Caltrain Business Plan

LPMG

June, 2020

Caltrain

Agenda for Today

The following slides were intended to go to the LPMG in March as part of an update on the Caltrain Business Plan. That meeting was cancelled as the initial Shelter In Place order went into effect.

This material is being presented to the LPMG now as it is directly relevant to more near-term COVID recovery planning efforts and the analysis included here will be used by Caltrain staff as planning for recovery proceeds

Introduction

Rounding out the Long Range Vision

- Station Access and Connectivity

- Equity- Existing Opportunities & Challenges

Connecting to Caltrain

Getting to Caltrain

The Service Vision plans for ridership to triple over the next two decades.

Achieving this kind growth will mean big changes for how riders connect to and access the Caltrain system.

As it plans for the future, Caltrain must decide how to invest in first- and last- mile programs and prioritize the use of resources to improve access and connectivity to the system.

This assessment considers how station access needs may change over time, and potential paths forward to realizing the service vision.

Caltrain's Roles in Station Access

Today Caltrain plays a limited and uneven institutional role in providing and coordinating access to the system. Access and connectivity functions not provided or coordinated through Caltrain are undertaken by Caltrain's partners (MUNI, SamTrans and VTA), by cities and local jurisdictions, and at times by the private sector.

Current Roles

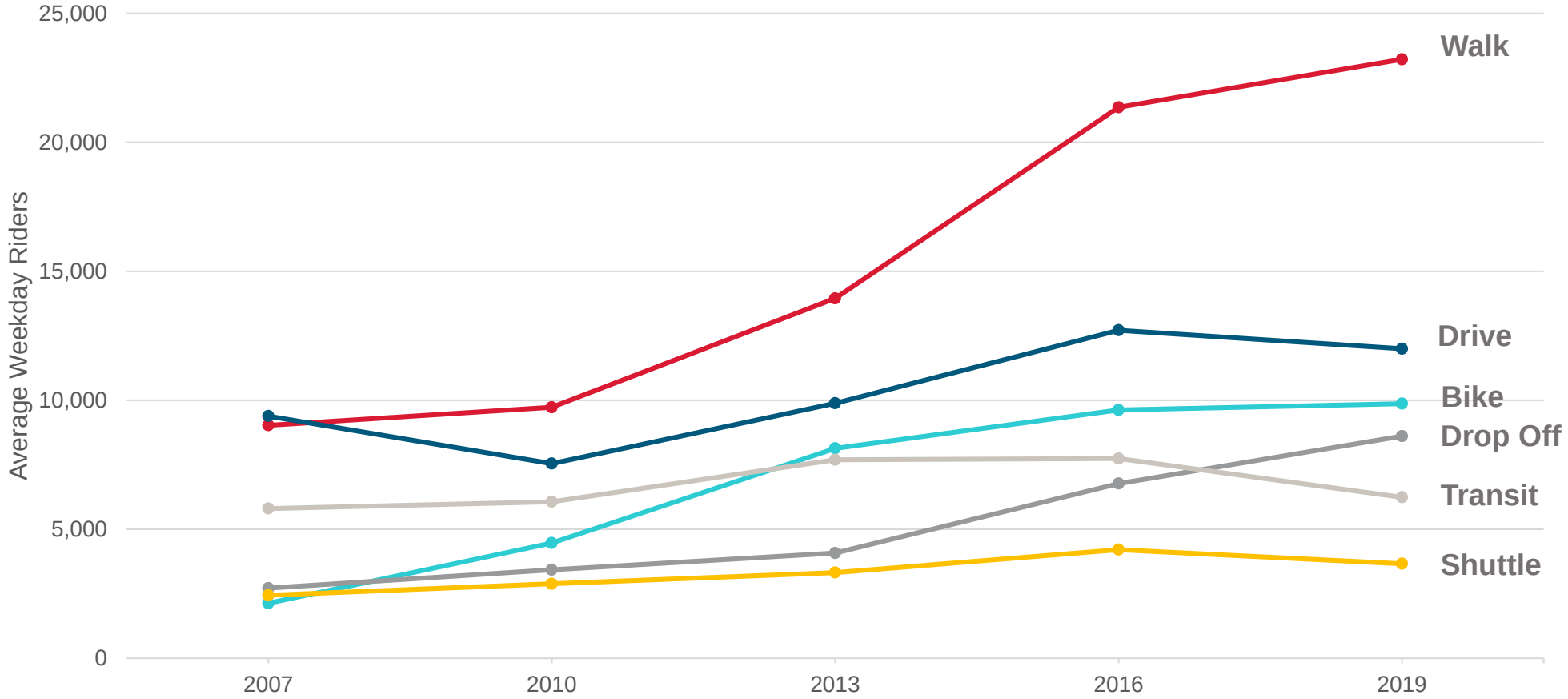
Partially funds some first/last mile shuttle operations

Provides and manages parking at some stations

Provides on-board and wayside bike parking; responsible for onsite pedestrian circulation on JPB-owned station facilities

How do Weekday Passengers Travel to and from Caltrain?

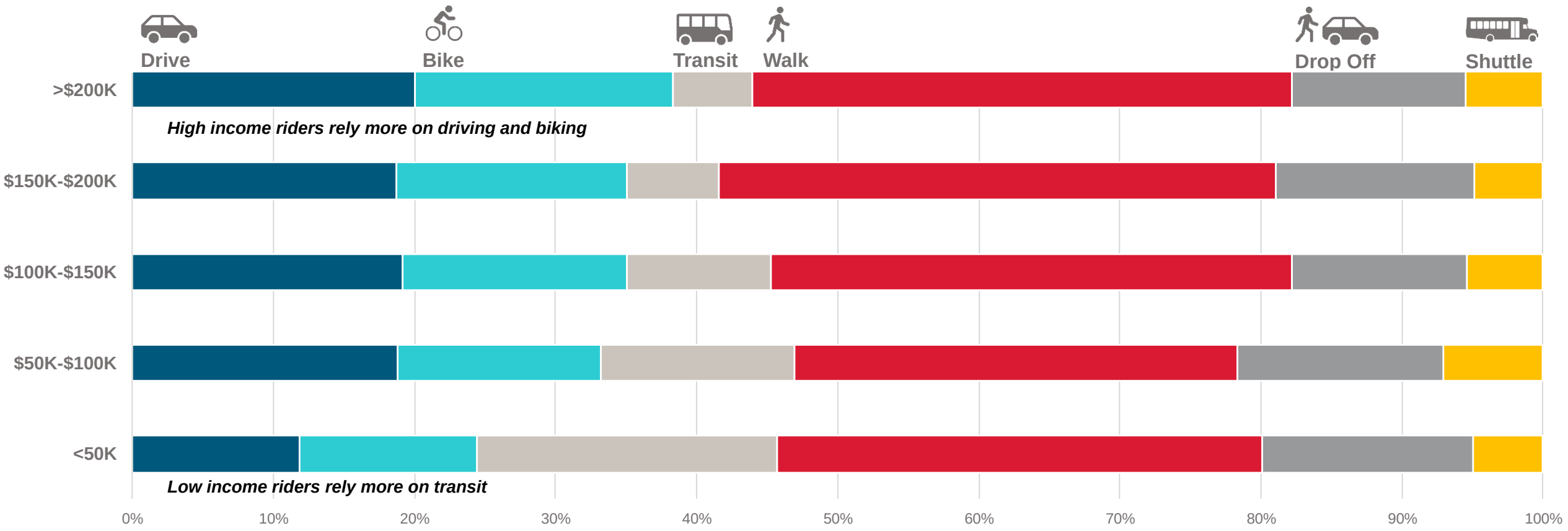
Data from Caltrain's Triennial Surveys- 2007 through 2019



Equity

Station Access by Household Income

Data from Caltrain's 2019 Triennial Survey



Caltrain Manages 7,600 Parking Spaces for Low or No Fees

SF

0

JPB-Managed Spaces

Bayshore – Diridon

5,400

JPB-Managed Spaces

Parking Rates

Weekday	$5.50 daily flat fee
	$82.50 monthly flat fee
Weekend	Free

Tamien – Gilroy

2,200

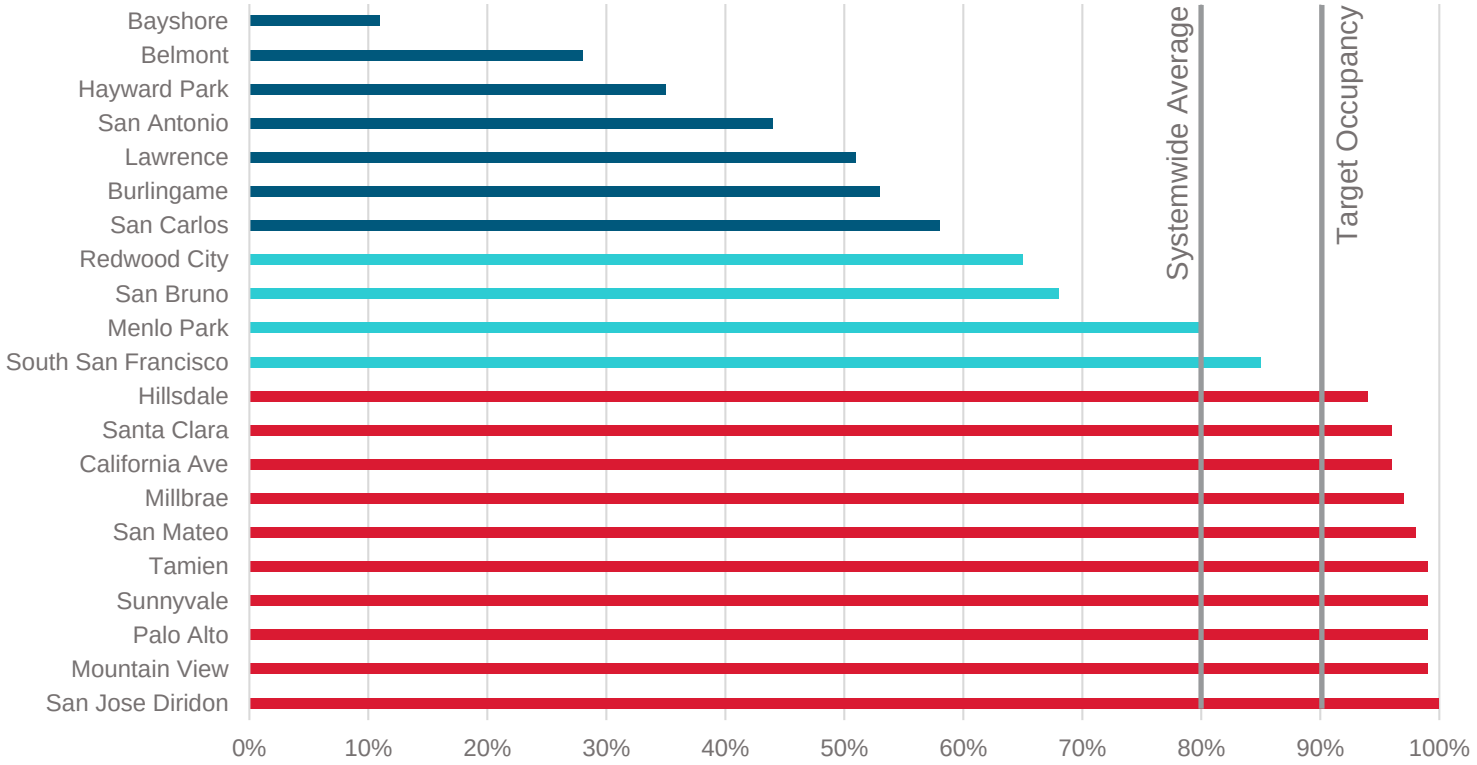
VTA-Managed Spaces

Parking Rates

Free

Parking is Undersubscribed at Some Stations and Oversubscribed at Others

Parking Occupancy



Demand

7

Mainline stations with <60% parking occupancy, where parking is potentially overpriced relative to demand & service levels

10

Mainline stations with >90% parking occupancy, where parking is underpriced compared to nearby public and private lots

Revenue and Pricing

$5.6M

Annual Caltrain Parking Revenues

Including daily rates of $5.50 per day or $82.50 per month

1.5-5X

Price of Nearby Public & Private Parking Lots

Daily Rate Examples at public lots:

- Downtown San Mateo: $7.50/day
- Menlo Park: $10/day
- Downtown Palo Alto: $25/day

Free

Parking at stations south of Diridon (owned by VTA)

Free lots may be used by non-Caltrain passengers

Managing and Pricing Parking Are Key Opportunities

Current Operations

Caltrain Subsidizes Parking at Some Stations Relative to Market Rates

By charging a uniform rate across the system, Caltrain underprices parking at 10 high-demand stations relative to nearby public and private lots, which charge two to three times Caltrain's price

The benefits of this underpriced parking tend to accrue to high-income riders who are more likely to park at stations

This trend is likely to continue over time, although some spreading may occur as service improves across all stations

Future Operations

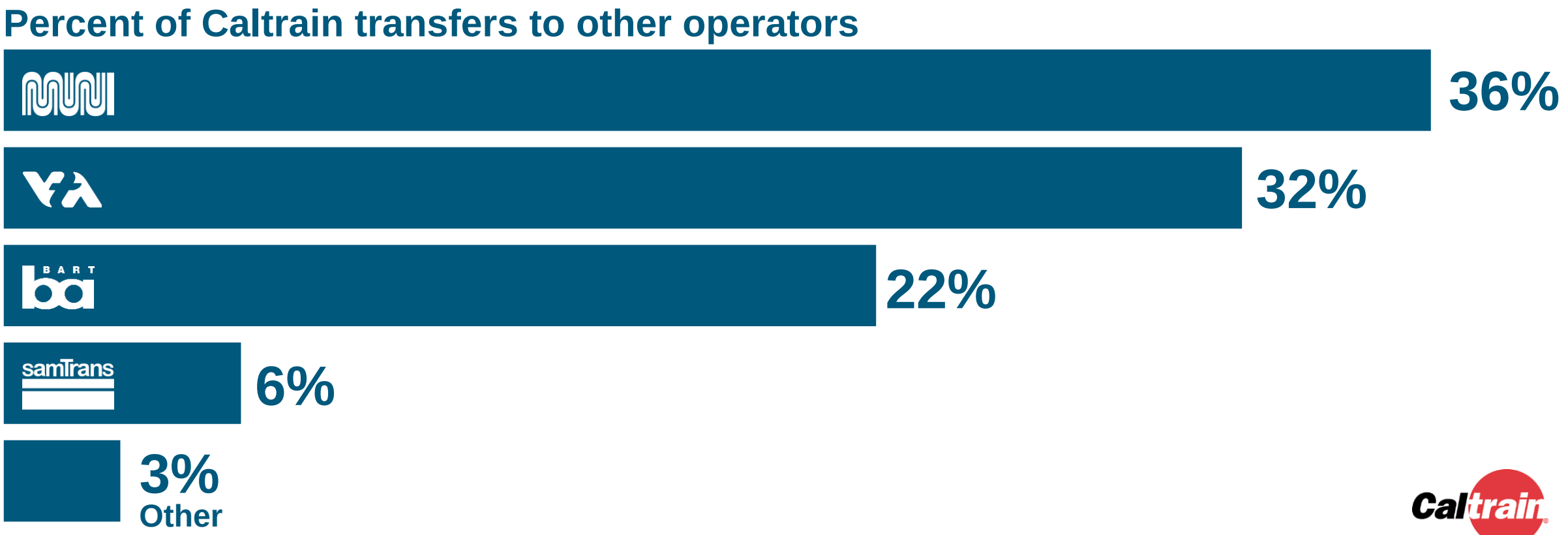
Active Parking Management Will Become More Important as Caltrain Increases Service

Caltrain may consider market-based pricing to better manage supply and demand during weekdays and weekends, similar to BART's proposed program

A market-based program could increase prices at some stations and decrease prices at other stations in order to reach a target weekday occupancy of around 90 percent

Pricing could be tied to occupancy surveys and service frequency

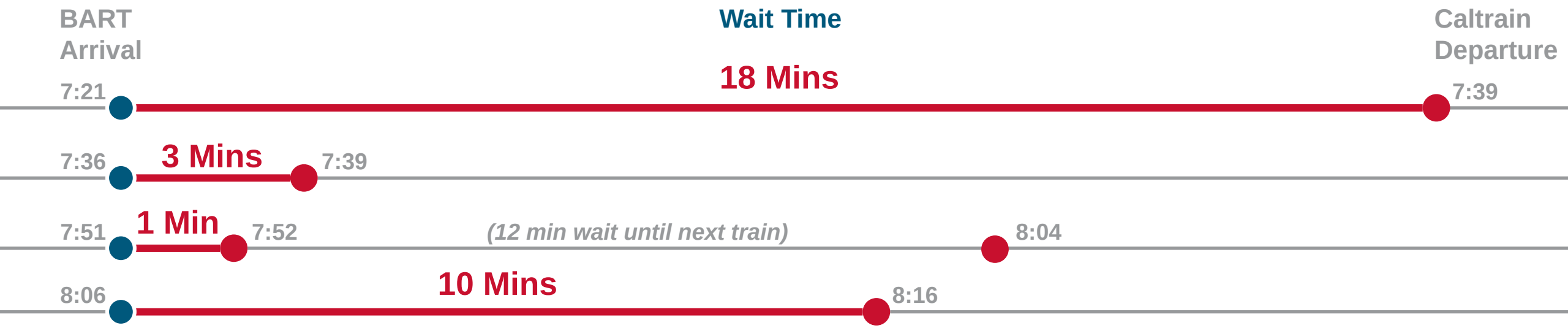
10% of Caltrain Riders Connect to Other Transit Services



Caltrain's Complex Service Pattern Limits Schedule Coordination

Today, Caltrain's highly customized schedule prevents regular coordinated transfers (~5 Minutes) with bus and rail services at most stations

Example: Southbound AM BART-Caltrain Connection at Millbrae



Bus Operators Provide Discounted Transfers for Some Caltrain Fares

VTA and SamTrans offer transfer discounts to most Caltrain Monthly Pass holders, while Muni provides a discount for all Caltrain riders using a Clipper Card. Fare savings tend to accrue to higher income passengers, who represent a disproportionate share of Monthly Pass users

- ✓ 50 cent fare discount to all riders using a Clipper Card
- ❑ No discount on paper tickets

- ✓ Free local rides for two-zone or greater Monthly Pass holders
- ❑ No discount for one-way fares and other products

- ✓ Free local rides for two-zone or greater Monthly Pass holders
- ❑ No discount for one-way fares and other products

- ❑ No discounts

Standardizing Caltrain Service Allows Improved Schedule Coordination

Coordinating Schedules

Shifting to standardized clockface schedules with electrification will help Caltrain better coordinate transit connections

A Distributed Skip Stop pattern could offer timed connections to high and low frequency buses, BART, and VTA Light Rail.

A Two Zone with Express pattern could offer timed connections to BART and low frequency buses but would some connections would remain challenging

Coordinating Fares

Further fare coordination presents an opportunity to increase ridership for Caltrain and partner agencies

Improved fare coordination could make transfers more seamless and convenient for all riders and could help Caltrain provide more equitable access for low- and middle-income riders who are more likely to connect via transit

Shuttles Fill Gaps in the Transit Network

Public and Private Shuttles Fill Gaps in Schedules and Service Areas

- Service to areas where buses do not operate
- Timed connections when buses can't coordinate with Caltrain's schedule
- Augmented capacity where buses cannot handle peak-period demand

Many Types of Shuttles Operate on the Caltrain Corridor

Publicly Managed

Caltrain and the SMCTA manage 33 shuttles in San Mateo and Santa Clara Counties connecting to Caltrain

- 31 are free to the public
- 26 are co-funded by employers
- 4 are community shuttles oriented toward local travel needs

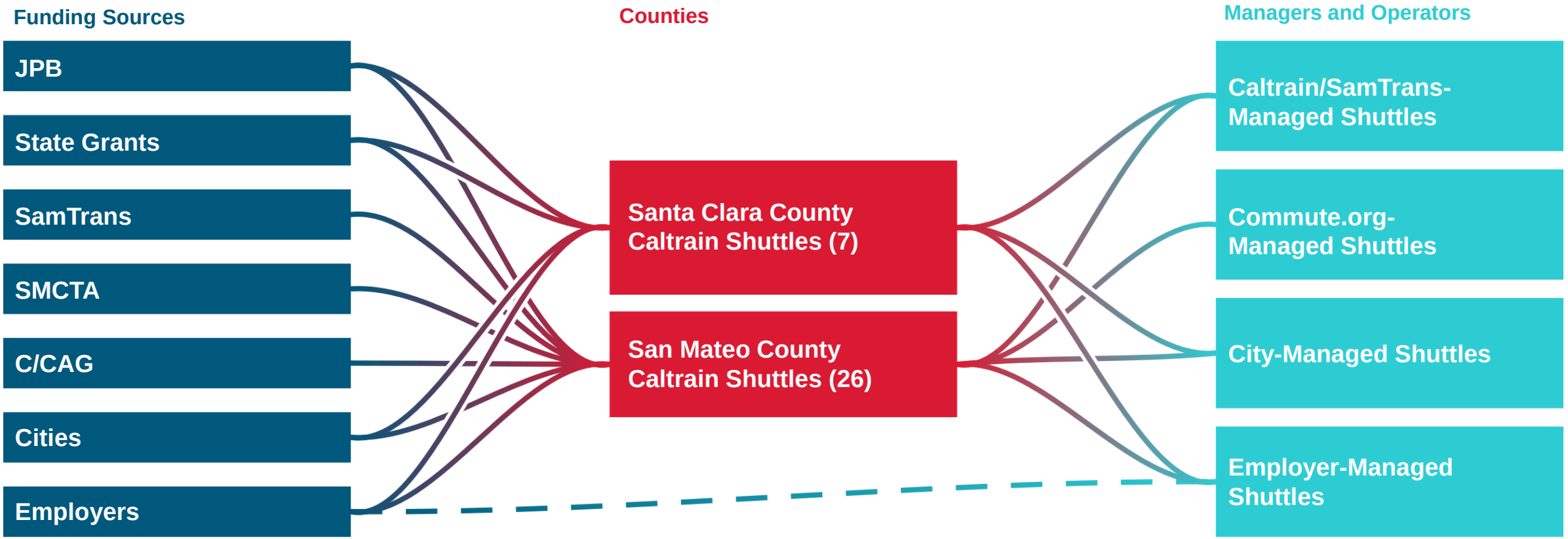
Privately Managed

Major employers like Stanford and Genentech operate first/last mile shuttles free to the public

Dozens of other employers offer private shuttles for employees only

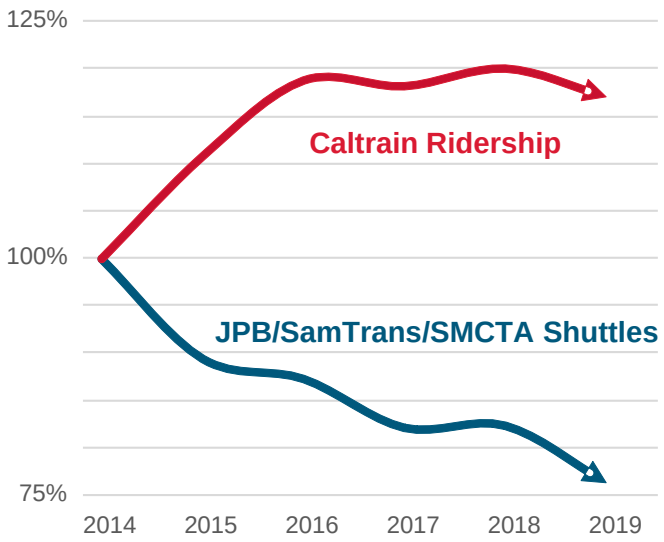
Shuttle Funding Structure

The current system of shuttle funding and operations is extremely varied and complex. Funding comes from many different sources and varies significantly from route to route.



Ridership on Publicly Managed Shuttles is Declining

Ridership Comparison: Caltrain vs. Publicly-Managed Shuttles



Shuttle Ridership is Declining as Caltrain Ridership Grows

Shuttle ridership on publicly managed shuttles has declined by 25% since 2014 while Caltrain ridership increased by 17%

Three quarters of routes have lost ridership over the past five years, with 14 routes experiencing losses greater than 40%

Publicly Managed Shuttles Struggle to Match SamTrans /VTA Productivity Goals

6 of 33 routes meet SamTrans fixed route performance criteria for passengers per revenue hour

Shuttles Lack Reliability and Time-Competitiveness

Limited funding, organizational capacity, and administrative complexity have contributed to ridership loss, including:

- Driver shortages
- Circuitous routes
- Inadequate stop infrastructure
- Competition from private services

Privately Managed Shuttles Continue to Grow

Stanford Marguerite

Stanford's shuttle ridership has increased 16% since 2014. About 20% of all their employees commute via Caltrain. Stanford's TDM program offers Caltrain Go Passes and financial incentives to employees to discourage driving to work

Genentech

Genentech and other South San Francisco employers operate two shuttle routes to connect to Caltrain at Millbrae Station. The shuttle is open to the public.

Caltrain's Role in Shuttle Operations

The current publicly-managed system is under-resourced to meet the changing needs of the Caltrain corridor

Demand for first/last mile services will increase substantially as land use intensifies and Caltrain service increases over time

The current system lacks the financial resources and operational capacity to efficiently handle increased demand over time

Caltrain and its partners will need to evolve the shuttle program to better leverage public buses and private partnerships

Caltrain and SamTrans are jointly funding a comprehensive study of the shuttle program

Additional work will be needed to further coordination around shuttles with all of Caltrain’s member agencies, local jurisdictions and large employers

Pickup & Dropoff Activity is Increasing, but Facilities are Lacking

Pickup & drop-off activity is increasing at most Caltrain stations

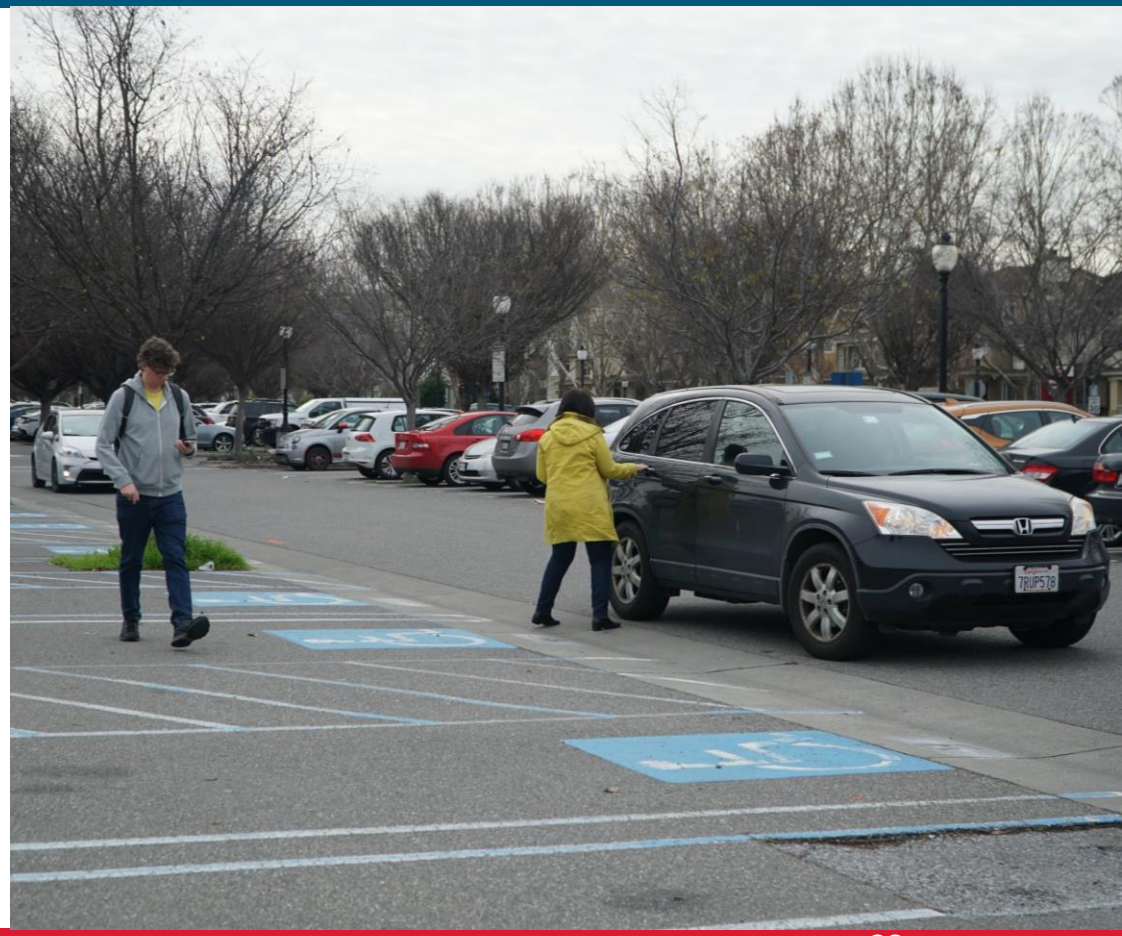
Result of both limited parking as well as Uber/Lyft growth

Half of Caltrain stations lack dedicated passenger loading zones

Most passenger loading activity occurs in existing surface parking lots and nearby streets

Caltrain must think holistically about onsite circulation

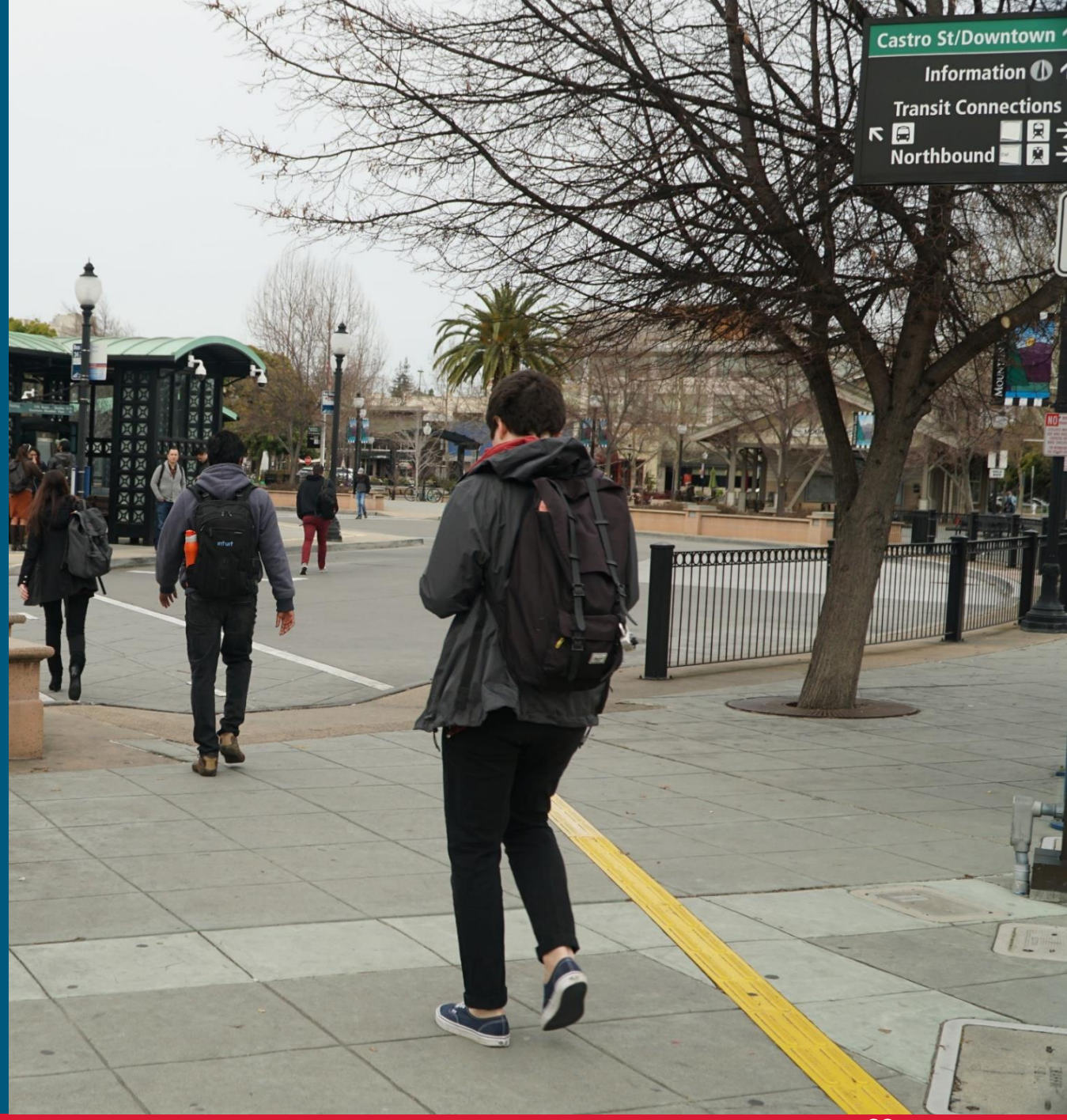
Station circulation and curb programming are critical to handling increased pickup & dropoff activity while minimizing conflicts



Walking & Bicycling Conditions

There is substantial need to invest in offsite and onsite bicycle and pedestrian access to stations. However, offsite improvements are outside of Caltrain's jurisdiction and rely on City-led decisions and processes.

This section will focus on onsite improvements to bike parking and pedestrian circulation.



Wayside Bike Parking and Bike Sharing are Critical to Expanding Bike Access

Onboard bike demand will exceed capacity in the short- and long-term

Caltrain has provided significant on-board capacity within its system, but expanding onboard bike capacity beyond the commitments already made by the JPB will limit overall passenger capacity, exacerbating crowding issues

Improvements to wayside bike parking and shared bikes/scooters show promise to scale access

A $4M investment in bike parking is underway and will be used to fund improved bike parking, including e-lockers

4% of San Francisco and San Jose passengers use shared bikes or scooters to access Caltrain – a total expected to grow with the recent reintroduction of shared e-bikes

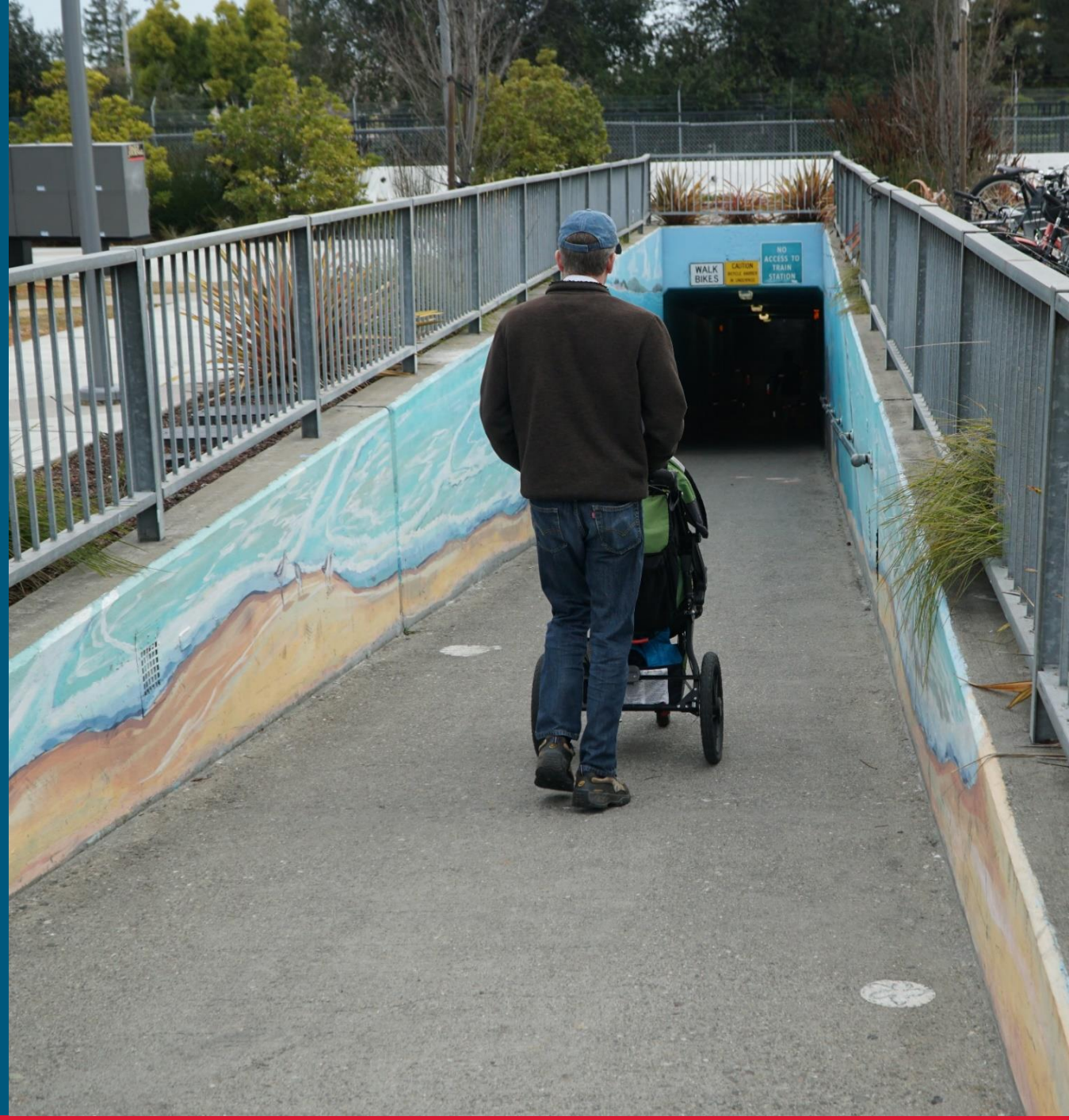
Investing in shared bike stations present an opportunity to scale capacity over time

Pedestrian Facilities Need Improvement

Caltrain stations need to prioritize pedestrians to handle expanded passenger volumes at stations

Most stations will need programmatic investments to accommodate increased ridership, improve onsite circulation, and reduce conflicts between modes

Major stations may need focused design efforts to handle increased volumes, particularly in the context of grade separations and joint development projects



Station Upgrades Needed to Accommodate Increased Ridership

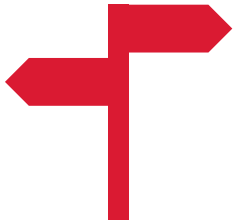
Examples of upgrades needed to accommodate increased ridership

Expanded Shelters to offer shade and weather protection

Strategically located Clipper readers at station entrances and along platforms

Clipper-integrated ticket machines (coming soon to most stations)

Level boarding

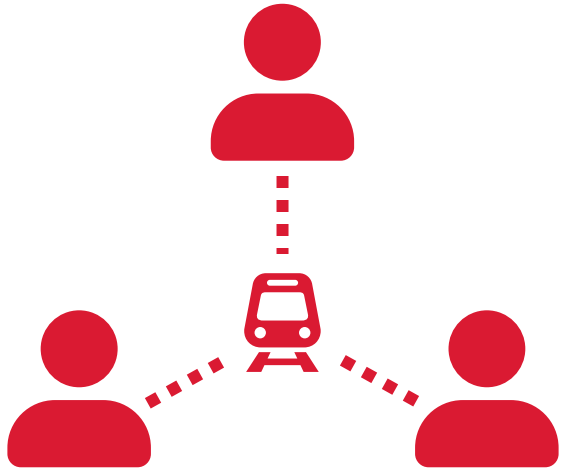


Improved Wayfinding and Signage

More Pedestrian-scale lighting

Strong Growth Predicted in Ridership and Station Use by 2040

Under the Long Range Service Vision adopted by the Caltrain Board, ridership is projected to triple from today's levels. This will mean significant changes to the way that people access the Caltrain system



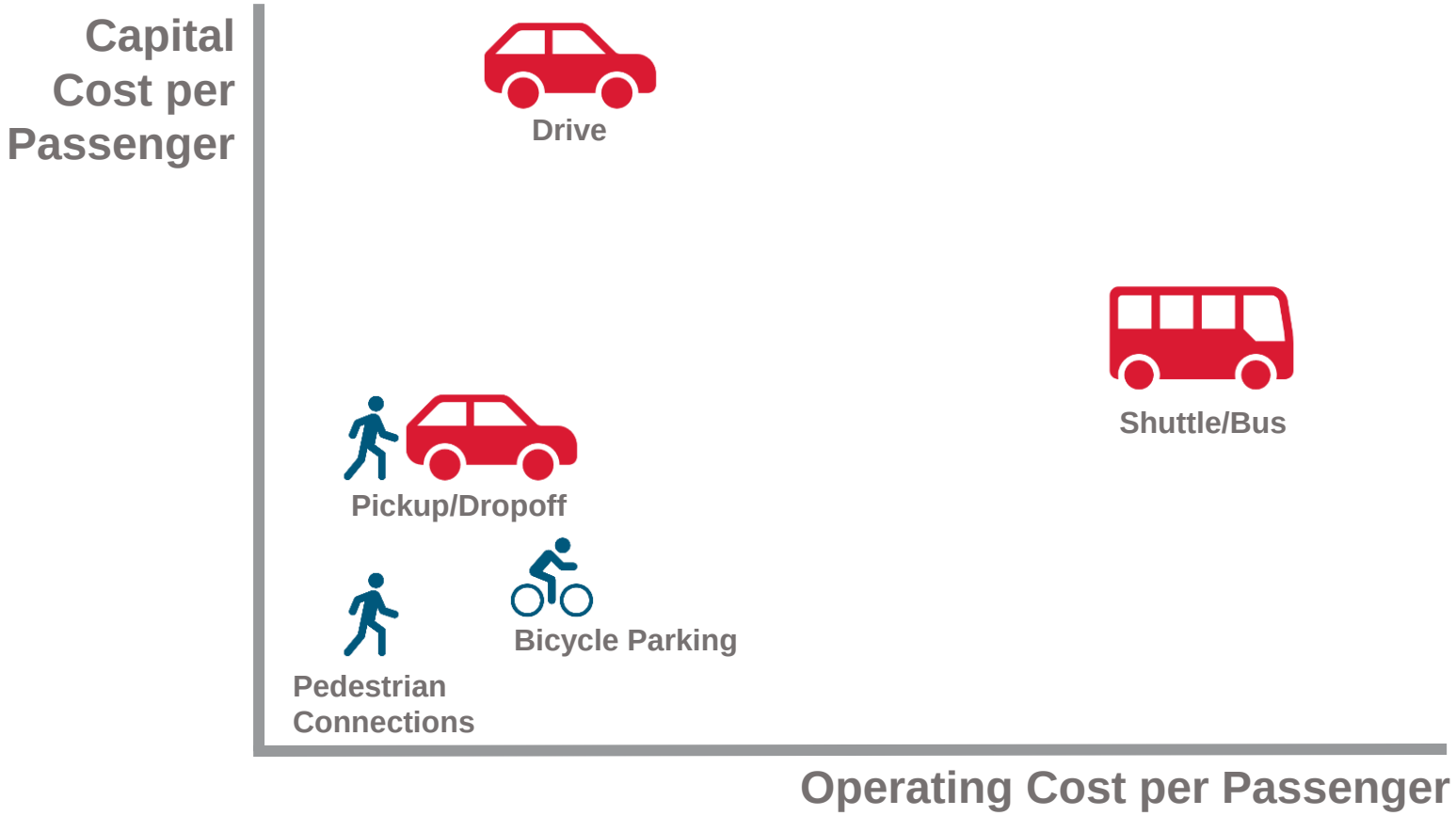
+120,000

Passengers Traveling to and from Caltrain

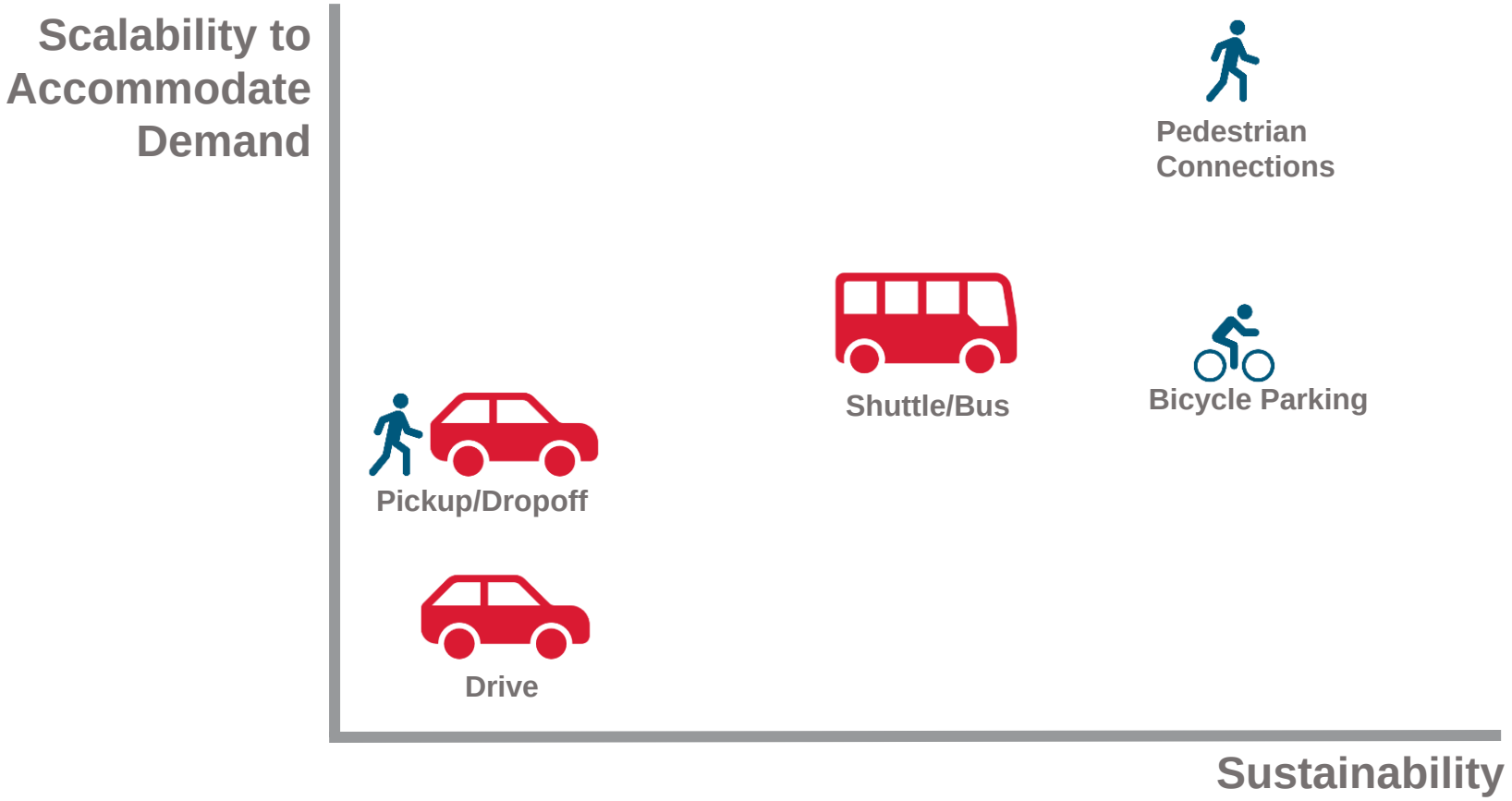
10X

Growth in use for some stations compared to today

Making improvements to enhance walking, biking, and passenger loading are the least costly access investments



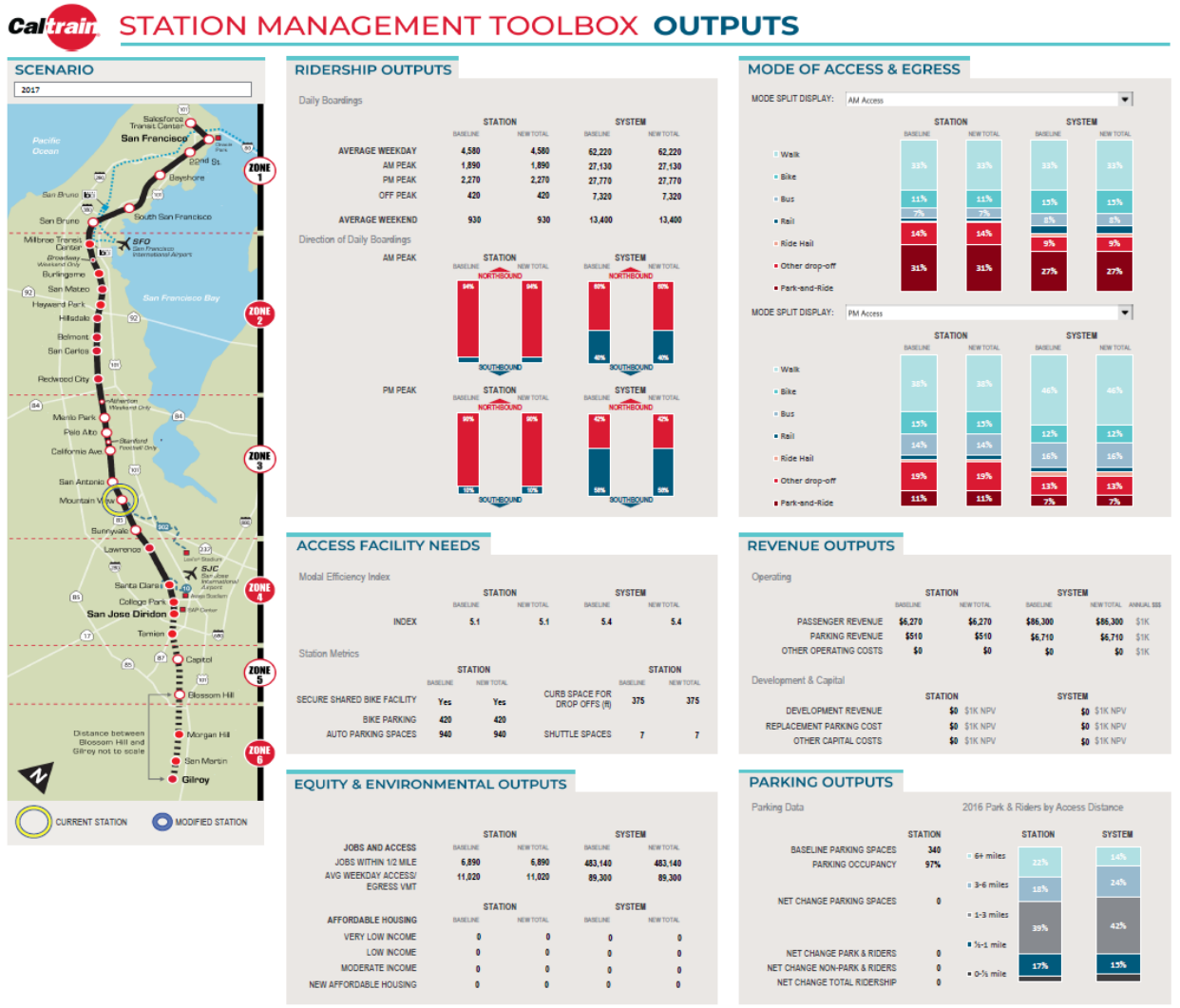
Walking and biking are also the most scalable/sustainable access modes



Caltrain Station Management Toolbox

Caltrain received a grant from the Federal Transit Administration to develop a tool to analyze the effects of access investments and joint development for Caltrain

Based on this analysis, Caltrain developed a Station Management Toolbox for staff use to evaluate individual and system wide changes – this tool has been updated to support the Business Plan analysis



Three Alternative Access Improvement Scenarios Explored

1: Ad-Hoc Approach

- Investments and programs occur as funding becomes available- similar to today
- Investments and programs are mostly led by entities other than Caltrain
- Caltrain is mostly agnostic to the types of investments than occur

2: Expand Parking Supply

- Investments and programs focus on growing parking supply in proportion to ridership
- Caltrain organization becomes more proactive in building new parking garages including land acquisition as needed

3: Prioritize Non-Auto Access and Joint Development

- Investments and programs emphasize modes other than park-and-ride
- Caltrain organization becomes more proactive in shuttles, service integration, pedestrian/bicycle infrastructure, and TOD

Analysis Assumptions Drive Results

The Following Assumptions Were Used in This Scenario Analysis:

1: Ad-Hoc Approach

- 1.5x increase in parking supply
- No change to shuttle services
- Moderate improvement to bike/ped access
- Moderate development intensity at feasible sites with all parking replaced
- New parking assumed to cost $75,000 per space due to garage and parking replacement costs

2: Expand Parking Supply

- 3x increase in parking supply
- No change to shuttle services
- Minimal improvement to bike/ped access
- No new joint development
- New parking assumed to cost $100,000 per space due to garage, parking replacement, and land acquisition costs

3: Prioritize Non-Auto Access and Joint Development

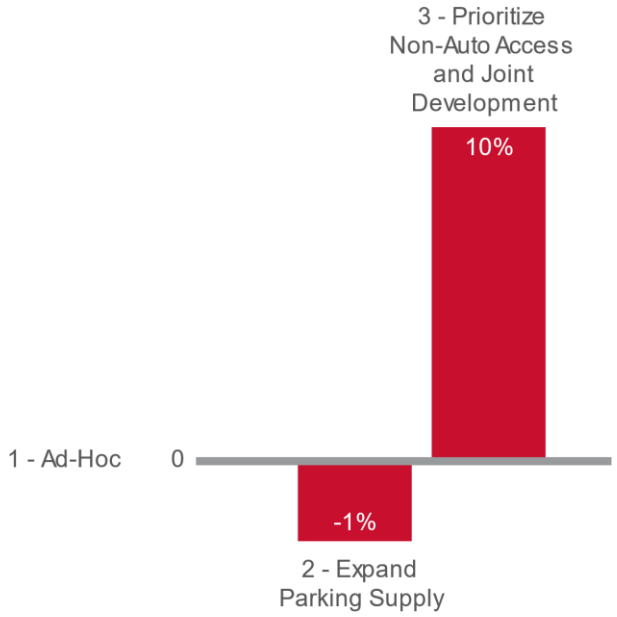
- No new parking supply
- 3x increase in shuttles service
- Substantial improvement to bike/ped access
- High intensity development at all sites without replacement parking

Change in Ridership & Mode of Access through 2040

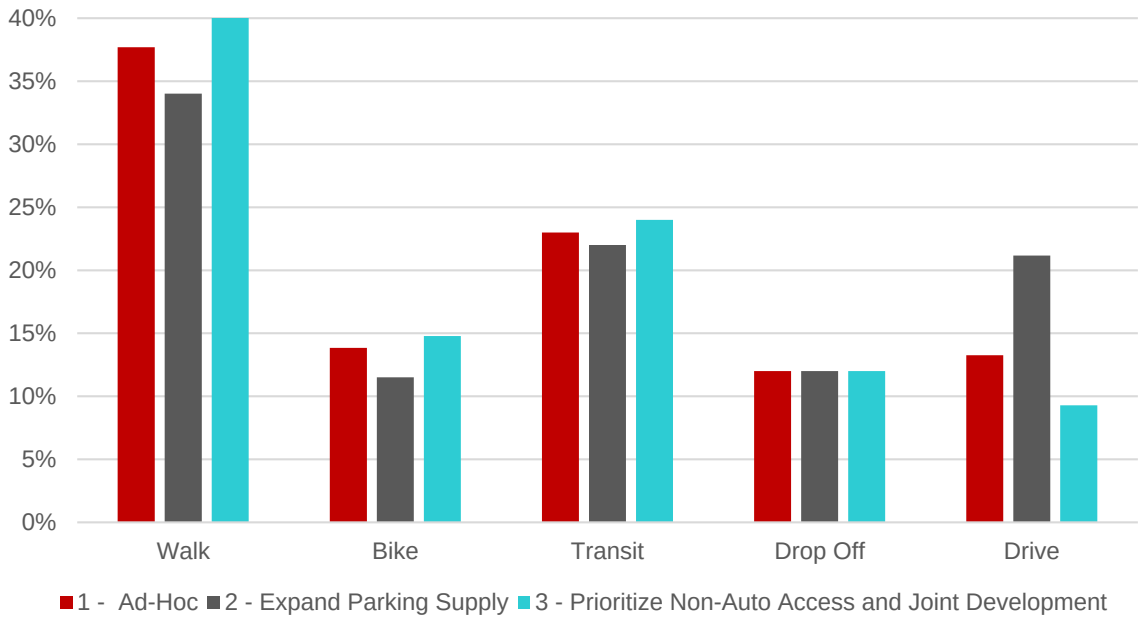
Prioritizing park-and-ride access shifts more passengers to driving but results in *lower* ridership than investing in other modes.

Maximizing joint development, active transportation, and transit access results in *higher* ridership and less driving.

Change in Ridership



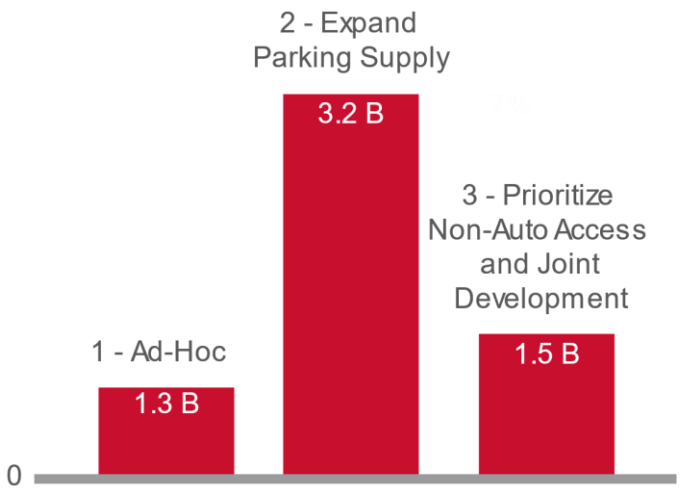
Change in Mode of Access



Change in Costs & Revenues

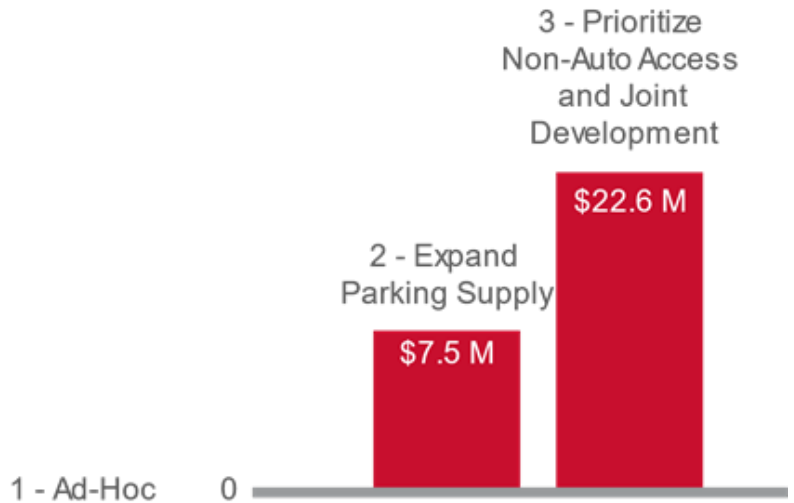
Tripling parking supply could cost double that of investing in non-auto modes.

Approximate Cost over 50 Years



Expanding access for non-auto modes more than triples the revenue generated by expanded parking supply.

Approximate Additional Annual Revenue



Station Access Results Present a Variety of Policy Questions

Is More Parking Worth the Investment?

- Parking garages are costly (analysis assumed $100,000 per new space including replacement parking and land acquisition)
- Building new garages may come at the expense of housing and office TOD
- Increasing parking supply is less effective in supporting ridership growth than investments in other modes

How Should Caltrain Address Shuttle and Bus Connections?

- There is substantial demand to scale shuttle/bus service to match growth of Caltrain service and development
- However, organizational and operational challenges may limit the potential for expansion
- Ongoing operational subsidies are high

What is Caltrain's Role in Bike/Ped Access?

- Improving bicycle parking and shared use at stations represents a key opportunity to accommodate long-term ridership growth
- Addressing offsite barriers to pedestrian and bicycle access are necessary to accommodate ridership growth, but these areas are typically outside Caltrain's jurisdiction

Equity Assessment

Why Focus on Equity?

The equity assessment is intended to help Caltrain understand how it can improve equity within its system- both in the near term and as the Service Vision is implemented over time.

Caltrain is Focusing on Equity for Multiple Reasons

- Stakeholder and Policy maker feedback through the Business Plan and other Caltrain undertakings have made it clear that equity is an important priority for the system

- Caltrain is planning to grow. The Long Range Service Vision calls for tripling the system's ridership. To do this, we want our service to be an accessible, useful and attractive choice for all members of our community

- Caltrain will need public investment to achieve its vision. Focusing on equity helps ensure that we deliver benefits and value to all members of the public

Equity Assessment Work Plan

The equity assessment is intended to help Caltrain understand how the Service Vision could improve equitable access to Caltrain and develop a series of policy interventions that would improve equitable access over time.

Opportunities & Challenges

- Review of existing plans
- Stakeholder interviews
- Market assessment

Analysis of the Service Vision

- Qualitative & quantitative evaluation of the Service Vision
  (will be presented in April)

Recommendations

- Context-specific recommendations developed from the analysis of the Service Vision and opportunities and challenges (will be presented in April)

Existing Plans Review

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

Stakeholder Engagement

To better understand existing barriers for disadvantaged riders and residents in the corridor, surveys were sent to community-based organizations along the corridor. Representatives who wanted to provide more feedback were interviewed in person or over the phone.

11 Community Stakeholder Survey Responses

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

6 Community Stakeholder Phone Interviews

Feedback From Stakeholders

Service & Stations

Better Service For Nontraditional Work Schedules And Non-work Trips

Currently, Caltrain is focused on traditional commute hours, whereas low-income and vulnerable populations are more likely to have commutes that fall outside of these times.

Recommendations

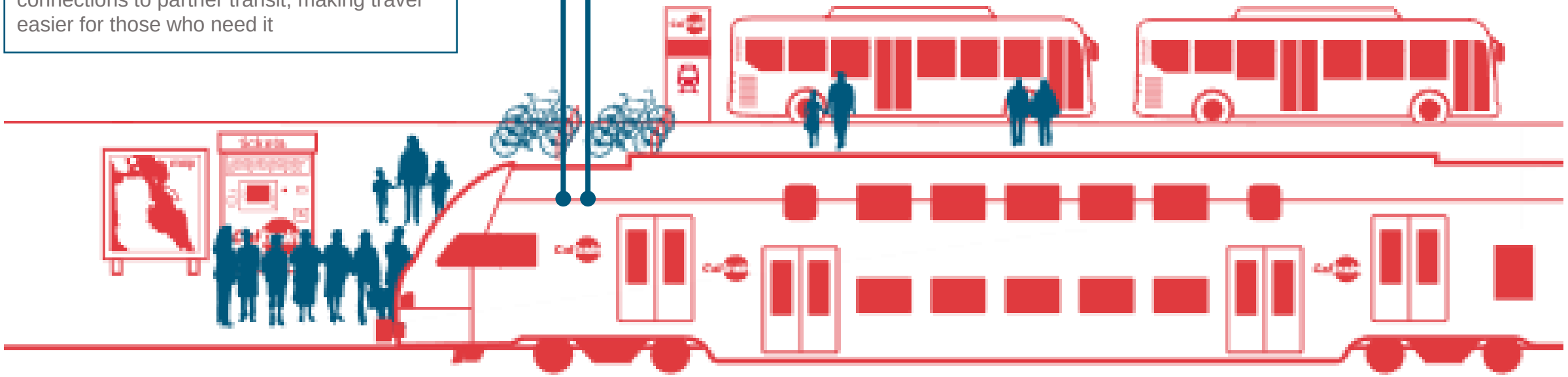
- More mid-day, late evening, and early morning service
- Connecting services during non-typical commute times need to be coordinated

More Frequent Service

Upgraded service would offer more flexibility and choice to access the corridor and better connections to partner transit, making travel easier for those who need it

Open Stations In Communities Of Concern

The Bayview neighborhood of San Francisco would like to see the Oakdale station built to replace the Paul Ave station closed in 1999. North Fair Oaks would like to see a local station on either the Caltrain or Dumbarton rail corridor.



Feedback From Stakeholders

Station Connections

Better Connecting Bus Service

Currently, existing and potential Caltrain riders are poorly served by connecting bus services in San Mateo and Santa Clara Counties

Recommendations

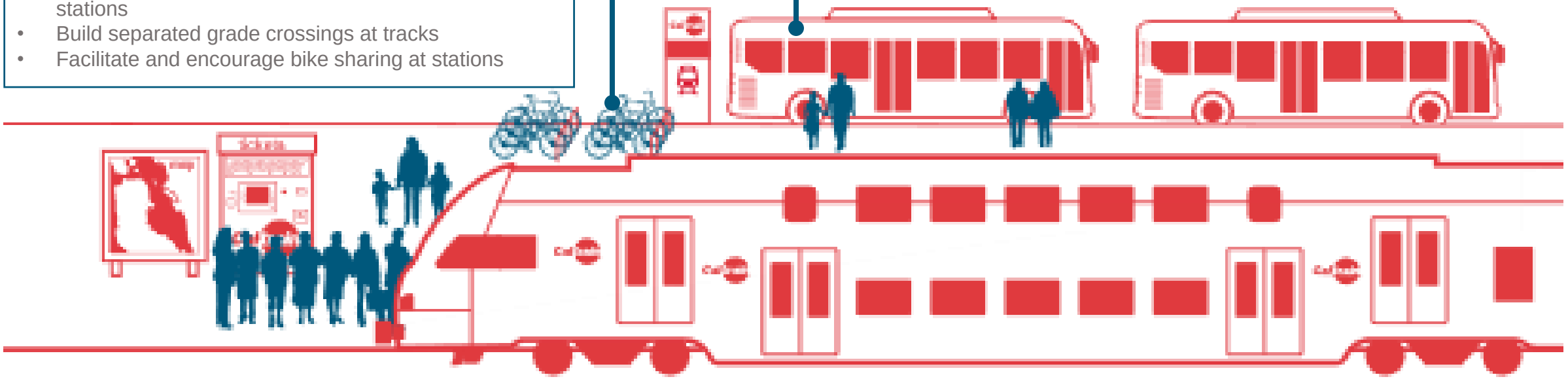
- Better scheduling coordination with SamTrans and VTA to reduce the number of bus connections that result in long waits or insufficient (<5 minutes) transfer times
- More frequent connecting bus services to Caltrain stations

Better Bike & Pedestrian Connections

Biking and walking are low-cost modes that, if enhanced, could expand access to Caltrain services.

Recommendations

- Better bike facilities such as lockers and racks at stations
- Build separated grade crossings at tracks
- Facilitate and encourage bike sharing at stations



Feedback From Stakeholders

System Accessibility

Better Rider Information

The fragmented nature of public transit service in the Bay Area makes it difficult for riders, especially those from marginalized and limited English-proficient backgrounds, to navigate myriad systems and agencies

Recommendations

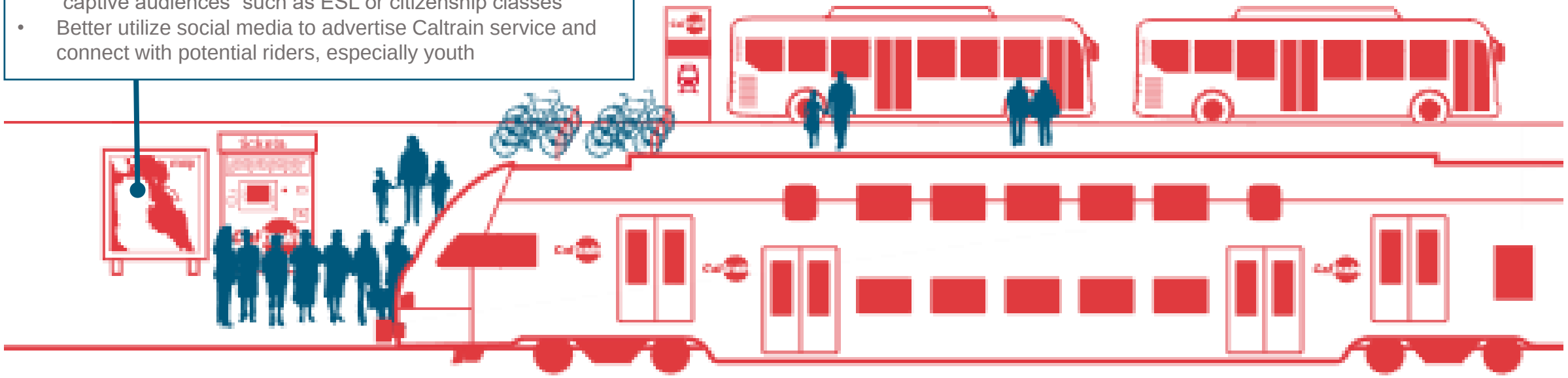
- Area-based maps and schedules that show services from all agencies, ideally in multiple languages
- Conduct outreach to teach people how to ride, perhaps with “captive audiences” such as ESL or citizenship classes
- Better utilize social media to advertise Caltrain service and connect with potential riders, especially youth

Accessible Station Design

Some Caltrain stations are poorly lit, provide limited access to ADA riders, and feel uninviting to riders

Recommendations

- Provide amenities at stations that improve rider experience, such as more lighting, shelter from the elements, and seating
- Implement level boarding at all stations



Feedback From Stakeholders

Fares & TOD

Discounted Fares For Low-income Riders

Currently, Caltrain does not offer discounts for low- income riders and has a significantly lower share of low-income riders compared with other agencies along the corridor (Muni, VTA, and SamTrans)

Recommendations

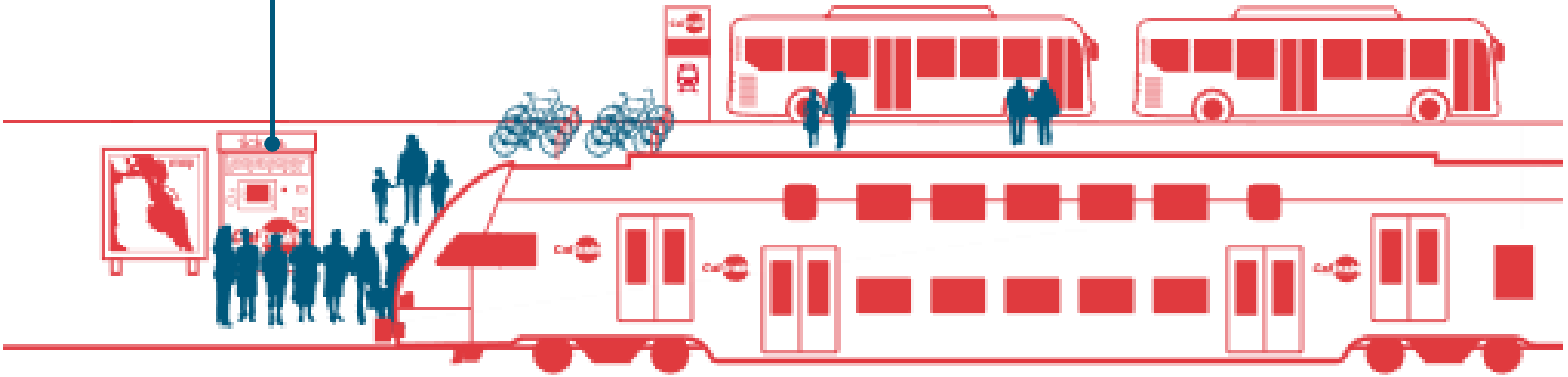
- Offer a reduced fare or subsidy program for low-income riders
- Revisit the zone fare structure to make sure that it is not disincentivizing the use of any connecting bus service

More Affordable Housing Near Stations

Housing along the Peninsula is becoming increasingly expensive and inaccessible to low-income and transit-dependent households.

Recommendation

- Partner with jurisdictions along the corridor to prioritize developing affordable housing and implement anti-displacement or local preference policies near stations



Equity Assessment Key Questions

The equity assessment will help us to understand how the Service Vision affects equitable access to Caltrain and will identify a series of potential policy interventions that could improve equitable access further

1. Does Caltrain ridership reflect corridor communities?

   Tool: census and on-board survey data

2. Do the travel patterns of lower income and minority communities reduce their likelihood of using Caltrain?

   Tool: Census Transportation Planning Products data

3. What policy levers could Caltrain shift to increase ridership from low income and minority communities?

   Tool: Review of fare structure and service plans, stakeholder interviews, plan review

The Corridor is Diverse

Within a two-mile station area:

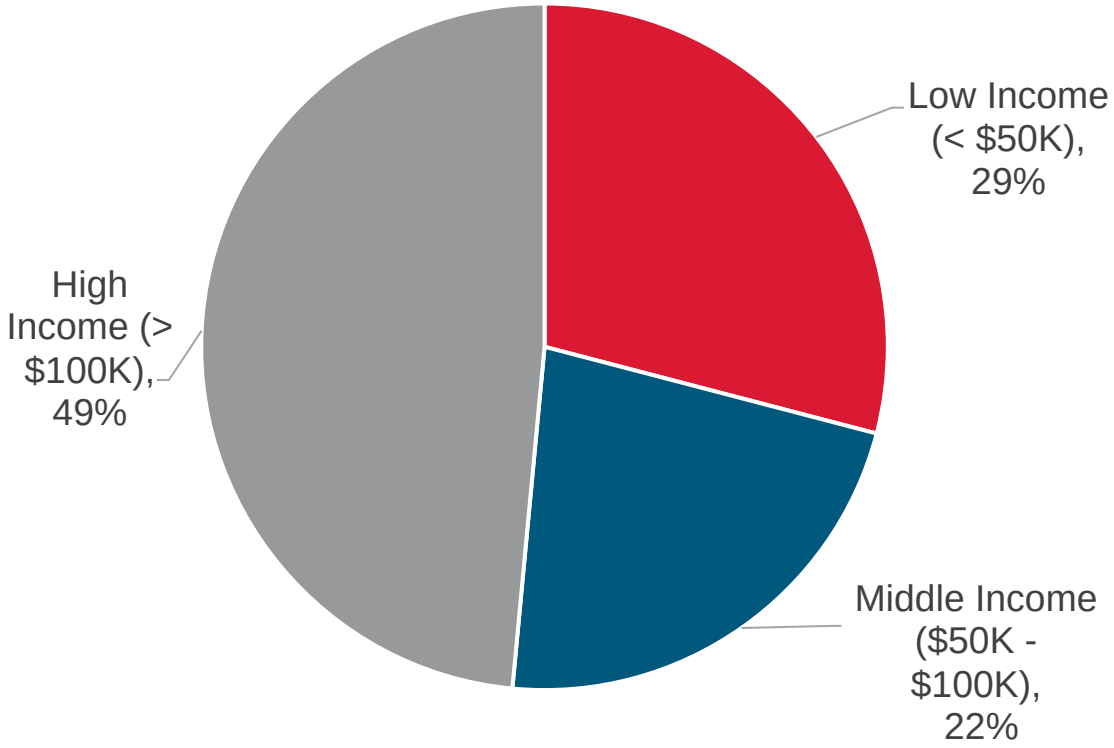
20% of households are located within an MTC-designated Community of Concern

29% of households are low income (annual income less than $50,000)

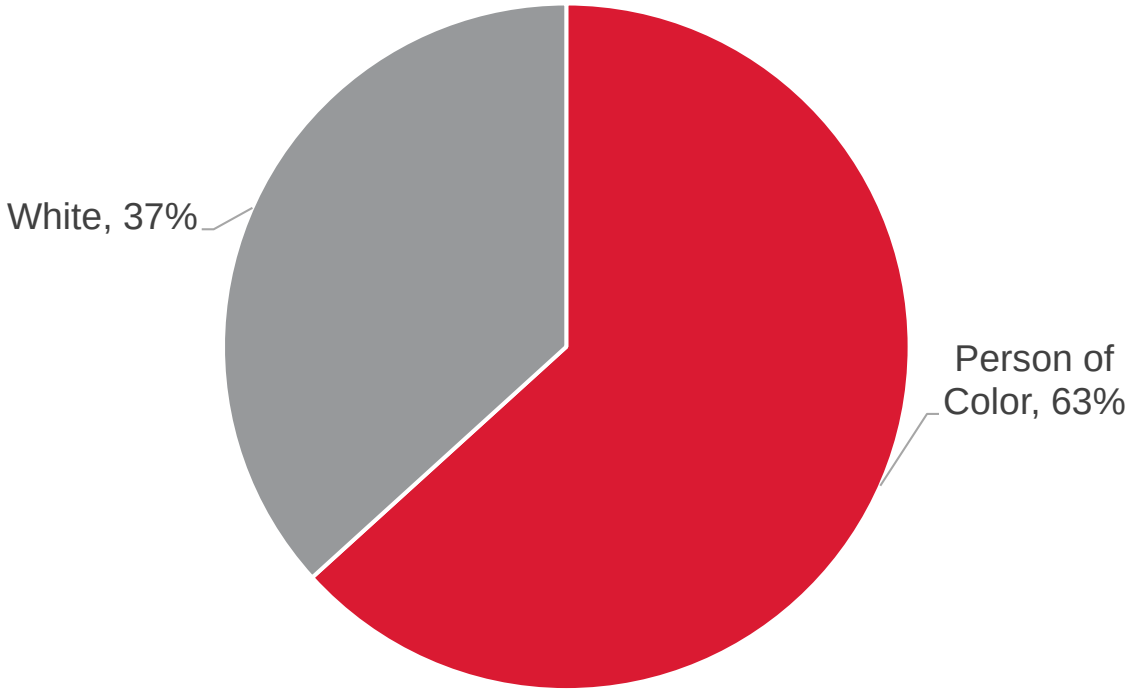
63% of residents identify as a person of color

Residents within 2 Miles

Household Income



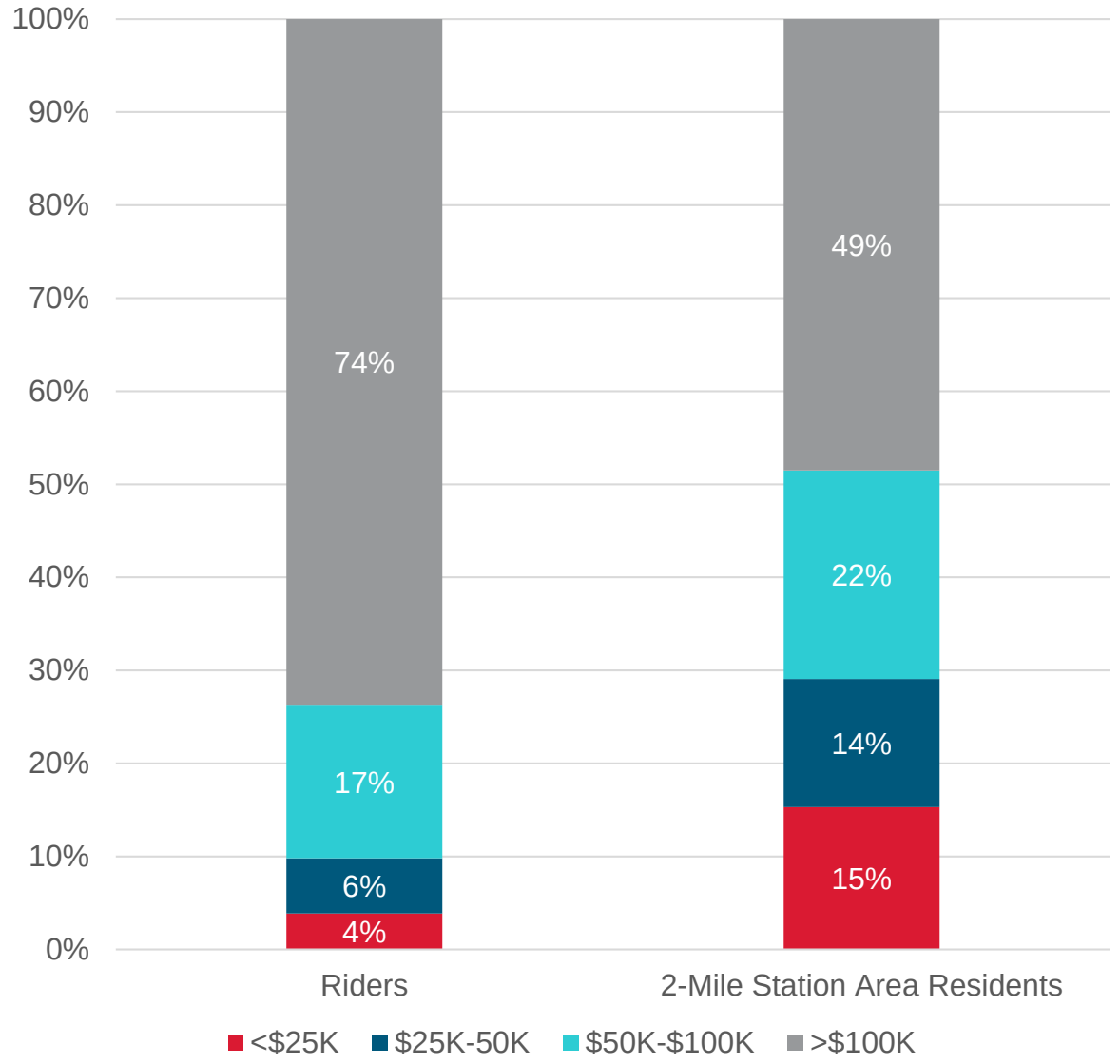
Race



Source: U.S. Census, American Community Survey 2017. Low-income defined by MTC as <$50,000 or <200% of the Federal poverty level; high-income defined as >$100,000.

Caltrain Rider Income does not Match that of Corridor Residents

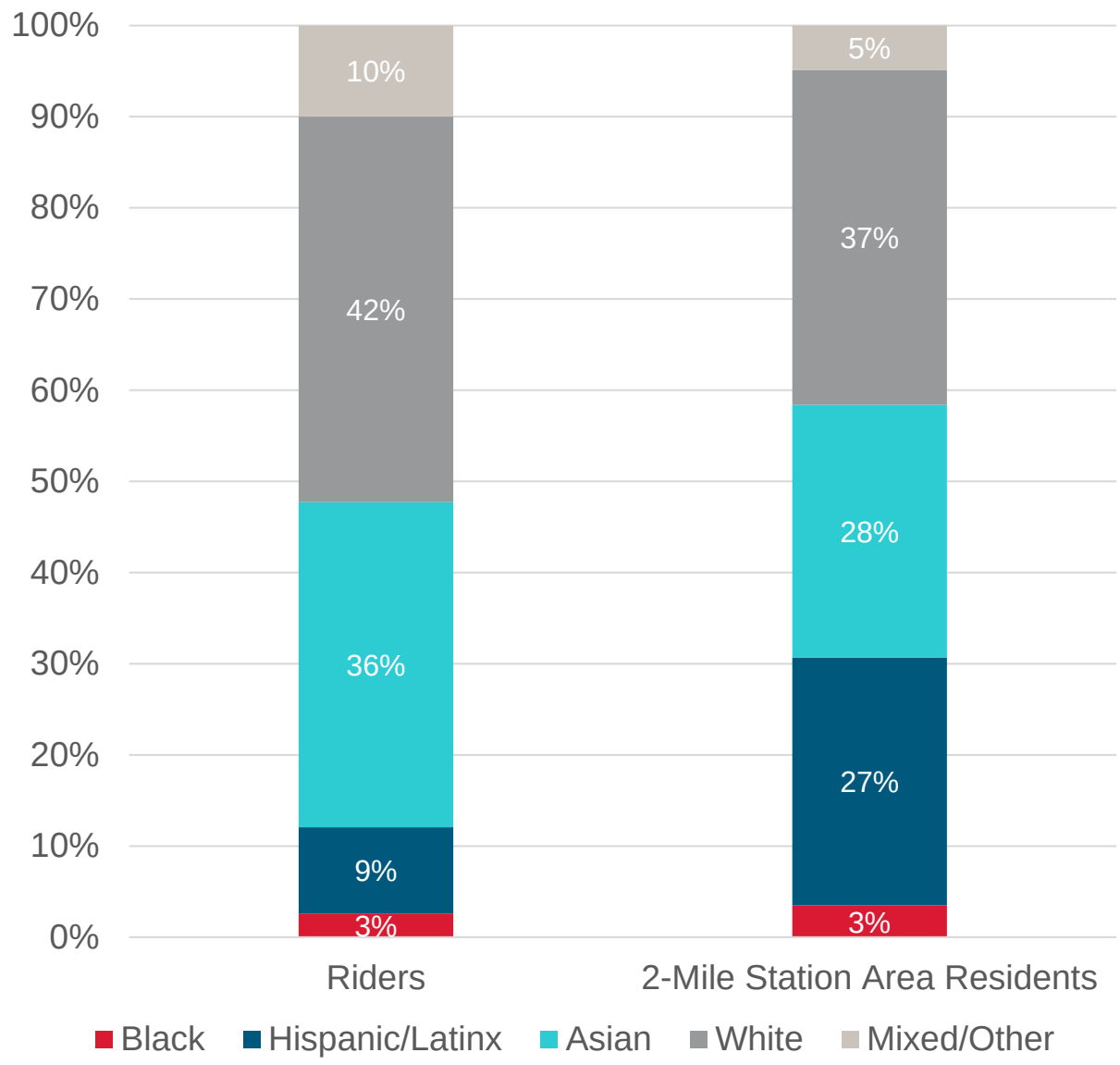
Very-low, low, and middle-income brackets are underrepresented in Caltrain ridership relative to the surrounding corridor



Source: U.S. Census, American Community Survey 2017. 2019 Triennial Caltrain Survey

Caltrain Rider Race/Ethnicity does not Match that of Corridor Residents

White and Asian neighbors are overrepresented in Caltrain ridership and Latinx neighbors are significantly underrepresented relative to the surrounding corridor



Source: U.S. Census, American Community Survey 2017, 2019 Triennial Caltrain Survey

Do the Travel Patterns of Lower Income and Minority Communities Reduce their Likelihood of Using Caltrain?

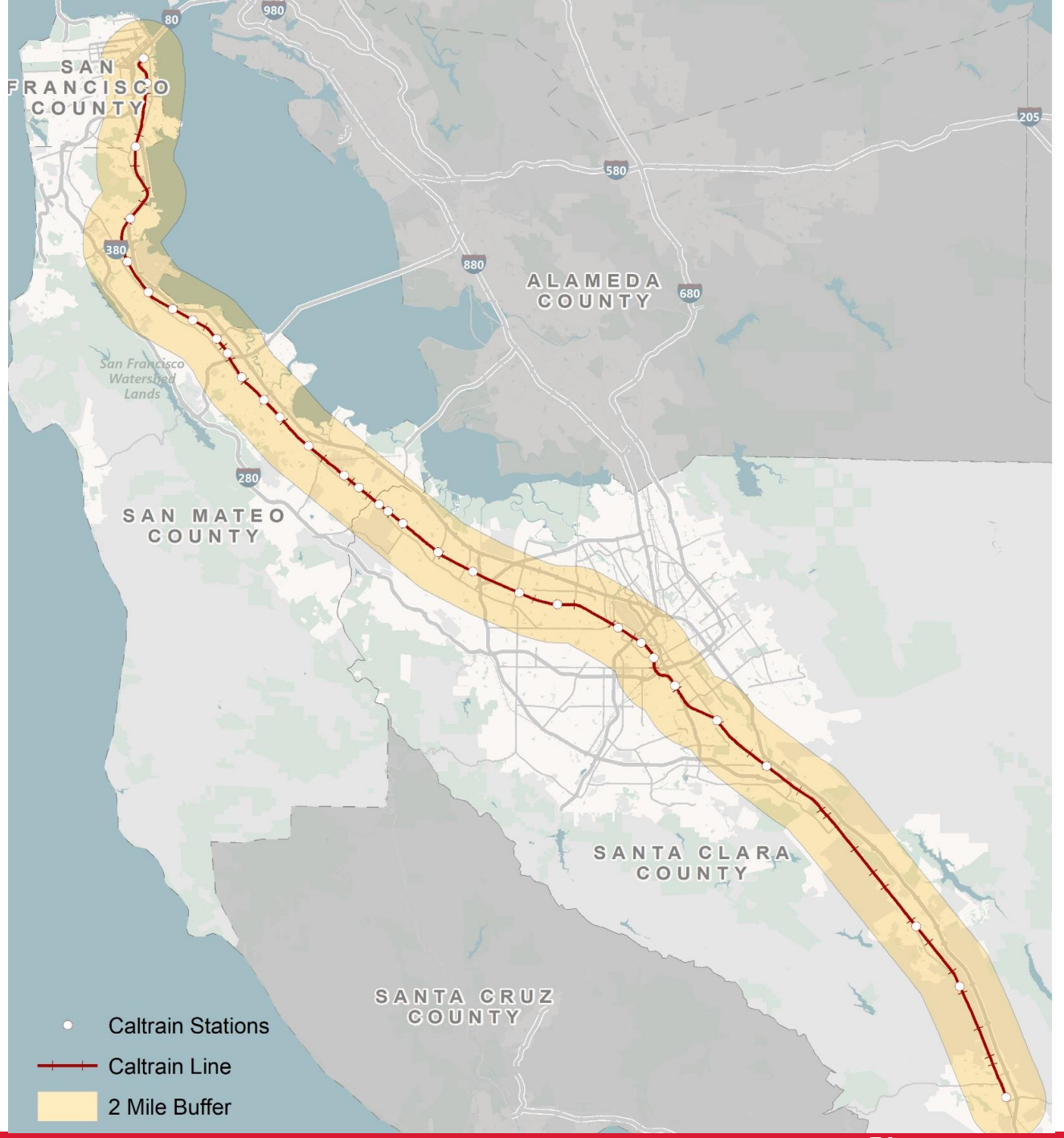
This question is answered by exploring:

- **Commute Trips vs. Non-Commute Trips:** Does trip-making by Caltrain riders and other commuters within the Caltrain corridor vary by income? Do commute travel patterns vary by income?
- **Parallel Transit Routes:** Is there a difference in the way low-income and minority riders travel along parallel transit routes?

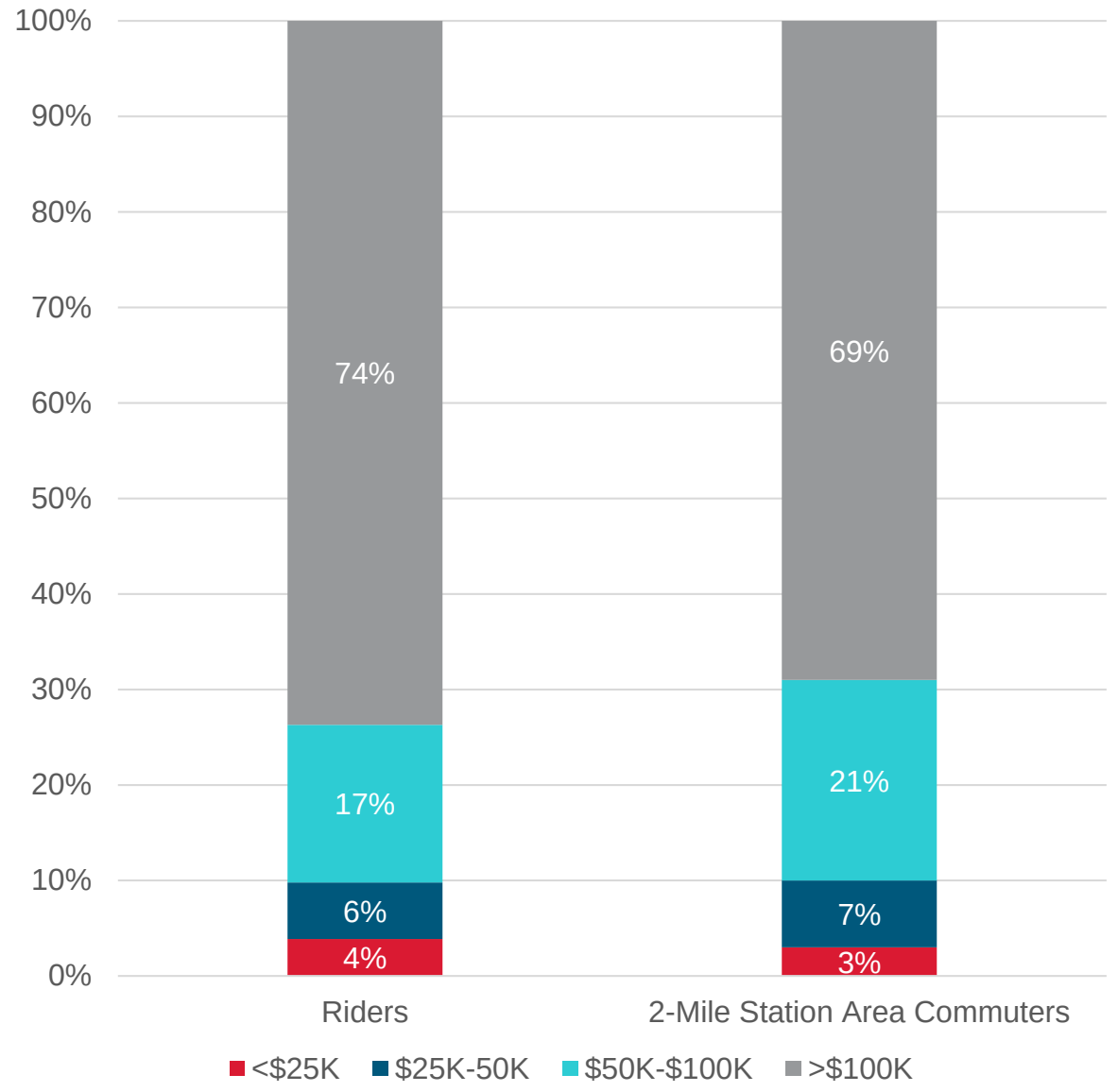
Commuting in the Corridor

Any work trip that has the work, home, or both trip-ends within 2-miles of a Caltrain station is considered a “corridor commute trip”

Trips that start and end in the same city are excluded



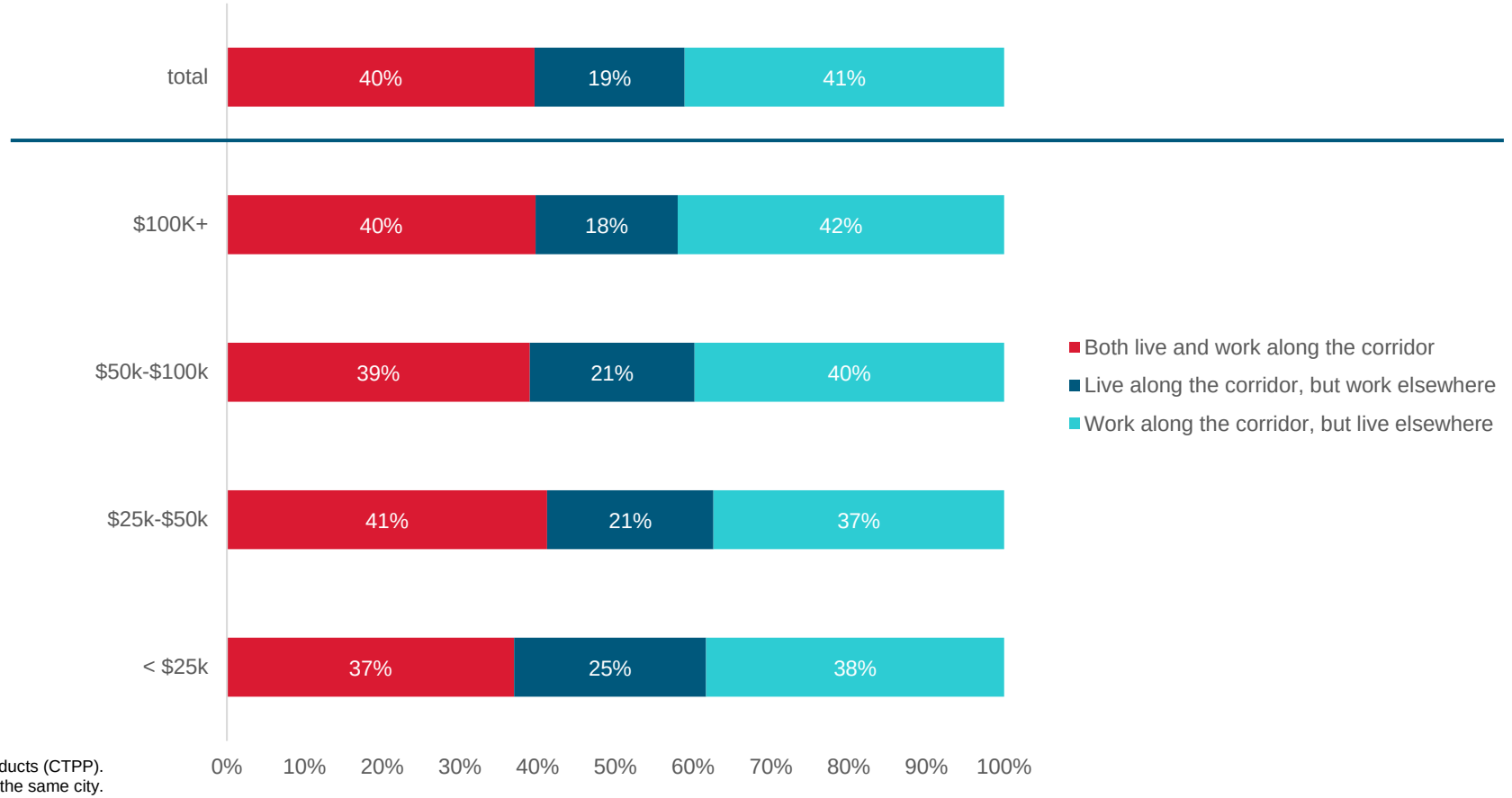
Caltrain Rider Income Closely Matches Income of Commuters within 2 Miles of the Corridor



*Source: U.S. Census, American Community Survey 2017. 2019 Triennial Caltrain Survey, Census Transportation Planning Products (CTPP). *Analysis excludes trips that start and end in the same city.*

Low Income Commuters Have Similar Corridor Travel Patterns as Other Income Brackets

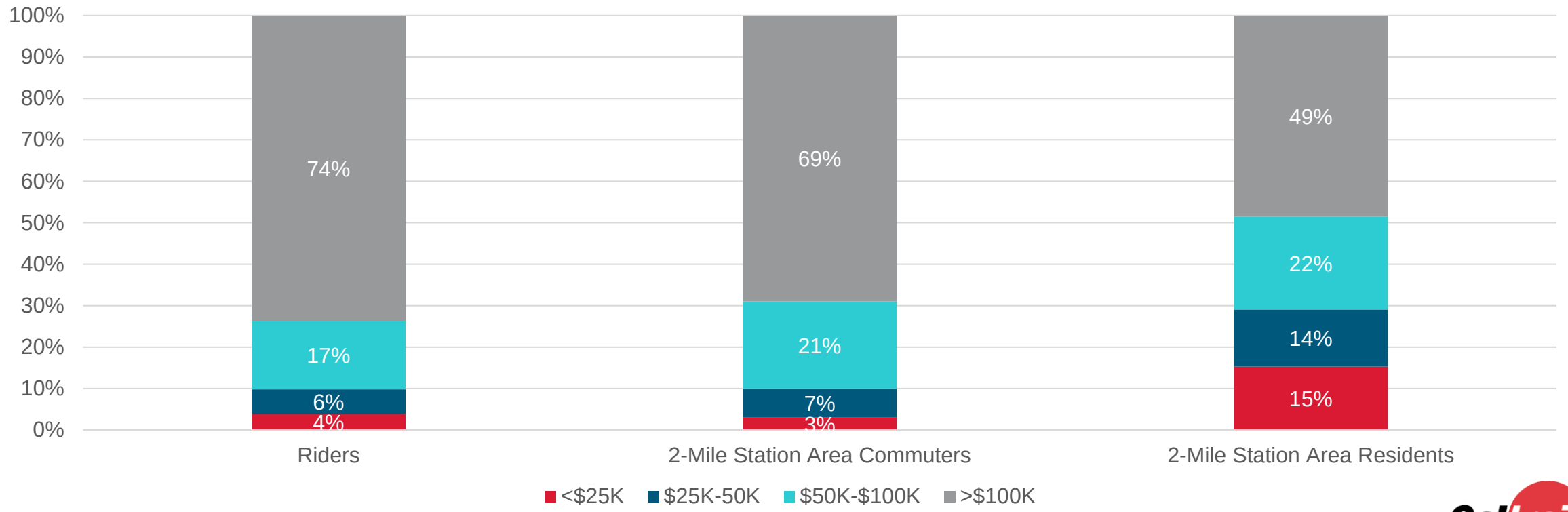
Home-based work trips with at least one end within 2-miles of a station



Source: Census Transportation Planning Products (CTPP).
*Analysis excludes trips that start and end in the same city.

Only 10% of Corridor Commuters Are Low Income Despite Being 29% of Residents

Caltrain is underserving non-work trips. This has the greatest impact on low-income populations.



Source: Census Transportation Planning Products (CTPP).
*Analysis excludes trips that start and end in the same city.

Parallel Transit Service

Several alternative transit lines run parallel to the Caltrain corridor. Although service is geographically similar to portions of the Caltrain route, ridership on these routes looks very different than on Caltrain.

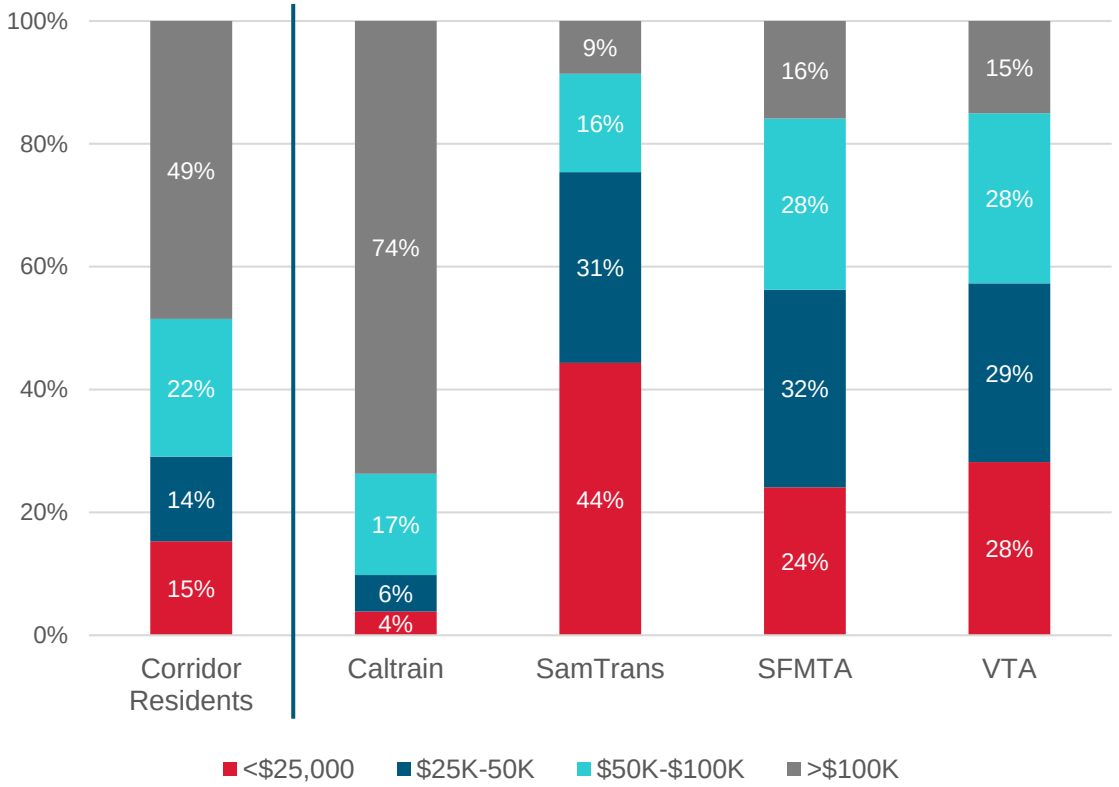
- 8, 8AX, 8BX
- 9, 9R
- T-Third Light Rail

- ECR, ECR Rapid
- 292
- 398
- 397 (OWL)

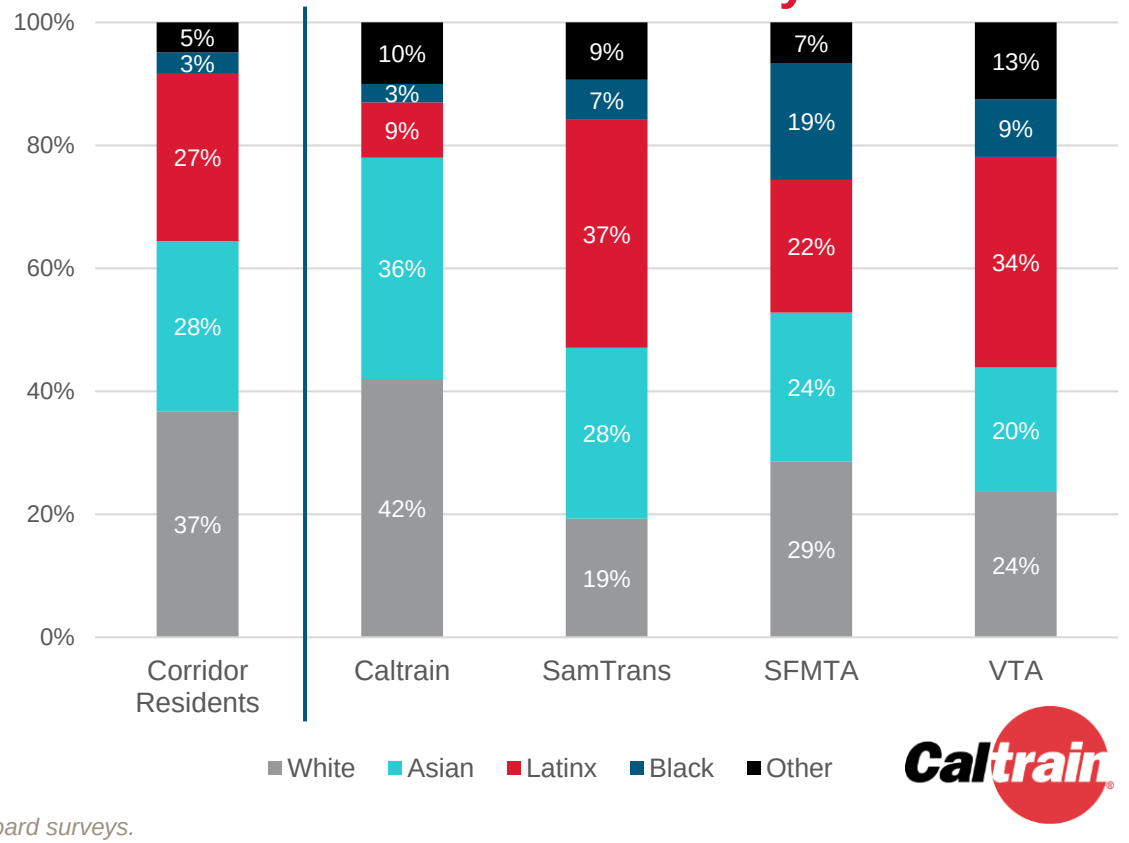
- 22
- 66
- 68
- 102
- 103
- 121
- 122
- 168
- 182
- 185
- 304
- 522

Parallel Routes Proportionally Serve More Low-Income Riders and People of Color than Caltrain

Household Income

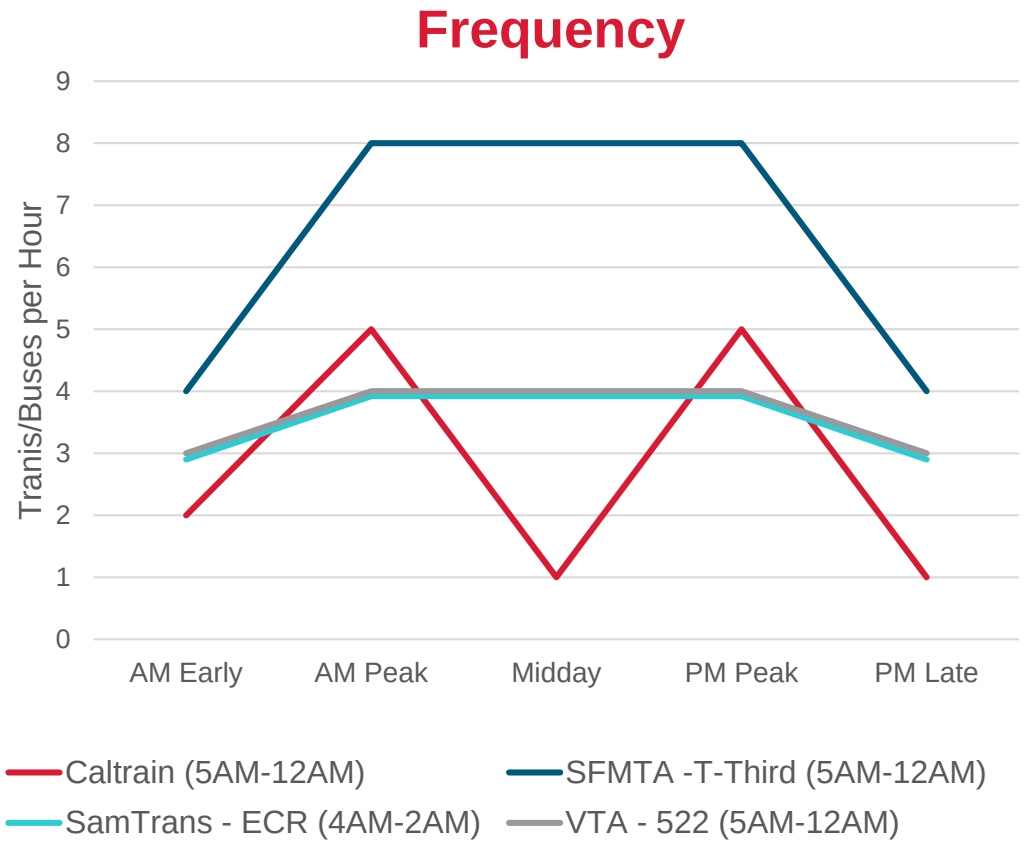


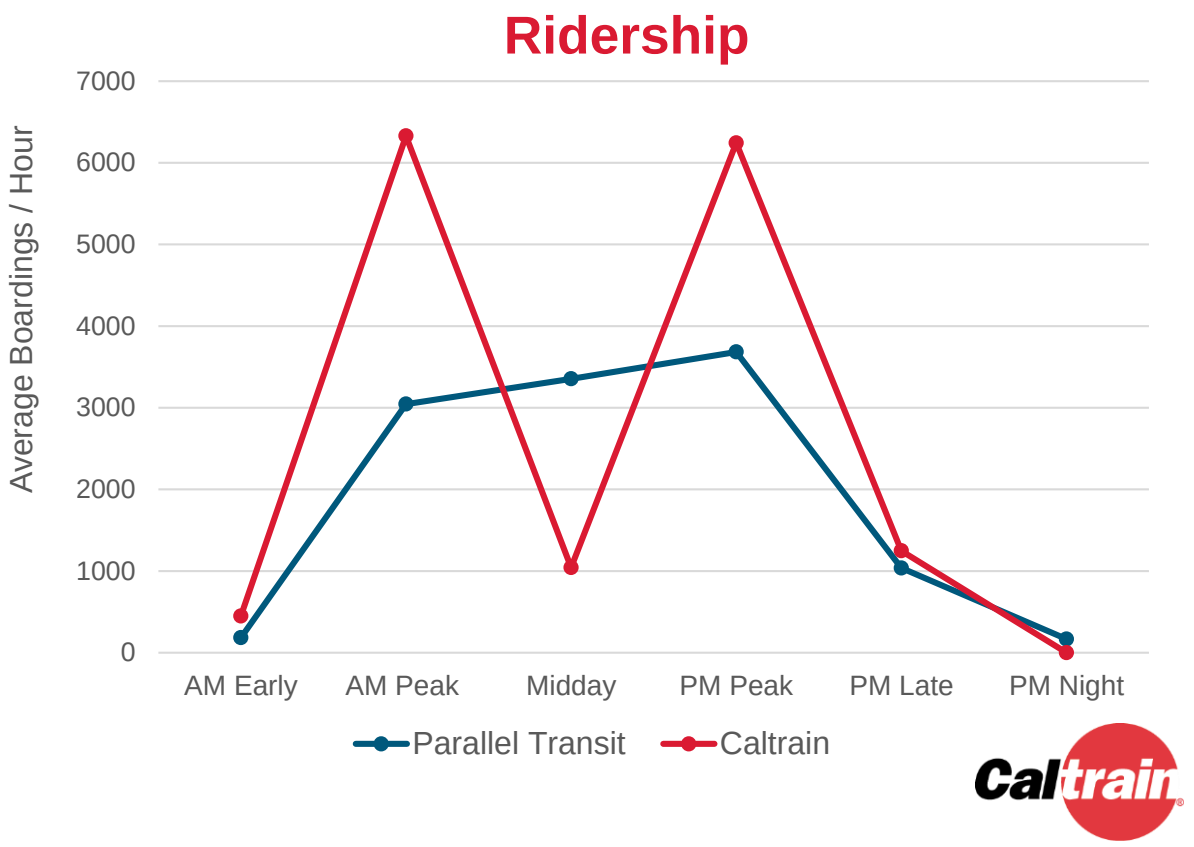
Race/Ethnicity



Source: U.S. Census, American Community Survey 2017, Caltrain 2019 Triennial Survey, SamTrans, SFMTA, and VTA on-board surveys.

Parallel Transit Has More Frequent All-Day Service & Serves More Midday Riders





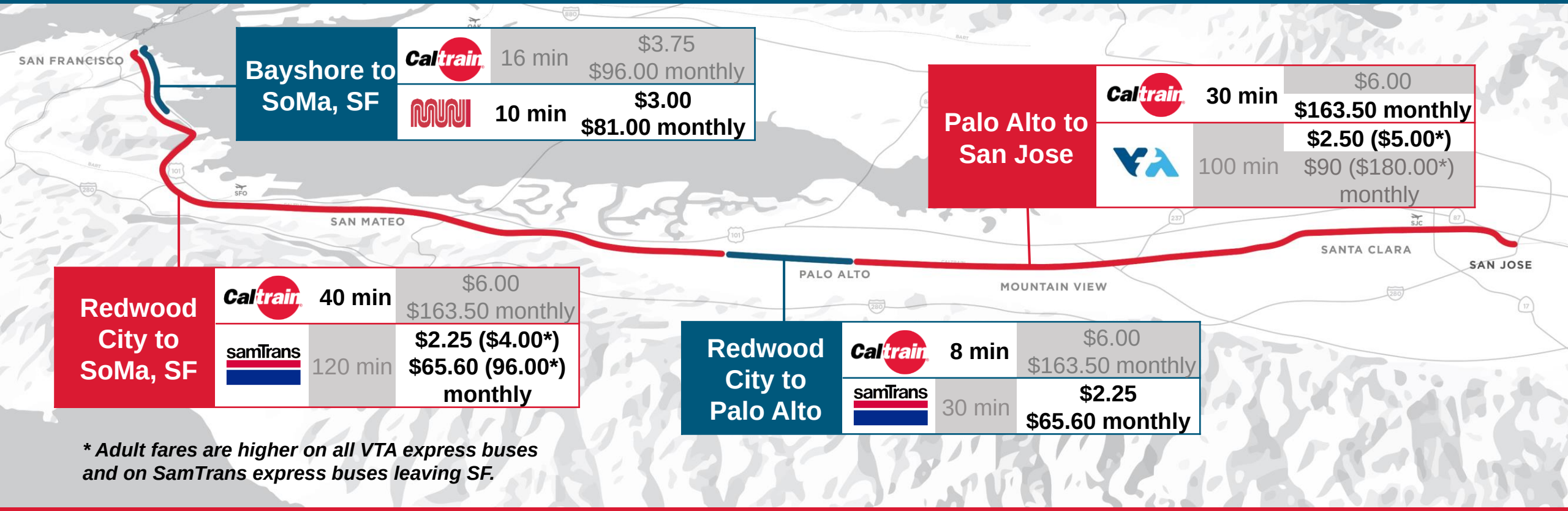
Schedule & Frequency

- Caltrain service is concentrated in the peaks with very little service during the early morning, midday, and evening hours
- Parallel transit service runs consistent headways through the peak and midday hours
- Parallel transit service operates in the corridor 24/7
- As a result, off-peak demand is largely served by parallel transit service

Comparisons: Travel Time & Cost

- **Caltrain is generally faster but more expensive**
- Caltrain has a zone-based fare structure: costs increase with distance travelled
- Parallel systems use flat rates with higher fares for express bus services

Travel Time



Bayshore to SoMa, SF			
	Caltrain	16 min	$3.75 $96.00 monthly
	Muni	10 min	**$3.00** **$81.00 monthly**

Palo Alto to San Jose			
	Caltrain	30 min	$6.00 **$163.50 monthly**
	VTA	100 min	**$2.50 ($5.00*)** $90 ($180.00*) monthly

Redwood City to SoMa, SF			
	Caltrain	40 min	$6.00 $163.50 monthly
	SamTrans	120 min	**$2.25 ($4.00*)** **$65.60 (96.00*) monthly**

Redwood City to Palo Alto			
	Caltrain	8 min	$6.00 $163.50 monthly
	SamTrans	30 min	**$2.25** **$65.60 monthly**

**** Adult fares are higher on all VTA express buses and on SamTrans express buses leaving SF.***

Cost & Fare Structure

- Within the corridor, SFMTA currently provides a low-income discount fare option
- Caltrain will begin participating in a means-based fare option through MTC's Clipper START Program (20% discount)
- Caltrain's need to maintain an overall high farebox recovery is driven by its underlying funding constraints

Transit Agency	Discount Programs				
	Youth	Senior	Disabled	Low-Income	Approx. Farebox Recovery
Caltrain	✓	✓	✓	50% discount starting in 2020	70%
BART	✓	✓	✓		70%
SFMTA	✓	✓	✓	50% discount	25%
SamTrans	✓	✓	✓		15%
VTA	✓	✓	✓		11%

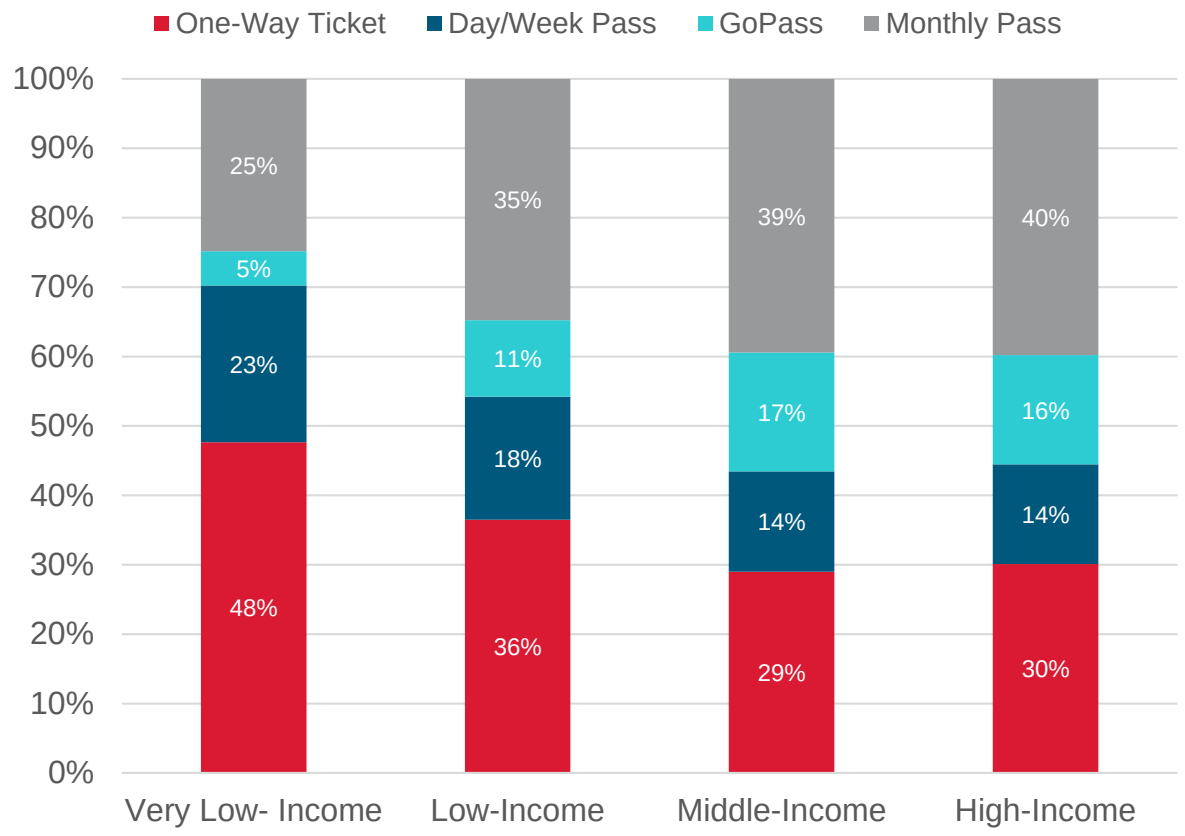
Discount Pass Programs are More Heavily Used By Middle- and High-Income Riders

Caltrain's most discounted pass is the GoPass. In October 2016, the average GoPass customer paid $2.89, versus the non-GoPass customer average of $5.96.*

The GoPass and Monthly Pass are the fare payment options with the least use by very-low and low-income riders.

Household Income and Fare Method

Cost & Fare Structure

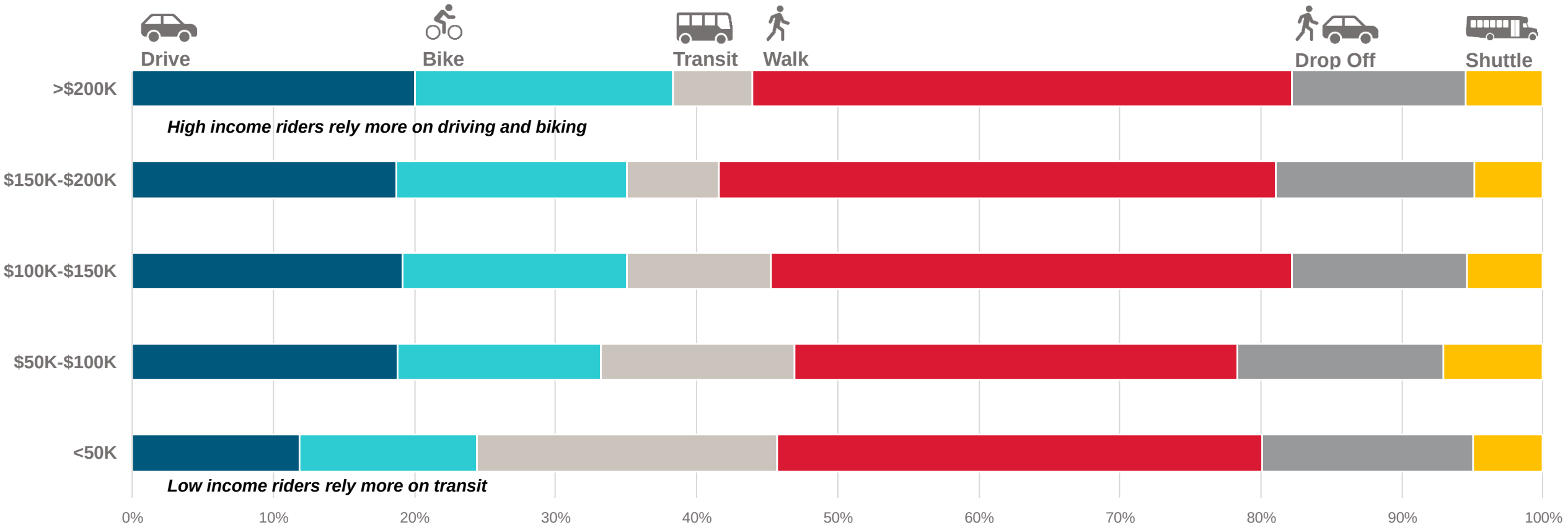


Source: Caltrain 2019 Triennial Survey.

Equity

Station Access by Household Income

Data from Caltrain's 2019 Triennial Survey



Fares & Station Access

Access

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

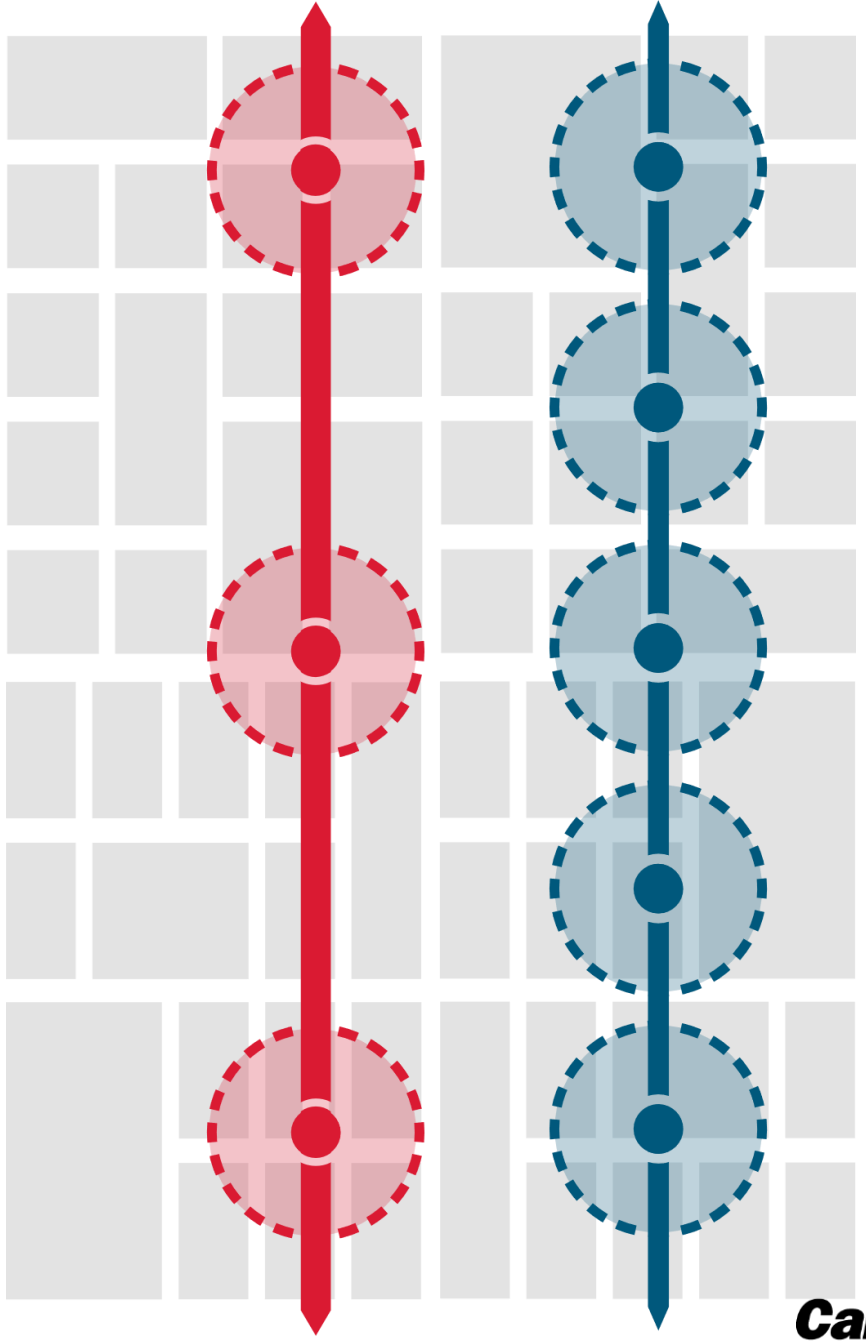
- Bus to Caltrain fare transfers are not offered
- Some Caltrain Monthly Pass holders receive a discounted bus fare when transferring from Caltrain*

Very-low income riders are the least likely of all income groups to use a Monthly Pass.

** Muni provides a 50-cent discount to all Caltrain transfers who use Clipper.*

Access

- Buses and light rail provide more frequent stop spacing, which means easier access to destinations and transfers
- Because Caltrain is unable to easily add more stations, Caltrain can utilize station access policy and time transfers with other transit services to facilitate ease of access



What Policy Considerations Can Caltrain Explore to Increase Ridership from Low-Income Communities?

Caltrain could attract more low-income riders by:

- Expanding service during off-peak hours and non-traditional commute times
- Offering low-income fare products. Caltrain has committed to piloting low-income fare products starting this year as part of the regional MTC SMART program launch
- Evolving and simplifying fare structure so that discounts and transfer benefits accrue equitably to all types of riders
- Expanding and investing in first- and last-mile access that benefits all types of trips and people with a focus on Communities of Concern that have expressed a desire for better station access such as Bayview in SF and North Fair Oaks in San Mateo County

Analysis of the Long Range Service Vision

This analysis of the Long Range Service Vision will include qualitative and quantitative factors – it will focus on illuminating how Caltrain's achievement of the Vision can help equity and will highlight areas where extra focus or reinforcing policies may be needed

Themes in blue are the focus for the evaluation of the service vision. Themes in gray may arise during conversations with stakeholders and will potentially be used to guide policy recommendations.

Evaluation Framework	
Key Questions	**Measure Themes**
How does Caltrain provide service?	Infrastructure Quality
	Fare Structure+
	Transit service (service planning)+
	Network Completeness
Who benefits or is burdened from those services?	Station Access
	Affordability*
	Safety
	User Perceptions
	Distribution of Construction/Supportive Infrastructure
How does Caltrain impact surrounding land use?	Displacement Risk*
	Equitable TOD
	Environmental Impacts*
	Accessibility of Destinations*
How are decisions made?	Stakeholder Representation
	Distribution of Funding
	Quality of Engagement

(MTC Equity Focus Area); (Title VI Equity Focus Area) +*

FOR MORE INFORMATION

WWW.CALTRAIN2040.ORG

BUSINESSPLAN@CALTRAIN.COM

650-508-6499