Title VI Equity Analysis
Impact of Sunday Service Changes
March 2022
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Caltrain Sunday Service Changes Title VI Equity Analysis

PURPOSE AND EXECUTIVE SUMMARY

Title VI of the Civil Rights Act of 1964 ensures that “no person in the United States shall, on the basis of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” The Peninsula Corridor Joint Powers Board ("JPB" or "Caltrain") has committed to the Federal Transit Administration (FTA) Title VI objectives set forth in Circular 4702.1B ensuring that FTA-assisted benefits and related services are made available and are equitably distributed without regard to race, color, or national origin.

This Title VI Equity Analysis, which has been prepared in conformity with Chapter IV of the FTA’s Circular 4702.1B, evaluates Caltrain weekend service changes implemented in August 2021. The service changes were an overall increase to weekend service. In 2017, Caltrain had reduced weekend service frequencies from 60 minutes to 90 minutes to accommodate activities supporting construction work on the Caltrain mainline that is part of the Peninsula Corridor Electrification Project (PCEP).

During the COVID-19 pandemic, Caltrain made temporary changes in response to ridership fluctuation. In December 2020, Caltrain then increased weekend service frequencies from 90 minutes to 60 minutes to provide adequate service for essential workers. In August 2021, Caltrain implemented a number of weekday and weekend changes for service recovery and improved connectivity to BART including increasing the Sunday service schedule to match the Saturday service schedule. This qualifies as a Major Service Change under Caltrain's Major Service Change Policy and, thus, requires a Title VI Service Equity Analysis. The weekday service changes implemented in August 2021 do not constitute a Major Service Change under the JPB's Major Service Change Policy and, therefore, are not analyzed herein.

Applying Caltrain’s Title VI policies, this analysis demonstrates that the service increase resulting from the changes to Caltrain’s Sunday Service Schedule will not have a disparate impact on minority riders nor impose a disproportionate burden on, or fail to proportionally benefit, low-income riders.
BACKGROUND

CALTRAIN OVERVIEW

Caltrain provides commuter rail service between Santa Clara, San Mateo, and San Francisco Counties. The service area – extending from Gilroy in the south to San Francisco in the north—is geographically and ethnically diverse, containing both dense urban cores and suburban landscape with residents from an array of different backgrounds. These factors make the Caltrain service area unique. Caltrain operates 104 weekday trains and 64 weekend trains. In FY2021 Caltrain carried approximately 1.3 million passengers\(^1\). Attachment 1 provides a copy of the Caltrain Service Map. Attachment 2 contains combined minority demographic maps where the minority population is broken out by tract group using the U.S. Census Bureau’s 2018 American Community Survey (ACS) Data. Minority Census tracts are defined as those in which the minority population exceeds the system-wide minority average of 58%. Attachment 2 also contains low-income demographic maps where the service area’s low-income population is broken out by block group using the same ACS data source. Low-income block groups are defined under Caltrain’s Title VI Program as those in which more than 13.9% of households have incomes under $25,000.

CALTRAIN TITLE VI POLICIES

As a federal grant recipient, the JPB, which operates Caltrain, is required to maintain and provide to the Federal Transit Administration (FTA) information on its compliance with Title VI regulations. At a minimum, it must conduct periodic compliance assessments to determine whether its services are provided in a nondiscriminatory manner consistent with the law. Normally, the JPB performs a self-assessment every three years, or when it undertakes a change in its fares or a significant change in service.

In accordance with FTA Circular 4702.1B, grantees must evaluate all major service changes to determine whether those changes present a discriminatory impact or disproportionate burden on protected classes.

To guard against discriminatory impacts in decision-making and establish thresholds for use in equity analyses of service and fare changes, the FTA requires each large public transportation provider’s governing board to approve three policies:

- Major Service Change Policy
- Disparate Impact Policy
- Disproportionate Burden Policy

\(^1\) Preliminary JPB NTD Annual Ridership
Caltrain’s Title VI policies follow. Board approval of these policies are shown in Attachment 3.

**MAJOR SERVICE CHANGE POLICY**

All major increases or decreases in transit service are subject to a Title VI Equity Analysis prior to Board approval of the service change. A Title VI Equity Analysis completed for a major service change must be presented to the Caltrain Board of Directors for its consideration and included in the Caltrain Title VI Program with a record of action taken by the Board.

A major service change is defined by Caltrain's policy as any service change meeting one or both of the following criteria:

- A reduction or increase of 25 percent or more in total revenue train miles per day for the service day of the week (weekday, Saturday, or Sunday) for which the change is made.

- A greater than 50 percent reduction or increase in the number of stops at a station per day for the service day of the week (weekday, Saturday, or Sunday) for which the change is made. Note: Any temporary or interim change due to construction or maintenance projects is exempted from the definition and is not considered a “major service change.”

**DISPARATE IMPACT POLICY AND DISPROPORTIONATE BURDEN POLICIES**

In the course of performing a Title VI Equity Analysis, the JPB must analyze how a proposed action (major service change or fare change) would impact minority as compared to non-minority populations, and low income as compared to non-low income populations. The results of this analysis are then compared with the thresholds in Caltrain's Disparate Impact and Disproportionate Burden policies.

**DISPARATE IMPACT POLICY**

The JPB established its Disparate Impact threshold at 10 percent based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by minority populations compared to the same impacts borne by non-minority populations.

In the event the proposed action has a negative impact that affects minorities more than non-minorities with a disparity that exceeds the adopted 10-percent threshold or that benefits non-minorities more than minorities with a disparity that exceeds the adopted threshold, the JPB

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2 The FTA applies a 12-month limit to the "temporary" service change exemption in Major Service Change policies.
must (a) consider modifying the proposal to eliminate the disparate impact, (b) analyze whether the disparate impact has been eliminated by the modification, and (c) demonstrate (i) a substantial legitimate justification for the proposed change and (ii) that the proposed change is the least discriminatory alternative.

DISPROPORTIONATE BURDEN POLICY

The JPB established its Disproportionate Burden threshold at 10 percent based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by low-income populations compared to the same impacts borne by non-low-income populations.

In the event the proposed action has a negative impact that affects the low income populations more than non-low income populations with a disparity that exceeds the adopted threshold, or that benefits non-low income passengers more than low income passengers with a disparity that exceeds the adopted threshold, the JPB must take steps to avoid, minimize or mitigate impacts where practicable.

PUBLIC ENGAGEMENT OF POLICY DEVELOPMENT

FTA Circular C 4702.1B requires transit agencies to seek public input before Board adoption of Disparate Impact and Disproportionate Burden policies. JPB staff developed draft policies and requested public input through four community meetings throughout the Caltrain Service area, which spans three counties: San Francisco, San Mateo, and Santa Clara. The JPB requested comments be made through mail, telephone, and dedicated e-mail address (TitleVI@caltrain.com).

The Title VI community meetings were held at the following times and locations:

**Tuesday, Feb. 12, 2013 - 6:30 p.m. to 8:00 p.m.**
Gilroy Senior Center, Meeting Room
7371 Hanna St, Gilroy

**Thursday, Feb. 21, 2013 - 10:45 a.m. to 11:30 a.m.**
Second floor auditorium
Caltrain Administrative Offices
1250 San Carlos Ave, San Carlos

**Tuesday, Feb. 26, 2013 - 5:00 p.m. to 6:30 p.m.**
Bay Area Opera House
4705 Third St, San Francisco

**Wednesday, Feb. 27, 2013 - 6:30 p.m. to 8:00 p.m.**
Mountain View City Hall
Plaza Conference Room
500 Castro St, Mountain View

The JPB also reached out to the following Community groups and leaders:

**San Francisco County**
- Asian Pacific American Community Center
- Bayview Hill Neighborhood Association
- Bayview Merchants Association
- Better Bayview
- Brite/4800 Third St Neighbors
- Dogpatch Neighborhood Association
- Hunters Point Shipyard CAC
- India Basin Neighborhood Association
- Potrero Boosters
- Potrero Hill/Dogpatch Merchants Association
- Visitacion Valley Planning Alliance

**San Mateo County**
- All City Managers
- All Mayors

**Santa Clara County**
- All City Managers
- All Mayors
- Postings to City Council member Newsletters:
  - Ken Yeager
  - Ash Kalra
- Public Advocates
- Transform
- Urban Habitat

Although there were several outreach methods used, including Caltrain website postings, Take One notices printed in English and Spanish, Visual Message Signs at all Stations, Community Meetings, News Releases, Advertisements in several newspapers, and Social media postings (in accordance with the Caltrain Title VI Outreach Plan), there was very limited feedback received by meeting attendees or other community members. Staff revised the proposal for its standards and policies and submitted them for Board approval. They were approved April 4, 2013 (refer to **Attachment 3**).

More information regarding Caltrain’s Title VI policies and standards can be found here: [http://www.caltrain.com/riderinfo/TitleVI.html](http://www.caltrain.com/riderinfo/TitleVI.html)
CALTRAIN SUNDAY SERVICE CHANGES

SUNDAY SERVICE CHANGES

In 2017, Caltrain conducted a Title VI Analysis for a reduction of weekend service to accommodate construction needed for the agency’s rail electrification and capital improvement program. This consisted of a reduction in frequency from 60 to 90 minutes and fewer trains on Sunday than Saturday. The reduction was anticipated to remain in effect for approximately 3 years.

Between 2017 and 2019, Caltrain Weekend Service operated 52 weekend trains (28 Saturdays trains and 24 Sunday trains).

In early 2020, the COVID-10 pandemic significantly reduced public transit ridership in the Bay Area. Caltrain adapted with responsive changes to accommodate passenger loads and public health concerns. In December 2020, changes were made in response to the JPB’s Board-approved Equity and Connectivity Framework. The December 2020 changes increased weekend service by 8 trains to 60 trains (32 Saturday trains and 28 Sunday trains), with 4 additional trains on Saturday and Sunday.

Since December 2020, minor adjustments have been made to the service plan in response to COVID-19 travel patterns. In August 2021, a comparison in service was completed against the October 2019 timetable that showed a Major Service Change for Sunday services. FTA Circular 4702.1B also requires a Title VI Analysis where “permanent” service has been in place. Service that has been in place for over one year is considered "permanent." The frequency in headways implemented in December 2020 are expected to continue into Spring 2022 and therefore require a Title VI Service Equity Analysis under the Circular.

In August 2021, these changes were presented to the JPB Board and implemented to align with BART schedules at Millbrae. Outreach was done via presentations and online outreach with English, Spanish, and Chinese translation. Changes in scheduling and in travel frequency were planned for weekdays and proposed for weekends to accommodate construction along the Caltrain mainline tracks. The weekday service changes implemented in August 2021 are summarized below, but they are not analyzed as they do not meet Caltrain's threshold for Major Service Changes.
Exhibit 1: Comparison of Weekday Pre-COVID-19 and COVID-19 Changes

<table>
<thead>
<tr>
<th>Timetable Effective</th>
<th>Weekday Trains</th>
<th>Saturday Trains</th>
<th>Sunday Trains</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Pre-COVID 19</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Oct 2019</td>
<td>92</td>
<td>28</td>
<td>24</td>
<td></td>
</tr>
<tr>
<td><strong>COVID-19 Recovery</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>March 2020</td>
<td>42</td>
<td>28</td>
<td>24</td>
<td></td>
</tr>
<tr>
<td>May 2020</td>
<td>42</td>
<td>28</td>
<td>24</td>
<td>Hillsdale Station Closure</td>
</tr>
<tr>
<td>June 2020</td>
<td>70</td>
<td>28</td>
<td>24</td>
<td></td>
</tr>
<tr>
<td>Dec 2020</td>
<td>68</td>
<td>32</td>
<td>28</td>
<td>Increased Weekend Service Frequency</td>
</tr>
<tr>
<td>March 2021</td>
<td>70</td>
<td>32</td>
<td>28</td>
<td></td>
</tr>
<tr>
<td>April 2021</td>
<td>70</td>
<td>32</td>
<td>28</td>
<td>New Hillsdale Station Opening</td>
</tr>
<tr>
<td>Aug 2021</td>
<td>104</td>
<td>32</td>
<td>32</td>
<td>New Service Structure, Unified Weekends</td>
</tr>
</tbody>
</table>

A complete description of the changes and their translations are available in Attachment 5.

**Summary of Sunday Service Changes**

2. **Earlier and later trains on Sunday**
   The unified weekend schedule means that, effective August 2021, Caltrain operated 2 additional roundtrips on Sundays. These trains are scheduled in the early morning and late evening at times when service previously was only available on Saturday.
Northbound

- The first northbound train is a Local train departing Tamien Station at 7:12 AM (previously 7:17 a.m. on Saturday) and scheduled to arrive at San Francisco Station at 8:56 a.m., approximately 90 minutes earlier than the previous Sunday service.
- The last northbound train is a Local train departing Tamien Station at 11:05 p.m., which departs San Jose Diridon Station at 11:12 p.m., 30 minutes later than previously scheduled last train. This provides a new option for customers going to sports games and other special events on Sunday evenings.

Southbound

- Two more Local trains operate after the last train on the previous schedule and depart San Francisco Station at 10:58 p.m. and 12:05 a.m. This service is oriented towards essential workers on later shifts, as well as customers returning from sports games and other evening events in San Francisco on Sunday evenings.

Summary of Weekday Service Changes – Effective August 2021 (Not Major Service Changes)

The weekday service changes implemented in August 2021, which do not meet the Caltrain Major Service Change definition, are summarized as follows:

1. **More frequent and faster peak period service (6 a.m. to 9 a.m. and 4 p.m. and 7 p.m.)**
   - With the easing of COVID restrictions in August 2021, Caltrain significantly increased the number of trains scheduled during the peak commuting hours with a wider variety of service options. This included the following:
     - Doubling the number of trains from 2 trains to 4 trains per hour during peak times;
     - Increased service patterns that included both local and limited options, including the return of the “Baby Bullet” train.

2. **Introducing Limited service during midday periods**
   - Midday service adjusted from the previous 2 skip-stop Limited trains per hour. Service included:
     - One Local train per hour in each direction, making all weekday stops between San Francisco and San Jose Diridon Stations, and;
     - One Limited train per hour in each direction, stopping at the 10 most popular stations with good regional transit connections.

3. **More frequent late evening service**
   - Caltrain doubled the service in the late evening period in both directions by adding 3 roundtrips of Local trains between approximately 8 p.m. and 11 p.m. With local trains
running every 30 minutes, this service provides better and more consistent service options for riders going to sport games and other weekday evening events.

4. **Improved connectivity between Caltrain trains and BART trains at Millbrae Station**
   These service changes were developed with an emphasis on the BART connections at Millbrae. As of June 2020, the goal has been for the northbound Caltrain trains to arrive within 10 minutes of scheduled BART train departures to San Francisco and the Easy Bay, while southbound trains will depart within 10 minutes of a scheduled BART train arrival.
FINDINGS OF MAJOR SERVICE CHANGE

Exhibit 2 summarizes the calculation of Major Service Change in terms of daily train revenue service miles and service to stations. The comparison timeline is between Pre-COVID schedules and the August 2021 Sunday Service Schedule. FTA guidance during the COVID-19 pandemic on service changes aligned with the FTA Circular 4702.1B “temporary service changes that do not rise to the level of a major service change, a service equity analysis is not required....if a transit agency chooses to make permanent any changes made during an emergency, or if changes last longer than 12 months, then the transit agency must perform a service analysis”.

Before the Covid-19 pandemic, the October 2019 timetable and schedule was the last permanent schedule in place. Between March 2020 and August 2021, Caltrain made six service changes (including temporary service changes to accommodate construction, public health needs and ridership trends). Caltrain increased Sunday service beginning December 2020. The change continued throughout the most recent service recovery changes in August 2021 and is anticipated to last beyond Spring 2022 until operation of the newly electrified service. Under the FTA regulations, a service analysis is required given the length of implementation for the Sunday Service Schedule.

The Sunday Service Schedule qualifies as a Major Service Change both in a change in total service miles and a change in station stops. The determination is based on the percentage change increases between October 2019 and the changes implemented in August of 2021.

A change in total service miles of 25 percent or more during weekday, Saturday, or Sunday service is classified as a Major Service Change (see Attachment 3). Exhibit 2 shows the additional trains and their total miles. In Exhibit 3, the percentage change in revenue miles is 32%. Exhibits 2 and 3 show the additional trains and their total miles.

Exhibit 2: Sunday Service Day Train Revenue Mile Calculations

<table>
<thead>
<tr>
<th>Train Revenue Miles (SF-SI)</th>
<th>Train Revenue Miles (SF-Tampion)</th>
<th>Train Revenue Miles (SF-Gilroy)</th>
<th>October 1, 2019 Schedule (Pre-COVID Fall 2019)</th>
<th>August 30, 2021 Schedule (Fall 2021)</th>
</tr>
</thead>
<tbody>
<tr>
<td># of trains SF-SI (N8)</td>
<td># of trains SF-Tampion (N8)</td>
<td># of trains SF-Gilroy (N8)</td>
<td># of trains SF-SI (N8)</td>
<td># of trains SF-Tampion (N8)</td>
</tr>
<tr>
<td>47.5</td>
<td>49.1</td>
<td>77.4</td>
<td>0</td>
<td>2</td>
</tr>
</tbody>
</table>
Exhibit 3: Sunday Service Day Train Revenue Mile Changes Summary

<table>
<thead>
<tr>
<th>Time Table</th>
<th>Total Revenue Miles</th>
<th>Percentage Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>October 2019</td>
<td>1175</td>
<td></td>
</tr>
<tr>
<td>August 2021</td>
<td>1552</td>
<td></td>
</tr>
<tr>
<td>Difference</td>
<td>377</td>
<td>32%</td>
</tr>
</tbody>
</table>

When a service change includes a 50% increase or decrease at any particular train stop, this qualifies as a Major Service Change. Fourteen stations (Santa Clara, Lawrence, San Antonio, California Ave, Menlo Park, San Carlos, Belmont, Hayward Park, Burlingame, Broadway, San Bruno, SSF, Bayshore and 22nd Street) experienced a 60% increase of station stops on Sunday. Exhibit 4 below provides the percentage changes in stops at each station.

Exhibit 4: Northbound and Southbound Train Stop Summary

<table>
<thead>
<tr>
<th>Station</th>
<th>Station Stops (Pre-COVID Fall 2019)</th>
<th>Station Stops (Fall 2021)</th>
<th>Difference in Station Stops (Fall 2021 vs. Pre-COVID Fall 2019)</th>
<th>% Change in Station Stops (Fall 2021 vs. Pre-COVID Fall 2019)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gilroy</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>San Martin</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Morgan Hill</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Blossom Hill</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Capitol</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Tamien</td>
<td>21</td>
<td>20</td>
<td>-1</td>
<td>-5%</td>
</tr>
<tr>
<td>San Jose Diridon</td>
<td>24</td>
<td>32</td>
<td>8</td>
<td>33%</td>
</tr>
<tr>
<td>College Park</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Santa Clara</td>
<td>20</td>
<td>32</td>
<td>12</td>
<td>60%</td>
</tr>
<tr>
<td>Lawrence</td>
<td>20</td>
<td>32</td>
<td>12</td>
<td>60%</td>
</tr>
<tr>
<td>Sunnyvale</td>
<td>24</td>
<td>32</td>
<td>8</td>
<td>33%</td>
</tr>
<tr>
<td>Mountain View</td>
<td>24</td>
<td>32</td>
<td>8</td>
<td>33%</td>
</tr>
<tr>
<td>San Antonio</td>
<td>20</td>
<td>32</td>
<td>12</td>
<td>60%</td>
</tr>
<tr>
<td>California Avenue</td>
<td>20</td>
<td>32</td>
<td>12</td>
<td>60%</td>
</tr>
<tr>
<td>Palo Alto</td>
<td>24</td>
<td>32</td>
<td>8</td>
<td>33%</td>
</tr>
<tr>
<td>Menlo Park</td>
<td>20</td>
<td>32</td>
<td>12</td>
<td>60%</td>
</tr>
<tr>
<td>Atherton</td>
<td>22</td>
<td>0</td>
<td>-22</td>
<td>-100%</td>
</tr>
<tr>
<td>Redwood City</td>
<td>24</td>
<td>32</td>
<td>8</td>
<td>33%</td>
</tr>
<tr>
<td>San Carlos</td>
<td>20</td>
<td>32</td>
<td>12</td>
<td>60%</td>
</tr>
<tr>
<td>Belmont</td>
<td>20</td>
<td>32</td>
<td>12</td>
<td>60%</td>
</tr>
<tr>
<td>Hillsdale</td>
<td>24</td>
<td>32</td>
<td>8</td>
<td>33%</td>
</tr>
<tr>
<td>Hayward Park</td>
<td>20</td>
<td>32</td>
<td>12</td>
<td>60%</td>
</tr>
<tr>
<td>San Mateo</td>
<td>24</td>
<td>32</td>
<td>8</td>
<td>33%</td>
</tr>
<tr>
<td>Burlingame</td>
<td>20</td>
<td>32</td>
<td>12</td>
<td>60%</td>
</tr>
<tr>
<td>Broadway</td>
<td>20</td>
<td>32</td>
<td>12</td>
<td>60%</td>
</tr>
<tr>
<td>Millbrae</td>
<td>24</td>
<td>32</td>
<td>8</td>
<td>33%</td>
</tr>
<tr>
<td>San Bruno</td>
<td>20</td>
<td>32</td>
<td>12</td>
<td>60%</td>
</tr>
<tr>
<td>South San Francisco</td>
<td>20</td>
<td>32</td>
<td>12</td>
<td>60%</td>
</tr>
<tr>
<td>Bayshore</td>
<td>20</td>
<td>32</td>
<td>12</td>
<td>60%</td>
</tr>
<tr>
<td>22nd Street</td>
<td>20</td>
<td>32</td>
<td>12</td>
<td>60%</td>
</tr>
<tr>
<td>San Francisco</td>
<td>24</td>
<td>32</td>
<td>8</td>
<td>33%</td>
</tr>
</tbody>
</table>
EFFECTS ON MINORITY AND LOW-INCOME POPULATIONS

Methodology

The methodology developed to analyze the impact of the proposed Caltrain Sunday service change on minority and low-income populations included the following steps, several of which are discussed in more detail below:

1. Selecting the most recent and relevant system-wide onboard customer survey (October 2021 Service Planning Survey) and the last pre-pandemic customer survey from 2019, rather than Census data, as the data sources for the analysis.
2. Defining the term “minority” to mean those who self-identified as any ethnicity other than “white non-Hispanic.” This question is not mandatory. However, multiple answers were accepted for this question.
3. Defining the term "low-income" to mean those with household incomes within 200% of the HHS Poverty Guidelines. This is used to account for the region’s high cost of living when compared to other regions. The level is approximated by considering both the household size and household income combinations that comprise “low-income.”
4. Analyzing data from the 2021 Service Planning Survey and 2019 Customer Survey for low-income and minority populations to determine the distribution of potential adverse effects or benefits.
5. Comparing the differentials in adverse effects or benefits to the thresholds in the JPB’s Disparate Impact Policy and Disproportionate Burden Policy

Step 1: Data Source Selection

In this particular service change, every station is seeing the same amount of increased service. Therefore, using a 1 mile buffer each station to compare with the Caltrain Service area would not provide a useful comparison for the analysis. The analysis is based on who will likely most likely benefit from the expanded service on Sunday. Accordingly, the JPB has analyzed both:

1. Responses to Caltrain's October 2021 Service Planning Survey, which provides insight into experiences and preferences of current riders, past riders, and residents along the Caltrain corridor during the COVID-19 pandemic. A total of 1,761 surveys were completed via in-person survey and phone calls.
2. Caltrain's 2019 Triennial Ridership Survey, which has a higher sample size, but reflects ridership before the pandemic and likely provides a less accurate representation of anticipated service change impacts. A total of 5,501 surveys were completed by Caltrain riders.

Steps 2 and 3: Determining Minority and Low-Income Populations

To determine how the proposed service changes would impact minority and low-income populations, Caltrain calculated the percentage of survey respondents who indicated they
were “minority” in the two surveys. The same process was repeated for those indicating they met the threshold for “low-income”. Exhibits 5 and 6 provide a summary of those findings. The random sample from the two surveys was generated as follows:

**Minority and Non-Minority**

**2021 Service Planning Survey**
The Service Planning survey results provide instructive points of reference; however, the total number of subjects is lower than on Caltrain's typical triennial ridership survey and some passengers preferred not to reveal their ethnicity or answers related to Sunday service. The useable data set for this analysis includes those who responded to the questions related to ethnicity (Q71 and Q72), earlier service on Sunday mornings (Q50), and later service on Sunday evenings (Q51). Out of 1,761 total survey respondents, 895 surveys (50.82%) responded to all questions required for this analysis.

**2019 Triennial Ridership Survey**
The useable data set in the Triennial Ridership survey includes those who responded to questions related to ethnicity (Q25) and who were surveyed on Sundays. Out of a total of 5,501 surveys, 5,053 (85.9%) riders responded to the questions required for this analysis.

**Exhibit 5: Minority and Non-Minority Data**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Minority</td>
<td>2883</td>
<td>57.1%</td>
<td>286</td>
<td>32.0%</td>
</tr>
<tr>
<td>Non-minority</td>
<td>2170</td>
<td>42.9%</td>
<td>609</td>
<td>68.0%</td>
</tr>
<tr>
<td>Sample Size</td>
<td>5053</td>
<td>-</td>
<td>895</td>
<td>-</td>
</tr>
</tbody>
</table>

**Low-Income and Non-Low-Income**

**2021 Service Planning Survey**
The useable data set from the 2021 Service Planning Survey for purposes of this analysis includes those who responded to the questions on household size (Q66), household income (Q74), earlier service on Sunday mornings (Q50), and running later service on Sunday evenings (Q51). Low-income was determined by comparing income and household size to the HHS 200% Federal Poverty Guideline Thresholds. Out of 1,761 total survey respondents, 506 survey respondents (28.7%) responded to all questions required for use in this analysis.

**2019 Triennial Ridership Survey**
Similarly, the useable data set in the Triennial Ridership survey includes those who responded to questions related to household size, income, and day of survey collection. Out of a total of 5,501 surveys, 4,575 (83.1%) responded to all questions required for use in this analysis.
Step 4: Analyzing data from the 2021 Service Planning Survey and 2019 Triennial Ridership Survey for low-income and minority populations to analyze the distribution of potential adverse effects or benefits.

As required under the FTA’s guidance, staff considered how the Sunday service changes impact Caltrain riders. In general, the revised Sunday schedule is an overall service increase for all populations based on Train Revenue Miles (TRM) being adjusted for each individual train, so in this case, the benefits were analyzed according to stated customer preferences and past Sunday ridership.

Based on the definitions and determinations made in Steps 2 and 3, staff determined the number of respondents impacted positively by the Sunday Service expansions, as well as the percentage of minority and low-income persons being impacted. The net changes associated with the service changes are summarized cumulatively in the “Disparate Impact” and “Disproportionate Burden” analyses, with the understanding that this service change study addresses the equitable distribution of a new benefit rather than experience of a new burden. Each change is analyzed separately, but illustrated in one figure for purposes of comparison (see Exhibits 7c and 8c). These cumulative figures calculate the percent of impacts experienced by minorities vs. non-minorities and low income vs. non-low income respondents.

**DISPARATE IMPACT ANALYSIS**

There is no finding of any Disparate Impact associated with the Caltrain Sunday Service changes. In the analysis of the October 2021 Service Planning Survey data, Exhibits 7a and 7b show the calculation of minority and non-minority respondents' answers when indicating their likely usage of expanded Caltrain service on Sundays, in both earlier mornings and later evenings. This data reveals that minority riders would benefit slightly more from the service increases on a proportional basis as compared to non-minority riders, with percentage differences of nearly 8% for morning service and over 5% for evening service. Put another way, the 2021 Customer Service Survey indicates that the Sunday service changes are more likely to benefit minority riders more than non-minority riders.
### Exhibit 7a: Q50-Starting train service earlier on Sunday mornings

<table>
<thead>
<tr>
<th>Responses</th>
<th>Minority</th>
<th>Non-Minority</th>
<th>Grand Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Much more likely to ride Caltrain more often</td>
<td>62</td>
<td>98</td>
<td>160</td>
</tr>
<tr>
<td>Somewhat more likely to ride Caltrain more often</td>
<td>77</td>
<td>151</td>
<td>228</td>
</tr>
<tr>
<td>Not more likely to ride Caltrain more often/Makes no difference</td>
<td>147</td>
<td>360</td>
<td>507</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td><strong>286</strong></td>
<td><strong>609</strong></td>
<td><strong>895</strong></td>
</tr>
</tbody>
</table>

### Exhibit 7b: Q51-Running train service later on Sunday evenings

<table>
<thead>
<tr>
<th>Responses</th>
<th>Minority</th>
<th>Non-Minority</th>
<th>Grand Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Much more likely to ride Caltrain more often</td>
<td>78</td>
<td>161</td>
<td>239</td>
</tr>
<tr>
<td>Somewhat more likely to ride Caltrain more often</td>
<td>99</td>
<td>183</td>
<td>282</td>
</tr>
<tr>
<td>Not more likely to ride Caltrain more often/Makes no difference</td>
<td>109</td>
<td>265</td>
<td>374</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td><strong>286</strong></td>
<td><strong>609</strong></td>
<td><strong>895</strong></td>
</tr>
</tbody>
</table>

### Exhibit 7c: Disparate Impact Analysis

<table>
<thead>
<tr>
<th>October 2021 Service Planning Survey</th>
<th>Q50: Preference for earlier Sunday morning service</th>
<th>Q51: Preference for later Sunday evening service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Number of Minority Survey Respondents Impacted</td>
<td>139</td>
<td>177</td>
</tr>
<tr>
<td>Total Number of Minority Respondents</td>
<td>286</td>
<td>286</td>
</tr>
<tr>
<td>Percent of Minority Survey respondents Impacted</td>
<td>48.6%</td>
<td>61.8%</td>
</tr>
<tr>
<td>Total Number of Non-Minority Survey respondents Impacted</td>
<td>249</td>
<td>344</td>
</tr>
<tr>
<td>Total Number of Non-Minority Survey respondents</td>
<td>609</td>
<td>609</td>
</tr>
<tr>
<td>Percent of Non-Minority Survey respondents Impacted</td>
<td>40.8%</td>
<td>56.4%</td>
</tr>
<tr>
<td>Difference in Impact</td>
<td>7.8%</td>
<td>5.4%</td>
</tr>
</tbody>
</table>

In the case of a benefit, a negative 10 percent difference between impacted minority survey respondents and impacted non-minority survey respondents would generate a disparate impact.

Data from the 2019 Triennial Ridership Survey also reveals essentially identical impacts of the Sunday service changes for minority riders and non-minority riders based on then-current ridership patterns. Exhibit 7d confirms the finding of no disparate impact.
Exhibit 7d: Disparate Impact Analysis

<table>
<thead>
<tr>
<th>2019 Triennial Ridership Survey</th>
<th>Sunday Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Number of Minority Sunday Survey Respondents Impacted</td>
<td>76</td>
</tr>
<tr>
<td>Total Number of Minority Respondents</td>
<td>2883</td>
</tr>
<tr>
<td>Percent of Minority Survey Sunday Respondents Impacted</td>
<td>2.64%</td>
</tr>
<tr>
<td>Total Number of Non-Minority Sunday Survey Respondents Impacted</td>
<td>55</td>
</tr>
<tr>
<td>Total Number of Non-Minority Survey respondents</td>
<td>2170</td>
</tr>
<tr>
<td>Percent of Non-Minority Sunday Survey respondents Impacted</td>
<td>2.53%</td>
</tr>
<tr>
<td>Difference in Impact</td>
<td>.11%</td>
</tr>
</tbody>
</table>

In the case of a benefit, a negative 10 percent difference between impacted minority survey respondents and impacted non-minority survey respondents would generate a disparate impact.

DISPROPORTIONATE BURDEN/BENEFIT ANALYSIS

A Disproportionate Benefit (as opposed to burden) exists for increased Sunday evening service for low-income populations based on the 2021 Service Planning Survey. There is no finding of either a Disproportionate Benefit or Burden associated with the early Sunday service based on the 2021 Service Planning Survey. The 2019 Triennial Ridership Survey data indicates no Disproportionate Benefit or Burden for either element of increased Sunday service.

Increases in service are an overall benefit for both low-income and non-low-income riders. Based on the October 2021 Service Planning Survey, later service on Sunday evenings can be expected to provide a 12.4% higher benefit for low-income passengers as compared to non-low-income passengers. As this is a service increase this difference can be defined as a disproportionate benefit for low-income respondents as opposed to a disproportionate burden or barrier to accessing or utilizing service.

Exhibits 8a and 8b provide the breakdown of responses for low-income and non-low-income respondents according to the October 2021 Service Planning Survey. Exhibit 8c provides the associated Disproportionate Benefit analysis.

Exhibit 8a: Q50-Starting train service earlier on Sunday mornings

<table>
<thead>
<tr>
<th>Responses</th>
<th>Low-Income</th>
<th>Non- Low-Income</th>
<th>Grand Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Much more likely to ride Caltrain more often</td>
<td>18</td>
<td>103</td>
<td>121</td>
</tr>
<tr>
<td>Somewhat more likely to ride Caltrain more often</td>
<td>24</td>
<td>118</td>
<td>142</td>
</tr>
<tr>
<td>Not more likely to ride Caltrain more often/Makes no difference</td>
<td>32</td>
<td>211</td>
<td>243</td>
</tr>
<tr>
<td>Grand Total</td>
<td>74</td>
<td>432</td>
<td>506</td>
</tr>
</tbody>
</table>
Exhibit 8b: Q51- Running train service later on Sunday evenings

<table>
<thead>
<tr>
<th>Sunday Service Responses</th>
<th>Low-Income</th>
<th>Non-Low-Income</th>
<th>Grand Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Much more likely to ride Caltrain more often</td>
<td>23</td>
<td>145</td>
<td>168</td>
</tr>
<tr>
<td>Somewhat more likely to ride Caltrain more often</td>
<td>33</td>
<td>128</td>
<td>161</td>
</tr>
<tr>
<td>Not more likely to ride Caltrain more often/Makes no difference</td>
<td>18</td>
<td>159</td>
<td>177</td>
</tr>
<tr>
<td>Grand Total</td>
<td>74</td>
<td>432</td>
<td>506</td>
</tr>
</tbody>
</table>

Exhibit 8c: Disproportionate Benefit Analysis

<table>
<thead>
<tr>
<th>October 2021 Service Planning Survey</th>
<th>Q50: Preference for earlier Sunday morning service</th>
<th>Q51: Preference for later Sunday evening service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Number of Low-Income Survey Respondents Impacted</td>
<td>42</td>
<td>56</td>
</tr>
<tr>
<td>Total Number of Low-Income Respondents</td>
<td>74</td>
<td>74</td>
</tr>
<tr>
<td>Percent of Low Income Survey respondents Impacted</td>
<td>56.7%</td>
<td>75.6%</td>
</tr>
<tr>
<td>Total Number of Non-Low-Income Survey respondents Impacted</td>
<td>221</td>
<td>273</td>
</tr>
<tr>
<td>Total Number of Non-Low-Income survey respondents</td>
<td>432</td>
<td>432</td>
</tr>
<tr>
<td>Percent of Non-Low-Income Survey respondents Impacted</td>
<td>51.6%</td>
<td>63.2%</td>
</tr>
<tr>
<td>Difference in Impact</td>
<td>5.1%</td>
<td>12.4%</td>
</tr>
</tbody>
</table>

In the case of a benefit, a negative 10 percent difference between impacted low-income survey respondents and impacted non low-income survey respondents would generate a disproportionate burden.

also reveals essentially identical impacts of the Sunday service changes for minority riders an non-minority riders based on then-current ridership patterns. Exhibit 8d confirms the finding of no disparate impact.

Data from the 2019 Triennial Ridership Survey shows that a relatively higher percentage of low-income Caltrain riders could be expected to benefit from the Sunday service increases than the percentage of non-low-income Caltrain riders, with a difference of close to 4%. This analysis again indicates that the service changes do not result in a disproportionate burden.

Exhibit 8d: Disproportionate Benefit Analysis

<table>
<thead>
<tr>
<th>2019 Triennial Survey</th>
<th>Sunday Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Number of Low-Income Sunday Respondents</td>
<td>31</td>
</tr>
<tr>
<td>Total Number of Low-Income Respondents</td>
<td>445</td>
</tr>
<tr>
<td>Percent of Low-Income Survey Respondents Impacted</td>
<td>6.96%</td>
</tr>
<tr>
<td>Total Number of Non-Low-Income Sunday Respondents Impacted</td>
<td>100</td>
</tr>
<tr>
<td>Total Number of Non-Low-Income Survey Respondents</td>
<td>4130</td>
</tr>
<tr>
<td>Percent of Non-Low-Income Survey Respondents Impacted</td>
<td>3.17%</td>
</tr>
<tr>
<td>Difference in Impact</td>
<td>3.79%</td>
</tr>
</tbody>
</table>
PUBLIC ENGAGEMENT ON PROPOSED SERVICE CHANGES

DISSEMINATION OF INFORMATION, INCLUDING TO LIMITED ENGLISH PROFICIENT (LEP) PERSONS

FTA Circular C 4702.1B requires transit agencies to seek public input before Board approval for Major Service Changes or Fare Changes. The JPB’s public participation process offers early and continuous opportunities for the public (including minorities and people with low incomes) to be involved in the identification of potential impacts of proposed transportation decisions. Efforts to involve minority and low-income populations include both comprehensive measures and measures targeted at overcoming language and other barriers that prevent such populations from effective participation in decision-making.

The JPB’s public information campaign began in May 2021 and continued until the Public Hearing on February 23, 2022.

The JPB’s public participation process included measures to disseminate information on the proposed service changes to LEP persons, as well as at public hearings and meetings. The public notices note that translations are available in Caltrain’s 21 Safe Harbor Languages by contacting the Caltrain Customer Service Center phone number. The Caltrain Customer Service Center offers foreign language translation service via in-house translators or the Language Line.

Comprehensive measures were employed by the JPB in August 2021 to make the public aware of the changes. This included multi-lingual websites in both Spanish and Chinese. (Attachment 6), in Caltrain news releases (Attachment 12), as well as social media posts on Facebook, Twitter, Instagram (Attachment 10).

Measures taken to overcome linguistic, institutional, and cultural barriers that may prevent minority and low-income populations from participating in decision-making also included publishing the public hearing notice in newspapers of general circulation and various community newspapers. Notifications for the public hearing appeared in the following newspapers:

- El Observador (translated in Spanish): On February 11 and February 18, 2022
- Sing Tao Daily (translated in Chinese): On February 9 and February 16, 022
- San Francisco Examiner, San Mateo Examiner, San Francisco Daily Journal, and San Jose Post: 02/09/2022 and 02/16/2022

Notices were also placed at all Caltrain stations.
PUBLIC OUTREACH

As part of the Caltrain staff’s efforts to improve and expand Public Outreach, a survey was conducted with the general population, current riders and lapsed riders between October 2021 and November 2021. The survey information was collected via phone call and distribution of paper surveys.

The survey was offered in English and Spanish. Copies of the report and questionnaire are in Attachment 11.

At the July 2021 JPB Board Meeting, Caltrain staff presented the changes to the Board as an informational item. Comments regarding the service changes are captured in Attachment 8.

Caltrain staff also reached out to Community-based Organizations of CBOs, city councils, city and county agency staff, and city managers to inform them of the proposed changes and also communicated directly with companies participating in the Go Pass program. A complete list of these entities are located in Attachment 7. Exhibit 10 indicates the city councils that were informed of the August 2021 Changes.

**Exhibit 10:- City Councils**

<table>
<thead>
<tr>
<th>San Mateo County</th>
<th>Santa Clara County</th>
<th>San Francisco</th>
</tr>
</thead>
<tbody>
<tr>
<td>Atherton</td>
<td>Gilroy</td>
<td></td>
</tr>
<tr>
<td>Belmont</td>
<td>Morgan Hill</td>
<td>San Francisco</td>
</tr>
<tr>
<td>Brisbane</td>
<td>Mountain View</td>
<td></td>
</tr>
<tr>
<td>Burlingame</td>
<td>Palo Alto</td>
<td></td>
</tr>
<tr>
<td>East Palo Alto</td>
<td>San Jose</td>
<td></td>
</tr>
<tr>
<td>Menlo Park</td>
<td>Sana Clara</td>
<td></td>
</tr>
<tr>
<td>Millbrae</td>
<td>Sunnyvale</td>
<td></td>
</tr>
<tr>
<td>Redwood City</td>
<td></td>
<td></td>
</tr>
<tr>
<td>San Carlos</td>
<td></td>
<td></td>
</tr>
<tr>
<td>San Mateo</td>
<td></td>
<td></td>
</tr>
<tr>
<td>South San Francisco</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
COMMUNITY MEETINGS

Expanded public outreach was a goal for this study. Caltrain also contacted several of the Community Based Organizations (CBOs) listed above seeking opportunities to present at their regular meetings, but only a small subset of those contacted were interested in receiving presentations.

Caltrain staff provided updates on service restoration at several virtual public meetings including:

- Caltrain Citizens Advisory Committee (CAC), July 21, 2021
- Finance Committee Meeting, July 26, 2021
- Local Policy Maker Group (LPMG), August 26, 2021
- JPB Board of Directors, June 3, 2021, July 1, 2021, and August 5, 2021

A final public hearing will be held during the Peninsula Corridor Joint Power Board monthly board meeting on **February 23, 2022 at 3:00pm via Zoom.**

Prior to the hearing, comments may be sent by mail, e-mail, phone, or online to Peninsula Corridor Joint Powers Board, JPB Secretary, P.O. Box 3006, San Carlos, CA 94070-1306; Changes@caltrain.com, 1.800.660.4287, or on www.caltrain.com/proposedchanges.
PUBLIC HEARING COMMENTS

A summary of the public meetings and public hearing meetings comments is shown in Attachment 13 below. As of ____, a total of ___Sunday service public comments were received.
ATTACHMENT 1 – CALTRAIN SYSTEM MAP
ATTACHMENT 2 – BOARD APPROVAL OF MAJOR SERVICE CHANGE, DISPARATE IMPACT POLICY AND DISPROPORTIONATE BURDEN POLICY
RESOLUTION NO. 2013 – 21

BOARD OF DIRECTORS, PENINSULA CORRIDOR JOINT POWERS BOARD
STATE OF CALIFORNIA

ADOPTION OF SYSTEM-WIDE SERVICE STANDARDS AND POLICIES, DEFINITION OF "MAJOR SERVICE CHANGE," AND DISPARATE IMPACT AND DISPROPORTIONATE BURDEN POLICIES REQUIRED FOR COMPLIANCE WITH TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

WHEREAS, Title VI of the Civil Rights Act of 1964 requires recipients of Federal grants and other assistance to operate their programs and services without regard to, or discrimination based on, race, color or national origin; and

WHEREAS, the Federal Transit Administration (FTA) issued Circular FTA C 4702.18, effective October 1, 2012, setting forth requirements and guidelines for Title VI compliance; and

WHEREAS, as set forth in the above-referenced Circular, the Board of Directors is required to adopt System-Wide Service Standards and Policies to guide the equitable distribution of Caltrain programs and services; and

WHEREAS, the JPB is also required to adopt policies to define when a service change is sufficiently broad or large to necessitate a review of its potential impacts on minority and low-income populations, and to define when a fare change or major service change will have a disparate impact on minority populations or impose a disproportionate burden on low-income populations, all of which policies and definitions are required to be subject to public input; and

WHEREAS, over the past two months, JPB staff has presented draft policies to this Board and the public in Board meetings and other public meetings, undertaken extensive public outreach and accepted public comment on the policies; and
WHEREAS, the Staff Coordinating Council recommends the Board approve the attached System-Wide Service Standards and Policies, definition of "Major Service Change," and Disparate Impact and Disproportionate Burden Policies, which comply with FTA requirements and which will guide future decisions regarding and monitoring of Caltrain programs and services to ensure that they are provided equitably, without discrimination based on race, color or national origin.

NOW, THEREFORE, BE IT RESOLVED that the Board of Directors of the Peninsula Corridor Joint Powers Board hereby approves the attached System-Wide Service Standards and Policies, definition of "Major Service Change," and Disparate Impact and Disproportionate Burden Policies.

Regularly passed and adopted this 4th day of April, 2013 by the following vote:

AYES: CISNEROS, COHEN, DEAL, KALRA, LLOYD, NOLAN, TISSIER, YEBAGER

NOES: NONE

ABSENT: WOODWARD

ATTEST:

[Signature]
JPB Secretary

Chair, Peninsula Corridor Joint Powers Board
MAJOR SERVICE CHANGE POLICY

SERVICE CHANGES

All major increases or decreases in transit service are subject to a Title VI Equity Analysis prior to Board approval of the service change. A Title VI Equity Analysis completed for a major service change must be presented to the Caltrain Board for its consideration and included in the Caltrain Title VI Program with a record of the action taken by the Board.

Caltrain defines a major service change as any service change meeting at least one or both of the following criteria:

A. An adjustment of service that equates to a reduction of or addition of 25 percent or more in total revenue train miles per day for the service day of the week (weekday, Saturday or Sunday) for which the change is made.

B. A greater than 50 percent reduction or increase in the number of stops at a station per day for the service day of the week (weekday, Saturday or Sunday) for which the change is made.

Note: Any change that is a temporary or interim change due to construction or maintenance projects is exempted from the definition and is not considered a “major service change.”
DISPARATE IMPACT POLICY

This policy establishes a threshold for determining whether a given action has a disparate impact on minority populations versus non-minority populations. Per FTA Circular 4702.1B.

Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient’s policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin.

The policy shall establish a threshold for determining when adverse effects of fare/service changes are borne disproportionately by minority populations. The disparate impact threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by minority populations compared to impacts borne by non-minority populations. The disparate impact threshold must be applied uniformly and cannot be altered until the next Title VI Program submission.

In the course of performing a Title VI Equity Analysis, Caltrain must analyze how the proposed action would impact minority as compared to non-minority populations. In the event the proposed action has a negative impact that affects minorities more than non-minorities with a disparity that exceeds the adopted Disparate Impact Threshold or that benefits non-minorities more than minorities with a disparity that exceeds the adopted Disparate Impact Threshold, Caltrain must evaluate whether there is an alternative that has a more equitable impact. Otherwise, Caltrain must take measures to mitigate the impact of the proposed action on the affected minority population and demonstrate that a legitimate business purpose cannot otherwise be accomplished and that the proposed change is the least discriminatory alternative.

The Caltrain Disparate Impact Threshold to determine if the adverse impacts of a major service change (as defined in the first part of this document) or a fare adjustment is established at 10 percent based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by minority populations compared to the same impacts borne by non-minority populations.
DISPROPORTIONATE BURDEN POLICY

This policy establishes a threshold for determining whether a given action has a disproportionate burden on low-income populations versus non-low-income populations. The Disproportionate Burden Policy applies only to low-income populations that are not also minority populations. Per FTA Circular 4702.1B:

The policy shall establish a threshold for determining when adverse effects of fare/service changes are borne disproportionately by low-income populations. The disproportionate burden threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by low-income populations as compared to impacts borne by non-low-income populations.... The disproportionate burden threshold must be applied uniformly...and cannot be altered until the next [Title VI] program submission.

At the conclusion of the analysis, if the transit provider finds that low-income populations will bear a disproportionate burden of the proposed fare/service change, the transit provider should take steps to avoid, minimize or mitigate impacts where practicable. The provider should describe alternatives available to low-income populations affected by the fare/service changes.

The Caltrain Disproportionate Burden Threshold to determine if the adverse impacts of a major service change (as defined in the first part of this document) or a fare adjustment is established at 10 percent based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by low-income populations compared to the same impacts borne by non-low-income populations.
Board Meeting Minutes (April 4, 2013)

Joint Powers Board Meeting
Minutes April 4, 2013

and Castro Street in Mountain View. Selection of these sites was coordinated with the California Public Utilities Commission and JPB staff.

Public Comment
Adina Levin, Friends of Caltrain, said the changes in the signal contract involve increasing gate down time at five intersections and re-signalizing the traffic lights. She hopes there is outreach to the affected communities.

Jeff Carter, Millbrae, said there will be some increased gate down time and when a train is at a station he hopes the gate will time out and release so traffic is not stopped the entire time the train is at the station.

A motion (Tissie/Nolan) to award a contract to Shimmick Construction for the Signal Preemption Improvement Project was approved unanimously.

AUTHORIZE THE SECOND AMENDMENT OF THE USE, OPERATING AND MAINTENANCE (UOM) AGREEMENT FOR THE MILLBRAE INTERMODAL STATION
Deputy CEO Chuck Harvey said when the Millbrae Intermodal Station was completed, the JPB entered into a cost-sharing agreement with BART to maintain the station. The costs were allocated through a cost model. This amendment codifies the agreement through FY2018 and the costs are being controlled by an agreement so they won’t increase beyond the Consumer Price Index inflation.

A motion (Lloyd/Nolan) to authorize the second amendment of the UOM agreement for the Millbrae Intermodal Station was approved unanimously.

ADOPTION OF CALTRAIN TITLE VI STANDARDS AND POLICIES
Director, Rail Michelle Bouchard reported:

- The Federal Transit Administration requires approval and submission of Title VI standards and policies.
  - The Major Service Change Policy is the criteria for determining when service change is significant enough to require a thorough analysis of potential effects on protected populations. Staff is recommending a change of 25 percent or more total train revenue miles and greater than 10 percent change in the number of trains stopping at a station per day.
  - Disparate Impact and Disproportionate Burden Policies determine the threshold when adverse effects of a fare or service changes are borne disproportionately by minority or low-income populations. Staff is recommending a 10 percent threshold.
  - Services Standards and Policies are established to monitor performance in quantifiable and qualitative measures/metrics. Service standards include vehicle load, vehicle headway, on-time performance and service availability. Service policies are vehicle assignment and transit amenities.

- Four community meetings were held and comments were accepted through March 29. Meetings were sparsely attended and only one comment was received.
Board Meeting Minutes (April 4, 2013 - Continued)

Joint Powers Board Meeting
Minutes April 4, 2013

Public Comment
Roland LeBrun, San Jose, said staff has to ensure cash customers are not targeted because most cash customers are minorities.

A motion (Lloyd/Tissier) to adopt the Caltrain Title VI Standards and Policies was approved unanimously.

LEGISLATIVE UPDATE
State Update
Executive Officer, Public Affairs Mark Simon said Acting Business Transportation and Housing Secretary Brian Kelly has formed a California Transportation Finance Working Group to explore options for meeting the State’s long-term transportation funding needs and priorities. Public transit agencies will be represented on the working group through the Caltrain Transit Association. The first meeting is April 9 and one of the first things the group will be discussing is a recent report issued by the American Society of Civil Engineers which gave the State an overall grade of “C” for its infrastructure and cites “a lack of sufficient investment for the operations and maintenance of existing facilities and dedicated funding sources for new improvements to the system. There is a need for $10 billion per year more to be spent for ongoing maintenance of existing facilities and an investment of $36.5 billion to raise transportation to a “B” grade.”

Federal Update
Mr. Simon said Congress is working to pass a continuing resolution and start work on the FY2014 appropriations process. Last year the Federal investment in the Caltrain High Speed Rail Project was a key topic during the appropriations process. Republican Congressmember Jeff Denham and Kevin McCarthy requested the Government Accountability Office (GAO) review the project’s cost, ridership and revenue projections. The GAO report released last week gave the project an overwhelmingly positive review.

Mr. Simon said there was a home value study done by the American Public Transportation Association and the Association of Realtors that showed property within a half-mile of transit sustained its value more effectively during the recession and rebounded more rapidly.

CORRESPONDENCE
No discussion.

BOARD MEMBER REQUESTS
None

GENERAL COUNSEL REPORT
Mr. Miller said staff has contacted the general counsel for the CHSRA to see if their chair indicated Caltrain would respond to Mr. Brown’s request. It is clear Proposition 1A is going to be complied with in the final analysis and the agreement that has been entered into codifies the blended system as the plan around which HSR will be designed and constructed and contains a funding plan template. Over time the funding plan will evolve as estimates are prepared and the public can be assured
ATTACHMENT 3 – SERVICE AREA DEMOGRAPHICS
LOW INCOME POPULATION BY BLOCK GROUP
ATTACHMENT 4 – PREVIOUS AND CURRENT TIMETABLES
WEEKEND SERVICE: OCTOBER 2019
### Northbound – WEEKEND SERVICE to SAN FRANCISCO

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**Notes:**
- ONLY for S00 Local
- ONLY for S00 Baby Bullet
- On weekends, a shuttle bus connects the Tamien and Diridon stations. No Sunday service on the Caltrain shuttles.
- Timetable subject to change without notice.
- * Train departure may be delayed up to 15 minutes after Sharks games.

### Southbound – WEEKEND SERVICE to SAN JOSE

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### Northbound — SUNDAY SERVICE to SAN FRANCISCO

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**Hillsdale** — Full stations are temporarily closed. All train service will move from Hillsdale Station to Belmont Station.

**Belmont** — Full station is temporarily closed. All train service will move from Hillsdale Station to Belmont Station.

**EFFECTIVE December 14, 2020**

Timetable subject to change without notice.
### Northbound – WEEKEND SERVICE to SAN FRANCISCO

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**Southbound – WEEKEND SERVICE to SAN JOSE**

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*Clarin office on weekends. Train #275 or #281 departure from San Jose Caltrain station may be changed and will depend on good weather. All other #280 trains are subject to change.*

**EFFECTIVE August 30, 2021**
ATTACHMENT 5: COMPLETE LIST OF AUGUST 2021 SERVICE CHANGES AND TRANSLATIONS
Weekday

1. More frequent and faster peak period service (6 a.m. to 9 a.m. and 4 p.m. and 7 p.m.)

To support the easing of restrictions implemented during the COVID-19 pandemic and the reopening of society, Caltrain is significantly increasing the number of trains scheduled during the peak commuting hours with a wider variety of service options.

Specifically:
- The number of trains operated each hour during the peak commuting period will be doubled from 2 trains per hour to 4 trains per hour.
- Instead of offering skip stop Limited trains, Caltrain will offer the following service options:
  - One (1) Local (L1, 1XX-series) train per hour per direction;
  - Two (2) Limited (L3, 3XX-series, and L4, 4XX-series) trains per hour per direction;
  - One (1) Express “Baby Bullet” (B7, 7XX-series) train per hour per direction.

With this combination of service patterns, Caltrain will offer alternatives for customers with different needs and priorities, namely:

- Local trains offer a one-seat ride for all weekday station pairs, even ones not served by other train types.
- Express “Baby Bullet” trains offer greater trip time savings between San Francisco and San Jose (in approximately 65 minutes) as well as 5 mid-stations served (e.g.: the trip from Palo Alto to Millbrae will take only 24 minutes);
- Limited trains offer faster service to some popular stations not served by “Baby Bullet” trains, both from end-of-line locations (approximately 75 minutes between San Francisco and San Jose) and mid-line locations (approximately 30 minutes from Palo Alto and Millbrae).

Introducing Limited service during midday periods

As a part of this new timetable, midday service is also changing. Instead of offering 2 skip-stop Limited trains per hour, Caltrain will offer the service in the following combination:

- One Local train per hour in each direction, making all weekday stops between San Francisco and San Jose Diridon Stations, and;
- One Limited (L5, 5XX-series) train per hour in each direction, stopping at the 10 most popular stations with good regional transit connections.

This new off-peak service offers the following benefits:

- Hourly one-seat ride between all stations between San Francisco and Tamien by Local trains.
Two trains per hour between 12 stations served by L5 trains instead of only 8 stations under the current service (service at 22nd Street, San Mateo, Menlo Park, and Santa Clara will increase), and
• Shorter scheduled trip time between San Francisco and San Jose (74 minutes, 9 minutes shorter than the fastest off-peak trains in the current timetable) as well as between some other station pairs served by L5 trains. It should also be noted that L5 trains are scheduled to operate in the early morning (before the morning peak commuting period) and in the evening (after the afternoon peak commuting period) to offer the same benefits described above.

More frequent late evening service
Caltrain will double the service in the late evening period in both directions by adding 3 roundtrips of Local trains between approximately 8 p.m. and 11 p.m. With this addition, Local trains will run once every 30 minutes during this period. In addition to potentially capturing new ridership markets, this increase will provide better and more consistent service options for customers going to sports games and other weekday evening events. Also, as a part of this late evening service increase, Caltrain will operate the last northbound train approximately 30 minutes after the one in the current schedule. Under the new timetable, the last northbound train will operate as a Local and depart Tamien at 11:05 p.m. (San Jose Diridon at 11:12 p.m.).

Restore Gilroy Service to 3 round trips per day
Caltrain will restore the 3rd Gilroy Service roundtrip during the peak period serving the 5 South County stations south of Tamien on weekdays (Capitol, Blossom Hill, Morgan Hill, San Martin and Gilroy).

Adjusted College Park Service
With the increase in train service and service options, Caltrain will make adjustments to service to/from College Park Station (including direct service to/from Gilroy line stations).

Maintaining adequate transfer times between Caltrain trains and BART trains at Millbrae Station.
Even with all of these changes, Caltrain developed the timetable with an emphasis on BART connections at Millbrae. Since June 2020, the goal has been for northbound Caltrain trains to arrive within 10 minutes of a scheduled BART departure to San Francisco and the East Bay, while southbound trains will depart within 10 minutes of a scheduled BART arrival. Even though most of the trains scheduled during the weekdays have met that goal, when BART changes service in the evenings from Red Line (Richmond-Millbrae) to Yellow Line (Antioch-SFO) service, BART changes the pattern of arrival/departure time at Millbrae, which will unfortunately create longer wait times for customers during those periods. In addition, due to the way BART service at Millbrae is timed, customers transferring from/to BART trains from/to SFO will experience longer wait times.

Weekends
1. Identical schedule on Saturdays and Sundays
The new Caltrain schedule was designed to simplify and enhance the customer experience. For this reason, Caltrain will operate an identical
schedule on both Saturdays and Sundays, which will also help with operational consistency and the acceleration of electrification construction activities.

It should be noted that due to the significant difference in the BART train schedule on Saturday and Sunday, the time buffer between Caltrain arrival/departure and BART arrival/departure at Millbrae Station on Sundays is significantly longer than on weekdays and Saturdays. We apologize in advance for any inconvenience this may cause for riders transferring between the two services at Millbrae.

2. Earlier and later trains on Sunday

Creation of a unified weekend schedule means that Caltrain will operate 2 additional roundtrips on Sundays. The timing of the new trains is close to the “Saturday only” trains in the current weekend schedule, which are scheduled in early morning and late evening:

**Northbound**

- The first northbound train will be a Local departing Tamien Station 7:12 AM (currently 7:17 a.m., on Saturday) and scheduled to arrive San Francisco Station 8:56 a.m., approximately 90 minutes earlier than the current Sunday service;
- The last northbound train will be a Local departing Tamien Station 11:05 p.m.. With the last train departing San Jose Diridon Station at 11:12 p.m., 30 minutes later than currently scheduled. it will provide a new option for customers going to sports games and other special events on Sunday evenings;

**Southbound**

- Two more Local trains will operate after the last train on the current schedule and will depart San Francisco Station at 10:58 p.m. and 12:05 a.m. This new service is oriented towards essential workers on later shifts, as well as customers returning from sports games and other evening events in San Francisco on Sunday evenings.
De lunes a viernes

1. A fin de apoyar la reducción de las restricciones implementadas durante la pandemia de la COVID-19 y la reapertura de la sociedad, Caltrain aumentará de forma significativa la cantidad de trenes programados durante las horas pico de desplazamiento con una variedad de opciones de servicio más amplia.

Especificamente:

- La cantidad de trenes que operan cada hora durante los períodos pico de desplazamiento se duplicará de 2 trenes por hora a 4 trenes por hora.
- En lugar de ofrecer trenes limitados con paradas reducidas, Caltrain ofrecerá las siguientes opciones de servicio:
  - Un (1) tren local (L-1, serie 1XX) por hora por dirección;
  - Dos (2) trenes limitados (L-3, serie 3XX, y L-4, serie 4XX) por hora por dirección;
  - Un (1) tren express “Baby Bullet” (B-7, serie 7XX) por hora por dirección.

Con esta combinación de patrones de servicio, Caltrain ofrecerá alternativas para los clientes con diferentes necesidades y prioridades, específicamente:

- Los trenes locales ofrecen un viaje directo a todas las estaciones de lunes a viernes, incluidas las que no operan con otros tipos de trenes.
- Los trenes express “Baby Bullet” ofrecen viajes más rápidos entre San Francisco y San Jose (en aproximadamente 65 minutos), así como 5 estaciones intermedias (p. ej., el viaje de Palo Alto a Millbrae solo tomará 24 minutos).
- Los trenes limitados ofrecen un servicio más rápido hacia algunas estaciones populares donde no operan los trenes “Baby Bullet”, desde ambas ubicaciones del final de la línea (aproximadamente 75 minutos entre San Francisco y San Jose) y ubicaciones intermedias de la línea (aproximadamente 30 minutos entre Palo Alto y Millbrae).

Presentamos el servicio limitado durante los períodos de mediodía

Como parte de este nuevo horario, el servicio de mediodía también está cambiando. En lugar de ofrecer 2 trenes limitados de paradas reducidas por hora, Caltrain ofrecerá las siguientes combinaciones de servicio:

- Un tren local por hora en cada dirección, que hará todas las paradas entre las estaciones de San Francisco y San Jose de lunes a viernes;
- Un tren limitado (L-5, serie 500) por hora en cada dirección, que parará en las 10 estaciones más populares con buenas conexiones regionales de trasbordo.
Este nuevo servicio fuera de las horas pico ofrece los siguientes beneficios:

- Un viaje directo por hora entre todas las estaciones entre San Francisco y Tamien en trenes locales
- Dos trenes por hora entre las 12 estaciones donde operan trenes L-5 en lugar de solo 8 estaciones bajo el servicio actual (el servicio en 22nd Street, San Mateo, Menlo Park, y Santa Clara aumentará)
- Menor tiempo de viaje programado entre San Francisco y San Jose (74 minutos: 9 minutos menos que los trenes más rápidos fuera de las horas pico en el horario actual), así como entre algunas otras estaciones donde operan los trenes L-5. También se debe notar que los trenes L-5 están programados para operar temprano en la mañana (antes del período pico de desplazamiento de la mañana) y en la noche (después del período pico de desplazamiento de la tarde) para ofrecer los mismos beneficios descritos previamente.

**Servicio nocturno más frecuente**

Caltrain duplicará el servicio del período nocturno en ambas direcciones agregando 3 viajes de ida y vuelta de trenes locales entre aproximadamente las 8 p. m. y las 11 p. m. Así, los trenes locales funcionarán cada 30 minutos durante este período. Además de potencialmente captar nuevos pasajeros, este aumento brindará opciones de servicio mejores y más constantes para los clientes que van a ver juegos deportivos y otros eventos nocturnos de lunes a viernes. Asimismo, como parte de este aumento en el servicio nocturno, Caltrain operará el último tren en dirección norte aproximadamente 30 minutos después del programado en el horario actual. Según el nuevo horario, el último tren en dirección norte será local y partirá de Tamien a las 11:05 p. m. (San Jose Diridon a las 11:12 p. m.).

**Restauración del servicio Gilroy a 3 viajes de ida y vuelta por día**

Con el aumento en el servicio de trenes y en las opciones de servicio, Caltrain hará modificaciones en el servicio desde/hacia la estación College Park (incluido el servicio directo hacia/desde las estaciones de la línea Gilroy).

**Modificación del servicio College Parke**

With the increase in train service and service options, Caltrain will make adjustments to service to/from College Park Station (including direct service to/from Gilroy line stations).

Incluso con todos estos cambios, Caltrain desarrolló el horario con un énfasis en las conexiones BART en Millbrae. Desde junio de 2020, el objetivo ha sido que los trenes Caltrain en dirección norte lleguen dentro de los 10 minutos en un horario de salida de BART a San Francisco y East Bay, mientras que los trenes en dirección sur saldrán dentro de los 10 minutos en un horario de llegada de BART. Aunque la mayoría de los trenes programados de lunes a viernes han alcanzado ese objetivo, cuando BART cambia el servicio de las noches de la línea roja (Richmond-Millbrae) al servicio de la línea amarilla (Antioch-SFO), BART cambia el patrón de horario de llegada/salida en Millbrae, lo que desafortunadamente creará tiempos de espera más largos para los clientes durante esos períodos. Además, debido al horario del servicio de BART en Millbrae, los clientes que trasbordan desde/hacia los
trenes de BART hacia/desde SFO experimentarán tiempos de espera más largos.

**Fines de semana**

1. **Mismo horario los sábados y domingos**
   El nuevo horario de Caltrain se diseñó para simplificar y mejorar la experiencia del cliente. Por esta razón, Caltrain operará un mismo horario tanto los sábados como los domingos, lo que también ayudará con la consistencia operacional y la aceleración de las actividades de construcción y electrificación.

   Se debe notar que, debido a la gran diferencia en el horario de tren de BART los sábados y domingos, el margen de tiempo entre la llegada/salida de Caltrain y la llegada/salida de BART en la estación Millbrae los domingos es significativamente más largo que el de lunes a sábado. Nos disculpamos de antemano por cualquier inconveniente que esto podría causar para los pasajeros que trasbordan entre los dos servicios en Millbrae.

2. **Hay trenes más temprano y más tarde los domingos**
   La creación de un horario unificado para los fines de semana significa que Caltrain operará 2 viajes de ida y vuelta adicionales los domingos. La sincronización de los nuevos trenes es cercana a los trenes de “solo los sábados” en el horario actual de fin de semana, que están programados temprano en la mañana y tarde en la noche:

   **En dirección norte**

   - El primer tren en dirección norte será local y saldrá de la estación Tamien a las 7:12 a. m. (actualmente a las 7:17 a. m. los sábados) y está programado para llegar a la estación de San Francisco a las 8:56 a.m., aproximadamente 90 minutos más temprano que el servicio actual del domingo.
   - El último tren en dirección norte será local y partirá de la estación Tamien a las 11:05 p.m. Con el último tren que sale de la estación Dirion de San Jose a las 11:12 p.m., 30 minutos después de lo programado actualmente, se dará una nueva opción a los clientes que van a juegos deportivos y otros eventos especiales los domingos por la noche.

   **En dirección sur**

   - Dos trenes locales adicionales operarán luego del último tren programado actualmente y partirán de la estación de San Francisco a las 10:58 p.m. y a las 12:05 a.m. Este nuevo servicio está orientado hacia los trabajadores esenciales con turnos nocturnos, así como a los clientes que regresan de juegos deportivos y otros eventos nocturnos en San Francisco los domingos por la noche.
CHINESE TRANSLATION

工作日

1. 更频繁和快速的高峰期服务（早上 6 时至 9 时和下午 4 时至 7 时）

为了支持新冠疫情期间实施的限制措施的放松和社会的重新开放，Caltrain 正在大幅增加在通勤高峰期安排的列车数量，提供更多的服务选择。

具体而言：

- 通勤高峰期每小时运营的列车数量将增加一倍，从每小时两趟增至每小时四趟。
- Caltrain 将提供以下服务选项，而不是提供跳站的有限站点列车：
  - 每个方向每小时一（1）趟区间服务列车（L-1, 100 系列）；
  - 每个方向每小时两（2）趟有限站点列车（L-3, 300 系列，和 L-4, 400 系列）；
  - 每个方向每小时一（1）趟“小子弹头”特快列车（B-7, 700 系列）。

通过这种服务模式的组合，Caltrain 将为具有不同需求和优先事项的乘客提供不同选择，即：

- 区间列车为所有平日的车站提供直达服务，甚至包括其他类型列车不覆盖的车站。
- “小子弹头”特快列车在旧金山和圣何塞之间运行，节省更多行程时间（总行程大约 65 分钟），经停五站（例如：从 Palo Alto 到 Millbrae 仅需 24 分钟）；
- 有限站点列车为一些没有“小子弹头”列车服务的热门车站提供更快的服务，包括从终点站（旧金山和圣何塞之间约 75 分钟）和中间站（从 Palo Alto 到 Millbrae 约 30 分钟）出发的列车，以及

午间推出有限站点服务

新时刻表中，午间服务也将改变，Caltrain 将提供以下组合的服务，而不是每小时提供两趟跳站的有限站点列车：

- 每个方向每小时一趟区间服务列车，在旧金山和圣何塞 Diridon 站之间所有平日站点停靠；
每个方向每小时一趟有限站点列车（L-5, 500 系列），在十个最热门的车站停靠，有良好的区域交通接驳。

这项新的非高峰期服务有以下优点：

- 旧金山与 Tamien 之间的所有车站每小时提供区间直达列车
- 在 L-5 列车服务的 12 个车站之间每小时有两趟列车，而在目前的服务下只有 8 个车站（22nd Street、San Mateo、Menlo Park 和 Santa Clara 的服务将增加），并且
- 旧金山和圣何塞之间的行程时间缩短（74 分钟，比目前时刻表中最快的非高峰期列车短 9 分钟）。L-5 列车服务的其他一些站点之间的行程时间也缩短。还应注意的是，L-5 列车被安排在清晨（早上通勤高峰期之前）和夜晚（下午通勤高峰期之后）运行，以实现上述相同的优点。

更频繁的晚间服务
Caltrain 将增加夜间双向服务，在晚上大约 8 点至 11 点之间增加三趟往返的区间列车。增加后，区间列车在此期间将每 30 分钟有一趟。除了有可能获得新的乘客外，增加班次将为观看体育赛事和其他平日晚间活动的乘客提供更好和更稳定的服务选择。此外，增加晚间服务还包括在目前时刻表中的最后一班北向列车之后约 30 分钟新增一趟列车。根据新的时刻表，最后一班北向列车将成为区间列车运行，在晚上 11:05 从 Tamien 出发（晚上 11:12 到达圣何塞 Diridon）。

恢复 Gilroy 的服务，每天三个往返班次
Caltrain 将在高峰期恢复 Gilroy 的第三趟往返列车，平日经停 Tamien 以南 South County 的五个车站（Capitol、Blossom Hill、Morgan Hill、San Martin 和 Gilroy）。

调整后的 College Park 服务
随着列车间隔和服务选项的增加，Caltrain 将对 College Park 站的往返服务进行调整（包括往返 Gilroy 车站的直达服务）。

在 Millbrae 站保持 Caltrain 和 BART 列车之间足够的换乘时间。

即使有所有这些变化，Caltrain 制定的时刻表仍强调在 Millbrae 与 BART 的接驳。按照规划，自 2020 年 6 月起，北向 Caltrain 列车将在 BART 预定出发前往旧金山和东湾的时间后的 10 分钟内到达，而南向列车将在 BART 预定到达时间后的 10 分钟内出发。尽管平日里安排的大部分列车都达到了这一目标，但
当 BART 将夜间服务从红线 (Richmond-Millbrae) 改为黄线 (Antioch-SFO) 服务时，BART 改变了 Millbrae 的到达/出发时间规律。这将不幸地在这些时段为乘客带来更长的等待时间。此外，由于 BART 在 Millbrae 的服务计时方式，从旧金山国际机场换乘 BART 列车或换乘 BART 列车前往旧金山国际机场的乘客也将经历更长的等待时间。

周末

1. 周六和周日的时刻表完全相同

新的Caltrain时刻表旨在简化和提升乘客体验。为此，Caltrain将在周六和周日按相同的时刻表运行，这也将有助于运营的一致性和加速电气化建设活动的进行。

值得注意的是，由于 BART 列车在周六和周日的时刻表有很大差异，周日 Caltrain抵达/离开 Millbrae 站与 BART 抵达/离开 Millbrae 站之间的缓冲期要比平日和周六长很多。我们对在 Millbrae 站换乘的乘客可能造成的任何不便提前表示歉意。

2. 周日早班车和晚班车

建立一个统一的周末时刻表意味着加州列车将在周日增加两个往返班次。新列车的时间与目前周末时刻表中“仅周六运行”的列车接近，安排在清晨和晚间：

北向

- 第一趟北向列车将是区间列车，于上午 7:12 从 Tamien 站发车（目前是周六上午 7:17），计划于上午 8:56 抵达旧金山车站，比目前的周日服务早约 90 分钟；
- 最后一班北向列车将是晚上 11:05 从 Tamien 车站发车的区间列车。最后一班列车在晚上 11:12 从圣何塞 Diridon 站发车，比目前的最后一班晚 30 分钟。这将为周日晚上去看体育比赛和参加其他活动的乘客提供一个新的选择。

南向

- 在目前时刻表的最后一趟火车之后再开两趟区间列车，将在晚上 10:58 和凌晨 12:05 从旧金山车站出发。这项新的服务面向的是必须上晚班的工人，以及周日晚上从旧金山的体育比赛和其他晚间活动返回的乘客。
ATTACHMENT 6: MULTI-LINGUAL WEBSITES (SPANISH AND CHINESE)
Resumen de cambios

Effective August 30, 2021

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

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

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

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

Resumen de cambios: fines de semana

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

See a Complete List of Changes.

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

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

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

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

SERVICIO CON PARADAS LIMITADAS

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

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

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

SERVICIO LOCAL

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

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

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

English  Español

2021年8月30日生效

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

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

变化摘要：平日时刻表（8月30日）

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

变化摘要：周末

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

See a Complete List of Changes

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

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

平日 - 高峰时段

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

时刻表上的红色栏目表示“小子弹头”特快列车。

有限站点列车

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

平日 - 晨早、中午、傍晚

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

时刻表上的黄色栏目表示有限站点列车。

区问服务列车

平日 - 全天

服务车型 L1，列车型号 1XX 系列

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

周末 - 全天，周六和周日照常运行

服务车型：L2，列车型号 2XX 系列

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

时刻表上的白/灰色栏目表示区问服务列车。
ATTACHMENT 7: PUBLIC OUTREACH: COMMUNITY BASED ORGANIZATIONS EMAIL AND MATIX
Email Text:
Dear City and County Partners,

It may have been awhile since you were last on Caltrain. We are excited to welcome you back and let you know what we’ve improved since we saw you last.

**Caltrain's Biggest Service Expansion Ever - Effective Aug 30**
- More trains than ever before on weekdays, weekends & evenings
- SAVE 50% Off All Fares (Valid All September)
- The Baby Bullet is Back

**Convenient & Touchless Payment Options**
- Clipper App and Caltrain Mobile app
- Apple Pay/Google Pay
- New Clipper-enabled Ticket Machines

Learn more at [www.Caltrain.com/AllAboard](http://www.Caltrain.com/AllAboard)

We are also asking for your help in spreading the word about Caltrain’s service increase and discounts to your community. To make it easy, the below language can be used in newsletters or on social media. We have also created an [asset library](#) if you want to include photos/graphics with your post. Please share widely!

**Sample Language for Newsletters or Social Media posts**

**Newsletter**
In case you haven’t heard, Caltrain will implement a new, 104-train schedule with more trains than ever before and offer 50% off all tickets and passes for September. Hop on board with the return of the Baby Bullet express train and check out our coordinated BART transfer at Millbrae. Whether going to work, school or traveling for fun, check out what's going on at Caltrain! For more details, visit [www.Caltrain.com/AllAboard](http://www.Caltrain.com/AllAboard)

**Twitter**
With more trains than ever before @Caltrain has expanded peak hour, evening and weekend service. In addition there’s a big 50% discount off all fares. Check out the details: [www.caltrain.com/allaboard](http://www.caltrain.com/allaboard)

**Facebook/LinkedIn**
@Caltrain has expanded peak hour, evening and weekend service with more trains than ever before. In addition there’s a big 50% discount off all fares. Check out the details on their site: [www.caltrain.com/allaboard](http://www.caltrain.com/allaboard)

**Instagram**
@GoCaltrain has expanded peak hour, evening and weekend service with more trains than ever before. In addition there’s a big 50% discount off all fares. Check out the details on their site: caltrain.com/allaboard
#BayArea #Caltrain

Please let me know if you have any questions.
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ATTACHMENT 8: WEEKEND COMMENT MATRIX (BOARD MEETINGS AND COMMITTEE MEETINGS)
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| Work Program – Legislative – Planning (WPLP) Committee Meeting | 5/26/2021 | 1) Where is slide with Ridership Pattern of Caltrain since the pandemic?  
2) Simple standardize schedule is why ridership tanked and will not recover until addressed.                                                                 |
| Work Program – Legislative – Planning (WPLP) Committee Meeting | 5/26/2021 | 1) Encourage aggressive efforts to capture riders as they return to work, new patterns being established now and window of opportunity, chicken and egg problem  
-Aggressive fare discount & new fare products (e.g. BART 1/2 off fare & introduced new ticket types, 15 min headways planned)  
-Need to appeal to different demographic & broader base |
| JPB Board Meeting                           | 6/3/2021 | 1) BART & Capital Corridor have been working on increased service and have been planning for months, not increasing service in the summer  
2) Need 50% discount similar to BART approach  
3) Need 15 min frequency  
4) Advice: Look at past, analyze and understand how Caltrain previously one of successful railroads in the country.  
-The simplified schedules does not get ridership, Need to figure determine how squeeze high speed traffic runs 150% of capacity, need passing tracks infrastructure. |
| JPB Board Meeting                           | 6/3/2021 | 1) Need operate a good mixture both local & express service during peak & off peak and weekends  
2) Express help encourage to use service for faster travel  
3) Requires more train & more service  
4) More passing tracks, capital investment  
5) Simplified schedule sound good on paper, but need to look beyond simplified service. Both local & express service will help with ridership. |
| JPB Board Meeting                           | 6/3/2021 | 1) Request to restore Caltrain service to pre-pandemic levels asap.  
- Level of service especially weekends (60) & off-peak times not tenable  
- Need to reset patterns of people's movement through region, need more competitive service and request return of the baby bullet service  
2) Improve connections to BART, including platform changes to make seamless as possible |
| JPB Board Meeting                           | 6/3/2021 | 1) Request interval of trains at any station during not more than 30 min  
- Hard to plan with 1 hr intervals  
- Bring frequent service to as many stations as possible  
- Place for express service but don’t leave smaller stations behind |
| JPB Board Meeting | 6/3/2021 | 1) Modeling doesn't go with frequency  
- Baby bullet was fuller and less not always better  
- BART has to run frequency to address capacity  
- Go to latest technology  

| JPB Board Meeting | 6/3/2021 | 1) Longer trains  
- Move to regional transit level service (broader demographics)  
2) Leisure trip by Caltrain schedule  
3) Window of opportunity to lure back old ridership demographic, but also new group demographics with more equitable fares (station to station) & frequent service  

| JPB Board Meeting | 6/3/2021 | 1) Plan on at least one set of Baby Bullet Service  
- Since Baby Bullet consistently full, restore of them would get back ridership  
- Coming back to the Fall, put the attractive product back on the table  

| JPB Board Meeting | 6/3/2021 | 1) Encouraging Caltrain to provide robust service restoration  
- Match to BART – Aug 30 or sooner, Match BART 50% percent  
- Service needed to attract back ridership  
2) Complicated math skills, balancing the goals with express baby bullets vs. more trips in line with Service Plan, Vision, Equity Goals  
3) Seen weekend ridership coming to back  
- New work patterns, midday service  
- Watch how people using the service to bring back service  

| JPB Board Meeting | 6/3/2021 | 1) Urge Caltrain to bring back pre-pandemic service  
- Worry lowering service makes Caltrain less appealing  
2) Pre-pandemic service was not already not enough, less than that frequency is poor path moving forward  
- Higher frequency during the day and on weekends  
- Geographically Caltrain station in many downtowns  
- Good peninsula to leisure with tech, pandemic  
- Transition Caltrain to something more general  
- Need move from serving 8am-5pm worker to different work schedules |
| JPB Board Meeting | 6/3/2021 | 1) Return to work different w/ different Hybrid models  
- People not go to work every day  
- People go to meetings then go home, need robust service during the day is critical  
- Flexible schedule along the peninsula to keep people out of cars  
2) Worsened car traffic at 92 junction, near the airport, at 84  
3) Want 15 min headway frequency  
4) Timed connections with BART at Millbrae (Need Train controllers hold the trains)  
5) Electrification project needs to be hurried along, updated train control will allow opportunity to go drive less  
- Cited example Singapore: Driverless option on train to save on costs for good quality service |
| JPB Board Meeting | 6/3/2021 | 1) Eliminate train driver is not possible  
2) Encourage return to normal schedule  
3) Station to station fare structure more equitable  
4) Favor match BART 50% fare discount  
5) Visited New Hillsdale Station  
- Like the centerboard platform and stainless steel architecture with railing  
- Critic: At the time only connection to the station is on 28th Ave, would be nice to walk from Caltrain parking lot to nearby companies in the Bay Meadows to encourage more riders |
| JPB Board Meeting | 6/3/2021 | 1) Re: frequency - Quagmire (current moment & how to plan moving forward)  
2) Delays of the electric trains (2 years past schedule)  
- Coming back from pandemic & pivot point to increase ridership, get different client aside from 8am-5pm riders, gig & essential workers off-peak times  
3) Question: For How are we planning for frequency for near term planning?  
4) Timed connections with not just BART but other local service Muni & VTA  
One hour headway: frequency, competing with other alternatives |
| Work Program – Legislative – Planning (WPLP) Committee Meeting | 6/23/2021 | 1) Travel time between San Jose and San Francisco  
2) Drafting timetable  
3) Running the most popular trains  
4) Four baby bullets every hour  
5) Every baby bullet having a time connection with BART and every other train |
<table>
<thead>
<tr>
<th>Date</th>
<th>Committee Meeting</th>
<th>1. Having capacity with baby bullets</th>
<th>2. Capacity versus frequency</th>
<th>3. Wi-Fi</th>
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<tbody>
<tr>
<td></td>
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<td>4. using Go Pass</td>
<td>5. Providing better monthly ridership data.</td>
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<td>4. Sunnyvale stops</td>
<td>5. changing to distance based fares</td>
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<tr>
<td>6/23/2021</td>
<td>Work Program – Legislative – Planning (WPLP)</td>
<td>1. Refer to Baby Bullet Service Restoring Caltrain Ridership letter dated 5/8/20</td>
<td>Bring Caltrain ridership back by proving to passengers that Caltrain safe and by introducing baby bullet pattern</td>
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<td>2. Lowest ridership recovery in the nation, due ignoring previous ridership and start focusing on equity issues and new riders opportunities</td>
<td>When approved Measure RR has 5 roundtrip trains to Gilroy, not 3</td>
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<td>3. Look forward to the CAC meeting, because will be sending letter to the board and will include schedule with Baby Bullets</td>
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<tr>
<td>7/1/2021</td>
<td>JPB Board Meeting</td>
<td>1. Presentation thoughtfully considering a variety of needs</td>
<td>Weekend Baby Bullet, supporting commuter &amp; diversity of trip</td>
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<td>2. Ridership coming back to transit for recreational &amp; non-commute purposes</td>
<td>More service midday &amp; off-peak</td>
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<td>3. Work with transportation advocates, see the restoration at least to full number of trains pre-COVID</td>
<td>Number of trains &amp; amount of service</td>
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<td>4. Due to Caltrain low ridership, being about track data coming back due to technology would be useful, anything that Caltrain can do to follow ridership data more closely to follow ridership patterns</td>
<td>in order for riders to come back needs to be frequent service to develop habits to use the train</td>
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<tr>
<td>7/1/2021</td>
<td>JPB Board Meeting</td>
<td>1. Will there be weekend baby bullets?</td>
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</table>
1) Appreciate Caltrain efforts to restore service
2) Review of Correspondence: People can’t get to current station under current schedule
3) Review of Correspondence: Trains that take too long
4) Request good mix of local & express throughout the day so people can take advantage of fast trips and not disserve stations that aren’t bullet/express stops
5) New normal is different travel patterns, hopefully with good service, attractive service & seamless fares will gain ridership
6) One benefit of bullet trains on weekends, is that more people will ride bullets and allow local trains run quicker with less on and off activity
7) Look forward to presentation at the CAC

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1) Thankful efforts to make Caltrain more equitable with proposed Fall 2021
2) Use Caltrain to get to school near Hillsdale Station, use daily to get school pre-pandemic, 2-4 times during the pandemic
3) More trains operating per hour, core frequencies
   - More students using Caltrain
   - Student body using Caltrain was 75%, now roughly 15%, 5% due lack of frequency to starting school times differed during day (e.g. force take train 1 hr earlier)
4) Limited A & Limited B current iteration can use Burlingame to other Stations including Santa Clara (forcing to get ride instead of using Caltrain)
   - Reach every stop from every station (except College Park & Broadway)
   - Mix of limited, local and baby service perhaps not 2019 schedule more improved
6) Bus transfers - Consider SamTrans in the recovery effort, little focus on bus transfers

---

1) Encourage more baby bullet service on weekdays and weekends
2) Now demand is more spread out during weekend and midday,
   - Need to adapt schedule, Need mix of local, limited and bullet trains
3) Use some of the Samtrans & BART alternatives
   - Free transfer to SamTrans with single ride fares to help promote local bus service and speed up Caltrain
<table>
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<tr>
<th>Meeting</th>
<th>Date</th>
<th>Comments</th>
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</table>
| JPB Board Meeting       | 7/1/2021 | 1) Re: Equity - Move from Commuter Rail service (move Peninsula white collar workers to SF) to Transit type service. Make trains function for off-Peak, night and weekend trips.  
                       |        | - Equity to address a different type of trip  
                       |        | - Hourly service or worse service will chase  
                       |        | - Make off-peak trains available to allow people to ride busier trains to be more safe  
                       |        | 2) Re: Equity: Fare Structure needs to be change (designed onboard ticket sales, oriented to SF), need to move to distance fare based system |
| JPB Board Meeting       | 7/1/2021 | 1) In addition to optimization from transfer from BART, should include transfers to shuttles (e.g. Stanford or Seaport Shuttles that rely on the connections from Caltrain) |
| JPB Board Meeting       | 7/1/2021 | 1) Transit needs to restore service to at least pre-pandemic levels  
                       |        | - Transit risks situation of people return to lives & accustomed without transit which will & less funding and ridership  
                       |        | 2) Liked the presentation included need to re-imagine focus less on typical US commuter rail to schedule focused on commute hours, look forward to analysis  
                       |        | 3) Bullet are important since new electric trains will take longer to implement, Need mixture of locals and express trains, Variety of speed & get to places in shorter amount of time  
                       |        | 4) Agree with other speakers, better coordinator with SamTrans for Transfers & better Fare structure, Better infrastructure for Peninsula Buses  
                       |        | 5) Difficult to fix all infrastructure, competing funds, but need to focus on restoration |
| Caltrain CAC Meeting    | 7/21/2021 | 1) Step in the correct direction. Staff is listening and that he has been waiting for this presentation to write to the Board. Commented on several slides of the presentation.  
                       |        | 2) Previous success of the Baby Bullets.  
                       |        | 3) Some of the market research is three months old. Staff needs to capture the pre-pandemic market.  
                       |        | 4) Passengers make decisions to ride Caltrain based on travel time, not the rate of speed. Baby Bullet service is needed throughout the day, at least once per hour. Elimination of half of the Baby Bullet market and that he has no choice but to drive, right now.  
                       |        | - Suggests Baby Bullets originate out of Gilroy.  
                       |        | 5) During special events, if the trains are full, run more trains.  
                       |        | 6) Mentioned equity and referred to slide sixteen.  
<pre><code>                   |        | 7) Farebox would remain low as long as previous customers are being targeted. |
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<thead>
<tr>
<th>Caltrain CAC Meeting</th>
<th>7/21/2021</th>
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</table>
| 1) Appreciated the report and stated that staff is on the right track.  
2) Caltrain should explore new fare options for riders that are not working the normal five days a week  
   - Suggest staff to keep the monthly pass at low enough prices to encourage those passengers to ride,  
   mentioned the distance based fares.  
3) Running more bullet or express trains on weekends  
4) Regarding equity, lower fares would help encourage the lower income riders  
5) Glad to see more than one train during the off peak and that it should help encourage ridership. |

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<tr>
<th>Caltrain CAC Meeting</th>
<th>7/21/2021</th>
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| 1) Glad that Measure RR passed to pay for this expanded service, given that ridership is still coming back, and may not come back very quickly.  
2) Remembers when Caltrain could not afford to expand service beyond the peak period because of cost.  
3) Hopes that the schedule will help transform the system as Caltrain continues with electrification.  
4) Liked the half semi local service schedule, pre-pandemic.  
5) Hopeful to see the Agency react accordingly to ridership |

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<tr>
<th>Caltrain CAC Meeting</th>
<th>7/21/2021</th>
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| 1) Thanked staff for the presentation.  
2) Enjoyed the heat diagrams on Highway 101 and mentioned that rush hour traffic patterns are different throughout the day depending on people’s type of work and schedule.  
3) Would like to see Caltrain address the VTA transfer connection, not just the BART connection.  
4) Advocated that Sunnyvale be a Bullet train stop instead of Mt. View, if a second Bullet Train is added.  
5) Pointed out the typo with the Gilroy train time.  
6) Would like to see express trains on the weekends.  
7) Great things about this schedule with equity.  
8) Stated that he would like to see a fare structure that goes hand in hand with this schedule. |
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<tr>
<th>Caltrain CAC Meeting</th>
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<td>1) Thanked staff for the schedule that has taken into account a lot of the changes that are happening, including looking to bring back commuters in a world with different commuting patterns, less peak oriented and new travel behavior as well as supporting different types of trips and different types of riders. 2) Hopes that Caltrain will pay attention to how people are using the service and make changes accordingly, if necessary. 3) Happy to see the BART connections made during the pandemic, however is concerned with BART connections on nights and weekends. 4) Having information at the stations and on the websites would be helpful for passengers on what to expect. 5) Expressed her concerns with Sunnyvale not having a Bullet train stop.</td>
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<tr>
<th>Finance Committee Meeting</th>
<th>7/26/2021</th>
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<tr>
<td>1) Pre-COVID Farebox Recovery was amount highest in nation, now measure RR passed don’t have to worry as much about Farebox recovery 2) Capital Corridor has recovered 30% of ridership 3) Commuter that want to come back saying that schedule won’t work - Physical impossible to have bullet serve both Mt View &amp; Sunnyvale station - Provided explanation of why there was 2 baby bullet at Mt View &amp; Sunnyvale, each have their own Google campus - Sunnyvale has shuttle from Cupertino potentially feedback Apple passengers - Need 2 baby bullets per hour serving the different stations with same trip times 4) Measure RR, Gilroy trains promise was 5 trains not 3 5) Re: Efficiency how can run 104 trains, but 10% increase in fuel consumption - Need more specificity regarding costs</td>
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<thead>
<tr>
<th>Finance Committee Meeting</th>
<th>7/26/2021</th>
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<td>1) Good presentation 2) Service Consistency important 3) ½ hours service a pro, SF to Millbrae or San Carlos, - Good Service Example cited: Denver Transportation operates A line service from Denver Airport to Downtown (w/6 intermediate stops) and runs every 15 min, $5.25 for regional ticket for trains &amp; city, Followed signs once getting off the plane,</td>
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<tr>
<th>Finance Committee Meeting</th>
<th>7/26/2021</th>
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<tr>
<td>1) Appreciate schedule, express service throughout the day except during weekend 2) Request Bullets/Express trains on weekend to help increase ridership as weekend ridership increase faster then weekday ridership 3) Re: Monitoring ridership, Caltrain need to get better real time ridership data from clipper/MTC</td>
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<td>Meeting Type</td>
<td>Date</td>
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<td>--------------------------------------------------</td>
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| Finance Committee Meeting                         | 7/26/2021| 1) When you shift the Commute service to Transit Oriented Service (generally empty trains during off peak), protection for busier train  
2) Can't judge where need to have bridge by how many people swim across the bay, ridership driven by what is offered 
3) Sunnyvale needs more & better service need 
4) Keep dwell times to minimum |
| Finance Committee Meeting                         | 7/26/2021| 1) Appreciate bring back bullet & express trains, need faster & competitive schedules 
2) +1 add baby bullet trains 
3) Stay consistent schedule with weekend schedule, vs. stay consistent with BART 
4) Great schedule to balance many things & step forward on many things 
5) Missing item: More distance based fares, more expensive when cross boundaries (more expensive), discretionary train trips vs. driving |
| Questions:                                        |          | 1) Why Connections at Mt View not mentioned, connections at BART at Millbrae (missing VTA connections at Mt View later)? Seeing data if in evening one train shifting from express train schedule. 
2) How the Clock-face mentioned in the business plan interfaces with this schedule |
| Work Program – Legislative – Planning (WPLP)      | 7/28/2021| 1) Appreciate increase in service, Locals & express during the day in addition to baby bullet 
2) Restoring express or bullets on the weekend, increase ridership and make locals more efficient 
3) Consider restoring weekday service to Broadway station 
4) Gilroy service: Need to look at expanding to two tracks 
5) Better data collection on Caltrain, Real time data collection available on BART & SMART - Ticket media, TVM data |
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<thead>
<tr>
<th>Work Program – Legislative – Planning (WPLP) Committee Meeting</th>
<th>7/28/2021</th>
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</table>
| 1) Appreciate comments on masks, vaccinations, state employee testing  
- Governor Newson mandated vaccinated or weekly testing for every state employer  
2) Re: Sunnyvale stop, that was the only bullet train that served Tamien  
3) Two bullet trains serve different stations: Sunnyvale & Mt View  
4) Baby bullets originating in Gilroy  
5) Two tracks to Gilroy  
- Voted in 2000, fully funded in 2013  
- UPRR relocated fiber option  
- VTA defunded and used for VTA Mt View track 2700' for Super Bowl 50  
4) Caltrain recovery efforts (10% of recovery)  
- Target for staff to be back to 20% by end of the year | |
| Work Program – Legislative – Planning (WPLP) Committee Meeting | 7/28/2021 |
| 1) Commented on service, thoughtful work, bring back bullet, new travel patterns, more frequent service throughout day, changing travel, diverse riders  
2) Issues & concerns: Millbrae connection on weekends and evenings transfers  
- Off peak travel & non-work trip are getting a stronger a use of transit than commute travel  
- Issues with construction (preventable if goal upfront) & COVID return scheduling  
- Short term fix: clear signage  
- Support ongoing work to improve connections |
| Work Program – Legislative – Planning (WPLP) Committee Meeting | 7/28/2021 |
| 1) Disappointment in BART Millbrae connection not in sync  
2) COVID vaccine & masking requirements  
- Require all customer facing employees at very least to get vaccination (e.g. recent announcements by Facebook & Google), to increase the comfort level to get back on trains  
3) For ridership recovery, need to move away from zone fare system and toward a distance based fare system  
- Passed resolution at CAC  
- More than white collar comments |
| Work Program – Legislative – Planning (WPLP) Committee Meeting | 7/28/2021 |
| 1) To Promote ridership, revamp zone fares to distance based fares  
2) Appreciate marketing efforts  
3) Monthly pass included in Fare discount  
4) When will comprehensive fare package be discussed? |
| Work Program – Legislative – Planning (WPLP) Committee Meeting | 7/29/2021 | 1) All employees are fully vaccinated  
2) Would be great if all Bay Area agencies can say all employees are vaccinated  
-Work with TASI & all contract staff on this |
| JPB Board Meeting | 8/5/2021 | 1) Goals, Supporting riders to return to work, make improvements to various respondents, using efficiencies to attract riders  
2) Whether Caltrain working with VTA & SamTrans for more better connections to local transit, previous not able due to Caltrain's irregular schedule  
3) Disappointed with BART connections, Not great connections evening & weekends, although amongst highest the restoration return |
| JPB Board Meeting | 8/5/2021 | 1) Objectives, more midday & evening service, Broadway apartments right across the street, consider Broadway (instead of drive to Millbrae)  
2) Weekend bullet service, recognize work windows for electrification, need express trains, help local trains more efficient  
3) Re-iterate move from zone to distance based fares to improve ridership |
| JPB Board Meeting | 8/5/2021 | 1) Clearly an improvement than now, will focus on glitches  
2) Project CTX (Caltrain Express 20 year ago, infrastructure at Lawrence & Bayshore) no longer used  
-Two baby bullets served different markets, one start at Tamien and one that started at SJ  
-One that start Tamien serves all south San Jose including Gilroy (stops in Sunnyvale)  
-Can't have single baby bullet that both trains stop at Mt View and Sunnyvale due to 150% capacity need at Sunnyvale  
3) End to end trip time is 9 minutes longer than in 2014  
4) Traffic – is only 90% on weekday, 120 % on weekends, to capitalize run weekend bullets  
5) 3 baby bullets that use to serve to Tamien need to be extended to Gilroy  
6) GTFS comment |
| JPB Board Meeting | 8/5/2021 | 1) Great staff looking at travel to blend baby bullet & more frequencies  
2) Not allowing trains from east bay Capital Corridor, ACE  
-More jobs between Redwood City & Santa Clara than east bay  
-Link21 discussion: Berkeley travel to Stanford/job market or school market  
-Now need to get 40% people out of car to save the planet, current plans aren't going to do that |
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<thead>
<tr>
<th>Event Type</th>
<th>Date</th>
<th>Meeting Highlights</th>
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<tbody>
<tr>
<td>JPB Board Meeting</td>
<td>8/5/2021</td>
<td>1) Deep dive in Finance meeting, Reasonable – not perfect</td>
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<td>2) Hourly service to San Carlos (Redwood City), hourly service is discouraging, dependent on Samtrans bus</td>
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<td>3) Generally favor clock face schedule (e.g. Denver A-line &amp; Seattle Line)</td>
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<td>- Too many stops, Make at all stops (long stops)</td>
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<td>4) Consider frequency to smaller stations (e.g. San Carlos)</td>
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<tr>
<td>JPB Board Meeting</td>
<td>8/5/2021</td>
<td>1) Re: Events, As Giants fan in Redwood City, are you going to consider a post-game train regardless of game length as don't like being stranded in SF</td>
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<tr>
<td>JPB Board Meeting</td>
<td>8/5/2021</td>
<td>1) The schedule is revolutionary, especially midday every 30 min</td>
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<td>2) Weekend schedule improvements even though constraints with electrification, nice to have 4 bullets on the weekends to speed travel time</td>
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<td>- Make more sense to head to Berryessa Station to take BART all the way around</td>
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<td>- More request electrification, more request service pre-electrifications</td>
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<td>3) Very happy with new schedule</td>
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<tr>
<td>Local Policy Maker Group</td>
<td>8/23/2021</td>
<td>1) Member Lee, already has the technically using map system</td>
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<td>2) Feedback for riders South of SJ</td>
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<td>- We use to have 6 baby bullet, not 3 baby bullets</td>
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<td>- Affect market where VTA Santa Theresa light rail feeds in: Tamien to Sunnyvale &amp; Palo Alto</td>
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<td>3) Don't look at freeway speeds, Google is re-routing traffic to Monterey Highway at Santa Theresa</td>
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<td>4) 3 trains from Gilroy should be baby bullet</td>
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<td>5) Reduce of cars from 6 cars to 5 car trains, severe overcrowding</td>
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<tr>
<td>JPB Board Meeting</td>
<td>9/2/2021</td>
<td>1) Timetable looks good.</td>
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<td>2) Looking for Fare Table (including discounts) on the printed pocket timetable.</td>
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<tr>
<td>CAC Meeting - Public Comment</td>
<td>9/15/2021</td>
<td>Timetable –</td>
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<td>1) Years ago Baby bullet to SF 9 min faster</td>
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<td>2) 40% Drop in seating capacity compared to Pre-COVID Agreement with FTA, increasing capacity of Full Funding Agreement, meet commitment to the federal government</td>
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<tr>
<td>CAC Meeting - Public Comment</td>
<td>9/15/2021</td>
<td>1) Timetable Dwells Times, all dwell times put at the end times</td>
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<td>2) Tighten schedule, Observation at Millbrae</td>
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<td>3) Go Pass Cost Per Ride Factors</td>
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<td>- Go Pass Usage</td>
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<td>4) Rail Safety</td>
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ATTACHMENT 9 – NOTICE OF PUBLIC HEARING AND PUBLIC MEETINGS (PRINT + WEB)
PENINSULA CORRIDOR JOINT POWERS BOARD
PUBLIC HEARING NOTICE

SUNDAY SERVICE SCHEDULE

The Peninsula Corridor Joint Powers Board (JPB) will hold a public hearing on February 23, 2022, to receive public comment on continuation of the increased Sunday service implemented in August 2021.

In 2017, Caltrain reduced weekend service frequencies from 60 minutes to 90 minutes to accommodate construction activities for the electrification project. During the Covid-19 pandemic, in December 2020, Caltrain increased weekend service frequencies from 90 minutes to 60 minutes to provide adequate service for essential workers. In August 2021, Caltrain unified the weekend schedule and increased Sunday service by 2 additional roundtrips to match the level of service provided on Saturdays.

A summary of the service changes made in August 2021 is available at: https://www.caltrain.com/schedules/Summary_of_Changes.html. Though the August 2021 service changes included weekday changes, they were not significant enough to require a public hearing and have already been approved to be continued.

Public Hearing

The public hearing will take place during the JPB Board of Directors’ Work Program - Legislative - Planning Committee meeting. The public may participate online via Zoom and/or by phone.

Wednesday, February 23 at 3 p.m.  
(or as soon thereafter as the matter may be heard)

Zoom Info: https://zoom.us/j/99768901849?pwd=VmVSEJFZHhvNzhIR212RURzODNzd09
Webinar ID and Meeting ID: 997 6890 1849
Passcode: 609602
Access via Telephone: 1-669-900-6833

Prior to the hearing, comments may be sent by email to publiccomment@caltrain.com or by mail or phone at:

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

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

Para traducción llame al 1.800.660.4287. 如需翻译,請電 1.800.660.4287.
EL OBSERVADOR (SPANISH LANGUAGE PUBLICATION)
CONSEJO DE PODERES COMPARTIDOS DEL CORREDOR DE LA PENÍNSULA
AVISO DE AUDIENCIA PÚBLICA

HORARIOS DE SERVICIO DE DOMINGO

El 23 de febrero de 2022, el Consejo de Poderes Compartidos del Corredor de Península (JPB) celebrará una audiencia pública con el fin de recibir comentarios públicos sobre la continuación del servicio más frecuente en días domingo que se implementó en agosto de 2021.

En 2017, Caltrain redujo las frecuencias del servicio en fines de semana de 60 minutos a 90 minutos en respuesta a las actividades de construcción para el proyecto de electrificación. Durante la pandemia de COVID-19, en diciembre de 2020, Caltrain aumentó las frecuencias del servicio en fines de semana de 90 minutos a 60 minutos para ofrecer un servicio adecuado a los trabajadores esenciales. En agosto de 2021, Caltrain unificó el horario en fines de semana y aumentó el servicio de domingo agregando 2 viajes de ida y vuelta para equilibrarlo al nivel de servicio previsto los días hábiles.

Encontrará un resumen de los cambios en el servicio realizados en agosto de 2021 en: https://www.caltrain.com/schedules/Summary_of_Changes.html. Si bien los cambios en el servicio realizados en agosto de 2021 incluían cambios en días hábiles, estos no eran lo suficientemente significativos como para requerir una audiencia pública y su continuación ya ha sido aprobada.

Audiencia Pública

La audiencia pública tendrá lugar durante la reunión del Comité de Planificación - Legislativa - del Programa de Trabajo del Consejo de Administración de la JPB. El público podrá participar por Zoom y/o por teléfono.

Miercoles 23 de febrero, a las 3 p. m.
(o tan pronto como el asunto pueda ponerse a la disposición del público)

Información para comunicarse por Zoom:
https://zoom.us/j/99768901849?pwd=VmVSSEJFZHyNzNhIR212RURpODNndz09

ID de seminario web y de reunión: 997 6890 1849
Contraseña: 609602
Acceso por teléfono: 1-669-900-6833

Antes de la audiencia, los comentarios pueden enviarse por correo electrónico a publiccomment@caltrain.com, o por correo o por teléfono a:
Board Secretary
Peninsula Corridor Joint Powers Board
P.O. Box 3006, San Carlos, CA 94070-1306
1.800.660.4287 (TTY 650.508.6448)

Para solicitar servicio de traducción o interpretación, llame a Caltrain al 1.800.660.4287 al menos tres días antes de la audiencia.

Para traducción llame al 1.800.660.4287; 如需翻譯,請電 1.800.660.4287.
SING TAO DAILY (CHINESE LANGUAGE PUBLICATION)

PENINSULA CORRIDOR JOINT POWERS BOARD

公共听证会通告

星期日服务时间表

半岛走廊共同权力委员会 (Peninsula Corridor Joint Powers Board, JPB) 将于 2022 年 2 月 23 日举行一场公众听证会，以听取公众对下列事宜的意见：继续实行 2021 年 8 月实施的延长星期日服务时间的安排。

2017 年，加州火车降低了周末服务频率，从 60 分钟一班减至 90 分钟一班，以适应电气化项目的施工活动。在新冠疫情期间，2020 年 12 月，加州火车又提高了周末服务频率，从 90 分钟一班增加至 60 分钟一班，以求为基本工人提供充分的服务。2021 年 8 月，加州火车统一了周末时刻表，并在周日增加了两个往返班次，以匹配周六的服务水平。

2021 年 8 月的服务变动情况要见：
https://www.caltrain.com/schedules/Summary_of_Changes.html。虽然 2021 年 8 月的服务变动包括工作日的变化，但其变动不大，不需要举行公众听证会，而且已经获批准继续实行。

公众听证会

公众听证会将在 JPB 理事会工作计划-立法-规划委员会会议期间举行。公众可以通过 Zoom 和/或电话参加会议。

2月 23 日（周三）下午 3:00
(或之后另通知的其它时间)

Zoom 信息：
https://zoom.us/j/99768901492pwd=VmVSSEFZbHvNyNhIR212RURzODNndz09
网络研讨会 ID 和会议 ID：997 6890 1849
密码：609602
通过电话参加：1-669-900-6833

在听证会开始之前，可以通过电子邮件把意见发送至 publiccomment@caltrain.com，或以邮寄或电话方式发送；

Board Secretary
Peninsula Corridor Joint Powers Board
P.O. Box 3006, San Carlos, CA 94070-1306
1.800.660.4287（文字电话 650.608.6448）

如果需要翻译或口译协助，请在听证会开始之前至少提前 3 天拨打 1.800.660.4287 联系加州火车。

Para servicios de traducción llame al 1.800.660.4287；如需翻译，请拨打电话 1.800.660.4287。
ATTACHMENT 10 : PUBLIC OUTREACH ON SERVICE CHANGES
Good morning everyone! It's finally here! NEW SCHEDULE CHANGES are live! It's our most robust schedule ever!

- Baby Bullet Returns!
- Better transfers with @SFBART.
- More evening and midday service. Plus one Gilroy train.
- More ways to pay!

[Image of a Caltrain advertisement with text: Service Changes]
La mayor expansión de servicio a partir de hoy, 30 de agosto! 

- Más trenes disponibles de lunes a viernes, los fines de semana y por las noches
- Regresó del servicio Baby Bullet
- AHORRE EL 50% de todas las tarifas (del 1 al 30 de septiembre de 2021)

TODOS A BORDO
AL TRANSPORTE PÚBLICO DEL ÁREA DE LA BAHÍA

Caltrain
AVANZANDO JUNTOS
Good morning everyone! It's finally here NEW SCHEDULE CHANGES are live! It's our most robust schedule ever with 104 trains!

Schedule: bit.ly/30EVVby
- Baby Bullet Returns!
- Better transfers with @SFBART.
- More evening and midday service. Plus one Gilroy train.
- More ways to pay!

Service Changes
CALTRAIN FACEBOOK OUTREACH - SPANISH

La mayor expansión de servicio a partir del 30 de agosto!
bit.ly/3jyFhnT
- Más trenes disponibles de lunes a viernes, los fines de semana y por las noches
- Regreso del servicio Baby Bullet
- AHORRE EL 50 % de todas las tarifas (del 1 al 30 de septiembre de 2021)... See more
Biggest service expansion starting August 30th! New Year’s Eve at bit.ly/3wFhnT
- More trains available Monday to Friday, weekends and nighttime
- Baby Bullet returned from service
- SAVE 50% off all fees (from September 1 to 30, 2021)... See more
ATTACHMENT 11: AUGUST SERVICE CHANGES SURVEY (SPANISH + ENGLISH)
INTRO: ¡Tus opiniones son importantes! Gracias por participar en esta encuesta sobre GENPOP: transportation in the Bay Area / DIRECT RIDER OUTREACH: Caltrain service. Tus respuestas serán totalmente confidenciales. Por favor, intenta responder a todas las preguntas aunque no estés seguro/a. Si es necesario, puedes saltarte una pregunta.

NOTA DE PROGRAMACIÓN: A MENOS QUE SE INDIQUE LO CONTRARIO, TODAS LAS PREGUNTAS DEBEN "SOLICITAR RESPUESTA", CÓDIGO SALIR COMO "(No sabe / Rechazó)", NO MOSTRAR "(SIN RESPUESTA)"

LANG. Idioma de la entrevista
1. Inglés
2. Español

1. Para confirmar tu elegibilidad para este estudio, ¿tienes 18 años o más? (FORCE RESPONSE)
   1. Sí
   2. No

[IF Q1 = 1, SKIP TO Q3; IF Q1 = 2, ASK Q2]

2. Para esta encuesta, buscamos a una persona mayor de 18 años en tu hogar para que participe. Si esa persona está disponible para la encuesta, por favor, haz clic en el botón de abajo para reiniciar el estudio.
   1. Tengo 18 años o más → [REDIRECT TO INTRO]
   2. No hay nadie de 18 años o más disponible → THANK AND TERMINATE

[RESUME ASKING EVERYONE]

3. ¿En qué condado vives? (DROP DOWN LIST)
   1. Alameda
   2. Contra Costa
   3. Marin
   4. Monterey
   5. San Francisco
   6. San Mateo
   7. Santa Clara
   8. San Benito
   9. Otro condado (ESPECIFIQUE) (TEXT BOX; FORCE RESPONSE IF SELECTED)
10. Prefiero no responder
4INT.  **ON OWN PAGE:** A continuación, leerás algunas afirmaciones sobre tus hábitos de transporte **antes de la pandemia.** Por favor, indica con qué frecuencia hacías cada una de las siguientes cosas.

**PROGRAM ONE ITEM PER PAGE:** **Antes de la pandemia,** ¿con qué frecuencia (QX)?

**SCALE:**
1. De seis a siete días a la semana
2. De cuatro a cinco días a la semana
3. De dos a tres días a la semana
4. Un día a la semana
5. Un par de veces al mes
6. Algunas veces al año
7. Menos de una vez al año
8. Nunca
9. (No sabe/No quiere responder)

4. Viajabas al trabajo o a la escuela
5. Viajabas en Caltrain por cualquier motivo
6. Viajabas en Caltrain como parte de tu viaje al trabajo o a la escuela

7INT.  **ON OWN PAGE:** A continuación, leerás algunas afirmaciones sobre tus hábitos de transporte en la **actualidad.** Por favor, indica con qué frecuencia haces cada una de las siguientes cosas.

**PROGRAM ONE ITEM PER PAGE:** **Actualmente,** ¿con qué frecuencia (QX)?

**SCALE:**
1. De seis a siete días a la semana
2. De cuatro a cinco días a la semana
3. De dos a tres días a la semana
4. Un día a la semana
5. Un par de veces al mes
6. Algunas veces al año
7. Menos de una vez al año
8. Nunca
9. (Sin respuesta)

7. Viajas al trabajo o a la escuela
8. Viajas en Caltrain por cualquier motivo
9. Viajas en Caltrain como parte de tu viaje al trabajo o a la escuela

**TERMINATE IF Q5 AND Q8 BOTH = 7, 8, OR 9, LESS THAN ONCE A YEAR, NEVER, OR DON´T KNOW**
[CREATE EMBEDDED DATAPoint: RIdESTAT

RIdESTAT = CURRENT RIdER: Q8 CURRENT CALTRAIN RIdER = 1 THRU 6 (A FEW TIMES A YEAR OR MORE);

RIdESTAT = LAPSED RIdER: (Q5 BEFORE PANDEMIC CALTRAIN RIdER = 1 THRU 6, A FEW TIMES A YEAR OR MORE) AND (Q8 CURRENT CALTRAIN RIdER = 7 THRU 9, LESS THAN ONCE A YEAR, NEVER, OR DON’T KNOW);

RIdESTAT = NON-RIdER: Q5 BEFORE PANDEMIC CALTRAIN RIdER = 7 THRU 9, LESS THAN ONCE A YEAR, NEVER, OR DON’T KNOW) AND (Q8 CURRENT CALTRAIN RIdER = 7 THRU 9, LESS THAN ONCE A YEAR, NEVER, OR DON’T KNOW)]

RIdESTAT.

1. Pasajero actual de Caltrain → CONTINUE
2. Era pasajero de Caltrain → CONTINUE
3. No es pasajero de Caltrain → TERMINATE

10INT. ON OWN PAGE: Ahora les voy a leer algunas afirmaciones sobre tus hábitos de transporte después de la pandemia. Por favor, dime si harás cada una de ellas más de una vez a la semana o menos de una vez a la semana. Tu mejor aproximación está bien.

PROGRAM ONE ITEM PER PAGE: Después de la pandemia, ¿con qué frecuencia crees que lo harías (QX)?

SCALE:

1. De seis a siete días a la semana
2. De cuatro a cinco días a la semana
3. De dos a tres días a la semana
4. Un día a la semana
5. Un par de veces al mes
6. Algunas veces al año
7. Menos de una vez al año
8. Nunca
9. (Sin respuesta)

10. Viajaría al trabajo o a la escuela
11. Viajaría en Caltrain por cualquier motivo
12. Viajaría en Caltrain como parte de tu viaje al trabajo o a la escuela
13. ¿Con qué frecuencia usas Caltrain para ir o volver de un evento especial, como un evento deportivo o un concierto?
   1. Al menos una vez al mes
   2. Varias veces al año
   3. Menos de una vez al año
   4. Nunca
   5. (Sin respuesta)
14. ¿Qué tipo de pasaje o tarifa usas cuando viajas en Caltrain?
   1. Pasaje de un solo viaje
   2. Pase de un día
   3. Clipper: Efectivo
   4. Clipper: Mensualmente
   5. Clipper Start
   6. Aplicación móvil de Caltrain: Pase de un día
   7. Aplicación móvil de Caltrain: Pasaje de un solo viaje
   8. Go Pass
   9. Otro [ESPECIFICAR] (TEXT BOX; FORCE RESPONSE IF SELECTED)
   10. (Sin respuesta)

15. Cuando sales de casa para viajar en Caltrain, en qué estación sueles subir al tren? (DROP DOWN LIST)
   1. San Francisco
   2. 22nd Street
   3. Bayshore
   4. South San Francisco
   5. San Bruno
   6. Millbrae Transit Center
   7. Broadway
   8. Burlingame
   9. San Mateo
   10. Hayward Park
   11. Hillsdale
   12. Belmont
   13. San Carlos
   14. Redwood City
   15. Menlo Park
   16. Palo Alto
   17. Stanford
   18. California Ave.
   19. San Antonio
   20. Mountain View
   21. Sunnyvale
   22. Lawrence
   23. Santa Clara
   24. College Park
   25. San Jose Diridon
   26. Tamien
   27. Capitol
   28. Blossom Hill
   29. Morgan Hill
   30. San Martin
   31. Gilroy
   32. (Sin respuesta)
16. ¿Cómo sueles llegar a esa estación desde tu casa?
   1. Conduciendo sólo/a, en auto
   2. Compartiendo auto o una Van
   3. Servicio de taxi, como Uber o Lyft
   4. Taxi
   5. Caminando
   6. Montando tu propia bicicleta
   7. Usas una bicicleta o scooter alquilados
   8. Usas transporte público
   9. Usas un shuttle de transporte privado (Especificar nombre del shuttle) (Text Box; Force Response if selected)
   10. Otro (Especificar) (Text Box; Force Response if selected)
   11. (Sin respuesta)

17. ¿Y en qué estación de Caltrain te bajas con más frecuencia? (Drop Down List)
   1. San Francisco
   2. 22nd Street
   3. Bayshore
   4. South San Francisco
   5. San Bruno
   6. Millbrae Transit Center
   7. Broadway
   8. Burlingame
   9. San Mateo
   10. Hayward Park
   11. Hillsdale
   12. Belmont
   13. San Carlos
   14. Redwood City
   15. Menlo Park
   16. Palo Alto
   17. Stanford
   18. California Ave.
   19. San Antonio
   20. Mountain View
   21. Sunnyvale
   22. Lawrence
   23. Santa Clara
   24. College Park
   25. San Jose Diridon
   26. Tamien
   27. Capitol
   28. Blossom Hill
   29. Morgan Hill
   30. San Martin
   31. Gilroy
   32. (Sin respuesta)
18. ¿Cómo sueles llegar al lugar al que te diriges desde esa estación?
   1. Conduciendo sólo/a, en auto
   2. Compartiendo auto o una Van
   3. Servicio de taxi, como Uber o Lyft
   4. Taxi
   5. Caminando
   6. Montando tu propia bicicleta
   7. Usas una bicicleta o scooter alquilados
   8. Usas transporte público
   9. Usas un shuttle de transporte privado (ESPECIFICAR NOMBRE DEL SHUTTLE)(TEXT BOX; FORCE RESPONSE IF SELECTED)
   10. Otro (ESPECIFICAR) (TEXT BOX; FORCE RESPONSE IF SELECTED)
   11. (Sin respuesta)

[IF Q16 OR Q18 = 8, PUBLIC TRANSIT, ASK Q19]

19. ¿Qué sistemas de transporte público usas para ir o volver de las estaciones de Caltrain? Por favor, selecciona todas las que correspondan. (MULTIPLE RESPONSE)
   1. ACE Train (Altamont Corridor Express)
   2. BART (Bay Area Rapid Transit)
   3. Tren de Capitol Corridor
   4. Bus Expreso de Dumbarton
   5. Bus Expreso de la Autopista Diecisiete
   6. Muni Metro, tranvía o bus
   7. Bus de SamTrans
   8. Tren ligero o bus de VTA (Autoridad de Transporte del Valle)
   9. Otro (ESPECIFICAR) (TEXT BOX; FORCE RESPONSE IF SELECTED)
   10. (Sin respuesta)

[RESUME ASKING ALL]
20INT. **ON OWN PAGE:** A continuación, se le pedirá que califique su satisfacción con algunos aspectos del servicio de Caltrain, ya sea que utilice Caltrain regularmente o no.

**PROGRAM ONE ITEM PER PAGE:** ¿Qué tan satisfecho estás con (QX)?

**SCALE:**

1. 1 – Muy insatisfecho
2. 2
3. 3 – Ni satisfecho ni insatisfecho
4. 4
5. 5 – Muy satisfecho
6. (Sin respuesta)

20. **(ALWAYS ASK FIRST)** Tu experiencia general con Caltrain

(RANDOMIZE)

21. La frecuencia de los trenes durante las horas punta de la semana
22. La frecuencia de los trenes durante las horas del mediodía entre semana
23. La frecuencia de los trenes durante eventos especiales como conciertos y deportes
24. La frecuencia de los trenes por la noche
25. La frecuencia de los trenes en los fines de semana
26. La puntualidad de Caltrain
27. Demasiada gente a bordo de Caltrain
28. El tiempo que te toma llegar donde quieres usando Caltrain
29. El tiempo de espera al hacer transbordos con otros medios de transporte público
30. La comunicación de Caltrain sobre los cambios de servicio previstos
31. La comunicación de Caltrain sobre las interrupciones del servicio
32. La calidad de la conexión de tu teléfono móvil mientras estás en Caltrain
33. Tu seguridad personal en las estaciones y en los trenes
34. Las instalaciones para bicicletas en las estaciones y en los trenes
35. El costo de viajar en Caltrain
36. La disponibilidad de información sobre los horarios
37. La facilidad para entender los horarios impresos y en internet de Caltrain

(END RANDOMIZE)
A continuación, leerás algunas afirmaciones sobre Caltrain. Por favor, indica si estás de acuerdo o en desacuerdo con las afirmaciones.

¿Estás de acuerdo o en desacuerdo con esta afirmación?

SCALE:
1. Totalmente de acuerdo
2. Algo de acuerdo
3. Ni de acuerdo ni en desacuerdo
4. Algo en desacuerdo
5. Muy en desacuerdo
6. (Sin respuesta)

(RANDOMIZE)

38. Me pone nervioso/a contraer Covid-19 cuando viajo en Caltrain
39. Caltrain está haciendo un buen trabajo manteniendo a los pasajeros seguros durante la pandemia
40. Viajar en Caltrain suele ser más relajante que conducir
41. Puedo ser productivo/a con mi tiempo cuando viajo en Caltrain
42. Si puedo llegar a algún sitio en Caltrain, prefiero usarlo en vez de conducir
43. Actualmente no voy a los lugares a los que puedo llegar en Caltrain
44. No es probable que vuelva a viajar en Caltrain, ni siquiera cuando termine la pandemia

(END RANDOMIZE)

45. ¿Qué es lo principal que Caltrain podría cambiar para que sea más probable que lo uses más seguido, una vez que la pandemia haya terminado? (TEXT BOX; FORCE RESPONSE)

46. Caltrain hizo recientemente algunos cambios en su horario para brindar un mejor servicio a los pasajeros tanto ahora como una vez que la pandemia haya terminado. Antes de esta encuesta, ¿conocías algún cambio reciente en el servicio de Caltrain?
   1. Sí
   2. No
   3. (Sin respuesta)

(IF Q46 = 1, ASK Q47; IF Q46 = 2 OR 3, SKIP TO Q48)

47. Hasta donde tu sabes, ¿qué cambió recientemente sobre el servicio de Caltrain? Por favor se tan específico como puedas. (TEXT BOX; FORCE RESPONSE)

(RESUME ASKING ALL)
48INT. **ON OWN PAGE:** A continuación, leerás algunos de los cambios que Caltrain ha hecho recientemente. Para cada uno de ellos, indica si ese cambio hace mucho más probable, algo más probable o no más probable que viajes en Caltrain más seguido una vez que la pandemia haya terminado.

**ON EACH PAGE BELOW STATEMENT:** Este cambio hace...

**SCALE:**
1. Mucho más probable de que viaje en Caltrain más seguido
2. Un poco más probable de que viaje en Caltrain más seguido
3. No es más probable de que viaje en Caltrain más seguido / No hay diferencia
4. (Sin respuesta)

(Randomize)

48. Mayor frecuencia de trenes durante las horas punta de la semana, de 6am a 9am y de 4pm a 7pm
49. Mayor frecuencia de trenes durante las horas nocturnas de la semana, después de las 7pm
50. Iniciar el servicio de trenes más temprano los domingos por la mañana
51. Que haya servicio de trenes más tarde los domingos por la noche
52. Poner de nuevo en servicio los trenes exprés Baby Bullet
53. Mejor coordinación de los horarios de conexión con BART en Millbrae
54. Un horario más fácil de entender de los trenes locales, limitados y el Bullet

(END RANDOMIZE)

55. Caltrain está estudiando la posibilidad de invertir en la instalación de una red Wi-Fi segura y de alta velocidad para que los viajeros la utilicen mientras están a bordo. ¿Qué probabilidad hay de que uses el Wi-Fi si estuviera disponible en Caltrain?
   1. Muy probable
   2. Algo probable
   3. No muy probable
   4. No es probable en lo absoluto
   5. (Sin respuesta)

56. Si hubiera Wi-Fi disponible en Caltrain, ¿para qué crees que lo utilizarías? Por favor, selecciona todo lo que corresponda. **(MULTIPLE RESPONSE)**
   1. Ver contenido de video (programas de televisión / películas / noticias / redes sociales)
   2. Escuchar música o podcasts
   3. Revisar tu email
   4. Navegar internet
   5. Usar redes sociales
   6. Jugar en línea
   7. Otro **(ESPECIFICAR)** (TEXT BOX; FORCE RESPONSE IF SELECTED)
   8. No usaría el Wi-Fi en Caltrain
   9. (Sin respuesta)
57. ¿Cuál de las siguientes opciones preferirías que Caltrain usara para el Wi-Fi a bordo?
   1. Wi-Fi gratuito con publicidad
   2. Una pequeña cuota para el Wi-Fi sin publicidad
   3. Ambos
   4. Ninguno
   5. (Sin respuesta)

58. Usualmente, ¿cómo encuentras información sobre el servicio y los horarios de Caltrain? Por favor, selecciona todas las que correspondan. (MULTIPLE RESPONSE)
   6. Publicidad en un sitio web
   7. Anuncio en la TV o en una aplicación de transmisión de TV
   8. Facebook
   9. Twitter
   10. Instagram
   11. YouTube
   12. Sitio web de Caltrain
   13. Aplicación de Caltrain para teléfonos inteligentes
   14. Anuncio en la parte exterior del tren Correo electrónico
   15. Sitio web de algún periódico (ESPECIFICAR) (TEXT BOX; FORCE RESPONSE IF SELECTED)
   16. Periódico impreso (ESPECIFICAR) (TEXT BOX; FORCE RESPONSE IF SELECTED)
   17. Correo a mi casa
   18. Volantes a bordo de Caltrain o en las estaciones
   19. Anuncios en las estaciones de Caltrain o pantallas digitales
   20. Horario de Caltrain impreso o en internet
   21. Alguna otra fuente (ESPECIFICAR) (TEXT BOX; FORCE RESPONSE IF SELECTED)
   22. (Sin respuesta)

DEMOS. Estas últimas preguntas son solo para fines estadísticos.

59. ¿Posees o tienes acceso a un vehículo que puedas usar, como un auto, una camioneta o motocicleta?
   1. Sí
   2. No
   3. Prefiero no responder

60. ¿Cuál es su situación laboral actual?
   1. Empleado de tiempo completo
   2. Empleado a tiempo parcial
   3. Desempleado(a)
   4. Retirado(a)
   5. Estudiante
   6. Amo(a) de casa
   7. Otro (ESPECIFICAR) (TEXT BOX; FORCE RESPONSE IF SELECTED)
   8. Prefiero no responder

(IF Q7 AND Q10 = 1 THRU 7, LESS THAN ONCE A YEAR OR MORE, ASK Q61-64)
ON OWN PAGE: Las preguntas de esta sección se refieren a los viajes que haces o piensas hacer con mayor frecuencia, ya sea en Caltrain, en auto o de otra forma.

(PROGRAM ONE ITEM PER PAGE FOR Q61-Q64)

61. Cuando viajas de tu casa al trabajo o a la escuela, ¿dónde INICIAS normalmente tu viaje? (IF RESPONDENT ATTEMPTS TO SKIP SHOW TEXT: Si no te sientes cómodo ingresando el cruce de las calles, por favor ingresa el código postal o la ciudad? (TEXT BOXES ORGANIZED AS BELOW; ONLY SHOW CITY/ZIP CODE BOXES AFTER RESPONDENT ATTEMPTS TO SKIP)

Cruce de calles más cercano O punto do referencia más cercano:

Ciudad:__________________ Código postal: ____________

62. Y cuando vas de casa al trabajo o a la escuela, ¿dónde TERMINA usualmente tu viaje? (IF RESPONDENT ATTEMPTS TO SKIP SHOW TEXT: Si no te sientes cómodo ingresando el cruce de las calles, por favor ingresa el código postal o la ciudad? (TEXT BOXES ORGANIZED AS BELOW; ONLY SHOW CITY/ZIP CODE BOXES AFTER RESPONDENT ATTEMPTS TO SKIP)

Cruce de calles más cercano O punto do referencia más cercano:

Ciudad:__________________ Código postal: ____________

63. En un día típico en el que te movilizas, ¿a qué hora LLEGAS al trabajo o a la escuela? (THREE DROP DOWNS: NUMBERS 1-12, 00-15-30-45 MINUTES, AND AM/PM)

64. En un día típico en el que te movilizas, ¿a qué hora SALES del trabajo o de la escuela? (THREE DROP DOWNS: NUMBERS 1-12, 00-15-30-45 MINUTES, AND AM/PM)

[RESUME ASKING ALL]

65. ¿Cuál es el último grado que has cursado en la escuela?
   1. Algo de la escuela primaria
   2. Algo escuela secundaria
   3. Graduado de la escuela secundaria
   4. Escuela técnica o vocacional
   5. Algo universidad o título de menos de 4 años
   6. Graduado universitario o título de 4 años (B-A, Licenciatura)
   7. Licenciatura o título profesional (M-A, Maestría, P-h-D, M-B-A, Doctorado)
   8. Prefiero no responder

66. Incluyéndote a ti, ¿cuántas personas viven en tu casa? Por favor, incluye a los adultos y a los niños.
   1. 1
   2. 2
   3. 3
   4. 4
   5. 5
   6. 6
   7. 7 o más
   8. Prefiero no responder
67. ¿Tienes hijos menores de 18 años en tu hogar?
   1. Sí
   2. No
   3. Prefiero no responder

68. ¿Eres propietario o alquilas tu apartamento o casa?
   1. Es tu propiedad o la estás comprando
   2. Es un alquiler/arrendamiento
   3. Ninguno
   4. Prefiero no responder

69. Cuál es tu género?
   1. Masculino
   2. Femenino
   3. Otro (ESPECIFICAR)(TEXT BOX)
   4. Prefiero no responder

70. ¿En qué año naciste? (DROP DOWN LIST OF 1947 TO 2003, INCLUDE 1946 OR EARLIER, OFFER PREFER NOT TO RESPOND; FORCE RESPONSE)

70B. [AGE RANGE - CODE FROM PREVIOUS QUESTION]
    [IF Q70=1992 thru 2003 Q70B=1]
    [IF Q70=1982 thru 1991 Q70B=2]
    [IF Q70=1972 thru 1981 Q70B=3]
    [IF Q70=1957 thru 1971 Q70B=4]
    [IF Q70=1956 or earlier Q70B=5]
    (IF Q67=PREFER NOT TO RESPOND, ASK FOLLOW UP: “‘¿En qué grupo de edad estás?’”)
   1. 18-29
   2. 30-39
   3. 40-49
   4. 50-64
   5. 65 o más
   6. Prefiero no responder

71. ¿Te consideras de ascendencia hispana o latina, como mexicana, puertorriqueña, cubana o de algún otro origen centroamericano o latinoamericano, o no?
   1. Sí
   2. No
   3. Prefiero no responder
72. ¿Te consideras a ti mismo ...
   1. Blanco/caucásico
   2. Afroamericano/Negro
   3. Asiático
   4. Isleño del Pacífico o nativo de Hawai
   5. Nativo americano o nativo de Alaska
   6. Oriente Medio, árabe o persa
   7. Bi-racial o multirracial
   8. Algo más (ESPECIFICAR) (TEXT BOX; FORCE RESPONSE IF SELECTED)
   9. Prefiero no responder

73. ¿Qué idiomas hablas en casa? Por favor, selecciona todas las que correspondan. (MULTIPLE RESPONSE)
   1. Inglés
   2. Español
   3. Cantonés
   4. Mandarín
   5. Vietnamita
   6. Tagalo
   7. Russo
   8. Coreano
   9. Japonés
   10. Hind
   11. Árabe
   12. Otro (ESPECIFICAR) (TEXT BOX; FORCE RESPONSE IF SELECTED)
   13. Prefiero no responder

74. ¿Cuáles fueron los ingresos totales de tu hogar antes de impuestos en 2020?
   1. Menos de $ 25,000
   2. $25,000 to $29,999
   3. $30,000 to $39,999
   4. $40,000 to $49,999
   5. $50,000 to $74,999
   6. $75,000 to $99,999
   7. $100,000 to $124,999
   8. $125,000 to $149,999
   9. $150,000 to $199,999
   10. $200,000 to $249,999
   11. $ 250,000 o más
   12. Prefiero no responder

75. ¿Has respondido una encuesta sobre Caltrain en los últimos 30 días?
   1. Sí
   2. No
   3. Prefiero no responder
76. Caltrain podría realizar otros estudios de investigación en el futuro. ¿Podemos comunicarnos contigo nuevamente si lo hacemos?

Pueden ser encuestas o grupos de enfoque. Tus respuestas a esta encuesta en particular nunca estarán relacionadas contigo personalmente. **(FORCE RESPONSE)**

1. Sí - Está bien que nos pongamos en contacto contigo
2. No - No contactar **(SKIP TO Incentive)**

**(IF Q76 = 1, ASK Q77-Q80)**

77. Por favor ingrese su nombre para poder contactarlo. **(TEXT BOX; FORCE RESPONSE)**

78. ¿Cuál es un buen número de teléfono al que podemos comunicarnos contigo para estudios futuros? **(TEXT BOX AND DROP DOWN TO SELECT CELLPHONE OR LANDLINE; FORCE RESPONSE)**

79. ¿Y está de acuerdo con recibir invitaciones por mensaje de texto para futuras investigaciones?

1. Sí
2. No

80. ¿Cuál es una buena dirección de correo electrónico en la que podemos comunicarnos con usted para estudios futuros? **(TEXT BOX; FORCE RESPONSE)**

¡GRACIAS!
INTRO: Your opinions are important! Thank you for participating in this survey about [GENPOP: transportation in the Bay Area / DIRECT RIDER OUTREACH: Caltrain service]. Your responses will remain completely confidential. Please try to answer every question even if you’re not sure. If you need to, you may skip a question.

PROGRAMMING NOTE: UNLESS OTHERWISE NOTED ALL QUESTIONS SHOULD “REQUEST RESPONSE”, CODE SKIPS AS “(Don’t know/Refused)”, DO NOT SHOW “(NO RESPONSE)”

LANG. Language of interview
   1. English
   2. Spanish

1. To confirm your eligibility for this study, are you 18 years of age or older? (FORCE RESPONSE)
   1. Yes
   2. No

[IF Q1 = 1, SKIP TO Q3; IF Q1 = 2, ASK Q2]

2. For this survey, we are looking for someone age 18 or older from your household to participate. If that person is available to take the survey, please click the button below to restart the study.
   1. I am 18 or older ⇒ [RE-READ INTRO, THEN ASK Q3]
   2. There is no one 18 years or older available ⇒ THANK AND TERMINATE

[RESUME ASKING EVERYONE]

3. What county do you live in? (DROP DOWN LIST)
   1. Alameda
   2. Contra Costa
   3. Marin
   4. Monterey
   5. San Francisco
   6. San Mateo
   7. Santa Clara
   8. San Benito
   9. Another county (SPECIFY) (TEXT BOX; FORCE RESPONSE IF SELECTED)
   10. Prefer not to respond
ON OWN PAGE: Next, you will read a few statements about your transportation habits **before the pandemic**. Please indicate how often you did each of the following.

**PROGRAM ONE ITEM PER PAGE:** Before the pandemic, how often did you (QX)?

**SCALE:**

1. 6 to 7 days per week  
2. 4 to 5 days per week  
3. 2 to 3 days per week  
4. 1 day per week  
5. A couple times per month  
6. A few times a year  
7. Less than once a year  
8. Never  
9. (No response)

4. commute to work or school  
5. ride Caltrain for any reason  
6. ride Caltrain as part of your commute to work or school

**ON OWN PAGE:** Next, you will read a few statements about your transportation habits **currently**. Please indicate how often you do each of the following.

**PROGRAM ONE ITEM PER PAGE:** Currently, how often do you (QX)?

**SCALE:**

1. 6 to 7 days per week  
2. 4 to 5 days per week  
3. 2 to 3 days per week  
4. 1 day per week  
5. A couple times per month  
6. A few times a year  
7. Less than once a year  
8. Never  
9. (No response)

7. commute to work or school  
8. ride Caltrain for any reason  
9. ride Caltrain as part of your commute to work or school

(TERMINATE IF QS AND Q8 BOTH = 7, 8, OR 9, LESS THAN ONCE A YEAR, NEVER, OR DON’T KNOW)
CREATE EMBEDDED DATAPoint: RIDESTAT

RIDESTAT = CURRENT RIDER: Q8 CURRENT CALTRAIN RIDER = 1 THRU 6 (A FEW TIMES A YEAR OR MORE);

RIDESTAT = LAPPED RIDER: (Q5 BEFORE PANDEMIC CALTRAIN RIDER = 1 THRU 6, A FEW TIMES A YEAR OR MORE) AND (Q8 CURRENT CALTRAIN RIDER = 7 THRU 9, LESS THAN ONCE A YEAR, NEVER, OR DON’T KNOW);

RIDESTAT = NON-RIDER: (Q5 BEFORE PANDEMIC CALTRAIN RIDER = 7 THRU 9, LESS THAN ONCE A YEAR, NEVER, OR DON’T KNOW) AND (Q8 CURRENT CALTRAIN RIDER = 7 THRU 9, LESS THAN ONCE A YEAR, NEVER, OR DON’T KNOW])

RIDESTAT.

1. Current Caltrain rider → CONTINUE
2. Lapsed Caltrain rider → CONTINUE
3. Non-rider → TERMINATE

10INT. ON OWN PAGE: Next, you will read a few statements about your transportation habits after the pandemic. Please indicate how often you think you will do each of the following. Your best guess is fine.

PROGRAM ONE ITEM PER PAGE: After the pandemic, how often do you think you will (QX)?

SCALE:

1. 6 to 7 days per week
2. 4 to 5 days per week
3. 2 to 3 days per week
4. 1 day per week
5. A couple times per month
6. A few times a year
7. Less than once a year
8. Never
9. (No response)

10. commute to work or school
11. ride Caltrain for any reason
12. ride Caltrain as part of your commute to work or school
13. How often do you generally use Caltrain to travel to or from a special event, such as a sporting event or a concert?
   1. At least once per month
   2. A few times a year
   3. Less than once a year
   4. Never
   5. (No response)
14. What type of ticket or fare do you typically use when riding Caltrain?
   1. One-way ticket
   2. Day Pass
   3. Clipper: Cash
   4. Clipper: Monthly
   5. Clipper Start
   6. Caltrain Mobile App: Day Pass
   7. Caltrain Mobile App: One Way
   8. Go Pass
   9. Other (SPECIFY) (TEXT BOX; FORCE RESPONSE IF SELECTED)
   10. (No response)

15. When you leave from home to ride Caltrain, at which station do you typically board the train? (DROP DOWN LIST)
   1. San Francisco
   2. 22nd Street
   3. Bayshore
   4. South San Francisco
   5. San Bruno
   6. Millbrae Transit Center
   7. Broadway
   8. Burlingame
   9. San Mateo
   10. Hayward Park
   11. Hillsdale
   12. Belmont
   13. San Carlos
   14. Redwood City
   15. Menlo Park
   16. Palo Alto
   17. Stanford
   18. California Ave.
   19. San Antonio
   20. Mountain View
   21. Sunnyvale
   22. Lawrence
   23. Santa Clara
   24. College Park
   25. San Jose Diridon
   26. Tamien
   27. Capitol
   28. Blossom Hill
   29. Morgan Hill
   30. San Martin
   31. Gilroy
   32. (No response)
16. How do you usually get to that station from your home?
   1. Drive in a car alone
   2. Carpool or vanpool
   3. Ride hail service, like Uber or Lyft
   4. Taxi
   5. Walk
   6. Ride your own bike
   7. Use a bike or scooter share
   8. Ride public transit
   9. Take a private shuttle (SPECIFY SHUTTLE NAME) (TEXT BOX; FORCE RESPONSE IF SELECTED)
   10. Other (SPECIFY) (TEXT BOX; FORCE RESPONSE IF SELECTED)
   11. (No response)

17. And what Caltrain station do you exit the train most frequently? (DROP DOWN LIST)
   1. San Francisco
   2. 22nd Street
   3. Bayshore
   4. South San Francisco
   5. San Bruno
   6. Millbrae Transit Center
   7. Broadway
   8. Burlingame
   9. San Mateo
   10. Hayward Park
   11. Hillsdale
   12. Belmont
   13. San Carlos
   14. Redwood City
   15. Menlo Park
   16. Palo Alto
   17. Stanford
   18. California Ave.
   19. San Antonio
   20. Mountain View
   21. Sunnyvale
   22. Lawrence
   23. Santa Clara
   24. College Park
   25. San Jose Diridon
   26. Tamien
   27. Capitol
   28. Blossom Hill
   29. Morgan Hill
   30. San Martin
   31. Gilroy
   32. (No response)
18. How do you usually get from that station to where you are going?
   1. Drive in a car alone
   2. Carpool or vanpool
   3. Ride hail service, like Uber or Lyft
   4. Taxi
   5. Walk
   6. Ride your own bike
   7. Use a bike or scooter share
   8. Ride public transit
   9. Take a private shuttle (SPECIFY SHUTTLE NAME) (TEXT BOX; FORCE RESPONSE IF SELECTED)
   10. Other (SPECIFY) (TEXT BOX; FORCE RESPONSE IF SELECTED)
   11. (No response)

[IF Q16 OR Q18 = 8, PUBLIC TRANSIT, ASK Q19]

19. Which of the following public transit systems do you take to or from Caltrain stations? Please select all that apply. (MULTIPLE RESPONSE)
   1. ACE Train (Altamont Corridor Express)
   2. BART (Bay Area Rapid Transit)
   3. Capitol Corridor Train
   4. Dumbarton Express Bus
   5. Highway 17 Express Bus
   6. Muni Metro, Streetcar, or Bus
   7. SamTrans Bus
   8. VTA Light Rail or Bus (Valley Transportation Authority)
   9. Other (SPECIFY) (TEXT BOX; FORCE RESPONSE IF SELECTED)
   10. (No response)

[RESUME ASKING ALL]
20INT. **ON OWN PAGE:** Next, you will be asked to rate your satisfaction with some aspects of Caltrain’s service, whether or not you regularly ride Caltrain now.

**PROGRAM ONE ITEM PER PAGE:** How satisfied are you with *(QX)*?

**SCALE:**

1. 1 – Very dissatisfied
2. 
3. 3 – Neither satisfied nor dissatisfied
4. 4
5. 5 – Very satisfied
6. Does not apply
7. (No response)

20. *(ALWAYS ASK FIRST)* your overall experience with Caltrain

(RANDOMIZE)

21. the frequency of trains during weekday peak commute hours
22. the frequency of trains during weekday midday hours
23. the frequency of trains during special events like concerts and sports
24. the frequency of trains in the evenings
25. the frequency of trains on the weekends
26. Caltrain’s on-time performance
27. crowding on board Caltrain
28. the amount of time it takes to get places using Caltrain
29. the wait time when making transfers to other public transit
30. Caltrain’s communication about planned service changes
31. Caltrain’s communication about service disruptions
32. your mobile phone’s connection quality while on Caltrain
33. your personal safety at stations and on trains
34. bike facilities at stations and on trains
35. the cost of riding Caltrain
36. the availability of schedule information
37. the ease of understanding the Caltrain’s printed and online timetable

(END RANDOMIZE)
Next, you will read some statements about Caltrain. Please indicate whether you agree or disagree with the statements.

Do you agree or disagree with this statement?

SCALE:
1. Strongly agree
2. Somewhat agree
3. Neither agree nor disagree
4. Somewhat disagree
5. Strongly disagree
6. (No response)

I am nervous about contracting Covid-19 when I ride Caltrain
Caltrain is doing a good job keeping passengers safe during the pandemic
Riding Caltrain is usually more relaxing than driving
I am able to be productive with my time when I ride Caltrain
If I am able to get somewhere on Caltrain, I’d rather do that than drive
I am not going to the places I can get to on Caltrain right now
I am not likely to return to riding Caltrain, even once the pandemic is over

What is the main thing Caltrain could change to make you more likely to ride more often, once the pandemic is over? (TEXT BOX; FORCE RESPONSE)

Caltrain recently made some changes to its schedule to better serve riders both now and once the pandemic is over. Before this survey, were you aware of any recent changes to Caltrain service?
1. Yes
2. No
3. (No response)

As far as you know, what changed recently about Caltrain’s service? Please be as specific as you can. (TEXT BOX)
Next, you will read some of the changes Caltrain made recently. For each one, please indicate whether that change makes you much more likely, somewhat more likely, or not more likely to ride Caltrain more often once the pandemic is over.

Does this change make you...

SCALE:
1. Much more likely to ride Caltrain more often
2. Somewhat more likely to ride Caltrain more often
3. Not more likely to ride Caltrain more often/Makes no difference
4. (No response)

(RANDOMIZE)

48. More frequent trains during weekday peak hours, from 6 to 9 AM and 4 to 7 PM
49. More frequent trains during weekday evening hours, after 7 PM
50. Starting train service earlier on Sunday mornings
51. Running train service later on Sunday evenings
52. Bringing back the Baby Bullet express trains
53. Better coordinated connection times with BART at Millbrae
54. An easier to understand schedule of local, limited, and bullet trains

(END RANDOMIZE)

Caltrain is studying whether to invest in adding a secure, high-speed Wi-Fi network for riders to use while on board. How likely would you be to use Wi-Fi if it was available on Caltrain?
1. Very likely
2. Somewhat likely
3. Not too likely
4. Not likely at all
5. (No response)

If Wi-Fi was available on Caltrain, which of the following do you think you would use it for? Please select all that apply. (MULTIPLE RESPONSE)
1. Watching video content (TV shows/movies/news/social media)
2. Listening to music/podcasts
3. Checking email
4. Browsing the web
5. Viewing social media
6. Online gaming
7. Other (SPECIFY) (TEXT BOX; FORCE RESPONSE IF SELECTED)
8. I would not use Wi-Fi on Caltrain
9. (No response)
57. Which of the following would you prefer Caltrain pursue for on-board Wi-Fi?
   1. Free Wi-Fi supported by advertisements
   2. A small fee for Wi-Fi without advertisements
   3. Both
   4. Neither
   5. (No response)

58. How do you typically find information about Caltrain’s service and schedules? Please select all that apply. (MULTIPLE RESPONSE)
   1. Advertisement on a website
   2. Advertisement on TV or a TV streaming app
   3. Facebook
   4. Twitter
   5. Instagram
   6. YouTube
   7. Caltrain website
   8. Caltrain smartphone app
   9. Train wrap
   10. Email
   11. Newspaper website (SPECIFY) (TEXT BOX; FORCE RESPONSE IF SELECTED)
   12. Print newspaper (SPECIFY) (TEXT BOX; FORCE RESPONSE IF SELECTED)
   13. Mailer to my home
   14. Flyers on board Caltrain or at stations
   15. Caltrain station announcements or digital displays
   16. Caltrain’s printed or online timetable
   17. Some other source (SPECIFY) (TEXT BOX; FORCE RESPONSE IF SELECTED)
   18. (No response)

DEMOS. These last questions are for statistical purposes only.

59. Do you own or have access to a vehicle you can use, such as a car, truck, or motorcycle?
   1. Yes
   2. No
   3. Prefer not to respond

60. What is your current job status?
   1. Employed full time
   2. Employed part time
   3. Unemployed
   4. Retired
   5. Student
   6. Homemaker
   7. Other (SPECIFY) (TEXT BOX; FORCE RESPONSE IF SELECTED)
   8. Prefer not to respond

(IF Q7 AND Q10 = 1 THRU 7, LESS THAN ONCE A YEAR OR MORE, ASK Q61-64)
ON OWN PAGE: The questions in this section are about the commute trips you make or plan to make most frequently, whether you ride Caltrain, drive, or get there some other way.

(PROGRAM ONE ITEM PER PAGE FOR Q61-Q64)

61. When you commute from home to work or school, where does your trip usually BEGIN? If you aren’t comfortable entering the cross streets, please enter the zip code or city instead. (TEXT BOXES ORGANIZED AS BELOW; DISPLAY ON ONE PAGE)

Nearest cross-streets: ____________________________________________________________
City:__________________ ZIP Code:_____________

62. And when you commute from home to work or school, where does your commute trip usually END? If you aren’t comfortable entering the cross streets, please enter the zip code or city instead. (TEXT BOXES ORGANIZED AS BELOW; DISPLAY ON ONE PAGE)

Nearest cross-streets: ____________________________________________________________
City:__________________ ZIP Code:_____________

63. On a typical day when you commute, what time do you arrive at work or school? (THREE DROP DOWNS: NUMBERS 1-12, 00-15-30-45 MINUTES, AND AM/PM)

64. On a typical day when you commute, what time do you leave work or school? (THREE DROP DOWNS: NUMBERS 1-12, 00-15-30-45 MINUTES, AND AM/PM)

[RESUME ASKING ALL]

65. What is the last grade you completed in school?
   1. Some grade school
   2. Some high school
   3. Graduated High School
   4. Technical/Vocational
   5. Some College/Less than 4 year degree
   6. Graduated College/4 year degree
   7. Graduate/Professional
   8. Prefer not to respond

66. Including yourself, how many people live in your household? Please include both adults and children.
   1. 1
   2. 2
   3. 3
   4. 4
   5. 5
   6. 6
   7. 7 or more
   8. Prefer not to respond

67. Do you have any children under the age of 18 in your home?
1. Yes
2. No
3. Prefer not to respond

68. Do you own or rent your apartment or home?
   1. Own/buying
   2. Rent/lease
   3. Neither
   4. Prefer not to respond

69. What is your gender?
   1. Male
   2. Female
   3. Other (SPECIFY) (TEXT BOX)
   4. Prefer not to respond

70. In what year were you born? (DROP DOWN LIST OF 1947 TO 2003, INCLUDE 1946 OR EARLIER, OFFER PREFER NOT TO RESPOND; FORCE RESPONSE)

70B. [AGE RANGE - CODE FROM PREVIOUS QUESTION]
    [IF Q70=1992 thru 2003 Q70B=1]
    [IF Q70=1982 thru 1991 Q70B=2]
    [IF Q70=1972 thru 1981 Q70B=3]
    [IF Q70=1957 thru 1971 Q70B=4]
    [IF Q70=1956 or earlier Q70B=5]
    (IF Q67=PREFER NOT TO RESPOND, ASK FOLLOW UP: “Which age group are you in?”)
   1. 18-29
   2. 30-39
   3. 40-49
   4. 50-64
   5. 65 or over
   6. Prefer not to respond

71. Do you consider yourself to be of Hispanic or Latino descent, such as Mexican, Puerto Rican, Cuban, or some other Central or Latin American background, or not?
   1. Yes
   2. No
   3. Prefer not to respond
72. Do you consider yourself to be...
   1. White/Caucasian
   2. African-American or Black
   3. Asian
   4. Pacific Islander or Native Hawaiian
   5. Native American or Alaska Native
   6. Middle Eastern, Arabic, or Persian
   7. Bi- or multi-racial
   8. Something else (SPECIFY) (TEXT BOX; FORCE RESPONSE IF SELECTED)
   9. Prefer not to respond

73. What languages do you speak at home? Please select all that apply. (MULTIPLE RESPONSE)
   1. English
   2. Spanish
   3. Cantonese
   4. Mandarin
   5. Vietnamese
   6. Tagalog
   7. Russian
   8. Korean
   9. Japanese
   10. Hindi
   11. Arabic
   12. Other (SPECIFY) (TEXT BOX; FORCE RESPONSE IF SELECTED)
   13. Prefer not to respond

74. What was your total household income before taxes for 2020?
   1. Less than $25,000
   2. $25,000 to $29,999
   3. $30,000 to $39,999
   4. $40,000 to $49,999
   5. $50,000 to $74,999
   6. $75,000 to $99,999
   7. $100,000 to $124,999
   8. $125,000 to $149,999
   9. $150,000 to $199,999
   10. $200,000 to $249,999
   11. $250,000 or more
   12. Prefer not to respond

75. Have you taken a survey about Caltrain in the last 30 days?
   1. Yes
   2. No
   3. Prefer not to respond
(COUNT AS COMPLETE)

76. Caltrain may conduct other research studies in the future. May we contact you again if we do? These could be surveys or focus groups. Your responses to this particular survey will never be connected with you personally. **(FORCE RESPONSE)**
   1. Yes - Okay to contact
   2. No - Don’t contact

(IF Q76 = 1, ASK Q77-Q80)

77. Please enter your first name for contact purposes. **(TEXT BOX; FORCE RESPONSE)**

78. What is a good telephone number we can reach you at for future studies? **(TEXT BOX AND DROP DOWN TO SELECT CELLPHONE OR LANDLINE; FORCE RESPONSE)**

79. And are you okay with receiving text message invitations for future research?
   1. Yes
   2. No

80. What is a good **email address** we can reach you at for future studies? **(TEXT BOX; FORCE RESPONSE)**

THANK YOU!
ATTACHMENT 12: NEWS RELEASE
Caltrain to Run More Service than Ever, Cut Fares 50%

Caltrain to Run More Service than Ever, Cut Fares 50%

August 13, 2021

In anticipation of a large number of people returning to the office and in-person classes in September, starting Monday, August 30, Caltrain service will surpass its pre-pandemic levels, offering 104 trains per weekday, including hourly all-stop Local trains throughout the day and the return of the Baby Bullet express trains. As an additional incentive to riders, Caltrain is discounting all of its non-Go Pass fares by 50% during the month of September.

The new level of weekday service, higher than any point in Caltrain’s history, will provide increased service and frequency throughout the day and into the evening. Service during the weekday peak commuting hours (6 a.m. to 9 a.m., 4 p.m. to 7 p.m.) will be increased to four trains per hour with the return of hourly Baby Bullet express trains. Limited-Stop train service during the middle of the day will provide riders with a faster alternative, while half hourly service until 11 p.m. will provide better local service into the late evenings, in keeping with the goals of the Framework for Equity, Connectivity, Recovery and Growth. Another goal of the framework captured by the new schedule is a move towards clock-face scheduling, so trains arrive at regular and predictable intervals, simplifying the riding experience.

The restoration of the third Gilroy train, which includes direct service to College Park station, will provide increased service to South Bay residents. Weekend service will now be identical, rather than separate Saturday and Sunday schedules, which adds two additional round trips in morning and late evening on Sundays.

Caltrain developed the timetable with an emphasis on improving BART connections at the Millbrae Transit Center. Under the new timetable, the majority of connections during weekdays are between eight and 15 minutes, just right for rider convenience while flexible enough to avoid missing transfers. After 8:30 p.m. and for some weekend transfers, the wait time is currently less optimal. Both systems are dealing with intensive, system-wide construction, rebuilding, and maintenance activities that limit flexibility, and are continuing to work together to optimize our connections.

As public health conditions continue to evolve and ridership continues to increase, Caltrain will make further service adjustments to meet the public’s changing transportation needs. Caltrain ridership continues to improve, regularly exceeding 12% of pre-pandemic levels on the weekdays and 40% on the weekends.

About Caltrain: Owned and operated by the Peninsula Corridor Joint Powers Board, Caltrain provides commuter rail service from San Francisco to San Jose, with commute service to Gilroy. While the Joint Powers Board assumed operating responsibilities for the service in 1992, the railroad celebrated 150 years of continuous passenger service in 2014. Planning for the next 150 years of Peninsula rail service, Caltrain is on pace to electrify the corridor, reduce diesel emissions by 97 percent by 2040 and add more service to more stations.

Follow Caltrain on Facebook and Twitter.

Free translation assistance is available. Para traducción llame al 1.800.660.4287; 如需翻译,请电 1.800.660.4287.

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ATTACHMENT 13: PUBLIC HEARING
PRESENTATION AND COMMENTS