considered additional discounts or promotions how BART is doing to lure customers back. Mr. Ryan Hinchman stated that staff will continue to look at fares on an ongoing basis with all of the changes that are happening. Member Tuzman then asked what is an approximate timeline and bottlenecks towards conception and implementation of a new discount or promotion. Mr. Ryan Hinchman stated that it is difficult to answer without a specific question. He stated that it may vary and that there are certainly opportunities for a quick turnaround.

Vice Chair Adrian Brandt voiced his support to the twenty percent monthly discount and agreed with Member David's suggestion to have a much deeper discount as much as fifty percent off as BART is proposing, to get ridership base back up as quickly as possible. Additionally, he suggested moving away from the sort of premium commuter paradigm that that caters to peak period, standard nine to five jobs to get the choice riders, who have other choices, back on the train.

Chair Shaw expressed his opinion on replacing zonal fares with distanced based fares and that now is the time to do so and may use the pandemic as justification to do so. He shared that the distanced based fares have been working for BART and that Caltrain has ticket machines that can sell tickets and that most people are using Clipper cards, which are very easily able to determine origin and destination stations. He suggested that for those passengers that are unable to obtain a Clipper card, they should receive it for free. He stated that conductors are not checking or selling tickets

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between stations anymore and that it is almost all done electronically and reiterated that the fare system needs to change to distanced based. He then suggested staff provide messaging to the public as to why zonal fares continue, to better understand justification.

Member David Tuzman shared that the MTC fare integration studies include explorations of different fare structures across the region and that there is an effort to craft legislation to guide the Bay Area Regional Transit in certain ways either about fare structure, timing connectivity or design of their maps and schedules. He suggested considering drafting a resolution of support. He stated that he would Agendize this topic for further discussion at a later meeting.

Vice Chair Brandt thanked Chair Shaw for voicing his opinion on distanced based fares and shared that he has been requesting this more many years. He then agreed with Member Tuzman regarding drafting a resolution in support. He then proposed for the a few members of the committee to work offline to draft a resolution for a future Agenda to take vote and pass it along to the Board for consideration. Chair Shaw suggested less than four members to participate in the subcommittee as to not have a quorum and comply with the Brown Act. Member Tuzman then suggested asking for volunteers for the subcommittee. Members Tuzman, Leung, Kutler and Brandt will meet to draft a resolution prior to the next meeting.

Member Kutler applauded the idea of creating a resolution for distanced based fares. She stated that by making recommendations is how the committee gets action. Chair Shaw said that he would Agendize this topic for a further meeting.

Public Comments:
Jeff Carter, Millbrae via Zoom Q&A, thanked the committee for further discussing distanced based fares and offered his help. He then referenced his letter in the correspondence packet and reinterred that staff indicated that they would have a comprehensive fare package later this year as highlighted in the minutes. Regarding fare products, he suggested a 15-ride ticket for those that do not need a monthly pass and may benefit from a discount. He invited the committee and staff to review the details in his letter located in the correspondence packet.

Roland Lebrun, San Jose, via Zoom Q&A, stated that it is not the time to increase the fares and that September is the time to jumpstart ridership recovery so that passengers choose Caltrain and not BART as they can get to San Francisco for half the price.

Aleta Dupree, via Zoom Q&A, stated that she is in favor of a distanced fare based system and that several other Transit Agencies use it. She then suggested to get rid of the paper tickets entirely and that passengers may use their phones as their Clipper card. She suggested staff to modernize the fare system and mitigate fare increase.

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Alina Levin, via Zoom Q&A, applauded the active enthusiasm of the group to be making recommendations to the Caltrain board. She then stated that, in terms of ridership with the potential for people to continue to work from home more than before the pandemic, that there is an opportunity to supplement that ridership with other people who may have not been able to afforded Caltrain before.

Member Anna Dagum expressed her support in the recommendation of distanced based fares. She then stated that eliminating paper tickets and transitioning to mobile tickets is not feasible just yet.

Member Kutler suggested to ensure ADA inclusion with any changes to fares and ticket media.

STAFF REPORT UPDATE
Joe Navarro, Deputy Chief, Rail Operations reported:
(The full report can be found on caltrain.com)

On-time Performance (OTP) –

- **April:** The April 2021 OTP was 93.9% compared to 94.3% for April 2020.
    - **Vehicle on Tracks –** There were two days, March 8 and 12, with a vehicle on the tracks that caused train delays.
    - **Mechanical Delays –** In April 2021 there were 780 minutes of delay due to mechanical issues compared to 197 minutes in April 2020.
    - **Trespasser Strikes –** There was one trespasser strike on March 25, resulting in a fatality.
- **March:** The March 2021 OTP was 88.9% compared to 96.7% for March 2020.
    - **Trespasser Strikes –** There was one trespasser strike on March 25, resulting in a fatality.

Mr. Navarro appreciated the enthusiasm from the committee with distanced based fares and shared that he takes all suggestions into consideration. Mr. Navarro follow-up on items from last month's meeting and reported that the automatic people counter will count wheelchairs, bikes and will distinguish between an adult and a child as well. He reported that the technology is a 3D sensor with two lenses in each sensor. He then reported that the braking distance of a 7-car EMU at 79 miles an hour to go to zero in an emergency will be 1400 in 76 feet vs. versus a F40, which is about 2300 feet to stop at the same time. Mr. Navarro then shared a copy of the printed pocket timetables and reported that they will be installed on trains soon. He also reported that the

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schedules would also be posted in the station information boards with the "you are here" sticker. Mr. Navarro then reported that is looking for the first EMU train set to arrive in California at the end of November and hoping to have power in the third segment the week of August. He then reported that staff is looking to enhance conductor uniforms to appear more authoritative. He then stated that staff continues to work on the Code of Conduct and hope to present it soon. He then advised that staff is looking for suggestions on the IPhone app for conductors and contuse to work on the "text for help" on the train for customers. Lastly, he reported that his staff took over the TVM maintenance. Mr. Navarro shared a slide with ridership data and mentioned that ridership is picking up.

Committee Comments:
Vice Chair Brandt asked about average weekly ridership data and Mr. Navarro pointed out that the information is reflected in blue on the chart. Vice Chair Brandt stated that he would convert the data to percent to compare to other Transit Agencies. Mr. Navarro stated that he would have staff include the percent from April 2019. Vice Chair Brandt also suggested running the Code of Conduct by the CAC for input and advice. Chair Shaw agreed. Mr. Navarro said that he would make a note of it. Chair Shaw said that he would agendize the item.

Public comments:
Jeff Carter, Millbrae, via Zoom Q&A, thanked Mr. Navarro for the schedule distribution. Jeff then shared that he has seen the improvements since Mr. Navarro joined Caltrain and appreciated Joe for the good work.

Roland Lebrun, via Zoom Q&A, asked whether the EMUs have pantograph cameras.

Mr. Navarro explained the camera system in detail and can be heard on the recorded CAC meeting located on Caltrain.com

JPB CAC Work Plan

June 16, 2021
- E Locker Update
- CID2
- Cubic Mobile App

July 21, 2021
- COVID 19 cleaning efforts cost
- Blue Ribbon Task Force
-

August 18, 2021

May 19, 2021

-
-
-

September 15, 2021

-
-
-

Suggested Items:

- Go Pass cost per ride factors – requested by Chair, Brian Shaw on 6/19/19
- San Mateo County Climate Action Plan – requested by Member Rosalind Kutler on 10/16/19
- MTC Means-Based Discount Fare program update
- Caltrain connections with other agencies – requested by Member Rosalind Kutler on 12/18/19
- Update on grade crossing pilot six months after installation – requested by Member, Patrick Flautt on 12/18/19
- Summary video of the CAC meetings by the Social Media Officer – requested by Chair, Brian Shaw on 12/18/19
- Operating Costs – requested by Member Adrian Brandt on 2/13/20
- Rail Corridor Use Policy – requested by Member Anna Dagum on 10/21/20
- South San Francisco
- Overview of COVID19 train schedule
- Industry Safe Functionality

DATE, TIME AND LOCATION OF NEXT REGULAR MEETING:
June 16, 2021 at 5:40 p.m., San Mateo County Transit District Administrative Building, 2nd Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA.

Adjourned at 7:54 pm

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ATTACHMENT 16: EMAIL CORRESPONDENCE COMMENTS

Caltrain PCJPB Public Hearing On Fare Changes / Finance Committee Meeting, May 24, 2021.

Comments from Jeff Carter.

I am in support of:

1) Extending the 20% discount on the Monthly Pass fare product through June 30, 2023, and beyond.
2) Postponing the implementation of previously Board approved fare changes in September 2019.
3) Considering an extension for the Clipper START pilot program.

While not the subject of the public hearing, I understand that staff plans to bring a comprehensive fare package in the near future as noted in the Executive Directors Report from the Minutes of March 4, 2021, PCJPB Board Meeting:

"Mr. Hartnett announced that Caltrain is temporarily reducing its monthly pass price by 20 percent; **staff will be bringing back a comprehensive fare package for the Board's consideration in the Spring**, and there would be an adjusted schedule effective March 22." Emphasis added.

It was also indicated at last month's Finance Committee Meeting (26-April-2021) that a comprehensive fare package would be discussed in the future as noted in the minutes: **"Chair Zmuda explained that the comprehensive fare package would be a future separate agenda item."**

I do recall some Staff discussion that the fare package would be ready by this meeting but have yet to see anything.

Given the new normal, post pandemic travel and working patterns, Caltrain must consider new fare product options:

1) A 15-ride ticket at a reasonable discount. This will benefit regular but non-daily customers. The new normal may have people going into the office a few days per week, who may not need a full monthly pass.
2) A 7-day pass which would offer a discount similar to the monthly pass. This lower cost alternative would benefit lower income customers who can not afford the full monthly pass. It will also benefit customers who take vacations for part of the month. This pass would differ from the monthly in that it would be effective for 7 days after first activation.

These two items would be consistent with the adopted Fare Policy which considers structuring fares to incentivize rider behavior in support of the agency's policy goals.

Additionally, Caltrain must drop the unfair and inequitable zone system and introduce fair and equitable point-to-point fares. Having long, bulky 13-mile zones make the TVM and Clipper base fare ($3.20-Clipper) and per-zone fare ($2.25) unreasonably high. If you have the misfortune of using a station at the zone boundary, you must pay significantly higher fare to travel one or two stations in one direction compared to travelling one or two stations in the opposite direction. As soon as you get on Caltrain you pay for 13 miles, if you happen cross a zone boundary by just one station you are forced to pay for 26 miles.

The following page is an example of the unfairness of the current zone system and an example of a fairer distance-based point-to-point fare system. Clipper fares represented here.

I have developed a distance-based fare matrix some years ago, which shows station-to-station fares along with monthly, 15-ride, and 7-day fare products, which I have included in this correspondence.

A point-to-point fare system would also be consistent with the Fare Policy which considers structuring fares to incentivize rider behavior in support of the agency's policy goals. A lower base (and per station) fare would incentivize more people to try Caltrain for short trips, it would make Caltrain more affordable for lower income customers, this is a no-brainer.

The zones are left over from a bygone era, pre-proof-of-payment (POP), where traditional "commuter rail" service operated with conductors selling /checking tickets throughout the entire run. Now with TVM-based POP, zones are superfluous.

Attached are PDF files showing an example of station-to-station, distance-based fares and inter-station mileage matrix.

Note that I originally prepared this a few years ago and revised in May 2020 and thus included Atherton Station. This May 2021 revision shows Atherton in a white font and includes a 15-ride ticket instead of an 8-ride ticket. Multipliers have been revised to reflect the current (temporary) 20% discount on the monthly pass. Unfortunately, I did not have time to round off the fares for the 15-ride ticket and the 7-day pass.

Lets make Caltrain fares fair and equitable and affordable for low income customers and to encourage increased ridership and revenue.

Thanks again for your time and consideration, I look forward to discussion with staff and the CAC on revamping the fare system.

Jeff Carter

Caltrain Distance Based Fare Matrix May 2020 Rev May 2021 SINGLE TRIP ROUNDED

MI	0.2	0	1.6	5.06	9.1	11	13.56	15.13	16.23	17.6	18.93	20.14	21.83	23.09	25.3	27.7	28.74	30	31.63	33.99	35.97	38.62	40.62	44.3	45.59	46.85	48.56	52.4	55.7	67.5	71.2	77.46
	Station	San Francisco	22nd Street	Bayshore	So. San Francisco	San Bruno	Millbrae	Broadway	Burlingame	San Mateo	Hayward Park	Hillsdale	Belmont	San Carlos	Redwood City	Atherton	Menlo Park	Palo Alto	California Ave	San Antonio	Mt. View	Sunnyvale	Lawrence	Santa Clara	College Park	San Jose (Cahill)	Tamien	Capitol	Blossom Hill	Morgan Hill	San Martin	Gilroy
0.00	San Francisco	X																														
1.60	22nd Street	$2.30	X																													
5.06	Bayshore	$2.95	$2.65	X																												
9.10	So. San Francisco	$3.75	$3.40	$2.75	X																											
11.00	San Bruno	$4.10	$3.80	$3.15	$2.35	X																										
13.56	Millbrae	$4.60	$4.25	$3.60	$2.85	$2.50	X																									
15.13	Broadway	$4.85	$4.55	$3.90	$3.15	$2.80	$2.30	X																								
16.23	Burlingame	$5.10	$4.80	$4.10	$3.35	$3.00	$2.50	$2.20	X																							
17.60	San Mateo	$5.35	$5.05	$4.40	$3.60	$3.25	$2.75	$2.45	$2.25	X																						
18.93	Hayward Park	$5.60	$5.30	$4.65	$3.85	$3.50	$3.00	$2.70	$2.50	$2.25	X																					
20.14	Hillsdale	$5.85	$5.50	$4.85	$4.10	$3.75	$3.25	$2.95	$2.75	$2.50	$2.25	X																				
21.83	Belmont	$6.15	$5.85	$5.20	$4.40	$4.05	$3.55	$3.25	$3.05	$2.80	$2.55	$2.30	X																			
23.09	San Carlos	$6.40	$6.10	$5.45	$4.65	$4.30	$3.80	$3.50	$3.30	$3.05	$2.80	$2.55	$2.25	X																		
25.30	Redwood City	$6.80	$6.50	$5.85	$5.10	$4.70	$4.25	$3.95	$3.70	$3.45	$3.20	$3.00	$2.65	$2.40	X																	
27.70	Atherton	$7.25	$6.95	$6.30	$5.55	$5.15	$4.70	$4.40	$4.20	$3.90	$3.65	$3.45	$3.10	$2.90	$2.45	X																
28.74	Menlo Park	$7.45	$7.15	$6.50	$5.75	$5.35	$4.90	$4.60	$4.40	$4.10	$3.85	$3.65	$3.30	$3.05	$2.65		X															
30.00	Palo Alto	$7.70	$7.40	$6.75	$5.95	$5.60	$5.10	$4.85	$4.60	$4.35	$4.10	$3.85	$3.55	$3.30	$2.90	$2.45	$2.25	X														
31.63	California Ave	$8.00	$7.70	$7.05	$6.30	$5.90	$5.45	$5.15	$4.95	$4.65	$4.40	$4.20	$3.85	$3.60	$3.20		$2.55	$2.30	X													
33.99	San Antonio	$8.45	$8.15	$7.50	$6.75	$6.35	$5.90	$5.60	$5.35	$5.10	$4.85	$4.65	$4.30	$4.05	$3.65	$3.20	$3.00	$2.75	$2.45	X												
35.97	Mt. View	$8.85	$8.55	$7.85	$7.10	$6.75	$6.25	$5.95	$5.75	$5.50	$5.25	$5.00	$4.70	$4.45	$4.05		$3.35	$3.15	$2.80	$2.40	X											
38.62	Sunnyvale	$9.35	$9.05	$8.40	$7.60	$7.25	$6.75	$6.45	$6.25	$6.00	$5.75	$5.50	$5.20	$4.95	$4.55	$4.05	$3.90	$3.65	$3.35	$2.90	$2.50	X										
40.62	Lawrence	$9.70	$9.40	$8.75	$8.00	$7.65	$7.15	$6.85	$6.65	$6.35	$6.10	$5.90	$5.55	$5.35	$4.90		$4.25	$4.00	$3.70	$3.25	$2.90	$2.40	X									
44.30	Santa Clara	$10.40	$10.10	$9.45	$8.70	$8.35	$7.85	$7.55	$7.35	$7.05	$6.80	$6.60	$6.25	$6.05	$5.60	$5.15	$4.95	$4.70	$4.40	$3.95	$3.60	$3.10	$2.70	X								
45.59	College Park	$10.65	$10.35	$9.70	$8.95	$8.55	$8.10	$7.80	$7.60	$7.30	$7.05	$6.85	$6.50	$6.30	$5.85		$5.20	$4.95	$4.65	$4.20	$3.85	$3.30	$2.95	$2.25	X							
46.85	San Jose (Cahill)	$10.90	$10.60	$9.95	$9.15	$8.80	$8.35	$8.05	$7.80	$7.55	$7.30	$7.05	$6.75	$6.50	$6.10	$5.65	$5.45	$5.20	$4.90	$4.45	$4.05	$3.55	$3.20	$2.50	$2.25	X						
48.56	Tamien	$11.25	$10.90	$10.25	$9.50	$9.15	$8.65	$8.35	$8.15	$7.90	$7.65	$7.40	$7.10	$6.85	$6.40		$5.75	$5.55	$5.20	$4.75	$4.40	$3.90	$3.50	$2.80	$2.55	$2.30	X					
52.40	Capitol	$11.95	$11.65	$11.00	$10.25	$9.85	$9.40	$9.10	$8.85	$8.60	$8.35	$8.15	$7.80	$7.55	$7.15	$6.70	$6.50	$6.25	$5.95	$5.50	$5.10	$4.60	$4.25	$3.55	$3.30	$3.05	$2.75	X				
55.70	Blossom Hill	$12.60	$12.30	$11.60	$10.85	$10.50	$10.00	$9.70	$9.50	$9.25	$9.00	$8.75	$8.45	$8.20	$7.80		$7.10	$6.90	$6.55	$6.10	$5.75	$5.25	$4.85	$4.15	$3.90	$3.70	$3.35	$2.65	X			
67.50	Morgan Hill	$14.80	$14.50	$13.85	$13.10	$12.75	$12.25	$11.95	$11.75	$11.50	$11.25	$11.00	$10.70	$10.45	$10.00	$9.55	$9.35	$9.15	$8.80	$8.35	$8.00	$7.50	$7.10	$6.40	$6.15	$5.90	$5.60	$4.85	$4.25	X		
71.20	San Martin	$15.55	$15.20	$14.55	$13.80	$13.45	$12.95	$12.65	$12.45	$12.20	$11.95	$11.70	$11.40	$11.15	$10.70		$10.05	$9.85	$9.50	$9.05	$8.70	$8.20	$7.80	$7.10	$6.85	$6.65	$6.30	$5.55	$4.95	$2.70	X	
77.46	Gilroy	$16.70	$16.40	$15.75	$15.00	$14.65	$14.15	$13.85	$13.65	$13.35	$13.10	$12.90	$12.55	$12.35	$11.90	$11.45	$11.25	$11.00	$10.70	$10.25	$9.90	$9.40	$9.00	$8.30	$8.05	$7.80	$7.50	$6.75	$6.15	$3.90	$3.20	X

BASE: **$2.00**
PER MILE $ **$0.19**

Prepared by Jeff Carter, May 2020 Revised May 2021

Caltrain Distance Based Fare Matrix May 2020 Rev May 2021 MONTHLY PASS ROUNDED

	MI	0	1.6	5.06	9.1	11	13.56	15.13	16.23	17.6	18.93	20.14	21.83	23.09	25.3	27.7	28.74	30	31.63	33.99	35.97	38.62	40.62	44.3	45.59	46.85	48.56	52.4	55.7	67.5	71.2	77.46
	Station	San Francisco	22nd Street	Bayshore	So. San Francisco	San Bruno	Millbrae	Broadway	Burlingame	San Mateo	Hayward Park	Hillsdale	Belmont	San Carlos	Redwood City	Atherton	Menlo Park	Palo Alto	California Ave	San Antonio	Mt. View	Sunnyvale	Lawrence	Santa Clara	College Park	San Jose (Cahill)	Tamien	Capitol	Blossom Hill	Morgan Hill	San Martin	Gilroy
0.00	San Francisco	X																														
1.60	22nd Street	$55.20	X																													
5.06	Bayshore	$70.80	$63.60	X																												
9.10	So. San Francisco	$90.00	$81.60	$66.00	X																											
11.00	San Bruno	$98.40	$91.20	$75.60	$56.40	X																										
13.56	Millbrae	$110.40	$102.00	$86.40	$68.40	$60.00	X																									
15.13	Broadway	$116.40	$109.20	$93.60	$75.60	$67.20	$55.20	X																								
16.23	Burlingame	$122.40	$115.20	$98.40	$80.40	$72.00	$60.00	$52.80	X																							
17.60	San Mateo	$128.40	$121.20	$105.60	$86.40	$78.00	$66.00	$58.80	$54.00	X																						
18.93	Hayward Park	$134.40	$127.20	$111.60	$92.40	$84.00	$72.00	$64.80	$60.00	$54.00	X																					
20.14	Hillsdale	$140.40	$132.00	$116.40	$98.40	$90.00	$78.00	$70.80	$66.00	$60.00	$54.00	X																				
21.83	Belmont	$147.60	$140.40	$124.80	$105.60	$97.20	$85.20	$78.00	$73.20	$67.20	$61.20	$55.20	X																			
23.09	San Carlos	$153.60	$146.40	$130.80	$111.60	$103.20	$91.20	$84.00	$79.20	$73.20	$67.20	$61.20	$54.00	X																		
25.30	Redwood City	$163.20	$156.00	$140.40	$122.40	$112.80	$102.00	$94.80	$88.80	$82.80	$76.80	$72.00	$63.60	$57.60	X																	
27.70	Atherton	$174.00	$166.80	$151.20	$133.20	$123.60	$112.80	$105.60	$100.80	$93.60	$87.60	$82.80	$74.40	$69.60	$58.80	X																
28.74	Menlo Park	$178.80	$171.60	$156.00	$138.00	$128.40	$117.60	$110.40	$105.60	$98.40	$92.40	$87.60	$79.20	$73.20	$63.60		X															
30.00	Palo Alto	$184.80	$177.60	$162.00	$142.80	$134.40	$122.40	$116.40	$110.40	$104.40	$98.40	$92.40	$85.20	$79.20	$69.60	$58.80	$54.00	X														
31.63	California Ave	$192.00	$184.80	$169.20	$151.20	$141.60	$130.80	$123.60	$118.80	$111.60	$105.60	$100.80	$92.40	$86.40	$76.80		$61.20	$55.20	X													
33.99	San Antonio	$202.80	$195.60	$180.00	$162.00	$152.40	$141.60	$134.40	$128.40	$122.40	$116.40	$111.60	$103.20	$97.20	$87.60	$76.80	$72.00	$66.00	$58.80	X												
35.97	Mt. View	$212.40	$205.20	$188.40	$170.40	$162.00	$150.00	$142.80	$138.00	$132.00	$126.00	$120.00	$112.80	$106.80	$97.20		$80.40	$75.60	$67.20	$57.60	X											
38.62	Sunnyvale	$224.40	$217.20	$201.60	$182.40	$174.00	$162.00	$154.80	$150.00	$144.00	$138.00	$132.00	$124.80	$118.80	$109.20	$97.20	$93.60	$87.60	$80.40	$69.60	$60.00	X										
40.62	Lawrence	$232.80	$225.60	$210.00	$192.00	$183.60	$171.60	$164.40	$159.60	$152.40	$146.40	$141.60	$133.20	$128.40	$117.60		$102.00	$96.00	$88.80	$78.00	$69.60	$57.60	X									
44.30	Santa Clara	$249.60	$242.40	$226.80	$208.80	$200.40	$188.40	$181.20	$176.40	$169.20	$163.20	$158.40	$150.00	$145.20	$134.40	$123.60	$118.80	$112.80	$105.60	$94.80	$86.40	$74.40	$64.80	X								
45.59	College Park	$255.60	$248.40	$232.80	$214.80	$205.20	$194.40	$187.20	$182.40	$175.20	$169.20	$164.40	$156.00	$151.20	$140.40		$124.80	$118.80	$111.60	$100.80	$92.40	$79.20	$70.80	$54.00	X							
46.85	San Jose (Cahill)	$261.60	$254.40	$238.80	$219.60	$211.20	$200.40	$193.20	$187.20	$181.20	$175.20	$169.20	$162.00	$156.00	$146.40	$135.60	$130.80	$124.80	$117.60	$106.80	$97.20	$85.20	$76.80	$60.00	$54.00	X						
48.56	Tamien	$270.00	$261.60	$246.00	$228.00	$219.60	$207.60	$200.40	$195.60	$189.60	$183.60	$177.60	$170.40	$164.40	$153.60		$138.00	$133.20	$124.80	$114.00	$105.60	$93.60	$84.00	$67.20	$61.20	$55.20	X					
52.40	Capitol	$286.80	$279.60	$264.00	$246.00	$236.40	$225.60	$218.40	$212.40	$206.40	$200.40	$195.60	$187.20	$181.20	$171.60	$160.80	$156.00	$150.00	$142.80	$132.00	$122.40	$110.40	$102.00	$85.20	$79.20	$73.20	$66.00	X				
55.70	Blossom Hill	$302.40	$295.20	$278.40	$260.40	$252.00	$240.00	$232.80	$228.00	$222.00	$216.00	$210.00	$202.80	$196.80	$187.20		$170.40	$165.60	$157.20	$146.40	$138.00	$126.00	$116.40	$99.60	$93.60	$88.80	$80.40	$63.60	X			
67.50	Morgan Hill	$355.20	$348.00	$332.40	$314.40	$306.00	$294.00	$286.80	$282.00	$276.00	$270.00	$264.00	$256.80	$250.80	$240.00	$229.20	$224.40	$219.60	$211.20	$200.40	$192.00	$180.00	$170.40	$153.60	$147.60	$141.60	$134.40	$116.40	$102.00	X		
71.20	San Martin	$373.20	$364.80	$349.20	$331.20	$322.80	$310.80	$303.60	$298.80	$292.80	$286.80	$280.80	$273.60	$267.60	$256.80		$241.20	$236.40	$228.00	$217.20	$208.80	$196.80	$187.20	$170.40	$164.40	$159.60	$151.20	$133.20	$118.80	$64.80	X	
77.46	Gilroy	$400.80	$393.60	$378.00	$360.00	$351.60	$339.60	$332.40	$327.60	$320.40	$314.40	$309.60	$301.20	$296.40	$285.60	$274.80	$270.00	$264.00	$256.80	$246.00	$237.60	$225.60	$216.00	$199.20	$193.20	$187.20	$180.00	$162.00	$147.60	$93.60	$76.80	X

MONTHLY
MULTIPLIER **24**

Prepared by Jeff Carter, May 2020 Revised May 2021

Caltrain Distance Based Fare Matrix May 2020 Rev May 2021 7-DAY PASS

	MI	0	1.6	5.06	9.1	11	13.56	15.13	16.23	17.6	18.93	20.14	21.83	23.09	25.3	27.7	28.74	30	31.63	33.99	35.97	38.62	40.62	44.3	45.59	46.85	48.56	52.4	55.7	67.5	71.2	77.46
	Station	San Francisco	22nd Street	Bayshore	So. San Francisco	San Bruno	Millbrae	Broadway	Burlingame	San Mateo	Hayward Park	Hillsdale	Belmont	San Carlos	Redwood City	Atherton	Menlo Park	Palo Alto	California Ave	San Antonio	Mt. View	Sunnyvale	Lawrence	Santa Clara	College Park	San Jose (Cahill)	Tamien	Capitol	Blossom Hill	Morgan Hill	San Martin	Gilroy
0.00	San Francisco	X																														
1.60	22nd Street	$14.95	X																													
5.06	Bayshore	$19.18	$17.23	X																												
9.10	So. San Francisco	$24.38	$22.10	$17.88	X																											
11.00	San Bruno	$26.65	$24.70	$20.48	$15.28	X																										
13.56	Millbrae	$29.90	$27.63	$23.40	$18.53	$16.25	X																									
15.13	Broadway	$31.53	$29.58	$25.35	$20.48	$18.20	$14.95	X																								
16.23	Burlingame	$33.15	$31.20	$26.65	$21.78	$19.50	$16.25	$14.30	X																							
17.60	San Mateo	$34.78	$32.83	$28.60	$23.40	$21.13	$17.88	$15.93	$14.63	X																						
18.93	Hayward Park	$36.40	$34.45	$30.23	$25.03	$22.75	$19.50	$17.55	$16.25	$14.63	X																					
20.14	Hillsdale	$38.03	$35.75	$31.53	$26.65	$24.38	$21.13	$19.18	$17.88	$16.25	$14.63	X																				
21.83	Belmont	$39.98	$38.03	$33.80	$28.60	$26.33	$23.08	$21.13	$19.83	$18.20	$16.58	$14.95	X																			
23.09	San Carlos	$41.60	$39.65	$35.43	$30.23	$27.95	$24.70	$22.75	$21.45	$19.83	$18.20	$16.58	$14.63	X																		
25.30	Redwood City	$44.20	$42.25	$38.03	$33.15	$30.55	$27.63	$25.68	$24.05	$22.43	$20.80	$19.50	$17.23	$15.60	X																	
27.70	Atherton	$47.13	$45.18	$40.95	$36.08	$33.48	$30.55	$28.60	$27.30	$25.35	$23.73	$22.43	$20.15	$18.85	$15.93	X																
28.74	Menlo Park	$48.43	$46.48	$42.25	$37.38	$34.78	$31.85	$29.90	$28.60	$26.65	$25.03	$23.73	$21.45	$19.83	$17.23		X															
30.00	Palo Alto	$50.05	$48.10	$43.88	$38.68	$36.40	$33.15	$31.53	$29.90	$28.28	$26.65	$25.03	$23.08	$21.45	$18.85	$15.93	$14.63	X														
31.63	California Ave	$52.00	$50.05	$45.83	$40.95	$38.35	$35.43	$33.48	$32.18	$30.23	$28.60	$27.30	$25.03	$23.40	$20.80		$16.58	$14.95	X													
33.99	San Antonio	$54.93	$52.98	$48.75	$43.88	$41.28	$38.35	$36.40	$34.78	$33.15	$31.53	$30.23	$27.95	$26.33	$23.73	$20.80	$19.50	$17.88	$15.93	X												
35.97	Mt. View	$57.53	$55.58	$51.03	$46.15	$43.88	$40.63	$38.68	$37.38	$35.75	$34.13	$32.50	$30.55	$28.93	$26.33		$21.78	$20.48	$18.20	$15.60	X											
38.62	Sunnyvale	$60.78	$58.83	$54.60	$49.40	$47.13	$43.88	$41.93	$40.63	$39.00	$37.38	$35.75	$33.80	$32.18	$29.58	$26.33	$25.35	$23.73	$21.78	$18.85	$16.25	X										
40.62	Lawrence	$63.05	$61.10	$56.88	$52.00	$49.73	$46.48	$44.53	$43.23	$41.28	$39.65	$38.35	$36.08	$34.78	$31.85		$27.63	$26.00	$24.05	$21.13	$18.85	$15.60	X									
44.30	Santa Clara	$67.60	$65.65	$61.43	$56.55	$54.28	$51.03	$49.08	$47.78	$45.83	$44.20	$42.90	$40.63	$39.33	$36.40	$33.48	$32.18	$30.55	$28.60	$25.68	$23.40	$20.15	$17.55	X								
45.59	College Park	$69.23	$67.28	$63.05	$58.18	$55.58	$52.65	$50.70	$49.40	$47.45	$45.83	$44.53	$42.25	$40.95	$38.03		$33.80	$32.18	$30.23	$27.30	$25.03	$21.45	$19.18	$14.63	X							
46.85	San Jose (Cahill)	$70.85	$68.90	$64.68	$59.48	$57.20	$54.28	$52.33	$50.70	$49.08	$47.45	$45.83	$43.88	$42.25	$39.65	$36.73	$35.43	$33.80	$31.85	$28.93	$26.33	$23.08	$20.80	$16.25	$14.63	X						
48.56	Tamien	$73.13	$70.85	$66.63	$61.75	$59.48	$56.23	$54.28	$52.98	$51.35	$49.73	$48.10	$46.15	$44.53	$41.60		$37.38	$36.08	$33.80	$30.88	$28.60	$25.35	$22.75	$18.20	$16.58	$14.95	X					
52.40	Capitol	$77.68	$75.73	$71.50	$66.63	$64.03	$61.10	$59.15	$57.53	$55.90	$54.28	$52.98	$50.70	$49.08	$46.48	$43.55	$42.25	$40.63	$38.68	$35.75	$33.15	$29.90	$27.63	$23.08	$21.45	$19.83	$17.88	X				
55.70	Blossom Hill	$81.90	$79.95	$75.40	$70.53	$68.25	$65.00	$63.05	$61.75	$60.13	$58.50	$56.88	$54.93	$53.30	$50.70		$46.15	$44.85	$42.58	$39.65	$37.38	$34.13	$31.53	$26.98	$25.35	$24.05	$21.78	$17.23	X			
67.50	Morgan Hill	$96.20	$94.25	$90.03	$85.15	$82.88	$79.63	$77.68	$76.38	$74.75	$73.13	$71.50	$69.55	$67.93	$65.00	$62.08	$60.78	$59.48	$57.20	$54.28	$52.00	$48.75	$46.15	$41.60	$39.98	$38.35	$36.40	$31.53	$27.63	X		
71.20	San Martin	$101.08	$98.80	$94.58	$89.70	$87.43	$84.18	$82.23	$80.93	$79.30	$77.68	$76.05	$74.10	$72.48	$69.55		$65.33	$64.03	$61.75	$58.83	$56.55	$53.30	$50.70	$46.15	$44.53	$43.23	$40.95	$36.08	$32.18	$17.55	X	
77.46	Gilroy	$108.55	$106.60	$102.38	$97.50	$95.23	$91.98	$90.03	$88.73	$86.78	$85.15	$83.85	$81.58	$80.28	$77.35	$74.43	$73.13	$71.50	$69.55	$66.63	$64.35	$61.10	$58.50	$53.95	$52.33	$50.70	$48.75	$43.88	$39.98	$25.35	$20.80	X

7-DAY
MULTIPLIER **6.5**

Prepared by Jeff Carter, May 2020 Revised May 2021

Caltrain Distance Based Fare Matrix May 2020 Rev May 2021 15-RIDE

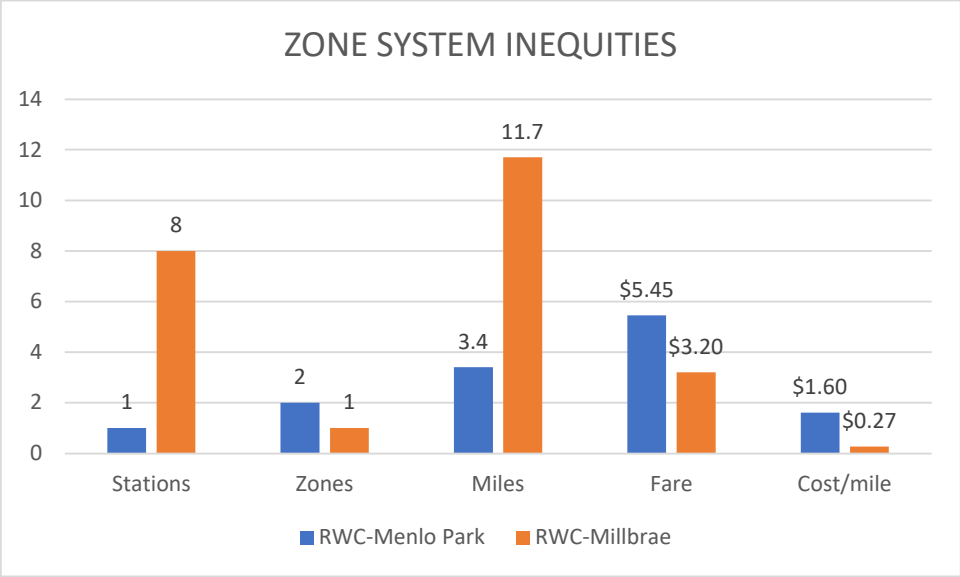
	MI	0	1.6	5.06	9.1	11	13.56	15.13	16.23	17.6	18.93	20.14	21.83	23.09	25.3	27.7	28.74	30	31.63	33.99	35.97	38.62	40.62	44.3	45.59	46.85	48.56	52.4	55.7	67.5	71.2	77.46
	Station	San Francisco	22nd Street	Bayshore	So. San Francisco	San Bruno	Millbrae	Broadway	Burlingame	San Mateo	Hayward Park	Hillsdale	Belmont	San Carlos	Redwood City	Atherton	Menlo Park	Palo Alto	California Ave	San Antonio	Mt. View	Sunnyvale	Lawrence	Santa Clara	College Park	San Jose (Cahill)	Tamien	Capitol	Blossom Hill	Morgan Hill	San Martin	Gilroy
0.00	San Francisco	X																														
1.60	22nd Street	$25.88	X																													
5.06	Bayshore	$33.19	$29.81	X																												
9.10	So. San Francisco	$42.19	$38.25	$30.94	X																											
11.00	San Bruno	$46.13	$42.75	$35.44	$26.44	X																										
13.56	Millbrae	$51.75	$47.81	$40.50	$32.06	$28.13	X																									
15.13	Broadway	$54.56	$51.19	$43.88	$35.44	$31.50	$25.88	X																								
16.23	Burlingame	$57.38	$54.00	$46.13	$37.69	$33.75	$28.13	$24.75	X																							
17.60	San Mateo	$60.19	$56.81	$49.50	$40.50	$36.56	$30.94	$27.56	$25.31	X																						
18.93	Hayward Park	$63.00	$59.63	$52.31	$43.31	$39.38	$33.75	$30.38	$28.13	$25.31	X																					
20.14	Hillsdale	$65.81	$61.88	$54.56	$46.13	$42.19	$36.56	$33.19	$30.94	$28.13	$25.31	X																				
21.83	Belmont	$69.19	$65.81	$58.50	$49.50	$45.56	$39.94	$36.56	$34.31	$31.50	$28.69	$25.88	X																			
23.09	San Carlos	$72.00	$68.63	$61.31	$52.31	$48.38	$42.75	$39.38	$37.13	$34.31	$31.50	$28.69	$25.31	X																		
25.30	Redwood City	$76.50	$73.13	$65.81	$57.38	$52.88	$47.81	$44.44	$41.63	$38.81	$36.00	$33.75	$29.81	$27.00	X																	
27.70	Atherton	$81.56	$78.19	$70.88	$62.44	$57.94	$52.88	$49.50	$47.25	$43.88	$41.06	$38.81	$34.88	$32.63	$27.56	X																
28.74	Menlo Park	$83.81	$80.44	$73.13	$64.69	$60.19	$55.13	$51.75	$49.50	$46.13	$43.31	$41.06	$37.13	$34.31	$29.81		X															
30.00	Palo Alto	$86.63	$83.25	$75.94	$66.94	$63.00	$57.38	$54.56	$51.75	$48.94	$46.13	$43.31	$39.94	$37.13	$32.63	$27.56	$25.31	X														
31.63	California Ave	$90.00	$86.63	$79.31	$70.88	$66.38	$61.31	$57.94	$55.69	$52.31	$49.50	$47.25	$43.31	$40.50	$36.00		$28.69	$25.88	X													
33.99	San Antonio	$95.06	$91.69	$84.38	$75.94	$71.44	$66.38	$63.00	$60.19	$57.38	$54.56	$52.31	$48.38	$45.56	$41.06	$36.00	$33.75	$30.94	$27.56	X												
35.97	Mt. View	$99.56	$96.19	$88.31	$79.88	$75.94	$70.31	$66.94	$64.69	$61.88	$59.06	$56.25	$52.88	$50.06	$45.56		$37.69	$35.44	$31.50	$27.00	X											
38.62	Sunnyvale	$105.19	$101.81	$94.50	$85.50	$81.56	$75.94	$72.56	$70.31	$67.50	$64.69	$61.88	$58.50	$55.69	$51.19	$45.56	$43.88	$41.06	$37.69	$32.63	$28.13	X										
40.62	Lawrence	$109.13	$105.75	$98.44	$90.00	$86.06	$80.44	$77.06	$74.81	$71.44	$68.63	$66.38	$62.44	$60.19	$55.13		$47.81	$45.00	$41.63	$36.56	$32.63	$27.00	X									
44.30	Santa Clara	$117.00	$113.63	$106.31	$97.88	$93.94	$88.31	$84.94	$82.69	$79.31	$76.50	$74.25	$70.31	$68.06	$63.00	$57.94	$55.69	$52.88	$49.50	$44.44	$40.50	$34.88	$30.38	X								
45.59	College Park	$119.81	$116.44	$109.13	$100.69	$96.19	$91.13	$87.75	$85.50	$82.13	$79.31	$77.06	$73.13	$70.88	$65.81		$58.50	$55.69	$52.31	$47.25	$43.31	$37.13	$33.19	$25.31	X							
46.85	San Jose (Cahill)	$122.63	$119.25	$111.94	$102.94	$99.00	$93.94	$90.56	$87.75	$84.94	$82.13	$79.31	$75.94	$73.13	$68.63	$63.56	$61.31	$58.50	$55.13	$50.06	$45.56	$39.94	$36.00	$28.13	$25.31	X						
48.56	Tamien	$126.56	$122.63	$115.31	$106.88	$102.94	$97.31	$93.94	$91.69	$88.88	$86.06	$83.25	$79.88	$77.06	$72.00		$64.69	$62.44	$58.50	$53.44	$49.50	$43.88	$39.38	$31.50	$28.69	$25.88	X					
52.40	Capitol	$134.44	$131.06	$123.75	$115.31	$110.81	$105.75	$102.38	$99.56	$96.75	$93.94	$91.69	$87.75	$84.94	$80.44	$75.38	$73.13	$70.31	$66.94	$61.88	$57.38	$51.75	$47.81	$39.94	$37.13	$34.31	$30.94	X				
55.70	Blossom Hill	$141.75	$138.38	$130.50	$122.06	$118.13	$112.50	$109.13	$106.88	$104.06	$101.25	$98.44	$95.06	$92.25	$87.75		$79.88	$77.63	$73.69	$68.63	$64.69	$59.06	$54.56	$46.69	$43.88	$41.63	$37.69	$29.81	X			
67.50	Morgan Hill	$166.50	$163.13	$155.81	$147.38	$143.44	$137.81	$134.44	$132.19	$129.38	$126.56	$123.75	$120.38	$117.56	$112.50	$107.44	$105.19	$102.94	$99.00	$93.94	$90.00	$84.38	$79.88	$72.00	$69.19	$66.38	$63.00	$54.56	$47.81	X		
71.20	San Martin	$174.94	$171.00	$163.69	$155.25	$151.31	$145.69	$142.31	$140.06	$137.25	$134.44	$131.63	$128.25	$125.44	$120.38		$113.06	$110.81	$106.88	$101.81	$97.88	$92.25	$87.75	$79.88	$77.06	$74.81	$70.88	$62.44	$55.69	$30.38	X	
77.46	Gilroy	$187.88	$184.50	$177.19	$168.75	$164.81	$159.19	$155.81	$153.56	$150.19	$147.38	$145.13	$141.19	$138.94	$133.88	$128.81	$126.56	$123.75	$120.38	$115.31	$111.38	$105.75	$101.25	$93.38	$90.56	$87.75	$84.38	$75.94	$69.19	$43.88	$36.00	X

15-RIDE

MULTIPLIER **11.25**

Prepared by Jeff Carter, May 2020 Revised May 2021

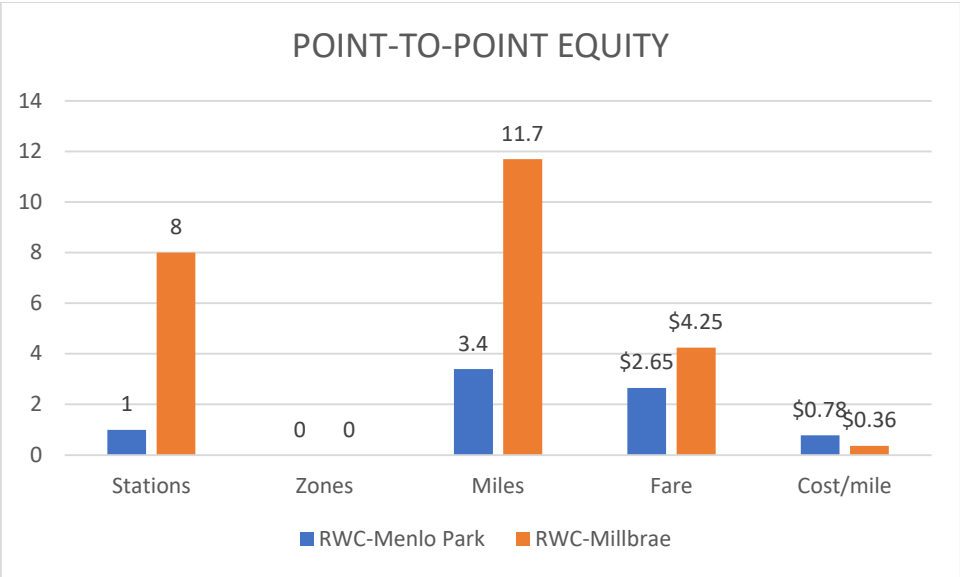
Station Pairs	Stations	Zones	Miles	Fare	Cost/mile
RWC-Menlo Park	1	2	3.4	$5.45	$1.60
RWC-Millbrae	8	1	11.7	$3.20	$0.27



We must ask ourselves, is it fair to pay $5.45 for 1 station or 3.4 miles while it costs $3.20 for 8 stations or 11.7 miles? So, one measly station (RWC – Menlo Park) costs the same as it does to go 13 stations or 25.3 miles if you are travelling from Redwood City to 4th & King.

Here is an example of a more fair and equitable point-to-point fare system where base fare is $2.00 and cost per mile is $0.19. We can see that this is much fairer than the current zone system.

Station Pairs	Stations	Zones	Miles	Fare	Cost/mile
RWC-Menlo Park	1	N/A	3.4	$2.65	$0.78
RWC-Millbrae	8	N/A	11.7	$4.25	$0.36



RESOLUTION NO. 2021 – 33

BOARD OF DIRECTORS, PENINSULA CORRIDOR JOINT POWERS BOARD
STATE OF CALIFORNIA

* * *

AMENDING THE CALTRAIN FARE STRUCTURE AND APPROVING THE
TITLE VI ANALYSIS OF THE CALTRAIN MONTHLY PASS DISCOUNT

WHEREAS, pursuant to Resolution No. 1992-31, dated May 6, 1992, the Peninsula Corridor Joint Powers Board (JPB) adopted a Codified Tariff, setting forth the rate structure for Caltrain service; and

WHEREAS, from time to time, the JPB has amended the Codified Tariff to modify fares in order to implement policy and administrative changes in the Caltrain service; and

WHEREAS, the JPB adopted the Caltrain Fare Policy, by Resolution 2018-49, on December 6, 2018, consisting of goals for four topic areas: financial sustainability, equity, customer experience and ridership; and

WHEREAS, the JPB last revised the Fare Structure (formerly referred to as the "Codified Tariff") on September 5, 2019, by Resolution No. 2019-32, to increase Go Pass prices every other year, reduce the Clipper® Discount, increase base and zone fares alternating every other year, and participate in the regional means-based fare pilot program (Clipper START); and

WHEREAS, in light of the Covid-19 pandemic, on September 3, 2020, by Resolution 2020-47, the Board postponed previously-approved fare increases, which were to take effect on April 1 and July 1, 2020, until after Fiscal Year 2020-2021; and

WHEREAS, the JPB adopted Resolution 2020-21 on June 4, 2020 to extend the duration of the 2020 Go Pass participant agreements through March 2021 for an

equitable period to compensate for their users' loss of use of Caltrain for the duration of the State Order or the County Orders; and

WHEREAS, the JPB adopted Resolution 2020-30 on June 4, 2020 to increase the Caltrain discount associated with Clipper START from 20 percent to 50 percent off single-ride adult Clipper fares; and

WHEREAS, the JPB adopted Resolution 2021-01 on January 7, 2021 to reduce the 2021 Go Pass pricing to reflect the shortened program year and continued commute pattern changes caused by COVID-19, offer added flexibility to unused 2021 Go Passes to be distributed to on-site contractors, part-time employees, and graduate and post-doctoral students, and donate unused passes to qualified not-for-profit organizations, and upon completion and acceptance by this Board of a related equity analysis for 2022 Go Pass price decrease for participants purchasing passes for at least the last six months of 2021; and

WHEREAS, the JPB engaged in public outreach including published notices and virtual community meetings to afford members of the public an opportunity to comment upon the fare change proposals outlined below, held a duly-noticed public hearing at the May 24, 2021 meeting of the JPB Board of Directors' Finance Committee on extension of the Caltrain Monthly Pass discount, and also accepted comments on the fare changes listed below; and

WHEREAS, taking the public comment received into account, staff recommends that the Board of Directors (Board) adopt the following changes:

A. Monthly Pass Products – Extend the staff-authorized temporary 20% discount through June 30, 2023 for all categories of the Monthly Pass
B. Go Pass – Postpone 5% increases in the price of the Go Pass as follows:

- Postpone from January 1, 2022 to January 1, 2023: Increase of Go Pass price from $342 to $359, raising the annual minimum cost to employers from $28,728 to a new minimum of $30,156
- Postpone from January 1, 2024 to January 1, 2025: Additional increase of 5%

C. Clipper Discount – Postpone from July 1, 2021 to April 1, 2022 a reduction of the Clipper discount from $0.55 to $0.25 per One-way adult fare with corresponding changes to all Clipper Products except the Eligible Discount One-way fare

D. Periodic Fare Increases – Delay scheduled increases to the full price One-way base fare and zone charge (with corresponding increases to related products), as follows:

- Base Fare increase of $0.50: Postpone from July 1, 2021 to July 1, 2022
- Zone Charge increase of $0.25: Postpone from July 1, 2022 to July 1, 2024
- Base Fare increase of $0.50: Postpone from July 1, 2024 to July 1, 2026

E. Clipper START Means-Based Fare Discount: Extend the pilot program if, and for so long as, approved by the MTC (e.g., through June 2023); and

WHEREAS, under Title VI of the Civil Rights Act of 1964 and implementing regulations, including Federal Transit Administration Circular C 4702.1B, the JPB is required to perform a Title VI Equity Analysis in conjunction with most fare changes to assess whether they will result in disparate impacts or disproportionate burdens on minority or low-income populations, respectively; and

WHEREAS, on April 4, 2013, by Resolution No. 2013-21, the Board adopted Disparate Impact and Disproportionate Burden Policies to set thresholds for when fare

or major service changes are deemed to have disproportionate effects on minority or low-income populations; and

WHEREAS, staff has previously prepared and the Board has previously adopted equity analyses related to the previously-adopted fare changes being postponed by this action; and

WHEREAS, staff has prepared and presented to the Board a Title VI Equity Analysis that assesses the potential effects of the extending the Monthly Pass discount, concluding that the change would result in no disparate impacts on minority passengers or disproportionate burdens on low-income passengers.

NOW, THEREFORE, BE IT RESOLVED that the Board of Directors of the JPB hereby:

1. Finds pursuant to Title VI of the Civil Rights Act of 1964 that the fare changes enacted hereby will not have a disparate impact on minority populations or a disproportionate burden on low-income populations;
2. Approves the Title VI Equity Analysis attached as Attachment A and incorporated by this reference;
3. Approves the fare changes, as outlined in the recitals above; and
4. Amends the Fare Structure attached as Attachment B.

BE IT FURTHER RESOLVED that the Board of Directors authorizes the Acting Executive Director to sign any agreements or other documents, or take any other actions necessary, to give effect to this resolution.

Regularly passed and adopted this 3rd day of June, 2021 by the following vote:

AYES: Chavez, Gee, Hendricks, Pine, Stone, Walton, Zmuda, Heminger, Davis

NOES: None

ABSENT: None

Chair, Peninsula Corridor Joint Powers Board

ATTEST:

JPB Secretary

Adopted – May 6, 1992
Last Revised – September 5, 2019
Proposed for Amendment – June 3, 2021

PENINSULA CORRIDOR JOINT POWERS BOARD
STATE OF CALIFORNIA
*** * ***

CALTRAIN FARE STRUCTURE

This document establishes the fare structure for use of Caltrain passenger rail service, which operates between San Francisco and Gilroy, California. For pricing, refer to Section V, Fare Chart.

I. FARE CATEGORIES

A. FULL FARE

Full Fares apply to all customers except those who qualify for an Eligible Discount Fare or the Means-Based Fare Pilot Program.

B. ELIGIBLE DISCOUNT FARE

Customers qualifying for the Eligible Discount Fare pay one-half of the Full Fare, rounded to increments of approximately $0.25. A customer qualifies for the Eligible Discount Fare by meeting or possessing any one or more of the requirements below. Proof of age or appropriate identification may be necessary when ticket is requested by the conductor or fare inspector.

1. Aged 65 years or older.

2. Aged 18 years or younger.

3. Disabled Person Placard Identification Card issued by the California State Department of Motor Vehicles (DMV).

4. Medicare Card.

5. Regional Transit Connection (RTC) Discount Card for persons with disabilities, including Clipper® cards that are designated as RTC Discount Cards. A personal care attendant travelling with an RTC Discount Card holder can pay the Eligible Discount Fare if the RTC Discount Card is marked with an attendant symbol.

6. Valid transit discount card issued by another California transit agency, which is equivalent to the RTC Discount Card.

C. MEANS-BASED FARE PILOT PROGRAM

The Regional Means-Based Fare Pilot Program (Pilot Program), administered by the Metropolitan Transportation Commission (MTC), will run for 18 months starting

July 15, 2020. Pending MTC's approval in summer 2021, the Pilot Program may be extended an additional 18 months (for a total duration of 36 months) through June 30, 2023. For the duration of the Pilot Program approved by MTC, Caltrain will offer a 50 percent discount off of One-way Clipper Card Fares to adults enrolled in the Pilot Program.

The Means-Based Fare is available only to participants who apply, are accepted and enroll in the Pilot Program. Participation is limited to adults aged 19 through 64, who are current residents in one of the nine San Francisco Bay Area counties, and who have an annual household income level at or below 200 percent of the Federal Poverty Level.

D. SWORN PEACE OFFICERS

Uniformed and non-uniformed, sworn peace officers showing proper identification are allowed to ride Caltrain without paying a fare.

E. CHILDREN FOUR YEARS OR YOUNGER

One child aged four years or younger accompanied by a paying adult may ride Caltrain without paying a fare. Additional children traveling with the same adult are required to pay a fare.

F. SPECIAL PROMOTIONAL FARES

From time to time, the Executive Director may authorize the establishment of special or promotional fares.

G. GROUP TRAVEL DISCOUNT

A 10 percent discount on regular cash fares is provided to fare-paying groups of 25 or more passengers that pre-purchase through the Caltrain Group Travel program.

II. CALTRAIN TICKET TYPES & FARE PAYMENT

A. ONE-WAY TICKET

Valid for use within four hours of the date and time sold. One-way Tickets are honored for one-way passage away from the point of origin, including stopovers/transfers, within the zone(s) indicated on such tickets.

B. DAY PASS

Valid for use on a single day, through the last train on the service day on which sold. Day passes are honored for unlimited travel within the zone(s) indicated on the ticket.

C. MONTHLY PASS

Valid for use for the calendar month for which issued. Monthly Passes are honored for unlimited weekday trips between the zone(s) indicated on such passes. On Saturdays, Sundays and holidays, Monthly Passes are honored for unlimited trips between all zones. The Monthly Pass multiplier is 15 days per month (30 x One-way Ticket fare). Purchasers of Monthly Passes are eligible to purchase a Monthly Parking Pass. Temporary reduction of the multiplier to 12

days per month (24 x One-way Ticket fare) will be in effect through June 30, 2023.

D. ZONE UPGRADE TICKET

Valid for use within four hours of the date and time sold. Zone Upgrade Tickets are valid only when accompanying a Monthly Pass or a valid paper One-way Ticket or Day Pass, and cannot be used alone. The Zone Upgrade Ticket will be honored for one-way passage for additional zones purchased beyond the original ticket's zone limits. The Zone Upgrade Ticket's validity period does not supersede the original ticket's validity period.

E. GO PASS

Valid for use within the calendar year for which issued. The Go Pass is an annual transit pass sold to universities and other employers for all of their students and/or employees that work more than 20 hours per week, with an option to have employees that work 20 hours or less per week and interns participate. The Go Pass also is sold to residential complexes for all residents aged five years and older. Go Passes are subject to the terms of agreements between the JPB and each participating university/employer/residential complex.

The Go Pass is a sticker affixed to a valid university, employer or residential complex-issued photo identification card. The Go Pass also is offered on Clipper as part of a pilot program. The Go Pass is honored for unlimited trips between all zones. Go Pass participants are eligible to purchase a Monthly Parking Permit.

F. FARE PAYMENT

1. **Ticket Vending Machines.** Customers may purchase the following fare products at Caltrain stations via the ticket vending machines: (i) One-way Ticket; (ii) Day Pass; and (iii) Zone Upgrade. Cash, credit and debit cards are accepted.

2. **Mobile Ticketing Application Pilot Program.** Customers may purchase the following fare products via the Caltrain Mobile App: (i) One-way Ticket; (ii) Day Pass; and (iii) Zone Upgrade. Credit and debit cards, PayPal, Google Pay and Apple Pay are accepted.

3. **CLIPPER.** Customers may purchase the following fare products via the Clipper regional transit fare payment system: (i) One-way Ticket; (ii) Monthly Pass. Customers paying with Clipper for a One-way ride receive a 25-cent discount (Full Fare) or 15-cent discount (Eligible Discount Fare) compared to paper and mobile tickets.

   The Clipper card, which is issued and administered by the Metropolitan Transportation Commission (MTC), is valid for use on public transit services throughout the San Francisco Bay Area. MTC may establish fees and a cash minimum associated with the use of a Clipper card.

JPB staff is empowered to distribute fare media through other means (e.g. a website) without amendment of this document.

III. DESCRIPTION OF ZONES

The zone designations for Caltrain service are:

Zone 1	Zone 2	Zone 3
San Francisco 22nd Street Bayshore South San Francisco San Bruno	Millbrae Broadway* Burlingame San Mateo Hayward Park Hillsdale Belmont San Carlos Redwood City	Menlo Park Palo Alto Stanford Stadium^ California Avenue San Antonio Mountain View Sunnyvale
Zone 4	**Zone 5**	**Zone 6**
Lawrence Santa Clara College Park# San Jose Diridon	Capitol# Blossom Hill#	Morgan Hill# San Martin# Gilroy#

* Weekend service only
^ Football/Other Select Levy Stadium events only
# Weekday service only

IV. GENERAL CONDITIONS

A. CONDITIONS OF USE

Tickets and passes are nontransferable. Tickets mutilated, altered or changed in any way, or used in any manner other than in accordance with the provision of this Fare Structure shall be forfeited.

B. ENFORCEMENT

Passengers must have a valid ticket before boarding to ride Caltrain. Fares will be enforced by a Proof-of-Payment system as adopted and amended from time to time by the JPB. Proof of fare payment must be carried at all times while on Caltrain and must be presented for inspection upon request. Passengers without valid tickets are subject to written warnings and citations with monetary penalties as authorized by California law.

C. STOPOVERS/TRANSFERS

Stopovers and transfers are permitted within zones indicated on tickets provided travel is completed within the ticket's validity period. For One-way Tickets, travel can only continue and be completed in the original direction of travel. One-way Tickets cannot be used to reverse direction.

D. DELAYS

When a customer holding a valid ticket is delayed because of washout, wreck or other obstruction to tracks, public calamity, an act of God or of the public enemy so that the validity period of a passenger's ticket has expired, such ticket's validity may be extended by the conductor or fare inspector to the extent of such delay.

E. REFUNDS

1. One-way, Day Pass, and Zone Upgrade Tickets

   One-Way, Day Pass and Zone Upgrade Tickets are not subject to refund.

2. Go Passes

   Fees paid for Go Passes are subject to refund only in case of termination of a contract between the JPB and the Go Pass employer/university/ residential complex. The JPB will refund the pro-rated portion of the Go Pass fee paid by the participating agency (equivalent to the number of unused months), less an administration fee, within 30 days of the contract termination date, provided that within 10 working days of the effective termination date, all undistributed Go Passes issued to the participating agency are returned to the JPB and the participating agency verifies in writing that it has made every good faith effort to collect or destroy all Go Passes that it distributed.

3. Monthly Passes

   Unused Monthly Passes may be returned for a full refund prior to the date the passes first become valid.

   Monthly Passes returned for a refund during the validity period will be refunded for the difference between the fare paid and the value of the transportation furnished. The value of transportation furnished will be considered to be the value of two one-way fares per weekday up to the date the pass is returned.

V. FARE TABLE

Zones Travelled	Fare Type	Payment Option	Category	Current	Eff. 4/1/22	Eff. 7/1/22	Eff. 7/1/23	Eff. 7/1/24	Eff. 7/1/26
1	One-way	Ticket Machine, Mobile App	Adult	$3.75		$4.25			$4.75
			Eligible Discount	$1.75		$2.00			$2.25
		Clipper	Adult	$3.20	$3.50	$4.00			$4.50
			Adult Means-based^	$1.60	$1.75	$2.00			
			Eligible Discount	$1.60		$1.85			$2.10
	Day Pass	Ticket Machine, Mobile App	Adult	$7.50		$8.50			$9.50
			Eligible Discount	$3.75		$4.25			$4.75
	Monthly Pass	Clipper	Adult	$76.80	$84.00	$96.00	$120.00		$135.00
			Eligible Discount	$38.40		$44.40	$55.50		$63.00
2	One-way	Ticket Machine, Mobile App	Adult	$6.00		$6.50		$6.75	$7.25
			Eligible Discount	$2.75		$3.00		$3.25	$3.50
		Clipper	Adult	$5.45	$5.75	$6.25		$6.50	$7.00
			Adult Means-based^	$2.70	$2.85	$3.10			
			Eligible Discount	$2.60		$2.85		$3.10	$3.35
	Day Pass	Ticket Machine, Mobile App	Adult	$12.00		$13.00		$13.50	$14.50
			Eligible Discount	$6.00		$6.50		$6.75	$7.25
	Monthly Pass	Clipper	Adult	$130.80	$138.00	$150.00	$187.50	$195.00	$210.00
			Eligible Discount	$62.40		$68.40	$85.50	$93.00	$100.50
3	One-way	Ticket Machine, Mobile App	Adult	$8.25		$8.75		$9.25	$9.75
			Eligible Discount	$3.75		$4.00		$4.50	$4.75
		Clipper	Adult	$7.70	$8.00	$8.50		$9.00	$9.50
			Adult Means-based^	$3.85	$4.00	$4.25			
			Eligible Discount	$3.60		$3.85		$4.35	$4.60
	Day Pass	Ticket Machine, Mobile App	Adult	$16.50		$17.50		$18.50	$19.50
			Eligible Discount	$8.25		$8.75		$9.25	$9.75
	Monthly Pass	Clipper	Adult	$184.80	$192.00	$204.00	$255.00	$270.00	$285.00
			Eligible Discount	$86.40		$92.40	$115.50	$130.50	$138.00
4	One-way	Ticket Machine, Mobile App	Adult	$10.50		$11.00		$11.75	$12.25
			Eligible Discount	$4.75		$5.00		$5.75	$6.00
		Clipper	Adult	$9.95	$10.25	$10.75		$11.50	$12.00
			Adult Means-based^	$4.95	$5.10	$5.35			
			Eligible Discount	$4.60		$4.85		$5.60	$5.85
	Day Pass	Ticket Machine, Mobile App	Adult	$21.00		$22.00		$23.50	$24.50
			Eligible Discount	$10.50		$11.00		$11.75	$12.25
	Monthly Pass	Clipper	Adult	$238.80	$246.00	$258.00	$322.50	$345.00	$360.00
			Eligible Discount	$110.40		$116.40	$145.50	$168.00	$175.50
5	One-way	Ticket Machine, Mobile App	Adult	$12.75		$13.25		$14.25	$14.75
			Eligible Discount	$5.75		$6.00		$7.00	$7.25
		Clipper	Adult	$12.20	$12.50	$13.00		$14.00	$14.50
			Adult Means-based^	$6.10	$6.25	$6.50			
			Eligible Discount	$5.60		$5.85		$6.85	$7.10
	Day Pass	Ticket Machine, Mobile App	Adult	$25.50		$26.50		$28.50	$29.50
			Eligible Discount	$12.75		$13.25		$14.25	$14.75
	Monthly Pass	Clipper	Adult	$292.80	$300.00	$312.00	$390.00	$420.00	$435.00
			Eligible Discount	$134.40		$140.40	$175.50	$205.50	$213.00
6	One-way	Ticket Machine, Mobile App	Adult	$15.00		$15.50		$16.75	$17.25
			Eligible Discount	$6.75		$7.00		$8.25	$8.50
		Clipper	Adult	$14.45	$14.75	$15.25		$16.50	$17.00
			Adult Means-based^	$7.20	$7.35	$7.60			
			Eligible Discount	$6.60		$6.85		$8.10	$8.35
	Day Pass	Ticket Machine, Mobile App	Adult	$30.00		$31.00		$33.50	$34.50
			Eligible Discount	$15.00		$15.50		$16.75	$17.25
	Monthly Pass	Clipper	Adult	$346.80	$354.00	$366.00	$457.50	$495.00	$510.00
			Eligible Discount	$158.40		$164.40	$205.50	$243.00	$250.50

^ Adult Means-base fare (Clipper START program) is a pilot program.

Zone Upgrade

Payment Option	Category	Current	Eff. 4/1/22	Eff. 7/1/22	Eff. 7/1/23	Eff. 7/1/24	Eff. 7/1/26
Ticket Machine, Mobile App	Adult	$2.25				$2.50	
	Eligible Discount	$1.00				$1.25	

Go Pass

	Current	Eff. 1/1/2023	Eff. 1/1/2025
Minimum Cost	$28,728.00	$30,156.00	$31,584.00
Per Eligible Rider	$342.00	$359.00	$376.00

PENINSULA CORRIDOR JOINT POWERS BOARD

Title VI Equity Analysis
Impact of Sunday Service Changes
March 2022

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Caltrain Sunday Service Changes Title VI Equity Analysis

PURPOSE AND EXECUTIVE SUMMARY

Title VI of the Civil Rights Act of 1964 ensures that "no person in the United States shall, on the basis 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." The Peninsula Corridor Joint Powers Board ("JPB" or "Caltrain") has committed to the Federal Transit Administration (FTA) Title VI objectives set forth in Circular 4702.1B ensuring that FTA-assisted benefits and related services are made available and are equitably distributed without regard to race, color, or national origin.

This Title VI Equity Analysis, which has been prepared in conformity with Chapter IV of the FTA's Circular 4702.1B, evaluates Caltrain weekend service changes implemented in August 2021. The service changes were an overall increase to weekend service. In 2017, Caltrain had reduced weekend service frequencies from 60 minutes to 90 minutes to accommodate activities supporting construction work on the Caltrain mainline that is part of the Peninsula Corridor Electrification Project (PCEP).

During the COVID-19 pandemic, Caltrain made temporary changes in response to ridership fluctuation. In December 2020, Caltrain then increased weekend service frequencies from 90 minutes to 60 minutes to provide adequate service for essential workers. In August 2021, Caltrain implemented a number of weekday and weekend changes for service recovery and improved connectivity to BART including increasing the Sunday service schedule to match the Saturday service schedule. This qualifies as a Major Service Change under Caltrain's Major Service Change Policy and, thus, requires a Title VI Service Equity Analysis. The weekday service changes implemented in August 2021 do not constitute a Major Service Change under the JPB's Major Service Change Policy and, therefore, are not analyzed herein.

Applying Caltrain's Title VI policies, this analysis demonstrates that the service increase resulting from the changes to Caltrain's Sunday Service Schedule **will not have a disparate impact on minority riders nor impose a disproportionate burden on, or fail to proportionally benefit, low-income riders**.

BACKGROUND

CALTRAIN OVERVIEW

Caltrain provides commuter rail service between Santa Clara, San Mateo, and San Francisco Counties. The service area – extending from Gilroy in the south to San Francisco in the north –is geographically and ethnically diverse, containing both dense urban cores and suburban landscape with residents from an array of different backgrounds. These factors make the Caltrain service area unique. Caltrain operates 104 weekday trains and 64 weekend trains. In FY2021 Caltrain carried approximately 1.3 million passengers[1]. **Attachment 1** provides a copy of the Caltrain Service Map. **Attachment 2** contains combined minority demographic maps where the minority population is broken out by tract group using the U.S. Census Bureau's 2018 American Community Survey (ACS) Data. Minority Census tracts are defined as those in which the minority population exceeds the system-wide minority average of 58%. **Attachment 2** also contains low-income demographic maps where the service area's low-income population is broken out by block group using the same ACS data source. Low-income block groups are defined under Caltrain's Title VI Program as those in which more than 13.9% of households have incomes under $25,000.

CALTRAIN TITLE VI POLICIES

As a federal grant recipient, the JPB, which operates Caltrain, is required to maintain and provide to the Federal Transit Administration (FTA) information on its compliance with Title VI regulations. At a minimum, it must conduct periodic compliance assessments to determine whether its services are provided in a nondiscriminatory manner consistent with the law. Normally, the JPB performs a self-assessment every three years, or when it undertakes a change in its fares or a significant change in service.

In accordance with FTA Circular 4702.1B, grantees must evaluate all major service changes to determine whether those changes present a discriminatory impact or disproportionate burden on protected classes.

To guard against discriminatory impacts in decision-making and establish thresholds for use in equity analyses of service and fare changes, the FTA requires each large public transportation provider's governing board to approve three policies:

- Major Service Change Policy
- Disparate Impact Policy
- Disproportionate Burden Policy

[1] Preliminary JPB NTD Annual Ridership

Caltrain's Title VI policies follow. Board approval of these policies are shown in **Attachment 3.**

MAJOR SERVICE CHANGE POLICY

All major increases or decreases in transit service are subject to a Title VI Equity Analysis prior to Board approval of the service change. A Title VI Equity Analysis completed for a major service change must be presented to the Caltrain Board of Directors for its consideration and included in the Caltrain Title VI Program with a record of action taken by the Board.

A major service change is defined by Caltrain's policy as any service change meeting one or both of the following criteria:

- A reduction or increase of 25 percent or more in total revenue train miles per day for the service day of the week (weekday, Saturday, or Sunday) for which the change is made.

- A greater than 50 percent reduction or increase in the number of stops at a station per day for the service day of the week (weekday, Saturday, or Sunday) for which the change is made. Note: Any temporary or interim change[2] due to construction or maintenance projects is exempted from the definition and is not considered a "major service change."

DISPARATE IMPACT POLICY AND DISPROPORTIONATE BURDEN POLICIES

In the course of performing a Title VI Equity Analysis, the JPB must analyze how a proposed action (major service change or fare change) would impact minority as compared to non-minority populations, and low income as compared to non-low income populations. The results of this analysis are then compared with the thresholds in Caltrain's Disparate Impact and Disproportionate Burden policies.

DISPARATE IMPACT POLICY

The JPB established its Disparate Impact threshold at 10 percent based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by minority populations compared to the same impacts borne by non-minority populations.

In the event the proposed action has a negative impact that affects minorities more than non-minorities with a disparity that exceeds the adopted 10-percent threshold or that benefits non-minorities more than minorities with a disparity that exceeds the adopted threshold, the JPB

[2] The FTA applies a 12-month limit to the "temporary" service change exemption in Major Service Change policies.

must (a) consider modifying the proposal to eliminate the disparate impact, (b) analyze whether the disparate impact has been eliminated by the modification, and (c) demonstrate (i) a substantial legitimate justification for the proposed change and (ii) that the proposed change is the least discriminatory alternative.

DISPROPORTIONATE BURDEN POLICY

The JPB established its Disproportionate Burden threshold at 10 percent based on the cumulative impact of the proposed service and/or fare changes. 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.

In the event the proposed action has a negative impact that affects the low income populations more than non-low income populations with a disparity that exceeds the adopted threshold, or that benefits non-low income passengers more than low income passengers with a disparity that exceeds the adopted threshold, the JPB must take steps to avoid, minimize or mitigate impacts where practicable.

PUBLIC ENGAGEMENT OF POLICY DEVELOPMENT

FTA Circular C 4702.1B requires transit agencies to seek public input before Board adoption of Disparate Impact and Disproportionate Burden policies. JPB staff developed draft policies and requested public input through four community meetings throughout the Caltrain Service area, which spans three counties: San Francisco, San Mateo, and Santa Clara. The JPB requested comments be made through mail, telephone, and dedicated e-mail address (TitleVI@caltrain.com).

The Title VI community meetings were held at the following times and locations:

Tuesday, Feb. 12, 2013 - 6:30 p.m. to 8:00 p.m.
Gilroy Senior Center, Meeting Room
7371 Hanna St, Gilroy

Thursday, Feb. 21, 2013 - 10:45 a.m. to 11:30 a.m.
Second floor auditorium
Caltrain Administrative Offices
1250 San Carlos Ave, San Carlos

Tuesday, Feb. 26, 2013 - 5:00 p.m. to 6:30 p.m.
Bay Area Opera House
4705 Third St, San Francisco

Wednesday, Feb. 27, 2013 - 6:30 p.m. to 8:00 p.m.
Mountain View City Hall
Plaza Conference Room

500 Castro St, Mountain View

The JPB also reached out to the following Community groups and leaders:

San Francisco County

- Asian Pacific American Community Center
- Bayview Hill Neighborhood Association
- Bayview Merchants Association
- Better Bayview
- Brite/4800 Third St Neighbors
- Dogpatch Neighborhood Association
- Hunters Point Shipyard CAC
- India Basin Neighborhood Association
- Potrero Boosters
- Potrero Hill/Dogpatch Merchants Association
- Visitacion Valley Planning Alliance

San Mateo County

- All City Managers
- All Mayors

Santa Clara County

- All City Managers
- All Mayors
- Postings to City Council member Newsletters:
    - Ken Yeager
    - Ash Kalra
- Public Advocates
- Transform
- Urban Habitat

Although there were several outreach methods used, including Caltrain website postings, Take One notices printed in English and Spanish, Visual Message Signs at all Stations, Community Meetings, News Releases, Advertisements in several newspapers, and Social media postings (in accordance with the Caltrain Title VI Outreach Plan), there was very limited feedback received by meeting attendees or other community members. Staff revised the proposal for its standards and policies and submitted them for Board approval. They were approved April 4, 2013 (refer to **Attachment 3**).

More information regarding Caltrain's Title VI policies and standards can be found here: **http://www.caltrain.com/riderinfo/TitleVI.html**

CALTRAIN SUNDAY SERVICE CHANGES

SUNDAY SERVICE CHANGES

In 2017, Caltrain conducted a Title VI Analysis for a reduction of weekend service to accommodate construction needed for the agency's rail electrification and capital improvement program. This consisted of a reduction in frequency from 60 to 90 minutes and fewer trains on Sunday than Saturday. The reduction was anticipated to remain in effect for approximately 3 years.

Between 2017 and 2019, Caltrain Weekend Service operated 52 weekend trains (28 Saturdays trains and 24 Sunday trains).

In early 2020, the COVID-10 pandemic significantly reduced public transit ridership in the Bay Area. Caltrain adapted with responsive changes to accommodate passenger loads and public health concerns. In December 2020, changes were made in response to the JPB's Board-approved Equity and Connectivity Framework. The December 2020 changes increased weekend service by 8 trains to 60 trains (32 Saturday trains and 28 Sunday trains), with 4 additional trains on Saturday and Sunday.

Since December 2020, minor adjustments have been made to the service plan in response to COVID-19 travel patterns. In August 2021, a comparison in service was completed against the October 2019 timetable that showed a Major Service Change for Sunday services. FTA Circular 4702.1B also requires a Title VI Analysis where “permanent” service has been in place. Service that has been in place for over one year is considered "permanent." The frequency in headways implemented in December 2020 are expected to continue into Spring 2022 and therefore require a Title VI Service Equity Analysis under the Circular.

In August 2021, these changes were presented to the JPB Board and implemented to align with BART schedules at Millbrae. Outreach was done via presentations and online outreach with English, Spanish, and Chinese translation. Changes in scheduling and in travel frequency were planned for weekdays and proposed for weekends to accommodate construction along the Caltrain mainline tracks. The weekday service changes implemented in August 2021 are summarized below, but they are not analyzed as they do *not* meet Caltrain's threshold for Major Service Changes.

Exhibit 1: Comparison of Weekday Pre- COVD 19 and COVID-19 Changes

Timetable Effective	Weekday Trains	Saturday Trains	Sunday Trains	Notes
Pre-COVID 19				
Oct 2019	**92**	**28**	**24**	
COVID-19 Recovery				
March 2020	42	28	24	
May 2020	42	28	24	Hillsdale Station Closure
June 2020	70	28	24	
Dec 2020	**68**	**32**	**28**	**Increased Weekend Service Frequency**
March 2021	70	32	28	
April 2021	70	32	28	New Hillsdale Station Opening
Aug 2021	**104**	**32**	**32**	**New Service Structure, Unified Weekends**

A complete description of the changes and their translations are available in **Attachment 5.**

<u>Summary of Sunday Service Changes</u>

2. **Earlier and later trains on Sunday**
   The unified weekend schedule means that, effective August 2021, Caltrain operated 2 additional roundtrips on Sundays. These trains are scheduled in the early morning and late evening at times when service previously was only available on Saturday.

Northbound

- The first northbound train is a Local train departing Tamien Station at 7:12 AM (previously 7:17 a.m. on Saturday) and scheduled to arrive at San Francisco Station at 8:56 a.m., approximately 90 minutes earlier than the previous Sunday service.
- The last northbound train is a Local train departing Tamien Station at 11:05 p.m., which departs San Jose Diridon Station at 11:12 p.m., 30 minutes later than previously scheduled last train. This provides a new option for customers going to sports games and other special events on Sunday evenings.

Southbound

- Two more Local trains operate after the last train on the previous schedule and depart San Francisco Station at 10:58 p.m. and 12:05 a.m. This service is oriented towards essential workers on later shifts, as well as customers returning from sports games and other evening events in San Francisco on Sunday evenings

Summary of Weekday Service Changes – Effective August 2021 *(Not Major Service Changes)*

The weekday service changes implemented in August 2021, which *do not* meet the Caltrain Major Service Change definition, are summarized as follows:

1. **More frequent and faster peak period service (6 a.m. to 9 a.m. and 4 p.m. and 7 p.m.)**
   With the easing of COVID restrictions in August 2021, Caltrain significantly increased the number of trains scheduled during the peak commuting hours with a wider variety of service options. This included the following:
   - Doubling the number of trains from 2 trains to 4 trains per hour during peak times;
   - Increased service patterns that included both local and limited options, including the return of the "Baby Bullet" train.

2. **Introducing Limited service during midday periods**
   Midday service adjusted from the previous 2 skip-stop Limited trains per hour. Service included:
   - One Local train per hour in each direction, making all weekday stops between San Francisco and San Jose Diridon Stations, and;
   - One Limited train per hour in each direction, stopping at the 10 most popular stations with good regional transit connections.

3. **More frequent late evening service**
   Caltrain doubled the service in the late evening period in both directions by adding 3 roundtrips of Local trains between approximately 8 p.m. and 11 p.m. With local trains

running every 30 minutes, this service provides better and more consistent service options for riders going to sport games and other weekday evening events.

4. **Improved connectivity between Caltrain trains and BART trains at Millbrae Station**
   These service changes were developed with an emphasis on the BART connections at Millbrae. As of June 2020, the goal has been for the northbound Caltrain trains to arrive within 10 minutes of scheduled BART train departures to San Francisco and the Easy Bay, while southbound trains will depart within 10 minutes of a scheduled BART train arrival.

FINDINGS OF MAJOR SERVICE CHANGE

Exhibit 2 summarizes the calculation of Major Service Change in terms of daily train revenue service miles and service to stations. The comparison timeline is between Pre-COVID schedules and the August 2021 Sunday Service Schedule. FTA guidance during the COVID-19 pandemic on service changes aligned with the FTA Circular 4702.1B "temporary service changes that do not rise to the level of a major service change, a service equity analysis is not required....if a transit agency chooses to make permanent any changes made during an emergency, or if changes last longer than 12 months, then the transit agency must perform a service analysis".

Before the Covid-19 pandemic, the October 2019 timetable and schedule was the last permanent schedule in place. Between March 2020 and August 2021, Caltrain made six service changes (including temporary service changes to accommodate construction, public health needs and ridership trends). Caltrain increased Sunday service beginning December 2020. The change continued throughout the most recent service recovery changes in August 2021 and is anticipated to last beyond Spring 2022 until operation of the newly electrified service. Under the FTA regulations, a service analysis is required given the length of implementation for the Sunday Service Schedule.

The Sunday Service Schedule qualifies as a Major Service Change both in a change in total service miles and a change in station stops. The determination is based on the percentage change increases between October 2019 and the changes implemented in August of 2021.

A change in total service miles of 25 percent or more during weekday, Saturday, or Sunday service is classified as a Major Service Change (see **Attachment 3**). Exhibit 2 shows the additional trains and their total miles. In Exhibit 3, the percentage change in revenue miles is 32%. Exhibits 2 and 3 show the additional trains and their total miles.

Exhibit 2: Sunday Service Day Train Revenue Mile Calculations

Train Revenue Miles SF-SJ	*Train Revenue Miles SF-Tamien*	*Train Revenue Miles SF-Gilroy*	*October 7, 20219 Schedule (Pre-COVID Fall 2019)*						*August 30, 2021 Schedule (Fall 2021)*					
			# of trains SF-SJ (NB)	*# of trains SF-SJ (SB)*	*# of trains SF-Tamien (NB)*	*# of trains SF-Tamien (SB)*	*# of trains SF-Gilroy (NB)*	*# of trains SF-Gilroy (SB)*	*# of trains SF-SJ (NB)*	*# of trains SF-SJ (SB)*	*# of trains SF-Tamien (NB)*	*# of trains SF-Tamien (SB)*	*# of trains SF-Gilroy (NB)*	*# of trains SF-Gilroy (SB)*
47.5	*49.1*	*77.4*	*0*	*2*	*12*	*10*	*0*	*0*	*6*	*6*	*10*	*10*	*0*	*0*

Exhibit 3: Sunday Service Day Train Revenue Mile Changes Summary

Time Table	Total Revenue Miles	Percentage Change
October 2019	1175	
August 2021	1552	
Difference	377	32%

When a service change includes a 50% increase or decrease at any particular train stop, this qualifies as a Major Service Change. Fourteen stations (Santa Clara, Lawrence, San Antonio, California Ave, Menlo Park, San Carlos, Belmont, Hayward Park, Burlingame, Broadway, San Bruno, SSF, Bayshore and 22nd Street) experienced a 60% increase of station stops on Sunday. Exhibit 4 below provides the percentage changes in stops at each station.

Exhibit 4: Northbound and Southbound Train Stop Summary

Station	Station Stops (Pre-COVID Fall 2019)	Station Stops (Fall 2021)	Difference in Station Stops (Fall 2021 vs. Pre-COVID Fall 2019)	% Change in Station Stops (Fall 2021 vs. Pre-COVID Fall 2019)
Gilroy	0	0	0	0%
San Martin	0	0	0	0%
Morgan Hill	0	0	0	0%
Blossom Hill	0	0	0	0%
Capitol	0	0	0	0%
Tamien	21	20	-1	-5%
San Jose Diridon	24	32	8	33%
College Park	0	0	0	0%
Santa Clara	20	32	12	60%
Lawrence	20	32	12	60%
Sunnyvale	24	32	8	33%
Mountain View	24	32	8	33%
San Antonio	20	32	12	60%
California Avenue	20	32	12	60%
Palo Alto	24	32	8	33%
Menlo Park	20	32	12	60%
Atherton	22	0	-22	-100%
Redwood City	24	32	8	33%
San Carlos	20	32	12	60%
Belmont	20	32	12	60%
Hillsdale	24	32	8	33%
Hayward Park	20	32	12	60%
San Mateo	24	32	8	33%
Burlingame	20	32	12	60%
Broadway	20	32	12	60%
Millbrae	24	32	8	33%
San Bruno	20	32	12	60%
South San Francisco	20	32	12	60%
Bayshore	20	32	12	60%
22nd Street	20	32	12	60%
San Francisco	24	32	8	33%

EFFECTS ON MINORITY AND LOW-INCOME POPULATIONS

Methodology

The methodology developed to analyze the impact of the proposed Caltrain Sunday service change on minority and low-income populations included the following steps, several of which are discussed in more detail below:

1. Selecting the most recent and relevant system-wide onboard customer survey (October 2021 Service Planning Survey) and the last pre-pandemic customer survey from 2019, rather than Census data, as the data sources for the analysis.
2. Defining the term “minority” to mean those who self-identified as any ethnicity other than “white non-Hispanic.” This question is not mandatory. However, multiple answers were accepted for this question.
3. Defining the term "low-income" to mean those with household incomes within 200% of the HHS Poverty Guidelines. This is used to account for the region’s high cost of living when compared to other regions. The level is approximated by considering both the household size and household income combinations that comprise “low-income.”.
4. Analyzing data from the 2021 Service Planning Survey and 2019 Customer Survey for low- income and minority populations to determine the distribution of potential adverse effects or benefits.
5. Comparing the differentials in adverse effects or benefits to the thresholds in the JPB’s Disparate Impact Policy and Disproportionate Burden Policy

Step 1: Data Source Selection

In this particular service change, every station is seeing the same amount of increased service. Therefore, using a 1 mile buffer each station to compare with the Caltrain Service area would not provide a useful comparison for the analysis. The analysis is based on who will likely most likely benefit from the expanded service on Sunday. Accordingly, the JPB has analyzed both:

1. Responses to Caltrain's October 2021 Service Planning Survey, which provides insight into experiences and preferences of current riders, past riders, and residents along the Caltrain corridor during the COVID-19 pandemic. A total of 1,761 surveys were completed via in-person survey and phone calls.

2. Caltrain's 2019 Triennial Ridership Survey, which has a higher sample size, but reflects ridership before the pandemic and likely provides a less accurate representation of anticipated service change impacts. A total of 5,501 surveys were completed by Caltrain riders.

Steps 2 and 3: Determining Minority and Low-Income Populations

To determine how the proposed service changes would impact minority and low-income populations, Caltrain calculated the percentage of survey respondents who indicated they

were “minority” in the two surveys. The same process was repeated for those indicating they met the threshold for “low-income”. Exhibits 5 and 6 provide a summary of those findings. The random sample from the two surveys was generated as follows:

Minority and Non-Minority

2021 Service Planning Survey
The Service Planning survey results provide instructive points of reference; however, the total number of subjects is lower than on Caltrain's typical triennial ridership survey and some passengers preferred not to reveal their ethnicity or answers related to Sunday service. The useable data set for this analysis includes those who responded to the questions related to ethnicity (Q71 and Q72), earlier service on Sunday mornings (Q50), and later service on Sunday evenings (Q51). Out of 1,761 total survey respondents, 895 surveys (50.82%) responded to all questions required for this analysis.

2019 Triennial Ridership Survey
The useable data set in the Triennial Ridership survey includes those who responded to questions related to ethnicity (Q25) and who were surveyed on Sundays. Out of a total of 5,501 surveys, 5,053 (85.9%) riders responded to the questions required for this analysis.

Exhibit 5: Minority and Non-Minority Data

	2019 Triennial Ridership Survey Count	2019 Triennial Ridership Survey Percentage	October 2021 Service Planning Survey Count	October 2021 Service Planning Survey Percentage
Minority	2883	57.1%	286	32.0%
Non-minority	2170	42.9%	609	68.0%
Sample Size	5053	-	895	-

Low-Income and Non-Low-Income

2021 Service Planning Survey
The useable data set from the 2021 Service Planning Survey for purposes of this analysis includes those who responded to the questions on household size (Q66), household income (Q74), earlier service on Sunday mornings (Q50), and running later service on Sunday evenings (Q51). Low-income was determined by comparing income and household size to the HHS 200% Federal Poverty Guideline Thresholds. Out of 1,761 total survey respondents, 506 survey respondents (28.7%) responded to all questions required for use in this analysis.

2019 Triennial Ridership Survey
Similarly, the useable data set in the Triennial Ridership survey includes those who responded to questions related to household size, income, and day of survey collection. Out of a total of 5,501 surveys, 4,575 (83.1%) responded to all questions required for use in this analysis.

Exhibit 6: Low-Income vs. Non-Low-Income

	2019 Triennial Ridership Survey Count	2019 Triennial Ridership Survey Percentage	October 2021 Service Planning Survey Count	October 2021 Service Planning Survey Percentage
Low-Income	445	9.7%	74	14.6%
Non-Low Income	4130	90.3%	432	85.4%
Sample Size	4575	-	506	-

Step 4: Analyzing data from the 2021 Service Planning Survey and 2019 Triennial Ridership Survey for low-income and minority populations to analyze the distribution of potential adverse effects or benefits.

As required under the FTA's guidance, staff considered how the Sunday service changes impact Caltrain riders. In general, the revised Sunday schedule is an overall service increase for *all* populations based on Train Revenue Miles (TRM) being adjusted for each individual train, so in this case, the benefits were analyzed according to stated customer preferences and past Sunday ridership.

Based on the definitions and determinations made in Steps 2 and 3, staff determined the number of respondents impacted positively by the Sunday Service expansions, as well as the percentage of minority and low-income persons being impacted. The net changes associated with the service changes are summarized cumulatively in the "Disparate Impact" and "Disproportionate Burden" analyses, with the understanding that this service change study addresses the equitable distribution of a new *benefit* rather than experience of a new *burden*. Each change is analyzed separately, but illustrated in one figure for purposes of comparison (see Exhibits 7c and 8c). These cumulative figures calculate the percent of impacts experienced by minorities vs. non-minorities and low income vs. non-low income respondents.

DISPARATE IMPACT ANALYSIS

There is no finding of any Disparate Impact associated with the Caltrain Sunday Service changes. In the analysis of the October 2021 Service Planning Survey data, Exhibits 7a and 7b show the calculation of minority and non-minority respondents' answers when indicating their likely usage of expanded Caltrain service on Sundays, in both earlier mornings and later evenings. This data reveals that minority riders would benefit slightly more from the service increases on a proportional basis as compared to non-minority riders, with percentage differences of nearly 8% for morning service and over 5% for evening service. Put another way, the 2021 Customer Service Survey indicates that the Sunday service changes are more likely to benefit minority riders more than non-minority riders.

Exhibit 7a: Q50-Starting train service earlier on Sunday mornings

Responses	Minority	Non-Minority	Grand Total
Much more likely to ride Caltrain more often	62	98	160
Somewhat more likely to ride Caltrain more often	77	151	228
Not more likely to ride Caltrain more often/Makes no difference	147	360	507
Grand Total	**286**	**609**	**895**

Exhibit 7b: Q51- Running train service later on Sunday evenings

Responses	Minority	Non-Minority	Grand Total
Much more likely to ride Caltrain more often	78	161	239
Somewhat more likely to ride Caltrain more often	99	183	282
Not more likely to ride Caltrain more often/Makes no difference	109	265	374
Grand Total	**286**	**609**	**895**

Exhibit 7c: Disparate Impact Analysis

October 2021 Service Planning Survey	Q50: Preference for earlier Sunday morning service	Q51: Preference for later Sunday evening service
Total Number of Minority Survey Respondents Impacted	139	177
Total Number of Minority Respondents	286	286
Percent of Minority Survey respondents Impacted	**48.6%**	**61.8%**
Total Number of Non-Minority Survey respondents Impacted	249	344
Total Number of Non-Minority Survey respondents	609	609
Percent of Non-Minority Survey respondents Impacted	**40.8%**	**56.4%**
Difference in Impact	**7.8%**	**5.4%**

In the case of a benefit, a *negative* 10 percent difference between impacted minority survey respondents and impacted non-minority survey respondents would generate a disparate impact..

Data from the 2019 Triennial Ridership Survey also reveals essentially identical impacts of the Sunday service changes for minority riders and non-minority riders based on then-current ridership patterns. Exhibit 7d confirms the finding of no disparate impact.

Exhibit 7d: Disparate Impact Analysis

2019 Triennial Ridership Survey	Sunday Respondents
Total Number of Minority Sunday Survey Respondents Impacted	76
Total Number of Minority Respondents	2883
Percent of Minority Survey Sunday Respondents Impacted	**2.64%**
Total Number of Non-Minority Sunday Survey Respondents Impacted	55
Total Number of Non-Minority Survey respondents	2170
Percent of Non-Minority Sunday Survey respondents Impacted	**2.53%**
Difference in Impact	**.11%**

In the case of a benefit, a *negative* 10 percent difference between impacted minority survey respondents and impacted non-minority survey respondents would generate a disparate impact.

DISPROPORTIONATE BURDEN/BENEFIT ANALYSIS

A Disproportionate *Benefit* (as opposed to burden) exists for increased Sunday evening service for low-income populations based on the 2021 Service Planning Survey. There is no finding of either a Disproportionate Benefit or Burden associated with the early Sunday service based on the 2021 Service Planning Survey. The 2019 Triennial Ridership Survey data indicates no Disproportionate Benefit or Burden for either element of increased Sunday service.

Increases in service are an overall benefit for both low-income and non-low-income riders. Based on the October 2021 Service Planning Survey, later service on Sunday evenings can be expected to provide a 12.4% higher benefit for low-income passengers as compared to non-low-income passengers. As this is a service *increase* this difference can be defined as a disproportionate *benefit* for low-income respondents as opposed to a disproportionate burden or barrier to accessing or utilizing service.

Exhibits 8a and 8b provide the breakdown of responses for low-income and non-low-income respondents according to the October 2021 Service Planning Survey. Exhibit 8c provides the associated Disproportionate Benefit analysis.

Exhibit 8a: Q50-Starting train service earlier on Sunday mornings

Responses	Low-Income	Non- Low-Income	Grand Total
Much more likely to ride Caltrain more often	18	103	121
Somewhat more likely to ride Caltrain more often	24	118	142
Not more likely to ride Caltrain more often/Makes no difference	32	211	243
Grand Total	**74**	**432**	**506**

Exhibit 8b: Q51- Running train service later on Sunday evenings

Sunday Service Responses	Low-Income	Non- Low-Income	Grand Total
Much more likely to ride Caltrain more often	23	145	168
Somewhat more likely to ride Caltrain more often	33	128	161
Not more likely to ride Caltrain more often/Makes no difference	18	159	177
Grand Total	**74**	**432**	**506**

Exhibit 8c: Disproportionate Benefit Analysis

October 2021 Service Planning Survey	Q50: Preference for earlier Sunday morning service	Q51: Preference for later Sunday evening service
Total Number of Low-Income Survey Respondents Impacted	42	56
Total Number of Low-Income Respondents	74	74
Percent of Low Income Survey respondents Impacted	**56.7%**	**75.6%**
Total Number of Non-Low-Income Survey respondents Impacted	221	273
Total Number of Non-Low-Income Survey respondents	432	432
Percent of Non-Low-Income Survey respondents Impacted	**51.6%**	**63.2%**
Difference in Impact	**5.1%**	**12.4%**

In the case of a benefit, a *negative* 10 percent difference between impacted low-income survey respondents and impacted non low-income survey respondents would generate a disproportionate burden.

also reveals essentially identical impacts of the Sunday service changes for minority riders an non-minority riders based on then-current ridership patterns. Exhibit 8d confirms the finding of no disparate impact.

Data from the 2019 Triennial Ridership Survey shows that a relatively higher percentage of low-income Caltrain riders could be expected to benefit from the Sunday service increases than the percentage of non-low-income Caltrain riders, with a difference of close to 4%. This analysis again indicates that the service changes do not result in a disproportionate burden.

Exhibit 8d: Disproportionate Benefit Analysis

2019 Triennial Survey	Sunday Respondents
Total Number of Low-Income Sunday Respondents	31
Total Number of Low- Income Respondents	445
Percent of Low-Income Survey Respondents Impacted	**6.96%**
Total Number of Non-Low-Income Sunday Respondents Impacted	100
Total Number of Non-Low-Income Survey Respondents	4130
Percent of Non-Low-Income Survey Respondents Impacted	**3.17%**
Difference in Impact	**3.79%**

PUBLIC ENGAGEMENT ON PROPOSED SERVICE CHANGES

DISSEMINATION OF INFORMATION, INCLUDING TO LIMITED ENGLISH PROFICIENT (LEP) PERSONS

FTA Circular C 4702.1B requires transit agencies to seek public input before Board approval for Major Service Changes or Fare Changes. The JPB's public participation process offers early and continuous opportunities for the public (including minorities and people with low incomes) to be involved in the identification of potential impacts of proposed transportation decisions.
Efforts to involve minority and low-income populations include both comprehensive measures and measures targeted at overcoming language and other barriers that prevent such populations from effective participation in decision-making.

The JPB's public information campaign began in May 2021 and continued until the Public Hearing on February 23, 2022.

The JPB's public participation process included measures to disseminate information on the proposed service changes to LEP persons, as well as at public hearings and meetings. The public notices note that translations are available in Caltrain's 21 Safe Harbor Languages by contacting the Caltrain Customer Service Center phone number. The Caltrain Customer Service Center offers foreign language translation service via in-house translators or the Language Line.

Comprehensive measures were employed by the JPB in August 2021 to make the public aware of the changes. This included multi- lingual websites in both Spanish and Chinese. (**Attachment 6**), in Caltrain news releases (**Attachment 12**), as well as social media posts on Facebook, Twitter, Instagram (**Attachment 10**).

Measures taken to overcome linguistic, institutional, and cultural barriers that may prevent minority and low-income populations from participating in decision-making also included publishing the public hearing notice in newspapers of general circulation and various community newspapers. Notifications for the public hearing appeared in the following newspapers:

- El Observador (translated in Spanish): On February 11 and February 18, 2022
- Sing Tao Daily (translated in Chinese): On February 9 and February 16, 022
- San Francisco Examiner, San Mateo Examiner, San Francisco Daily Journal, and San Jose Post: 02/09/2022 and 02/16/2022

Notices were also placed at all Caltrain stations.

PUBLIC OUTREACH

As part of the Caltrain staff's efforts to improve and expand Public Outreach, a survey was conducted with the general population, current riders and lapsed riders between October 2021 and November 2021. The survey information was collected via phone call and distribution of paper surveys.

The survey was offered in English and Spanish. Copies of the report and questionnaire are in **Attachment 11**.

At the July 2021 JPB Board Meeting, Caltrain staff presented the changes to the Board as an informational item. Comments regarding the service changes are captured in **Attachment 8**.

Caltrain staff also reached out to Community-based Organizations of CBOs, city councils, city and county agency staff, and city managers to inform them of the proposed changes and also communicated directly with companies participating in the Go Pass program. A complete list of these entities are located in **Attachment 7**. Exhibit 10 indicates the city councils that were informed of the August 2021 Changes.

Exhibit 10-: City Councils

San Mateo County	Santa Clara County	San Francisco
Atherton Belmont Brisbane Burlingame East Palo Alto Menlo Park Millbrae Redwood City San Carlos San Mateo South San Francisco	Gilroy Morgan Hill Mountain View Palo Alto San Jose Sana Clara Sunnyvale	San Francisco

COMMUNITY MEETINGS

Expanded public outreach was a goal for this study. Caltrain also contacted several of the Community Based Organizations (CBOs) listed above seeking opportunities to present at their regular meetings, but only a small subset of those contacted were interested in receiving presentations.

Caltrain staff provided updates on service restoration at several virtual public meetings including:

- Caltrain Citizens Advisory Committee (CAC), July 21, 2021
- Work Program Legislative Planning Committee (WPLP), May 26, 2021, June 23, 2021 and July 28,2021.
- Finance Committee Meeting, July 26,2021
- Local Policy Maker Group (LPMG), August 26, 2021
- JPB Board of Directors, June 3, 2021, July 1, 2021, and August 5, 2021

A final public hearing will be held during the Peninsula Corridor Joint Power Board monthly board meeting on **February 23, 2022 at 3:00pm via Zoom.**

Prior to the hearing, comments may be sent by mail, e-mail, phone, or online to Peninsula Corridor Joint Powers Board, JPB Secretary, P.O. Box 3006, San Carlos, CA 94070-1306; Changes@caltrain.com, 1.800.660.4287, or on www.caltrain.com/proposedchanges.

PUBLIC HEARING COMMENTS

A summary of the public meetings and public hearing meetings comments is shown in **Attachment 13** below. As of ____, a total of ___Sunday service public comments were received.

ATTACHMENT 1 – CALTRAIN SYSTEM MAP

Pacific Ocean
San Francisco
Oracle Park
Chase Center
22nd St.
Bayshore
ZONE 1
San Bruno
South San Francisco
San Bruno
Millbrae Transit Center
SFO
San Francisco International Airport
Broadway
Weekend Only
Burlingame
San Mateo
San Francisco Bay
Hayward Park
Hillsdale
ZONE 2
Belmont
San Carlos
Redwood City
Menlo Park
Palo Alto
Stanford
Special Event Only
California Ave.
ZONE 3
San Antonio
Mountain View
Orange
Sunnyvale
Lawrence
Levi's® Stadium
SJC
San Jose International Airport
Santa Clara
PayPal Park
ZONE 4
College Park
San Jose Diridon
SAP Center
Tamien
Capitol
ZONE 5
Blossom Hill
Distance between Blossom Hill and Gilroy not to scale
Morgan Hill
San Martin
ZONE 6
Gilroy

ATTACHMENT 2 – BOARD APRROVAL OF MAJOR SERVICE CHANGE, DISPARATE IMPACT POLICY AND DISPRORTIONATE BURDEN POLICY

RESOLUTION NO. 2013 – 21

BOARD OF DIRECTORS, PENINSULA CORRIDOR JOINT POWERS BOARD
STATE OF CALIFORNIA

* * *

ADOPTION OF SYSTEM-WIDE SERVICE STANDARDS AND POLICIES, DEFINITION OF "MAJOR SERVICE CHANGE," AND DISPARATE IMPACT AND DISPROPORTIONATE BURDEN POLICIES REQUIRED FOR COMPLIANCE WITH TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

WHEREAS, Title VI of the Civil Rights Act of 1964 requires recipients of Federal grants and other assistance to operate their programs and services without regard to, or discrimination based on, race, color or national origin; and

WHEREAS, the Federal Transit Administration (FTA) issued Circular FTA C 4702.1B, effective October 1, 2012, setting forth requirements and guidelines for Title VI compliance; and

WHEREAS, as set forth in the above-referenced Circular, the Board of Directors is required to adopt System-Wide Service Standards and Policies to guide the equitable distribution of Caltrain programs and services; and

WHEREAS, the JPB is also required to adopt policies to define when a service change is sufficiently broad or large to necessitate a review of its potential impacts on minority and low-income populations, and to define when a fare change or major service change will have a disparate impact on minority populations or impose a disproportionate burden on low-income populations, all of which policies and definitions are required to be subject to public input; and

WHEREAS, over the past two months, JPB staff has presented draft policies to this Board and the public in Board meetings and other public meetings, undertaken extensive public outreach and accepted public comment on the policies; and

WHEREAS, the Staff Coordinating Council recommends the Board approve the attached System-Wide Service Standards and Policies, definition of "Major Service Change," and Disparate Impact and Disproportionate Burden Policies, which comply with FTA requirements and which will guide future decisions regarding and monitoring of Caltrain programs and services to ensure that they are provided equitably, without discrimination based on race, color or national origin.

NOW, THEREFORE, BE IT RESOLVED that the Board of Directors of the Peninsula Corridor Joint Powers Board hereby approves the attached System-Wide Service Standards and Policies, definition of "Major Service Change," and Disparate Impact and Disproportionate Burden Policies.

Regularly passed and adopted this 4th day of April, 2013 by the following vote:

AYES: CISNEROS, COHEN, DEAL, KALRA, LLOYD, NOLAN, TISSIER, YEAGER

NOES: NONE

ABSENT: WOODWARD

Ken Yeager

Chair, Peninsula Corridor Joint Powers Board

ATTEST:

Martha Martinez

JPB Secretary

MAJOR SERVICE CHANGE POLICY

SERVICE CHANGES

All major increases or decreases in transit service are subject to a Title VI Equity Analysis prior to Board approval of the service change. A Title VI Equity Analysis completed for a major service change must be presented to the Caltrain Board for its consideration and included in the Caltrain Title VI Program with a record of the action taken by the Board.

Caltrain defines a major service change as any service change meeting at least one or both of the following criteria:

A. An adjustment of service that equates to a reduction of or addition of 25 percent or more in total revenue train miles per day for the service day of the week (weekday, Saturday or Sunday) for which the change is made.
B. A greater than 50 percent reduction or increase in the number of stops at a station per day for the service day of the week (weekday, Saturday or Sunday) for which the change is made.

Note: Any change that is a temporary or interim change due to construction or maintenance projects is exempted from the definition and is not considered a "major service change."

DISPARATE IMPACT POLICY

This policy establishes a threshold for determining whether a given action has a disparate impact on minority populations versus non-minority populations. Per FTA Circular 4702.1B:

> *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 exists 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….*
>
> *The policy shall establish a threshold for determining when adverse effects of [fare/]service changes are borne disproportionately by minority populations. The disparate impact threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by minority populations compared to impacts borne by non-minority populations. The disparate impact threshold must be applied uniformly…and cannot be altered until the next Title VI Program submission.*

In the course of performing a Title VI Equity Analysis, Caltrain must analyze how the proposed action would impact minority as compared to non-minority populations. In the event the proposed action has a negative impact that affects minorities more than non-minorities with a disparity that exceeds the adopted Disparate Impact Threshold or that benefits non-minorities more than minorities with a disparity that exceeds the adopted Disparate Impact Threshold, Caltrain must evaluate whether there is an alternative that has a more equitable impact. Otherwise, Caltrain must take measures to mitigate the impact of the proposed action on the affected minority population and demonstrate that a legitimate business purpose cannot otherwise be accomplished and that the proposed change is the least discriminatory alternative.

The Caltrain Disparate Impact Threshold to determine if the adverse impacts of a major service change (as defined in the first part of this document) or a fare adjustment is established at 10 percent based on the cumulative impact of the proposed service and/or fare changes. 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

This policy establishes a threshold for determining whether a given action has a disproportionate burden on low-income populations versus non-low-income populations. The Disproportionate Burden Policy applies only to low-income populations that are not also minority populations. Per FTA Circular 4702.1B:

> *The policy shall establish a threshold for determining when adverse effects of [fare/]service changes are borne disproportionately by low-income populations. The disproportionate burden threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by low-income populations as compared to impacts borne by non-low-income populations.... The disproportionate burden threshold must be applied uniformly...and cannot be altered until the next [Title VI] program submission.*
>
> *At the conclusion of the analysis, if the transit provider finds that low-income populations will bear a disproportionate burden of the proposed [fare/]service change, the transit provider should take steps to avoid, minimize or mitigate impacts where practicable. The provider should describe alternatives available to low-income populations affected by the [fare/]service changes.*

The Caltrain Disproportionate Burden Threshold to determine if the adverse impacts of a major service change (as defined in the first part of this document) or a fare adjustment is established at 10 percent based on the cumulative impact of the proposed service and/or fare changes. 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.

Board Meeting Minutes (April 4, 2013)

and Castro Street in Mountain View. Selection of these sites was coordinated with the California Public Utilities Commission and JPB staff.

Public Comment

Adina Levin, Friends of Caltrain, said the changes in the signal contract involve increasing gate down time at five intersections and re-signalizing the traffic lights. She hopes there is outreach to the affected communities.

Jeff Carter, Millbrae, said there will be some increased gate down time and when a train is at a station he hopes the gate will time out and release so traffic is not stopped the entire time the train is at the station.

A motion (Tissier/Nolan) to award a contract to Shimmick Construction for the Signal Preemption Improvement Project was approved unanimously.

AUTHORIZE THE SECOND AMENDMENT OF THE USE, OPERATING AND MAINTENANCE (UOM) AGREEMENT FOR THE MILLBRAE INTERMODAL STATION

Deputy CEO Chuck Harvey said when the Millbrae Intermodal Station was completed, the JPB entered into a cost-sharing agreement with BART to maintain the station. The costs were allocated through a cost model. This amendment codifies the agreement through FY2018 and the costs are being controlled by an agreement so they won't increase beyond the Consumer Price Index inflation.

A motion (Lloyd/Nolan) to authorize the second amendment of the UOM agreement for the Millbrae Intermodal Station was approved unanimously.

ADOPTION OF CALTRAIN TITLE VI STANDARDS AND POLICIES

Director, Rail Michelle Bouchard reported:

- The Federal Transit Administration requires approval and submission of five standards and policies.
  - The Major Service Change Policy is the criteria for determining when service change is significant enough to require a thorough analysis of potential effects on protected populations. Staff is recommending a change of 25 percent or more total train revenue miles and greater than 50 percent change in the number of trains stopping at a station per day.
  - Disparate Impact and Disproportionate Burden Policies determine the threshold when adverse effects of a fare or service changes are borne disproportionally by minority or low-income populations. Staff is recommending a 10 percent threshold
  - Services Standards and Policies are established to monitor performance in quantifiable and qualitative measures/metrics. Service standards include vehicle load, vehicle headway, on-time performance and service availability. Service policies are vehicle assignment and transit amenities.
- Four community meetings were held and comments were accepted through March 29. Meetings were sparsely attended and only one comment was received.

Public Comment
Roland LeBrun, San Jose, said staff has to ensure cash customers are not targeted because most cash customers are minorities.

A motion (Lloyd/Tissier) to adopt the Caltrain Title VI Standards and Policies was approved unanimously.

LEGISLATIVE UPDATE

State Update
Executive Officer, Public Affairs Mark Simon said Acting Business Transportation and Housing Secretary Brian Kelly has formed a California Transportation Finance Working Group to explore options for meeting the State's long-term transportation funding needs and priorities. Public transit agencies will be represented on the working group through the California Transit Association. The first meeting is April 9 and one of the first things the group will be discussing is a recent report issued by the American Society of Civil Engineers which gave the State an overall grade of "C' for its infrastructure and cites "a lack of sufficient investment for the operations and maintenance of existing facilities and dedicated funding sources for new improvements to the system. There is a need for $10 billion per year more to be spent for ongoing maintenance of existing facilities and an investment of $36.5 billion to raise transportation to a "B" grade."

Federal Update
Mr. Simon said Congress is working to pass a continuing resolution and start work on the FY2014 appropriations process. Last year the Federal investment in the California High Speed Rail Project was a key topic during the appropriations process. Republican Congressmembers Jeff Denham and Kevin McCarthy requested the Government Accountability Office (GAO) review the project's cost, ridership and revenue projections. The GAO report released last week gave the project an overwhelmingly positive review.

Mr. Simon said there was a home value study done by the American Public Transportation Association and the Association of Realtors that showed property within a half-mile of transit sustained its value more effectively during the recession and rebounded more rapidly.

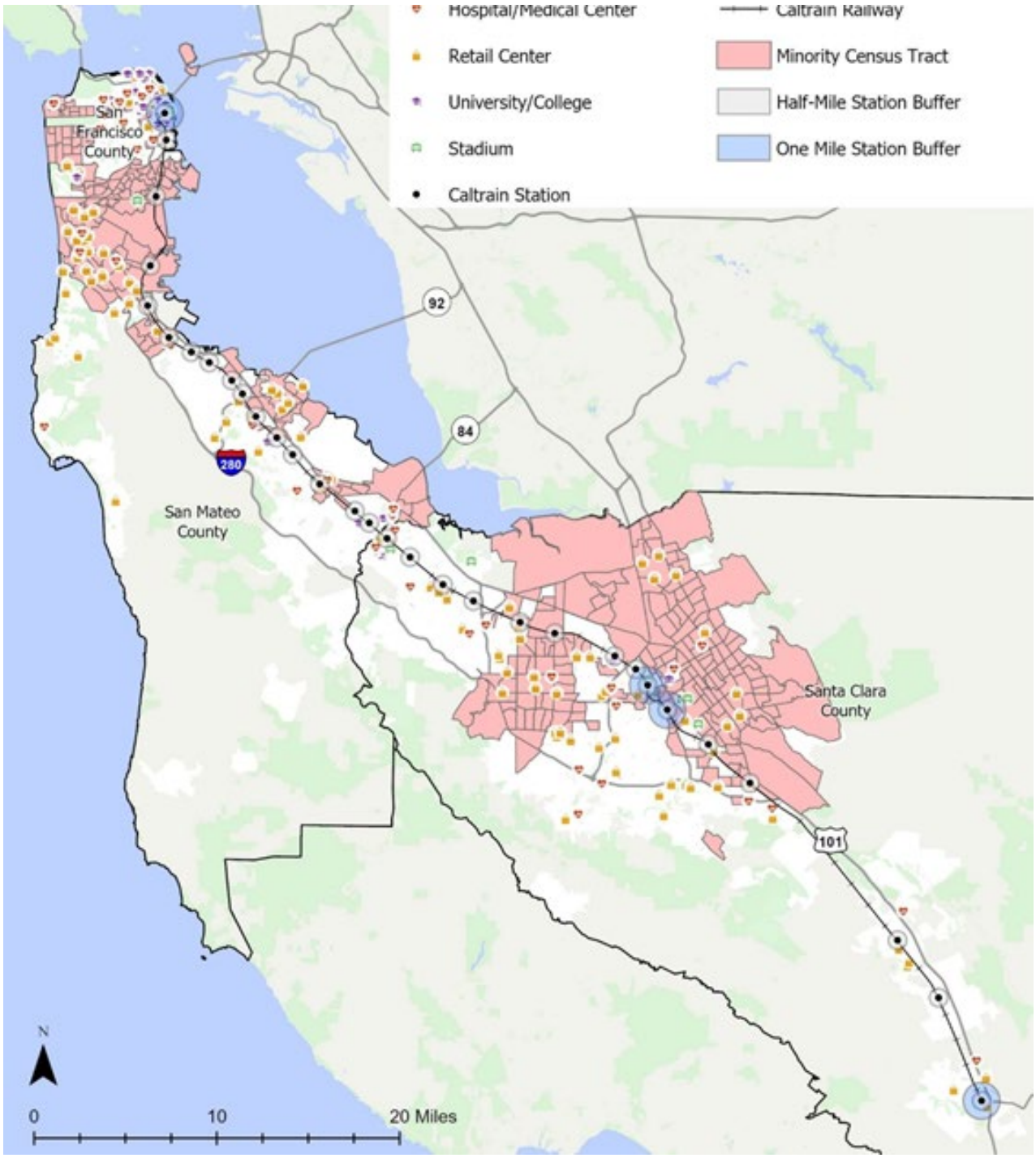
CORRESPONDENCE
No discussion.

BOARD MEMBER REQUESTS
None

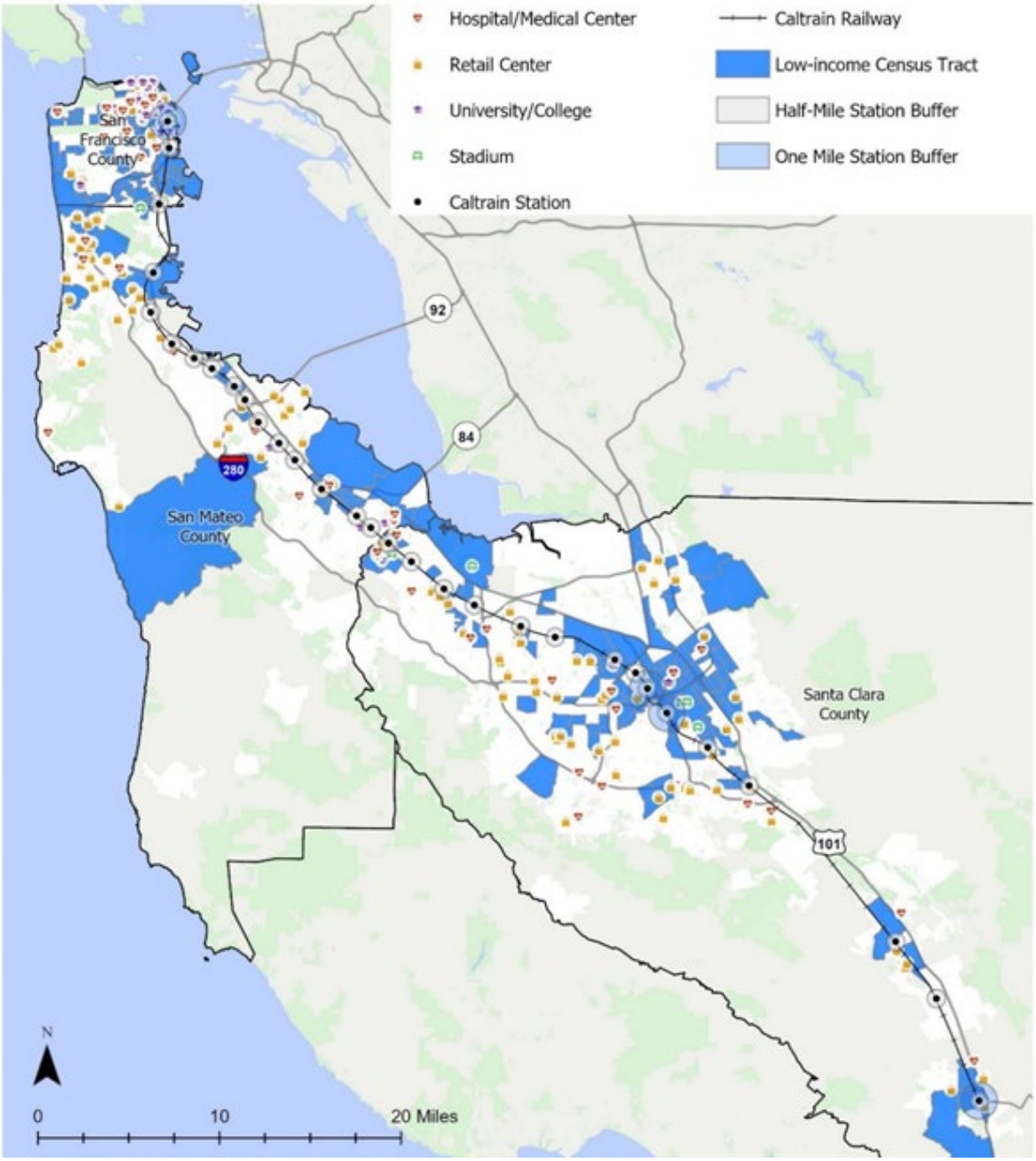
GENERAL COUNSEL REPORT
Mr. Miller said staff has contacted the general counsel for the CHSRA to see if their chair indicated Caltrain would respond to Mr. Brown's request. It is clear Proposition 1A is going to be complied with in the final analysis and the agreement that has been entered into codifies the blended system as the plan around which HSR will be designed and constructed and contains a funding plan template. Over time the funding plan will evolve as estimates are prepared and the public can be assured

ATTACHMENT 3 – SERVICE AREA DEMOGRAPHICS

MINORITY POPULATION BY BLOCK GROUP



LOW INCOME POPULATION BY BLOCK GROUP



ATTACHMENT 4 – PREVIOUS AND CURRENT TIMETABLES

WEEKEND SERVICE: OCTOBER 2019

Northbound – WEEKEND SERVICE to SAN FRANCISCO

400 Local | 800 Baby Bullet

On weekends, a shuttle bus connects the Tamien and Diridon stations. Passengers ride free on the Caltrain shuttles. Timetable subject to change without notice. *Train departure may be delayed up to 15 minutes after Sharks games.

	Train No.	421 (SAT ONLY)	423	801	425	427	429	431	433	803	435	437	439	441	*443 (SAT ONLY)
	Shuttle Bus														
	Departs Tamien	—	8:11	9:24	9:46	11:11	12:41	2:11	3:41	4:54	5:16	6:41	8:11	9:41	—
	Arrives SJ Diridon	—	8:23	9:36	9:58	11:23	12:53	2:23	3:53	5:06	5:28	6:53	8:23	9:53	—
ZONE 4	San Jose Diridon	7:08	8:38	9:51	10:08	11:38	1:08	2:38	4:08	5:21	5:38	7:08	8:38	10:08	10:30
	Santa Clara	7:13	8:43	—	10:13	11:43	1:13	2:43	4:13	—	5:43	7:13	8:43	10:13	10:35
	Lawrence	7:19	8:49	—	10:19	11:49	1:19	2:49	4:19	—	5:49	7:19	8:49	10:19	10:40
ZONE 3	Sunnyvale	7:23	8:53	10:01	10:23	11:53	1:23	2:53	4:23	5:31	5:53	7:23	8:53	10:23	10:44
	Mountain View	7:29	8:59	10:06	10:29	11:59	1:29	2:59	4:29	5:36	5:59	7:29	8:59	10:29	10:49
	San Antonio	7:33	9:03	—	10:33	12:03	1:33	3:03	4:33	—	6:03	7:33	9:03	10:33	10:53
	California Ave	7:37	9:07	—	10:37	12:07	1:37	3:07	4:37	—	6:07	7:37	9:07	10:37	10:57
	Palo Alto	7:42	9:12	10:13	10:42	12:12	1:42	3:12	4:42	5:43	6:12	7:42	9:12	10:42	11:01
	Menlo Park	7:45	9:15	—	10:45	12:15	1:45	3:15	4:45	—	6:15	7:45	9:15	10:45	11:04
	Atherton	7:49	9:19	—	10:49	12:19	1:49	3:19	4:49	—	6:19	7:49	9:19	10:49	11:08
ZONE 2	Redwood City	7:53	9:23	10:20	10:53	12:23	1:53	3:23	4:53	5:50	6:23	7:53	9:23	10:53	11:12
	San Carlos	7:58	9:28	—	10:58	12:28	1:58	3:28	4:58	—	6:28	7:58	9:28	10:58	11:17
	Belmont	8:02	9:32	—	11:02	12:32	2:02	3:32	5:02	—	6:32	8:02	9:32	11:02	11:21
	Hillsdale	8:05	9:35	10:27	11:05	12:35	2:05	3:35	5:05	5:57	6:35	8:05	9:35	11:05	11:24
	Hayward Park	8:09	9:39	—	11:09	12:39	2:09	3:39	5:09	—	6:39	8:09	9:39	11:09	11:28
	San Mateo	8:12	9:42	10:32	11:12	12:42	2:12	3:42	5:12	6:02	6:42	8:12	9:42	11:12	11:31
	Burlingame	8:16	9:46	—	11:16	12:46	2:16	3:46	5:16	—	6:46	8:16	9:46	11:16	11:35
	Broadway	8:20	9:50	—	11:20	12:50	2:20	3:50	5:20	—	6:50	8:20	9:50	11:20	11:39
	Millbrae	8:23	9:53	10:40	11:23	12:53	2:23	3:53	5:23	6:10	6:53	8:23	9:53	11:23	11:42
ZONE 1	San Bruno	8:28	9:58	—	11:28	12:58	2:28	3:58	5:28	—	6:58	8:28	9:58	11:28	11:47
	So. San Francisco	8:33	10:03	—	11:33	1:03	2:33	4:03	5:33	—	7:03	8:33	10:03	11:33	11:52
	Bayshore	8:39	10:09	—	11:39	1:09	2:39	4:09	5:39	—	7:09	8:39	10:09	11:39	11:58
	22nd Street	8:45	10:15	—	11:45	1:15	2:45	4:15	5:45	—	7:15	8:45	10:15	11:45	12:03
	San Francisco	8:52	10:22	11:00	11:52	1:22	2:52	4:22	5:52	6:30	7:22	8:52	10:22	11:52	12:14

Southbound – WEEKEND SERVICE to SAN JOSE

400 Local | 800 Baby Bullet

On weekends, a shuttle bus connects the Tamien and Diridon stations. Passengers ride free on the Caltrain shuttles. Timetable subject to change without notice.

	Train No.	422	424	426	802	428	430	432	434	436	804	438	440	442 (SATURDAY ONLY)	444 (SATURDAY ONLY)
ZONE 1	San Francisco	8:07	9:37	11:07	12:04	12:37	2:07	3:37	5:07	6:37	7:34	8:07	9:37	10:50	12:05
	22nd Street	8:11	9:41	11:11	—	12:41	2:11	3:41	5:11	6:41	—	8:11	9:41	10:54	12:10
	Bayshore	8:18	9:48	11:18	—	12:48	2:18	3:48	5:18	6:48	—	8:18	9:48	11:01	12:15
	So. San Francisco	8:24	9:54	11:24	—	12:54	2:24	3:54	5:24	6:54	—	8:24	9:54	11:07	12:21
	San Bruno	8:30	10:00	11:30	—	1:00	2:30	4:00	5:30	7:00	—	8:30	10:00	11:12	12:25
ZONE 2	Millbrae	8:34	10:04	11:34	12:19	1:04	2:34	4:04	5:34	7:04	7:49	8:34	10:04	11:16	12:29
	Broadway	8:38	10:08	11:38	—	1:08	2:38	4:08	5:38	7:08	—	8:38	10:08	11:21	12:33
	Burlingame	8:41	10:11	11:41	—	1:11	2:41	4:11	5:41	7:11	—	8:41	10:11	11:24	12:35
	San Mateo	8:45	10:15	11:45	12:26	1:15	2:45	4:15	5:45	7:15	7:56	8:45	10:15	11:28	12:41
	Hayward Park	8:48	10:18	11:48	—	1:18	2:48	4:18	5:48	7:18	—	8:48	10:18	11:31	12:44
	Hillsdale	8:52	10:22	11:52	12:30	1:22	2:52	4:22	5:52	7:22	8:00	8:52	10:22	11:35	12:48
	Belmont	8:56	10:26	11:56	—	1:26	2:56	4:26	5:56	7:26	—	8:56	10:26	11:39	12:52
	San Carlos	8:59	10:29	11:59	—	1:29	2:59	4:29	5:59	7:29	—	8:59	10:29	11:42	12:55
	Redwood City	9:04	10:34	12:04	12:38	1:34	3:04	4:34	6:04	7:34	8:08	9:04	10:34	11:47	1:01
ZONE 3	Atherton	9:09	10:39	12:09	—	1:39	3:09	4:39	6:09	7:39	—	9:09	10:39	11:52	1:05
	Menlo Park	9:12	10:42	12:12	—	1:42	3:12	4:42	6:12	7:42	—	9:12	10:42	11:55	1:08
	Palo Alto	9:16	10:46	12:16	12:45	1:46	3:16	4:46	6:16	7:46	8:15	9:16	10:46	11:59	1:11
	California Avenue	9:20	10:50	12:20	—	1:50	3:20	4:50	6:20	7:50	—	9:20	10:50	12:03	1:15
	San Antonio	9:24	10:54	12:24	—	1:54	3:24	4:54	6:24	7:54	—	9:24	10:54	12:07	1:19
	Mountain View	9:29	10:59	12:29	12:54	1:59	3:29	4:59	6:29	7:59	8:24	9:29	10:59	12:12	1:23
	Sunnyvale	9:34	11:04	12:34	1:00	2:04	3:34	5:04	6:34	8:04	8:30	9:34	11:04	12:17	1:28
ZONE 4	Lawrence	9:38	11:08	12:38	—	2:08	3:38	5:08	6:38	8:08	—	9:38	11:08	12:21	1:32
	Santa Clara	9:44	11:14	12:44	—	2:14	3:44	5:14	6:44	8:14	—	9:44	11:14	12:27	1:37
	San Jose Diridon	9:52	11:22	12:52	1:13	2:22	3:52	5:22	6:52	8:22	8:43	9:52	11:22	12:35	1:45
	Shuttle Bus		AM	PM									PM	AM	
	Departs SJ Diridon	10:07	11:37	1:07	1:28	2:37	4:07	5:37	7:07	—	8:58	10:07	—	—	—
	Arrives Tamien	10:17	11:47	1:17	1:38	2:47	4:17	5:47	7:17	—	9:08	10:17	—	—	—

WEEKEND SERVICE: DECEMBER 2020

Printer-Friendly Caltrain Schedule

Northbound – SUNDAY SERVICE to SAN FRANCISCO

	Train No.	423	427	431	435	439	443	447	451	455	459	463	467	471	475
	Service Type	*Local*	*Local*	*Local*	*Local*	*Local*	*Local*	*Local*	*Local*	*Local*	*Local*	*Local*	*Local*	*Local*	*Local*
ZONE 4	Tamien	8:18a	9:48a	10:48a	11:48a	12:48p	1:48p	2:48p	3:48p	4:48p	5:48p	6:48p	7:48p	8:48p	9:48p
	San Jose Diridon	8:23a	9:53a	10:53a	11:53a	12:53p	1:53p	2:53p	3:53p	4:53p	5:53p	6:53p	7:53p	8:53p	9:53p
	Santa Clara	8:29a	9:59a	10:59a	11:59a	12:59p	1:59p	2:59p	3:59p	4:59p	5:59p	6:59p	7:59p	8:59p	9:59p
	Lawrence	8:35a	10:05a	11:05a	12:05p	1:05p	2:05p	3:05p	4:05p	5:05p	6:05p	7:05p	8:05p	9:05p	10:05p
ZONE 3	Sunnyvale	8:39a	10:09a	11:09a	12:09p	1:09p	2:09p	3:09p	4:09p	5:09p	6:09p	7:09p	8:09p	9:09p	10:09p
	Mountain View	8:44a	10:14a	11:14a	12:14p	1:14p	2:14p	3:14p	4:14p	5:14p	6:14p	7:14p	8:14p	9:14p	10:14p
	San Antonio	8:48a	10:18a	11:18a	12:18p	1:18p	2:18p	3:18p	4:18p	5:18p	6:18p	7:18p	8:18p	9:18p	10:18p
	California Ave	8:53a	10:23a	11:23a	12:23p	1:23p	2:23p	3:23p	4:23p	5:23p	6:23p	7:23p	8:23p	9:23p	10:23p
	Palo Alto	8:56a	10:26a	11:26a	12:26p	1:26p	2:26p	3:26p	4:26p	5:26p	6:26p	7:26p	8:26p	9:26p	10:26p
	Menlo Park	9:00a	10:30a	11:30a	12:30p	1:30p	2:30p	3:30p	4:30p	5:30p	6:30p	7:30p	8:30p	9:30p	10:30p
ZONE 2	Redwood City	9:05a	10:35a	11:35a	12:35p	1:35p	2:35p	3:35p	4:35p	5:35p	6:35p	7:35p	8:35p	9:35p	10:35p
	San Carlos	9:09a	10:39a	11:39a	12:39p	1:39p	2:39p	3:39p	4:39p	5:39p	6:39p	7:39p	8:39p	9:39p	10:39p
	Belmont	9:12a	10:42a	11:42a	12:42p	1:42p	2:42p	3:42p	4:42p	5:42p	6:42p	7:42p	8:42p	9:42p	10:42p
	Hillsdale	*Hillsdale Station is temporarily closed. All train service will move from Hillsdale Station to Belmont Station.*													
	Hayward Park	9:17a	10:47a	11:47a	12:47p	1:47p	2:47p	3:47p	4:47p	5:47p	6:47p	7:47p	8:47p	9:47p	10:47p
	San Mateo	9:21a	10:51a	11:51a	12:51p	1:51p	2:51p	3:51p	4:51p	5:51p	6:51p	7:51p	8:51p	9:51p	10:51p
	Burlingame	9:24a	10:54a	11:54a	12:54p	1:54p	2:54p	3:54p	4:54p	5:54p	6:54p	7:54p	8:54p	9:54p	10:54p
	Broadway	9:27a	10:57a	11:57a	12:57p	1:57p	2:57p	3:57p	4:57p	5:57p	6:57p	7:57p	8:57p	9:57p	10:57p
	Millbrae	9:31a	11:01a	12:01p	1:01p	2:01p	3:01p	4:01p	5:01p	6:01p	7:01p	8:01p	9:01p	10:01p	11:01p
ZONE 1	San Bruno	9:35a	11:05a	12:05p	1:05p	2:05p	3:05p	4:05p	5:05p	6:05p	7:05p	8:05p	9:05p	10:05p	11:05p
	So. San Francisco	9:39a	11:09a	12:09p	1:09p	2:09p	3:09p	4:09p	5:09p	6:09p	7:09p	8:09p	9:09p	10:09p	11:09p
	Bayshore	9:45a	11:15a	12:15p	1:15p	2:15p	3:15p	4:15p	5:15p	6:15p	7:15p	8:15p	9:15p	10:15p	11:15p
	22nd Street	9:51a	11:21a	12:21p	1:21p	2:21p	3:21p	4:21p	5:21p	6:21p	7:21p	8:21p	9:21p	10:21p	11:21p
	San Francisco	9:57a	11:27a	12:27p	1:27p	2:27p	3:27p	4:27p	5:27p	6:27p	7:27p	8:27p	9:27p	10:27p	11:27p

Southbound – SUNDAY SERVICE to SAN JOSE

	Train No.	422	426	430	434	438	442	446	450	454	458	462	466	470	476
	Service Type	*Local*	*Local*	*Local*	*Local*	*Local*	*Local*	*Local*	*Local*	*Local*	*Local*	*Local*	*Local*	*Local*	*Local*
ZONE 1	San Francisco	8:08a	9:38a	10:38a	11:38a	12:38p	1:38p	2:38p	3:38p	4:38p	5:38p	6:38p	7:38p	8:38p	10:12p
	22nd Street	8:14a	9:44a	10:44a	11:44a	12:44p	1:44p	2:44p	3:44p	4:44p	5:44p	6:44p	7:44p	8:44p	10:18p
	Bayshore	8:19a	9:49a	10:49a	11:49a	12:49p	1:49p	2:49p	3:49p	4:49p	5:49p	6:49p	7:49p	8:49p	10:23p
	So. San Francisco	8:25a	9:55a	10:55a	11:55a	12:55p	1:55p	2:55p	3:55p	4:55p	5:55p	6:55p	7:55p	8:55p	10:29p
	San Bruno	8:29a	9:59a	10:59a	11:59a	12:59p	1:59p	2:59p	3:59p	4:59p	5:59p	6:59p	7:59p	8:59p	10:33p
ZONE 2	Millbrae	8:34a	10:04a	11:04a	12:04p	1:04p	2:04p	3:04p	4:04p	5:04p	6:04p	7:04p	8:04p	9:04p	10:38p
	Broadway	8:38a	10:08a	11:08a	12:08p	1:08p	2:08p	3:08p	4:08p	5:08p	6:08p	7:08p	8:08p	9:08p	10:42p
	Burlingame	8:40a	10:10a	11:10a	12:10p	1:10p	2:10p	3:10p	4:10p	5:10p	6:10p	7:10p	8:10p	9:10p	10:44p
	San Mateo	8:44a	10:14a	11:14a	12:14p	1:14p	2:14p	3:14p	4:14p	5:14p	6:14p	7:14p	8:14p	9:14p	10:48p
	Hayward Park	8:47a	10:17a	11:17a	12:17p	1:17p	2:17p	3:17p	4:17p	5:17p	6:17p	7:17p	8:17p	9:17p	10:51p
	Hillsdale	*Hillsdale Station is temporarily closed. All train service will move from Hillsdale Station to Belmont Station.*													
	Belmont	8:52a	10:22a	11:22a	12:22p	1:22p	2:22p	3:22p	4:22p	5:22p	6:22p	7:22p	8:22p	9:22p	10:56p
	San Carlos	8:55a	10:25a	11:25a	12:25p	1:25p	2:25p	3:25p	4:25p	5:25p	6:25p	7:25p	8:25p	9:25p	10:59p
	Redwood City	9:00a	10:30a	11:30a	12:30p	1:30p	2:30p	3:30p	4:30p	5:30p	6:30p	7:30p	8:30p	9:30p	11:04p
ZONE 3	Menlo Park	9:06a	10:36a	11:36a	12:36p	1:36p	2:36p	3:36p	4:36p	5:36p	6:36p	7:36p	8:36p	9:36p	11:10p
	Palo Alto	9:09a	10:39a	11:39a	12:39p	1:39p	2:39p	3:39p	4:39p	5:39p	6:39p	7:39p	8:39p	9:39p	11:13p
	California Avenue	9:12a	10:42a	11:42a	12:42p	1:42p	2:42p	3:42p	4:42p	5:42p	6:42p	7:42p	8:42p	9:42p	11:16p
	San Antonio	9:17a	10:47a	11:47a	12:47p	1:47p	2:47p	3:47p	4:47p	5:47p	6:47p	7:47p	8:47p	9:47p	11:21p
	Mountain View	9:21a	10:51a	11:51a	12:51p	1:51p	2:51p	3:51p	4:51p	5:51p	6:51p	7:51p	8:51p	9:51p	11:25p
	Sunnyvale	9:26a	10:56a	11:56a	12:56p	1:56p	2:56p	3:56p	4:56p	5:56p	6:56p	7:56p	8:56p	9:56p	11:30p
ZONE 4	Lawrence	9:30a	11:00a	12:00p	1:00p	2:00p	3:00p	4:00p	5:00p	6:00p	7:00p	8:00p	9:00p	10:00p	11:34p
	Santa Clara	9:36a	11:06a	12:06p	1:06p	2:06p	3:06p	4:06p	5:06p	6:06p	7:06p	8:06p	9:06p	10:06p	11:40p
	San Jose Diridon	9:42a	11:12a	12:12p	1:12p	2:12p	3:12p	4:12p	5:12p	6:12p	7:12p	8:12p	9:12p	10:12p	11:46p
	Tamien	9:47a	11:17a	12:17p	1:17p	2:17p	3:17p	4:17p	5:17p	6:17p	7:17p	8:17p	9:17p		11:51p

EFFECTIVE December 14, 2020

Timetable subject to change without notice.

WEEKEND SERVICE: AUGUST 2021

Printer-Friendly Caltrain Schedule

Northbound – WEEKEND SERVICE to SAN FRANCISCO

2XX Local

	Train No.	221	225	229	233	237	241	245	249	253	257	261	265	269	273	*277	*281
	Service Types	*L2*	*L2*	*L2*	*L2*	*L2*	*L2*	*L2*	*L2*	*L2*	*L2*	*L2*	*L2*	*L2*	*L2*	*L2*	*L2*
ZONE 4	Tamien	7:12a	9:05a	10:05a	11:05a		1:05p		3:05p		5:05p		7:05p		9:05p		11:05p
	San Jose Diridon	7:19a	9:12a	10:12a	11:12a	12:12p	1:12p	2:12p	3:12p	4:12p	5:12p	6:12p	7:12p	8:12p	9:12p	10:19p	11:12p
	Santa Clara	7:25a	9:18a	10:18a	11:18a	12:18p	1:18p	2:18p	3:18p	4:18p	5:18p	6:18p	7:18p	8:18p	9:18p	10:25p	11:18p
	Lawrence	7:31a	9:24a	10:24a	11:24a	12:24p	1:24p	2:24p	3:24p	4:24p	5:24p	6:24p	7:24p	8:24p	9:24p	10:31p	11:24p
ZONE 3	Sunnyvale	7:35a	9:28a	10:28a	11:28a	12:28p	1:28p	2:28p	3:28p	4:28p	5:28p	6:28p	7:28p	8:28p	9:28p	10:35p	11:28p
	Mountain View	7:40a	9:34a	10:34a	11:34a	12:34p	1:34p	2:34p	3:34p	4:34p	5:34p	6:34p	7:34p	8:34p	9:34p	10:40p	11:34p
	San Antonio	7:43a	9:37a	10:37a	11:37a	12:37p	1:37p	2:37p	3:37p	4:37p	5:37p	6:37p	7:37p	8:37p	9:37p	10:44p	11:37p
	California Ave	7:48a	9:42a	10:42a	11:42a	12:42p	1:42p	2:42p	3:42p	4:42p	5:42p	6:42p	7:42p	8:42p	9:42p	10:48p	11:42p
	Palo Alto	7:52a	9:46a	10:46a	11:46a	12:46p	1:46p	2:46p	3:46p	4:46p	5:46p	6:46p	7:46p	8:46p	9:46p	10:53p	11:46p
	Menlo Park	7:55a	9:50a	10:50a	11:50a	12:50p	1:50p	2:50p	3:50p	4:50p	5:50p	6:50p	7:50p	8:50p	9:50p	10:56p	11:50p
ZONE 2	Redwood City	8:01a	9:56a	10:56a	11:56a	12:56p	1:56p	2:56p	3:56p	4:56p	5:56p	6:56p	7:56p	8:56p	9:56p	11:02p	11:56p
	San Carlos	8:05a	10:01a	11:01a	12:01p	1:01p	2:01p	3:01p	4:01p	5:01p	6:01p	7:01p	8:01p	9:01p	10:01p	11:07p	12:01a
	Belmont	8:09a	10:04a	11:04a	12:04p	1:04p	2:04p	3:04p	4:04p	5:04p	6:04p	7:04p	8:04p	9:04p	10:04p	11:10p	12:04a
	Hillsdale	8:12a	10:08a	11:08a	12:08p	1:08p	2:08p	3:08p	4:08p	5:08p	6:08p	7:08p	8:08p	9:08p	10:08p	11:14p	12:08a
	Hayward Park	8:15a	10:11a	11:11a	12:11p	1:11p	2:11p	3:11p	4:11p	5:11p	6:11p	7:11p	8:11p	9:11p	10:11p	11:17p	12:11a
	San Mateo	8:19a	10:15a	11:15a	12:15p	1:15p	2:15p	3:15p	4:15p	5:15p	6:15p	7:15p	8:15p	9:15p	10:15p	11:21p	12:15a
	Burlingame	8:22a	10:19a	11:19a	12:19p	1:19p	2:19p	3:19p	4:19p	5:19p	6:19p	7:19p	8:19p	9:19p	10:19p	11:25p	12:19a
	Broadway	8:25a	10:22a	11:22a	12:22p	1:22p	2:22p	3:22p	4:22p	5:22p	6:22p	7:22p	8:22p	9:22p	10:22p	11:28p	12:22a
	Millbrae	8:29a	10:26a	11:26a	12:26p	1:26p	2:26p	3:26p	4:26p	5:26p	6:26p	7:26p	8:26p	9:26p	10:26p	11:32p	12:26a
ZONE 1	San Bruno	8:34a	10:30a	11:30a	12:30p	1:30p	2:30p	3:30p	4:30p	5:30p	6:30p	7:30p	8:30p	9:30p	10:30p	11:37p	12:30a
	S. San Francisco	8:38a	10:34a	11:34a	12:34p	1:34p	2:34p	3:34p	4:34p	5:34p	6:34p	7:34p	8:34p	9:34p	10:34p	11:41p	12:34a
	Bayshore	8:44a	10:41a	11:41a	12:41p	1:41p	2:41p	3:41p	4:41p	5:41p	6:41p	7:41p	8:41p	9:41p	10:41p	11:47p	12:41a
	22nd Street	8:50a	10:46a	11:46a	12:46p	1:46p	2:46p	3:46p	4:46p	5:46p	6:46p	7:46p	8:46p	9:46p	10:46p	11:53p	12:46a
	San Francisco	8:56a	10:52a	11:53a	12:53p	1:52p	2:52p	3:52p	4:52p	5:52p	6:52p	7:52p	8:52p	9:52p	10:52p	11:59p	12:52a

*On SAP Center event days, Train 277 or Train 281departure from San Jose Diridon station may be delayed and will depart no later than 10:30p or 11:30p respectively.

Southbound – WEEKEND SERVICE to SAN JOSE

2XX Local

	Train No.	224	228	232	236	240	244	248	252	256	260	264	268	272	276	280	284
	Service Types	*L2*	*L2*	*L2*	*L2*	*L2*	*L2*	*L2*	*L2*	*L2*	*L2*	*L2*	*L2*	*L2*	*L2*	*L2*	*L2*
ZONE 1	San Francisco	8:28a	9:58a	10:58a	11:58a	12:58p	1:58p	2:58p	3:58p	4:58p	5:58p	6:58p	7:58p	8:58p	9:58p	10:58p	12:05a
	22nd Street	8:33a	10:03a	11:03a	12:03p	1:03p	2:03p	3:03p	4:03p	5:03p	6:03p	7:03p	8:03p	9:03p	10:03p	11:03p	12:10a
	Bayshore	8:38a	10:08a	11:08a	12:08p	1:08p	2:08p	3:08p	4:08p	5:08p	6:08p	7:08p	8:08p	9:08p	10:08p	11:08p	12:15a
	S. San Francisco	8:45a	10:15a	11:15a	12:15p	1:15p	2:15p	3:15p	4:15p	5:15p	6:15p	7:15p	8:15p	9:15p	10:15p	11:15p	12:22a
	San Bruno	8:49a	10:19a	11:19a	12:19p	1:19p	2:19p	3:19p	4:19p	5:19p	6:19p	7:19p	8:19p	9:19p	10:19p	11:19p	12:26a
ZONE 2	Millbrae	8:53a	10:24a	11:24a	12:24p	1:24p	2:24p	3:24p	4:24p	5:24p	6:24p	7:24p	8:24p	9:24p	10:24p	11:24p	12:31a
	Broadway	8:57a	10:27a	11:27a	12:27p	1:27p	2:27p	3:27p	4:27p	5:27p	6:27p	7:27p	8:27p	9:27p	10:27p	11:27p	12:35a
	Burlingame	9:00a	10:31a	11:31a	12:31p	1:31p	2:31p	3:31p	4:31p	5:31p	6:31p	7:31p	8:31p	9:31p	10:31p	11:31p	12:38a
	San Mateo	9:04a	10:34a	11:34a	12:34p	1:34p	2:34p	3:34p	4:34p	5:34p	6:34p	7:34p	8:34p	9:34p	10:34p	11:34p	12:41a
	Hayward Park	9:07a	10:37a	11:37a	12:37p	1:37p	2:37p	3:37p	4:37p	5:37p	6:37p	7:37p	8:37p	9:37p	10:37p	11:37p	12:45a
	Hillsdale	9:10a	10:41a	11:41a	12:41p	1:41p	2:41p	3:41p	4:41p	5:41p	6:41p	7:41p	8:41p	9:41p	10:41p	11:41p	12:48a
	Belmont	9:14a	10:44a	11:44a	12:44p	1:44p	2:44p	3:44p	4:44p	5:44p	6:44p	7:44p	8:44p	9:44p	10:44p	11:44p	12:52a
	San Carlos	9:17a	10:48a	11:48a	12:48p	1:48p	2:48p	3:48p	4:48p	5:48p	6:48p	7:48p	8:48p	9:48p	10:48p	11:48p	12:55a
	Redwood City	9:21a	10:52a	11:52a	12:52p	1:52p	2:52p	3:52p	4:52p	5:52p	6:52p	7:52p	8:52p	9:52p	10:52p	11:52p	12:59a
ZONE 3	Menlo Park	9:28a	10:58a	11:58a	12:58p	1:58p	2:58p	3:58p	4:58p	5:58p	6:58p	7:58p	8:58p	9:58p	10:58p	11:58p	1:05a
	Palo Alto	9:32a	11:02a	12:02p	1:02p	2:02p	3:02p	4:02p	5:02p	6:02p	7:02p	8:02p	9:02p	10:02p	11:02p	12:02a	1:09a
	California Avenue	9:36a	11:06a	12:06p	1:06p	2:06p	3:06p	4:06p	5:06p	6:06p	7:06p	8:06p	9:06p	10:06p	11:06p	12:06a	1:12a
	San Antonio	9:41a	11:11a	12:11p	1:11p	2:11p	3:11p	4:11p	5:11p	6:11p	7:11p	8:11p	9:11p	10:11p	11:11p	12:10a	1:17a
	Mountain View	9:45a	11:16a	12:16p	1:16p	2:16p	3:16p	4:16p	5:16p	6:16p	7:16p	8:16p	9:16p	10:16p	11:16p	12:15a	1:21a
	Sunnyvale	9:51a	11:21a	12:21p	1:21p	2:21p	3:21p	4:21p	5:21p	6:21p	7:21p	8:21p	9:21p	10:21p	11:21p	12:20a	1:26a
ZONE 4	Lawrence	9:55a	11:26a	12:26p	1:26p	2:26p	3:26p	4:26p	5:26p	6:26p	7:26p	8:26p	9:26p	10:26p	11:26p	12:25a	1:31a
	Santa Clara	10:01a	11:32a	12:32p	1:32p	2:32p	3:32p	4:32p	5:32p	6:32p	7:32p	8:32p	9:32p	10:32p	11:32p	12:31a	1:37a
	San Jose Diridon	10:10a	11:40a	12:40p	1:38p	2:40p	3:38p	4:40p	5:38p	6:40p	7:38p	8:40p	9:38p	10:40p	11:38p	12:39a	1:44a
	Tamien	10:15a	11:45a	12:45p		2:45p		4:45p		6:45p		8:45p		10:45p		12:44a	1:49a

EFFECTIVE August 30, 2021

Timetable subject to change without notice.

ATTACHMENT 5: COMPLETE LIST OF AUGUST 2021 SERVICE CHANGES AND TRANSLATIONS

Weekday

1. **More frequent and faster peak period service (6 a.m. to 9 a.m. and 4 p.m. and 7 p.m.)**
   To support the easing of restrictions implemented during the COVID-19 pandemic and the reopening of society, Caltrain is significantly increasing the number of trains scheduled during the peak commuting hours with a wider variety of service options.

   Specifically:
   - The number of trains operated each hour during the peak commuting period will be doubled from 2 trains per hour to 4 trains per hour
   - Instead of offering skip stop Limited trains, Caltrain will offer the following service options:
     - One (1) Local (L1, 1XX-series) train per hour per direction;
     - Two (2) Limited (L3, 3XX-series, and L4, 4XX-series) trains per hour per direction:
     - One (1) Express "Baby Bullet" (B7, 7XX-series) train per hour per direction.

   With this combination of service patterns, Caltrain will offer alternatives for customers with different needs and priorities, namely:

   - Local trains offer a one-seat ride for all weekday station pairs, even ones not served by other train types
   - Express "Baby Bullet" trains offer greater trip time savings between San Francisco and San Jose (in approximately 65 minutes) as well as 5 mid-stations served (e.g.: the trip from Palo Alto to Millbrae will take only 24 minutes);
   - Limited trains offer faster service to some popular stations not served by "Baby Bullet" trains, both from end-of-line locations (approximately 75 minutes between San Francisco and San Jose) and mid-line locations (approximately 30 minutes from Palo Alto and Millbrae)

   Introducing Limited service during midday periods
   As a part of this new timetable, midday service is also changing. Instead of offering 2 skip-stop Limited trains per hour, Caltrain will offer the service in the following combination:
   - One Local train per hour in each direction, making all weekday stops between San Francisco and San Jose Diridon Stations, and;
   - One Limited (L5, 5XX-series) train per hour in each direction, stopping at the 10 most popular stations with good regional transit connections.

   This new off-peak service offers the following benefits:

   - Hourly one-seat ride between all stations between San Francisco and Tamien by Local trains

- Two trains per hour between 12 stations served by L5 trains instead of only 8 stations under the current service (service at 22nd Street, San Mateo, Menlo Park, and Santa Clara will increase), and
- Shorter scheduled trip time between San Francisco and San Jose (74 minutes, 9 minutes shorter than the fastest off-peak trains in the current timetable) as well as between some other station pairs served by L5 trains. It should also be noted that L5 trains are scheduled to operate in the early morning (before the morning peak commuting period) and in the evening (after the afternoon peak commuting period) to offer the same benefits described above.

More frequent late evening service

Caltrain will double the service in the late evening period in both directions by adding 3 roundtrips of Local trains between approximately 8 p.m. and 11 p.m. With this addition, Local trains will run once every 30 minutes during this period. In addition to potentially capturing new ridership markets, this increase will provide better and more consistent service options for customers going to sports games and other weekday evening events. Also, as a part of this late evening service increase, Caltrain will operate the last northbound train approximately 30 minutes after the one in the current schedule. Under the new timetable, the last northbound train will operate as a Local and depart Tamien at 11:05 p.m. (San Jose Diridon at 11:12 p.m.).

Restore Gilroy Service to 3 round trips per day

Caltrain will restore the 3rd Gilroy Service roundtrip during the peak period serving the 5 South County stations south of Tamien on weekdays (Capitol, Blossom Hill, Morgan Hill, San Martin and Gilroy).

Adjusted College Park Service

With the increase in train service and service options, Caltrain will make adjustments to service to/from College Park Station (including direct service to/from Gilroy line stations).

Maintaining adequate transfer times between Caltrain trains and BART trains at Millbrae Station.

Even with all of these changes, Caltrain developed the timetable with an emphasis on BART connections at Millbrae. Since June 2020, the goal has been for northbound Caltrain trains to arrive within 10 minutes of a scheduled BART departure to San Francisco and the East Bay, while southbound trains will depart within 10 minutes of a scheduled BART arrival. Even though most of the trains scheduled during the weekdays have met that goal, when BART changes service in the evenings from Red Line (Richmond-Millbrae) to Yellow Line (Antioch-SFO) service, BART changes the pattern of arrival/departure time at Millbrae, which will unfortunately create longer wait times for customers during those periods. In addition, due to the way BART service at Millbrae is timed, customers transferring from/to BART trains from/to SFO will experience longer wait times.

Weekends

1. Identical schedule on Saturdays and Sundays

   The new Caltrain schedule was designed to simplify and enhance the customer experience. For this reason, Caltrain will operate an identical

schedule on both Saturdays and Sundays, which will also help with operational consistency and the acceleration of electrification construction activities.

It should be noted that due to the significant difference in the BART train schedule on Saturday and Sunday, the time buffer between Caltrain arrival/departure and BART arrival/departure at Millbrae Station on Sundays is significantly longer than on weekdays and Saturdays. We apologize in advance for any inconvenience this may cause for riders transferring between the two services at Millbrae.

2. Earlier and later trains on Sunday
   Creation of a unified weekend schedule means that Caltrain will operate 2 additional roundtrips on Sundays. The timing of the new trains is close to the "Saturday only" trains in the current weekend schedule, which are scheduled in early morning and late evening:

   Northbound

   - The first northbound train will be a Local departing Tamien Station 7:12 AM (currently 7:17 a,m, on Saturday) and scheduled to arrive San Francisco Station 8:56 a.m., approximately 90 minutes earlier than the current Sunday service;
   - The last northbound train will be a Local departing Tamien Station 11:05 p.m.. With the last train departing San Jose Diridon Station at 11:12 p.m., 30 minutes later than currently scheduled. it will provide a new option for customers going to sports games and other special events on Sunday evenings;

   Southbound

   - Two more Local trains will operate after the last train on the current schedule and will depart San Francisco Station at 10:58 p.m. and 12:05 a.m. This new service is oriented towards essential workers on later shifts, as well as customers returning from sports games and other evening events in San Francisco on Sunday evenings

SPANISH TRANSLATION

De lunes a viernes

1. **A fin de apoyar la reducción de las restricciones implementadas durante la pandemia de la COVID-19 y la reapertura de la sociedad, Caltrain aumentará de forma significativa la cantidad de trenes programados durante las horas pico de desplazamiento con una variedad de opciones de servicio más amplia.**

   Específicamente:
   - La cantidad de trenes que operan cada hora durante los períodos pico de desplazamiento se duplicará de 2 trenes por hora a 4 trenes por hora.
   - En lugar de ofrecer trenes limitados con paradas reducidas, Caltrain ofrecerá las siguientes opciones de servicio:
     - Un (1) tren local (L-1, serie 1XX) por hora por dirección;
     - Dos (2) trenes limitados (L-3, serie 3XX, y L-4, serie 4XX) por hora por dirección;
     - Un (1) tren express “Baby Bullet” (B-7, serie 7XX) por hora por dirección.

     Con esta combinación de patrones de servicio, Caltrain ofrecerá alternativas para los clientes con diferentes necesidades y prioridades, específicamente:

   - Los trenes locales ofrecen un viaje directo a todas las estaciones de lunes a viernes, incluidas las que no operan con otros tipos de trenes.
   - Los trenes express “Baby Bullet” ofrecen viajes más rápidos entre San Francisco y San Jose (en aproximadamente 65 minutos), así como 5 estaciones intermedias (p. ej., el viaje de Palo Alto a Millbrae solo tomará 24 minutos).
   - Los trenes limitados ofrecen un servicio más rápido hacia algunas estaciones populares donde no operan los trenes “Baby Bullet”, desde ambas ubicaciones del final de la línea (aproximadamente 75 minutos entre San Francisco y San Jose) y ubicaciones intermedias de la línea (aproximadamente 30 minutos entre Palo Alto y Millbrae).

   Presentamos el servicio limitado durante los períodos de mediodía
   Como parte de este nuevo horario, el servicio de mediodía también está cambiando. En lugar de ofrecer 2 trenes limitados de paradas reducidas por hora, Caltrain ofrecerá las siguientes combinaciones de servicio:
   - Un tren local por hora en cada dirección, que hará todas las paradas entre las estaciones de San Francisco y San Jose de lunes a viernes; y
   - Un tren limitado (L-5, serie 500) por hora en cada dirección, que parará en las 10 estaciones más populares con buenas conexiones regionales de trasbordo.

Este nuevo servicio fuera de las horas pico ofrece los siguientes beneficios:

- Un viaje directo por hora entre todas las estaciones entre San Francisco y Tamien en trenes locales
- Dos trenes por hora entre las 12 estaciones donde operan trenes L-5 en lugar de solo 8 estaciones bajo el servicio actual (el servicio en 22nd Street, San Mateo, Menlo Park, y Santa Clara aumentará)
- Menor tiempo de viaje programado entre San Francisco y San Jose (74 minutos: 9 minutos menos que los trenes más rápidos fuera de las horas pico en el horario actual), así como entre algunas otras estaciones donde operan los trenes L-5. También se debe notar que los trenes L-5 están programados para operar temprano en la mañana (antes del período pico de desplazamiento de la mañana) y en la noche (después del período pico de desplazamiento de la tarde) para ofrecer los mismos beneficios descritos previamente.

Servicio nocturno más frecuente

Caltrain duplicará el servicio del período nocturno en ambas direcciones agregando 3 viajes de ida y vuelta de trenes locales entre aproximadamente las 8 p. m. y las 11 p. m. Así, los trenes locales funcionarán cada 30 minutos durante este período. Además de potencialmente captar nuevos pasajeros, este aumento brindará opciones de servicio mejores y más constantes para los clientes que van a ver juegos deportivos y otros eventos nocturnos de lunes a viernes. Asimismo, como parte de este aumento en el servicio nocturno, Caltrain operará el último tren en dirección norte aproximadamente 30 minutos después del programado en el horario actual. Según el nuevo horario, el último tren en dirección norte será local y partirá de Tamien a las 11:05 p. m. (San Jose Diridon a las 11:12 p. m.).

Restauración del servicio Gilroy a 3 viajes de ida y vuelta por día

Con el aumento en el servicio de trenes y en las opciones de servicio, Caltrain hará modificaciones en el servicio desde/hacia la estación College Park (incluido el servicio directo hacia/desde las estaciones de la línea Gilroy).

Modificación del servicio College Parke

With the increase in train service and service options, Caltrain will make adjustments to service to/from College Park Station (including direct service to/from Gilroy line stations).

Incluso con todos estos cambios, Caltrain desarrolló el horario con un énfasis en las conexiones BART en Millbrae. Desde junio de 2020, el objetivo ha sido que los trenes Caltrain en dirección norte lleguen dentro de los 10 minutos en un horario de salida de BART a San Francisco y East Bay, mientras que los trenes en dirección sur saldrán dentro de los 10 minutos en un horario de llegada de BART. Aunque la mayoría de los trenes programados de lunes a viernes han alcanzado ese objetivo, cuando BART cambia el servicio de las noches de la línea roja (Richmond-Millbrae) al servicio de la línea amarilla (Antioch-SFO), BART cambia el patrón de horario de llegada/salida en Millbrae, lo que desafortunadamente creará tiempos de espera más largos para los clientes durante esos períodos. Además, debido al horario del servicio de BART en Millbrae, los clientes que trasbordan desde/hacia los

trenes de BART hacia/desde SFO experimentarán tiempos de espera más largos.

Fines de semana

1. Mismo horario los sábados y domingos
   El nuevo horario de Caltrain se diseñó para simplificar y mejorar la experiencia del cliente. Por esta razón, Caltrain operará un mismo horario tanto los sábados como los domingos, lo que también ayudará con la consistencia operacional y la aceleración de las actividades de construcción y electrificación.

   Se debe notar que, debido a la gran diferencia en el horario de tren de BART los sábados y domingos, el margen de tiempo entre la llegada/salida de Caltrain y la llegada/salida de BART en la estación Millbrae los domingos es significativamente más largo que el de lunes a sábado. Nos disculpamos de antemano por cualquier inconveniente que esto podría causar para los pasajeros que trasbordan entre los dos servicios en Millbrae.
2. Hay trenes más temprano y más tarde los domingos
   La creación de un horario unificado para los fines de semana significa que Caltrain operará 2 viajes de ida y vuelta adicionales los domingos. La sincronización de los nuevos trenes es cercana a los trenes de “solo los sábados” en el horario actual de fin de semana, que están programados temprano en la mañana y tarde en la noche:

   En dirección norte

   - El primer tren en dirección norte será local y saldrá de la estación Tamien a las 7:12 a. m. (actualmente a las 7:17 a. m. los sábados) y está programado para llegar a la estación de San Francisco a las 8:56 a. m., aproximadamente 90 minutos más temprano que el servicio actual del domingo.
   - El último tren en dirección norte será local y partirá de la estación Tamien a las 11:05 p. m. Con el último tren que sale de la estación Dirion de San Jose a las 11:12 p. m., 30 minutos después de lo programado actualmente, se dará una nueva opción a los clientes que van a juegos deportivos y otros eventos especiales los domingos por la noche.

   En dirección sur

   - Dos trenes locales adicionales operarán luego del último tren programado actualmente y partirán de la estación de San Francisco a las 10:58 p. m. y a las 12:05 a. m. Este nuevo servicio está orientado hacia los trabajadores esenciales con turnos nocturnos, así como a los clientes que regresan de juegos deportivos y otros eventos nocturnos en San Francisco los domingos por la noche.

CHINESE TRANSLATION

工作日

1. **更频繁和快速的高峰期服务（早上 6 时至 9 时和下午 4 时至 7 时）**

为了支持新冠疫情期间实施的限制措施的放松和社会的重新开放，Caltrain正在大幅增加在通勤高峰期安排的列车数量，提供更多的服务选择。

具体而言：

- 通勤高峰期每小时运营的列车数量将增加一倍，从每小时两趟增至每小时四趟r
- Caltrain将提供以下服务选项，而不是提供跳站的有限站点列车：
  - 每个方向每小时一 (1) 趟区间服务列车（L-1，100 系列）；
  - 每个方向每小时两 (2) 趟有限站点列车（L-3，300 系列，和 L-4，400 系列）；
  - 每个方向每小时一 (1) 趟“小子弹头”特快列车（B-7，700 系列）。

  通过这种服务模式的组合，Caltrain将为具有不同需求和优先事项的乘客提供不同选择，即：

- 区间列车为所有平日的车站提供直达服务，甚至包括其他类型列车不覆盖的车站
- “小子弹头”特快列车在旧金山和圣何塞之间运行，节省更多行程时间（总行程大约 65 分钟），经停五站（例如：从 Palo Alto 到 Millbrae 仅需 24 分钟）；
- 有限站点列车为一些没有“小子弹头”列车服务的热门车站提供更快的服务，包括从终点站（旧金山和圣何塞之间约 75 分钟）和中间站（从 Palo Alto 到 Millbrae 约 30 分钟）出发的列车，以及

午间推出有限站点服务s

新时刻表中，午间服务也将改变。Caltrain将提供以下组合的服务，而不是每小时提供两趟跳站的有限站点列车：

- 每个方向每小时一趟区间服务列车，在旧金山和圣何塞 Diridon 站之间所有平日站点停靠；

- 每个方向每小时一趟有限站点列车（L-5，500 系列），在十个最热门的车站停靠，有良好的区域交通接驳。

这项新的非高峰期服务有以下优点：

- 旧金山与 Tamien 之间的所有车站每小时提供区间直达列车
- 在 L-5 列车服务的 12 个车站之间每小时有两趟列车，而在目前的服务下只有 8 个车站（22nd Street、San Mateo、Menlo Park 和 Santa Clara 的服务将增加），并且
- 旧金山和圣何塞之间的行程时间缩短（74 分钟，比目前时刻表中最快的非高峰期列车短 9 分钟），L-5 列车服务的其他一些站点之间的行程时间也缩短。还应注意的是，L-5 列车被安排在清晨（早上通勤高峰期之前）和夜晚（下午通勤高峰期之后）运行，以实现上述相同的优点。

更频繁的晚间服务

Caltrain将增加晚间双向服务，在晚上大约 8 点至 11 点之间增加三趟往返的区间列车。增加后，区间列车在此期间将每 30 分钟有一趟。除了有可能获得新的乘客外，增加班次将为观看体育赛事和其他平日晚间活动的乘客提供更好和更稳定的服务选择。此外，增加晚间服务还包括在目前时刻表中的最后一班北向列车之后约 30 分钟新增一趟列车。根据新的时刻表，最后一班北向列车将作为区间列车运行，在晚上 11:05 从 Tamien 出发（晚上 11:12 到达圣何塞 Diridon）。

恢复 Gilroy 的服务，每天三个往返班次

Caltrain将在高峰期恢复 Gilroy 的第三趟往返列车，平日经停 Tamien 以南 South County 的五个车站（Capitol、Blossom Hill、Morgan Hill、San Martin 和 Gilroy）。

调整后的 College Park 服务

随着列车服务频率和服务选项的增加，Caltrain将对 College Park 站的往返服务进行调整（包括往返 Gilroy 车站的直达服务）。

在 Millbrae 站保持Caltrain和 BART 列车之间足够的换乘时间。.

即使有所有这些变化，Caltrain制定的时刻表仍强调在 Millbrae 与 BART 的接驳。按照规划，自 2020 年 6 月起，北向Caltrain列车将在 BART 预定出发前往旧金山和东湾的时间后的 10 分钟内到达，而南向列车将在 BART 预定到达时间后的 10 分钟内出发。尽管平日里安排的大部分列车都达到了这一目标，但

当 BART 将夜间服务从红线 (Richmond-Millbrae) 改为黄线 (Antioch-SFO) 服务时，BART 改变了 Millbrae 的到达/出发时间规律，这将不幸地在这些时段为乘客带来更长的等待时间。此外，由于 BART 在 Millbrae 的服务计时方式，从旧金山国际机场换乘 BART 列车或换乘 BART 列车前往旧金山国际机场的乘客也将经历更长的等待时间。

周末

1. **周六和周日的**时刻表完全相同
   新的Caltrain时刻表旨在简化和提升乘客体验。为此，Caltrain**将在周六和周日按相同的**时刻表运行，这也将有助于运营的一致性和加速电气化建设活动的进行。

   值得注意的是，由于 BART 列车在周六和周日的时刻表有很大差异，周日 Caltrain**抵达/离开** Millbrae **站与** BART **抵达/离开** Millbrae **站之**间的缓冲期要比平日和周六长很多。我们对在 Millbrae 站换乘的乘客可**能造成的任何不便提前表示歉意**。
2. **周日早班**车和晚班车
   建立一个统一的周末时刻表意味着加州列车将在周日增加两个往返班次。新列车的时间与目前周末时刻表中“仅周六运行”**的列**车接近，安排在清晨和晚间：

   北向

   - **第一趟北向列**车将是区间列车，于上午 7:12 **从** Tamien **站**发车（目前是周六上午 7:17）， 计划于上午 8:56 **抵达旧金山**车站，比目前的周日服务早约 90 **分**钟；
   - **最后一班北向列**车将是晚上 11:05 **从** Tamien 车站发车的区间列车。最后一班列车在晚上 11:12 **从圣何塞** Diridon **站**发车，比目前的最后一班晚 30 **分**钟。这将为周日晚上去看体育比赛和参加其他活动的乘客提供一个新的选择。

   南向

   - **在目前**时刻表的最后一趟火车之后再开两趟区间列车，将在晚上 10:58 **和凌晨** 12:05 **从旧金山**车站出发。这项新的服务面向的是必须上晚班的工人，以及周日晚上从旧金山的体育比赛和其他晚间活动返回的乘**客**

ATTACHMENT 6: MULTI-LINGUAL WEBSITES (SPANISH AND CHINESE)

> caltrain.com > Schedules > Summary of Changes > Resumen de cambios

Resumen de cambios

English 汉语

Effective August 30, 2021

HORARIO DE LUNES A VIERNES ▸ HORARIO DE FIN DE SEMANA ▸

A partir del lunes, 30 de agosto, Caltrain ofrecerá más servicios que nunca, con varias mejoras y nuevas opciones para los clientes que vuelvan al sistema. A pedido del público, vuelve a programarse el servicio "Baby Bullet". Tener un servicio nocturno más frecuente significa ofrecer más opciones a los clientes que salen a cenar, que asisten a eventos por la noche o incluso que se quedan trabajando hasta tarde.

Caltrain aumentará de forma significativa la cantidad de trenes programados durante las horas pico de desplazamiento con una variedad de opciones de servicio más amplia para los clientes con diferentes necesidades y prioridades.

Resumen de cambios: horario de lunes a viernes (30 de agosto)

- Mayor frecuencia y servicio a lo largo del día
- Regreso de Baby Bullet
- Cuatro trenes por hora durante el período pico de desplazamiento (de 6 a. m. a 9 p. m. y de 4 p. m. a 7 p. m.) con Baby Bullet, expresos limitados y servicio local
- Presentamos el servicio de trenes express limitados al mediodía

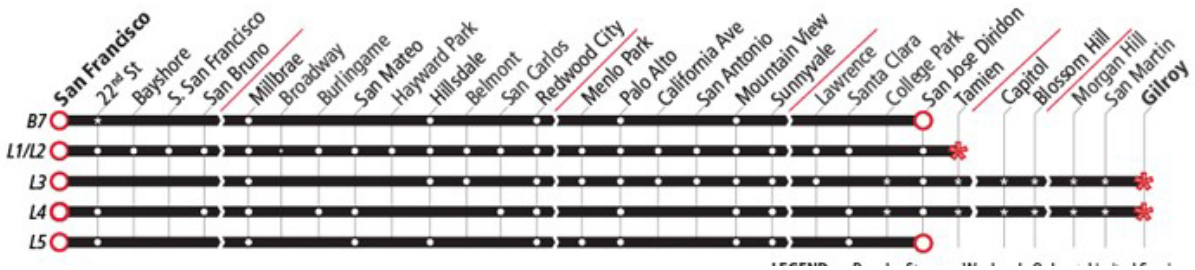
Resumen de cambios: fines de semana

- Aumento en el servicio de los domingos: 2 viajes de ida y vuelta adicionales.
- Horario unificado de los fines de semana: el mismo horario para los sábados y los domingos.

See a Complete List of Changes.

Vea las descripciones y los patrones de servicio que se muestran en el diagrama a continuación.

El tipo de servicio (2 dígitos: 1 letra, 1 número) se exhibe en el exterior del tren al lado de, o en, la locomotora o en el vagón delantero.



SERVICIO BABY BULLET EXPRESS

Lunes a viernes – Horas pico
Tipo de servicio B7, Tren N.º Serie 7XX
El servicio Baby Bullet es la opción de viaje más rápida, ya que el tren para en solo unas cuantas de las estaciones más populares entre San Francisco y San José.

Las columnas rojas del programa indican trenes del servicio Baby Bullet Express.

SERVICIO CON PARADAS LIMITADAS

Tipo de servicio L3, Tren N.º Serie 3XX
Tipo de servicio L4, Tren N.º Serie 4XX

Lunes a viernes – Mañana, mediodía, primeras horas de la noche
Tipo de servicio L5, Tren N.º Serie 5XX
El nuevo servicio limitado simplifica las opciones El nuevo servicio limitado simplifica las opciones de viaje al hacer que los trenes hagan el mismo conjunto definido de paradas. El servicio limitado ofrece un servicio más frecuente en estaciones clave y tiempos de viaje más cortos. La estación College Park cuenta con un servicio limitado de lunes a viernes.

Las columnas amarillas del programa indican los trenes con servicio de paradas limitadas

SERVICIO LOCAL

Lunes a viernes – Todo el día
Tipo de servicio L1, Tren N.º Serie 1XX

Fines de semana – Todo el día, el mismo servicio en sábado y domingo
Tipo de servicio: L2, Tren N.º Serie 2XX
Para en todas las estaciones entre San Francisco y San José, incluyendo Broadway y excluyendo College Park. Algunos trenes comienzan/finalizan el recorrido en la estación Tamien.

Las columnas blancas/grises del programa indican trenes de servicio local.

变化摘要

English Español

2021 年 8 月 30 日生效

平日时刻表 ▸ 周末 时刻表 ▸

从 8 月 30 日周一开始，加州火车 (Caltrain) 将提供比以往更多的服务，并为重返坐车的乘客提供各种改进和全新选择。应广大乘客的要求，“小子弹头”特快列车回到了列车时刻表中。晚间更频繁的班次为乘客提供了更多的选择，不论是外出就餐、参加晚间活动，或者只是加班的乘客！

Caltrain将大幅增加通勤高峰期的列车班次，为有不同需求和优先事项的乘客提供更多的服务选择。

变化摘要 - 平日时刻表（8 月 30 日）

- 104 辆列车，数量达到 JPB/Caltrain 历史之最
- 增加全天的服务和班次
- “小子弹头”特快列车回归
- 在上下班高峰期（早上 6 点至 9 点 -下午 4 点至 7 点），每小时有四趟列车，有“小子弹头”特快列车、有限站点特快列车和区间服务列车
- 中午时分推出有限站点特快列车服务
- 换乘：Millbrae 交通中心针对大多数列车维持一致的平日换乘机制
- Gilroy 增加第三趟列车服务

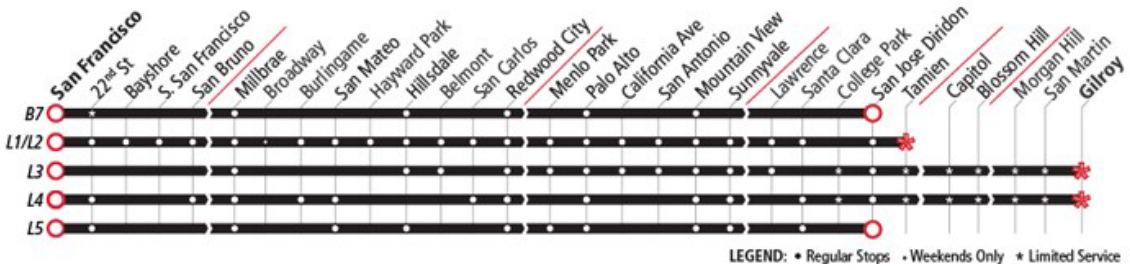
变化摘要 - 周末

- 增加周日服务：增加两个往返班次。
- 统一周末时刻表：周六和周日按相同的时刻表运行。

See a Complete List of Changes.

服务车型（2 位数：1 个字母，1 个数字）张贴在机车或前部驾驶室车厢旁边或上面的列车外部。

服务车型（2 位数：1 个字母，1 个数字）张贴在机车或前部驾驶室车厢旁边或上面的列车外部。



“小子弹头”特快列车

平日 – 高峰时段

服务车型 B7，列车型号 7XX 系列
“小子弹头”列车是出行的最快选择，只在旧金山和圣何塞之间几个最受欢迎的车站停靠。

时刻表上的红色栏目表示“小子弹头”特快列车。

有限站点列车

平日 – 高峰时段
服务车型 L3，列车型号 3XX 系列
服务车型 L4，列车型号 4XX 系列

平日 – 清晨、中午、傍晚

服务车型 L5，列车型号 5XX 系列
新的有限站点列车通过让列车停靠规定的相同站点来简化出行选择。有限站点列车在关键车站提供更频繁的班次和更快的行程时间。College Park 站在平日开设有限班次。

时刻表上的黄色栏目表示有限站点列车。

区间服务列车

平日 – 全天

服务车型 L1，列车型号 1XX 系列

停靠旧金山和圣何塞之间的所有站点，不包括 Broadway 站和 College Park 站。有些列车以 Tamien 站为始发站/终点站。

周末 – 全天，周六和周日照常运行

服务车型：L2，列车型号 2XX 系列

停靠旧金山和圣何塞之间的所有站点，包括 Broadway 站，不包括 College Park 站。有些列车以 Tamien 站为始发站/终点站。

时刻表上的白/灰色栏目表示区间服务列车。

ATTACHMENT 7: PUBLIC OUTREACH: COMMUNITY BASED ORGANIZATIONS EMAIL AND MATIX

Email Text:
Dear City and County Partners,

It may have been awhile since you were last on Caltrain. We are excited to welcome you back and let you know what we've improved since we saw you last.

Caltrain's Biggest Service Expansion Ever - Effective Aug 30

- More trains than ever before on weekdays, weekends & evenings
- SAVE 50% Off All Fares (Valid All September)
- The Baby Bullet is Back

Convenient & Touchless Payment Options

- Clipper App and Caltrain Mobile app
- Apple Pay/Google Pay
- New Clipper-enabled Ticket Machines

Learn more at www.Caltrain.com/AllAboard

We are also asking for your help in spreading the word about Caltrain's service increase and discounts to your community. To make it easy, the below language can be used in newsletters or on social media. We have also created an asset library if you want to include photos/graphics with your post. Please share widely!

Sample Language for Newsletters or Social Media posts

Newsletter
In case you haven't heard, Caltrain will implement a new, 104-train schedule with more trains than ever before and offer 50% off all tickets and passes for September. Hop on board with the return of the Baby Bullet express train and check out our coordinated BART transfer at Millbrae. Whether going to work, school or traveling for fun, check out what's going on at Caltrain!
For more details, visit www.Caltrain.com/AllAboard

Twitter
With more trains than ever before @Caltrain has expanded peak hour, evening and weekend service. In addition there's a big 50% discount off all fares. Check out the details: www.caltrain.com/allaboard

Facebook/LinkedIn
@Caltrain has expanded peak hour, evening and weekend service with more trains than ever before. In addition there's a big 50% discount off all fares. Check out the details on their site:
www.caltrain.com/allaboard

Instagram
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Please let me know if you have any questions.

CBO NAME	County	CBO NAME	County
Ability Path	San Mateo	Child Care Coord Council	San Mateo
Abode Housing Services	Alameda	Chinese Progressive Association	San Francisco
Abundant Life Fellowship	Alameda	City Team	Santa Clara
ACCEL San Mateo County	San Mateo	Coastside Clinic	San Mateo
Acterra	Santa Clara	Coastside Fire Protection District	San Mateo
African American Community Service Agency	Santa Clara	College Track East Palo Alto	San Mateo
Alameda Point Collaborative	Alameda	Colma Fire Department	San Mateo
ALZHEIMER'S ASSOCIATION	Santa Clara	Comm. Resources for Independent Living	San Mateo
Anamatangi Polynesian Voices (APV)	San Mateo	Commission on Aging Paratransit Coordinating Counc	San Mateo
Apollo Adult Day Program	Santa Clara	Committee for Green Foothills	Santa Clara
Arab Resource & Organizing Center	San Francisco	Community Housing Partnership	San Francisco
Asian Americans for Community Involvement	Santa Clara	Community Services Agency of Mountain View & Los Altos	Santa Clara
Asian Pacific Islander American Public Affairs Ass	Alameda	Compass Family Services	San Francisco
Asian Pacific Islander American Public Affairs Ass	Santa Clara	Daly City Community Service Center (Resource Center)	San Mateo
Ayundando Latinos A Sonar (ALAS)	San Mateo	Daly City Friendship Center (North County Mental Hospital	San Mateo
Ma	San Mateo	Daly City Partnership	San Mateo
Bay Area Forward	Alameda	Daly City Youth Health Center	San Mateo
Bay Area Healthy 880 Communities	Alameda	Day Worker Center of Mountain View	Santa Clara
Bay Area Regional Health Inequities Initiative	Alameda	Destination Home	Santa Clara
Bay Area Transportation Working Group	Alameda	Dogpatch Neighborhood Association	San Francisco
BayRail Alliance	Santa Clara	DOLORES STREET COMMUNITY SERVICES	San Francisco
Bayshore Child Care Services	San Mateo	East Palo Alto Senior Center	San Mateo
Bayview Footprints (by Quesada Gardens Initiative)	San Francisco	ECO Vote (CA League of Conservation Voters)	Alameda
Bayview Hill Neighborhood Association	San Francisco	Ecumenical Hunger Program	San Mateo
BAYVIEW HUNTERS POINT FOUNDATION	San Francisco	Edgewood Center for Childrn and Families - San Mateo	San Mateo
Bayview Merchants Association	San Francisco	El Concilio of San Mateo County	San Mateo
Belle Haven Action	San Mateo	EPA CAN DO	San Mateo
Belmont, Foster City, San Mateo Fire Departments	San Mateo	Ethiopian Community Services	Santa Clara
BERNAL HEIGHTS HOUSING CORPORATION	San Francisco	Excelsior District Improvement Association	San Francisco
Boys and Girls Club (North San Mateo)	San Mateo	Fair Oaks Community Center	San Mateo
BRIDGE HOUSING CORP	San Francisco	Faith in Action	San Mateo
BRILLIANT CORNERS	San Francisco	Family Crossroads/Shelter Network of San Mateo County	San Mateo
D		Family Supportive Housing, Inc.	Santa Clara
CA Youth Connection	Alameda	Filipino American Chamber of Commerce Santa Clara	Santa Clara
California Highway Patrol		Filipino Bayanihan Resource Center	San Mateo
CARRD (Californians Advocating Responsible Rail De	Santa Clara	Filipino Community Center San Francisco	San Francisco
Casa Circulo Cultural	San Mateo	First Community Housing	Santa Clara
Castro/Upper Market Community Benefit District	San Francisco	Free At Last	San Mateo
Catholic Charities	San Francisco	Friends of Caltrain	Santa Clara
Catholic Charities Resettlement Program	San Mateo	Friends of Old Town (South San Francisco)	San Mateo
Causa Justa Just Cause	San Francisco	Friends of Parks and Recreation	San Mateo
CENTRAL CITY HOSPITALITY HOUSE	San Francisco	Gatepath	San Mateo
Central City Hospitality House	San Francisco	Gilroy Economic Development Corp	Santa Clara
Central County Fire Department	San Mateo	Goodwill of Silicon Valley	Santa Clara
Chicana Latina Foundation	San Mateo	Grail Family Services	Santa Clara
Greater Opportunities for the Developmentally Disabled)	Santa Clara	New Door Ventures	San Francisco
Green Benefit District (Dogpatch & Northwest Potre	San Francisco	Next Step Veterans Resource Center	San Mateo
GreenAction	San Francisco	Non-Profit Housing Association of Northern Califor	San Mateo
Greenbelt Alliance	San Francisco	North County Fire Authority	San Mateo
Gujarati Cultural Association of Bay Area	Alameda	Northern Peninsula Mandarin School	San Mateo
Heart of the Valley	Santa Clara	Nuestra Casa	San Mateo
Hispanic Chamber of Commerce Silicon Valley	Santa Clara	Office of County Manager	San Mateo
Hispanic Foundation of Silicon Valley	Santa Clara	On Lok	San Francisco
Home and Hope	San Mateo	Operating Engineers Local Union #3	Alameda
Home First	Santa Clara	Organization of Chinese Americans (Peninsula Chapt	San Mateo
Housing Leadership Council	San Mateo	Our Lady of the Pillar Catholic Church	San Mateo
Hunters Point Family	San Francisco	Our Second Home	San Mateo
Immigration Institute of the Bay Area	San Mateo	Pacifica Climate Committee	San Mateo
India Basin Neighborhood Association	San Francisco	Pacifica Resource Center	San Mateo
Indo American Chamber of Commerce	Alameda	Palo Alto Housing	Santa Clara
International Brotherhood of Teamsters	San Francisco	Paratransit Coordinating Council (San Francisco)	San Francisco
Japanese American Community Center	San Mateo	Parents for Safe Routes	San Mateo
Japanese Chamber of Commerce	San Mateo	PARS Equality Center	San Mateo

Job Train	San Mateo	Peninsula Conflict Resolution Center	San Mateo
Joint Venture Silicon Valley	Santa Clara	Peninsula Family Service	San Mateo
JPB	San Mateo	Peninsula Interfaith Action	San Mateo
Korean American Professional Society	San Francisco	Peninsula Interfaith Climate Action	San Mateo
Language Pacifica	San Mateo	Persian American Society	San Mateo
Latina Coalition of Silicon Valley	Santa Clara	Persian Center	Alameda
Latino Collaborative, San Mateo County	San Mateo	Pomeroy Recreation and Rehabilitation Center	San Francisco
League of Women Voters - South San Mateo County	San Mateo	Portuguese Organization for Social Services and Op	Santa Clara
Leah's Pantry	San Francisco	Potrero Boosters	San Francisco
Lesley Senior Communities, San Mateo	San Mateo	Project Hired	Santa Clara
LifeMoves, San Mateo County	San Mateo	Project WeHope	San Mateo
Live Oak Adult Day Services	Santa Clara	Public Advocates	San Francisco
Loma Prieta Sierra Club	Santa Clara	Public Allies - San Francisco, Silicon Valley	Santa Clara
Menlo Oaks District Association	San Mateo	Puenta (Clinic)	San Mateo
Menlo Park, EPA, Atherton, SMC Fire Departments	San Mateo	Puente De La Costa Sur	San Mateo
Menlo SPARK	San Mateo	Rahima Foundation	Santa Clara
Metropolitan Education District	Santa Clara	Ravenswood Family Health Center	San Mateo
Mid Peninsula Boys and Girls Club	San Mateo	Redwood City 2020	San Mateo
Midcoast Community Council	San Mateo	Redwood City Fire Department	San Mateo
Mid-Peninsula Housing	San Mateo	Redwood City Police Activities League (PAL)	San Mateo
Mission Asset Fund	San Francisco	Renaissance Center Mid-Peninsula	San Mateo
Mission Community Council	San Francisco	Russian American Community Services	San Francisco
MISSION HOUSING DEVELOPMENT CORP	San Francisco	Sacred Heart Community Service	Santa Clara
Mission Merchants Association	San Francisco	Safe Harbor Shelter	San Mateo
Mission Neighborhood Center	San Francisco	Safe Routes to School Program at County Office of	San Mateo
Moon Ridge Apartments	San Mateo	Salvation Army Family Services - San Jose	Santa Clara
Mujeres Unidas y Activas, San Francisco	San Francisco	Samartian House	San Mateo
NAACP San Mateo County Chapter	San Mateo	SAMCEDA	San Mateo
San Bruno Chinese Church/Chinese school	San Mateo	Society of St. Vincent de Paul, San Mateo	San Mateo
San Francisco Bicycle Coalition, San Francisco	San Francisco	Somos Mayfair	Santa Clara
San Francisco Building and Construciton Trades Cou	San Francisco	South San Francisco Chamber of Commerce	San Mateo
SAN FRANCISCO CLEAN CITY COALITION	San Francisco	South San Francisco Community Learning Center	San Mateo
San Francisco Labor Council	San Francisco	South San Francisco Fire Department	San Mateo
San Francisco Transit Riders	San Francisco	South San Francisco Library	San Mateo
San Mateo County Aging and Adult Services	San Mateo	SparkPoint Center at Skyline College	San Mateo
San Mateo County Building and Construction Trades	San Mateo	SPUR	San Francisco
San Mateo County Central Labor Council (SMCCLC)	San Mateo	StarVista	San Mateo
San Mateo County Commission on Disabilities, Aging	San Mateo	Steppingstone, San Francisco	San Francisco
San Mateo County Health - Equity, Mental Health	San Mateo	Stevenson House	Santa Clara
San Mateo County Hispanic Chamber of Commerce	San Mateo	Sustainable San Mateo County	San Mateo
San Mateo County Home for All	San Mateo	Sustainable San Mateo County	San Mateo
San Mateo County Housing	San Mateo	Sustainable Silicon Valley	Santa Clara
San Mateo County Immigrant Services Forum	San Mateo	SVBC	Santa Clara
San Mateo County Office of Education	San Mateo	SVBC	Santa Clara
San Mateo County Parks Foundation	San Mateo	The Five Wounds/Brookwood Terrace Neighborhood Act	Santa Clara
San Mateo County Pride Center	San Mateo	Thrive Alliance	San Mateo
San Mateo County Sheriff	San Mateo	Transportation Justice Alliance	Santa Clara
San Mateo County Sheriff's Office	San Mateo	Upward Scholars	Santa Clara
San Mateo County Union Community Alliance	San Mateo	Urban Habitat	Alameda
San Mateo County Youth Commission	San Mateo	Urban Land Institute (San Francisco)	San Francisco
San Mateo Labor Council	San Mateo	Vietnamese Amercian Community Center, San Jose	Santa Clara
Santa Clara & San Benito Counties Building & Const	Santa Clara	Visitacion Valley Planning Alliance (VVPA)	San Francisco
Santa Clara County Office of Human Relations	Santa Clara	Vista Center for the Blind and Visually Impaired	Santa Clara
Santa Clara County Public Health	Santa Clara	Walk San Francisco	San Francisco
Santa Clara County Public Health	Santa Clara	Working Partnerships	Santa Clara
Senior and Disability Action, San Francisco	San Francisco	Yaseen Foundation	San Mateo
Senior Coastsiders	San Mateo	Youth Leadership Institute	San Mateo
Seton Medical Center	San Mateo	Youth United for Community Action (YUCA)	San Mateo
SF Coaltion on Homelessness	San Francisco	Zawaya	San Mateo
SF Mission Bay Neighborhood Association	San Francisco		
26	San Mateo		
Sierra Club - San Francisco Bay Chapter	San Francisco		
Sierra Club, Loma Prieta Chapter	Santa Clara		
Sikh Gurdware of San Francisco	San Mateo		
Silicon Valley at Home	Santa Clara		

Silicon Valley Black Chamber of Commerce	Santa Clara		
Silicon Valley Community Foundation	Santa Clara		
Silicon Valley Council of Non-profits	Santa Clara		
Silicon Valley Independent Living Center	Santa Clara		
Sitike Counseling Center	San Mateo		
Skyline College	San Mateo		
Skyline College Language and Arts Division	San Mateo		
SMC Health	San Mateo		
SMC Health System - Health Policy & Planning Progr	San Mateo		

ATTACHMENT 8: WEEKEND COMMENT MATRIX (BOARD MEETINGS AND COMMITEE MEETINGS)

Meeting	Date	Comments/Questions
Work Program – Legislative – Planning (WPLP) Committee Meeting	5/26/2021	1)Where is slide with Ridership Pattern of Caltrain since the pandemic? 2)Simple standardize schedule is why ridership tanked and will not recover until addressed.
Work Program – Legislative – Planning (WPLP) Committee Meeting	5/26/2021	1)Encourage aggressive efforts to capture riders as they return to work, new patterns being established now and window of opportunity, chicken and egg problem -Aggressive fare discount & new fare products (e.g. BART 1/2 off fare & introduced new ticket types, 15 min headways planned) -Need to appeal to different demographic & broader base
JPB Board Meeting	6/3/2021	1)BART & Capital Corridor have been working on increased service and have been planning for months, not increasing service in the summer 2)Need 50% discount similar to BART approach 3)Need 15 min frequency 4)Advice: Look at past, analyze and understand how Caltrain previously one of successful railroads in the country. -The simplified schedules does not get ridership, Need to figure determine how squeeze high speed traffic runs 150% of capacity, need passing tracks infrastructure.
JPB Board Meeting	6/3/2021	1)Need operate a good mixture both local & express service during peak & off peak and weekends 2)Express help encourage to use service for faster travel 3)Requires more train & more service 4)More passing tracks, capital investment 5)Simplified schedule sound good on paper, but need to look beyond simplified service. Both local & express service will help with ridership.
JPB Board Meeting	6/3/2021	1)Request to restore Caltrain service to pre-pandemic levels asap. -Level of service especially weekends (60) & off-peak times not tenable -Need to reset patterns of people's movement through region, need more competitive service and request return of the baby bullet service 2)Improve connections to BART, including platform changes to make seamless as possible
JPB Board Meeting	6/3/2021	1)Request interval of trains at any station during not more than 30 min -Hard to plan with 1 hr intervals -Bring frequent service to as many stations as possible -Place for express service but don't leave smaller stations behind

JPB Board Meeting	6/3/2021	1)Modeling doesn't go with frequency -Baby bullet was fuller and less not always better -BART has to run frequency to address capacity -Go to latest technology
JPB Board Meeting	6/3/2021	1)Longer trains -move to regional transit level service (broader demographics) 2)Leisure trip by Caltrain schedule 3)Window of opportunity to lure back old ridership demographic, but also new group demographics with more equitable fares (station to station) & frequent service
JPB Board Meeting	6/3/2021	1)Plan on at least one set of Baby Bullet Service -Since Baby Bullet consistently full, restore of them would get back ridership -Coming back to the Fall, put the attractive product back on the table
JPB Board Meeting	6/3/2021	1)Encouraging Caltrain to provide robust service restoration -Match to BART – Aug 30 or sooner, Match BART 50% percent -Service needed to attract back ridership 2)Complicated math skills, balancing the goals with express baby bullets vs. more trips in line with Service Plan, Vision, Equity Goals 3)Seen weekend ridership coming to back -New work patterns, midday service -Watch how people using the service to bring back service
JPB Board Meeting	6/3/2021	1)Urge Caltrain to bring back pre-pandemic service -Worry lowering service makes Caltrain less appealing 2)Pre-pandemic service was not already not enough, less than that frequency is poor path moving forward -Higher frequency during the day and on weekends -Geographically Caltrain station in many downtowns -Good peninsula to leisure with tech, pandemic -Transition Caltrain to something more general -Need move from serving 8am-5pm worker to different work schedules

JPB Board Meeting	6/3/2021	1)Return to work different w/ different Hybrid models -People not go to work every day -People go to meetings then go home, need robust service during the day is critical -flexible schedule along the peninsula to keep people out of cars 2)Worsened car traffic at 92 junction, near the airport, at 84 3)Want 15 min headway frequency 4)Timed connections with BART at Millbrae (Need Train controllers hold the trains) 5)Electrification project needs to be hurried along, updated train control will allow opportunity to go drive less -Cited example Singapore: Driverless option on train to save on costs for good quality service
JPB Board Meeting	6/3/2021	1)Eliminate train driver is not possible 2)Encourage return to normal schedule 3)Station to station fare structure more equitable 4)Favor match BART 50% fare discount 5)Visited New Hillsdale Station -Like the centerboard platform and stainless steel architecture with railing -Critic: At the time only connection to the station is on 28th Ave, would be nice to walk from Caltrain parking lot to nearby companies in the Bay Meadows to encourage more riders
JPB Board Meeting	6/3/2021	1)Re: frequency - Quagmire (current moment & how to plan moving forward) 2)Delays of the electric trains (2 years past schedule) -Coming back from pandemic & pivot point to increase ridership, get different client aside from 8am-5pm riders, gig & essential workers off-peak times 3)Question: For How are we planning for frequency for near term planning? 4)Timed connections with not just BART but other local service Muni & VTA One hour headway: frequency, competing with other alternatives
Work Program – Legislative – Planning (WPLP) Committee Meeting	6/23/2021	1)Travel time between San Jose and San Francisco 2)drafting timetable 3)running the most popular trains 4)four baby bullets every hour 5)every baby bullet having a time connection with BART and every other train

Work Program – Legislative – Planning (WPLP) Committee Meeting	6/23/2021	1)Having capacity with baby bullets 2)Capacity versus frequency 3)Wi-Fi
Work Program – Legislative – Planning (WPLP) Committee Meeting	6/23/2021	1)Having convenient service 2)ridership based on service 3)matching with BART 4)using Go Pass 5)Providing better monthly ridership data.
Work Program – Legislative – Planning (WPLP) Committee Meeting	6/23/2021	1)Skip stops in the evenings 2)connections 3)baby bullets 4)Sunnyvale stops 5)changing to distance based fares
JPB Board Meeting	7/1/2021	1)Refer to Baby Bullet Service Restoring Caltrain Ridership letter dated 5/8/20 -Bring Caltrain ridership back by proving to passengers that Caltrain safe and by introducing baby bullet pattern -Lowest ridership recovery in the nation, due ignoring previous ridership and start focusing on equity issues and new riders opportunities 2)When approved Measure RR has 5 roundtrip trains to Gilroy, not 3 3)Look forward to the CAC meeting, because will be sending letter to the board and will include schedule with Baby Bullets
JPB Board Meeting	7/1/2021	1)Presentation thoughtfully considering a variety of needs -Weekend Baby Bullet, supporting commuter & diversity of trip -More service midday & off-peak 2)Will there be weekend baby bullets? -Ridership coming back to transit for recreational & non-commute purposes 3)Not in presentation: Number of trains & amount of service -Work with transportation advocates, see the restoration at least to full number of trains pre-COVID in order for riders to come back needs to be frequent service to develop habits to use the train 4)Due to Caltrain low ridership, being about track data coming back due to technology would be useful, anything that Caltrain can do to follow ridership data more closely to follow ridership patterns

JPB Board Meeting	7/1/2021	1)Appreciate Caltrain efforts to restore service 2)Review of Correspondence: People can't get to current station under current schedule 3)Review of Correspondence: Trains that take too long 4)Request good mix of local & express throughout the day so people can take advantage of fast trips and not disserve stations that aren't bullet/express stops 5)New normal is different travel patterns, hopefully with good service, attractive service & seamless fares will gain ridership 6)One benefit of bullet trains on weekends, is that more people will ride bullets and allow local trains run quicker with less on and off activity 7)Look forward to presentation at the CAC
JPB Board Meeting	7/1/2021	1)Thankful efforts to make Caltrain more equitable with proposed Fall 2021 2)Use Caltrain to get to school near Hillsdale Station, use daily to get school pre-pandemic, 2-4 times during the pandemic 3)More trains operating per hour, core frequencies -More students using Caltrain -Student body using Caltrain was 75%, now roughly 15%, 5% due lack of frequency to starting school times differed during day (e.g. force take train 1 hr earlier) 4)Limited A & Limited B current iteration can use Burlingame to other Stations including Santa Clara (forcing to get ride instead of using Caltrain) -reach every stop from every station (except College Park & Broadway) -mix of limited, local and baby service perhaps not 2019 schedule more improved 6)Bus transfers - Consider SamTrans in the recovery effort, little focus on bus transfers
JPB Board Meeting	7/1/2021	1)Encourage more baby bullet service on weekdays and weekends 2)Now demand is more spread out during weekend and midday, -Need to adapt schedule, Need mix of local, limited and bullet trains 3)Use some of the Samtrans & BART alternatives -Free transfer to SamTrans with single ride fares to help promote local bus service and speed up Caltrain

JPB Board Meeting	7/1/2021	1)Re: Equity - Move from Commuter Rail service (move Peninsula white collar workers to SF) to Transit type service. Make trains function for off-Peak, night and weekend trips. -Equity to address a different type of trip -Hourly service or worse service will chase -Make off-peak trains available to allow people to ride busier trains to be more safe 2)Re: Equity: Fare Structure needs to be change (designed onboard ticket sales, oriented to SF), need to move to distance fare based system
JPB Board Meeting	7/1/2021	1)In addition to optimization from transfer from BART, should include transfers to shuttles (e.g. Stanford or Seaport Shuttles that rely on the connections from Caltrain)
JPB Board Meeting	7/1/2021	1)Transit needs to restore service to at least pre-pandemic levels -Transit risks situation of people return to lives & accustomed without transit which will & less funding and ridership 2)Liked the presentation included need to re-imagine focus less on typical US commuter rail to schedule focused on commute hours, look forward to analysis 3)Bullet are important since new electric trains will take longer to implement, Need mixture of locals and express trains, Variety of speed & get to places in shorter amount of time 4)Agree with other speakers, better coordinator with SamTrans for Transfers & better Fare structure, Better infrastructure for Peninsula Buses 5)Difficult to fix all infrastructure, competing funds, but need to focus on restoration
Caltrain CAC Meeting	7/21/2021	1)Step in the correct direction. Staff is listening and that he has been waiting for this presentation to write to the Board. Commented on several slides of the presentation. 2)Previous success of the Baby Bullets. 3)Some of the market research is three months old. Staff needs to capture the pre-pandemic market. 4)Passengers make decisions to ride Caltrain based on travel time, not the rate of speed. -Baby Bullet service is needed throughout the day, at least once per hour. Elimination of half of the Baby Bullet market and that he has no choice but to drive, right now. -Suggests Baby Bullets originate out of Gilroy. 5)During special events, if the trains are full, run more trains. 6)Mentioned equity and referred to slide sixteen. 7)Farebox would remain low as long as previous customers are being targeted.

Caltrain CAC Meeting	7/21/2021	1)Appreciated the report and stated that staff is on the right track. 2)Caltrain should explore new fare options for riders that are not working the normal five days a week -Suggest staff to keep the monthly pass at low enough prices to encourage those passengers to ride, mentioned the distance based fares. 3)Running more bullet or express trains on weekends 4)Regarding equity, lower fares would help encourage the lower income riders 5)Glad to see more than one train during the off peak and that it should help encourage ridership.
Caltrain CAC Meeting	7/21/2021	1)Glad that Measure RR passed to pay for this expanded service, given that ridership is still coming back, and may not come back very quickly. 2)Remembers when Caltrain could not afford to expand service beyond the peak period because of cost. 3)Hopes that the schedule will help transform the system as Caltrain continues with electrification. 4)Liked the half semi local service schedule, pre-pandemic. 5)Hopeful to see the Agency react accordingly to ridership
Caltrain CAC Meeting	7/21/2021	1)Thanked staff for the presentation. 2)Enjoyed the heat diagrams on Highway 101 and mentioned that rush hour traffic patterns are different throughout the day depending on people's type of work and schedule. 3)Would like to see Caltrain address the VTA transfer connection, not just the BART connection. 4)Advocated that Sunnyvale be a Bullet train stop instead of Mt. View, if a second Bullet Train is added. 5)Pointed out the typo with the Gilroy train time. 6)Would like to see express trains on the weekends. 7)Great things about this schedule with equity. 8)Stated that he would like to see a fare structure that goes hand in hand with this schedule.

Caltrain CAC Meeting	7/21/2021	1)Thanked staff for the schedule that has taken into account a lot of the changes that are happening, including looking to bring back commuters in a world with different commuting patterns, less peak oriented and new travel behavior as well as supporting different types of trips and different types of riders. 2) Hopes that Caltrain will pay attention to how people are using the service and make changes accordingly, if necessary. 3)Happy to see the BART connections made during the pandemic, however is concerned with BART connections on nights and weekends. 4)Having information at the stations and on the websites would be helpful for passengers on what to expect. 5)Expressed her concerns with Sunnyvale not having a Bullet train stop.
Finance Committee Meeting	7/26/2021	1)Pre-COVID Farebox Recovery was amount highest in nation, now measure RR passed don't have to worry as much about Farebox recovery 2)Capital Corridor has recovered 30% of ridership 3)Commuter that want to come back saying that schedule won't work -Physical impossible to have bullet serve both Mt View & Sunnyvale station -Provided explanation of why there was 2 baby bullet at Mt View & Sunnyvale, each have their own google campus -Sunnyvale has shuttle from Cupertino potentially feedback Apple passengers -Need 2 baby bullets per hour serving the different stations with same trip times 4)Measure RR, Gilroy trains promise was 5 trains not 3 5)Re: Efficiency how can run 104 trains, but 10% increase in fuel consumption -Need more specificity regarding costs
Finance Committee Meeting	7/26/2021	1)Good presentation 2)Service Consistency important 3)½ hours service a pro, SF to Millbrae or San Carlos, -Good Service Example cited: Denver Transportation operates A line service from Denver Airport to Downtown (w/6 intermediate stops) and runs every 15 min, $5.25 for regional ticket for trains & city, Followed signs once getting off the plane,
Finance Committee Meeting	7/26/2021	1)Appreciate schedule, express service throughout the day except during weekend 2)Request Bullets/Express trains on weekend to help increase ridership as weekend ridership increase faster then weekday ridership 3)Re: Monitoring ridership, Caltrain need to get better real time ridership data from clipper/MTC

		and real time data ticket through the TVMs 4)Re-vamp zone system & get rid of zone Based Fare to encourage more ridership
Finance Committee Meeting	7/26/2021	1)When you shift the Commute service to Transit Oriented Service (generally empty trains during off peak), protection for busier train 2)Can't judge where need to have bridge by how many people swim across the bay, ridership driven by what is offered 3)Sunnyvale needs more & better service need 4)Keep dwell times to minimum
Finance Committee Meeting	7/26/2021	1)Appreciate bring back bullet & express trains, need faster & competitive schedules 2)+1 add baby bullet trains 3)Stay consistent schedule with weekend schedule, vs. stay consistent with BART 4Great schedule to balance many things & step forward on many things 5)Missing item: More distance based fares, more expensive when cross boundaries (more expensive), discretionary train trips vs. driving Questions: 1)Why Connections at Mt View not mentioned, connections at BART at Millbrae (missing VTA connections at Mt View later)? Seeing data if in evening one train shifting from express train schedule. 2)How the Clock-face mentioned in the business plan interfaces with this schedule
Work Program – Legislative – Planning (WPLP) Committee Meeting	7/28/2021	1)Appreciate increase in service, Locals & express during the day in addition to baby bullet 2)Restoring express or bullets on the weekend, increase ridership and make locals more efficient 3)Consider restoring weekday service to Broadway station 4)Gilroy service: Need to look at expanding to two tracks 5)Better data collection on Caltrain, Real time data collection available on BART & SMART -Ticket media, TVM data

Work Program – Legislative – Planning (WPLP) Committee Meeting	7/28/2021	1)Appreciate comments on masks, vaccinations, state employee testing -Governor Newson mandated vaccinated or weekly testing for every state employer 2)Re: Sunnyvale stop, that was the only bullet train that served Tamien 3)Two bullet trains serve different stations: Sunnyvale & Mt View 4)Baby bullets originating in Gilroy 5)Two tracks to Gilroy -Voted in 2000, fully funded in 2013 -UPRR relocated fiber option -VTA defunded and used for VTA Mt View track 2700' for Super Bowl 50 4)Caltrain recovery efforts (10% of recovery) -Target for staff to be back to 20% by end of the year
Work Program – Legislative – Planning (WPLP) Committee Meeting	7/28/2021	1)Commented on service, thoughtful work, bring back bullet, new travel patterns, more frequent service throughout day, changing travel, diverse riders 2)Issues & concerns: Millbrae connection on weekends and evenings transfers -Off peak travel & non-work trip are getting a stronger a use of transit than commute travel -Issues with construction (preventable if goal upfront) & COVID return scheduling -Short term fix: clear signage -Support ongoing work to improve connections
Work Program – Legislative – Planning (WPLP) Committee Meeting	7/28/2021	1)Disappointment in BART Millbrae connection not in sync 2)COVID vaccine & masking requirements -Require all customer facing employees at very least to get vaccination (e.g. recent announcements by Facebook & Google), to increase the comfort level to get back on trains 3)For ridership recovery, need to move away from zone fare system and toward a distance based fare system -Passed resolution at CAC -More than white collar comments
Work Program – Legislative – Planning (WPLP) Committee Meeting	7/28/2021	1)To Promote ridership, revamp zone fares to distance based fares 2)Appreciate marketing efforts 3)Monthly pass included in Fare discount 4)When will comprehensive fare package be discussed?

Work Program – Legislative – Planning (WPLP) Committee Meeting	7/29/2021	1)All employees are fully vaccinated 2)Would be great if all Bay Area agencies can say all employees are vaccinated -Work with TASI & all contract staff on this
JPB Board Meeting	8/5/2021	1)Goals, Supporting riders to return to work, make improvements to various respondents , using efficiencies to attract riders 2)Whether Caltrain working with VTA & SamTrans for more better connections to local transit, previous not able due to Caltrain's irregular schedule 3)Disappointed with BART connections, Not great connections evening & weekends, although amongst highest the restoration return
JPB Board Meeting	8/5/2021	1)Objectives, more midday & evening service, Broadway apartments right across the street, consider Broadway (instead of drive to Millbrae) 2)Weekend bullet service, recognize work windows for electrification, need express trains, help local trains more efficient 3)Re-iterate move from zone to distance based fares to improve ridership
JPB Board Meeting	8/5/2021	1)Clearly an improvement than now, will focus on glitches 2)Project CTX (Caltrain Express 20 year ago, infrastructure at Lawrence & Bayshore) no longer used -Two baby bullets served different markets, one start at Tamien and one that started at SJ -One that start Tamien serves all south San Jose including Gilroy (stops in Sunnyvale) -Can't have single baby bullet that both trains stop at Mt View and Sunnyvale due to 150% capacity need at Sunnyvale 3)End to end trip time is 9 minutes longer than in 2014 4)Traffic – is only 90% on weekday, 120 % on weekends, to capitalize run weekend bullets 5)3 baby bullets that use to serve to Tamien need to be extended to Gilroy 6)GTFS comment
JPB Board Meeting	8/5/2021	1)Great staff looking at travel to blend baby bullet & more frequencies 2)Not allowing trains from east bay Capital Corridor, ACE -More jobs between Redwood City & Santa Clara than east bay -Link21 discussion: Berkeley travel to Stanford/job market or school market -Now need to get 40% people out of car to save the planet, current plans aren't going to do that

JPB Board Meeting	8/5/2021	1)Deep dive in Finance meeting, Reasonable – not perfect 2)Hourly service to San Carlos (Redwood City), hourly service is discouraging, dependent on Samtrans bus 3)Generally favor clock face schedule (e.g. Denver A-line & Seattle Line) -Too many stops, Make at all stops (long stops) 4)Consider frequency to smaller stations (e.g. San Carlos)
JPB Board Meeting	8/5/2021	1)Re: Events, As Giants fan in Redwood City, are you going to consider a post-game train regardless of game length as don't like be stranded in SF
JPB Board Meeting	8/5/2021	1)The schedule is revolutionary, especially midday every 30 min 2)Weekend schedule improvements even though constraints with electrification, nice to have 4 bullets on the weekends to speed travel time -Make more sense to head to Berryessa Station to take BART all the way around -More request electrification, more request service pre-electrifications 3)Very happy with new schedule
Local Policy Maker Group	8/23/2021	1)Member Lee, already has the technically using map system 2)Feedback for riders South of SJ -We use to have 6 baby bullet, not 3 baby bullets -Affect market where VTA Santa Theresa light rail feeds in: Tamien to Sunnyvale & Palo Alto 3)Don't look at freeway speeds, Google is re-routing traffic to Monterey Highway at Santa Theresa 4)3 trains from Gilroy should be baby bullet 5)Reduce of cars from 6 cars to 5 car trains, severe overcrowding
JPB Board Meeting	9/2/2021	1)Timetable looks good. 2)Looking for Fare Table (including discounts) on the printed pocket timetable.
CAC Meeting - Public Comment	9/15/2021	Timetable – 1)Years ago Baby bullet to SF 9 min faster 2)40% Drop in seating capacity compared to Pre-COVID Agreement with FTA, increasing capacity of Full Funding Agreement, meet commitment to the federal government
CAC Meeting - Public Comment	9/15/2021	1)Timetable Dwell Times, all dwell times put at the end times 2)Tighten schedule, Observation at Millbrae 3)Go Pass Cost Per Ride Factors -Go Pass Usage 4)Rail Safety

ATTACHMENT 9 – NOTICE OF PUBLIC HEARING AND PUBLIC MEETINGS (PRINT + WEB)

PENINSULA CORRIDOR JOINT POWERS BOARD
PUBLIC HEARING NOTICE

SUNDAY SERVICE SCHEDULE

The Peninsula Corridor Joint Powers Board (JPB) will hold a public hearing on February 23, 2022, to receive public comment on continuation of the increased Sunday service implemented in August 2021.

In 2017, Caltrain reduced weekend service frequencies from 60 minutes to 90 minutes to accommodate construction activities for the electrification project. During the Covid-19 pandemic, in December 2020, Caltrain increased weekend service frequencies from 90 minutes to 60 minutes to provide adequate service for essential workers. In August 2021, Caltrain unified the weekend schedule and increased Sunday service by 2 additional roundtrips to match the level of service provided on Saturdays.

A summary of the service changes made in August 2021 is available at: https://www.caltrain.com/schedules/Summary_of_Changes.html. Though the August 2021 service changes included weekday changes, they were not significant enough to require a public hearing and have already been approved to be continued.

Public Hearing

The public hearing will take place during the JPB Board of Directors' Work Program - Legislative - Planning Committee meeting. The public may participate online via Zoom and/or by phone.

Wednesday, February 23 at 3 p.m.
(or as soon thereafter as the matter may be heard)
Zoom Info: https://zoom.us/j/99768901849?pwd=VmVSSEJFZHhyNzhIR212RURzODNndz09
Webinar ID and Meeting ID: 997 6890 1849
Passcode: 609602
Access via Telephone: 1-669-900-6833

Prior to the hearing, comments may be sent by email to publiccomment@caltrain.com,or by mail or phone at:

Board Secretary
Peninsula Corridor Joint Powers Board
P.O. Box 3006, San Carlos, CA 94070-1306
1.800.660.4287 (TTY 650.508.6448)

For translation or interpretation assistance, call Caltrain at 1.800.660.4287 at least three days before the hearing.

Para traducción llama al 1.800.660.4287; 如需翻譯,請電 1.800.660.4287.

18240837.1

EL OBSERVADOR (SPANISH LANGUAGE PUBLICATION)

CONSEJO DE PODERES COMPARTIDOS DEL CORREDOR DE LA PENÍNSULA
AVISO DE AUDIENCIA PÚBLICA

HORARIOS DE SERVICIO DE DOMINGO

El 23 de febrero de 2022, el Consejo de Poderes Compartidos del Corredor de Península (JPB) celebrará una audiencia pública con el fin de recibir comentarios públicos sobre la continuación del servicio más frecuente en días domingo que se implementó en agosto de 2021.

En 2017, Caltrain redujo las frecuencias del servicio en fines de semana de 60 minutos a 90 minutos en respuesta a las actividades de construcción para el proyecto de electrificación. Durante la pandemia de COVID-19, en diciembre de 2020, Caltrain aumentó las frecuencias del servicio en fines de semana de 90 minutos a 60 minutos para ofrecer un servicio adecuado a los trabajadores esenciales. En agosto de 2021, Caltrain unificó el horario en fines de semana y aumentó el servicio de domingo agregando 2 viajes de ida y vuelta para equipararlo al nivel de servicio provisto los días sábado.

Encontrará un resumen de los cambios en el servicio realizados en agosto de 2021 en: https://www.caltrain.com/schedules/Summary_of_Changes.html. Si bien los cambios en el servicio realizados en agosto de 2021 incluían cambios en días hábiles, estos no eran lo suficientemente significativos como para requerir una audiencia pública y su continuación ya ha sido aprobada.

Audiencia Pública

La audiencia pública tendrá lugar durante la reunión del Comité de Planificación - Legislativa - del Programa de Trabajo del Consejo de Administración de la JPB. El público podrá participar por Zoom y/o por teléfono.

Miércoles 23 de febrero, a las 3 p. m.
(o tan pronto como el asunto pueda ponerse a la disposición del público)
Información para comunicarse por Zoom:
https://zoom.us/j/99768901849?pwd=VmVSSEJFZHhyNzhIR212RURzODNndz09
ID de seminario web y de reunión: 997 6890 1849
Contraseña: 609602
Acceso por teléfono: 1-669-900-6833

Antes de la audiencia, los comentarios pueden enviarse por correo electrónico a publiccomment@caltrain.com, o por correo o por teléfono a:

Board Secretary
Peninsula Corridor Joint Powers Board
P.O. Box 3006, San Carlos, CA 94070-1306
1.800.660.4287 (TTY 650.508.6448)

Para solicitar servicio de traducción o interpretación, llame a Caltrain al 1.800.660.4287 al menos tres días antes de la audiencia.

Para traducción llame al 1.800.660.4287; 如需翻譯,請電 1.800.660.4287.

18240837.1

SING TAO DAILY (CHINESE LANGUAGE PUBLICATION)

PENINSULA CORRIDOR JOINT POWERS BOARD
公众听证会通告

星期日服务时间表

半岛走廊共同权力委员会 (Peninsula Corridor Joint Powers Board, JPB) 将于 2022 年 2 月 23 日举行一场公众听证会，以听取公众对下列事宜的意见：继续实行 2021 年 8 月实施的延长星期日服务时间的安排。

2017 年，加州火车降低了周末服务频率，从 60 分钟一班减至 90 分钟一班，以适应电气化项目的施工活动。在新冠疫情期间，2020 年 12 月，加州火车又提高了周末服务频率，从 90 分钟一班增加至 60 分钟一班，以求为基本工人提供充分的服务。2021 年 8 月，加州火车统一了周末时刻表，并在周日增加了两个往返班次，以匹配周六的服务水平。

2021 年 8 月的服务变动摘要见：
https://www.caltrain.com/schedules/Summary_of_Changes.html。虽然 2021 年 8 月的服务变动包括工作日的变化，但其变动不大，不需要举行公众听证会，而且已经被批准继续实行。

公众听证会

公众听证会将在 JPB 理事会工作计划-立法-规划委员会会议期间举行。公众可以通过 Zoom 和/或电话参加会议。

2 月 23 日（周三）下午 3:00
（或之后另外通知的其它时间）
Zoom 信息：
https://zoom.us/j/99768901849?pwd=VmVSSEJFZHhyNzhIR212RURzODNndz09
网络研讨会 ID 和会议 ID：997 6890 1849
密码：609602
通过电话参加：1-669-900-6833

在听证会开始之前，可以通过电子邮件把意见发送至 publiccomment@caltrain.com，或以邮寄或电话方式发送：

Board Secretary
Peninsula Corridor Joint Powers Board
P.O. Box 3006, San Carlos, CA 94070-1306
1.800.660.4287（文字电话 650.508.6448）

如果需要翻译或口译协助，请在听证会开始之前至少提前 3 天拨打 1.800.660.4287 联系加州火车。

Para servicios de traducción llame al 1.800.660.4287；如需翻译，请拨打电话 1.800.660.4287。

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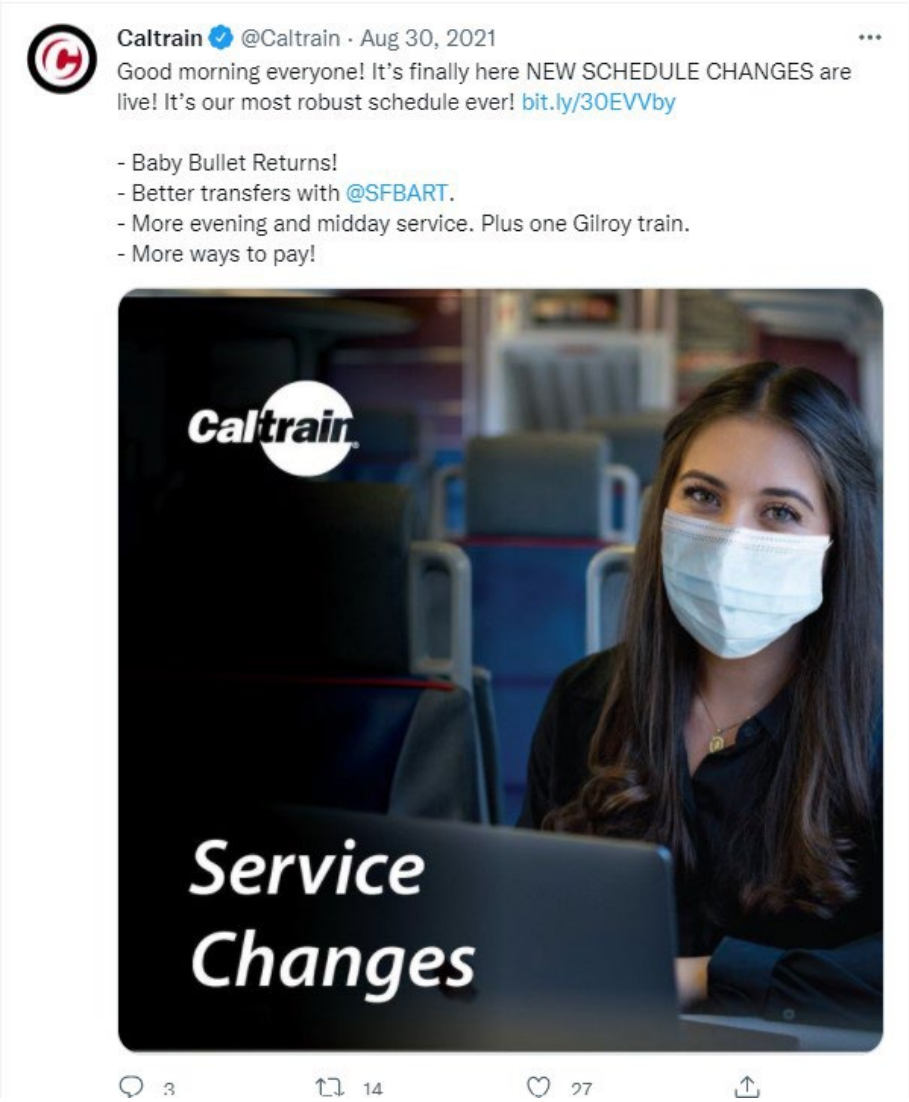
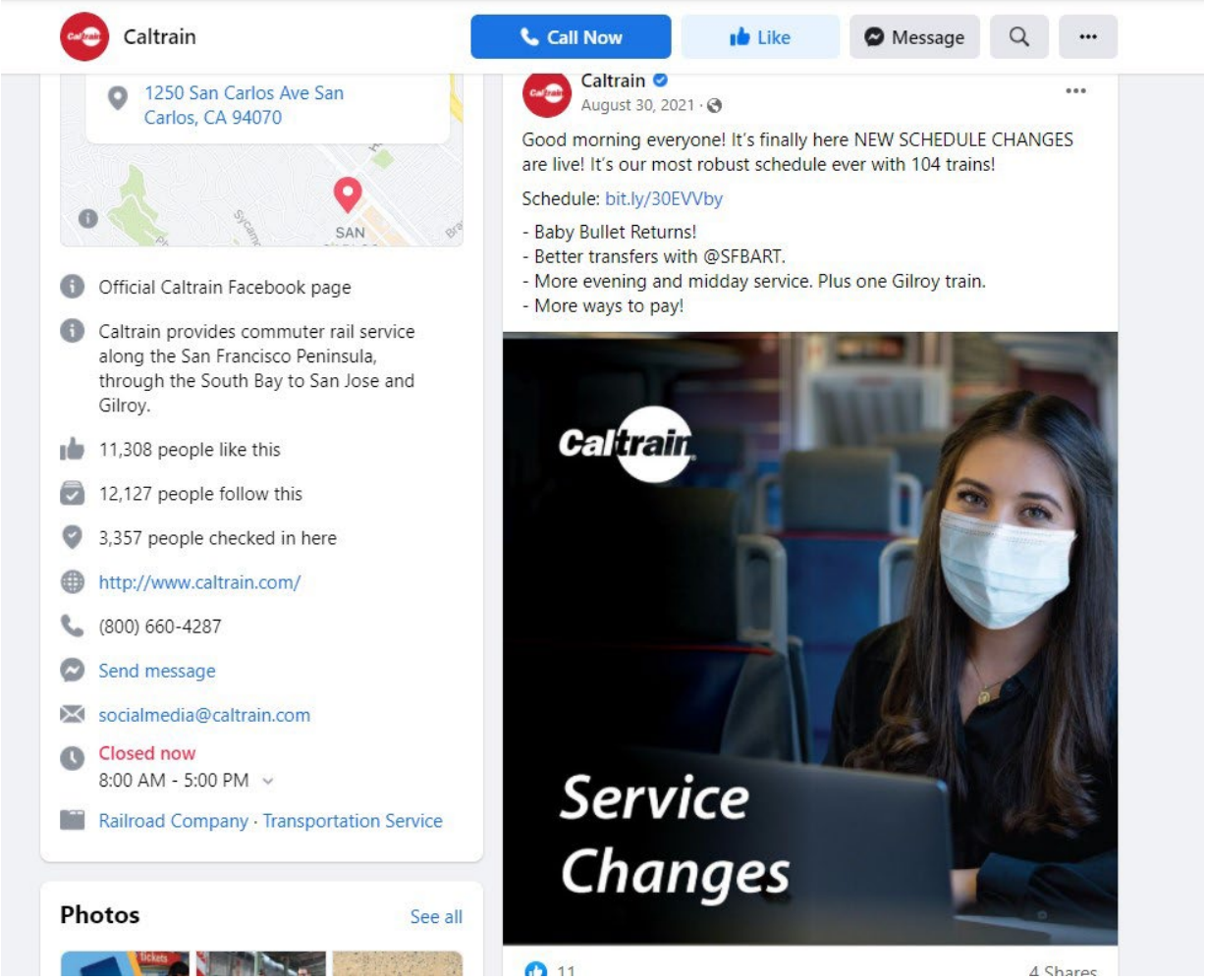
ATTACHMENT 10 : PUBLIC OUTREACH ON SERVICE CHANGES

CALTRAIN TWITTER – ENGLISH

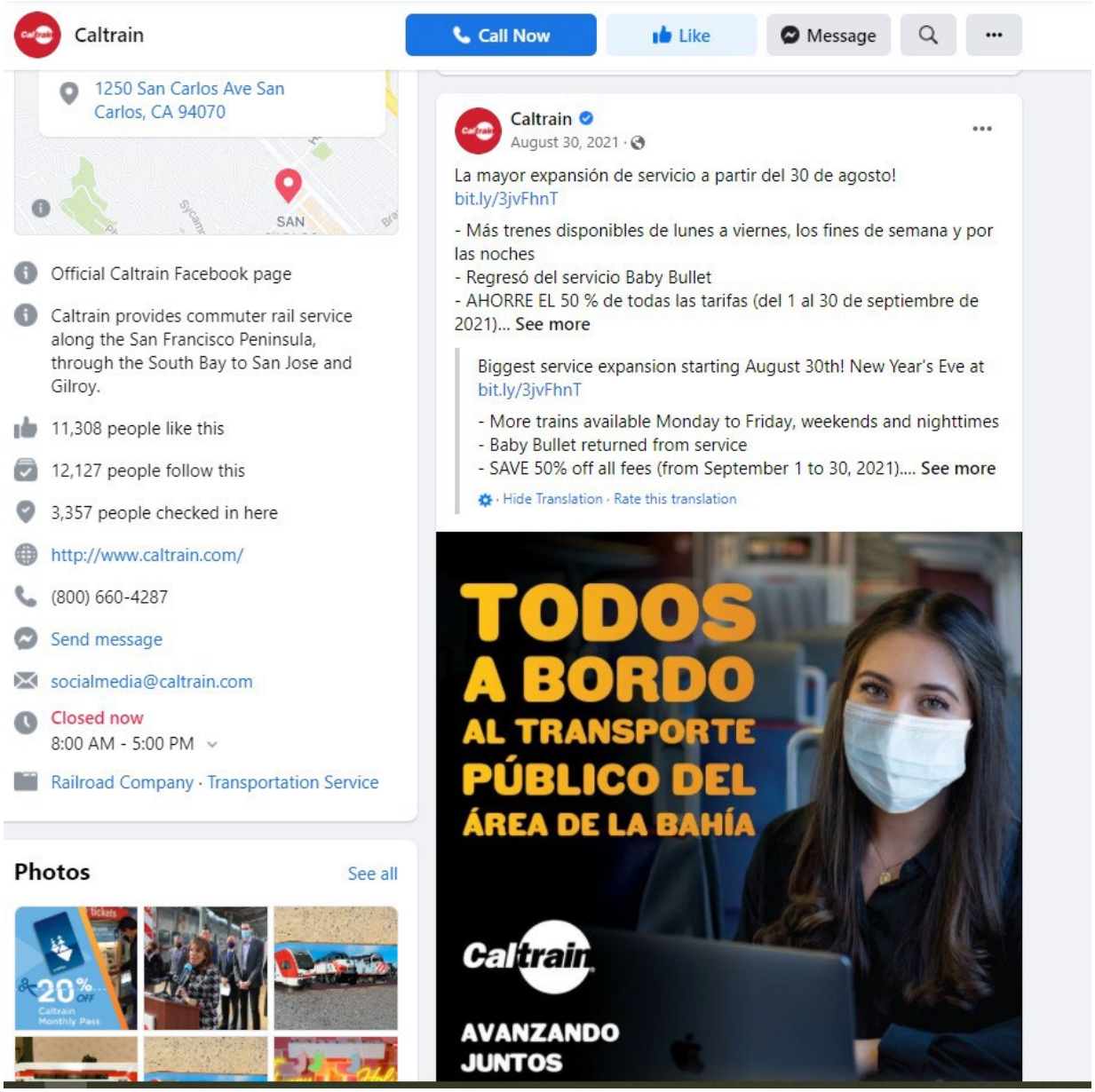


CALTRAIN TWITTER - SPANISH

CALTRAIN FACEBOOK OUTREACH - ENGLISH



CALTRAIN FACEBOOK OUTREACH - SPANISH



ATTACHMENT 11 : AUGUST SERVICE CHANGES SURVEY (SPANISH + ENGLISH)

Survey of Residents
Within ~3 miles of Caltrain track
Hybrid Email and Text-to-Web/Live Telephone Survey
18 minutes; n=1,000
WEB VERSION | DRAFT 02/20/22
EMC Research #**21-8287**

INTRO: ¡Tus opiniones son importantes! Gracias por participar en esta encuesta sobre **GENPOP: transportation in the Bay Area / DIRECT RIDER OUTREACH: Caltrain service]**. Tus respuestas serán totalmente confidenciales. Por favor, intenta responder a todas las preguntas aunque no estés seguro/a. Si es necesario, puedes saltarse una pregunta.

NOTA DE PROGRAMACIÓN: A MENOS QUE SE INDIQUE LO CONTRARIO, TODAS LAS PREGUNTAS DEBEN "SOLICITAR RESPUESTA", CÓDIGO SALTAR COMO "(No sabe / Rechazó)", NO MOSTRAR "(SIN RESPUESTA)"

LANG. Idioma de la entrevista
1. Inglés
2. Español

1. Para confirmar tu elegibilidad para este estudio, ¿tienes 18 años o más? **(FORCE RESPONSE)**
   1. Sí
   2. No

[IF Q1 = 1, SKIP TO Q3; IF Q1 = 2, ASK Q2]

2. Para esta encuesta, buscamos a una persona mayor de 18 años en tu hogar para que participe. Si esa persona está disponible para la encuesta, por favor, haz clic en el botón de abajo para reiniciar el estudio.
   1. Tengo 18 años o más → **[REDIRECT TO INTRO]**
   2. No hay nadie de 18 años o más disponible → **THANK AND TERMINATE**

[RESUME ASKING EVERYONE]

3. ¿En que condado vives? **(DROP DOWN LIST)**
   1. Alameda
   2. Contra Costa
   3. Marin
   4. Monterey
   5. San Francisco
   6. San Mateo
   7. Santa Clara
   8. San Benito
   9. Otro condado **(ESPECIFIQUE) (TEXT BOX; FORCE RESPONSE IF SELECTED)**
   10. Prefiero no responder

4INT. **ON OWN PAGE:** A continuación, leerás algunas afirmaciones sobre tus hábitos de transporte **antes de la pandemia**. Por favor, indica con qué frecuencia hacías cada una de las siguientes cosas.

PROGRAM ONE ITEM PER PAGE: Antes de la pandemia, ¿con qué frecuencia (QX)?

SCALE:

1. De seis a siete días a la semana
2. De cuatro a cinco días a la semana
3. De dos a tres días a la semana
4. Un dia a la semana
5. Un par de veces al mes
6. Algunas veces al año
7. Menos de una vez al año
8. Nunca
9. (No sabe/No quiere responder)

4. Viajabas al trabajo o a la escuela

5. Viajabas en Caltrain por cualquier motivo

6. Viajabas en Caltrain como parte de tu viaje al trabajo o a la escuela

7INT. **ON OWN PAGE:** A continuación, leerás algunas afirmaciones sobre tus hábitos de transporte en la **actualidad**. Por favor, indica con qué frecuencia haces cada una de las siguientes cosas.

PROGRAM ONE ITEM PER PAGE: Actualmente, ¿con qué frecuencia (QX)?

SCALE:

1. De seis a siete días a la semana
2. De cuatro a cinco días a la semana
3. De dos a tres días a la semana
4. Un dia a la semana
5. Un par de veces al mes
6. Algunas veces al año
7. Menos de una vez al año
8. Nunca
9. (Sin respuesta)

7. Viajas al trabajo o a la escuela

8. Viajas en Caltrain por cualquier motivo

9. Viajas en Caltrain como parte de tu viaje al trabajo o a la escuela

(TERMINATE IF Q5 AND Q8 BOTH = 7, 8, OR 9, LESS THAN ONCE A YEAR, NEVER, OR DON'T KNOW)

[CREATE EMBEDDED DATAPOINT: RIDESTAT

RIDESTAT = CURRENT RIDER: Q8 CURRENT CALTRAIN RIDER = 1 THRU 6 (A FEW TIMES A YEAR OR MORE);

RIDESTAT = LAPSED RIDER: (Q5 BEFORE PANDEMIC CALTRAIN RIDER = 1 THRU 6, A FEW TIMES A YEAR OR MORE) AND (Q8 CURRENT CALTRAIN RIDER = 7 THRU 9, LESS THAN ONCE A YEAR, NEVER, OR DON'T KNOW);

RIDESTAT = NON-RIDER: Q5 BEFORE PANDEMIC CALTRAIN RIDER = 7 THRU 9, LESS THAN ONCE A YEAR, NEVER, OR DON'T KNOW) AND (Q8 CURRENT CALTRAIN RIDER = 7 THRU 9, LESS THAN ONCE A YEAR, NEVER, OR DON'T KNOW)]

RIDESTAT.

1. Pasajero actual de Caltrain → **CONTINUE**
2. Era pasajero de Caltrain→ **CONTINUE**
3. No es pasajero de Caltrain→ **TERMINATE**

10INT. **ON OWN PAGE:** Ahora les voy a leer algunas afirmaciones sobre tus hábitos de **transporte después de la pandemia**. Por favor, dime si harás cada una de ellas más de una vez a la semana o menos de una vez a la semana. Tu mejor aproximación está bien.

PROGRAM ONE ITEM PER PAGE: Después de la pandemia, ¿con qué frecuencia crees que lo harías (QX)?

SCALE:

1. De seis a siete días a la semana
2. De cuatro a cinco días a la semana
3. De dos a tres días a la semana
4. Un dia a la semana
5. Un par de veces al mes
6. Algunas veces al año
7. Menos de una vez al año
8. Nunca
9. (Sin respuesta)

10. Viajaría al trabajo o a la escuela

11. Viajaría en Caltrain por cualquier motivo

12. Viajaría en Caltrain como parte de tu viaje al trabajo o a la escuela

13. ¿Con qué frecuencia usas Caltrain para ir o volver de un evento especial, como un evento deportivo o un concierto?
    1. Al menos una vez al mes
    2. Varias veces al año
    3. Menos de una vez al año
    4. Nunca
    5. (Sin respuesta)

14. ¿Qué tipo de pasaje o tarifa usas cuando viajas en Caltrain?
    1. Pasaje de un solo viaje
    2. Pase de un día
    3. Clipper: Efectivo
    4. Clipper: Mensualmente
    5. Clipper Start
    6. Aplicación móvil de Caltrain: Pase de un día
    7. Aplicación móvil de Caltrain: Pasaje de un solo viaje
    8. Go Pass
    9. Otro **(ESPECIFICAR) (TEXT BOX; FORCE RESPONSE IF SELECTED)**
    10. (Sin respuesta)

15. Cuando sales de casa para viajar en Caltrain, en qué estación sueles **subir** al tren? **(DROP DOWN LIST)**
    1. San Francisco
    2. 22nd Street
    3. Bayshore
    4. South San Francisco
    5. San Bruno
    6. Millbrae Transit Center
    7. Broadway
    8. Burlingame
    9. San Mateo
    10. Hayward Park
    11. Hillsdale
    12. Belmont
    13. San Carlos
    14. Redwood City
    15. Menlo Park
    16. Palo Alto
    17. Stanford
    18. California Ave.
    19. San Antonio
    20. Mountain View
    21. Sunnyvale
    22. Lawrence
    23. Santa Clara
    24. College Park
    25. San Jose Diridon
    26. Tamien
    27. Capitol
    28. Blossom Hill
    29. Morgan Hill
    30. San Martin
    31. Gilroy
    32. (Sin respuesta)

16. ¿Cómo sueles llegar a esa estación desde tu casa?
    1. Conduciendo sólo/a, en auto
    2. Compartiendo auto o una Van
    3. Servicio de taxi, como Uber o Lyft
    4. Taxi
    5. Caminando
    6. Montando tu propia bicicleta
    7. Usas una bicicleta o scooter alquilados
    8. Usas transporte público
    9. Usas un shuttle de transporte privado **(ESPECIFICAR NOMBRE DEL SHUTTLE) (TEXT BOX; FORCE RESPONSE IF SELECTED)**
    10. Otro **(ESPECIFICAR) (TEXT BOX; FORCE RESPONSE IF SELECTED)**
    11. (Sin respuesta)

17. ¿Y En qué **estación** de Caltrain te bajas con más frecuencia? **(DROP DOWN LIST)**
    1. San Francisco
    2. 22nd Street
    3. Bayshore
    4. South San Francisco
    5. San Bruno
    6. Millbrae Transit Center
    7. Broadway
    8. Burlingame
    9. San Mateo
    10. Hayward Park
    11. Hillsdale
    12. Belmont
    13. San Carlos
    14. Redwood City
    15. Menlo Park
    16. Palo Alto
    17. Stanford
    18. California Ave.
    19. San Antonio
    20. Mountain View
    21. Sunnyvale
    22. Lawrence
    23. Santa Clara
    24. College Park
    25. San Jose Diridon
    26. Tamien
    27. Capitol
    28. Blossom Hill
    29. Morgan Hill
    30. San Martin
    31. Gilroy
    32. (Sin respuesta)

18. ¿Cómo sueles llegar al lugar al que te diriges desde esa estación?
    1. Conduciendo sólo/a, en auto
    2. Compartiendo auto o una Van
    3. Servicio de taxi, como Uber o Lyft
    4. Taxi
    5. Caminando
    6. Montando tu propia tu bicicleta
    7. Usas una bicicleta o scooter alquilados
    8. Usas transporte público
    9. Usas un shuttle de transporte privado **(ESPECIFICAR NOMBRE DEL SHUTTLE)(TEXT BOX; FORCE RESPONSE IF SELECTED)**
    10. Otro **(ESPECIFICAR) (TEXT BOX; FORCE RESPONSE IF SELECTED)**
    11. (Sin respuesta)

[IF Q16 OR Q18 = 8, PUBLIC TRANSIT, ASK Q19]

19. ¿Qué sistemas de transporte público usas para ir o volver de las estaciones de Caltrain? Por favor, selecciona todas las que correspondan. **(MULTIPLE RESPONSE)**
    1. ACE Train (Altamont Corridor Express)
    2. BART (Bay Area Rapid Transit)
    3. Tren de Capitol Corridor
    4. Bus Expreso de Dumbarton
    5. Bus Expreso de la Autopista Diecisiete
    6. Muni Metro, tranvía o bus
    7. Bus de SamTrans
    8. Tren ligero o bus de VTA **(Autoridad de Transporte del Valle)**
    9. Otro **(ESPECIFICAR) (TEXT BOX; FORCE RESPONSE IF SELECTED)**
    10. (Sin respuesta)

[RESUME ASKING ALL]

20INT. **ON OWN PAGE:** A continuación, se le pedirá que califique su satisfacción con algunos aspectos del servicio de Caltrain, ya sea que utilice Caltrain regularmente o no.

PROGRAM ONE ITEM PER PAGE: ¿Qué tan satisfecho estás con (QX)?

SCALE:

1. 1 – Muy insatisfecho
2. 2
3. 3 – Ni satisfecho ni insatisfecho
4. 4
5. 5 – Muy satisfecho
6. (Sin respuesta)

20. **(ALWAYS ASK FIRST)** Tu experiencia general con Caltrain

(RANDOMIZE)

21. La frecuencia de los trenes durante las horas punta de la semana
22. La frecuencia de los trenes durante las horas del mediodía entre semana
23. La frecuencia de los trenes durante eventos especiales como conciertos y deportes
24. La frecuencia de los trenes por la noche
25. La frecuencia de los trenes en los fines de semana
26. La puntualidad de Caltrain
27. Demasiada gente a bordo de Caltrain
28. El tiempo que te toma llegar donde quieres usando Caltrain
29. El tiempo de espera al hacer transbordos con otros medios de transporte público
30. La comunicación de Caltrain sobre los cambios de servicio previstos
31. La comunicación de Caltrain sobre las interrupciones del servicio
32. La calidad de la conexión de tu teléfono móvil mientras estás en Caltrain
33. Tu seguridad personal en las estaciones y en los trenes
34. Las instalaciones para bicicletas en las estaciones y en los trenes
35. El costo de viajar en Caltrain
36. La disponibilidad de información sobre los horarios
37. La facilidad para entender los horarios impresos y en internet de Caltrain

(END RANDOMIZE)

38INT. **ON OWN PAGE:** A continuación, leerás algunas afirmaciones sobre Caltrain. Por favor, indica si estás de acuerdo o en desacuerdo con las afirmaciones.

ON EACH PAGE BELOW STATEMENT: ¿Estás de acuerdo o en desacuerdo con esta afirmación?

SCALE:

1. Totalmente de acuerdo
2. Algo de acuerdo
3. Ni de acuerdo ni en desacuerdo
4. Algo en desacuerdo
5. Muy en desacuerdo
6. (Sin respuesta)

(RANDOMIZE)

38. Me pone nervioso/a contraer Covid-19 cuando viajo en Caltrain

39. Caltrain está haciendo un buen trabajo manteniendo a los pasajeros seguros durante la pandemia

40. Viajar en Caltrain suele ser más relajante que conducir

41. Puedo ser productivo/a con mi tiempo cuando viajo en Caltrain

42. Si puedo llegar a algún sitio en Caltrain, prefiero usarlo en vez de conducir

43. Actualmente no voy a los lugares a los que puedo llegar en Caltrain

44. No es probable que vuelva a viajar en Caltrain, ni siquiera cuando termine la pandemia

(END RANDOMIZE)

45. ¿Qué es lo principal que Caltrain podría cambiar para que sea más probable que lo uses más seguido, una vez que la pandemia haya terminado? **(TEXT BOX; FORCE RESPONSE)**

46. Caltrain hizo recientemente algunos cambios en su horario para brindar un mejor servicio a los pasajeros tanto ahora como una vez que la pandemia haya terminado. Antes de esta encuesta, ¿conocías algún cambio reciente en el servicio de Caltrain?
    1. Sí
    2. No
    3. (Sin respuesta)

(IF Q46 = 1, ASK Q47; IF Q46 = 2 OR 3, SKIP TO Q48)

47. Hasta donde tu sabes, ¿qué cambió recientemente sobre el servicio de Caltrain? Por favor se tan especifico como puedas. **(TEXT BOX; FORCE RESPONSE)**

(RESUME ASKING ALL)

48INT. **ON OWN PAGE:** A continuación, leerás algunos de los cambios que Caltrain ha hecho recientemente. Para cada uno de ellos, indica si ese cambio hace mucho más probable, algo más probable o no más probable que viajes en Caltrain más seguido una vez que la pandemia haya terminado.

ON EACH PAGE BELOW STATEMENT: Este cambio hace...

SCALE:

1. Mucho más probable de que viaje en Caltrain más seguido
2. Un poco más probable de que viaje en Caltrain más seguido
3. No es más probable de que viaje en Caltrain más seguido /No hay diferencia
4. (Sin respuesta)

(RANDOMIZE)

48. Mayor frecuencia de trenes durante las horas punta de la semana, de 6am a 9am y de 4pm a 7pm

49. Mayor frecuencia de trenes durante las horas nocturnas de la semana, después de las 7pm

50. Iniciar el servicio de trenes más temprano los domingos por la mañana

51. Que haya servicio de trenes más tarde los domingos por la noche

52. Poner de nuevo en servicio los trenes exprés Baby Bullet

53. Mejor coordinación de los horarios de conexión con BARTen Millbrae

54. Un horario más fácil de entender de los trenes locales, limitados y el Bullet

(END RANDOMIZE)

55. Caltrain está estudiando la posibilidad de invertir en la instalación de una red Wi-Fi segura y de alta velocidad para que los viajeros la utilicen mientras están a bordo. ¿Qué probabilidad hay de que uses el Wi-Fi si estuviera disponible en Caltrain?
    1. Muy probable
    2. Algo probable
    3. No muy probable
    4. No es probable en lo absoluto
    5. (Sin respuesta)

56. Si hubiera Wi-Fi disponible en Caltrain, ¿para qué crees que lo utilizarías? Por favor, selecciona todo lo que corresponda.. **(MULTIPLE RESPONSE)**
    1. Ver contenido de video (programas de televisión / películas / noticias / redes sociales)
    2. Escuchar música o podcasts
    3. Revisar tu email
    4. Navegar internet
    5. Usar redes sociales
    6. Jugar en línea
    7. Otro **(ESPECIFICAR)(TEXT BOX; FORCE RESPONSE IF SELECTED)**
    8. No usaría el Wi-Fi en Caltrain
    9. (Sin respuesta)

57. ¿Cuál de las siguientes opciones preferirías que Caltrain usara para el Wi-Fi a bordo?
    1. Wi-Fi gratuito con publicidad
    2. Una pequeña cuota para el Wi-Fi sin publicidad
    3. Ambos
    4. Ninguno
    5. (Sin respuesta)

58. Usualmente, ¿cómo encuentras información sobre el servicio y los horarios de Caltrain? Por favor, selecciona todas las que correspondan. **(MULTIPLE RESPONSE)**
    6. Publicidad en un sitio web
    7. Anuncio en la TV o en una aplicación de transmisión de TV
    8. Facebook
    9. Twitter
    10. Instagram
    11. YouTube
    12. Sitio web de Caltrain
    13. Aplicación de Caltrain para teléfonos inteligentes
    14. Anuncio en la parte exterior del tren Correo electrónico
    15. Sitio web de algún periódico **(ESPECIFICAR)(TEXT BOX; FORCE RESPONSE IF SELECTED)**
    16. Periódico impreso **(ESPECIFICAR) (TEXT BOX; FORCE RESPONSE IF SELECTED)**
    17. Correo a mi casa
    18. Volantes a bordo de Caltrain o en las estaciones
    19. Anuncios en las estaciones de Caltrain o pantallas digitales
    20. Horario de Caltrain impreso o en internet
    21. Alguna otra fuente **(ESPECIFICAR)(TEXT BOX; FORCE RESPONSE IF SELECTED)**
    22. (Sin respuesta)

DEMOS. Estas últimas preguntas son solo para fines estadísticos.

59. ¿Posees o tienes acceso a un vehículo que puedas usar, como un auto, una camioneta o motocicleta?
    1. Sí
    2. No
    3. Prefiero no responder

60. ¿Cuál es su situación laboral actual?
    1. Empleado de tiempo completo
    2. Empleado a tiempo parcial
    3. Desempleado(a)
    4. Retirado(a)
    5. Estudiante
    6. Amo(a) de casa
    7. Otro **(ESPECIFICAR)(TEXT BOX; FORCE RESPONSE IF SELECTED)**
    8. Prefiero no responder

(IF Q7 AND Q10 = 1 THRU 7, LESS THAN ONCE A YEAR OR MORE, ASK Q61-64)

ON OWN PAGE: Las preguntas de esta sección se refieren a los viajes que haces o piensas hacer con mayor frecuencia, ya sea en Caltrain, en auto o de otra forma.

(PROGRAM ONE ITEM PER PAGE FOR Q61-Q64)

61. Cuando viajas de tu casa al trabajo o a la escuela, ¿dónde INICIAS normalmente tu viaje? **(IF RESPONDENT ATTEMPTS TO SKIP SHOW TEXT:** Si no te sientes cómodo ingresando el cruce de las calles, por favor ingresa el código postal o la ciudad? **(TEXT BOXES ORGANIZED AS BELOW; ONLY SHOW CITY/ZIP CODE BOXES AFTER RESPONDENT ATTEMPTS TO SKIP)**

    Cruce de calles más cercano O punto do referencia más cercano:
    _____
    Ciudad:_____ Código postal: _____

62. Y cuando vas de casa al trabajo o a la escuela, ¿dónde TERMINA usualmente tu viaje? **(IF RESPONDENT ATTEMPTS TO SKIP SHOW TEXT:** Si no te sientes cómodo ingresando el cruce de las calles, por favor ingresa el código postal o la ciudad?. **(TEXT BOXES ORGANIZED AS BELOW; ONLY SHOW CITY/ZIP CODE BOXES AFTER RESPONDENT ATTEMPTS TO SKIP)**

    Cruce de calles más cercano O punto do referencia más cercano
    _____
    Ciudad:_____ Código postal: _____

63. En un día típico en el que te movilizas, ¿a qué hora **LLEGAS** al trabajo o a la escuela? **(THREE DROP DOWNS: NUMBERS 1-12, 00-15-30-45 MINUTES, AND AM/PM)**

64. En un día típico en el que te movilizas, ¿a qué hora **SALES** del trabajo o de la escuela? **(THREE DROP DOWNS: NUMBERS 1-12, 00-15-30-45 MINUTES, AND AM/PM)**

[RESUME ASKING ALL]

65. ¿Cuál es el último grado que has cursado en la escuela?
    1. Algo de la escuela primaria
    2. Algo escuela secundaria
    3. Graduado de la escuela secundaria
    4. Escuela técnica o vocacional
    5. Algo universidad o título de menos de 4 años
    6. Graduado universitario o título de 4 años (B-A, Licenciatura)
    7. Licenciatura o título profesional (M-A, Maestría, P-h-D, M-B-A, Doctorado)
    8. Prefiero no responder

66. Incluyéndote a ti, ¿cuántas personas viven en tu casa? Por favor, incluye a los adultos y a los niños.
    1. 1
    2. 2
    3. 3
    4. 4
    5. 5
    6. 6
    7. 7 o más
    8. Prefiero no responder

67. ¿Tiene**s** hijos menores de 18 años en **t**u hogar?
    1. Sí
    2. No
    3. Prefiero no responder

68. ¿E**res** propietario o alquila**s t**u apartamento o casa?
    1. Es tu propiedad o la estás comprando
    2. Es un alquiler/arrendamiento
    3. Ninguno
    4. Prefiero no responder

69. Cuál es **t**u género**?**
    1. Masculino
    2. Femenino
    3. Otro **(ESPECIFICAR)(TEXT BOX)**
    4. Prefiero no responder

70. ¿En que año naciste? **(DROP DOWN LIST OF 1947 TO 2003, INCLUDE 1946 OR EARLIER, OFFER PREFER NOT TO RESPOND; FORCE RESPONSE)**

70B. **[AGE RANGE - CODE FROM PREVIOUS QUESTION]**
[IF Q70=1992 thru 2003 Q70B=1]
[IF Q70=1982 thru 1991 Q70B=2]
[IF Q70=1972 thru 1981 Q70B=3]
[IF Q70=1957 thru 1971 Q70B=4]
[IF Q70=1956 or earlier Q70B=5]
(IF Q67=PREFER NOT TO RESPOND, ASK FOLLOW UP: ““¿En qué grupo de edad estás?”**)**
    1. 18-29
    2. 30-39
    3. 40-49
    4. 50-64
    5. 65 o más
    6. Prefiero no responder

71. ¿Te consideras de ascendencia hispana o latina, como mexicana, puertorriqueña, cubana o de algún otro origen centroamericano o latinoamericano, o no?
    1. Sí
    2. No
    3. Prefiero no responder

72. ¿Te consideras a ti mismo ...
    1. Blanco/caucásico
    2. Afroamericano/Negro
    3. Asiático
    4. Isleño del Pacífico o nativo de Hawai
    5. Nativo americano o nativo de Alaska
    6. Oriente Medio, árabe o persa
    7. Bi-racial o multirracial
    8. Algo más **(ESPECIFICAR) (TEXT BOX; FORCE RESPONSE IF SELECTED)**
    9. Prefiero no responder

73. ¿Qué idiomas hablas en casa? Por favor, selecciona todas las que correspondan. **(MULTIPLE RESPONSE)**
    1. Inglés
    2. Español
    3. Cantonés
    4. Mandarín
    5. Vietnamita
    6. Tagalo
    7. Ruso
    8. Coreano
    9. Japonés
    10. Hind
    11. Árabe
    12. Otro **(ESPECIFICAR) (TEXT BOX; FORCE RESPONSE IF SELECTED)**
    13. Prefiero no responder

74. ¿Cuáles fueron los ingresos totales de tu hogar antes de impuestos en 2020?
    1. Menos de $ 25,000
    2. $25,000 to $29,999
    3. $30,000 to $39,999
    4. $40,000 to $49,999
    5. $50,000 to $74,999
    6. $75,000 to $99,999
    7. $100,000 to $124,999
    8. $125,000 to $149,999
    9. $150,000 to $199,999
    10. $200,000 to $249,999
    11. $ 250,000 o más
    12. Prefiero no responder

75. ¿Has respondido una encuesta sobre Caltrain en los últimos 30 días?
    1. Sí
    2. No
    3. Prefiero no responder

(COUNT AS COMPLETE)

76. Caltrain podría realizar otros estudios de investigación en el futuro. ¿Podemos comunicarnos contigo nuevamente si lo hacemos?

Pueden ser encuestas o grupos de enfoque. Tus respuestas a esta encuesta en particular nunca estarán relacionadas contigo personalmente. **(FORCE RESPONSE)**

1. Sí - Está bien que nos pongamos en contacto contigo
2. No - No contactar **[SKIP TO Incentive]**

(IF Q76 = 1, ASK Q77-Q80)

77. Por favor ingrese su nombre para poder contactarlo. **(TEXT BOX; FORCE RESPONSE)**

78. ¿Cuál es un buen número de teléfono al que podemos comunicarnos contigo para estudios futuros? **(TEXT BOX AND DROP DOWN TO SELECT CELLPHONE OR LANDLINE; FORCE RESPONSE)**

79. ¿Y está de acuerdo con recibir invitaciones por mensaje de texto para futuras investigaciones?
    1. Sí
    2. No

80. ¿Cuál es una buena dirección de **correo electrónico** en la que podemos comunicarnos con usted para estudios futuros? **(TEXT BOX; FORCE RESPONSE)**

¡GRACIAS!

Survey of Residents
Within ~3 miles of Caltrain track
Hybrid Email and Text-to-Web/Live Telephone Survey
18 minutes; n=1,000
WEB VERSION | DRAFT 10/27/21
EMC Research #**21-8287**

INTRO: Your opinions are important! Thank you for participating in this survey about [**GENPOP:** transportation in the Bay Area / **DIRECT RIDER OUTREACH:** Caltrain service]. Your responses will remain completely confidential. Please try to answer every question even if you're not sure. If you need to, you may skip a question.

PROGRAMMING NOTE: UNLESS OTHERWISE NOTED ALL QUESTIONS SHOULD "REQUEST RESPONSE", CODE SKIPS AS "(Don't know/Refused)", DO NOT SHOW "(NO RESPONSE)"

LANG. Language of interview
1. English
2. Spanish

1. To confirm your eligibility for this study, are you 18 years of age or older? **(FORCE RESPONSE)**
   1. Yes
   2. No

[IF Q1 = 1, SKIP TO Q3; IF Q1 = 2, ASK Q2]

2. For this survey, we are looking for someone age 18 or older from your household to participate. If that person is available to take the survey, please click the button below to restart the study.
   1. I am 18 or older → **[RE-READ INTRO, THEN ASK Q3]**
   2. There is no one 18 years or older available → **THANK AND TERMINATE**

[RESUME ASKING EVERYONE]

3. What county do you live in? **(DROP DOWN LIST)**
   1. Alameda
   2. Contra Costa
   3. Marin
   4. Monterey
   5. San Francisco
   6. San Mateo
   7. Santa Clara
   8. San Benito
   9. Another county **(SPECIFY) (TEXT BOX; FORCE RESPONSE IF SELECTED)**
   10. Prefer not to respond

4INT. **ON OWN PAGE:** Next, you will read a few statements about your transportation habits **before the pandemic**. Please indicate how often you did each of the following.

PROGRAM ONE ITEM PER PAGE: Before the pandemic, how often did you **(QX)**?

SCALE:

1. 6 to 7 days per week
2. 4 to 5 days per week
3. 2 to 3 days per week
4. 1 day per week
5. A couple times per month
6. A few times a year
7. Less than once a year
8. Never
9. (No response)

4. commute to work or school

5. ride Caltrain for any reason

6. ride Caltrain as part of your commute to work or school

7INT. **ON OWN PAGE:** Next, you will read a few statements about your transportation habits **currently**. Please indicate how often you do each of the following.

PROGRAM ONE ITEM PER PAGE: Currently, how often do you **(QX)**?

SCALE:

1. 6 to 7 days per week
2. 4 to 5 days per week
3. 2 to 3 days per week
4. 1 day per week
5. A couple times per month
6. A few times a year
7. Less than once a year
8. Never
9. (No response)

7. commute to work or school

8. ride Caltrain for any reason

9. ride Caltrain as part of your commute to work or school

(TERMINATE IF Q5 AND Q8 BOTH = 7, 8, OR 9, LESS THAN ONCE A YEAR, NEVER, OR DON'T KNOW)

[CREATE EMBEDDED DATAPOINT: RIDESTAT

RIDESTAT = CURRENT RIDER: Q8 CURRENT CALTRAIN RIDER = 1 THRU 6 (A FEW TIMES A YEAR OR MORE);

RIDESTAT = LAPSED RIDER: (Q5 BEFORE PANDEMIC CALTRAIN RIDER = 1 THRU 6, A FEW TIMES A YEAR OR MORE) AND (Q8 CURRENT CALTRAIN RIDER = 7 THRU 9, LESS THAN ONCE A YEAR, NEVER, OR DON'T KNOW);

RIDESTAT = NON-RIDER: (Q5 BEFORE PANDEMIC CALTRAIN RIDER = 7 THRU 9, LESS THAN ONCE A YEAR, NEVER, OR DON'T KNOW) AND (Q8 CURRENT CALTRAIN RIDER = 7 THRU 9, LESS THAN ONCE A YEAR, NEVER, OR DON'T KNOW)]

RIDESTAT.

1. Current Caltrain rider→ **CONTINUE**
2. Lapsed Caltrain rider→ **CONTINUE**
3. Non-rider → **TERMINATE**

10INT. **ON OWN PAGE:** Next, you will read a few statements about your transportation habits **after the pandemic**. Please indicate how often you think you will do each of the following. Your best guess is fine.

PROGRAM ONE ITEM PER PAGE: After the pandemic, how often do you think you will **(QX)**?

SCALE:

1. 6 to 7 days per week
2. 4 to 5 days per week
3. 2 to 3 days per week
4. 1 day per week
5. A couple times per month
6. A few times a year
7. Less than once a year
8. Never
9. (No response)

10. commute to work or school

11. ride Caltrain for any reason

12. ride Caltrain as part of your commute to work or school

13. How often do you generally use Caltrain to travel to or from a special event, such as a sporting event or a concert?
    1. At least once per month
    2. A few times a year
    3. Less than once a year
    4. Never
    5. (No response)

14. What type of ticket or fare do you typically use when riding Caltrain?
    1. One-way ticket
    2. Day Pass
    3. Clipper: Cash
    4. Clipper: Monthly
    5. Clipper Start
    6. Caltrain Mobile App: Day Pass
    7. Caltrain Mobile App: One Way
    8. Go Pass
    9. Other **(SPECIFY) (TEXT BOX; FORCE RESPONSE IF SELECTED)**
    10. (No response)

15. When you leave from home to ride Caltrain, at which station do you typically **board** the train? **(DROP DOWN LIST)**
    1. San Francisco
    2. 22nd Street
    3. Bayshore
    4. South San Francisco
    5. San Bruno
    6. Millbrae Transit Center
    7. Broadway
    8. Burlingame
    9. San Mateo
    10. Hayward Park
    11. Hillsdale
    12. Belmont
    13. San Carlos
    14. Redwood City
    15. Menlo Park
    16. Palo Alto
    17. Stanford
    18. California Ave.
    19. San Antonio
    20. Mountain View
    21. Sunnyvale
    22. Lawrence
    23. Santa Clara
    24. College Park
    25. San Jose Diridon
    26. Tamien
    27. Capitol
    28. Blossom Hill
    29. Morgan Hill
    30. San Martin
    31. Gilroy
    32. (No response)

16. How do you usually get to that station from your home?
    1. Drive in a car alone
    2. Carpool or vanpool
    3. Ride hail service, like Uber or Lyft
    4. Taxi
    5. Walk
    6. Ride your own bike
    7. Use a bike or scooter share
    8. Ride public transit
    9. Take a private shuttle **(SPECIFY SHUTTLE NAME) (TEXT BOX; FORCE RESPONSE IF SELECTED)**
    10. Other **(SPECIFY) (TEXT BOX; FORCE RESPONSE IF SELECTED)**
    11. (No response)

17. And what Caltrain station do you **exit** the train most frequently? **(DROP DOWN LIST)**
    1. San Francisco
    2. 22nd Street
    3. Bayshore
    4. South San Francisco
    5. San Bruno
    6. Millbrae Transit Center
    7. Broadway
    8. Burlingame
    9. San Mateo
    10. Hayward Park
    11. Hillsdale
    12. Belmont
    13. San Carlos
    14. Redwood City
    15. Menlo Park
    16. Palo Alto
    17. Stanford
    18. California Ave.
    19. San Antonio
    20. Mountain View
    21. Sunnyvale
    22. Lawrence
    23. Santa Clara
    24. College Park
    25. San Jose Diridon
    26. Tamien
    27. Capitol
    28. Blossom Hill
    29. Morgan Hill
    30. San Martin
    31. Gilroy
    32. (No response)

18. How do you usually get from that station to where you are going?
    1. Drive in a car alone
    2. Carpool or vanpool
    3. Ride hail service, like Uber or Lyft
    4. Taxi
    5. Walk
    6. Ride your own bike
    7. Use a bike or scooter share
    8. Ride public transit
    9. Take a private shuttle **(SPECIFY SHUTTLE NAME) (TEXT BOX; FORCE RESPONSE IF SELECTED)**
    10. Other **(SPECIFY) (TEXT BOX; FORCE RESPONSE IF SELECTED)**
    11. (No response)

[IF Q16 OR Q18 = 8, PUBLIC TRANSIT, ASK Q19]

19. Which of the following public transit systems do you take to or from Caltrain stations? Please select all that apply. **(MULTIPLE RESPONSE)**
    1. ACE Train (Altamont Corridor Express)
    2. BART (Bay Area Rapid Transit)
    3. Capitol Corridor Train
    4. Dumbarton Express Bus
    5. Highway 17 Express Bus
    6. Muni Metro, Streetcar, or Bus
    7. SamTrans Bus
    8. VTA Light Rail or Bus (Valley Transportation Authority)
    9. Other **(SPECIFY) (TEXT BOX; FORCE RESPONSE IF SELECTED)**
    10. (No response)

[RESUME ASKING ALL]

20INT. **ON OWN PAGE:** Next, you will be asked to rate your satisfaction with some aspects of Caltrain's service, whether or not you regularly ride Caltrain now.

PROGRAM ONE ITEM PER PAGE: How satisfied are you with **(QX)**?

SCALE:

1. 1 – Very dissatisfied
2. 2
3. 3 – Neither satisfied nor dissatisfied
4. 4
5. 5 – Very satisfied
6. Does not apply
7. (No response)

20. **(ALWAYS ASK FIRST)** your overall experience with Caltrain

(RANDOMIZE)

21. the frequency of trains during weekday peak commute hours
22. the frequency of trains during weekday midday hours
23. the frequency of trains during special events like concerts and sports
24. the frequency of trains in the evenings
25. the frequency of trains on the weekends
26. Caltrain's on-time performance
27. crowding on board Caltrain
28. the amount of time it takes to get places using Caltrain
29. the wait time when making transfers to other public transit
30. Caltrain's communication about planned service changes
31. Caltrain's communication about service disruptions
32. your mobile phone's connection quality while on Caltrain
33. your personal safety at stations and on trains
34. bike facilities at stations and on trains
35. the cost of riding Caltrain
36. the availability of schedule information
37. the ease of understanding the Caltrain's printed and online timetable

(END RANDOMIZE)

38INT. **ON OWN PAGE:** Next, you will read some statements about Caltrain. Please indicate whether you agree or disagree with the statements.

ON EACH PAGE BELOW STATEMENT: Do you agree or disagree with this statement?

SCALE:

1. Strongly agree
2. Somewhat agree
3. Neither agree nor disagree
4. Somewhat disagree
5. Strongly disagree
6. (No response)

(RANDOMIZE)

38. **I am nervous about contracting Covid-19 when I ride Caltrain**

39. **Caltrain is doing a good job keeping passengers safe during the pandemic**

40. **Riding Caltrain is usually more relaxing than driving**

41. **I am able to be productive with my time when I ride Caltrain**

42. **If I am able to get somewhere on Caltrain, I'd rather do that than drive**

43. **I am not going to the places I can get to on Caltrain right now**

44. **I am not likely to return to riding Caltrain, even once the pandemic is over**

(END RANDOMIZE)

45. What is the main thing Caltrain could change to make you more likely to ride more often, once the pandemic is over? **(TEXT BOX; FORCE RESPONSE)**

46. Caltrain recently made some changes to its schedule to better serve riders both now and once the pandemic is over. Before this survey, were you aware of any recent changes to Caltrain service?
    1. Yes
    2. No
    3. (No response)

(IF Q46 = 1, ASK Q47; IF Q46 = 2 OR 3, SKIP TO Q48)

47. As far as you know, what changed recently about Caltrain's service? Please be as specific as you can. **(TEXT BOX)**

(RESUME ASKING ALL)

48INT. **ON OWN PAGE:** Next, you will read some of the changes Caltrain made recently. For each one, please indicate whether that change makes you much more likely, somewhat more likely, or not more likely to ride Caltrain more often once the pandemic is over.

ON EACH PAGE BELOW STATEMENT: Does this change make you…

SCALE:

1. Much more likely to ride Caltrain more often
2. Somewhat more likely to ride Caltrain more often
3. Not more likely to ride Caltrain more often/Makes no difference
4. (No response)

(RANDOMIZE)

48. **More frequent trains during weekday peak hours, from 6 to 9 AM and 4 to 7 PM**

49. **More frequent trains during weekday evening hours, after 7 PM**

50. **Starting train service earlier on Sunday mornings**

51. **Running train service later on Sunday evenings**

52. **Bringing back the Baby Bullet express trains**

53. **Better coordinated connection times with BART at Millbrae**

54. **An easier to understand schedule of local, limited, and bullet trains**

(END RANDOMIZE)

55. Caltrain is studying whether to invest in adding a secure, high-speed Wi-Fi network for riders to use while on board. How likely would you be to use Wi-Fi if it was available on Caltrain?
    1. Very likely
    2. Somewhat likely
    3. Not too likely
    4. Not likely at all
    5. (No response)

56. If Wi-Fi was available on Caltrain, which of the following do you think you would use it for? Please select all that apply. **(MULTIPLE RESPONSE)**
    1. Watching video content (TV shows/movies/news/social media)
    2. Listening to music/podcasts
    3. Checking email
    4. Browsing the web
    5. Viewing social media
    6. Online gaming
    7. Other **(SPECIFY) (TEXT BOX; FORCE RESPONSE IF SELECTED)**
    8. I would not use Wi-Fi on Caltrain
    9. (No response)

57. Which of the following would you prefer Caltrain pursue for on-board Wi-Fi?
    1. Free Wi-Fi supported by advertisements
    2. A small fee for Wi-Fi without advertisements
    3. Both
    4. Neither
    5. (No response)

58. How do you typically find information about Caltrain's service and schedules? Please select all that apply. **(MULTIPLE RESPONSE)**
    1. Advertisement on a website
    2. Advertisement on TV or a TV streaming app
    3. Facebook
    4. Twitter
    5. Instagram
    6. YouTube
    7. Caltrain website
    8. Caltrain smartphone app
    9. Train wrap
    10. Email
    11. Newspaper website **(SPECIFY) (TEXT BOX; FORCE RESPONSE IF SELECTED)**
    12. Print newspaper **(SPECIFY) (TEXT BOX; FORCE RESPONSE IF SELECTED)**
    13. Mailer to my home
    14. Flyers on board Caltrain or at stations
    15. Caltrain station announcements or digital displays
    16. Caltrain's printed or online timetable
    17. Some other source **(SPECIFY) (TEXT BOX; FORCE RESPONSE IF SELECTED)**
    18. (No response)

DEMOS. These last questions are for statistical purposes only.

59. Do you own or have access to a vehicle you can use, such as a car, truck, or motorcycle?
    1. Yes
    2. No
    3. Prefer not to respond

60. What is your current job status?
    1. Employed full time
    2. Employed part time
    3. Unemployed
    4. Retired
    5. Student
    6. Homemaker
    7. Other **(SPECIFY) (TEXT BOX; FORCE RESPONSE IF SELECTED)**
    8. Prefer not to respond

(IF Q7 AND Q10 = 1 THRU 7, LESS THAN ONCE A YEAR OR MORE, ASK Q61-64)

ON OWN PAGE: The questions in this section are about the commute trips you make or plan to make most frequently, whether you ride Caltrain, drive, or get there some other way.

(PROGRAM ONE ITEM PER PAGE FOR Q61-Q64)

61. When you commute from home to work or school, where does your trip usually BEGIN? If you aren't comfortable entering the cross streets, please enter the zip code or city instead. **(TEXT BOXES ORGANIZED AS BELOW; DISPLAY ON ONE PAGE)**

    Nearest cross-streets: _____
    City:_____ ZIP Code:_____

62. And when you commute from home to work or school, where does your commute trip usually END? If you aren't comfortable entering the cross streets, please enter the zip code or city instead. **(TEXT BOXES ORGANIZED AS BELOW; DISPLAY ON ONE PAGE)**

    Nearest cross-streets: _____
    City:_____ ZIP Code:_____

63. On a typical day when you commute, what time do you **arrive** at work or school? **(THREE DROP DOWNS: NUMBERS 1-12, 00-15-30-45 MINUTES, AND AM/PM)**

64. On a typical day when you commute, what time do you **leave** work or school? **(THREE DROP DOWNS: NUMBERS 1-12, 00-15-30-45 MINUTES, AND AM/PM)**

[RESUME ASKING ALL]

65. What is the last grade you completed in school?
    1. Some grade school
    2. Some high school
    3. Graduated High School
    4. Technical/Vocational
    5. Some College/Less than 4 year degree
    6. Graduated College/4 year degree
    7. Graduate/Professional
    8. Prefer not to respond

66. Including yourself, how many people live in your household? Please include both adults and children.
    1. 1
    2. 2
    3. 3
    4. 4
    5. 5
    6. 6
    7. 7 or more
    8. Prefer not to respond

67. Do you have any children under the age of 18 in your home?

1. Yes
2. No
3. Prefer not to respond

68. Do you own or rent your apartment or home?
    1. Own/buying
    2. Rent/lease
    3. Neither
    4. Prefer not to respond

69. What is your gender?
    1. Male
    2. Female
    3. Other **(SPECIFY) (TEXT BOX)**
    4. Prefer not to respond

70. In what year were you born? **(DROP DOWN LIST OF 1947 TO 2003, INCLUDE 1946 OR EARLIER, OFFER PREFER NOT TO RESPOND; FORCE RESPONSE)**

70B. **[AGE RANGE - CODE FROM PREVIOUS QUESTION]**
[IF Q70=1992 thru 2003 Q70B=1]
[IF Q70=1982 thru 1991 Q70B=2]
[IF Q70=1972 thru 1981 Q70B=3]
[IF Q70=1957 thru 1971 Q70B=4]
[IF Q70=1956 or earlier Q70B=5]
(IF Q67=PREFER NOT TO RESPOND, ASK FOLLOW UP: "Which age group are you in?"**)**
    1. 18-29
    2. 30-39
    3. 40-49
    4. 50-64
    5. 65 or over
    6. Prefer not to respond

71. Do you consider yourself to be of Hispanic or Latino descent, such as Mexican, Puerto Rican, Cuban, or some other Central or Latin American background, or not?
    1. Yes
    2. No
    3. Prefer not to respond

72. Do you consider yourself to be…
    1. White/Caucasian
    2. African-American or Black
    3. Asian
    4. Pacific Islander or Native Hawaiian
    5. Native American or Alaska Native
    6. Middle Eastern, Arabic, or Persian
    7. Bi- or multi-racial
    8. Something else **(SPECIFY) (TEXT BOX; FORCE RESPONSE IF SELECTED)**
    9. Prefer not to respond

73. What languages do you speak at home? Please select all that apply. **(MULTIPLE RESPONSE)**
    1. English
    2. Spanish
    3. Cantonese
    4. Mandarin
    5. Vietnamese
    6. Tagalog
    7. Russian
    8. Korean
    9. Japanese
    10. Hindi
    11. Arabic
    12. Other **(SPECIFY) (TEXT BOX; FORCE RESPONSE IF SELECTED)**
    13. Prefer not to respond

74. What was your total household income before taxes for 2020?
    1. Less than $25,000
    2. $25,000 to $29,999
    3. $30,000 to $39,999
    4. $40,000 to $49,999
    5. $50,000 to $74,999
    6. $75,000 to $99,999
    7. $100,000 to $124,999
    8. $125,000 to $149,999
    9. $150,000 to $199,999
    10. $200,000 to $249,999
    11. $250,000 or more
    12. Prefer not to respond

75. Have you taken a survey about Caltrain in the last 30 days?
    1. Yes
    2. No
    3. Prefer not to respond

(COUNT AS COMPLETE)

76. Caltrain may conduct other research studies in the future. May we contact you again if we do? These could be surveys or focus groups. Your responses to this particular survey will never be connected with you personally. **(FORCE RESPONSE)**
    1. Yes - Okay to contact
    2. No - Don't contact

(IF Q76 = 1, ASK Q77-Q80)

77. Please enter your first name for contact purposes. **(TEXT BOX; FORCE RESPONSE)**

78. What is a good telephone number we can reach you at for future studies?
    (TEXT BOX AND DROP DOWN TO SELECT CELLPHONE OR LANDLINE; FORCE RESPONSE)

79. And are you okay with receiving text message invitations for future research?
    1. Yes
    2. No

80. What is a good **email address** we can reach you at for future studies?
    (TEXT BOX; FORCE RESPONSE)

THANK YOU!

ATTACHMENT 12: NEWS RELEASE

Caltrain to Run More Service than Ever, Cut Fares 50%

Caltrain to Run More Service than Ever, Cut Fares 50%

August 13, 2021

In anticipation of a large number of people returning to the office and in-person classes in September, starting Monday, August 30, Caltrain service will surpass its pre-pandemic levels, offering 104 trains per weekday, including hourly all-stop Local trains throughout the day and the return of the Baby Bullet express trains. As an additional incentive to riders, Caltrain is discounting all of its non-Go Pass fares by 50% during the month of September.

The new level of weekday service, higher than any point in Caltrain's history, will provide increased service and frequency throughout the day and into the evening. Service during the weekday peak commuting hours (6 a.m. to 9 a.m., 4 p.m. to 7 p.m.) will be increased to four trains per hour with the return of hourly Baby Bullet express trains. Limited-Stop train service during the middle of the day will provide riders with a faster alternative, while half hourly service until 11 p.m. will provide better local service into the late evenings, in keeping with the goals of the Framework for Equity, Connectivity, Recovery and Growth. Another goal of the framework captured by the new schedule is a move towards clock-face scheduling, so trains arrive at regular and predictable intervals, simplifying the riding experience.

The restoration of the third Gilroy train, which includes direct service to College Park station, will provide increased service to South Bay residents. Weekend service will now be identical, rather than separate Saturday and Sunday schedules, which adds two additional round trips in morning and late evening on Sundays.

Caltrain developed the timetable with an emphasis on improving BART connections at the Millbrae Transit Center. Under the new timetable, the majority of connections during weekdays are between eight and 15 minutes, just right for rider convenience while flexible enough to avoid missing transfers. After 8:30 p.m. and for some weekend transfers, the wait time is currently less optimal. Both systems are dealing with intensive, system-wide construction, rebuilding, and maintenance activities that limit flexibility, and are continuing to work together to optimize our connections.

As public health conditions continue to evolve and ridership continues to increase, Caltrain will make further service adjustments to meet the public's changing transportation needs. Caltrain ridership continues to improve, regularly exceeding 12% of pre-pandemic levels on the weekdays and 40% on the weekends.

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About Caltrain: Owned and operated by the Peninsula Corridor Joint Powers Board, Caltrain provides commuter rail service from San Francisco to San Jose, with commute service to Gilroy. While the Joint Powers Board assumed operating responsibilities for the service in 1992, the railroad celebrated 150 years of continuous passenger service in 2014. Planning for the next 150 years of Peninsula rail service, Caltrain is on pace to electrify the corridor, reduce diesel emissions by 97 percent by 2040 and add more service to more stations.

Follow Caltrain on Facebook and Twitter.

Free translation assistance is available. Para traducción llama al 1.800.660.4287; 如需翻譯,請電 1.800.660.4287.

Media Contact: Dan Lieberman, 650.622.2492

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ATTACHMENT 13: PUBLIC HEARING PRESENTATION AND COMMENTS

RESOLUTION NO. 2022 – 68

BOARD OF DIRECTORS, PENINSULA CORRIDOR JOINT POWERS BOARD
STATE OF CALIFORNIA

* * *

APPROVING THE TITLE VI SERVICE EQUITY ANALYSIS OF AUGUST 2021
SUNDAY CALTRAIN SERVICE CHANGES

WHEREAS, in 2017, the Peninsula Corridor Joint Powers Board (JPB) reduced Caltrain weekend service frequencies from 60 minutes to 90 minutes to accommodate activities supporting construction work for the Peninsula Corridor Electrification Project (PCEP); and

WHEREAS, during the COVID-19 pandemic, the JPB further changed Caltrain schedules on a temporary basis in response to ridership fluctuations, and to better serve essential workers and provide for greater social distancing; and

WHEREAS, in August 2021, Caltrain implemented additional changes for service recovery and improved connectivity to BART, including increasing the Sunday service schedule to match the Saturday service schedule; and

WHEREAS, on April 4, 2013, by Resolution No. 2013-21, the JPB Board of Directors (Board) adopted a Major Service Change Policy for the Caltrain system, which sets the thresholds for when a service equity analysis and public engagement process are required for a proposed service change, or a recently-enacted temporary service change that will be extended beyond 12 months; and

WHEREAS, the Sunday Service changes meets the Major Service Change Policy threshold, and therefore, must be the subject of public outreach, a public hearing, and completion of an equity analysis; and

WHEREAS, the equity analysis must comply with Title VI of the Civil Rights Act of 1964 and implementing regulations, including Federal Transit Administration Circular 4702.1B, and assess whether the change will result in disparate impacts on minority populations or disproportionate burdens on low-income populations; and

WHEREAS, on April 4, 2013, by Resolution No. 2013-21, the Board adopted Disparate Impact and Disproportionate Burden Policies to set thresholds for when fare or major service changes are deemed to have disparate or disproportionate effects on minority or low-income populations; and

WHEREAS, the JPB engaged in public outreach around the Sunday service changes between May 2021 and August 2021, and the Board held a duly noticed public hearing on the service changes at the Work Program – Legislative – Planning Committee meeting on February 23, 2022; and

WHEREAS, staff has prepared and presented to the Board a Title VI Equity Analysis that assesses the equity impacts of increased Sunday Service, concluding it will not disparately impact minority passengers nor impose a disproportionate burden on, or fail to provide a proportionate benefit to, low-income passengers; and

WHEREAS, the Acting Executive Director recommends the Board approve the Title VI Service Equity as required under FTA Circular 4702.1B for the August 2021 Sunday Service Schedule changes.

NOW, THEREFORE, BE IT RESOLVED that the Board of Directors of the Peninsula Corridor Joint Powers Board hereby:

1. Finds pursuant to Title VI of the Civil Rights Act of 1964 that the Sunday Service Schedule Changes do not have a disparate impact on minority populations nor

impose a disproportionate burden on, or fail to provide a proportionate benefit to, low-income populations;

2. Approves the Title VI Equity Analysis incorporated herein by this reference;

Regularly passed and adopted this 3rd day of March, 2022 by the following

AYES: Chavez, Davis, Gee, Hendricks, Pine, Walton, Zmuda, Stone, Heminger

NOES: None

ABSENT: None

Chair, Peninsula Corridor Joint Powers Board

ATTEST:

JPB Secretary