TITLE VI
COMPLIANCE PROGRAM

OCTOBER 2013
PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
TITLE VI COMPLIANCE PROGRAM

PREPARED FOR:
FEDERAL TRANSIT ADMINISTRATION
REGION IX

PREPARED BY:
JPB

OCTOBER 2013
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I: INTRODUCTION

The material contained in the JPB Title VI Compliance Report 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 assure that no person shall on the grounds 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 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 update conforms to the FTA’s Title VI Circular 4702.1B, effective October 2012.

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 determine whether the transit service provided to minority communities and users is consistent with the law. The JPB is required to perform a self-assessment every three years and to document that services and benefits are provided in a non-discriminatory manner. This document covers the period from 2010 through 2013.

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

1. Discussion and attachments pertaining to general Title VI requirements.
   a. Title VI Notice to Public
   b. Title VI Complaint Procedures & Form
   c. List of Investigations, Complaints, or Lawsuits
   d. Public Participation Plan
   e. Limited English Proficiency Language Assistance Plan
   f. Membership of Non-elected Committees
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2. Discussion and attachments pertaining to Title VI requirements for transit operators.
   a. Service Standards and Policies
   b. Demographic and Service Profile
   c. Demographic Ridership and Travel Patterns
   d. Monitoring Program Results
   e. Public Engagement for Policy Development
   f. Title VI Equity Analyses

3. All other required submittals.
II: GENERAL REQUIREMENTS

This chapter addresses the general triennial reporting requirements for all Federal Transit Administration (FTA) grantees.

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

B. Title VI Complaint Procedures & Form
JPB responds to any and all lawsuits or complaints that allege discrimination on the basis of race, color, or national origin with respect to service or other transit benefits. 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. A copy of the instructions to the public on how to file a discrimination complaint, sample complaint form, JPB’s Title VI complaint process, and JPB’s Title VI investigation process overview are contained in Appendix B.

C. 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 nation 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.

D. 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 Compliance Report, including the JPB’s Public Participation Plan in Appendix D, the Language Assistance Plan in Appendix E, Policy Development Outreach in Appendix L, and the outreach summary portion of the JPB’s recent equity analyses in Appendix M.

E. 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 DOT LEP Guidance is contained in Appendix E.

F. Membership of Non-elected Committees
JPB currently selects or recruits members for three 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), the Bicycle Advisory Committee (BAC), and the Caltrain Accessibility Advisory Committee (CAAC).
The **Caltrain Citizens Advisory Committee (CAC)** represents San Francisco (SF), San Mateo (SM) and Santa Clara (SC) 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.

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 Asian Journal (Mandarin), El Observador (Spanish), and Half Moon Bay Review (bilingual English/Spanish). JPB also provides recruitment 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 county representatives then provide their recommendation to the full Board at their public meeting for appointment to the CAC.

The following table illustrates the current membership of the JPB Citizens Advisory Committee. The committee is 78% Caucasian, 11% Hispanic, and 11% unknown race.

<table>
<thead>
<tr>
<th>#</th>
<th>Race</th>
<th>County Represented (SF, SM, SC)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Caucasian</td>
<td>SF</td>
</tr>
<tr>
<td>2</td>
<td>Caucasian</td>
<td>SF</td>
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<tr>
<td>3</td>
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<td>SF</td>
</tr>
<tr>
<td>4</td>
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<td>SM</td>
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<td>5</td>
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<td>SM</td>
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<td>6</td>
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<td>SM</td>
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<td>7</td>
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<tr>
<td>8</td>
<td>Caucasian</td>
<td>SC</td>
</tr>
<tr>
<td>9</td>
<td>Declined to respond</td>
<td>SC</td>
</tr>
</tbody>
</table>
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.

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

As the BAC is comprised of staff / members of specific public agencies and bike organizations, the JPB does not conduct separate recruitment of minority applicants. However, in the future, the JPB will make clear in its recruitment materials 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 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 is currently 62.5% Caucasian and 37.5% unknown. One seat on the committee is currently vacant.

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
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<td>Caucasian</td>
<td>SF</td>
</tr>
<tr>
<td>2</td>
<td>Caucasian</td>
<td>SF</td>
</tr>
<tr>
<td>3</td>
<td>Declined to Respond</td>
<td>SF</td>
</tr>
<tr>
<td>4</td>
<td>Caucasian</td>
<td>SM</td>
</tr>
<tr>
<td>5</td>
<td>Declined to Respond</td>
<td>SM</td>
</tr>
<tr>
<td>6</td>
<td>Vacant Seat</td>
<td>SM</td>
</tr>
<tr>
<td>7</td>
<td>Caucasian</td>
<td>SC</td>
</tr>
<tr>
<td>8</td>
<td>Caucasian</td>
<td>SC</td>
</tr>
<tr>
<td>9</td>
<td>Declined to Respond</td>
<td>SC</td>
</tr>
</tbody>
</table>
The **Caltrain Accessibility Advisory Committee (CAAC)** meets annually 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.

The CAAC is organized by JPB’s Accessible Transit Services staff. The JPB does not select members; all interested parties with accessibility interests are welcomed so membership fluctuates. Currently there are 17+ members from San Francisco, San Mateo, Santa Clara, and other Bay Area counties. In some cases members are affiliated with organizations.

Outreach for the CAAC targets specific CBOs that serve members of the public with accessibility concerns. Recruitment notices are shared with organizations including the Vista Center for the Blind and Visually Impaired, the Commission on Disabilities, the Commission on Aging, the Center for Independence of Individuals with Disabilities, the Pomeroy Recreation and Rehabilitation Center, the Lighthouse, and The Arc of San Francisco. In the future JPB can also target minority outreach for the CAAC by posting language specific ads in the tri-county and by contacting specific CBOs with high minority membership.

The following table illustrates the current membership of the CAAC. The committee is currently 35% Caucasian and 65% unknown.

**Exhibit 4: Current (2013) CAAC Membership List**

<table>
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<tr>
<th>#</th>
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<th>Affiliated Organization (if applicable)</th>
<th>County Represented (SF, SM, SC, other)</th>
</tr>
</thead>
<tbody>
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<td>Caucasian</td>
<td>none</td>
<td>SF</td>
</tr>
<tr>
<td>2</td>
<td>Caucasian</td>
<td>none</td>
<td>SM</td>
</tr>
<tr>
<td>3</td>
<td>Caucasian</td>
<td>none</td>
<td>SM</td>
</tr>
<tr>
<td>4</td>
<td>Caucasian</td>
<td>Vista Center for the Blind and Visually Impaired</td>
<td>SM</td>
</tr>
<tr>
<td>5</td>
<td>Caucasian</td>
<td>Vista Center for the Blind and Visually Impaired</td>
<td>SM</td>
</tr>
<tr>
<td>6</td>
<td>Caucasian</td>
<td>Santa Clara Valley Transportation Authority (VTA)</td>
<td>SC</td>
</tr>
<tr>
<td>7</td>
<td>Declined to Respond</td>
<td>Declined to Respond</td>
<td>Declined to Respond</td>
</tr>
<tr>
<td>8</td>
<td>Declined to Respond</td>
<td>Declined to Respond</td>
<td>Declined to Respond</td>
</tr>
<tr>
<td>9</td>
<td>Declined to Respond</td>
<td>Declined to Respond</td>
<td>Declined to Respond</td>
</tr>
<tr>
<td>10</td>
<td>Declined to Respond</td>
<td>Declined to Respond</td>
<td>Declined to Respond</td>
</tr>
<tr>
<td>11</td>
<td>Declined to Respond</td>
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<tr>
<td>12</td>
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<td>13</td>
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<tr>
<td>14</td>
<td>Declined to Respond</td>
<td>Declined to Respond</td>
<td>Declined to Respond</td>
</tr>
</tbody>
</table>
G. Sub-recipient Monitoring
The JPB does not have any sub-recipients for Federal Funding, thus no monitoring of sub-recipients is required by the JPB.

H. Evidence of Board Approval
The Board meeting agenda and resolution providing the Board’s consideration and adoption of JPB’s 2013 Title VI Compliance Program will be included in Appendix F following Board adoption.

I. Construction Projects
The JPB has not constructed any projects (such as a vehicle maintenance storage facility, maintenance facility, or operation center) since submittal of its last Title VI Program (December 2010). During the next reporting period, the JPB intends to construct a Back-up Control Facility as part of the Caltrain Communications Based Overlay Signal System (CBOSS) PTC Project (see project update in Appendix G). This project is categorically excluded from NEPA in accordance with 23 C.F.R. Section 771.118(c) (1):

“Section 771.118(c)
(1) Acquisition, installation, operation, evaluation, replacement, and improvement of discrete utilities and similar appurtenances (existing and new) within or adjacent to existing transportation right-of-way, such as: utility poles, underground wiring, cables, and information systems; and power substations and utility transfer stations.”

The project will not create any community disruption, have any negative environmental effects during or after construction, nor present any potential environmental justice concerns.

Current Project Schedule
Critical design: September 2012- May 2013
Final design: May 2013 - September 2013
Installation and testing: September 2013 - September 2015
Begin revenue service: October 2015

J. 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.
A. **Service Standards and Policies**
   A copy of the JPB’s major service change policy, disparate impact and disproportionate burden policies, and system wide service standards and policies, adopted by the JPB Board of Directors on April 4, 2013, can be found in Appendix H.

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

C. **Demographic Ridership and Travel Patterns**
   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. A copy of JPB’s most recent survey analysis (completed in 2010) is contained in Appendix J.

   JPB will be conducting the 2013 triennial survey in November and December 2013. The 2013 survey results will be available in 2014.

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

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

F. **Title VI Equity Analyses**
   The JPB has conducted two (2) fare equity analyses across the review period. Each equity analysis revealed JPB had no disparate impact or disproportionate burden findings. Complete copies of all fare and service equity analyses conducted by the JPB during the review period are included in Appendix M.

   - JPB Title VI Equity Evaluation Proposed Fare Change FY 2012 dated 5/11/2011
   - JPB Title VI Equity Evaluation Proposed Fare Change FY 2013 dated 4/1/2012

   The JPB did not consider any other major service changes during the review period that met the threshold under either the new major service change policy adopted in April 2013 or the previous agency policy. During the outset of the FY 2012 fare change proposal major service changes were considered. However based on public input, the proposed service changes were eliminated from consideration before the full equity analysis was completed.
A. TITLE VI NOTICE TO PUBLIC

The JPB Notice to the Public regarding Title VI rights is included below. It is posted in English and Spanish 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 on 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.

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.

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.

10/24/13 - rph
Title VI Notice - SamTrans & JPB (Caltrain) headquarters, San Carlos, CA

Title VI Rights
SamTrans and Caltrain operate their 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. Complaint forms are available from the receptionist.

SamTrans y Caltrain están comprometidos a garantizar que toda persona goce de la distribución equitativa de servicios e instalaciones sin importar la raza, color, u origen nacional, en 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. Los formularios de quejas están disponibles a partir de la recepcionista.
Title VI Notice - Caltrain Website

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.

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 1-800-660-4267 (TTY 1-800-660-4446). You also may file a complaint with the Federal Transit Administration through its Office of Civil Rights, Title VI Program Coordinator, Room 4070, 400 7th Street, SW, Washington, DC 20590.

Caltrain está comprometido a garantizar que toda persona pase de la distribución equitable de servicios y instalaciones sin importar sus características de raza, color o 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 o 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. Puede descargar un formulario en línea o solicitar uno por teléfono llamando al número 1-800-660-4267 (TTY 1-800-660-4446). También puede presentar quejas al Administrador Federal de Transporte por medio de la Oficina de Derechos Civiles, el coordinador del programa del Título VI ubicado en el edificio FTA, 1200 New Jersey Ave., SE, Washington, DC 20590.

Title VI Complaint Form (PDF, 156kb)

Formato de Queja del Título VI (PDF, 156kb)

Caltrain Title VI Adopted Policies and Standards (PDF, 665kb)

102412 - rph
B. TITLE VI COMPLAINT PROCEDURES & FORM

The JPB Title VI Complaint Form, Instructions, 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 submission.
Re: Caltrain Title VI Discrimination Complaint Form

Dear Caltrain Customer:

Title VI of the Civil Rights Act of 1964 requires that “No person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

Caltrain 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 as protected by Title VI, as amended. If you believe you have been subjected to discrimination under Title VI, you may file a written complaint. Please complete the enclosed form to initiate a formal complaint and investigation process. The form is available in accessible and alternative formats, such as large print, TDD and Spanish. Your completed form should be returned to us at:

    Caltrain Title VI Administrator
    1250 San Carlos Ave. – P.O. Box 3006
    San Carlos, CA  94070

This form must be filed within 180 calendar days of the alleged discriminatory incident. After the form is submitted, you will be contacted within 10 business days of our receipt of the form. A lead investigator will be assigned to the complaint. If you or another person identified as the primary contact for the complaint does not get confirmation of receipt of the complaint form within 10 business days, please contact us though our website (www.caltrain.com) or by phone at 1.800.660.4287 (TTY 650.508.6448).

_Caltrain Title VI Administrator_

Español al otro lado
Ref.: Caltrain - Formato de Queja de Discriminación del Título VI

Estimado Caltrain al Cliente:

El Título VI del Acta de Derechos Civiles de 1964 solicita que "Ninguna persona en los Estados Unidos debe, por cuestiones de raza, color o origen nacional, ser excluida de participación, dejar de recibir algún beneficio o ser discriminada bajo cualquier programa o actividad que reciba asistencia financiera federal".

Caltrain está comprometido a garantizar que ninguna persona sea excluida de la distribución equitativa de servicios y comodidades por cuestiones de raza, color o origen nacional tal como lo establece el Título VI según la enmienda. Si usted cree que ha sido discriminado bajo el Título VI puede presentar una queja por escrito. Por favor llene el formulario adjunto para iniciar una queja formal y un proceso de investigación. El formulario está disponible en formatos accesibles y alternativos, como los impresos, TDD y en español. Una vez que llene su formulario envíelo a:

   Caltrain, Title VI Administrator  
   1250 San Carlos Ave. – P.O. Box 3006  
   San Carlos, CA  94070-1306

El formulario debe presentarse dentro de 180 días calendario a partir del incidente de discriminación. Una vez que entregó el formulario, será puesto en contacto en los dentro de los siguientes 10 días hábiles a partir de su recepción. Se le destinar a un investigador para la queja. En caso de que usted o otra persona identificada como el contacto principal para la queja no reciba la confirmación de recepción en los siguientes 10 días hábiles, póngase en contacto en nuestro sitio web (www.caltrain.com) o llámenos al 1-800-660-4287 (TTY 650-508-6448).

Caltrain, Administrador de Título VI

English on other side
Caltrain – Title VI Discrimination Complaint Form

Caltrain 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, Caltrain 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 Caltrain Deputy CEO. The complainant will receive a letter stating the Caltrain’s final decision by the end of the 60-day time limit.

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

___ 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: _____________
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
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@caltrain.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.  _____ Sí  _____ 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


18/02/2013
Title VI Complaint Processing Procedure

The Peninsula Corridor Joint Powers Board (Caltrain) grants equal access to all of its transportation services. It is further the intent of the JPB 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 the equal distribution of its services and amenities 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 Consumer Report process 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 TransitSafe Customer Service Module. 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 TransitSafe)
- By hard copy letter or comment card

For the most part, responses are usually processed by the Customer Service Representatives. Consumer Reports related to accessibility issues are handled by the Accessibility Specialists. Claims are handled by the Risk Management Department.

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, following current procedures for entering the Consumer Report into the TransitSafe database system.
2) Check the discrimination box in TransitSafe 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 normal recipients for routine investigation. The Consumer Report will also be sent to the Title VI Administrator for review.

Title VI Administrator

1) Review all incoming Consumer Reports 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 TransitSafe to send the customer a Title VI complaint form.
b. Notify the Contract Operator of the potential for a Title VI claim.

4) For other complaints:
   a. Advise Customer Service to answer utilizing the information provided from the Contractor Operator.

Contract Operator
1) Investigate the complaint according to their procedures. If the investigation proceeds prior to potential Title VI notification from the Title VI Administrator, the investigation should be made with a potential Title VI claim in mind.
2) Enter findings into TransitSafe.

Potential Title VI Claim

Title VI Administrator
1) Direct Customer Service Center to send the Title VI Complaint Form and Cover Letter (Attached Appendix A and Appendix B).
2) Enter information into the Title VI Spreadsheet. Note when and how forms are provided in TransitSafe.

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 TransitSafe how and when Title VI information was sent.

Receipt of Title VI Complaint Form

Title VI Administrator
1) Make determination whether the complaint is a valid Title VI complaint. Enlist assistance from Legal as necessary.
   a. If an investigation is warranted, follow the Title VI Investigation Form (Appendix C).
   b. If no investigation is initiated, clearly document the reason.
2) Inform complainant that a formal 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 Contractor 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 fare evasion, the receipt of a citation, or other incident that involved Transit Police.
5) Enter information into the Title VI spreadsheet. Only the original complaint and investigation by the Contract Operator will be kept in TransitSafe. Title VI Investigations and Findings will not be kept in TransitSafe, but only in the Title VI spreadsheet.
a. Send to Customer Service to enter into TransitSafe 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 in a Title VI notebook.

**Contract Operator**
1) Assist Title VI Administrator with investigation.
2) Provide employee's training records.
3) Provide summary of complaint history regarding the employee.
4) Provide summary of any disciplinary actions that have occurred as a result of customer complaints.

**Transit Police**
1) Assist Title VI Administrator with investigation.
2) Provide summary of citation records associated with the conductor if complaint is related to the issuance of a citation.
3) Provide summary of Transit Police response to the scene of an incident, provided it is not subject a separate criminal investigation.

**Customer Service**
1) If the Title VI Form is the first receipt of the complaint:
   a. Enter complaint into TransitSafe if the Title VI Complaint Form is the first receipt of the customer complaint.
   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, no action is needed. Title VI Investigations and Findings are not recorded in TransitSafe.

**Title VI Investigation Report**

**Title VI Administrator**
1) Draft Investigation Report within 30 days of receipt of Title VI Complaint Form.
2) Review Investigation Report with Contractor. Discuss findings and/or recommendation for resolution.
3) Finalize Investigation Report. If finding of violation of Title VI discrimination, the report will include recommended corrective actions. If no finding of Title VI discrimination, the report will identify why not.
4) Notify Complainant of finding (issue determination letter), along with their right to appeal and information regarding the appeal process (Appendix D). Complainant will be notified of findings within 60 days of receipt of the 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.
**Contract Operator**
1) Track complaint, employee history, and findings.
2) Implement corrective actions, as required by the report.
3) Track corrective actions.

**Definitions**

**Contract Operator:** The company providing the services of the railroad on behalf of Caltrain.

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

**Customer Service Center:** The agency department that handles intake of customer inquiries, compliments, and complaints. The Customer Service Center routes customer comments as needed through TransitSafe 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 agency staff member assigned to handle the Title VI process, including tracking and investigating Title VI complaints.

**Title VI Spreadsheet:** An excel spreadsheet used to track potential and filed Title VI complaints. 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.

**TransitSafe:** A tool for collecting information and routing that information. All detailed information regarding complaints is kept in this database.
Caltrain – Title VI Discrimination Investigator Form

SECTION 1 - CASE INFORMATION

Title VI Complaint Form Number: ________________________
TransitSafe & 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?

   _______________________________________________________________
   _______________________________________________________________
   _______________________________________________________________
C. LIST OF COMPLAINTS AND INVESTIGATIONS

The following exhibit illustrates the complaints received during the review period by the customer service department. These complaints were all received prior to the implementation of the current Title VI complaint process described in Appendix B.

In 2011, there were ten Title VI complaints. Caltrain’s contract operator investigated six of those complaints. Five were determined to have no basis for a discrimination complaint. One was found to have some merit, and the conductor was counseled on his interaction with the customer. An additional three complaints were closed due to a lack of details available from the customer to perform an adequate investigation. The final complaint was investigated internally and no evidence of discrimination was found.

In 2012, there were seven Title VI complaints. Caltrain’s contract operator investigated six of these complaints. Five were determined to have no basis for a discrimination complaint. One was found to have some merit. The final complaint was investigated internally. It was determined that the employee was not related to the railroad, but was most likely a security guard from a neighboring property.

In 2013, there was one Title VI complaint. It was closed due to a lack of information from the customer.

In addition, there were no Title VI lawsuits filed during this reporting period (Dec 2010 to present).
<table>
<thead>
<tr>
<th>Record ID</th>
<th>Date Filed</th>
<th>Investigation/Complaint/Lawsuit, Summary of Allegations and Relevant Type(s) of Discrimination Alleged</th>
<th>Status</th>
<th>Last Action Taken</th>
</tr>
</thead>
<tbody>
<tr>
<td>040331</td>
<td>4/18/2011</td>
<td>Customer alleges conductor discriminates against Asian women and white men.</td>
<td>Closed</td>
<td>5/23/11: Amtrak investigated. Found that customer had failed to have a valid fare - customer was told to be off train at Bayshore and that the train would not wait. The man in question held the doors open, which is against Caltrain policy. Amtrak found no basis for discrimination claim.</td>
</tr>
<tr>
<td>040356</td>
<td>4/19/2011</td>
<td>Hispanic customer alleges his ticket was the only one checked in his car.</td>
<td>Closed</td>
<td>5/13/11: Amtrak investigated and could not find evidence to &quot;corroborate the PAX complaint.&quot;</td>
</tr>
<tr>
<td>050037</td>
<td>5/4/2011</td>
<td>Customer was seated next to another passenger who was making white supremacist remarks.</td>
<td>Closed</td>
<td>5/1/11: Unable to investigate due to lack of contact information for complaining passenger or witnesses.</td>
</tr>
<tr>
<td>050212</td>
<td>5/13/2011</td>
<td>Customer alleges that conductor scolded another passenger and made comments regarding passenger's ability to speak English.</td>
<td>Closed</td>
<td>6/27/11: Amtrak investigated and found no basis for discrimination claim. Witness account found in TransitSafe record (050211) supports Amtrak's conclusion.</td>
</tr>
<tr>
<td>060099</td>
<td>6/6/2011</td>
<td>Customer, who is of &quot;mixed race,&quot; alleges that she was treated differently than other customers who were White or Asian because her ticket was checked at the station before she boarded the train.</td>
<td>Closed</td>
<td>6/6/11: JPB investigated and determined that the customer was referring to new procedures for &quot;gate checking,&quot; which provides for pre-boarding ticket checks of passengers boarding at either terminus station, as well as standard on-board ticket checks for passengers boarding at all stations. Passengers who were unaware of the new policy were generally confused about being asked for tickets at the station for the first time. There was no evidence of discriminatory treatment.</td>
</tr>
<tr>
<td>070313</td>
<td>7/21/2011</td>
<td>Customer alleges witnessing conductor not allow a young Asian man to board the train.</td>
<td>Closed</td>
<td>8/26/13: Closed due to lack of details or contact information for complaining passenger or witnesses needed to perform an investigation.</td>
</tr>
<tr>
<td>080156</td>
<td>8/12/2011</td>
<td>Husband of customer alleges that conductor made fun of his wife because she is Thai and has difficulty with English.</td>
<td>Closed</td>
<td>8/19/11: Amtrak investigated and found no basis for discrimination claim. Crew states they were talking and joking around with other customers, but not in regards to the complainant.</td>
</tr>
<tr>
<td>100508</td>
<td>10/28/2011</td>
<td>Customer alleges that conductor yells and screams at customer because customer is white and conductor is black.</td>
<td>Closed</td>
<td>12/1/11: Amtrak investigated and found no basis for discrimination claim. Conductor loudly announces his presence when he walks into the car to check tickets and asks people to have their tickets ready.</td>
</tr>
<tr>
<td>110413</td>
<td>11/28/2011</td>
<td>Customer alleges that conductors acted in a racist manner and called customer a terrorist.</td>
<td>Closed</td>
<td>4/10/12: Attempted to contact to send Title VII form but phone number provided was a wrong number and no other contact information was given.</td>
</tr>
<tr>
<td>010284</td>
<td>1/18/2012</td>
<td>Customer alleges conductor discriminated based on his color.</td>
<td>Closed</td>
<td>1/24/12: Amtrak investigated and found no basis for discrimination claim. Passenger was riding his bicycle on the platform regardless of crew requests to get off his bike. Therefore, he was denied boarding.</td>
</tr>
<tr>
<td>020307</td>
<td>2/20/2012</td>
<td>Hispanic customer alleges conductor discriminated against her and told her to go back to Mexico.</td>
<td>Closed</td>
<td>3/1/12: Amtrak investigated and found no basis for discrimination claim. Multiple crew members state that hey have had multiple encounters involving subject passenger not having a valid ticket and that they have never told her to go back to Mexico.</td>
</tr>
<tr>
<td>020390</td>
<td>2/25/2012</td>
<td>Customer alleges that black conductor stated that white men don't deserve to ride the train.</td>
<td>Closed</td>
<td>1/22/13: Amtrak investigated and found no basis for discrimination claim. Conductor denied the allegation.</td>
</tr>
<tr>
<td>030300</td>
<td>3/18/2012</td>
<td>Asian customer alleges that conductor discriminated against him by saying &quot;Good Boy.&quot;</td>
<td>Closed</td>
<td>4/24/12: Amtrak investigated and found no basis for discrimination claim. The conductor stated he &quot;would never intentionally say something offensive to a passengers (sic).&quot;</td>
</tr>
<tr>
<td>040057</td>
<td>4/4/2012</td>
<td>Customer alleges &quot;unprofessional and racist&quot; behavior by caucasian conductor who she alleges referenced her son by saying &quot;no animals are allowed on the train.&quot;</td>
<td>Closed</td>
<td>4/6/12: Amtrak investigated and found that the conductor made the remark. However, the investigation revealed that the conductor was referring to the whole car full of boisterous and unruly passengers riding home from a Giants game, and that there is no evidence the remark was directed toward any particular passenger(s) of any race.</td>
</tr>
<tr>
<td>040424</td>
<td>4/27/2012</td>
<td>Customer alleges that conductor discrimination based on race.</td>
<td>Closed</td>
<td>Amtrak did not record an investigation in TransitSafe but stated &quot;we do not treat passengers differently due to any characteristic.&quot; Amtrak also stated there was record of a passenger being put off train 105 due to a ticket problem during the noted time period.</td>
</tr>
<tr>
<td>060309</td>
<td>6/21/2012</td>
<td>Customer alleges that an Asian security guard discriminated against her because she is of mixed race.</td>
<td>Closed</td>
<td>7/3/12: Caltrain does not provide security guards at the station in question. It is possible that a security guard from a neighboring property was patrolling the station.</td>
</tr>
<tr>
<td>080018</td>
<td>8/2/2013</td>
<td>Customer alleges that a conductor profiles Hispanics and African Americans.</td>
<td>Closed</td>
<td>8/5/13: Caller would not leave contact information so a Title VI form could not be sent.</td>
</tr>
</tbody>
</table>
D. PUBLIC PARTICIPATION PLAN

The following document is the JPB’s Public Participation Plan (PPP), developed as part of this Title VI Program submission. Documentation for public outreach and involvement activities undertaken in the last three years and descriptions of specific steps taken to ensure participation of minority and low-income persons are included.
PENINSULA CORRIDOR JOINT POWERS BOARD

PUBLIC PARTICIPATION PLAN

OCTOBER 2013

Prepared by:

JPB
Operations Planning Department
1250 San Carlos Avenue
San Carlos, CA 94070
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I. INTRODUCTION

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. JPB 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).

EXECUTIVE ORDER 12989
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.
A. CALTRAIN SYSTEM OVERVIEW

Caltrain is governed by the Peninsula Joint Powers (JPB) which consists of member agencies from each of the counties which Caltrain serves. Each member agency has three representatives on a nine member Board of Directors. The member agencies are the San Francisco Municipal Transportation Agency (MTA), San Mateo County Transportation Authority (TA), and the Santa Clara Valley Transportation Authority (VTA).

Caltrain’s commuter rail service is a fixed-route train service that spans San Francisco County, San Mateo County, and Santa Clara County in California. Caltrain has 29 regular stops, one special event only stop (Stanford Stadium Station), and two weekend-only stops (Broadway and Atherton). As of October 1, 2012, Caltrain runs 92 weekday trains (22 Baby Bullets), 36 Saturday trains (4 Baby Bullets), and 32 Sunday trains (4 Baby Bullets). As necessary, Caltrain also provides additional or modified train service for holiday or special events that occur year-round. Exhibit 1 features the Caltrain service network System Map.
B. JPB – ORGANIZATION

The JPB designates the San Mateo County Transit District (District) as the managing agency to provide administrative staff services for Caltrain under the direction and oversight of the Board of Directors. The JPB reimburses the District for the direct and administrative cost incurred for Caltrain operations. Currently, the district provides the following services:

The **Office of the District Secretary** is responsible for directing and overseeing all activities and for providing support to the Board of Directors.

The **Finance and Administration Division** is responsible for financial accounting and reporting, capital and grant administration and budgeting, operational budgeting, payroll and vendor disbursements, cash and investments management, debt management, revenue control, purchasing, contract administration, risk management, information technology, security, safety and human resources.

The **Operations, Engineering and Construction Division** is responsible for overall management of Caltrain, including contractor oversight, right of way activities, fare and schedule administration, shuttle administration, service planning and quality assurance, and accommodations for persons with mobility impairments pursuant to the requirements of the Americans with Disabilities Act (ADA), management of all capital projects, including right-of-way maintenance, from conceptual engineering planning through construction and acceptance. The contract operator, Transit America Services Incorporated (TASI), provides train service, maintains equipment and property, and prepares financial and operational reports.

The **Office of Caltrain Modernization Program** is responsible for guiding the planning and implementation of projects that will upgrade the performance, operating efficiency, capacity, safety and reliability of Caltrain’s commuter rail services.

The **Office of Public Affairs** is responsible for public information, media relations, legislative activities and community outreach.

The **Office of Customer Service and Marketing** is responsible for customer service, marketing, sales, advertising, market research, website and distribution services.
Exhibit 2: JPB – Organization Chart

Peninsula Corridor Joint Powers Board

Citizens Advisory Committee

Legal Counsel

General Manager/CEO

Operations, Engineering and Construction Division
- Bus Transportation
- Rail Transportation
- Maintenance
- Engineering and Construction
- Quality Assurance and Management Analysis
- Sustainability
- TA Program

Office of Caltrain Modernization

Office of Planning and Development
- Planning
- Grants and Fund Programming
- Real Estate

Office of Public Affairs
- Communications
- Government and Community Affairs

Office of the District Secretary

Office of Customer Service and Marketing
- Marketing
- Customer Service Center
- Distribution Services

Finance and Administration Division
- Finance
- Budgets and Grants
- Contracts and Procurement
- Human Resources
- Information Technology
- Safety and Risk Management
II. PURPOSE AND BACKGROUND

A. PURPOSE OF THE PUBLIC PARTICIPATION PLAN

Public participation is the process through which stakeholders can 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 has been developed 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 will discuss 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 undertakings wherein public participation plays a critical role in a successful outcome.

<table>
<thead>
<tr>
<th>Purpose of the PPP:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. <strong>To inform the public</strong> about Caltrain’s transportation issues and planning processes</td>
</tr>
<tr>
<td>2. <strong>To establish the process</strong> through which the public can express concerns, desires, and values</td>
</tr>
<tr>
<td>3. <strong>To reach a wide range of JPB’s customers</strong>, and increase the participation of under-represented populations</td>
</tr>
<tr>
<td>4. <strong>To ensure the JPB’s programs and activities</strong> reflect the community values</td>
</tr>
<tr>
<td>5. <strong>To improve service outcomes</strong> based on public input</td>
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</table>

<table>
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<tr>
<th>The PPP is based on the following core values:</th>
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<tbody>
<tr>
<td>• Integrity</td>
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<tr>
<td>• Customer focus</td>
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<tr>
<td>• Respect</td>
</tr>
<tr>
<td>• Quality</td>
</tr>
<tr>
<td>• Teamwork</td>
</tr>
<tr>
<td>• Leadership</td>
</tr>
<tr>
<td>• Accountability</td>
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</tbody>
</table>

<table>
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<tr>
<th>The PPP will function as a “living document”:</th>
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<tbody>
<tr>
<td>• 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.</td>
</tr>
</tbody>
</table>

The following sections of the PPP provide an overview of the demographics of the three counties it serves as well as Caltrain riders in particular. This information sets the scene for meaningful public engagement.
B. 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 the following exhibits provide demographics and service profile information.

Exhibits 3a, 3b, 3c, 3d, 3e, and 3f show key transit service connections, nearby schools, hospitals, shopping malls, hospitals, highways and major roadways in relation to Caltrain’s Basemap.

Exhibits 4a, 4b, and 4c display the Total population densities of San Francisco County, San Mateo County, and Santa Clara County by census tracts.

Exhibits 5a, 5b, and 5c display the American Indian population of San Francisco County, San Mateo County, and Santa Clara County by census tracts.

Exhibits 6a, 6b, and 6c display the Asian population of San Francisco County, San Mateo County, and Santa Clara County by census tracts.

Exhibits 7a, 7b, and 7c display the Black population of San Francisco County, San Mateo County, and Santa Clara County by census tracts.

Exhibits 8a, 8b, and 8c display the Hispanic population of San Francisco County, San Mateo County, and Santa Clara County by census tracts.

Exhibits 9a, 9b, and 9c display the Pacific Islander population of San Francisco County, San Mateo County, and Santa Clara Count by census tracts.

Exhibits 10a, 10b, and 10c display the White population of San Francisco County, San Mateo County, and Santa Clara Count by census tracts.

Exhibits 11a, 11b, and 11c display Other Races population of San Francisco County, San Mateo County, and Santa Clara County by census tracts. “Other races” are all other races that exclude American Indians, Asians, Blacks, Hispanics, Pacific Islanders, and Whites.
Exhibit 3a: Caltrain Base Map – San Francisco County

San Francisco County - Base Map
Exhibit 3b: Caltrain Base Map – Northern San Mateo County

Northern San Mateo County - Base Map
Exhibit 3c: Caltrain Base Map – Southern San Mateo County

Southern San Mateo County - Base Map
Exhibit 3d: Caltrain Base Map – Northern Santa Clara County

Northern Santa Clara County - Base Map

- Hospital
- Ferry Terminal
- Shopping
- College/University
- VTA Light Rail Station
- Airport
- Caltrain Station
- Major Road
- Rail Line

Palo Alto
Sunnyvale
Mountain View
San Antonio
California Ave
State Hwy 82
State Hwy 101
US Hwy 101
1280
1280
De Anza
Stevens Creek
Sunnyvale
Saratoga
Mid Santa Clara County - Base Map

Exhibit 3e: Caltrain Base Map – Mid Santa Clara County
Exhibit 4a: Total Population by Census Tract – San Francisco County

Total Population San Francisco County

Legend

- Hospital
- Ferry Terminal
- Shopping
- Stadium
- College/University
- Caltrain Station
- Caltrain Route
- Major Roads

Population Per Census Tract
- 0 - 500
- 501 - 1000
- 1001 - 2500
- 2501 - 5000
- >5000

Source: US Census
2007-2011 American Community Survey
Exhibit 4b: Total Population by Census Tract – San Mateo County

Total Population San Mateo County

Legend
- Hospital
- Shopping
- College/University
- Airport
- Caltrain Station
- Caltrain Route
- Major Roads

Population Per Census Tract
- 0 - 1000
- 1001 - 2500
- 2501 - 5000
- 5001 - 7500
- >7500

Source: US Census 2007-2011
American Community Survey
Exhibit 4c: Total Population by Census Tract – Santa Clara County
Exhibit 5a: American Indian Population by Census Tract – San Francisco County

American Indian Population San Francisco County

Legend:
- Hospital
- Ferry Terminal
- Shopping
- Stadium
- College/university
- Caltrain Station
- Caltrain Route
- Major Roads

American Indian Population:
- 0 - 50
- 51 - 100
- 101 - 150
- > 150

Source: US Census
2007-2011 American Community Survey
Table B02001
Exhibit 5b: American Indian Population by Census Tract – San Mateo County

American Indian Population San Mateo County

Legend
- Hospital
- Shopping
- College/University
- Airport
- Caltrain Station
- Major Roads
- Caltrain Route

American Indian Population
- 0 - 35
- 36 - 75
- 76 - 100
- >100

Source: US Census 2007-2011 American Community Survey Table B02001
Exhibit 5c: American Indian Population by Census Tract – Santa Clara County
Exhibit 6a: Asian Population by Census Tract – San Francisco County
Exhibit 6b: Asian Population by Census Tract – San Mateo County

Legend

- Hospital
- Shopping
- College/University
- Airport
- Caltrain Station

Asian Population
- 0 - 500
- 501 - 1000
- 1001 - 2500
- >2500

Source: US Census 2007-2011 American Community Survey Table B02001
Exhibit 6c: Asian Population by Census Tract – Santa Clara County
Exhibit 7a: Black Population by Census Tract – San Francisco County
Exhibit 7c: Black Population by Census Tract – Santa Clara County
Exhibit 8a: Hispanic Population by Census Tract – San Francisco County

Hispanic Population San Francisco County

Legend
- Hospital
- Ferry Terminal
- Shopping
- Stadium
- College/University
- Caltrain Station
- Caltrain Route
- Major Roads

Hispanic Population
- 0 - 500
- 501 - 1000
- 1001 - 2500
- 2501 - 5000
- >5000

Source: US Census 2007-2011 American Community Survey Table B03002
Exhibit 8b: Hispanic Population by Census Tract – San Mateo County
Exhibit 8c: Hispanic Population by Census Tract – Santa Clara County
Exhibit 9b: Pacific Islander Population by Census Tract – San Mateo County

Legend
- Hospital
- Shopping
- College/University
- Airport
- Caltrain Station
- Major Roads
- Caltrain Route

Pacific Islander Population
- 0 - 50
- 51 - 100
- 101 - 250
- >250

Source: US Census
2007-2011 American Community Survey
Table B02001
Exhibit 9c: Pacific Islander Population by Census Tract – Santa Clara County
Exhibit 10b: White Population by Census Tract – San Mateo County

White Population San Mateo County

Legend
- Hospital
- Shopping
- College/University
- Airport
- Caltrain Station
- Major Roads
- Caltrain Route

Source: US Census
2007-2011 American Community Survey
Table B03002
Exhibit 10c: White Population by Census Tract – Santa Clara County

Legend
- Hospital
- Shopping
- Stadium
- College/University
- Airport
- Caltrain Station
- Major Roads

White Population Santa Clara County

Source: US Census 2007-2011 American Community Survey Table B03002
Exhibit 11a: Other Races by Census Tract – San Francisco County

Other Races Population San Francisco County

Legend
- Hospital
- Ferry Terminal
- Shopping
- Stadium
- College/University
- CalTrain Station
- CalTrain Route
- Major Roads

Other Races Population
- 0 - 500
- 501 - 750
- 751 - 1000
- >1000

Source: US Census 2007-2011 American Community Survey Table B02001
Exhibit 11b: Other Races by Census Tract – San Mateo County

Other Races Population San Mateo County

Legend
- Hospital
- Shopping
- College/University
- Airport
- Caltrain Station
- Major Roads
- Caltrain Route

Source: US Census 2007-2011 American Community Survey
Table B02001
Exhibit 11c: Other Races by Census Tract – Santa Clara County
C. 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, exhibits 12a, 12b, 12c, 13a, 13b, and 13c were created to show Minority and Low-Income Demographic Maps developed from US Census 2007-2011 American Community Survey Data.

Minority census tracts are defined as those in which the minority population exceeds the system-wide minority average of 61%. Low income census tracts are defined as those greater than 14.8% of the households in the tract that have an income that is 200% of the federal threshold or lower.
Exhibit 12a: Minority Population by Census Tract – San Francisco County

Minority Census Tracts San Francisco County

Legend
- Hospital
- Ferry Terminal
- Shopping
- Stadium
- College/University
- Caltrain Station

Minority census tracts are defined as those in which the minority population exceeds the systemwide minority average of 61%.

Source: US Census 2007-2011 American Community Survey Table B03002

San Francisco County

San Mateo County

Miles
0 0.5 1 2

43
Exhibit 12b: Minority Population by Census Tract – San Mateo County

Minority Census Tracts San Mateo County

Legend
- Hospital
- Shopping
- College/University
- Airport
- Caltrain Station
- Major Roads
- Caltrain Route

Minority census tracts are defined as those in which the minority population exceeds the systemwide minority average of 61%.

Source: US Census 2007-2011 American Community Survey
Table B03002
Exhibit 12c: Minority Population by Census Tract – Santa Clara County

Minority census tracts are defined as those in which the minority population exceeds the systemwide minority average of 61%.
Exhibit 13a: Low-Income Population by Census Tract – San Francisco County

A low-income census tract is one in which greater than 14.8% of the households in the tract have an income that is 200% of the federal poverty threshold or lower.

Source: US Census 2007-2011 American Community Survey, Table R16001
Exhibit 13c: Low-Income Population by Census Tract – Santa Clara County

Low Income Census Tracts Santa Clara County

Legend
- Caltrain Station
- Caltrain Route
- Major Roads
- Non Low Income Tract
- Low Income Tract

A low income census tract is one in which greater than 14.6% of the households in the tract have an income that is 200% of the federal poverty threshold or lower.

Source: US Census 2007-2011 American Community Survey
Table B19001
D. LIMITED ENGLISH PROFICIENCY AND LANGUAGE ASSISTANCE PLAN

To ensure public participation does not exclude persons with limited English proficiency the JPB has developed a Limited English Proficiency (LEP) and Language Assistance Plan (LAP) as part of its triennial Title VI submission. A brief summary of the LEP and LAP background, methodology, and findings is included below. In addition, LEP concentration by census tract (included in Exhibits 14a, 14b, and 14c) identify locations and neighborhoods where outreach to LEP individuals and Spanish Speaking persons can be targeted. These LEP maps were developed from 2007-2011 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.”

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.”

As a means of ensuring this access, the Federal Transit Administration 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, Caltrain undertook a needs assessment with the goal that all reasonable efforts should be made to ensure no member of its riding public is left underserved due to

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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.
a limited ability to speak, read, write and understand English. Caltrain believes in the rights of all residents within its community, and furthermore wholeheartedly supports the overriding 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 will have a positive impact not only on LEP individuals themselves, but also on Caltrain ridership in general.

**Plan Methodology**

A variety of data for the three counties within the Caltrain service area was combined to form the basis of the Caltrain LEP plan development. This included census data, information from the Department of Education Language Learner data set, a Caltrain On-Board Survey (October 2010), a Caltrain Shuttle Survey (October 2012) and information obtained through public outreach on the development of LEP plans in the service area.

Because Caltrain provides commuter rail service within three counties—each with their own robust bus and rail transit operators (VTA, San Francisco Municipal Transportation Agency, and SamTrans)—the 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 LEP plans. 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.

The plan was also informed by the existing translations being provided through the Caltrain website, on-board 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. Finally, outreach to Community Based Organizations (CBOs) performed within the three counties provided a greater understanding of the needs of LEP communities, as well as preferred methods of communication in order to ensure that language is not a barrier to Caltrain’s programs and services.

**General Plan Findings**

By consulting the data sources identified above, the findings reveal the top 9 languages in the Caltrain service area that will inform the Language Assistance Plan:

- Spanish (or Spanish Creole)
- Chinese (Mandarin & Cantonese)
- Vietnamese
- Tagalog
- Korean
- Russian
- Japanese
- Persian
- Hindi (and Indian languages)
By a large margin, Spanish remains the most predominantly spoken language within the service area and within the Caltrain rider population. 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 to ensure that Spanish 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.
Exhibit 14a: Caltrain Service Area LEP Concentrations-San Francisco to Menlo Park

Limited English Proficiency Concentrations:
San Francisco County and San Mateo County

Legend
- Caltrain Station
- Caltrain Route
LEP Percent of Census Tract
- Less than average (<22%)
- 22% - 30%
- 30% - 40%
- 40% - 50%
- >50%

Note: LEP percentage reflects percentage of persons over five years of age that speak English less than "very well." Data is presented by census tract.

Data Source: US Census Bureau
2007-2011 American Community Survey
Table B16001
Exhibit 14b: Caltrain Service Area LEP Concentrations- Menlo Park to Gilroy

Limited English Proficiency Concentrations:
Santa Clara County

Legend
- Caltrain Station
- Caltrain Route

LEP Percent of Census Tract
- Less than average (<22%)
- 22% - 30%
- 30% - 40%
- 40% - 50%
- >50%

Note: LEP percentage reflects percentage of persons over five years of age that speak English less than "very well." Data is presented by census tract.

Data Source: US Census Bureau
2007-2011 American Community Survey
Table B16001
Exhibit 14c: Caltrain Service Area – Spanish Speaking LEP Concentrations

Number of Spanish Speaking Persons Within Caltrain Service Area

Legend
- Caltrain Station
- Caltrain Route

Spanish Speaking Persons:
- 0 - 200
- 200 - 500
- 500 - 1000
- 1000 - 2000
- >2000

Note: Spanish speaking persons reflects number of persons over five years of age that speak Spanish and speak English less than "very well."

Data is presented by census tract.

Data Source: US Census Bureau
2007-2011 American Community Survey
Table B16001
E. CALTRAIN RIDERSHIP DEMOGRAPHICS

Information regarding Caltrain Ridership Demographics can be found in the Caltrain On-board Study Summary Report dated October 2010 and Caltrain On-board Study Ridership Segmentation Report (Peak & Weekend Costumers) dated March 2011. Key findings are listed in the executive summaries below.

Executive Summary: Caltrain On-board Study Summary Report

• Work was the most common reason cited for making a trip on Caltrain. Among the different time periods, the common trip purposes were:
  - Weekday Peak: work (86%) or school (7%) trip
  - Weekday Offpeak: work (52%), social/recreational/cultural (27%), or school (12%) trips
  - Weekend: social/recreational (62%), work (22%), shopping/personal errands (9%)

• Notably, more weekday off-peak riders traveled for social/recreational/cultural reasons in 2010 (27%) than in 2007 (16%), and more weekend riders traveled for work in 2010 (22%) than in 2007 (16%).

• About two-thirds (66%) of Caltrain riders used the service four or more days a week.

• Overall, 14% of riders used a Clipper or TransLink card to ride Caltrain (as of October 2010).

• Approximately 75% of Caltrain riders said they used the service to commute to work or school. Of these regular commuters, 18% indicated that they were first introduced to Caltrain by taking it to a leisure activity or other special event.

• Most Caltrain riders (82%) have visited the Caltrain website, www.caltrain.com. Weekday peak riders were most likely to have visited the site (86%). Weekend riders were least likely to have visited (71%).

• Over half of Caltrain riders (62%) had a car available for the trip they were taking while completing the survey. However, only 39% of weekend riders had a car available, compared to 70% of weekday peak riders.

• More than half of Caltrain riders (52%) used Caltrain to avoid traffic, while 40% used it to relax/reduce stress, and 36% used it to save money (including saving the cost of gas and wear and tear on their vehicles). Notably, 45% of weekday off-peak riders and 51% of weekend riders cited “Don’t have a car/don’t drive” as their main reason for using Caltrain.

• An increasing number of riders indicated they chose to ride Caltrain for environmental reasons. In 2003, 10% of weekday riders cited “helping the environment” as a reason for taking Caltrain. In 2007, that number jumped to 25%, and in 2010, to 35%.

• Caltrain riders spoke more than 40 languages besides English in their homes. The most common languages include Spanish, Hindi or other Indian languages, Mandarin, Cantonese, and Tagalog.

• The “typical” Caltrain rider was an unmarried/unpartnered male who earned at least $75,000 or more and earned a bachelor’s degree or higher. He most likely obtained information on Caltrain from the
website or printed materials on the train. This “typical” Caltrain rider was likely to check a variety of media sources, although he relied somewhat more on the Internet and less on newspapers, television, or radio.

- The “typical” Caltrain weekday peak rider was a male in his mid-30s who used the train to commute to work. His primary reasons for using the service was to avoid traffic and to reduce the stress of this commute. He earned between $100,000 and $150,000 a year and had a bachelor’s degree or higher. He was most likely to obtain information on Caltrain from the website or printed materials on the train and was likely to check a variety of media sources, although he relied somewhat more on the Internet and less on newspapers, television, or radio.

- Overall rider satisfaction slipped slightly from mean of 4.02 (out of 5) in 2007 to 3.97 in 2010. All individual attributes slipped slightly with the exception of “Value for the money” which remained at 3.66. The greatest decline was in “Connection with other transit systems” which slipped from 3.57 in 2007 to 3.46 in 2010.

**Executive Summary: On-board Study Ridership Segmentation Report (Peak & Weekend Costumers)**

**Peak Rider Profile**
- While Peak riders were generally commuters traveling to work, there were key differences between AM Peak and PM Peak riders.

- AM Peak riders earned somewhat more and were slightly older than PM Peak riders.

- This suggested that either more non-working (recreational) riders took the train during Peak commute times (8% of PM Peak riders were traveling for social/recreational reasons, compared to only 2% of AM Peak riders)

- Some AM Peak riders (particularly those who rode before 7 am) returned home from work during the afternoon off-peak period (e.g. because they worked in the financial services or healthcare sectors).

- Nearly 40% of both AM Peak and PM Peak riders traveled in the traditional non-commute direction.

**Weekend Rider Profile**
- Weekend riders were more likely to be single than Caltrain riders overall (49% for all Caltrain riders vs. 65% for weekend riders).

- Weekend riders made about $27,000 per year less than Caltrain riders as a whole.

- While most weekend riders were traveling for social/recreational purposes, more than one-quarter (27%) were traveling for work or school. Similarly, 27% of weekend riders said they used Caltrain 4 or more days per week.

- Weekend riders were nearly twice as likely to indicate they used Caltrain because they don’t have a car or don’t drive (51%) compared to Caltrain riders as a whole (29%). Among both Weekday Peak and Weekend riders, the most commonly used stations were San Francisco, San Jose Diridon, Millbrae,
Mountain View, and Palo Alto Stations. Weekday Peak riders were also likely to use Menlo Park, Sunnyvale, Hillsdale, and Redwood City Stations.

F. 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 Customer Service and Marketing Department. JPB will continue with regular onboard surveys every three years and special surveys as needed.

- 2013 TVM Replacement Survey (Jan. 22 thru Feb. 18, 2013)
- 2012 Caltrain Customer Satisfaction Survey Summary Report (Revised)
- 2012 Caltrain Shuttle Survey Report of Findings
- 2011 Caltrain Shuttle Survey Report of Findings
- 2010 Caltrain Shuttle Survey Report of Findings
- 2010 Caltrain Rider Survey San Francisco Giants Game Attendees
- 2010 Caltrain On-board Study Summary Report
- 2010 Caltrain On-board Study Ridership Segmentation Report (Peak & Weekend Costumers)
III. PUBLIC PARTICIPATION PROCESS

A. PUBLIC PARTICIPATION PROCESS FLOWCHART

PUBLIC PARTICIPATION PROCESS

Process Initiation

Identify Project/Proposed Action

Public Participation Scope
1. Identify Participating Agencies, Departments and Stakeholders
2. Establish Public Participation Needs, Goals and Objectives
3. Confirm Regulatory Outreach Requirements

Design Public Participation Strategy
1. Select Tools and Techniques
2. Develop Draft Strategy
3. Refine Strategy Based On Initial Stakeholder Feedback
4. Develop Final Strategy

Implement Public Participation

Document Stakeholder and Public Input

Consider Input To Inform Decision Makers

Complete Decision Making Process

Notify Stakeholders of Decision

Process Completion
B. PUBLIC PARTICIPATION PROCESS CONSIDERATIONS

When the JPB prepares to embark on a public engagement process, staff develops a strategy based on considerations, such as 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 a different mix of participating agencies, departments and stakeholders who should be involved. 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, and with a subset of, the following:

- Transit customers
- 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
- 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.

Selecting which public participation tool or strategies to employ can vary depending on the project scope. Often times 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
- 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.
IV. 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, JPB uses traditional and social media, and other tools such as the following.

A. OUTREACH TOOLS & STRATEGIES

1. Earned Media: Radio, Television, Newspaper
Publicizing public participation opportunities and outreach information through radio, television, and newspaper media that serve both English-speaking and language-specific audiences can help spread the word about these events. Ethnic media sources, in particular, serve as a helpful way to reach minority groups. Some local media outlets including websites, radio and television shows and local publications are considered to be 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 provides contact information so that audiences can reach the agency for comments and questions. When appropriate, JPB should also attempt to provide a multilingual spokesperson to address a non-English speaking audience.

2. Electronic Resources
The JPB should post notices and announcements on the agency’s website (www.caltrain.com), use social media and send information via e-mail, text messages, and e-newsletters to customers on an opt-in basis. The JPB may explore streaming future community meetings and public hearings if resources allow. Podcasts are a way to allow audiences to view or listen to messages and information and save them for future uses. Webcasts may be another option, which allow viewers to directly ask questions and receive immediate responses, if resources allow.

Social media has gained prominence in the past decade and is often a faster means of conveying news than traditional media. Facebook, Twitter, Instagram, YouTube, blogs, and others are all outlets through which the JPB can reach the public, particularly those younger than 30 years old. Social media is relatively easy to use and is also less costly than other strategies. Social media also allows users to have direct interaction with agency representatives for more immediate interaction.

If resources allow, direct text messages to cellular phones can offer another tool for interaction with the agency. Text messages provide quick, effective means of spreading Caltrain information on cellular phones and are a way to reach those without smart phones. For smart phones, applications can work similar to the Caltrain website and social media, providing fast updates to stakeholders. Giving the public an option to opt-in to an email subscription service for important announcements is another way to communicate with the public.

3. On-Board Information Resources
Many riders and community members reasonably expect to find information about public participation methods pertaining to projects or service plans on the Caltrain vehicles or posted on Station Information Boards. Providing written and printed information on Caltrain vehicles is an efficient way to convey messages about programs and services, upcoming events, and other activities that may impact
commuters. The information should be provided in the determined key languages of the community. Way-finding signage also provides information that is easily seen by the community. The JPB can also use internal electronic message signs and audio announcements.

4. Customer Service Center and Dedicated Project Hotlines
The public can call Caltrain’s call center or a dedicated project hotline both to receive information and to provide comments and input. The customer service number is easily accessible and is provided on JPB materials and on the website. Customer Service Representatives also provide outreach assistance at transit fairs, community meetings, and other public events.

The need for multilingual capabilities is a high priority due to the large numbers of foreign travelers visiting the Bay Area. The Caltrain Customer Service Center can handle calls in numerous languages through the use of the AT&T Language Line and directly through employees that speak languages other than English. 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 equipment for those with hearing impairments (TTY).

5. Printed Materials
In addition to on-board printed information, JPB can 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. 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 translations/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 and is also posted on the Caltrain website.

6. Surveys
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.

7. 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.

8. 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.
9. **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 a large number of 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 table top 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. Translators should be present to help communicate information and attain feedback.

10. **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.

11. **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 a large number of people and can be a good tool in highlighting organizational achievements.

12. **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 each individual’s perspectives and opinions to be heard by all in attendance.

Caltrain 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. Possible government meetings include city and town councils, planning and public works commissions, state legislative committees and federal hearings.

13. **Community Based Organizations Interactions**
When possible, the JPB should coordinate and/or inform community and faith based organizations, educational institutions, and other civic organizations about programs and activities to specifically engage minority and LEP communities. The JPB can also seek opportunities to present information and obtain feedback at these organizations’ own meetings and other events by providing a helpful introduction to organization members at little agency cost.

14. **Advisory Committees**
The JPB has a total of four Advisory Committees:

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 annually 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 between 15 and 20 volunteer members from the San Francisco, San Mateo, Santa Clara, and other Bay Area counties.

**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
- Government meetings
- Bilingual newspaper notices
- Bilingual onboard notices
- News releases
- Social media (Facebook, Twitter, Instagram, blogs)
- 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)
- AT&T 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
- Construction Notices/Project Updates
- Passenger interaction
- Dedicated web pages to 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
- 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 (blogs, Twitter, Facebook)

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 AT&T Language Line.
V. INCREASING PUBLIC PARTICIPATION

A. 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. Based on survey data and outreach efforts, some new ideas to consider when implementing/updating the PPP may include:

- Creating a table that budgets the costs of outreach (including materials and overtime wages of participating staff: marketing, communications, planning, and translators) to improve the efficiency and effectiveness of outreach efforts.
- 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 to assure that more LEP individuals participate in outreach efforts, including community-based organizations and faith-based groups.
- 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.
VI. RECENT PUBLIC PARTICIPATION EXAMPLES

A. COMMUNITY BASED ORGANIZATIONS/POTENTIAL STAKEHOLDERS

A listing of Community Based Organizations (CBOs) and/or Potential Stakeholders (by county) that the JPB typically contacts for public participation and feedback follows.

ALAMEDA COUNTY

Asian Pacific Islander American Public Affairs Association Bay Area Chapter
1963 Sabre Street, Hayward, CA 94545
(510) 538-2791
http://apapa.org
Language Constituency: Various Asian

Gujarati Cultural Association of Bay Area
46560 Fremont Blvd., #109, Fremont, CA 94538
http://www.gcabayarea.com
Language Constituency: Guajarati

Indo American Chamber of Commerce
1616 University Ave., Berkeley, CA 94703
(510) 841-1513
http://www.iccchamber.org
Language Constituency: Various Indian

Persian Center
2029 Durant Ave., Berkeley, CA 94704
(510) 848-0264
http://www.persiancenter.org
Language Constituency: Persian

Pomeroy Recreation and Rehabilitation Center
http://www.prrcsf.org/
Language Constituency: Various

Transform
436 14th Street, Suite 600, Oakland, CA 94612
(510) 740-3150
http://www.transformca.org
Manolo Gonzalez-Estay
mgonzalezestay@transformca.org
Language Constituency: Various
Urban Habitat
1212 Broadway, Suite 500, Oakland, CA 94612
(510) 839-9510
http://urbanhabitat.org/uh/newfront
Language Constituency: Various

SAN FRANCISCO COUNTY

The Arc of San Francisco
http://thearcsf.org/
Language Constituency: Various

Arab Resource & Organizing Center
522 Valencia St., San Francisco, CA 94110
(415) 861-7444
http://araborganizing.org
Language Constituency: Arabic

Asian Pacific American Community Center
2442 Bayshore Blvd, San Francisco, CA 94134
(415) 587-2689
Language Constituency: Chinese

Patrick Yung, Executive Director
APACC_Patrick_Yung@yahoo.com
Direct phone number: (415) 829-9291
Cell Phone: (415) 678-8309

Bayview Hunters Point Multi-Purpose Senior Services
1706 Yosemite Avenue, San Francisco, CA 94124
(415) 822-1444
bhpmsl@aol.com
Language Constituency: ESL

Bayview Hill Neighborhood Association
Shirley Moore
sammy988@aol.com
Language Constituency: Various

Bayview Merchants Association
3801 3rd Street, Suite 1068, San Francisco, CA 94124
Kathy Perry
(415) 647-3728 x407
Language Constituency: Various
Better Bayview
Chris Waddling
(415) 810-7556
cawaddling@gmail.com
Language Constituency: Various

Brite/4800 Third St Neighbors
Anna DeJesus
britesf@googlegroups.com
anndejesus2000@yahoo.com
Language Constituency: Various

Cameron House
920 Sacramento Street, San Francisco, CA
(415) 781-0401
http://www.cameronhouse.org/
Language Constituency: Chinese

Chinese for Affirmative Action
17 Walter U. Lum Place, San Francisco, CA 94108
(415) 274-6750
http://www.caasf.org/
Language Constituency: Chinese

Chinese Porgressive Association
1042 Grant Ave. 5th Floor, San Francisco, CA 94133
(415) 391-6986
http://www.caasf.org/
Language Constituency: Chinese

Chinatown Community Development Center
1525 Grant Avenue, San Francisco, CA 94133
(415) 781-0401
http://www.chinatowncdc.org/
Language Constituency: Chinese

Dan Dodt
dodt@mac.com
Language Constituency: Various

Dogpatch Neighborhood Association
1459 18th St., No. 227
San Francisco, CA 94107
www.mydogpatch.org
Janet Carpinelli, president
415-282-5516
Language Constituency: Various
Filipino Community Center San Francisco
4681 Mission St., San Francisco, CA 94112
(415) 333-6267
http://filipinocc.org
Language Constituency: Filipino

Hunters Point Family
1800 Oakdale Avenue, San Francisco, CA 94124
(415) 822-8895
http://hunterspointfamily.org/
Language Constituency: Various

Hunters Point Shipyard CAC
Dr. Veronica Hunnicutt
vhunnicu@ccsf.edu
Language Constituency: Various

India Basin Neighborhood Association
Michael Hamman
702 Earl Street San Francisco, CA 94124
415-643-1376 Office
415-265-0954 Cell
mhamman@igc.org
Language Constituency: Various

Lighthouse
http://lighthouse-sf.org/
Language Constituency: Various

Jewish Family and Children’s Services
2150 Post Street, San Francisco, CA 94115
(415) 449-1200
http://www.jfcs.org/
Language Constituency: Russian

Korean Community Center
745 Buchanan St., San Francisco, CA 94102
(415) 252-0432
http://www.sfkorean.org/
Language Constituency: Korean

Mission Neighborhood Center
362 Capp. Street, San Francisco, CA 94110
(415) 647-6911
http://www.mncsf.org/
Language Constituency: Spanish
Potrero Boosters
Tony Kelly
TonyKelly@astound.net
Language Constituency: Various

Potrero Hill/Dog Patch Merchants Association
Keith Goldstein
Keith@everestsf.com
Language Constituency: Various

Public Advocates
131 Steuart Street, Suite 300, San Francisco, CA 94105
(415) 431-7430
http://www.publicadvocates.org
Language Constituency: Spanish

Renaissance Entrepreneurship Center
275 5th Street, San Francisco, CA 94103
(415) 541-8580
http://www.rencenter.org/
Language Constituency: Russian

Russian American Community Services
300 Anza Street, San Francisco, CA 94118
(415) 387-5336
http://www.racssf.org/
Language Constituency: Russian

Southeast Asian Community Center
875 O’Farrell Street, San Francisco, CA 94109
(415) 885-2743
http://www.seaccusa.org/contact
Language Constituency: Cantonese, English, Hindi, Japanese, Korean, Mandarin, Spanish, Tagalog, Vietnamese

South of Market Health Center
229 7th St., San Francisco, CA 94103
(415) 503-6000
http://www.smhcsf.org/
Language Constituency: Spanish, Tagalog, Farsi, and Chinese

Veterans Equity Center
1010 Mission Street, Suite C, San Francisco, CA 94103
(415) 255-2347
http://www.vetsequitycenter.org/
Language Constituency: Filipino
**Vietnamese Community Center**  
766 Geary Street, San Francisco, CA 94109  
(415) 351-1038  
[http://vietccsf.org](http://vietccsf.org)  
Language Constituency: Vietnamese

**Visitacion Valley Planning Alliance**  
Fran Martin  
[fm6764860@aol.com](mailto:fm6764860@aol.com)  
Language Constituency: Various

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**SAN MATEO COUNTY**

**Bayshore Child Care Services**  
45 Midway Drive, Daly City, CA 94014  
(650) 403-4708  
[http://www.bayshorechildcare.org/BCCS/Welcome.html](http://www.bayshorechildcare.org/BCCS/Welcome.html)  
Language Constituency: Various

**Catholic Charities Resettlement Program**  
36 37th Avenue, 2nd Floor, San Mateo, CA 94403  
(408) 325-5100  
[http://community.cccyo.org](http://community.cccyo.org)  
Language Constituency: Various

**Center for Independence of Individuals with Disabilities**  
Language Constituency: Various

**Chicana Latina Foundation**  
1419 Burlingame Ave. Suite W2, Burlingame, CA 94010  
(650) 373-1083  
[www.chicanalatina.org](http://www.chicanalatina.org)  
Language Constituency: Spanish

**Chinese Progressive Association**  
1042 Grant Ave., 5th Floor, San Francisco, CA 94133  
(415) 391-6986  
[http://www.cpasf.org](http://www.cpasf.org)  
Language Constituency: Chinese

**Coastside Hope**  
99 Avenue Alhambra, El Granada, CA 94018  
(650) 726-9071  
[www.coastsidehope.org](http://www.coastsidehope.org)  
Language Constituency: Chinese, Filipino, Portuguese, Russian, Spanish
**College of San Mateo**  
1700 W. Hillsdale Blvd., San Mateo, CA 94402  
(650) 457-6161  
[http://www.collegeofsanmateo.edu](http://www.collegeofsanmateo.edu)  
Language Constituency: Various

**College Track East Palo Alto**  
1877 Bay Road, East Palo Alto, CA 94303  
(650) 614-4875  
[www.collegetrack.org](http://www.collegetrack.org)  
Language Constituency: Various

**Commission on Disabilities**  
[http://www.co.sanmateo.ca.us/portal/site/bnc/menuitem.0309b5af9de040fc9b835363917332a0/?vgnExtoid=061ba870ae729210VgnVCM100001937230aRCRD&cpsextcurrchannel=1](http://www.co.sanmateo.ca.us/portal/site/bnc/menuitem.0309b5af9de040fc9b835363917332a0/?vgnExtoid=061ba870ae729210VgnVCM100001937230aRCRD&cpsextcurrchannel=1)  
Language Constituency: Various

**Commission on Aging**  
[http://www.co.sanmateo.ca.us/portal/site/bnc/menuitem.0309b5af9de040fc9b835363917332a0/?vgnExtoid=12dd96cfaa419210VgnVCM100001937230aRCRD&vgnextchannel=ade776d7e90d7210VgnVCM100001937230aRCRD](http://www.co.sanmateo.ca.us/portal/site/bnc/menuitem.0309b5af9de040fc9b835363917332a0/?vgnExtoid=12dd96cfaa419210VgnVCM100001937230aRCRD&vgnextchannel=ade776d7e90d7210VgnVCM100001937230aRCRD)  
Language Constituency: Various

**Daly City Community Service Center**  
333 90th Street, Daly City, CA 94015  
(650) 991-8007  
[http://www.dalycity.org/Residents/Community_Service_Center.htm](http://www.dalycity.org/Residents/Community_Service_Center.htm)  
Language Constituency: Filipino, Spanish, Tagalog

**Daly City Friendship Center/Mental Health Association of San Mateo County**  
2686 Spring St., Redwood City, CA 94036  
(650) 368-3345  
Language Constituency: Various

**Daly City Youth Health Center**  
2780 Junipero Serra Blvd., Daly City, CA 94015  
(650) 985-7000  
[http://www.dalycityyouth.org](http://www.dalycityyouth.org)  
Language Constituency: Various

**Fair Oaks Community Center**  
2600 Middlefield Rd., Redwood City, CA 94063  
(650) 780-7500  
[http://www.redwoodcity.org/parks/cc/fairoaks.html](http://www.redwoodcity.org/parks/cc/fairoaks.html)  
Language Constituency: Spanish
Family Crossroads/Shelter Network of San Mateo County
181 Constitution Drive, Menlo Park, CA 94025
(650) 685-5880
http://www.ivsn.org/
Language Constituency: Various

Filipino-American Chamber of Commerce
1415 Rollins Road, Suite 202, Burlingame, CA 94010
(650) 228-3533
http://faccsanmateo.com
Language Constituency: Filipino

Filipino American Democratic Club of San Mateo County
mark4life@hotmail.com
Language Constituency: Filipino

First Filipino American United Church of Christ
461 Linden Ave., San Bruno, CA 94066
(650) 952-7130
Language Constituency: Filipino

Japanese American Community Center
415 South Claremont St., San Mateo, CA 94401
(650) 343-2793
http://www.smjacc.org
Language Constituency: Japanese

Japanese Chamber of Commerce
1875 South Grant Street, Suite 760, San Mateo, CA 94402
(650) 522-8500
http://www.jccnc.org
Language Constituency: Japanese

Jordanian American Association
305 Linden Ave., South San Francisco, CA 94080
(650) 583-0132
Language Constituency: Arabic

Lady of Pillar Catholic Church
400 Church Street, Half Moon Bay, CA 94019
(650) 726-4674
http://www.ourladyofthepillar.org/home
Language Constituency: Spanish
**Language Pacifica**  
585 Glenwood Avenue, Menlo Park, CA 94025  
(650) 321-1840  
[http://www.languagepacifica.org](http://www.languagepacifica.org)  
Language Constituency: ESL

**Liwanag Kultural Center**  
222 Lausanne Avenue, Daly City, CA 94014  
[http://liwanag.org](http://liwanag.org)  
Language Constituency: Filipino

**Mid-Peninsula Housing**  
303 Vintage Park Drive, Suite 250, Foster City, CA 64404  
(650) 356-2900  
[www.midpen-housing.org](http://www.midpen-housing.org)  
Language Constituency: Various

**Moon Ridge Apartments**  
2001 Miramontes Point Rd, Half Moon Bay, CA 94019  
(650) 560-4872  
Language Constituency: Various

**Northern Peninsula Mandarin School**  
3115 Del Monte Street, San Mateo, CA 94403  
(650) 762-8189  
[http://www.npms.org](http://www.npms.org)  
Language Constituency: Chinese

**North Peninsula Neighborhood Services**  
600 Linden Ave., South San Francisco, CA 94080  
(650) 583-3373  
[http://npnsc.net](http://npnsc.net)  
Language Constituency: Spanish

**Organization of Chinese Americans (Peninsula Chapter of San Mateo)**  
P.O. Box 218, San Mateo, CA 94401  
(650) 533-3065  
[http://www.ocasanmateo.org](http://www.ocasanmateo.org)  
Language Constituency: Chinese

**Our Second Home**  
725 Price Street, Daly City, CA 94014  
(650) 301-3300  
[http://www.oursecondhome.org/index.htm](http://www.oursecondhome.org/index.htm)  
Language Constituency: Various
Pars Equality Center  
P.O. Box 1383, Menlo Park, CA 94026  
(650) 321-6400  
http://www.parsequalitycenter.org  
Language Constituency: ESL

Peninsula Interfaith Action  
1336 Arroyo Ave, San Carlos, CA 94070-3913  
(650) 592-9181  
http://www.piapico.org  
Language Constituency: Spanish

Persian American Society  
P. O. Box 25005, San Mateo, CA 94402  
(650) 568-7922  
1988PAS@gmail.com  
Language Constituency: Persian

Pilipino Bayanihan Resource Center  
2780 Junipero Serra Blvd., Daly City, CA 94015  
(650) 992-9110  
http://www.pilipinobayanihan.org  
Language Constituency: Filipino

Pillar Ridge Manufactured Home Community  
164 Culebra St, Moss Beach, CA 94038  
(650) 728-3389  
http://www.pillarridge.com  
Language Constituency: Spanish

Puente De La Costa Sur  
620 North Street, Pescadero, CA 94060  
(650) 879-1691  
www.mypuente.org  
Language Constituency: Spanish

Samaritan House  
4031 Pacific Blvd., San Mateo, CA 94403  
(650) 341-4081  
http://samaritanhousesanmateo.org  
Language Constituency: Spanish

San Bruno Chinese Church/Chinese School  
250 Courtland Dr., San Bruno, CA 94066  
(650) 589-9760  
http://www.sanbrunochinesechurch.org  
Language Constituency: Chinese
San Mateo County Hispanic Chamber of Commerce
475 El Camino Real, Suite 100A, Millbrae, CA 94030
http://smchcc.com
Language Constituency: Spanish

San Mateo County Commission on Disabilities, Aging and Adult Services
225 37th Ave., San Mateo, CA 94403
(650) 573-2480
http://smchealth.org/smccod
Language Constituency: Spanish

Shared Housing Program/Human Investment Project
264 Harbor Blvd, Bldg., Belmont, CA 94402
(650) 802-5050
http://www.co.sanmateo.ca.us
Language Constituency: Various

Sikh Gurdwara of San Francisco
P.O. Box 25493, San Mateo, CA 94402
www.sfgurdwara.org
Language Constituency: Various Indian

Skyline College Language and Arts Division
3300 College Drive, San Bruno, CA 94066
(650) 738-4100
http://www.skylinecollege.edu
Language Constituency: Various

SparkPoint Center at Skyline College
3300 College Drive, Building 1 Floor 2, San Bruno, CA 94066
(650) 738-7035
http://www.skylinecollege.edu/sparkpoint
Language Constituency: Various

Yaseen Foundation
621 Masonic Way, Belmont, CA 94002
(650) 591-3690
http://www.yaseen.org
Language Constituency: Arabic

Youth United for Community Action (YUCA)
2135 Clarke Ave., East Palo Alto, CA 94303
(650) 322-9165
http://youthunited.net
Language Constituency: Various
Zawaya
311 41st Ave., San Mateo, CA 94403
(650) 504-5965
www.zawaya.org
Language Constituency: Arabic

SANTA CLARA COUNTY

African Community Health Institute
1922 The Alameda Suite 425, San Jose, CA 95126
(408) 833-4109
http://www.africachi.org/
Language Constituency: Tigrinya, Amharic, Swahili, Somali, and Arabic

Asian Americans for Community Involvement
2400 Moorpark Ave. Suite #300, San Jose, CA 95128
(408) 975-2730
http://aaci.org/
Language Constituency: Various Asian

India Community Center
525 Los Coches St., Milpitas, CA 95035 – (408) 934-1130
http://www.indiacc.org
Language Constituency: Various Indian

Korean American Community Services
1800-B Fruitdale Avenue, San Jose, CA 95128
(408) 975-2730
http://www.kacs1.org/
Language Constituency: Korean

Metropolitan Education District
760 Hillsdale Ave, San Jose, CA 95136
(408) 723-6400
http://www.metroed.net/
Language Constituency: ESL

Mexican American Community Services
660 Sinclair Drive, San Jose, CA 95116
http://www.macsa.org/
Language Constituency: Spanish

Santa Clara County Office of Human Relations
2310 North First Street, Suite 104, San Jose, CA 95131
Language Constituency: Various
B. TITLE VI OUTREACH

Examples of outreach efforts since the last JPB Title VI Compliance Report (Dec 2010 to present) follow:
SamTrans and Caltrain Title VI Outreach Plan

Summary:
SamTrans and Caltrain are committed to ensuring that no person shall be excluded from the equal distribution of its services and amenities because of income, as well as race, color or national origin in accordance with Title VI of the Civil Rights Act of 1964.

As part of its process to develop Major Service Change, Disparate Impact and Disproportionate Burden policies that comply with Title VI, District staff did a number of activities to seek 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.

Title VI seeks to ensure decisions made by federally funded agencies don't result in discrimination based on race, ethnicity or national origin.

Types of outreach:

<table>
<thead>
<tr>
<th>SamTrans</th>
<th>Caltrain</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Website</strong> - Information posted on the SamTrans website, with prominent Title VI icon on the homepage; showed ways to provide input through email, snail mail and phoning into customer service</td>
<td><strong>Website</strong> - Information posted on the Caltrain website, with prominent Title VI icon on the homepage; showed ways to provide input through email, snail mail and phoning into customer service</td>
</tr>
<tr>
<td><strong>Take Ones</strong> – printed in English and Spanish and placed on all fixed-route buses and at District headquarters</td>
<td><strong>Take Ones</strong> – printed in English and Spanish and placed on all trains and at District headquarters</td>
</tr>
<tr>
<td><strong>Visual Message Signs</strong> - on all buses</td>
<td><strong>Visual Message Signs</strong> - at all train stations</td>
</tr>
<tr>
<td><strong>Community Meetings:</strong></td>
<td><strong>Community Meetings:</strong></td>
</tr>
<tr>
<td>Feb. 12, 6:30 to 8 p.m. – Pacifica</td>
<td>Feb. 19, 6:30 to 8 p.m. – Gilroy</td>
</tr>
<tr>
<td>Feb. 19, 6:30 to 8 p.m. – Daly City</td>
<td>Feb. 21, 10:45 to 11:30 a.m. – San Carlos</td>
</tr>
<tr>
<td>Feb. 21, 10 to 10:45 a.m. – San Carlos</td>
<td>Feb. 26, 5 to 6:30 p.m. – San Francisco</td>
</tr>
<tr>
<td>Feb. 25, 6:30 to 8 p.m. – East Palo Alto</td>
<td>Feb. 27, 6:30 to 8 p.m. – Mountain View</td>
</tr>
<tr>
<td><strong>News releases</strong> – explaining Title VI and inviting the community to the four public meetings (sent out in English only)</td>
<td><strong>News releases</strong> – explaining Title VI and inviting the community to the four public meetings (sent out in English and later translated in Chinese)</td>
</tr>
<tr>
<td><strong>Advertisement in newspapers</strong></td>
<td><strong>Advertisement in newspapers</strong></td>
</tr>
<tr>
<td>El Observador</td>
<td>El Observador</td>
</tr>
<tr>
<td>El Reportero Newspaper</td>
<td>El Reportero Newspaper</td>
</tr>
<tr>
<td>SF Examiner</td>
<td>SF Examiner – San Mateo County Edition</td>
</tr>
</tbody>
</table>
SamTrans and Caltrain Title VI Outreach Plan (continued)

<table>
<thead>
<tr>
<th>SamTrans and Caltrain Title VI Community Outreach Plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Half Moon Bay Review</td>
</tr>
<tr>
<td>Pacifica Tribune</td>
</tr>
<tr>
<td>Palo Alto Daily News</td>
</tr>
<tr>
<td>Redwood City Daily News</td>
</tr>
<tr>
<td>SF Chronicle</td>
</tr>
<tr>
<td>Daily Journal</td>
</tr>
<tr>
<td>San Jose Mercury News</td>
</tr>
<tr>
<td>Gilroy Dispatch</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Social Media – information posted on Facebook, Twitter and Google +</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social Media – information posted on Facebook, Twitter and Google +</td>
</tr>
</tbody>
</table>

Community groups/members we reached out to:

San Francisco County – list provided by the Office of SF Supervisor Malia Cohen

Potrero Hill/Dogpatch Merchants Association
Keith Goldstein
keith@keithgoldstein.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
britest@googlegroups.com
annadejesus2000@yahoo.com

India Basin Neighborhood Association
Michael Hamman
702 Earl Street
San Francisco, CA 94124
415-643-1376 Office
415-265-0954 Cell
mhamman@inc.org

Beyview Hill Neighborhood Association
Shirley Moore
sammy988@aol.com
SamTrans and Caltrain Title VI Outreach Plan (continued)

SamTrans and Caltrain Title VI Community Outreach Plan

Better Bayview
Chris Weddling
415-610-7556
sweddling@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: 415 629 8291
Cell Phone: 415 678 8309

Hunters Point Shipyard CAC
Dr. Veronica Hunnicutt
vhunnicutt@ccsf.edu

Bayview Merchants Association
Kathy Perry
San Francisco, CA 94124
(415) 647-3728 x407

Dan Dect
ddect@mac.com

San Mateo County

- All City Managers
- All Mayors

Santa Clara County

- Transform: Manolo Gonzalez-Estay (mgonzalezestay@transformca.org)
- City Council member Newsletters:
  - Ken Yeager
  - Ash Kaira
- All City Managers
- All Mayors

Note: We also reached out to Transform, Public Advocates and Urban Habitat but they were unresponsive and did not participate.
Station Flyer for Public Meetings

Proposed Changes to Caltrain Codified Tariff

The Peninsula Corridor Joint Powers Board will hold a public hearing and take public comment on proposed adjustments to some Caltrain fares to become effective July 1, 2012.

Proposals to be considered include:

A. Additional Regional Clipper® Implementation Measures
   - Increasing the cost of paper One-way and Zone Upgrade tickets by up to 25 cents per zone and Day passes by up to 50 cents per zone. Note: The cost of a One-way ride will remain the same for those using a Clipper card. Monthly Pass prices will remain the same.
   - Elimination of the 8-ride Ticket.

B. Go Pass
   - Increasing the cost of the Go Pass by $10 to $165, and setting the minimum level at $13,750.

C. Sales Period
   - Lengthening the sales period for monthly transportation passes and parking permits from the 9th of the month to the 19th of the month.

The public hearing will be held:
Thursday, Feb. 2, 2012 at 10 a.m.
Caltrain Administrative Office
2nd Floor, Auditorium
1200 San Carlos Ave., San Carlos

Prior to the hearing, comments may be sent by mail, e-mail or phone to:
Peninsula Corridor Joint Powers Board
JPB Secretary
P.O. Box 3006
San Carlos, CA 94070-1306
changes@caltrain.com
1.800.660.4287

Public Meetings
Caltrain will hold four public meetings to present the proposal and receive comments.
The meetings will take place at the following locations:

Gilroy – Jan. 24 at 6 p.m.
Gilroy Senior Center, 7371 Hanna St.

San Francisco – Jan. 24 at 6 p.m.
San Francisco Tennis Club (Member Lounge), 645 Fifth St.

Mountain View – Jan. 25 at 6 p.m.
City Council Chambers
500 Castro St.

San Carlos – Jan. 25 at 6 p.m.
Caltrain Administrative Office,
2nd Floor, Auditorium
1200 San Carlos Ave.

The proposed fare chart will be available by Jan. 16 at
www.caltrain.com or by calling 1.800.660.4287 (TTY only
650.508.6448).
Caltrain.com News Releases

Proposed Changes to Codified Tariff (fares)

http://www.caltrain.com/CM/WebUI/PageTypes/Article/Article.aspx?Pa...
**Caltrain.com News Releases (continued)**

**NEWS**

Jan. 17, 2012  
Media Contact: Christine Dunn, 650.508.6238

**Caltrain Holds Meetings About Proposed Changes to Codified Tariff**

Caltrain will hold four public meetings and a public hearing where staff will present proposed changes to some Caltrain fares that would become effective July 1, 2012.

Proposals to be considered include:

- **Additional Regional Clipper® Implementation Measures**
  Increasing the cost of paper One-way and Zone Upgrade tickets by up to 25 cents per zone and Day passes by up to 50 cents per zone. Note: The cost of a One-way ride will remain the same for those using a Clipper card. Monthly Pass prices will remain the same. For proposed fare chart, click [HERE](#) (PDF, 15K).

  Elimination of the 8-ride Ticket

- **Go Pass**
  Increasing the cost of the Go Pass, an employer-sponsored pass, by $10 to $165, and setting the minimum level at $13,750.

- **Sales Period**
  Lengthening the sales period for monthly transportation passes and parking permits from the 9th of the month to the 15th of the month.

The meetings will take place:

- Jan. 24 at 6 p.m.  
  Gilroy Senior Center, 7371 Hanna St., Gilroy

- Jan. 24 at 6 p.m.  
  San Francisco Tennis Club, 645 Fifth St., San Francisco

- Jan. 25 at 6 p.m.  
  City Council Chambers, 500 Castro St., Mountain View

- Jan. 25 at 6 p.m.  
  Caltrain Administrative Office, 1250 San Carlos Ave., San Carlos

The public hearing will be held:

- Thursday, Feb. 2, 2012 at 10 a.m.  
  Caltrain Administrative Office, 1250 San Carlos Ave., San Carlos

Comments also can be e-mailed to [changes@caltrain.com](mailto:changes@caltrain.com); sent by regular mail to District Secretary, Caltrain, P.O. Box 3006, San Carlos, CA 94070; or telephoned to 1.800.660.4287 (TDD for hearing impaired only 650.508.6448).

# # #
Caltrain.com News Releases (continued)
Caltrain Modifies Fare Change Proposal

Caltrain Modifies Fare Change Proposal

February 24, 2012

After seeking public comment and holding a public hearing, Caltrain staff is modifying some of the proposed changes to the rail agency's modified tariff, the document that sets its fare policy, effective July 1, 2012.

Staff is recommending that the agency retain the Bridge Ticket, which was slated for elimination, but cut its validity period and discount in half. Under the revised proposal, the ticket would be valid for 30 days and would offer customers a 7.5 percent discount off the cost of eight one-way cash fares.

The modified proposal also recommends increasing the cost of paper One-way and Zone Upgrade tickets by 25 cents on the basic fare and Day passes by 50 cents on the basic fare, with the understanding that the cost of a One-way ride will remain unchanged for those using a Clipper® card. Day passes are not available on Clipper. Monthly Pass prices will remain unchanged.

However, staff also is recommending that the Board authorize an increase to the cost of the paper One-way and Zone Upgrade tickets by 25 cents on the zone fare and Day passes by 50 cents on the zone fare effective no sooner than July 1, 2013 if a significant movement from paper tickets to Clipper has not occurred by March 1, 2013. A "significant movement" means at least 50 percent of passenger trips using One-way tickets in a single month are paid for with Clipper e-Pass.

The proposal includes two items that weren't modified:

- Increase the cost of the Go Pass by $1 to $115, and increase the minimum level for employer participation at $13,750 per calendar year.

- Lengthen the sales period for monthly transportation passes and parking permits by six days so that the sales period will end on the 15th of each month.

The recommendations will be presented to the Caltrain Board of Directors at its monthly meeting March 1 at 10 a.m.

Staff developed the proposed changes to meet the responsibilities placed on Caltrain by Metropolitan Transportation Commission Resolution 3366 and upon consideration of customer comments and analysis of customers' fare media usage. The proposed changes to paper ticket prices are intended to incentivize use of the Clipper fare payment system, which has been the focus of significant regional investment over the past several years.

Nearly 185 people provided comments prior to and at the public hearing. All comments were taken into consideration as staff developed the final proposal.

Media Contact: Christine Dumba, 650-508-6238

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http://www.caltrain.com/about/news/Caltrain_Modifies_Fare_Change_Proposal.html?Page...
Proposed Changes to Codified Tariff (fares)

February 2, 2012

Below is a copy of the staff report that will be provided to the Caltrain Board of Directors for an action scheduled for March 1, 2012 at its 10 a.m. meeting.

AMENDMENT OF CALTRAIN CODIFIED TARIFF, AND RELATED FARE PRODUCT TERMS, TO FACILITATE CLIPPER TRANSITION AND DEFRAID OPERATING EXPENSES

ACTION
The Staff Coordinating Council (SCC) recommends that the Board authorize the following changes to the Caltrain Codified Tariff, and related fare product terms, effective July 1, 2012:
- Increase the cost of paper One-way and Zone Upgrade tickets by 25 cents on the base fare and Day passes by 60 cents on the base fare, with the understanding that the cost of a One-way ride will remain unchanged for those using a Clipper® card. Day passes are not available on Clipper. Monthly Pass prices will remain unchanged.
- Reduce the valid period on 8-ride tickets from 60 days to 30 days and reduce the associated discount from 16 percent to 7.6 percent of the cost of eight one-way trips.
- Increase the cost of the 30-Pass by $10 to $65, and increase the minimum level for employer participation at $13,750 per calendar year.
- Lengthen the sales period for monthly transportation passes and parking permits by six days so that the sales period will end on the 15th of each month.

The SCC further recommends that the Board authorize the following change to the Caltrain Codified Tariff effective no sooner than July 1, 2013 if a significant movement from paper tickets to Clipper® has not occurred by March 1, 2013:
- Increase the cost of paper One-way and Zone Upgrade tickets by 25 cents on the zone fare and Day passes by 50 cents on the zone fare.

*Significant movement* for purposes of this action means at least 25 percent of passenger trips using One-way tickets in a single month are paid for with Clipper® cash.

See Attachment A and Case A for a proposed Codified Tariff and fare chart showing the July 2012 and potential July 2013 increases.

SIGNIFICANCE
The proposed changes will provide an incentive for paper ticket customers to travel on Caltrain using the Clipper® card, a regional fare payment system, and will reduce the Caltrain operating budget deficit.

BUDGET IMPACT
The July 2012 Codified Tariff changes are projected to generate increased revenues of $1.4 million during Fiscal Year 2013.

BACKGROUND
Staff developed the proposed changes to meet the responsibilities placed on Caltrain by Metropolitan Transportation Commission Resolution 3965 and upon consideration of customer comments and analysis of customer fare media usage.

The proposed changes to paper ticket prices are intended to incentivize use of the Clipper fare payment system, which has been the focus of significant regional investment over the past several years.

The 8-ride Ticket had been proposed for elimination for various reasons; however, based on customer feedback, the new proposal allows the product to be maintained but at a reduced discount and with a shorter validity period.

Proposed Changes to Codified Tariff (fares)

The proposed changes to the Go Pass cost and annual minimum would move that program towards revenue neutrality.

Finally, the extended sales period for monthly transportation passes and parking permits would benefit customers, who would gain flexibility in timing their purchases. Staff expects some increase in the quantity of passes and permits sold as a result.

The proposed changes fall within the bounds set forth in the fare chart that served as the basis of public outreach and public comment as addressed below.

The public outreach program regarding the proposed changes included a public hearing on February 2, 2012 that was preceded by four community meetings (Gilroy, Mountain View, San Carlos and San Francisco), bilingual newspaper notices, a news release, station flyers, bilingual onboard messages to train riders, Facebook postings, Tweets and a presentation to the Caltrain Citizens Advisory Committee. Information also was posted to the Caltrain website, which allows readers to translate it into dozens of languages.

Staff established a number of ways for customers and the public to provide their input: at the community meetings, via a unique e-mail address, through the postal service, and with a call to the Customer Service Center’s general number or one for those with hearing impairments.

Nearly 185 people provided comments prior to and at the public hearing. All comments were taken into consideration and the proposal was adjusted in response to customers’ overwhelming desire to retain the $-ride Ticket.

In conducting a fare equity analysis as required under Title VI of the Civil Rights Act of 1964 and implementing regulations, staff found that the proposed changes may have a disproportionately adverse effect on low-income populations to the extent that this socio-economic group has not transitioned to Clipper from paper fare products. Staff will undertake measures such as conducting additional outreach to this population to encourage their use of Clipper to minimize, mitigate or offset any adverse effects.

2/22/12 - rph

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Proposed Changes to Caltrain Codified Tariff

The Peninsula Corridor Joint Powers Board will hold a public hearing and take public comment on proposed adjustments to some Caltrain fares to become effective July 1, 2012.

Proposals to be considered include:

A. Additional Regional Clipper® Implementation Measures
   - Increasing the cost of paper One-way and Zone Upgrade tickets by up to 25 cents per zone and Day passes by up to 50 cents per zone. **Note:** The cost of a One-way ride will remain the same for those using a Clipper card. Monthly Pass prices will remain the same.
   - Elimination of the 8-ride Ticket.

B. Go Pass
   - Increasing the cost of the Go Pass by $10 to $165, and setting the minimum level at $13,750.

C. Sales Period
   - Lengthening the sales period for monthly transportation passes and parking permits from the 9th of the month to the 15th of the month.

The public hearing will be held:

**Thursday, Feb. 2, 2012 at 10 a.m.**
Caltrain Administrative Office
1250 San Carlos Ave., San Carlos

Prior to the hearing, comments may be sent by mail, e-mail or phone to:

Peninsula Corridor Joint Powers Board
JPB Secretary
P.O. Box 3006
San Carlos, CA 94070-1306
changes@caltrain.com
1.800.660.4287

**Public Meetings**

Caltrain will hold four public meetings to present the proposal and receive comments. The meetings will take place at the following locations:

**Gilroy – Jan. 24 at 6 p.m.**
Gilroy Senior Center, 7371 Hanna St.

**San Francisco – Jan. 24 at 6 p.m.**
San Francisco Tennis Club (Member Lounge), 645 Fifth St.

**Mountain View – Jan. 25 at 6 p.m.**
City Council Chambers
500 Castro St.

**San Carlos – Jan. 25 at 6 p.m.**
Caltrain Administrative Office
2nd Floor, Auditorium
1250 San Carlos Ave.

The proposed fare chart will be available by Jan. 16 at [www.caltrain.com](http://www.caltrain.com) or by calling 1.800.660.4287 (TYY only 650.508.6448).
Cambios propuestos para las tarifas de Caltrain

The Peninsula Corridor Joint Powers Board llevará a cabo una audiencia pública y recibirá los comentarios públicos sobre los ajustes propuestos de algunas tarifas de Caltrain a hacerse efectivas el 1 de julio de 2012.

La propuesta en consideración incluyen:

A. Medidas adicionales de Implementación Clipper
   - El aumento en el precio de los boletos de papel: One-way y Zone Upgrade de hasta 25 centavos por zona y Pases diarios hasta 50 centavos por zona. Nota: El precio del viaje One-way permanecerá igual para aquellos que utilicen la tarjeta Clipper. Los precios del pase mensual seguirán siendo el mismo.
   - La eliminación del boleto de 8 viajes.

B. Go Pass
   - El aumento de $10 en el precio del Go Pass llevándolo a $165, y estableciendo el nivel mínimo en $13,750.

C. Período de Ventas
   - Alargar el período de ventas por pases de transportes mensuales y permisos de estacionamiento desde el día 9 al 15 del mes.

La audiencia pública se llevará a cabo el:
Jueves, el 2 de Febrero de 2012
a las 10 a.m.
Oficinas administrativas de Caltrain
1250 San Carlos Ave., San Carlos

Pueden enviarse los comentarios antes de la audiencia vía correo postal o electrónico o por teléfono a:
Peninsula Corridor Joint Powers Board
JPB Secretary
P.O. Box 3006
San Carlos, CA 94070-1306
changes@caltrain.com
1.800.660.4287

Reuniones públicas
Caltrain llevará a cabo cuatro reuniones públicas para presentar las propuestas y recibir los comentarios. Las reuniones tendrán lugar en:

Gilroy – 24 de enero a las 6 p.m.
Gilroy Senior Center
7371 Hanna St.
San Francisco – 24 de enero a las 6 p.m.
San Francisco Tennis Club, (Member Lounge)
645 Fifth St.
Mountain View – 25 de enero a las 6 p.m.
City Council Chambers
500 Castro St.
San Carlos – 25 de enero a las 6 p.m.
Caltrain Administrative Office
2nd Floor, Auditorium
1250 San Carlos Ave.

La tabla de tarifas propuesta estará disponible a partir del 16 de enero en www.caltrain.com o llamando al 1.800.660.4287 (TTY solo 650.508.6448).

Para servicio de traducción en español, llame a Caltrain al 650.508.6242 por lo menos tres días antes de las audiencias.

continúa en la página siguiente
Proposed Codified Tariff Changes Comment Card

Caltrain is considering the following fare changes: increasing the cost of tickets purchased from the ticket vending machines, eliminating the 8-ride Ticket, increasing the cost of the Go Pass and extending the sales periods that Monthly passes can be loaded to Clipper cards.

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 ____________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

Use back, if needed
Caltrain Public Comments Tally (Mail)

FY 2013 CHANGES TO CODIFIED TARIFF
SUMMARY OF COMMENTS THROUGH FEBRUARY 9 (Closure of Mailbox)

<table>
<thead>
<tr>
<th>Increase Fare and/or Fees</th>
<th>Other Ticket Changes</th>
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<tbody>
<tr>
<td>Paper Increase For</td>
<td>GO Pass to $165 For</td>
</tr>
<tr>
<td>Against</td>
<td>Against</td>
</tr>
<tr>
<td>6</td>
<td>36</td>
</tr>
<tr>
<td>Against</td>
<td>2</td>
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<tr>
<td>4</td>
<td>126</td>
</tr>
<tr>
<td>Against</td>
<td>0</td>
</tr>
<tr>
<td>Total Comments: 199</td>
<td></td>
</tr>
</tbody>
</table>

64 (27%) commenters said they would ride less or stop riding Caltrain

Caltrain Public Comments Tally (Email, Written, Phone)

NAMES REDACTED
<table>
<thead>
<tr>
<th>Newspaper Name</th>
<th>Ad Description</th>
<th>Publication dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>DISPATCH</td>
<td>NOTICE OF HEARING CALTRAIN CMTY MEETINGS &amp; HEARING (ENGLISH)</td>
<td>01/13/12, 01/17/12</td>
</tr>
<tr>
<td>EL REPORTERO NEWSPAPER</td>
<td>NOTICE OF HEARING CALTRAIN CMTY MEETINGS &amp; HEARING (ENGLISH)</td>
<td>01/11/12, 01/18/12</td>
</tr>
<tr>
<td>SAN FRANCISCO DAILY JOURNAL</td>
<td>NOTICE OF HEARING CALTRAIN CMTY MEETINGS &amp; HEARING (ENGLISH)</td>
<td>01/11/12, 01/17/12</td>
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CALTRAIN
PUBLIC HEARING & MEETINGS NOTICE

Proposed Changes to Codified Tariff

Public Hearing

The Peninsula Corridor Joint Powers Board will hold a public hearing and take public comment on proposed adjustments to its Codified Tariff effective July 1, 2012.

Proposals to be considered include:

A. Additional Regional Clipper® Implementation Measures
   - Increasing the cost of paper One-way and Zone Upgrade tickets by up to 25 cents per zone and Day passes by up to 50 cents per zone. Note: The cost of a One-way ride will remain the same for those using a Clipper card. Monthly Pass prices will remain the same.
   - Elimination of the 8-ride Ticket.

B. Go Pass
   - Increasing the cost of the Go Pass by $10 to $165, and setting the minimum level at $13,750.

C. Sales Period
   - Lengthening the sales period for monthly transportation passes and parking permits from the 9th of the month to the 15th of the month.

The public hearing will be held:

Thursday, Feb. 2, 2012 at 10 a.m.
Caltrain Administrative Office
1250 San Carlos Ave., San Carlos

Prior to the hearing, comments may be sent by mail, e-mail or phone to:
Peninsula Corridor Joint Powers Board, JPB Secretary
P.O. Box 3006, San Carlos, CA 94070-1306
changes@caltrain.com • 1.800.660.4287

Public Meetings

Caltrain will hold four public meetings to present the proposal and receive comments. The meetings will take place in:

Gilroy – Jan. 24 at 6 p.m.
Gilroy Senior Center, 7371 Hanna St.

San Francisco – Jan. 24 at 6 p.m.
San Francisco Tennis Club, 645 Fifth St.

Mountain View – Jan. 25 at 6 p.m.
City Council Chambers, 500 Castro St.

San Carlos – Jan. 25 at 6 p.m.
Caltrain Administrative Office, 1250 San Carlos Ave.

The proposed fare chart will be available by Jan. 16 at www.caltrain.com or by calling 1.800.660.4287 (TTY only 650.508.6448).

Para servicio de traducción en Español, llame a Caltrain al 650.508.6242 por lo menos tres días antes de las audiencias.

1/3/12 - rph
CALTRAIN
AUDIENCIA PÚBLICA & NOTIFICACIONES DE REUNIONES

Cambios propuestos para las tarifas de Caltrain

Audiencia Pública

The Peninsula Corridor Joint Powers Board llevará a cabo una audiencia pública y recibirá los comentarios públicos sobre los ajustes propuestos de algunas tarifas de Caltrain a hacerse efectivas el 1 de julio de 2012.

La propuesta en consideración incluyen:

A. Medidas adicionales de Implementación Clipper®
   - El aumento en el precio de los boletos de papel: One-way y Zone Upgrade de hasta 25 centavos por zona y Pases diarios hasta 50 centavos por zona. Nota: El precio del viaje One-way permanecerá igual para aquellos que utilicen la tarjeta Clipper. Los precios del pase mensual seguirá siendo el mismo.
   - La eliminación del boleto de 8 viajes.

B. Go Pass
   - El aumento de $10 en el precio del Go Pass llevándolo a $165, y estableciendo el nivel mínimo en $13,750.

C. Periodo de Ventas
   - Alargar el periodo de ventas por pases de transportes mensuales y permisos de estacionamiento desde el día 9 al 15 del mes.

La audiencia pública se llevará a cabo el:

Jueves, el 2 de Febrero de 2012 a las 10 a.m.
Oficinas administrativas de Caltrain
1250 San Carlos Ave., San Carlos

Pueden enviarse los comentarios antes de la audiencia vía correo postal o electrónico o por teléfono a:
Peninsula Corridor Joint Powers Board, JPB Secretary
P.O. Box 3006, San Carlos, CA 94070-1306
changes@caltrain.com • 1.900.660.4287

Reuniones públicas

Caltrain llevará a cabo cuatro reuniones públicas para presentar las propuestas y recibir los comentarios. Las reuniones tendrán lugar en:

Gilroy – 24 de enero a las 6 p.m.
Gilroy Senior Center, 7371 Hanna St.

San Francisco – 24 de enero a las 6 p.m.
San Francisco Tennis Club, 645 Fifth St.

Mountain View – 25 de enero a las 6 p.m.
City Council Chambers, 500 Castro St.

San Carlos – 25 de enero a las 6 p.m.
Caltrain Administrative Office, 1250 San Carlos Ave.

La tabla de tarifas propuesta estará disponible a partir del 16 de enero en www.caltrain.com o llamando al 1.800.660.4237 (TTY solo 650.508.6448).

Para servicio de traducción en Español, llame a Caltrain al 650.508.6242 por lo menos tres días antes de la audiencia.

1/4/12 - rph
C. OTHER OUTREACH

Examples of outreach for various Caltrain issues follow:

**Caltrain Customer Comments**
Parking Fee to Increase at Caltrain Station Lots

Effective Sept. 1, 2013, the Caltrain daily parking fee will increase to $5, and Monthly parking permits will cost $50.

All-day parking (24-hour limit) is available for Caltrain customers at most Caltrain stations. Higher rates are charged at the San Jose Diridon Caltrain Station parking lot during SAP Center events.

A Daily Parking Permit may be purchased for $5 from a station ticket machine. Monthly parking permits are sold only in conjunction with a Monthly Pass, 8-ride Ticket or Go Pass.

For more information, please visit www.caltrain.com/parking.

La tarifa de estacionamiento aumentará en los lotes de las estaciones de Caltrain

Efectivo 1 de septiembre de 2013, el costo del estacionamiento diario de Caltrain aumentará a $5, y los permisos de estacionamiento mensual costarán $50.

Los clientes de Caltrain pueden accesible al estacionamiento durante todo el día (con un límite de 24 horas) en la mayoría de las estaciones de Caltrain. Se cobrarán mayores tarifas en el lote de estacionamiento de la estación de Caltrain de San Jose Diridon durante los eventos del SAP.

Los permisos de estacionamiento diarios podrán adquirirse por $5 en las máquinas expendedoras de billetes de las estaciones. Los permisos de estacionamiento mensual solo se venderán junto con los pases mensuales, los billetes de ocho viajes o los pases Go Pass.

Para obtener más información, visite www.caltrain.com/parking.
Caltrain Twitter Updates

Caltrain @Caltrain_News
NOTICE: Work on #SanBruno grade sep & #CBOSS this week, incl. night work. bit.ly/18UuLJn

Caltrain @Caltrain_News
NOTICE: Work on #SanBruno grade sep & #CBOSS this week, incl. night work. bit.ly/18UuLJn

Caltrain @Caltrain_News
NB 257 is 15 mins down out of San Antonio. #Caltrain T15:22
Expand

Caltrain @Caltrain_News
NOTICE: #CBOSS installation work 9/14-9/20. Some night work in #SanJose & #SanBruno. #Caltrain Info: bit.ly/18UuLJn

Caltrain @Caltrain_News
Work has begun on the #CBOSS install. Night work will continue Sept. 11-13 in #SanJose. bit.ly/1awYa1w
The CBOSS-PTC installation has begun in San Jose. This federally-mandated project will increase capacity and safety along the Caltrain corridor and will work with the current diesel trains and the planned electrified system. For more information on the CBOSS-PTC project, follow the link below.

CBOSS - Communications Based Overlay Signal System
PTC - Positive Train Control
CALTRAIN INVESTS IN AGING SAN MATEO BRIDGES

By Will Reisman, @willreisman

As part of Caltrain's commitment to safety and reliability, Caltrain is embarking on a $30 million project to replace four bridge crossings in San Mateo, with work on the plan starting later this year.

The bridges are each over 100 years old and do not meet current seismic-safety standards. They must be replaced to conform to local, state and federal regulations.

The four crossings are at tilton, Monte Diablo, East Santa Fe and East Ponder avenues. Because of federal and state safety standards, the bridges must be updated with single-span structures. As part of this project, the bridges will be raised to provide greater vehicle access and increase clearance levels for emergency response equipment, trucks and other high-profile vehicles. To accommodate the height increases, Caltrain will have to alter the berms and add retaining walls and fences near the bridges, resulting in tree and vegetation removal. That work will begin in November and last three months.

In April, crews will begin the actual replacement of the bridges, a process expected to last two years. During that time, each street will be closed for up to eight weeks to accommodate construction. Those road closures will begin at late spring. Residents should expect localized noise impacts during construction.

Funding for the $30 million project comes from a combination of local, state and federal sources. The Federal Transit Administration will provide $12 million and state bond proceeds will account for $9 million. The remaining $574,000 will be split between Caltrain's three local funding partners—the San Francisco County Transportation Authority, Santa Clara Valley Transportation Authority and San Mateo.

Contact information for the project:

Email: bridges@caltrain.com

Phone: 650-928-7722

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Facebook
Twitter

#99

This is a sponsored post by Caltrain and related bridge replacement stories. For more information, visit Caltrain.com.
CALTRAIN INVESTS IN AGING SAN MATEO BRIDGES

By Will Reisman, @WRreisman

As part of Caltrain's commitment to safety and reliability, Caltrain is embarking on a $30 million project to replace four bridge crossings in San Mateo, with work on the plan starting later this year.

The bridges are each over 100 years old, and don't meet current seismic-safety standards. They must be replaced to conform to local, state and federal regulations.

The four crossings are at Tidbit, Monte Diablo, East Santa Fe, and East Poplar avenues. Because of federal and state safety standards, the bridges must be updated with single-span structures. As part of this project, the bridges will be raised to provide greater vehicle access and increased clearance levels for emergency response equipment, trucks and other high-profile vehicles. To accommodate the height increase, Caltrain will have to alter the berms and add retaining walls and fences near the bridges, resulting in tree and vegetation removal. That work will begin in November and last three months.

In April, crews will begin the actual replacement of the bridges, a process expected to last two years. During this time, each span will be closed for up to eight weeks to accommodate the construction. Those road closures will begin in late 2015. Residents should expect localized noise impacts during construction.

On July 10, Caltrain will make a presentation on the bridge replacement project to San Mateo's Public Works Commission. That meeting will include information on design specifications of the new structures, including details about traffic adjustments and lighting plans.

Caltrain will also host a community meeting in October, before the vegetation removal, to provide local residents with a project update. The date and location of that meeting is still being determined.

Funding for the $30 million project will come from a combination of local, state and federal sources. The Federal Transit Administration will provide $20.6 million and state bond proceeds will account for $9 million. The remaining $7.4 million will be split between Caltrain's three local funding partners—the San Francisco County Transportation Authority, San Mateo Valley Transportation Authority and SamTrans.

Contact information for the project:

Email: stbridges@caltrain.com
Phone: 650-553-7725
Caltrain.com News Release

Caltrain Construction and Maintenance: Sept. 28 to Oct. 4, 2013

September 26, 2013

Construction

San Bruno Grade Separation Project

Day work will be done from 7 a.m. to 6 p.m. This week, crews will continue working on the San Mateo and San Bruno bridge platforms. Crews also will continue working on the Sylvan and Euclid tunnels.

Road work will continue this week with the street closure for San Bruno Avenue. Construction crews will continue excavating and removing portions of the roadway to lower streets and allow for greater vehicular clearance under the crossings. Once completed, the clearance for the intersection will be approximately 16 feet. The following is a list of road closure times and dates:

- San Bruno Avenue, between First and Huntington avenues, will be closed around the clock until 5 a.m. Monday, Sept. 30.

The $155 million project will elevate the Caltrain tracks above three existing at-grade street crossings at San Bruno, San Mateo and Angus avenues. A new elevated Caltrain station between San Bruno and San Mateo avenues will replace the station at Sylvan Avenue. Work on this project will not disrupt Caltrain service.

For more information, please call the dedicated outreach line at 650.508.7725 or email sbaradasep@caltrain.com.

Installation

Communications Based Overlay Signal System (CBOSS) Positive Train Control (PTC) Project

The CBOSS PTC Project is an advanced signal system that will equip the corridor with federally mandated safety technology and will increase system capacity to help accommodate future ridership demand.

The project will monitor and, if necessary, control train movement in the event of human error. This will increase safety by:

- Eliminating the risk of train-to-train collisions.
- Reducing risk of potential derailments by enforcing speed limits.
- Providing additional safety for railroad workers on the tracks.
- Improving grade crossing performance to reduce gate downtime and improve local traffic circulation.
San Bruno Grade Sep Project to Require Short Term Street Closures

San Bruno Grade Sep Project to Require Short Term Street Closures

July 22, 2013

Editor's Note: This following information has been corrected in red from an earlier news release.

Caltrain’s ongoing grade-separation project in San Bruno will require four separate street closures in July and August.

Starting on July 22, construction crews will begin excavating and removing portions of the roadway to lower the streets and allow for greater vehicle clearance under the overpasses. Once completed, the clearance for each intersection will be approximately 15 feet.

The following is a list of road closure times and dates:

- Angus Avenue will be closed from 8 a.m. on Monday, July 22 until 5 p.m. on Saturday, July 27.
- San Mateo Avenue will be closed from 8 p.m. on Friday, Aug. 9 until 5 a.m. on Monday, Aug. 12.
- San Bruno Avenue will be closed on two separate occasions.
  - Closure #1 will require partial closure of the street from 8 a.m. on Friday, Aug. 16 until 5 a.m. on Monday, Aug. 18.
  - Closure #2 will completely shut down San Bruno Avenue. That closure is tentatively scheduled for 8 p.m. on Friday, Aug. 30 until 5 a.m. on Monday, Sept. 2, pending approval from the City of San Bruno.

During the closures, Caltrain will establish pedestrian and motorist detours. During the full shutdown of San Bruno, electronic signs will be deployed on Highway 101 and El Camino Real to direct traffic to Interstate 80. For more project information, visit www.caltrain.com/sanbruno, email sanbrunogradeca@caltrain.com or call the Construction Hotline at 663-308-7226.

The grade separation is a $165 million project that will dramatically improve safety in downtown San Bruno by elevating the train tracks over San Bruno, San Mateo and Angus avenues.

Grade separations reduce accidents by separating vehicle and pedestrian traffic from train tracks at railroad crossings. Since the Railcorridor Improvement Grade Separation Project in Belmont and San Carlos was completed in 2001, there have been only two fatalities in the area. Both of the grade separations were fatalities occurred in the area during an eight-year period.

San Bruno's grade separation project is funded by $105 million in sales tax revenues from Measure A, a retroactively approved half-cent sales tax for transit and transportation projects in San Mateo County. The Measure A dollars were leveraged to attract $60 million in state funds and $6 million in federal funds. Ninety percent of all the funds collected under the established measure (approved by voters in 2001) are allocated to Caltrain grade separation projects.

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 commuter service to Gilroy. Caltrain has enjoyed 23 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 1996, rail service will celebrate 150 years of continuous passenger service in 2019. Picking for the next 150 years of Peninsula rail service, Caltrain is on pace to exceed the 2016, reducing diesel emissions by 90 percent and adding more service to more stations.

Like us at www.facebook.com/Caltrain or follow us on Twitter @Caltrain. News

Media contact: Bill Sipes, 663-250-7704
ATTENTION CALTRAIN NEIGHBORS

DEAR CALTRAIN NEIGHBOR:

The proposed Caltrain North San Mateo Neighborhood improvements will be held in the City of San Mateo, CA and will improve safety and support the growth of the community. The improvements will include the addition and extension of new pedestrian and bicycle facilities, improvements to the nearby neighborhoods, and the creation of new parks and open spaces.

The project will be constructed in phases, with the first phase expected to begin in the fall of 2023. The project will include the following features:

- Pedestrian and bicycle routes
- New parks and open spaces
- Infrastructure improvements

We encourage you to join us for a community meeting to discuss these improvements and answer any questions you may have about the project.

Join us to learn more about the project at the upcoming community meeting:

TUESDAY, MAY 2, 2023
6:30 - 8:00 PM
Dr. Martin Luther King Jr. Community Center Assembly Room
725 Main Diablo Ave.

For questions, please call 650-394-8700 or email bakerman@caltrain.com.

ESTIMADO VECINO DE CALTRAIN:

Los mejoraos de la calzada en el barrio de North San Mateo mejorarán la seguridad y el acceso de peatones y ciclistas. Los mejoras incluirán la creación de nuevos caminos peatonales y ciclistas, así como la mejora de la infraestructura y la creación de nuevos parques y espacios verdes.

El proyecto se construirá en etapas, con la primera etapa esperada para comenzar a finales de 2023. Las mejoras incluirán lo siguiente:

- Rutas peatonales y ciclistas
- Nuevos parques y espacios verdes
- Mejoras de la infraestructura

Se invita a los vecinos a unirse a una reunión comunitaria para discutir estas mejoras y responder a cualquier pregunta que puedan tener sobre el proyecto.

Unirse a nosotros para saber más sobre el proyecto en nuestra próxima reunión comunitaria:

LUNES 25 DE MAYO DE 2023
6:30 - 8:00 PM
Dr. Martin Luther King Jr. Community Center Assembly Room
725 Main Diablo Ave.

Para preguntas, llame al 650-394-8700 o envíe un correo electrónico a bakerman@caltrain.com.
Parking Fees to Increase

On Sept. 1, the daily parking fee will increase to $6, and Monthly parking permits will cost $50.

All day parking (24 hour limit) is available for Caltrain customers at most Caltrain stations. Higher rates are charged at the San Jose Diridon Caltrain Station parking lot during SAP Center events.

A Daily Parking Permit may be purchased for $5 from a station ticket machine. Monthly parking permits are sold only in conjunction with a Monthly Pass, Blue Ticket or Go Pass.

Rail Agency Experiencing Unprecedented Growth

As ridership continues to grow, surging more than 11 percent each year for the past three years, Caltrain's farebox revenue also is strong, this is helping to partially offset the agency's structural deficit and the increasing operating costs. Caltrain is projecting farebox revenue of $651 million and parking revenue of $35.7 million for FY2014. Passenger fares cover about 60 percent of the operating cost.

Since 2010, Caltrain has experienced a 38 percent increase in ridership. Based on the annual ridership counts conducted in February 2013, Caltrain is carrying more than 47,000 customers each weekday, nearly double its ridership since introducing the Baby Bullet service in 2004.

High demand has resulted in service constraints during the peak-hour commute.

"Caltrain is straining at the seams," said ChuckHarvey, deputy CEO of operations, engineering and construction. "We need to look for ways to add capacity to the existing system to take some pressure off the most popular trains and to provide a more comfortable ride for our passengers."

Bike Sharing Program Launches in August

Bike sharing bridges the last mile gap between transit and final destination for many commuters, and is coming to Caltrain.

The $7 million program, which will be operated by the Bay Area Air Quality Management District, the Metropolitan Transportation Commission and the Santa Clara Valley Transportation Authority, launches in August.

Bike sharing stations will be located at Caltrain stations in San Francisco, Redwood City, Palo Alto, San Antonio, Mountain View and San Jose. Participants pay to borrow a bike at a docking station and drop it off at another one close to their destination.
Caltrain for People with Disabilities

Using a Wheelchair or a Two-wheel Mobility Device on Caltrain

How to Board the Train

Use of the Lift

Wheelchairs and mobility devices are allowed on board Caltrain.

How to Get Off the Train

Wheelchair Accessibility

Over-Door Chair

Key Points

Caltrain for People with Disabilities

Onboard Access

Riding Caltrain if you have a Disability

Tactile Tactile

Signs

Boarding and Alighting

Seating

Caltrain's commitment to providing accessible services to all customers includes making their trains accessible to people with mobility aids such as wheelchairs. To use the wheelchair lift on Caltrain, follow these steps:

1. Approach the train and familiarize yourself with the area around the front doors.
2. Enter the train through the door designated for wheelchair use.
3. Locate and use the lift, which is usually situated next to the wheelchair area.
4. Push your wheelchair into the lift and ensure it is secure.

Once inside the train, look for designated seating areas for people with mobility aids. These seats are typically located near the front and back of the train, providing easy access to the doors. When it's time to exit, reverse the process:

1. Use the lift to return your wheelchair to ground level.
2. Exit the train and return to your designated platform.

Caltrain strives to make public transportation accessible to all, including people with disabilities.
Track the Fun (Listing of Community Events and Fun Destination using Caltrain)

San Jose Jazz Summer Fest
Downtown San Jose
Aug 9 - 11

Maker Faire Bay Area
San Mateo Event Center
May 18 & 19
Bike Rules

General
- Detachable and collapsible trailers aren’t allowed. Large bulky attachments which expand bike width such as saddlebags, backpacks and baskets, aren’t allowed to remain on bike.
- Bikes are not allowed on escalators and should be walked on station platforms and ramps.

Boarding
- Board designated bike cars only.
- Boarding is on a first-come, first-served basis.
- Be prepared to board when the train arrives; however, allow passengers to disembark first.
- Conductors are prohibited from handling bikes.

Onboard
- Quickly enter the bike car and allow room for other bicyclists that follow.
- Use bike "tags" to aid in organizing bike storage.
- No more than four bikes per rack.
- Keep kickstands up.
- Use the bungee cords provided to secure your bike, not bike locks.
- Aisle must be kept clear for emergency access.
- Sit or travel in the bike car if possible; keep the entrance area clear.
- Allow non-bike passengers to disembark first.
- In an emergency, follow the direction of train personnel and leave your bike on the train.

Caltrain offers more than 1,000 lockers at its stations for rent. Information and application at www.caltrain.com/bikelockers.

Other bike parking options are listed at www.caltrain.com/bikelockers.

Caltrain Information

Caltrain.com/bicycles
1.800.660.4287 (TTY 650.508.6448)
Clipper On Caltrain (In Spanish)

Utilice su tarjeta Clipper

Pose su tarjeta por el lector al inicio del viaje
1. Encuentre el lector de tarjetas Clipper de Caltrain en la terminal de su estación.  
2. Coloque su tarjeta sobre el símbolo de Clipper del lector.  
3. Si escucha un pitido y ve un número "Abierto al lector" en su visor, puede pasar su tarjeta.  
   Si escucha un pitido y ve un número "Cerrado al lector" en su visor, debe posicionar su tarjeta con el símbolo de Clipper en el lector y repetir el paso.  
4. En caso de errores, consulte las instrucciones en su manual del pasajero.  

Pose su tarjeta por el lector al final del viaje
Al llegar a su estación, pose su tarjeta al lector para cancelar el viaje.  

IMPORTANTE: Si usted tiene un horario de viaje electrónico, asegúrese de que su tarjeta esté insertada en el lector del viaje durante su viaje.  

¿Nuevos usuarios de Clipper?

¿Cómo pago la tarifa de Caltrain con Clipper?

¿Debo tener valor en efectivo en mi tarjeta Clipper?

¿Obtengo descuentos y bonificaciones con mi tarjeta Clipper?

¿Cómo obtengo una Actualización de bajas?

¿Qué primero?  

Comuníquese con nosotros:

¿Tiene otras preguntas sobre Clipper?  

¿Obtengo un Permiso de Estacionamiento?

Las personas que agendan un Permiso de Estacionamiento para Clipper pueden agendar el permiso para usar Caltrain.  

¿Cómo obtengo un Permiso de Estacionamiento?
E. LIMITED ENGLISH PROFICIENCY LANGUAGE ASSISTANCE PLAN

The following document is JPB’s Limited English Proficiency (LEP) Language Assistance Plan (LAP), updated for this Title VI Compliance Program submission.
Limited English Proficiency (LEP) Language Assistance Plan (LAP)

Prepared by Nancy Whelan Consulting
October 2013
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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 (LEP) people. As a recipient of Federal funds, Caltrain must “take reasonable steps to ensure meaningful access to their programs and activities by LEP persons.”

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.”

As a means of ensuring this access, the Federal Transit Administration 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, Caltrain undertook a needs assessment with the goal that all reasonable efforts should be made to ensure no member of its riding public is left underserved due to a limited ability to speak, read, write and understand English. Caltrain believes in the rights of all residents within its community, and furthermore wholeheartedly supports the overriding 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 will have a positive impact not only on LEP individuals themselves, but also on Caltrain ridership in general.

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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.
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 3,402,678.3

Caltrain has 29 regular stops, one special event-only stop (Stanford Stadium), and two weekend-only stops (Broadway and Atherton). 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. As of September 2013, Caltrain operates 92 weekday trips, 36 Saturday trips, and 32 Sunday trips.

Plan Methodology

A variety of data for the three counties within the Caltrain service area was combined to form the basis of the Caltrain LEP plan development. This included census data, information from the Department of Education Language Learner data set, a Caltrain On-Board Survey (October 2010), a Caltrain Shuttle Survey (October 2012) and information obtained through public outreach on the development of LEP plans in the service area.

Because Caltrain provides commuter rail service within three counties—each with their own robust bus and rail transit operators (VTA, San Francisco Municipal Transportation Agency, and SamTrans)—the 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 LEP plans. 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.

The plan was also informed by the existing translations being provided through the Caltrain website, on-board 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

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3 2012 Estimates: US Census Quickfacts
contact with LEP individuals. Finally, outreach to Community Based Organizations (CBOs) performed within the three counties provided a greater understanding of the needs of LEP communities, as well as preferred methods of communication in order to ensure that language is not a barrier to Caltrain’s programs and services.

**General Plan Findings**

By consulting the data sources identified above, the findings reveal the top 9 languages in the Caltrain service area that will inform the Language Assistance Plan:

- Spanish (or Spanish Creole)
- Chinese (Mandarin & Cantonese)
- Vietnamese
- Tagalog
- Korean
- Russian
- Japanese
- Persian
- Hindi (and Indian languages)

By a large margin, Spanish remains the most predominantly spoken language within the service area and within the Caltrain rider population. 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 to ensure that Spanish 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.
Limited English Proficiency: Four Factor Framework Analysis
Factor 1: Determining 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 reaching out to Community Based Organizations that serve LEP populations to obtain information from them to help assess the unique needs of the LEP populations.

Service Area Boundaries
In attempting to isolate the likely populations for consideration, the Caltrain Shuttle Survey was consulted to determine the catchment areas of Caltrain riders. Based on the survey data, the average distance to the Caltrain stop was 5 miles, while the median was 2 miles.

Table 1: Distance from Home to Station

<table>
<thead>
<tr>
<th>Distance</th>
<th>2012</th>
<th>2011</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 1 mile</td>
<td>18%</td>
<td>21%</td>
<td>17%</td>
</tr>
<tr>
<td>1-10 miles</td>
<td>68%</td>
<td>66%</td>
<td>69%</td>
</tr>
<tr>
<td>11-20 miles</td>
<td>5%</td>
<td>5%</td>
<td>4%</td>
</tr>
<tr>
<td>21-30 miles</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>31 or more miles</td>
<td>3%</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>No response</td>
<td>4%</td>
<td>6%</td>
<td>9%</td>
</tr>
<tr>
<td>TOTAL:</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Average:</td>
<td>5 miles</td>
<td>4 miles</td>
<td>4 miles</td>
</tr>
<tr>
<td>Median:</td>
<td>2 miles</td>
<td>2 miles</td>
<td>2 miles</td>
</tr>
</tbody>
</table>

Using the average distance from home, 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.

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4 Caltrain Shuttle Survey Oct 2012 p. 11 Corey, Canapary and Galanis Research
Map 1: Caltrain Service Area and Stations

Caltrain Service Area
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 2010 (census tract boundaries)
- American Community Survey 2007-2011 five-year sample languages of people that speak English less than “Very Well”
- California Department of Education (English Language Learners)
- Caltrain Customer Service Information
- Caltrain On-Board Survey 2010

Data Analysis
Using data from the American Community Survey (ACS) 5-year sample (2007-2011) within the three-county Caltrain service area, the estimated percentage of the population that indicated they speak English “Less than Very Well” is approximately 21.6%. 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, Vietnamese and Tagalog, 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.

Based on these guidelines, 22 discrete languages have more than 1,000 persons who speak English less than “Very Well” and would qualify as “Safe Harbor” languages, requiring the translation of vital documents. 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. This does not include three groups of languages (such as, “Other Pacific Island Languages”) that also have more than 1,000 individuals represented. The Safe Harbor

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5 FTA Circular 4702.1B
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 2,249 Thai speakers speak English “Less Than Very Well”, this equates to about .07% 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>
<thead>
<tr>
<th>Language</th>
<th>Total Caltrain Service Area</th>
<th>Speak English “Very Well”</th>
<th>Speak English Less Than &quot;Very Well&quot;</th>
<th>% of Total Caltrain Service Area Speaking English Less Than &quot;Very Well&quot;</th>
</tr>
</thead>
<tbody>
<tr>
<td>Speak only English</td>
<td>1,593,707</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Spanish or Spanish Creole:</strong></td>
<td>529,504</td>
<td>284,039</td>
<td>245,465</td>
<td>8.01%</td>
</tr>
<tr>
<td><strong>Chinese:</strong></td>
<td>312,597</td>
<td>136,337</td>
<td>176,260</td>
<td>5.75%</td>
</tr>
<tr>
<td><strong>Vietnamese:</strong></td>
<td>119,324</td>
<td>45,819</td>
<td>73,505</td>
<td>2.40%</td>
</tr>
<tr>
<td><strong>Tagalog:</strong></td>
<td>124,106</td>
<td>80,745</td>
<td>43,361</td>
<td>1.41%</td>
</tr>
<tr>
<td><strong>Korean:</strong></td>
<td>34,403</td>
<td>16,386</td>
<td>18,017</td>
<td>0.59%</td>
</tr>
<tr>
<td><strong>Russian:</strong></td>
<td>32,083</td>
<td>16,517</td>
<td>15,566</td>
<td>0.51%</td>
</tr>
<tr>
<td><strong>Japanese:</strong></td>
<td>24,862</td>
<td>13,792</td>
<td>11,070</td>
<td>0.36%</td>
</tr>
<tr>
<td><strong>Other Asian languages:</strong></td>
<td>43,627</td>
<td>33,279</td>
<td>10,348</td>
<td>0.34%</td>
</tr>
<tr>
<td><strong>Other Indic languages:</strong></td>
<td>29,198</td>
<td>20,508</td>
<td>8,690</td>
<td>0.28%</td>
</tr>
<tr>
<td><strong>Persian:</strong></td>
<td>20,184</td>
<td>13,345</td>
<td>6,839</td>
<td>0.22%</td>
</tr>
<tr>
<td><strong>Other Pacific Island languages:</strong></td>
<td>18,459</td>
<td>11,637</td>
<td>6,822</td>
<td>0.22%</td>
</tr>
<tr>
<td><strong>Hindi:</strong></td>
<td>35,590</td>
<td>30,239</td>
<td>5,351</td>
<td>0.17%</td>
</tr>
<tr>
<td><strong>Arabic:</strong></td>
<td>14,598</td>
<td>9,604</td>
<td>4,994</td>
<td>0.16%</td>
</tr>
<tr>
<td><strong>Portuguese or Portuguese Creole:</strong></td>
<td>12,209</td>
<td>7,563</td>
<td>4,646</td>
<td>0.15%</td>
</tr>
<tr>
<td><strong>French (incl. Patois, Cajun):</strong></td>
<td>21,280</td>
<td>17,882</td>
<td>3,398</td>
<td>0.11%</td>
</tr>
<tr>
<td><strong>Mon-Khmer, Cambodian:</strong></td>
<td>5,402</td>
<td>2,195</td>
<td>3,207</td>
<td>0.10%</td>
</tr>
<tr>
<td><strong>Italian:</strong></td>
<td>11,514</td>
<td>8,581</td>
<td>2,933</td>
<td>0.10%</td>
</tr>
<tr>
<td><strong>African languages:</strong></td>
<td>6,224</td>
<td>3,803</td>
<td>2,421</td>
<td>0.08%</td>
</tr>
<tr>
<td><strong>Thai:</strong></td>
<td>4,296</td>
<td>2,047</td>
<td>2,249</td>
<td>0.07%</td>
</tr>
<tr>
<td><strong>German:</strong></td>
<td>14,244</td>
<td>12,421</td>
<td>1,823</td>
<td>0.06%</td>
</tr>
<tr>
<td><strong>Serbo-Croatian:</strong></td>
<td>5,145</td>
<td>3,367</td>
<td>1,778</td>
<td>0.06%</td>
</tr>
<tr>
<td><strong>Gujarati:</strong></td>
<td>7,764</td>
<td>6,110</td>
<td>1,654</td>
<td>0.05%</td>
</tr>
<tr>
<td><strong>Other and unspecified languages:</strong></td>
<td>3,706</td>
<td>2,392</td>
<td>1,314</td>
<td>0.04%</td>
</tr>
<tr>
<td><strong>Urdu:</strong></td>
<td>6,790</td>
<td>5,540</td>
<td>1,250</td>
<td>0.04%</td>
</tr>
<tr>
<td><strong>Other Slavic languages:</strong></td>
<td>3,686</td>
<td>2,465</td>
<td>1,221</td>
<td>0.04%</td>
</tr>
<tr>
<td><strong>Armenian:</strong></td>
<td>3,507</td>
<td>2,390</td>
<td>1,117</td>
<td>0.04%</td>
</tr>
<tr>
<td><strong>Polish:</strong></td>
<td>2,948</td>
<td>1,932</td>
<td>1,016</td>
<td>0.03%</td>
</tr>
<tr>
<td><strong>Hebrew:</strong></td>
<td>5,882</td>
<td>4,872</td>
<td>1,010</td>
<td>0.03%</td>
</tr>
<tr>
<td>Other Indo-European languages:</td>
<td>3,759</td>
<td>2,802</td>
<td>957</td>
<td>0.03%</td>
</tr>
<tr>
<td><strong>Laotian:</strong></td>
<td>1,725</td>
<td>814</td>
<td>911</td>
<td>0.03%</td>
</tr>
<tr>
<td><strong>Greek:</strong></td>
<td>3,662</td>
<td>2,939</td>
<td>723</td>
<td>0.02%</td>
</tr>
<tr>
<td>Scandinavian languages:</td>
<td>3,666</td>
<td>3,248</td>
<td>418</td>
<td>0.01%</td>
</tr>
<tr>
<td>Other West Germanic languages:</td>
<td>3,087</td>
<td>2,724</td>
<td>363</td>
<td>0.01%</td>
</tr>
<tr>
<td><strong>Hungarian:</strong></td>
<td>1,252</td>
<td>939</td>
<td>313</td>
<td>0.01%</td>
</tr>
<tr>
<td><strong>Hmong:</strong></td>
<td>742</td>
<td>488</td>
<td>254</td>
<td>0.01%</td>
</tr>
<tr>
<td><strong>Yiddish:</strong></td>
<td>201</td>
<td>90</td>
<td>111</td>
<td>0.00%</td>
</tr>
<tr>
<td>Other Native North American languages:</td>
<td>735</td>
<td>627</td>
<td>108</td>
<td>0.00%</td>
</tr>
<tr>
<td><strong>French Creole:</strong></td>
<td>255</td>
<td>241</td>
<td>14</td>
<td>0.00%</td>
</tr>
<tr>
<td><strong>Navajo:</strong></td>
<td>31</td>
<td>21</td>
<td>10</td>
<td>0.00%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>3,065,954</strong></td>
<td><strong>810,740</strong></td>
<td><strong>661,507</strong></td>
<td><strong>21.58%</strong></td>
</tr>
</tbody>
</table>
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 12% of the households would be considered linguistically isolated. Table 4 provides the information for Linguistic Isolation by county. Averages may not add to 100% due to sampling variability.

**Table 3: Linguistically Isolated Households in Caltrain Service Area**

<table>
<thead>
<tr>
<th>Linguistically Isolated Households</th>
<th>Estimate Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Considered &quot;Linguistically Isolated&quot;</td>
<td>11.8%</td>
</tr>
<tr>
<td>Households Speaking--</td>
<td></td>
</tr>
<tr>
<td>• Spanish</td>
<td>24.2%</td>
</tr>
<tr>
<td>• Other Indo-European languages</td>
<td>15.8%</td>
</tr>
<tr>
<td>• Asian and Pacific Island languages</td>
<td>30.5%</td>
</tr>
<tr>
<td>• Other languages</td>
<td>15.6%</td>
</tr>
</tbody>
</table>

Source: US Census American Community Survey 2007-2011 Table S1602

**Table 4: Percentages of Linguistically Isolated Households by County**

<table>
<thead>
<tr>
<th>Linguistically Isolated Households</th>
<th>San Francisco</th>
<th>San Mateo</th>
<th>Santa Clara</th>
</tr>
</thead>
<tbody>
<tr>
<td>Considered Linguistically Isolated</td>
<td>13.5%</td>
<td>9.7%</td>
<td>12.1%</td>
</tr>
<tr>
<td>• Spanish</td>
<td>22.8%</td>
<td>26.5%</td>
<td>24.1%</td>
</tr>
<tr>
<td>• Other Indo European</td>
<td>22.3%</td>
<td>13.3%</td>
<td>13.3%</td>
</tr>
<tr>
<td>• Asian and Pacific Island</td>
<td>40.3%</td>
<td>23.3%</td>
<td>28.4%</td>
</tr>
<tr>
<td>• Other Languages</td>
<td>13.3%</td>
<td>13.1%</td>
<td>17.9%</td>
</tr>
</tbody>
</table>

Source: US Census American Community Survey 2007-2011 Table S1602

**GIS Analysis of the American Community Survey, 2007-2011**

In order 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 seven discrete languages from the ACS data which represent greater than 10,000 individuals per language:

- Spanish or Spanish Creole
- Chinese
- Vietnamese
- Tagalog
- Korean
- Russian
- Japanese
Map 2: Caltrain Service Area LEP Concentrations--San Francisco to Menlo Park

Limited English Proficiency Concentrations:
San Francisco County and San Mateo County

Legend
- Caltrain Station
- Caltrain Route
- LEP Percent of Census Tract
  - Less than average (<22%)
  - 22% - 30%
  - 30% - 40%
  - 40% - 50%
  - >50%

Note: LEP percentage reflects percentage of persons over five years of age that speak English less than "very well." Data is presented by census tract.

Data Source: US Census Bureau
2007-2011 American Community Survey
Table B16001
Map 3: Caltrain Service Area LEP Concentrations-- Menlo Park to Gilroy

Limited English Proficiency Concentrations:
Santa Clara County

Legend
- Caltrain Station
- Caltrain Route
- LEP Percent of Census Tract
  - Less than average (<22%)
  - 22% - 30%
  - 30% - 40%
  - 40% - 50%
  - >50%

Note: LEP percentage reflects percentage of persons over five years of age that speak English less than "very well."
Data is presented by census tract.

Data Source: US Census Bureau
2007-2011 American Community Survey
Table B16001
Map 4: Caltrain Service Area Spanish LEP Concentrations

Number of Spanish Speaking Persons Within Caltrain Service Area

Legend
- Caltrain Station
- Caltrain Route

Spanish Speaking Persons:
- 0 - 200
- 201 - 500
- 501 - 1000
- 1001 - 2000
- >2000

Note: Spanish speaking persons reflects number of persons over five years of age that speak Spanish and speak English less than "very well."

Data Source: US Census Bureau
2007-2011 American Community Survey
Table B16001

Data is presented by census tract.
Map 5: Caltrain Service Area Chinese LEP Concentrations

Number of Chinese Speaking Persons Within Caltrain Service Area

Legend
- Caltrain Station
- Caltrain Route

Chinese Speaking Persons:
- 0 - 150
- 151 - 500
- 501 - 1000
- 1001 - 2000
- >2000

Note: Chinese speaking persons reflects number of persons over five years of age that speak Chinese and speak English less than "very well."

Data Source: US Census Bureau
2007-2011 American Community Survey
Table B16001

Data is presented by census tract.
Map 6: Caltrain Service Area Vietnamese LEP Concentrations

Number of Vietnamese Speaking Persons Within Caltrain Service Area

Legend
- Caltrain Station
- Caltrain Route

Vietnamese Speaking Persons:
- 0 - 75
- 75 - 250
- 250 - 500
- 500 - 750
- >750

Note: Vietnamese speaking persons reflects number of persons over five years of age that speak Vietnamese and speak English less than “very well.”
Data is presented by census tract.

Data Source: US Census Bureau
2007-2011 American Community Survey
Table B16001
Map 7: Caltrain Service Area Tagalog LEP Concentrations

Number of Tagalog Speaking Persons Within Caltrain Service Area

Legend
- Caltrain Station
- Caltrain Route
Tagalog Speaking Persons:
- 0 - 25
- 25 - 100
- 100 - 250
- 250 - 500
- >500

Note: Tagalog speaking persons reflects number of persons over five years of age that speak Tagalog and speak English less than "very well."

Data Source: US Census Bureau
2007-2011 American Community Survey
Table B16001

Data is presented by census tract.
Map 8: Caltrain Service Area Korean LEP Concentrations

Number of Korean Speaking Persons Within Caltrain Service Area

Legend
- Caltrain Station
- Caltrain Route

Korean Speaking Persons:
- 0 - 25
- 25 - 75
- 75 - 150
- >150

Note: Korean speaking persons reflects number of persons over five years of age that speak Korean and speak English less than "very well."

Data is presented by census tract.

Data Source: US Census Bureau
2007-2011 American Community Survey
Table B16001
Map 9: Caltrain Service Area Russian LEP Concentrations

Number of Russian Speaking Persons Within Caltrain Service Area

Legend
- Caltrain Station
- Caltrain Route

Russian Speaking Persons:
- 0 - 25
- 25 - 100
- 100 - 250
- >250

Note: Russian speaking persons reflects number of persons over five years of age that speak Russian and speak English less than “very well.”

Data Source: US Census Bureau
2007-2011 American Community Survey
Table B16001
Map 10: Caltrain Service Area Japanese LEP Concentrations

Number of Japanese Speaking Persons Within Caltrain Service Area

Legend
- Caltrain Station
- Caltrain Route
- Japanese Speaking Persons:
  - 0 - 50
  - 50 - 100
  - 100 - 200
  - >200

Note: Japanese speaking persons reflects number of persons over five years of age that speak Japanese and speak English less than "very well."

Data is presented by census tract.

Data Source: US Census Bureau
2007-2011 American Community Survey
Table B16001
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) 2012-13 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 all of the most common languages reported spoken are within the 22 languages identified as “Safe Harbor” languages by the census data analysis.

Table 5 provides a breakdown of the primary language of the Department of Education English Learners reported for the school districts in all three counties of the Caltrain service area. Appendix A contains a breakdown of language by county.
<table>
<thead>
<tr>
<th>Language Name</th>
<th>Total English Learners</th>
<th>Percent of Total English Learners</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spanish</td>
<td>66,952</td>
<td>65.26%</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>8,168</td>
<td>7.96%</td>
</tr>
<tr>
<td>Cantonese</td>
<td>6,604</td>
<td>6.44%</td>
</tr>
<tr>
<td>Filipino (Pilipino or Tagalog)</td>
<td>4,061</td>
<td>3.96%</td>
</tr>
<tr>
<td>Mandarin (Putonghua)</td>
<td>3,142</td>
<td>3.06%</td>
</tr>
<tr>
<td>Other non-English languages</td>
<td>1,883</td>
<td>1.84%</td>
</tr>
<tr>
<td>Japanese</td>
<td>1,231</td>
<td>1.20%</td>
</tr>
<tr>
<td>Arabic</td>
<td>1,175</td>
<td>1.15%</td>
</tr>
<tr>
<td>Korean</td>
<td>1,108</td>
<td>1.08%</td>
</tr>
<tr>
<td>Russian</td>
<td>882</td>
<td>0.86%</td>
</tr>
<tr>
<td>Hindi</td>
<td>797</td>
<td>0.78%</td>
</tr>
<tr>
<td>Punjabi</td>
<td>769</td>
<td>0.75%</td>
</tr>
<tr>
<td>Tongan</td>
<td>441</td>
<td>0.43%</td>
</tr>
<tr>
<td>Farsi (Persian)</td>
<td>431</td>
<td>0.42%</td>
</tr>
<tr>
<td>Portuguese</td>
<td>429</td>
<td>0.42%</td>
</tr>
<tr>
<td>Telugu</td>
<td>329</td>
<td>0.32%</td>
</tr>
<tr>
<td>Hebrew</td>
<td>326</td>
<td>0.32%</td>
</tr>
<tr>
<td>French</td>
<td>323</td>
<td>0.31%</td>
</tr>
<tr>
<td>Urdu</td>
<td>309</td>
<td>0.30%</td>
</tr>
<tr>
<td>Khmer (Cambodian)</td>
<td>271</td>
<td>0.26%</td>
</tr>
<tr>
<td>Toishanese</td>
<td>240</td>
<td>0.23%</td>
</tr>
<tr>
<td>Samoan</td>
<td>229</td>
<td>0.22%</td>
</tr>
<tr>
<td>Ilocano</td>
<td>213</td>
<td>0.21%</td>
</tr>
<tr>
<td>Tamil</td>
<td>190</td>
<td>0.19%</td>
</tr>
<tr>
<td>Gujarati</td>
<td>187</td>
<td>0.18%</td>
</tr>
<tr>
<td>Burmese</td>
<td>169</td>
<td>0.16%</td>
</tr>
<tr>
<td>German</td>
<td>167</td>
<td>0.16%</td>
</tr>
<tr>
<td>Thai</td>
<td>117</td>
<td>0.11%</td>
</tr>
<tr>
<td>Tigrinya</td>
<td>115</td>
<td>0.11%</td>
</tr>
<tr>
<td>Language Name</td>
<td>Total English Learners</td>
<td>Percent of Total English Learners</td>
</tr>
<tr>
<td>--------------------------------------------------------</td>
<td>------------------------</td>
<td>-----------------------------------</td>
</tr>
<tr>
<td>Turkish</td>
<td>105</td>
<td>0.10%</td>
</tr>
<tr>
<td>Serbo-Croatian (Bosnian, Croatian, Serbian)</td>
<td>104</td>
<td>0.10%</td>
</tr>
<tr>
<td>Bengali</td>
<td>96</td>
<td>0.09%</td>
</tr>
<tr>
<td>Assyrian</td>
<td>94</td>
<td>0.09%</td>
</tr>
<tr>
<td>Italian</td>
<td>92</td>
<td>0.09%</td>
</tr>
<tr>
<td>Somali</td>
<td>90</td>
<td>0.09%</td>
</tr>
<tr>
<td>Kannada</td>
<td>82</td>
<td>0.08%</td>
</tr>
<tr>
<td>Marathi</td>
<td>81</td>
<td>0.08%</td>
</tr>
<tr>
<td>Dutch</td>
<td>69</td>
<td>0.07%</td>
</tr>
<tr>
<td>Lao</td>
<td>67</td>
<td>0.07%</td>
</tr>
<tr>
<td>Armenian</td>
<td>58</td>
<td>0.06%</td>
</tr>
<tr>
<td>Indonesian</td>
<td>58</td>
<td>0.06%</td>
</tr>
<tr>
<td>Polish</td>
<td>48</td>
<td>0.05%</td>
</tr>
<tr>
<td>Rumanian</td>
<td>36</td>
<td>0.04%</td>
</tr>
<tr>
<td>Taiwanese</td>
<td>35</td>
<td>0.03%</td>
</tr>
<tr>
<td>Cebuano (Visayan)</td>
<td>33</td>
<td>0.03%</td>
</tr>
<tr>
<td>Pashto</td>
<td>33</td>
<td>0.03%</td>
</tr>
<tr>
<td>Greek</td>
<td>31</td>
<td>0.03%</td>
</tr>
<tr>
<td>Ukrainian</td>
<td>28</td>
<td>0.03%</td>
</tr>
<tr>
<td>Hungarian</td>
<td>21</td>
<td>0.02%</td>
</tr>
<tr>
<td>Hmong</td>
<td>19</td>
<td>0.02%</td>
</tr>
<tr>
<td>Mien (Yao)</td>
<td>12</td>
<td>0.01%</td>
</tr>
<tr>
<td>Albanian</td>
<td>11</td>
<td>0.01%</td>
</tr>
<tr>
<td>Chaozhou (Chiuchow)</td>
<td>9</td>
<td>0.01%</td>
</tr>
<tr>
<td>Chamorro (Guamanian)</td>
<td>8</td>
<td>0.01%</td>
</tr>
<tr>
<td>Marshallese</td>
<td>4</td>
<td>0.00%</td>
</tr>
<tr>
<td>Kurdish (Kurdi, Kurmanji)</td>
<td>3</td>
<td>0.00%</td>
</tr>
<tr>
<td>Chaldean</td>
<td>2</td>
<td>0.00%</td>
</tr>
<tr>
<td>Mixteco</td>
<td>1</td>
<td>0.00%</td>
</tr>
</tbody>
</table>
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 On-Board Survey (October 2010).  

On-Board Survey
According to the On-Board Survey, “almost all riders (96%) speak English Well or Very Well.”7 85% of respondents indicated that English is spoken in the home “Very Well”. 14% indicate that English is spoken in the home “Less Than Very Well.” When asked about English use in the home, the following response percentages were reported.

However, because the survey questionnaire did not ask about the rider, but about “English spoken in the home,” this can only provide limited information about the rider who may or may not need language assistance. For purposes of the LEP analysis, we will assume the worst case: that 15% of riders who do not speak English better than “Very Well” may need language assistance.

The analysis also considers other aspects of survey responses to understand the language stratification of those who do not indicate that English is spoken well in their home. For the most part, the top languages correspond to the languages previously presented from the ACS and DOE English Learner data. Table 6 presents the languages spoken in households that speak English less than “Very Well”.

---

6 Caltrain On-Board Survey 2010: Corey, Canapary and Galanis Research
7 Ibid
Table 6: Percentage of Caltrain Riders in Households that speak English less than “Very Well”

<table>
<thead>
<tr>
<th>Language</th>
<th>Percentage of Households that Speak English Less Than Very Well</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spanish</td>
<td>29.6%</td>
</tr>
<tr>
<td>Mandarin</td>
<td>15.7%</td>
</tr>
<tr>
<td>Hindi or Other Indian Language</td>
<td>13.9%</td>
</tr>
<tr>
<td>Cantonese</td>
<td>8.3%</td>
</tr>
<tr>
<td>Tagalog</td>
<td>6.3%</td>
</tr>
<tr>
<td>Russian</td>
<td>4.6%</td>
</tr>
<tr>
<td>Korean</td>
<td>3.1%</td>
</tr>
<tr>
<td>Other</td>
<td>3.0%</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>2.6%</td>
</tr>
<tr>
<td>French</td>
<td>2.6%</td>
</tr>
<tr>
<td>Japanese</td>
<td>2.0%</td>
</tr>
<tr>
<td>German</td>
<td>1.7%</td>
</tr>
<tr>
<td>Persian/Farsi</td>
<td>1.7%</td>
</tr>
<tr>
<td>Hebrew</td>
<td>1.5%</td>
</tr>
<tr>
<td>Nepali</td>
<td>0.9%</td>
</tr>
<tr>
<td>Thai</td>
<td>0.9%</td>
</tr>
<tr>
<td>Arabic</td>
<td>0.7%</td>
</tr>
<tr>
<td>Polish</td>
<td>0.7%</td>
</tr>
<tr>
<td>Portuguese</td>
<td>0.7%</td>
</tr>
<tr>
<td>Burmese</td>
<td>0.6%</td>
</tr>
<tr>
<td>Finnish</td>
<td>0.6%</td>
</tr>
<tr>
<td>Turkish</td>
<td>0.6%</td>
</tr>
<tr>
<td>Croatian</td>
<td>0.4%</td>
</tr>
<tr>
<td>Hungarian</td>
<td>0.4%</td>
</tr>
<tr>
<td>Indonesian</td>
<td>0.4%</td>
</tr>
<tr>
<td>Italian</td>
<td>0.4%</td>
</tr>
<tr>
<td>Dutch</td>
<td>0.2%</td>
</tr>
<tr>
<td>Swedish</td>
<td>0.2%</td>
</tr>
<tr>
<td>Tibetan</td>
<td>0.2%</td>
</tr>
<tr>
<td>Urdu</td>
<td>0.2%</td>
</tr>
</tbody>
</table>

Source: Caltrain On-Board Survey 2010
Language Line Data
Caltrain call-in Customer Service provides AT&T Language Line assistance for those needing translation services. The information contained in Table 7 below, provides the number of calls that used AT&T Language Line services. This provides a good corroboration of the languages that are most often used by individuals seeking language assistance. Additionally, translation services for Caltrain customers are also provided by in-house staff who are paid a stipend for translation services. Table 8 summarizes the tracking of the number and languages that were provided by Customer Service staff during the last year. Even though this information represents both calls for Caltrain and for SamTrans, it provides further information about languages being currently requested for translation. When viewing these numbers in totality, total translations requested amount to about 0.3% of all Call Center calls, provided in Table 9.

Table 7: Language Line Usage from June 1, 2012 to May 31, 2013

<table>
<thead>
<tr>
<th>Languages</th>
<th>Annual Estimated Number of Translations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spanish</td>
<td>306</td>
</tr>
<tr>
<td>Mandarin</td>
<td>15</td>
</tr>
<tr>
<td>Cantonese</td>
<td>7</td>
</tr>
<tr>
<td>Tagalog</td>
<td>1</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>1</td>
</tr>
<tr>
<td>Korean</td>
<td>1</td>
</tr>
<tr>
<td>Indonesian</td>
<td>1</td>
</tr>
<tr>
<td>French</td>
<td>1</td>
</tr>
<tr>
<td>Mongolian</td>
<td>1</td>
</tr>
</tbody>
</table>

Table 8: Call Center Translations

<table>
<thead>
<tr>
<th>Language</th>
<th>Annual Number of Call &amp; Translations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spanish</td>
<td>576</td>
</tr>
<tr>
<td>Tagalog</td>
<td>96</td>
</tr>
<tr>
<td>Mandarin</td>
<td>24</td>
</tr>
</tbody>
</table>

Table 9: Total Calls to Translations

<table>
<thead>
<tr>
<th>Languages</th>
<th>Annual Estimated Calls and Translations</th>
</tr>
</thead>
<tbody>
<tr>
<td>English</td>
<td>300,000</td>
</tr>
<tr>
<td>All translations</td>
<td>1,030</td>
</tr>
<tr>
<td>Percent of all calls translated</td>
<td>0.3%</td>
</tr>
</tbody>
</table>

Factor 1 Findings:
Factor 1 of the LEP Plan was undertaken to assess the proportion of LEP individuals that may encounter or use the Caltrain services. A number of data sources were used as a way to inform the conclusions, including the American Community Survey (census), the California Department of Education English Learners, and information from the most recent Caltrain On-Board survey.
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:

- 22 Discrete languages qualify under the “Safe Harbor Provision” for written materials
- 9 Languages represent the top languages spoken in the Caltrain service area
- 7 Languages represent those predominantly spoken in the home by Caltrain riders

Table 10, below, combines the outputs of the data considered and presents a ranking of the languages by the data used. Using this to determine the prevalence of the Safe Harbor Languages, the top 9 highlighted languages are identified as those that should be considered for translation service. However, only Spanish could be considered a predominant language using all data sets, as it is almost twice as prevalent as other languages in all of the data sets.

**Table 10: Top 9 Predominant Languages within Caltrain Service Area**

<table>
<thead>
<tr>
<th>Safe Harbor Language</th>
<th>American Community Survey</th>
<th>Department of Education English Learners</th>
<th>Caltrain On Board Survey</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spanish (or Spanish Creole)</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Chinese (Mandarin &amp; Cantonese)</td>
<td>2</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>3</td>
<td>3</td>
<td>9</td>
</tr>
<tr>
<td>Tagalog</td>
<td>4</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Korean</td>
<td>5</td>
<td>7</td>
<td>7</td>
</tr>
<tr>
<td>Russian</td>
<td>6</td>
<td>8</td>
<td>6</td>
</tr>
<tr>
<td>Japanese</td>
<td>7</td>
<td>5</td>
<td>11</td>
</tr>
<tr>
<td>Persian</td>
<td>8</td>
<td>12</td>
<td>13</td>
</tr>
<tr>
<td>Hindi (both Hindi or Other Indian)</td>
<td>9</td>
<td>9</td>
<td>3</td>
</tr>
<tr>
<td>Arabic</td>
<td>10</td>
<td>6</td>
<td>17</td>
</tr>
<tr>
<td>Portuguese or Portuguese Creole</td>
<td>11</td>
<td>13</td>
<td>19</td>
</tr>
<tr>
<td>French (incl. Patois, Cajun)</td>
<td>12</td>
<td>16</td>
<td>10</td>
</tr>
<tr>
<td>Mon-Khmer, Cambodian</td>
<td>13</td>
<td>18</td>
<td>33</td>
</tr>
<tr>
<td>Italian</td>
<td>14</td>
<td>32</td>
<td>26</td>
</tr>
<tr>
<td>Thai</td>
<td>15</td>
<td>26</td>
<td>16</td>
</tr>
<tr>
<td>German</td>
<td>16</td>
<td>25</td>
<td>12</td>
</tr>
<tr>
<td>Serbo-Croatian</td>
<td>17</td>
<td>29</td>
<td>23</td>
</tr>
<tr>
<td>Gujarati</td>
<td>18</td>
<td>23</td>
<td>N/A</td>
</tr>
<tr>
<td>Urdu</td>
<td>19</td>
<td>17</td>
<td>30</td>
</tr>
<tr>
<td>Armenian</td>
<td>20</td>
<td>38</td>
<td>N/A</td>
</tr>
<tr>
<td>Polish</td>
<td>21</td>
<td>40</td>
<td>18</td>
</tr>
<tr>
<td>Hebrew</td>
<td>22</td>
<td>15</td>
<td>14</td>
</tr>
</tbody>
</table>
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.” Strategies that help serve an LEP person on a one-time basis will be very different than those that may serve LEP persons on a daily basis. 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 2010 On-Board Survey
- Calls to Caltrain Customer Service Number and Language Line Use
- Caltrain website page views
- September 2013 survey of frontline Caltrain employees*
- Review of Community Based Organization (CBO) Interaction

Caltrain On Board Survey 2010
As noted in Factor 1, the vast majority of Caltrain riders speak English “Very Well” (85%), while 11% speak English “Well”, 3% speak English “Not Well”, and 1% do not speak English at all. Knowing this helps inform the frequency that non-English speaking riders come in contact with Caltrain’s services.

Using survey data, it appears that LEP persons use Caltrain frequently. Over 50% of those that indicate that they live in households where English is spoken less than “Very Well” use Caltrain 5 days a week or more. However, as referenced earlier, these percentages are based on the households and may not reflect the actual Caltrain rider. Table 11 presents the frequency of using Caltrain for those who live in households that speak English “Less Than Very Well.”

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* For purposes of this LAP, employees of the San Mateo County Transit District and Transit America Services Incorporated who interact with Caltrain passengers are referred to as “Caltrain employees.”
Table 11: Frequency of Caltrain Usage by Riders who Speak English "Less Than Very Well"

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 - 7 Days a Week</td>
<td>9.01%</td>
</tr>
<tr>
<td>5 days/week</td>
<td>43.21%</td>
</tr>
<tr>
<td>4 days/week</td>
<td>10.38%</td>
</tr>
<tr>
<td>3 days/week</td>
<td>6.72%</td>
</tr>
<tr>
<td>2 days/week</td>
<td>6.87%</td>
</tr>
<tr>
<td>1 day/week</td>
<td>4.12%</td>
</tr>
<tr>
<td>1-3 days/month</td>
<td>5.65%</td>
</tr>
<tr>
<td>Less than once a month</td>
<td>14.05%</td>
</tr>
<tr>
<td>Total</td>
<td>100.00%</td>
</tr>
</tbody>
</table>

Caltrain Frontline Employee Survey

In order to help determine the frequency of contact, an employee survey was distributed regarding both the frequency of contact as well as the languages of the LEP populations encountered. The survey was distributed to front-line employees (Customer Service Representatives and Train Conductors) and is attached in Appendix B. It was neither designed nor conducted to be a statistically valid survey; rather, it was designed to get an anecdotal sense of the employees’ experience with LEP populations. If LEP persons come in contact more frequently than English speakers, it may reflect the need for language services.

The employee survey provided insight that LEP persons are not the predominant users of Caltrain services; and while Caltrain employees cross paths with LEP persons, they do not represent a large percentage of those with whom they interact. Even though the majority of the employees indicated that they came in contact with LEP persons (95%), about half indicated that it was a few times a day or more. Table 12 presents Caltrain staff responses as to how often they come in contact with those that are unable to communicate well in English.

Table 12: Frequency of Caltrain Employees Encountering LEP persons

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Many times per day (more than six)</td>
<td>11%</td>
</tr>
<tr>
<td>A few times a day</td>
<td>39%</td>
</tr>
<tr>
<td>A few times week</td>
<td>41%</td>
</tr>
<tr>
<td>A few times a month</td>
<td>7%</td>
</tr>
<tr>
<td>Less than once a month</td>
<td>2%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
</tr>
</tbody>
</table>

However, even though 50% of employees indicated that they came in contact with LEP populations a few times a day or more, this only reflected a little more than 10% of their total volume of customer interactions.
As the analysis in Factor 1 shows with regard to the types of languages spoken by these LEP persons, Spanish was the most frequently encountered language of LEP persons. When the Customer Service personnel were asked, “Which of these languages do you recognize as being often used by limited or non-English speaking customers and/or members of the public you encounter,” 100% of the respondents said “Spanish”. Table 13 reflects the percentages of the non-English languages most often encountered by Caltrain employees and corresponds to the findings from Factor 1.

**Table 13: Languages Encountered Most Often by Caltrain Employees**

<table>
<thead>
<tr>
<th>Language</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spanish</td>
<td>93%</td>
</tr>
<tr>
<td>Chinese</td>
<td>89%</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>45%</td>
</tr>
<tr>
<td>Japanese</td>
<td>45%</td>
</tr>
<tr>
<td>Hindi</td>
<td>25%</td>
</tr>
<tr>
<td>Russian</td>
<td>25%</td>
</tr>
<tr>
<td>Korean</td>
<td>23%</td>
</tr>
<tr>
<td>Tagalog</td>
<td>14%</td>
</tr>
<tr>
<td>Persian</td>
<td>14%</td>
</tr>
</tbody>
</table>

*multiple answers allowed

**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, Caltrain also compiles information from the Caltrain website regarding numbers of translations sought through the website, which offers a Google Translate option. Of the 42 million unique page views between July 2010 and July 2013, only 6,149 translations were sought. Whether this is due to the fact that the translations do not provide the type of information sought, or whether this is due to LEP populations seeking information from other sources is unclear. This also corresponds to information from the Caltrain On-Board Survey that reflects that 71% of riders from households that speak English “Less than Very well” do not visit [www.caltrain.com](http://www.caltrain.com).

**CBO and LEP Outreach**

Because CBO and LEP outreach was conducted by all three of the main transit districts (SamTrans, VTA and SF MUNI) within the last year, the Caltrain LEP Plan capitalizes on the work completed by these agencies, and augmented the effort with some additional outreach to CBOs. This ensures that the information collected and reviewed represented the best understanding of the needs of the LEP population. These CBOs were identified based on their intimate ties with populations in the counties that were considered language-isolated or disenfranchised for cultural, language, or income-related reasons. The outreach helped identify the issues that LEP populations have, as well as to brainstorm ideas to improve their riding experience (that are addressed in Factor 3). Table 14 provides the CBOs that were contacted. Appendix C also provides addresses for the CBOs consulted.
## Table 14: CBOs contacted and Language Constituency

<table>
<thead>
<tr>
<th>CBO Name</th>
<th>Language Constituency</th>
</tr>
</thead>
<tbody>
<tr>
<td>African Community Health Institute</td>
<td>Tigrinya, Amharic, Swahili, Somali, and Arabic</td>
</tr>
<tr>
<td>Arab Resource &amp; Organizing Center</td>
<td>Arabic</td>
</tr>
<tr>
<td>Asian Americans for Community Involvement</td>
<td>Asian</td>
</tr>
<tr>
<td>Asian Pacific American Community Center</td>
<td>Chinese</td>
</tr>
<tr>
<td>Asian Pacific Islander American Public Affairs Association Bay Area Chapter</td>
<td>Asian</td>
</tr>
<tr>
<td>Bayshore Child Care Services</td>
<td>Various</td>
</tr>
<tr>
<td>Bayview Multi-Purpose Senior Center</td>
<td>English as Second Language</td>
</tr>
<tr>
<td>Cameron House</td>
<td>Chinese</td>
</tr>
<tr>
<td>Catholic Charities’ Refugee &amp; Immigrant Forum</td>
<td>Various</td>
</tr>
<tr>
<td>Chicana Latina Foundation</td>
<td>Spanish</td>
</tr>
<tr>
<td>Chinatown Community Development Center</td>
<td>Chinese</td>
</tr>
<tr>
<td>Chinese for Affirmative Action</td>
<td>Chinese</td>
</tr>
<tr>
<td>Chinese Progressive Association</td>
<td>Chinese</td>
</tr>
<tr>
<td>Coastside Hope</td>
<td>Chinese, Filipino, Portuguese, Russian, Spanish</td>
</tr>
<tr>
<td>College of San Mateo</td>
<td>Various</td>
</tr>
<tr>
<td>College Track East Palo Alto</td>
<td>Various</td>
</tr>
<tr>
<td>Daly City Community Service Center</td>
<td>English, Spanish, Tagalog</td>
</tr>
<tr>
<td>Daly City Friendship Center/Mental Health Association of San Mateo County</td>
<td>Various</td>
</tr>
<tr>
<td>Daly City Youth Health Center</td>
<td>Various</td>
</tr>
<tr>
<td>Fair Oaks Community Center</td>
<td>Spanish</td>
</tr>
<tr>
<td>Family Crossroads/Shelter Network of San Mateo County</td>
<td>Various</td>
</tr>
<tr>
<td>Filipino Community Center San Francisco</td>
<td>Filipino</td>
</tr>
<tr>
<td>Filipino-American Chamber of Commerce</td>
<td>Filipino</td>
</tr>
<tr>
<td>First Filipino American United Church of Christ</td>
<td>Filipino</td>
</tr>
<tr>
<td>Gujarati Cultural Association of Bay Area</td>
<td>Guajarati</td>
</tr>
<tr>
<td>Hunters Point Family</td>
<td>Various</td>
</tr>
<tr>
<td>India Community Center</td>
<td>Indian Languages</td>
</tr>
<tr>
<td>Indo American Chamber of Commerce</td>
<td>Indian Languages</td>
</tr>
<tr>
<td>Japanese American Community Center</td>
<td>Japanese</td>
</tr>
<tr>
<td>Japanese Chamber of Commerce</td>
<td>Japanese</td>
</tr>
<tr>
<td>Jewish Family and Children’s Services</td>
<td>Russian</td>
</tr>
<tr>
<td>Jordanian American Association</td>
<td>Arabic</td>
</tr>
<tr>
<td>Korean American Community Services</td>
<td>Korean</td>
</tr>
<tr>
<td>CBO Name</td>
<td>Language Constituency</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
<td>-----------------------------------------------</td>
</tr>
<tr>
<td>Korean American Professional Society</td>
<td>Korean</td>
</tr>
<tr>
<td>Korean Community Center</td>
<td>Korean</td>
</tr>
<tr>
<td>Lady of Pillar Catholic Church</td>
<td>Spanish</td>
</tr>
<tr>
<td>Language Pacifica</td>
<td>English as Second Language</td>
</tr>
<tr>
<td>Liwanag Kultural Center</td>
<td>Filipino</td>
</tr>
<tr>
<td>Metropolitan Education District</td>
<td>ESL-Various</td>
</tr>
<tr>
<td>Mexican American Community Services</td>
<td>Spanish</td>
</tr>
<tr>
<td>Mid-Peninsula Housing</td>
<td>Various</td>
</tr>
<tr>
<td>Mission Neighborhood Center</td>
<td>Spanish</td>
</tr>
<tr>
<td>Moon Ridge Apartments</td>
<td>Various</td>
</tr>
<tr>
<td>Neighborhood Jobs Initiative</td>
<td>Various</td>
</tr>
<tr>
<td>North Peninsula Neighborhood Services</td>
<td>Spanish</td>
</tr>
<tr>
<td>Northern Peninsula Mandarin School</td>
<td>Chinese</td>
</tr>
<tr>
<td>Organization of Chinese Americans</td>
<td>Chinese</td>
</tr>
<tr>
<td>Our Second Home</td>
<td>Various</td>
</tr>
<tr>
<td>Pars Equality Center</td>
<td>English as Second Language</td>
</tr>
<tr>
<td>Peninsula Interfaith Action</td>
<td>Spanish</td>
</tr>
<tr>
<td>Persian American Society</td>
<td>Persian</td>
</tr>
<tr>
<td>Persian Center</td>
<td>Persian</td>
</tr>
<tr>
<td>Pilipino Bayanihan Resource Center</td>
<td>Filipino</td>
</tr>
<tr>
<td>Pillar Ridge Manufactured Home Community</td>
<td>Spanish</td>
</tr>
<tr>
<td>Public Advocates</td>
<td>Spanish</td>
</tr>
<tr>
<td>Puente De La Costa Sur</td>
<td>Spanish</td>
</tr>
<tr>
<td>Renaissance Entrepreneurship Center</td>
<td>Spanish</td>
</tr>
<tr>
<td>Russian-American Community Services</td>
<td>Russian</td>
</tr>
<tr>
<td>Samaritan House</td>
<td>Spanish</td>
</tr>
<tr>
<td>San Bruno Chinese Church/Chinese School</td>
<td>Chinese</td>
</tr>
<tr>
<td>San Francisco Institute of English</td>
<td>Various</td>
</tr>
<tr>
<td>San Mateo County Commission on Disabilities Aging and Adult Services</td>
<td>Spanish</td>
</tr>
<tr>
<td>San Mateo County Hispanic Chamber of Commerce</td>
<td>Spanish</td>
</tr>
<tr>
<td>Santa Clara County Office of Human Relations</td>
<td>Various</td>
</tr>
<tr>
<td>Services Immigration Rights &amp; Education Network (SIREN)</td>
<td>Spanish and Vietnamese</td>
</tr>
<tr>
<td>Shared Housing Program/Human Investment Project</td>
<td>Various</td>
</tr>
<tr>
<td>Sikh Gurdwara of San Francisco</td>
<td>Various</td>
</tr>
<tr>
<td>Skyline College Language and Arts Division</td>
<td>Various</td>
</tr>
<tr>
<td>South of Market Health Center</td>
<td>Spanish, Tagalog, Farsi, and Chinese</td>
</tr>
</tbody>
</table>
## Outreach Findings

The key findings of the CBO and LEP outreach underscore the need to provide vital information in languages other than English, along with the reliance on transportation services in their daily life. The most common recommendations are summarized below:

- 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.
- Use of the service was not difficult, but it could be improved by native language information.
- Using ethnic community leaders for advice and direction on how best to approach the LEP constituencies will improve access for LEP communities.
- Information is most easily accessed when provided directly to 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.
- Maps and timetables in native language are preferred.
- Native-language information through the following channels was considered important: signage, ethnic media, telephone customer service center, and the website. Mailers, emails, and meeting notices were considered less important in San Francisco, but preferred in San Jose.
- Some customers (language not specified) would appreciate a phone line or an ability to email questions or concerns, which may indicate they are unaware of existing translation services.
- For Tagalog speakers, verbal translations are preferred; however, Tagalog speakers prefer written information in English.
- Tagalog speakers watch the Filipino News Channel that broadcasts in Tagalog and may be a good tool to communicate important information.
• Despite resources in their languages, most San Francisco respondents were unaware of the existence of information in their language on the websites and also of the ability to access information in their language via Customer Service Centers. However, San Jose residents were more likely to know about the translation services available.
• Ticket machines with languages other than English and Spanish were indicated as a way to improve the customer experience.
• Use of pictographs (picture signs) would help non-English speakers understand if signs cannot be translated into all languages.
• Audible announcements on board vehicles should be translated.

Language Specific Input
The following provides language specific information for the top two language groups that were heard most often in the outreach with CBOs and LEP individuals.

Indicated preferences for communicating in Spanish include:
• Preference for translated schedules, although LEP Spanish speakers could read the timetables.
• Prefer translations at public meetings if held to talk about service or fare changes.
• Prefer to receive information by the following resources/methods:
  o Newspaper (Gilroy Newspaper, El Observador)
  o Radio: Station(s): 93.3 La Preciosa.
  o TV: Station(s): Univision and Telemundo.
  o 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.

Indicated preferences for communicating in Chinese include:
• Preference for translated schedules
• Prefer translations at public meetings if held to talk about service or fare changes.
• Prefer to receive information by the following resources/methods:
  o Newspaper—Sing Tao Daily
  o Radio: Station(s): 1400 AM.
  o TV: Station(s): KTSF Channel 26.
  o Other:
    ▪ Website (Internet)
    ▪ Maps
    ▪ Mobile Phone
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.”

As previously noted, in addition to the input from outreach conducted with the CBOs, using the Caltrain On-Board rider survey also helps the agency understand the nature and importance of the Caltrain service to its riders. Greater 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 70% use Caltrain more than 3 days a week. It also appears that a little less than half do not have a car available for the trip, and rely heavily upon Caltrain for their trip. Table 15 presents those who live in households that speak English less than “Very Well” and their car availability.

Table 15: Car Availability for Riders in Households that Speak English “Less than Very Well”

<table>
<thead>
<tr>
<th>Car Available</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>51%</td>
</tr>
<tr>
<td>Yes</td>
<td>49%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
</tr>
</tbody>
</table>

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 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 3,402,678.

There are three main types of services are 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 Diridon Station. There is also special service provided for football games at Stanford Stadium. As of September 2013, Caltrain operates 92 weekday trips, 36 Saturday trips, and 32 Sunday trips.

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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 and Social Media
- Station Access and Parking
- Ticket Machines and Clipper (Regional Transit Card) Machines
- 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 16 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:

- Printed material on Train
- Caltrain website
- Station information boards
- Mobile phone (except for Spanish speakers)
- Conductor/Engineer

Additionally, Map 11 provides a depiction of which stations are most used by LEP populations. This can aid in targeting language services to stations that may have the greatest need. Based on this analysis, two stations have greater than 10% of the riders that are LEP:

- Downtown San Francisco
- Mountain View

Six additional stations have between 5% and 9% of the riders that are LEP:

- Millbrae
- Hillsdale
- Redwood City
- Palo Alto
- Sunnyvale
- San Jose (Diridon)
### Table 16: Access to Caltrain Information by Language Spoken in Home Less Than Very Well

<table>
<thead>
<tr>
<th>Access to Caltrain Information</th>
<th>Spanish</th>
<th>Mandarin</th>
<th>Hindi or Other Indian Language</th>
<th>Cantonese</th>
<th>Tagalog</th>
<th>Russian</th>
<th>Korean</th>
<th>Vietnamese</th>
<th>Japanese</th>
<th>Other Language</th>
</tr>
</thead>
<tbody>
<tr>
<td>Printed Material on Train</td>
<td>43%</td>
<td>38%</td>
<td>20%</td>
<td>38%</td>
<td>43%</td>
<td>31%</td>
<td>36%</td>
<td>39%</td>
<td>27%</td>
<td>35%</td>
</tr>
<tr>
<td>Caltrain Website</td>
<td>24%</td>
<td>34%</td>
<td>57%</td>
<td>36%</td>
<td>30%</td>
<td>36%</td>
<td>36%</td>
<td>33%</td>
<td>27%</td>
<td>30%</td>
</tr>
<tr>
<td>Station information boards</td>
<td>19%</td>
<td>18%</td>
<td>13%</td>
<td>19%</td>
<td>19%</td>
<td>17%</td>
<td>20%</td>
<td>17%</td>
<td>27%</td>
<td>27%</td>
</tr>
<tr>
<td>Mobile Phone</td>
<td>--</td>
<td>4%</td>
<td>--</td>
<td>3%</td>
<td>4%</td>
<td>11%</td>
<td>--</td>
<td>11%</td>
<td>7%</td>
<td>4%</td>
</tr>
<tr>
<td>Conductor/Engineer</td>
<td>5%</td>
<td>2%</td>
<td>1%</td>
<td>1%</td>
<td>2%</td>
<td>6%</td>
<td>--</td>
<td>--</td>
<td>7%</td>
<td>--</td>
</tr>
<tr>
<td>Caltrain connection newsletter</td>
<td>4%</td>
<td>1%</td>
<td>1%</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>1%</td>
</tr>
<tr>
<td>Caltrain Customer Service</td>
<td>2%</td>
<td>--</td>
<td>1%</td>
<td>--</td>
<td>2%</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>2%</td>
</tr>
<tr>
<td>Google Maps/Google</td>
<td>--</td>
<td>1%</td>
<td>4%</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>1%</td>
</tr>
<tr>
<td>Twitter</td>
<td>--</td>
<td>1%</td>
<td>1%</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>4%</td>
<td>--</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>Schedule brochure at station</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>1%</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>2%</td>
</tr>
<tr>
<td>School</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>4%</td>
<td>--</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>511 (phone number or website)</td>
<td>--</td>
<td>--</td>
<td>1%</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>Word of Mouth</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>7%</td>
<td>--</td>
</tr>
<tr>
<td>Other transit</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>Internet/Other</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>1%</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>
Map 11: Boarding Stations by LEP Riders

Boarding Locations of Limited English Proficient Riders

Legend
Percentage of LEP Riders
- 0% - 0.9%
- 1% - 5%
- 5% - 9%
- >10%

Limited English Proficient (LEP) Riders are those riders who indicated their household speaks English “less than very well” on the 2010 Caltrain On-Board Survey.

Source: U.S. Census 2010 Caltrain On-Board Survey

Limited English Proficient (LEP) Riders are those riders who indicated their household speaks English “less than very well” on the 2010 Caltrain On-Board Survey.

Source: U.S. Census 2010 Caltrain On-Board Survey
The On-Board Survey was also useful in helping assess whether parking lots had high use by LEP households. Based on the survey data, fewer than 3% of LEP riders park in Caltrain Parking lots, depicted in Table 7 below, which stratifies the responses by language. From this, it appears that LEP populations are not prevalent users of Caltrain parking facilities.

Table 17: Languages of Riders Parking in Caltrain lot

<table>
<thead>
<tr>
<th>Language</th>
<th>Percentage of Caltrain riders</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chinese</td>
<td>0.8%</td>
</tr>
<tr>
<td>Spanish</td>
<td>0.5%</td>
</tr>
<tr>
<td>Hindi (Or Other Indian Languages)</td>
<td>0.5%</td>
</tr>
<tr>
<td>Tagalog</td>
<td>0.2%</td>
</tr>
<tr>
<td>Korean</td>
<td>0.2%</td>
</tr>
<tr>
<td>Russian</td>
<td>0.1%</td>
</tr>
<tr>
<td>Japanese</td>
<td>0.1%</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>0.1%</td>
</tr>
<tr>
<td>Other Languages</td>
<td>0.5%</td>
</tr>
<tr>
<td><strong>Total LEP Riders</strong></td>
<td><strong>2.9%</strong></td>
</tr>
</tbody>
</table>

**Factor 3 Findings**

Insofar as it is practical, ensuring that critical information is available in languages most commonly 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 that Caltrain would benefit from ensuring language is not a barrier to access:

- Station information, including safety and security signage
- Service and fare change information
- Onboard vehicle information (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 will need to continue to 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. 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 can now become 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—the predominant language in the service area—they also provide ticket machines that provide audio and menu-screen instructions in English or Spanish.

Language translation of the website is provided by Google Translate, and currently provides translations for 71 languages. Caltrain also has a number of bilingual staff that can provide translation services for public events provided advanced request, 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 AT&T Language Line when needed. Caltrain also contracts for outside interpreter and/or translation services to provide translation services. Caltrain’s Office of Customer Service and Marketing 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 Marketing and Market Development and Research department’s budget.

Typical annual expenses include:
• Customer Service Stipend: $1,000 annually
• Written Materials Translation: $1,500 (such as fare change brochure)
• Public meetings/hearings: $6,500
• Document production: $11,000 annually (brochures and “Take Ones”)
• Market research: $71,000 every three years
• AT&T Language Line: $3,000 annually

Translated documents include mailers, customer “take ones”, meeting notices, brochures, and other customer outreach materials, such as construction-related notices and information documents. Most translation is from English into Spanish, which covers the predominant language of Caltrain’s customer base. Additional languages – Chinese, Russian, Vietnamese, Tagalog and other “Safe Harbor Provision” languages are translated as resources allow and circumstances dictate. Appendix D provides current examples of materials and pictographs.

In addition to traditional and routine materials, the Public Affairs 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 include budget items for public communication that include Spanish translation of related notices.

Factor 4 Findings
Even though Caltrain does not have many LEP individuals using the system, Caltrain has a commitment to ensure that language does not represent a barrier to Caltrain use. As such, Caltrain needs to budget for additional services to provide more meaningful access to LEP groups, especially when concerning information related to fares, safety and security. It is also recommended that Caltrain budget translations expenses under one line item for the agency instead of through individual departments that may need translation services. This will also help establish practices that get the greatest result in the most cost-effective manner.

The following are recommendations that can be implemented within the next several years:
• Providing Title VI complaint forms in all “Safe Harbor” languages
• 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
• Increasing translation of safety signage within Caltrain Right of Way at crossings and stations
• Moving the “Google Translate” bar to a more prominent position
• Conducting Customer Satisfaction Surveys in multiple languages
• 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 analyses provided in the four factor study, 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 5-year sample 2007-2011), the Department of Education English Learners data, and the Caltrain 2010 On Board Survey. Approximately 22% of the population in the three-county service area speak English less than “Very Well” and would be considered the LEP population.

The following represent the top language groups within the Caltrain service area:

- Spanish
- Chinese (Mandarin & Cantonese)
- Vietnamese
- Tagalog
- Korean
- Russian
- Japanese
- Persian
- Hindi

In addition, the following languages also qualify for “Safe Harbor” provisions, indicating that more than 1,000 individuals within these language groups speak English less than “Very Well” and would require translations of vital documents: Arabic, Portuguese, French, Mon-Khmer Cambodian, Italian, Thai, German, Serbo-Croatian, Gujarati, Urdu, Armenian, Polish and Hebrew.

Because Spanish remains the predominant language of LEP households, Caltrain will continue to focus language assistance to Spanish speaking populations. However, based on the Four Factor Finding, there is a need for more language translations beyond Spanish.
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:

- Google Translate tool on Caltrain website
- Spanish translations on ticket machines
- Pictograms on trains, at stations and grade crossings
- Translators (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)
- Multilingual media advertising (print, television and radio)
- Partnering with Clipper to produce shared multilingual Caltrain customer information
- AT&T Language line
- 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
- Providing more translated material on board trains, such as information regarding fares and service
- Increasing translation of safety signage within Caltrain Right of Way
- Changing the “Google Translate” bar to a more prominent position on the Caltrain website, and add national flags to delineate “Google Translate” languages
- Use of Social Media in other languages
- Increase translation services at key locations where LEP individuals board
- Conducting Customer Satisfaction Surveys in multiple languages
- 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.\textsuperscript{10}

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

- Primary Language: Spanish
- “Safe Harbor” Languages for vital document translation in addition to those listed above: Arabic, Portuguese, French, Mon-Khmer Cambodian, Italian, Thai, German, Serbo-Croatian, Gujarati, Urdu, Armenian, Polish and Hebrew.

Table 18 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.

<table>
<thead>
<tr>
<th>Document</th>
<th>Languages</th>
<th>Vital Document?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title VI Public Notice</td>
<td>All Safe Harbor Languages</td>
<td>Yes</td>
</tr>
<tr>
<td>Title VI Complaint Form and Procedures</td>
<td>All Safe Harbor Languages</td>
<td>Yes</td>
</tr>
<tr>
<td>Notice of Free Language Assistance</td>
<td>All Safe Harbor Languages</td>
<td>Yes</td>
</tr>
<tr>
<td>Safety and Security Information</td>
<td>Use of Pictographs</td>
<td>Depends on subject matter</td>
</tr>
<tr>
<td>Fare &amp; Major Service Change Information</td>
<td>Spanish and Secondary Languages</td>
<td>Depends on content</td>
</tr>
<tr>
<td>General Promotional Materials</td>
<td>Spanish and Secondary Languages as funding permits</td>
<td>No</td>
</tr>
<tr>
<td>Construction Notices</td>
<td>As determined by location</td>
<td>No</td>
</tr>
</tbody>
</table>

\textsuperscript{10} FTA Circular 4702.1B
The following represents the current documents that will be translated by the end of FY 2013/14 using the Vital Document table, above:

- Title VI Public Notice
- Title VI Complaint Form and Procedures
- 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. 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.

Caltrain will continue to promote the principles of good customer service to all Caltrain riders while understanding the special needs of its LEP riders.

Caltrain also uses bilingual staff within their organization to provide translations services for events, hearings and in their 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 in order to provide an effective and cost-efficient method of addressing the needs of LEP populations.
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 AT&T 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 Reportar)
- Work with CBOs to inform LEP customers about the Language Assistance services

5. Monitoring and Updating the Plan

On an on-going 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 On-Board Customer Survey, taking place in 2013/14.
- Gather information from CBOs 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 Caltrain Board.
### Appendix A: California Department of Education English Learners by County 2012

<table>
<thead>
<tr>
<th>Language Name</th>
<th>San Mateo County</th>
<th>% of SM County</th>
<th>San Francisco County</th>
<th>% of SF County</th>
<th>Santa Clara County</th>
<th>% of SC County</th>
<th>Total English Learners</th>
<th>Percent of Total English Learners</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spanish</td>
<td>16,796</td>
<td>73.39%</td>
<td>7,062</td>
<td>46.96%</td>
<td>43,094</td>
<td>66.64%</td>
<td>66,952</td>
<td>65.26%</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>119</td>
<td>0.52%</td>
<td>466</td>
<td>3.10%</td>
<td>7,583</td>
<td>11.73%</td>
<td>8,168</td>
<td>7.96%</td>
</tr>
<tr>
<td>Cantonese</td>
<td>757</td>
<td>3.31%</td>
<td>4,845</td>
<td>32.22%</td>
<td>1,002</td>
<td>1.55%</td>
<td>6,604</td>
<td>6.44%</td>
</tr>
<tr>
<td>Filipino (Filipino or Tagalog)</td>
<td>1,620</td>
<td>7.08%</td>
<td>438</td>
<td>2.91%</td>
<td>2,003</td>
<td>3.10%</td>
<td>4,061</td>
<td>3.96%</td>
</tr>
<tr>
<td>Mandarin (Putonghua)</td>
<td>501</td>
<td>2.19%</td>
<td>467</td>
<td>3.11%</td>
<td>2,174</td>
<td>3.36%</td>
<td>3,142</td>
<td>3.06%</td>
</tr>
<tr>
<td>Other non-English languages</td>
<td>229</td>
<td>1.00%</td>
<td>235</td>
<td>1.56%</td>
<td>1,419</td>
<td>2.19%</td>
<td>1,883</td>
<td>1.84%</td>
</tr>
<tr>
<td>Japanese</td>
<td>273</td>
<td>1.19%</td>
<td>133</td>
<td>0.88%</td>
<td>825</td>
<td>1.28%</td>
<td>1,231</td>
<td>1.20%</td>
</tr>
<tr>
<td>Arabic</td>
<td>516</td>
<td>2.25%</td>
<td>299</td>
<td>1.99%</td>
<td>360</td>
<td>0.56%</td>
<td>1,175</td>
<td>1.15%</td>
</tr>
<tr>
<td>Korean</td>
<td>139</td>
<td>0.61%</td>
<td>77</td>
<td>0.51%</td>
<td>892</td>
<td>1.38%</td>
<td>1,108</td>
<td>1.08%</td>
</tr>
<tr>
<td>Russian</td>
<td>257</td>
<td>1.12%</td>
<td>179</td>
<td>1.19%</td>
<td>446</td>
<td>0.69%</td>
<td>882</td>
<td>0.86%</td>
</tr>
<tr>
<td>Hindi</td>
<td>225</td>
<td>0.98%</td>
<td>35</td>
<td>0.23%</td>
<td>537</td>
<td>0.83%</td>
<td>797</td>
<td>0.78%</td>
</tr>
<tr>
<td>Punjabi</td>
<td>60</td>
<td>0.26%</td>
<td>13</td>
<td>0.09%</td>
<td>696</td>
<td>1.08%</td>
<td>769</td>
<td>0.75%</td>
</tr>
<tr>
<td>Tongan</td>
<td>363</td>
<td>1.59%</td>
<td>8</td>
<td>0.05%</td>
<td>70</td>
<td>0.11%</td>
<td>441</td>
<td>0.43%</td>
</tr>
<tr>
<td>Farsi (Persian)</td>
<td>59</td>
<td>0.26%</td>
<td>2</td>
<td>0.01%</td>
<td>370</td>
<td>0.57%</td>
<td>431</td>
<td>0.42%</td>
</tr>
<tr>
<td>Portuguese</td>
<td>187</td>
<td>0.82%</td>
<td>55</td>
<td>0.37%</td>
<td>187</td>
<td>0.29%</td>
<td>429</td>
<td>0.42%</td>
</tr>
<tr>
<td>Telugu</td>
<td>38</td>
<td>0.17%</td>
<td>--</td>
<td>--</td>
<td>291</td>
<td>0.45%</td>
<td>329</td>
<td>0.32%</td>
</tr>
<tr>
<td>Hebrew</td>
<td>21</td>
<td>0.09%</td>
<td>14</td>
<td>0.09%</td>
<td>291</td>
<td>0.45%</td>
<td>326</td>
<td>0.32%</td>
</tr>
<tr>
<td>French</td>
<td>79</td>
<td>0.35%</td>
<td>44</td>
<td>0.29%</td>
<td>200</td>
<td>0.31%</td>
<td>323</td>
<td>0.31%</td>
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<tr>
<td>Urdu</td>
<td>45</td>
<td>0.20%</td>
<td>32</td>
<td>0.21%</td>
<td>232</td>
<td>0.36%</td>
<td>309</td>
<td>0.30%</td>
</tr>
<tr>
<td>Khmer (Cambodian)</td>
<td>10</td>
<td>0.04%</td>
<td>27</td>
<td>0.18%</td>
<td>234</td>
<td>0.36%</td>
<td>271</td>
<td>0.26%</td>
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<tr>
<td>Toishanese</td>
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<td>0.00%</td>
<td>238</td>
<td>1.58%</td>
<td>1</td>
<td>0.00%</td>
<td>240</td>
<td>0.23%</td>
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<tr>
<td>Samoan</td>
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<td>0.36%</td>
<td>84</td>
<td>0.56%</td>
<td>62</td>
<td>0.10%</td>
<td>229</td>
<td>0.22%</td>
</tr>
<tr>
<td>Ilocano</td>
<td>19</td>
<td>0.08%</td>
<td>17</td>
<td>0.11%</td>
<td>177</td>
<td>0.27%</td>
<td>213</td>
<td>0.21%</td>
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<tr>
<td>Tamil</td>
<td>23</td>
<td>0.10%</td>
<td>--</td>
<td>--</td>
<td>167</td>
<td>0.26%</td>
<td>190</td>
<td>0.19%</td>
</tr>
<tr>
<td>Gujarati</td>
<td>26</td>
<td>0.11%</td>
<td>18</td>
<td>0.12%</td>
<td>143</td>
<td>0.22%</td>
<td>187</td>
<td>0.18%</td>
</tr>
<tr>
<td>Burmese</td>
<td>96</td>
<td>0.42%</td>
<td>52</td>
<td>0.35%</td>
<td>21</td>
<td>0.03%</td>
<td>169</td>
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</tr>
<tr>
<td>German</td>
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<td>18</td>
<td>0.12%</td>
<td>112</td>
<td>0.17%</td>
<td>167</td>
<td>0.16%</td>
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<tr>
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<td>35</td>
<td>0.15%</td>
<td>31</td>
<td>0.21%</td>
<td>51</td>
<td>0.08%</td>
<td>117</td>
<td>0.11%</td>
</tr>
<tr>
<td>Tigrinya</td>
<td>2</td>
<td>0.01%</td>
<td>42</td>
<td>0.28%</td>
<td>71</td>
<td>0.11%</td>
<td>115</td>
<td>0.11%</td>
</tr>
<tr>
<td>Language Name</td>
<td>San Mateo County</td>
<td>San Francisco County</td>
<td>Santa Clara County</td>
<td>Total English Learners</td>
<td>Percent of Total English Learners</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>--------------------------------------</td>
<td>------------------</td>
<td>----------------------</td>
<td>--------------------</td>
<td>------------------------</td>
<td>----------------------------------</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Turkish</td>
<td>61</td>
<td>5</td>
<td>39</td>
<td>105</td>
<td>0.10%</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Serbo-Croatian (Bosnian, Croatian, Serbian)</td>
<td>10</td>
<td>11</td>
<td>83</td>
<td>104</td>
<td>0.10%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bengali</td>
<td>16</td>
<td>--</td>
<td>80</td>
<td>96</td>
<td>0.09%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Assyrian</td>
<td>7</td>
<td>--</td>
<td>87</td>
<td>94</td>
<td>0.09%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Italian</td>
<td>20</td>
<td>20</td>
<td>52</td>
<td>92</td>
<td>0.09%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Somali</td>
<td>1</td>
<td>--</td>
<td>89</td>
<td>90</td>
<td>0.09%</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Kannada</td>
<td>7</td>
<td>--</td>
<td>75</td>
<td>82</td>
<td>0.08%</td>
<td></td>
<td></td>
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<tr>
<td>Marathi</td>
<td>11</td>
<td>--</td>
<td>70</td>
<td>81</td>
<td>0.08%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dutch</td>
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<td>4</td>
<td>53</td>
<td>69</td>
<td>0.07%</td>
<td></td>
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<tr>
<td>Lao</td>
<td>7</td>
<td>11</td>
<td>49</td>
<td>67</td>
<td>0.07%</td>
<td></td>
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<td></td>
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<tr>
<td>Armenian</td>
<td>22</td>
<td>5</td>
<td>31</td>
<td>58</td>
<td>0.06%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Indonesian</td>
<td>19</td>
<td>16</td>
<td>23</td>
<td>58</td>
<td>0.06%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Polish</td>
<td>6</td>
<td>2</td>
<td>40</td>
<td>48</td>
<td>0.05%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rumanian</td>
<td>9</td>
<td>2</td>
<td>25</td>
<td>36</td>
<td>0.04%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Taiwanese</td>
<td>4</td>
<td>1</td>
<td>30</td>
<td>35</td>
<td>0.03%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cebuano (Visayan)</td>
<td>15</td>
<td>1</td>
<td>17</td>
<td>33</td>
<td>0.03%</td>
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<td>33</td>
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<td>4</td>
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<tr>
<td>Mien (Yao)</td>
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<td>1</td>
<td>11</td>
<td>12</td>
<td>0.01%</td>
<td></td>
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<tr>
<td>Albanian</td>
<td>3</td>
<td>--</td>
<td>8</td>
<td>11</td>
<td>0.01%</td>
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<td>4</td>
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<td>9</td>
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<td>Chamorro (Guamanian)</td>
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<tr>
<td>Marshallese</td>
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<td>4</td>
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<td>Kurdish (Kurdi, Kurmanji)</td>
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<tr>
<td>Chaldean</td>
<td>--</td>
<td>--</td>
<td>2</td>
<td>2</td>
<td>0.00%</td>
<td></td>
<td></td>
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<tr>
<td>Mixteco</td>
<td>--</td>
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<td>0.00%</td>
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</tbody>
</table>

All Language Learners: 102,588
Appendix B: Caltrain Employee Survey

Thank you for participating in this short survey. Your feedback is extremely valuable to Caltrain’s effort to provide better service to riders who may have limited ability to communicate in English, or “Limited English Proficiency.” Collecting this information will also help us comply with federal Civil Rights compliance. Your responses will be kept confidential unless you wish to provide your name at the end of the survey.

Please answer each question to the best of your ability. Return this completed survey to your supervisor by Friday, September 20, 2013.

1. What is your title?
   - Service Agent
   - Control Facility Dispatcher
   - Transit/Police Officer
   - Engineer
   - Conductor
   - Customer Service Representative
   - Station Security Guard
   - Other (please indicate)

2. Is part of your job, do you ever encounter members of the public that do not speak or read English well or appear to have “Limited English Proficiency”?
   - Yes
   - No

3. In a typical day, how many customers and/or members of the public do you interact with? Please give your best estimate: (number)

4. If these, how many would you estimate are unable to communicate well in English? Please give your best estimate: (number)

5. How often do you typically encounter customers and/or members of the public who are seeking assistance and are unable to communicate well in English? Please select one.
   - Many times a day (more than 6)
   - A few times a day
   - A few times a week
   - A few times a month
   - Less than once a month
   - Rarely or Never

6. What services or information are those limited or non-English speaking customers and/or members of the public typically seeking? Please select all that apply.
   - Service changes/detours
   - Fares
   - Parking at stations
   - Complaints
   - Compliments
   - Crime/security
   - Discrimination
   - Lost and Found
   - Ticket purchasing instructions
   - Bus or other connections
   - Schedules
   - Train condition (such as broken equipment, cleanliness, etc.)
   - ADA/accessibility for the disabled
   - Public meetings (such as service or fare adjustment hearings, board meetings, etc.)
   - Construction projects
   - Routes/Wayfinding
   - Restrooms
   - Safety
   - Other

Please turn over to complete.
7. Which of these languages do you recognize as being often used by limited or non-English speaking customers and/or members of the public you encounter? Please select all that apply.

- [ ] Spanish
- [ ] Chinese
- [ ] Vietnamese
- [ ] Tagalog
- [ ] Korean
- [ ] Korean
- [ ] Lao
- [ ] Thai
- [ ] Japanese
- [ ] Korean
- [ ] I don't know or recognize the language
- [ ] Other: __________

8. Which five languages are most of your limited or non-English speaking riders and/or other members of the public speaking to you? Please select five.

- [ ] Spanish
- [ ] Chinese
- [ ] Vietnamese
- [ ] Tagalog
- [ ] Korean
- [ ] Russian
- [ ] Japanese
- [ ] Korean
- [ ] I don't know or recognize the language
- [ ] Other: __________

9. For which, if any, of these language groups could Caltrain services be improved? Please select all that apply.

- [ ] Spanish
- [ ] Chinese
- [ ] Vietnamese
- [ ] Tagalog
- [ ] Korean
- [ ] Korean
- [ ] Russian
- [ ] Japanese
- [ ] Korean
- [ ] I don't know or recognize the language
- [ ] Other: __________

10. In what specific ways would you suggest improving Caltrain services for limited English speaking customers?


11. Can you speak well in languages other than English? If "Yes", please list the language(s) that you speak well?


12. Please use the space below if you have any comments or suggestions:


13. Optional Name: ________________________________

Please return to your supervisor. Thank you for your participation in helping make Caltrain better!
### Appendix C: CBO Contact List

<table>
<thead>
<tr>
<th>CBO Name</th>
<th>Street Address</th>
<th>City</th>
<th>Language Constituency</th>
</tr>
</thead>
<tbody>
<tr>
<td>African Community Health Institute</td>
<td>1922 The Alameda Suite 425</td>
<td>San Jose</td>
<td>Tigrinya, Amharic, Swahili, Somali, and Arabic</td>
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<tr>
<td>Arab Resource &amp; Organizing Center</td>
<td>522 Valencia St.</td>
<td>San Francisco</td>
<td>Arabic</td>
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<td>Asian Americans for Community Involvement</td>
<td>2400 Moorpark Ave. Suite #300</td>
<td>San Jose</td>
<td>Asian</td>
</tr>
<tr>
<td>Asian Pacific American Community Center</td>
<td>2442 Bayshore Blvd</td>
<td>San Francisco</td>
<td>Chinese</td>
</tr>
<tr>
<td>Asian Pacific Islander American Public Affairs Association Bay Area Chapter</td>
<td>1963 Sabre Street</td>
<td>Hayward</td>
<td>Asian</td>
</tr>
<tr>
<td>Bayshore Child Care Services</td>
<td>45 Midway Drive</td>
<td>Daly City</td>
<td>Various</td>
</tr>
<tr>
<td>Bayview Multi-Purpose Senior Center</td>
<td>1706 Yosemite Avenue</td>
<td>San Francisco</td>
<td>ESL</td>
</tr>
<tr>
<td>Cameron House</td>
<td>920 Sacramento St</td>
<td>San Francisco</td>
<td>Chinese</td>
</tr>
<tr>
<td>Catholic Charities’ Refugee &amp; Immigrant Forum</td>
<td>36 37th Avenue 2nd Floor</td>
<td>San Mateo</td>
<td>Various</td>
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<tr>
<td>Chicana Latina Foundation</td>
<td>1419 Burlingame Ave. Suite W2</td>
<td>Burlingame</td>
<td>Spanish</td>
</tr>
<tr>
<td>Chinatown Community Development Center</td>
<td>1525 Grant Avenue</td>
<td>San Francisco</td>
<td>Chinese</td>
</tr>
<tr>
<td>Chinese for Affirmative Action</td>
<td>17 Walter U. Lum Place</td>
<td>San Francisco</td>
<td>Chinese</td>
</tr>
<tr>
<td>Chinese Progressive Association</td>
<td>1042 Grant Ave. 5th Floor</td>
<td>San Francisco</td>
<td>Chinese</td>
</tr>
<tr>
<td>Coastside Hope</td>
<td>99 Avenue Alhambra</td>
<td>El Granada</td>
<td>Chinese, Filipino, Portuguese, Russian, Spanish</td>
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<td>College of San Mateo</td>
<td>1700 W. Hillsdale Blvd.</td>
<td>San Mateo</td>
<td>Various</td>
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<tr>
<td>College Track East Palo Alto</td>
<td>1877 Bay Road</td>
<td>East Palo Alto</td>
<td></td>
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<tr>
<td>Daly City Community Service Center</td>
<td>333 90th Street</td>
<td>Daly City</td>
<td>English, Spanish, Tagalog</td>
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<td>CBO Name</td>
<td>Street Address</td>
<td>City</td>
<td>Language Constituency</td>
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<tr>
<td>Daly City Friendship Center/Mental Health Association of San Mateo County</td>
<td>2686 Spring St.</td>
<td>Redwood City</td>
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<tr>
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<td>181 Constitution Drive</td>
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<td>4681 Mission St.</td>
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<td>Filipino</td>
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<td>Filipino-American Chamber of Commerce</td>
<td>1415 Rollins Road Suite 202</td>
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<td>Filipino</td>
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<td>First Filipino American United Church of Christ</td>
<td>461 Linden Ave.</td>
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<td>Filipino</td>
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<td>Gujarati Cultural Association of Bay Area</td>
<td>46560 Fremont Blvd. #109</td>
<td>Fremont</td>
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<td>Hunters Point Family</td>
<td>1800 Oakdale Ave.</td>
<td>San Francisco</td>
<td>Various</td>
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<td>525 Los Coches St.</td>
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<td>1616 University Ave.</td>
<td>Berkeley</td>
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<td>415 South Claremont St.</td>
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<td>1875 South Grant Street Suite 760</td>
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<td>Jewish Family and Children’s Services</td>
<td>2150 Post Street</td>
<td>San Francisco</td>
<td>Russian</td>
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<td>305 Linden Ave.</td>
<td>South San Francisco</td>
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<td>CBO Name</td>
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<td>City</td>
<td>Language Constituency</td>
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<td>1800-B Fruitdale Ave.</td>
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<td>765 Buchannan St.</td>
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<td>400 Church Street</td>
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<td>Spanish</td>
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<td>660 Sinclair Dr.</td>
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<td>South San Francisco</td>
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<td>Our Second Home</td>
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<td>Spanish</td>
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<td>164 Culebra St</td>
<td>Moss Beach</td>
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<td>Public Advocates</td>
<td>131 Steuart Street Suite 300</td>
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<td>Spanish</td>
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<td>Spanish</td>
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<td>Samaritan House</td>
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<td>250 Courtland Dr.</td>
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<td>Chinese</td>
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<td>San Mateo County Commission on Disabilities Aging and Adult Services</td>
<td>225 37th Ave.</td>
<td>San Mateo</td>
<td>Spanish</td>
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<td>San Mateo County Hispanic Chamber of Commerce</td>
<td>475 El Camino Real Suite 100A</td>
<td>Millbrae</td>
<td>Spanish</td>
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<td>Santa Clara County Office of Human Relations</td>
<td>2310 North First Street, Suite 104</td>
<td>San Jose</td>
<td>Various</td>
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<td>Services Immigration Rights &amp; Education Network (SIREN)</td>
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<td>San Jose</td>
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<td>Shared Housing Program/Human Investment Project</td>
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<td>Sikh Gurdwara of San Francisco</td>
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<td>San Mateo</td>
<td>Various Indian</td>
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<td>Skyline College Language and Arts Division</td>
<td>3300 College Drive</td>
<td>San Bruno</td>
<td>Various</td>
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<td>Street Address</td>
<td>City</td>
<td>Language Constituency</td>
</tr>
<tr>
<td>-----------------------------------------</td>
<td>---------------------------------</td>
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<td>South of Market Health Center</td>
<td>229 7th St.</td>
<td>San Francisco</td>
<td>Spanish, Tagalog, Farsi, and Chinese</td>
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<td>875 O’Farrell St.</td>
<td>San Francisco</td>
<td>Cantonese, English, Hindi, Japanese, Korean, Mandarin, Spanish, Tagalog, Vietnamese</td>
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<tr>
<td>SparkPoint Center at Skyline College</td>
<td>3300 College Drive Building 1</td>
<td>San Bruno</td>
<td>ESL</td>
</tr>
<tr>
<td>Transform</td>
<td>436 14th Street Suite 600</td>
<td>Oakland</td>
<td>Various</td>
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<td>Urban Habitat</td>
<td>1212 Broadway Suite 500</td>
<td>Oakland</td>
<td>Various</td>
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<td>Veterans Equity Center</td>
<td>1010 Mission Street</td>
<td>San Francisco</td>
<td>Filipino</td>
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<td>Vietnamese Community Center</td>
<td>766 Geary</td>
<td>San Francisco</td>
<td>Vietnamese</td>
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<td>Yaseen Foundation</td>
<td>621 Masonic Way</td>
<td>Belmont</td>
<td>Arabic</td>
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<td>Youth United for Community Action (YUCA)</td>
<td>2135 Clarke Ave.</td>
<td>East Palo Alto</td>
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<td>Zawaya</td>
<td>311 41st Ave.</td>
<td>San Mateo</td>
<td>Arabic</td>
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Appendix D: Examples of Translated Materials and Pictographs

Ticket Vending Machine: Spanish

Pictograms at Station

Google Translate of Caltrain Website
Translation of Fare Change

Parking Fee to Increase at Caltrain Station Lots

Effective Sept. 1, 2013, the Caltrain daily parking fee will increase to $5 and Monthly parking permits will cost $50.

All-day parking (24-hour limit) is available for Caltrain customers at most Caltrain stations. Higher rates are charged at the San Jose Diridon Caltrain Station parking lot during SAP Center events.

A Daily Parking Permit may be purchased for $5 from a station ticket machine. Monthly parking permits are sold only in conjunction with a Monthly Pass, 8-ride Ticket or Go Pass.

For more information, please visit www.caltrain.com/parking.

7/22/13

La tarifa de estacionamiento aumentará en los lotes de las estaciones de Caltrain

Efectivo 1 de septiembre de 2013, el costo del estacionamiento diario de Caltrain aumentará a $5, y los permisos de estacionamiento mensual costarán $50.

Los clientes de Caltrain pueden acceder al estacionamiento durante todo el día (con un límite de 24 horas) en la mayoría de las estaciones de Caltrain. Se cobrarán mayores tarifas en el lote de estacionamiento de la estación de Caltrain de San Jose Diridon durante los eventos del SAP.

Los permisos de estacionamiento diarios podrán adquirirse por $5 en las máquinas expendedoras de billetes de las estaciones. Los permisos de estacionamiento mensual solo se venderán junto con los pases mensuales, los billetes de ocho viajes o los pases 30 Pass.

Para obtener más información, visite www.caltrain.com/parking.
Translators of Policy Change Input

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 “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. See inside for meeting dates.

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 3066
San Carlos, CA 94070-1306
- Phone: 1.800.660.4287 (TTY: 650.508.6448 hearing impaired)

Continued inside