COVID-19 Recovery Planning
Service Planning Update

October, 2020
Ongoing Recovery Planning Efforts

Caltrain has pivoted its Business Plan effort to focus on COVID-19 Recovery planning. This work is spread across multiple streams as shown on the right.

Caltrain staff will engage regularly with the Board, stakeholders and the public as recovery planning proceeds over the next several months.
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Building on the Business Plan

Work undertaken as part of the Business Plan related to near-term service planning, connectivity and equity is useful and applicable in helping Caltrain develop an effective response to these crises and has formed the basis for the Draft Equity, Connectivity, Recovery & Growth Framework.

Riders and Residents by Income

Caltrain ridership closely mirrors the income demographics of all corridor commuters.

However, Caltrain riders are proportionally higher income and less diverse than the overall population of residents living in the corridor.

Mode of Access to Caltrain

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

Caltrain’s “peaked” service means the railroad is underserving off-peak travel and trips. This has the greatest impact on low-income populations.
## Policy Framework Outreach Timeline

<table>
<thead>
<tr>
<th>Date</th>
<th>Event/Activity</th>
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<tbody>
<tr>
<td>Jan./Feb. 2020</td>
<td>Business Plan Equity Assessment Interviews</td>
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<tr>
<td>July 7</td>
<td>Project Partner Committee</td>
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<td>July 13</td>
<td>Stakeholder Advisory Group</td>
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<tr>
<td>July 15</td>
<td>City/County Staff Coordinating Group</td>
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<tr>
<td>July 22</td>
<td>Work Program – Legislative – Planning Group</td>
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<tr>
<td>August 19</td>
<td>City/County Staff Coordinating Group</td>
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<td>August 26</td>
<td>Work Program – Legislative – Planning Group</td>
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<td>July 9</td>
<td>JPB Board</td>
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<td>July 15</td>
<td>Citizen Advisory Committee</td>
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<tr>
<td>July 21</td>
<td>Virtual + YouTube</td>
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<td>July 23</td>
<td>Local Policy Makers Group</td>
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<td>August 6</td>
<td>JPB Board</td>
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<td>August 13</td>
<td>Menlo Park Chamber</td>
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<td>August 18</td>
<td>Instagram Live</td>
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<td>August 27</td>
<td>Local Policy Makers Group</td>
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<tr>
<td>July 13</td>
<td>Press Release #1</td>
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<tr>
<td>July 13</td>
<td>Equity Webpages live</td>
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<tr>
<td>July 13</td>
<td>VMS signage at Caltrain station</td>
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<tr>
<td>July 13</td>
<td>San Mateo Daily Journal ads</td>
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<tr>
<td>August 10</td>
<td>Press Release #2</td>
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<tr>
<td>August 10</td>
<td>Social Media push</td>
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<tr>
<td>August 12</td>
<td>Sing Tao Daily ads</td>
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<td>August 14</td>
<td>El Observador ads</td>
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Expanding Outreach Platforms

Virtual Public Meeting
- 45-50 Live attendees
- 390+ Total views
- 3,500 Impressions

Instagram Live
- 25 Live attendees
- 260+ Total views

Public Google Spreadsheet
- 30 Responses
Community Based Organization Outreach

500+ CBOs/Nonprofits contacted multiple times for feedback
List derived from internal CBO outreach list and MTC
CBO outreach list; framework provided in multiple languages

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<thead>
<tr>
<th>Bayanihan Equity Center</th>
<th>Ayundando Latinos A Sonar (ALAS)</th>
<th>Asian Immigrants Women’s Advocates</th>
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<tr>
<td>Bayview Hunters Point Foundation</td>
<td>Belle Haven Action</td>
<td>Avenida Espana Gardens</td>
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<td>BMAGIC</td>
<td>Chicana Latina Foundation</td>
<td>Center for Employment Training (CET)</td>
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<td>Chinatown Community Development Center</td>
<td>Coastside Clinic</td>
<td>Community Solutions</td>
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<td>Dogpatch Neighborhood Association</td>
<td>College Track East Palo Alto</td>
<td>First Community Housing</td>
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<td>Dolores Street Community Services</td>
<td>Daly City Youth Health Center</td>
<td>Gilroy Economic Development Corp.</td>
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<td>Florence Fang Community Garden</td>
<td>East Palo Alto Senior Center</td>
<td>Gilroy Unified School District</td>
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<td>GLIDE Foundation</td>
<td>EPA CAN DO</td>
<td>Housing Authority - Santa Clara County</td>
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<tr>
<td>Greenbelt Alliance</td>
<td>Fair Oaks Community Center</td>
<td>India Community Center</td>
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<td>Healthright 360</td>
<td>Friends of Caltrain</td>
<td>Jain Center of Northern California</td>
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<tr>
<td>La Casa de las Madres</td>
<td>Gatepath</td>
<td>Latina Coalition of Silicon Valley</td>
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<tr>
<td>Mission Economic Development Agency</td>
<td>Housing Leadership Council</td>
<td>Mayfair Neighborhood Advisory Coalition</td>
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<tr>
<td>North of Market/Tenderloin Community Benefit District</td>
<td>Imagine Menlo</td>
<td>Palo Alto Housing</td>
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<tr>
<td>Potrero Boosters</td>
<td>Menlo SPARK</td>
<td>Sacred Heart Community Service</td>
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<tr>
<td>San Francisco Bicycle Coalition</td>
<td>Mid-Peninsula Housing</td>
<td>San Jose Senior Services</td>
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<td>San Francisco Rising</td>
<td>NAACP San Mateo County Chapter</td>
<td>SIREN</td>
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<tr>
<td>SF Coalition on Homelessness</td>
<td>Nuestra Casa</td>
<td>Silicon Valley Bicycle Coalition</td>
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<td>SPUR</td>
<td>One East Palo Alto, East Palo Alto</td>
<td>Somos Mayfair</td>
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<tr>
<td>Tenderloin Neighborhood Development Coro</td>
<td>Pacifica Climate Committee</td>
<td>Transform</td>
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<tr>
<td>TODCO</td>
<td>SAMCEDA</td>
<td>Transportation Justice Alliance</td>
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<tr>
<td>Yerba Buena Community Benefit District</td>
<td>Youth Leadership Institute</td>
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Non-English Language Outreach and Boosted Posts

The Policy was translated into Spanish, Chinese and Vietnamese. Ads in local Chinese and Spanish language papers were placed during August.
Thanks to our Partners

Caltrain asked agency partners, Board members, and collaborators to help disseminate information and post to their networks on how to comment on the draft policy.

**Monthly News & Updates**

*August 2020*

**Feedback Opportunity for Caltrain Equity Policy**

**Welcome**

Caltrain asked agency partners, Board members, and collaborators to help disseminate information and post to their networks on how to comment on the draft policy.

**New post on Green Caltrain**

Caltrain is developing an equity policy to help address systemic inequality by taking steps to ensure the commuter rail system is equitable.

**Bayview MAGIC**

Help shape the future of Caltrain for you and your community. Provide feedback by Aug 21: [www.caltrain.com/equity](http://www.caltrain.com/equity)

**LUCAS RAMIREZ**

Caltrain Draft Equity Policy

Caltrain is developing a policy to advance equity within the system and neighboring communities. This policy will help address systemic inequality by taking steps to ensure the Caltrain system is accessible and useful to all. The policy also advances efforts to improve Caltrain connections to the regional transit network and provide direction on service priorities during and after the COVID-19 pandemic. Caltrain has received meaningful feedback and is ready to provide further opportunities for engagement. The report deadline is August 21, 2021.

This policy is a crucial starting point. There is more work that Caltrain will need to do as it navigates a rapidly changing transportation landscape.

**Sierra Club - Loma Prieta Chapter**

Caltrain is developing a policy to advance equity within the system and neighboring communities. The policy will also improve Caltrain connections to the regional transit network and provide direction on service priorities during and after the pandemic.
Thanks to our Partners continued...

Help shape the future of Caltrain for you + your community. Provide feedback on growth and equity by Aug 21: caltrain.com/equity #publictransit
Measuring Outreach

**150+ Combined Comments:**
- Emails
- Spreadsheet comments
- Social media comments
- Verbal or written feedback in meetings

**2,500+ Website Visits:**
- Most visited page in August after Schedules and Fares
- 5+ minutes on equity page

**2,250 Social Media Engagements:**
- 1,500 Link clicks
- 80+ reshares
- 380K Impressions
Overall Positive Reception with Constructive Feedback

“We see the proposed policies as a major change and improvement from how the agency has historically seen and designed its service.” - Friends of Caltrain

“We need community-level engagement, that is culturally competent, and on community turf, not the usual one-and-done meetings that working people cannot attend.” – South Beach, Rincon, Mission Bay Neighborhood Association

“The train cars are really hard to climb into. As a young or able-bodied person, we hardly think twice of it. But an elderly person or someone who is not able-bodied...has a much harder time. Continuing to postpone this issue sends a message that Caltrain is not for them.” – Regular rider SF <-> MV

“Has Caltrain examined enforcement policies for equity? If enforcement is a barrier to ridership for communities (for example due to perceptions of profiling) is it worth the investment? Might community outreach to new riders be more profitable and bring federal support, especially if working with other transit agencies.” – Employee, Redwood City

“I read a summary of your business plan slides and strongly support your plan to encourage affordable housing near stations, and to increase ridership among low income communities.” – Resident, San Mateo

“Emphasize the demographic needs for connecting communities outside major cities (e.g. SF and SJ) to major cities by expanding services that provide an affordable commuter option.” – City of Morgan Hill

“There should be a very low flat fee from station to station even if it’s across zones. This might make obvious the advantages of riding Caltrain (speed and comfort) while downplaying the disadvantages (expensive and exclusive). The idea is to encourage people that would usually take three buses to travel between San Jose and Santa Clara or Sunnyvale to seriously consider Caltrain as an option.” – Community Leader, San Jose
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Caltrain staff will engage regularly with the Board, stakeholders and the public as recovery planning proceeds over the next several months.
Multiple Phases of Crisis & Response

Initial Triage
March 2020 – May 2020

Initial crisis and immediate triage response by Caltrain

Surviving the Pandemic
May 2020 – 2021 (?)

Extended period where Pandemic is ongoing and Caltrain ridership and operations remain deeply impacted and in a state of dynamic flux. Railroad's financial position is precarious

Preparing for the Next Reality
2021 and Beyond

Long-term resolution of pandemic through vaccine or other permanent public health approaches. Caltrain adjusts to new Business Environment
Winter Service Change: Context and Goals

Caltrain continues to navigate a period of extreme uncertainty relative to both the financial health of the system as well the trajectory of the pandemic and its impact on ridership recovery.

The following slides provide initial information regarding staff’s proposed approach to a planned service change in December of 2020. More detailed analysis will be presented to stakeholder groups throughout October and to the JPB in November.

Context
- The COVID-19 Pandemic is ongoing and the path to recovery and resolution is uncertain. Reopening of the region has been slow and uneven.
- CARES Act funding will be exhausted in December timeframe. Overall financial state of railroad is highly uncertain.
- Hillsdale reopening, potential Atherton closure and ongoing major construction on corridor.

Goals
- Develop a consistent service framework that can be scaled up (and down) based on demand and funding availability while minimizing disruption and confusion for riders and connecting transit.
- Focus on serving the riders who need Caltrain most, with an emphasis on implementing key elements of the ECRG policy.
- Balance travel time and coverage goals while also maintaining capacity for social distancing.
Change in Weekday Service Levels

Pre-COVID Service Plan
92 Trains/Day
65,000 Daily Riders

Current Service Plan
70 Trains/Day
~3,500 Daily Riders
Who’s riding Caltrain during COVID-19?

In August, Caltrain served roughly 3,500 riders per weekday and 1,200 per weekend day.

Ridership has skewed toward essential workers, many of whom live in low- or middle-income households.

Under normal circumstances, half of riders rely on Caltrain and lack access to a car.

Based on the July 2020 online survey, 2019 Triennial Survey
Where are riders traveling?

Caltrain ridership patterns have shifted during COVID-19, with ridership comprised of essential workers in healthcare, life sciences, government, and related fields.

Rider Trip Purposes:

70% of riders commuting to work

50% of riders work in healthcare, life sciences, or government

10% of riders traveling to medical appointments

Ridership during COVID-19 has been more concentrated around stations with major medical centers like Palo Alto and Redwood City, with fewer riders commuting to offices around stations like 4th & King and Mountain View.

August 2020 Weekday Ridership (3,500/Day)

Ridership decline south of Tamien to Gilroy (50 riders per day) mirrors systemwide trends.
Weekday Service Options

**Base Plan**

~66-70 Trains/Day

**Expanded Plan**

~90-92 Trains/Day
Weekday Service Options

Base Plan
~66-70 Trains/Day

Austerity Service Plan
~50 Trains/Day
Winter Service Change: Next Steps

Over the coming weeks, staff will develop further technical analysis of proposed service changes and will present details in a variety of different venues.

Staff will return to the JPB in November with a detailed analysis and recommendation for an initial December 2020 service change.

Analysis

- Analyze different service styles and stopping patterns and develop recommendation
- Confirm additional service characteristics including approach to weekend service and Gilroy service
- Optimize transfers to other systems
- Develop recommended service plans and conduct financial analysis

Stakeholder Engagement

- Coordinate with connecting and tenant operators including BART, CCJPA, ACE, SFMTA, SamTrans and VTA
- Present detailed analysis and recommendations to:
  - WPLP
  - JPB
  - Partner Agency Staff (PPC)
  - Citizen Advisory Committee
  - City/County Staff Group
  - Local Policy Maker Group