Ongoing Recovery Planning Efforts

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

Caltrain staff will engage regularly with the Board, stakeholders and the public as recovery planning proceeds over the next several months.
Ongoing Recovery Planning Efforts

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

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

<table>
<thead>
<tr>
<th>Equity, Connectivity, Recovery, &amp; Growth Framework</th>
</tr>
</thead>
<tbody>
<tr>
<td>Near Term Service Planning</td>
</tr>
<tr>
<td>Financial Analysis</td>
</tr>
<tr>
<td>Scenario Planning</td>
</tr>
</tbody>
</table>
Meeting the Moment

The 2020 confluence of the COVID-19 Pandemic and urgent, widespread calls for racial justice have provided an impetus for reflection and action on the part of the railroad.

Source: SFGate
Caltrain’s Long Range Service Vision is an aspirational endpoint— not a single project. There are many paths Caltrain can take to implement and grow toward its Long Range Vision.

The Pandemic has accelerated the pace of change for Caltrain and complicated our future. The way in which we recover will set the foundation for our long term growth.
Framework for Equity, Connectivity, Recovery, and Growth

Purpose

- Policy document that builds on work completed in the Business Plan
- Provides guidance to help the railroad navigate implement needed changes and guide near- and mid-range planning
- Addresses pressing equity and connectivity concerns

Equity in the Caltrain Context

- Caltrain defines equity in terms of equal access to both benefits of the system as well as the fair distribution of impacts.
- Rail corridor has been active for over 150 years, and both historically and currently, race and class have played an outsized role in defining where harmful disparities in access and impacts are most concentrated - in poor, minority communities.
- Age, gender, disability, and English proficiency can also expand or constrain access opportunities.
- Framework builds on existing policies and efforts and outlines key steps toward reversing these disparities by focusing railroad resources and attention toward those most harmed by a lingering legacy of racism and discrimination.
- Equity is consciously paired with policies related to connectivity, recovery and growth because equity principles need to be foundational and integrated into how the railroad evolves and achieves its Vision.
Building on the Business Plan

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

Riders and Residents by Income

- Caltrain ridership closely mirrors the income demographics of all corridor commuters
- However, Caltrain riders are proportionally higher income and less diverse than the overall population of residents living in the corridor

Mode of Access to Caltrain

- A higher share (25%) of Very Low-Income riders take transit to access the Caltrain system – more than any other income group
- Caltrain’s “peaked” service means the railroad is underserving off-peak travel and trips. This has the greatest impact on low-income populations.
Learning from the Community

As part of the Business Plan Equity Assessment, Caltrain interviewed community representatives from all three counties. The ideas discussed in these meetings formed the basis for the Equity, Connectivity, Recovery & Growth Framework.

Community Stakeholder Interviews conducted in late 2019 / early 2020:

- TransForm (all counties)
- Youth Leadership Institute (all counties)
- Florence Fang Asian Community Garden (SF)
- Potrero Boosters Neighborhood Association (SF)
- Get Healthy San Mateo County (SMC)
- Midcoast Community Council (SMC)
- Paratransit Coordinating Council (SMC)
- Language Pacifica (SMC)
- AbilityPath (SMC)
- North Fair Oaks Council (SMC)
- ALLIES - Alliance for Language Learners’ Integration, Education, and Success (SCC)
- Abode Services (SCC)
As part of the Business Plan Equity Assessment, Caltrain reviewed existing community-based transportation plans along the corridor. The recommendations shared in these plans further informed the Equity, Connectivity, Recovery & Growth Framework.

Reviewed Existing Plans
1. Bayview Community Based Transportation Plan (2019)
2. Redwood City Citywide Transportation Plan (2018)
4. San Bruno/South San Francisco Community-Based Transportation Plan (2012)
7. Community-Based Transportation Plan for East San Jose (2009)
Part I: Guiding Principles

Caltrain’s Framework for Equity, Connectivity, Recovery & Growth directs the railroad to undertake both near-term recovery planning as well as the longer term planning and implementation of its services and projects in accordance with guiding principles that prioritize equity, connectivity and future-oriented planning.

See Framework Document for Exact Language
Part II: Equity

In accordance with principle 1A, the Framework guides Caltrain toward advancing equity-oriented policies and actions as soon as practicable and financially feasible with the goal of increasing social and racial equity on the system today and in the future. This section of the policy focuses on:

- Equity in Service
- Equity in Fares
- Equity in Community
- Equity in Customer Interactions
- Equity in Organization and Accountability

See Framework Document for Exact Language
Part III: Connectivity

In accordance with principle 1B, the Framework further directs Caltrain to advance the following policies and actions to maximize connectivity to other transit providers as part of an integrated regional rail and transit system. Policies relate to:

- Operating a clock face schedule
- Prioritizing transfer point in service planning
- Working toward regionally coordinated fares and transfers

See Framework Document for Exact Language
Part IV: Growth & Recovery

In accordance with principle 1C, the Framework directs Caltrain towards planning for recovery and growth in a manner that looks toward the future and incrementally advances and implements the 2040 Long Range Service Vision over the course of the coming decade. This includes

- Advancing key elements of the Long Range Service Vision
- Working toward and 8 tph level of service
- Continuing to advance key regional and state projects

See Framework Document for Exact Language
Outreach and Feedback
Engagement Methods

Outreach Tools

- Policy Framework translated into Spanish, Chinese, and Vietnamese
- Equity pages on Caltrain.com and Caltrain2040.org
- Press Releases and Paid Ads
- VMS Signage at Caltrain Stations
- Social Media posts (Facebook, Twitter, Nextdoor)
- Individual follow-up with prior interviewees
- E-Blasts and E-News promotion
- YouTube Town Hall
- Instagram Live

Feedback Options

- Initial Equity Assessment Interviews
- Email equity@caltrain.com
- Phone message (650) 508-6499
- Participate in events/meetings with verbal or written comments
- Social media comments
Expanding Outreach Platforms

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

Instagram Live
- 25 Live attendees
- 260+ Total views

Public Google Spreadsheet
- 30 Responses
### Community Based Organization Outreach

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

**Bayanihan Equity Center**
**Ayundando Latinos A Sonar (ALAS)**
**Bellevue Community Action**
**Bمagic**
**Bayview Hunters Point Foundation**
**Chicana Latina Foundation**
**College Track East Palo Alto**
**Dolores Street Community Services**
**Bayview Hunters Point Foundation**
**Family Health Center**
**Florence Fang Community Garden**
**East Palo Alto Senior Center**
**GLIDE Foundation**
**Fair Oaks Community Center**
**Greenbelt Alliance**
**Friends of Caltrain**
**HealthRIGHT 360**
**Gatepath**
**La Casa de las Madres**
**Housing Leadership Council**
**Mission Economic Development Agency**
**Imagine Menlo**
**North of Market/Tenderloin Community Benefit District**
**Menlo SPARK**
**Potrero Boosters**
**Mid-Peninsula Housing**
**San Francisco Bicycle Coalition**
**NAACP San Mateo County Chapter**
**San Francisco Rising**
**Nuestra Casa**
**SF Coalition on Homelessness**
**One East Palo Alto, East Palo Alto**
**SPUR**
**Pacifico Palma**
**Tenderloin Neighborhood Development Coro**
**SAMCEDA**
**TODCO**
**Youth Leadership Institute**

**Asian Immigrants Women’s Advocates**
**Avenida Espana Gardens**
**Center for Employment Training (CET)**
**Community Solutions**
**First Community Housing**
**Gilroy Economic Development Corp.**
**Gilroy Unified School District**
**Housing Authority - Santa Clara County**
**India Community Center**
**Jain Center of Northern California**
**Latina Coalition of Silicon Valley**
**Mayfair Neighborhood Advisory Coalition**
**Palo Alto Housing**
**Sacred Heart Community Service**
**San Jose Senior Services**
**SIREN**
**Silicon Valley Bicycle Coalition**
**Somos Mayfair**
**Transportation Justice Alliance**
**Youth Leadership Institute**

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**200+ Organizations**

**140+ Organizations**

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

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

Monthly News & Updates
August 2020

Feedback Opportunity for Caltrain Equity Policy

Welcome:
Caltrain’s efforts to ensure each and every train traveler has the best possible experience have included ongoing efforts to make the system more inclusive and equitable. This includes ongoing efforts to ensure the system is accessible to all.

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

New post on Green Caltrain

Caltrain considers unprecedented commitments to equity and connectivity

In the near future, the Caltrain Board will be considering an unprecedented set of equity and connectivity policies intended to increase ridership through increased diversity and better connections.

If the Caltrain Board adopts these policies in August, they would be incorporated into the Caltrain business plan and would therefore pass the spending of the proposed ballot measure, if it moves forward and if it passes.

Caltrain has historically been run in the US tradition of commuter rail, which has historically been whiter and wealthier than the communities it serves, and has been managed as a single purpose, shareholder service intended to move commuters while collateral communities from these homes in affluent suburbia to jobs in the urban core.

Caltrain is developing an equity policy to help address systemic inequality by taking steps to ensure the commuter rail system is accessible to all. This policy will take steps to ensure the Caltrain system is accessible and useful to all. Please provide feedback on Caltrain’s draft Equity and Growth Policy by Aug 21. Feedback will shape the future of Caltrain.

Sierra Club - Lena Prieto Chapter
August 14

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

Bayview MAGIC
9/20

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

Lucas Ramirez
Caltrain Draft Equity Policy

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

This policy is a crucial starting point. There is more work that Caltrain will need to do as it navigates a rapidly changing transportation landscape. Caltrain is asking for your input in crafting the policy. View in:

Español
English

Mike Wasserman
August 16

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www.Caltrain.com/equity
Thanks to our Partners continued...

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

Michael Salazar
@SalazarSanBruno

Don’t forget the last day to submit comments for the #Caltrain Equity and Growth Framework is Aug 21. caltrain.com/equity

Ron Collins - Mayor, City of San Carlos

Caltrain is developing a policy to advance equity within the system and neighboring communities. The policy will also improve Caltrain connections to the regional transit network and provide direction on service priorities during and after the pandemic. Caltrain is asking for your input in to help shape its future and your community’s experience with the system. Your feedback will help create the strongest policy possible!

Read the policy and learn more at, www.Caltrain.com/Equity

Charles Stone
@BCStonedmont

Equity matters. @Caltrain is hard at work on equity initiative for our beloved 🛴. We need your feedback here: caltrain.com/equity @SupDavePine @cafedujord @pete_ratto @CaroleSanMateo2 @joe_goethals @alevin @TransForm_Alet @MTCBATA @warrenslucum @gisellemarie @kalimanana99

Shelly Masur
@skmasur

Your input is needed! Provide feedback on Caltrain’s draft Equity and Growth Policy. Your feedback will shape Caltrain’s future. Caltrain.com/equity

SV Bike Coalition
@bikesSV

Your input is needed! Provide feedback on Caltrain’s draft Equity and Growth Policy. Your feedback will shape Caltrain’s future. caltrain.com/equity

SMCo Office of Community Affairs
@SMC_CommAffairs

@Caltrain is developing a policy to advance equity within the system and neighboring communities & to help address systemic inequality. The deadline to submit comments/feedback is 8/21. Email equity@caltrain.com, call (650) 508-6499, or visit

And yes every commuter rail sucks at equity like this except for maybe Caltrain

Caleb is quarantining at the Quarter... @IWantAnXcelsior
Measuring Outreach

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

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

2,250 Social Media Engagements:
- 1,500 Link clicks
- 80+ reshares
- 380K Impressions
<table>
<thead>
<tr>
<th>Comment</th>
<th>Source</th>
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<tbody>
<tr>
<td>The train cars are really hard to climb into. As a young or able-bodied person, we hardly think twice of it. But an elderly person or someone who is not able-bodied...has a much harder time. Continuing to postpone this issue sends a message that Caltrain is not for them.</td>
<td>Regular rider SF &lt;-&gt; MV</td>
</tr>
<tr>
<td>I read a summary of your business plan slides and strongly support your plan to encourage affordable housing near stations, and to increase ridership among low income communities.</td>
<td>Resident, San Mateo</td>
</tr>
<tr>
<td>Emphasize the demographic needs for connecting communities outside major cities (e.g. SF and SJ) to major cities by expanding services that provide an affordable commuter option.</td>
<td>City of Morgan Hill</td>
</tr>
<tr>
<td>There should be a very low flat fee from station to station even if it’s across zones. This might make obvious the advantages of riding Caltrain (speed and comfort) while downplaying the disadvantages (expensive and exclusive). The idea is to encourage people that would usually take three buses to travel between San Jose and Santa Clara or Sunnyvale to seriously consider Caltrain as an option.</td>
<td>Community Leader, San Jose</td>
</tr>
<tr>
<td>We need community-level engagement, that is culturally competent, and on community turf, not the usual one-and-done meetings that working people cannot attend.</td>
<td>South Beach, Rincon, Mission Bay Neighborhood Association</td>
</tr>
<tr>
<td>Has Caltrain examined enforcement policies for equity? If enforcement is a barrier to ridership for communities (for example due to perceptions of profiling) is it worth the investment? Might community outreach to new riders be more profitable and bring federal support, especially if working with other transit agencies.</td>
<td>Employee, Redwood City</td>
</tr>
<tr>
<td>“We see the proposed policies as a major change and improvement from how the agency has historically seen and designed its service.”</td>
<td>Friends of Caltrain</td>
</tr>
</tbody>
</table>
Key Themes

The following are some of the recurring themes that Caltrain staff has heard through outreach and comments received.

The majority of comments and input received relate to the “Equity” section of the framework and the themes shown to the right specifically touch on areas where significant changes or additions to the policy have been made.

Positive Feedback
Overall response to framework has generally been very positive – with bulk of comments relating to ways in which policy could be expanded or implemented.

Detailed Comments
Many comments fall within the draft framework, emphasizing specific recommendations or issues – particularly related to fares.

Acknowledge Efforts Underway
Describe existing efforts associated with Title VI, ADA compliance and other current programs. Describe equity improvements that will result from PCEP.

Passengers with Disabilities
Be explicit as to how the framework will provide improvements for individuals with disabilities.
Key Themes

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The majority of comments and input received relate to the “Equity” section of the framework and the themes shown to the right specifically touch on areas where significant changes or additions to the policy have been made.

Land Use and Displacement
Include language related to affordable housing, local land use policies and concerns about the potential for rail investment to spur displacement.

Corridor Impacts
Add language addressing the past, current and future physical and environmental impacts of the corridor and capital projects on adjacent communities.

Organizational Implications and Actions
Include steps that the organization can take related to hiring practices and internal policies and training.

Measurement, Accountability & Implementation
Define “equity” clearly and strengthen accountability language included in the framework. Clarify which policies and actions will be undertaken in the near term.
Implementation of the Framework involves many aspects of Caltrain's business. The Framework will be put into place across multiple channels and timeframes. In some cases new resources will be required.

**Near Term Implementation**

- Initiation of follow on planning and larger organizational changes
- Some aspects of training and customer communications work
- Some aspects of equity and connectivity oriented service improvements
- Near term / limited fare program changes
- Initial set up of accountability and reporting structures
- Initial organizational changes (e.g., GARE membership)

**Multiple Steps & Implementation Over time**

- Full implementation of equity and connectivity oriented service improvements
- Broader fare program changes
- Larger changes to communications approaches
- Service Vision and Growth-oriented capital improvements
- Some aspects of connectivity oriented service improvements involving multiple operator coordination
- Some more complex service planning, fare planning and capital program considerations

**Requires New Resources**

**Can be Accomplished Within Existing Resources**