

**PENINSULA CORRIDOR JOINT POWERS BOARD**



# **TITLE VI COMPLIANCE PROGRAM**

**OCTOBER 2016**

**PENINSULA CORRIDOR JOINT POWERS BOARD  
1250 San Carlos Avenue  
San Carlos, CA 94070-1306  
650.508.6200**

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

PREPARED FOR:  
FEDERAL TRANSIT ADMINISTRATION  
REGION IX

PREPARED BY:  
JPB

IN COLLABORATION WITH:

NWC PARTNERS, INC.  
CDM SMITH, INC.

OCTOBER 2016

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# I: INTRODUCTION

The material contained in the Peninsula Corridor Joint Powers Board's (hereinafter "JPB" or "Caltrain") Title VI Program provides information and analysis bearing upon compliance with Title VI of the 1964 Civil Rights Act regarding transit services and related benefits. The purpose of Title VI is to ensure that "no person shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." (42 U.S.C. § 2000d.)

The Federal Transit Administration (FTA) requires applicants for and recipients of Federal assistance to provide assessments of compliance as part of the grant approval process. The FTA has the responsibility to ensure that federally supported transit services and related benefits are distributed in a manner consistent with Title VI including as related to Environmental Justice and access for individuals who have Limited English Proficiency. This Title VI Program conforms to the FTA's Title VI Circular 4702.1B, effective October 2012.

As a federal grant recipient, the JPB is required to maintain and provide to FTA information on its compliance with the Title VI regulations. At a minimum, it must conduct periodic compliance assessments to ensure that the level and quality of transit services is provided in a nondiscriminatory manner, that full and fair participation in public transportation decision-making occurs without regard to race, color, or national origin, and to ensure meaningful access to transit-related programs and activities by persons with limited English proficiency. The JPB is required to submit a Title VI Program every three years and to document that services and benefits are provided in a non-discriminatory manner. This document covers the period from November 2013 through October 2016.

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

Discussion and attachments pertaining to general Title VI requirements.

1. Title VI Notice to Public
2. Title VI Complaint Procedures & Form
3. List of Investigations, Complaints, or Lawsuits
4. Public Participation Plan
5. Limited English Proficiency Language Assistance Plan
6. Ethnicity of Members of Non-elected Committees
7. Sub-recipient Monitoring
8. Evidence of Board Approval
9. Construction Facilities Information
10. Additional Information upon Request

Discussion and attachments pertaining to Title VI requirements for transit operators.

1. Service Standards and Policies
2. Demographic and Service Profile
3. Demographic Ridership and Travel Patterns

4. Monitoring Program Results
5. Public Engagement for Policy Development
6. Title VI Equity Analyses

## II: GENERAL REQUIREMENTS

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

### 1. Title VI Notice to Public

A copy of the JPB's notice to the public that it complies with Title VI requirements and a list of locations where the notice is posted are contained in **Appendix A**.

### 2. Title VI Complaint Procedures & Form

JPB responds to any and all complaints or lawsuits that allege discrimination on the basis of race, color, or national origin with respect to service or other transit benefits. JPB makes its procedures for filing a Title VI complaint available to members of the public. This procedure is posted on Caltrain's website, is available at the customer receptionist desk located at JPB headquarters at 1250 San Carlos Avenue, San Carlos, CA, and is sent to a customer if requested by phone or e-mail. The JPB's Title VI Complaint Process Flowchart, Instructions to the public on how to file a Title VI Discrimination Complaint, Title VI Discrimination Complaint Form, Title VI Complaint Processing Procedure, and Title VI Discrimination Investigator Form are contained in **Appendix B**.

### 3. List of Investigations, Complaints, or Lawsuits

**Appendix C** contains a list of any Title VI investigations conducted by entities other than FTA, lawsuits, or complaints naming the JPB that allege discrimination on the basis of race, color, or nation origin. In keeping with the Circular, the list includes the date the investigation was requested or the lawsuit or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the JPB in response to the investigation, lawsuit, or complaint.

### 4. Public Participation Plan (PPP)

A summary of public outreach and involvement activities undertaken in last three years and description of steps taken to ensure that minority and low-income persons had meaningful access to these activities is contained in various portions of this Title VI Program, including the JPB's Public Participation Plan in **Appendix D**, the Language Assistance Plan in **Appendix E**, Policy Development Outreach in **Appendix L** (from 2013), and the outreach summary portion of the JPB's recent equity analyses in **Appendix M**.

### 5. Limited English Proficiency (LEP) Language Assistance Plan (LAP)

The JPB's current Limited English Proficiency Language Assistance Plan for providing language assistance for persons with Limited English Proficiency based on the DOT LEP Guidance is contained in **Appendix E**.

## 6. Ethnicity of Members of Non-elected Committees

JPB currently selects or recruits members for two advisory committees that advise staff and/or report to the JPB Board of Directors relative to Caltrain policies or services. These committees are the Citizens Advisory Committee (CAC) and the Bicycle Advisory Committee (BAC).

The **Caltrain Citizens Advisory Committee (CAC)** represents San Francisco, San Mateo and Santa Clara Counties. The CAC is composed of nine volunteer members who serve in an advisory capacity to the tri-county Caltrain policy board, providing input on the needs of current and potential rail customers, and reviewing and commenting on staff proposals and actions as requested by the board.

The CAC meets the third Wednesday of each month at 5:40 p.m. at JPB's headquarters in San Carlos, just one block from the San Carlos Caltrain Station. All meetings are open to the public.

Annual four-week recruitment is held in April and May to fill the vacancies on the CAC. In the event there are a significant number of unexpected vacancies, the JPB may request that staff hold an off-cycle recruitment. JPB is proactive with respect to recruiting new CAC members. Depending on the number and location of vacant seats, ads for applications are sometimes placed in the papers of record in San Francisco County, San Mateo County, and Santa Clara County with language-specific ads placed in the Asian Journal (Mandarin), El Observador (Spanish), and Half Moon Bay Review (bilingual English/Spanish). JPB also provides recruitments notices in the following forms:

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

Applications are reviewed by Staff Coordinating Council (SCC) who coordinates the selection process with county representatives on the Board. The Board members from each County then provide their recommendation for appointment to the CAC to the full Board at their public meeting. The JPB recruitment materials note that individuals of diverse ethnic backgrounds are encouraged to apply.

The following table illustrates the current membership of the JPB Citizens Advisory Committee. The committee is 12.5% Native Hawaiian or other Pacific Islander, 12.5% White/Caucasian, and 88.75% unknown race.

**Table 1: Current (2016) CAC Membership List**

#	Race/Ethnic Background	County
1	Native Hawaiian or other Pacific Islander	San Francisco
2	White/Caucasian	San Francisco
3	Did Not Respond	San Francisco
4	Vacant Seat	San Mateo

5	Did Not Respond	San Mateo
6	Did Not Respond	San Mateo
7	Did Not Respond	Santa Clara
8	Did Not Respond	Santa Clara
9	Vacant Seat	Santa Clara

The **Caltrain Bicycle Advisory Committee (BAC)** serves as the primary venue for the interests and perspectives of bicyclists to be integrated into the Caltrain planning processes. This group brings new ideas for discussion and helps Caltrain guide its future investments.

The committee is a partnership composed of nine volunteer members and Caltrain staff. There are three representatives from each of the three counties served by Caltrain: San Francisco, San Mateo and Santa Clara. One member from each county is a public agency staff member responsible for bike planning and/or policy development, one is a member of a bicycle advocacy organization, and one is a Caltrain bike passenger from the general public.

Annual four-week recruitment is held in November and December to fill the vacancies on the BAC. JPB provides recruitment notices in the following forms:

- News releases with notice of translation assistance in Spanish and Chinese
- Onboard take-ones with notice of translation assistance in Spanish and Chinese (which has been found to be the best method for customers to receive information)
- Board, CAC and BAC meeting announcements
- Social media announcements

Although the BAC is comprised of staff / members of specific public agencies and bike organizations, in order to promote minority applicants the recruitment notices will be shared with Community Based Organizations. The JPB recruitment materials note that individuals of diverse ethnic backgrounds are encouraged to apply.

BAC members are selected by the Staff Coordinating Council (SCC). A BAC member's term is two years. The BAC meets every third Thursday every other month at 6:45 p.m. at JPB's headquarters in San Carlos, just one block from the San Carlos Caltrain Station. All meetings are open to the public.

The following table illustrates the current membership of the BAC. The committee is currently 50.0% White/Caucasian and 50.0% unknown race. One seat on the committee is currently vacant.

**Table 2: Current (2016) BAC Membership List**

#	Race/Ethnic Background	County Represented
1	White/Caucasian	San Francisco
2	Did Not Respond	San Francisco
3	Did Not Respond	San Francisco

4	Did Not Respond	San Mateo
5	White/Caucasian	San Mateo
6	Vacant Seat	San Mateo
7	Did Not Respond	Santa Clara
8	White/Caucasian	Santa Clara
9	White/Caucasian	Santa Clara

#### 7. Sub-recipient Monitoring

The JPB does not have any sub-recipients for Federal Funding, thus no monitoring of sub-recipients is required by the JPB.

#### 8. Evidence of Board Approval

The Board meeting agenda, staff report, meeting minutes, PowerPoint presentations, and signed resolution of the JPB Board's adoption of the 2016 Title VI Compliance Program is included in **Appendix F**.

#### 9. Construction Facilities Information

During the last three years, Caltrain has not undertaken any projects or constructed any transit facilities requiring a Facility Equity Analysis as defined by C4702.1B, Chapter III, Number 13.

Caltrain's two current and near-future major capital investment projects are (a) the Peninsula Corridor Electrification Project (PCEP), which will modernize and electrify the Caltrain system to allow use of new electric train cars instead of just diesel trains, and (b) implementation of the Communications Based Overlay Signal System (CBOSS) Positive Train Control (PTC) Project, which is an advanced signal system that will equip the corridor with federally-mandated safety technology and increase system capacity to help accommodate future increases in ridership demand.

These projects cover the entire Caltrain-owned right of way, involve no new facilities subject to the facilities siting analysis requirements, and present no potential environmental justice concerns. Caltrain dedicated project websites are included for reference in **Appendix G**.

#### 10. Additional Information upon Request

At the discretion of FTA, information other than that required by the circular may be requested. FTA has not requested such information, and none has been provided at this time.

## III: REQUIREMENTS OF TRANSIT OPERATORS

This chapter responds to the specific requirements for FTA-assisted transit operators that operate 50 or more fixed route vehicles in peak service and are located in an Urbanized Area (UZA) of 200,000 or more people.

#### 1. Service Standards and Policies

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



## 2. Demographic and Service Profile

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

## 3. Demographic Ridership and Travel Patterns

JPB conducts surveys on statistically-valid samples of passengers every three years. The survey questions include queries regarding race/ethnicity and household income, among many others. An excerpt of the JPB's most recent survey analysis (completed in 2013) is contained in **Appendix J**.

JPB conducted the 2016 triennial survey in October 2016. The 2016 survey results will be available in 2017.

Additionally the Metropolitan Transportation Commission (MTC) in cooperation with Caltrain and the FTA conducted the 2014 Caltrain On-Board Transit Survey. In addition to collecting Origin and Destination data, detailed survey data on riders (including demographics) was collected. An excerpt of the 2014 MTC Report is also contained in **Appendix J**.

## 4. Monitoring Program Results

JPB's most recent analysis of performance under JPB's service standards and policies adopted in April 2013 can be found in **Appendix K**.

## 5. Public Engagement for Policy Development

A summary of the public engagement process utilized to develop and vet JPB's major service change policy, disparate impact and disproportionate burden policies, and system wide service standards and policies, all adopted in 2013, can be found in **Appendix L**.

## 6. Title VI Equity Analyses

The JPB has conducted two (2) fare equity analyses across the review period. Based on the equity analysis of the increase in fare proposals for the Additional Regional Clipper Incentive in FY2015, only the One-Way Ticket was found to have a disproportionate burden impacting the low-income population. In order to help mitigate impacts to the low-income population, any passenger (including low and minority passengers) could avoid the price increase to One-Way tickets and Day Passes by using a Clipper card. In 2014, Caltrain conducted Clipper outreach at Caltrain stations to help promote the usage of Clipper. In addition, Clipper currently has information pamphlets in both Spanish and Chinese which is also available at Caltrain Headquarters office and are placed on trains.

Based on the equity analysis to increase the base adult fare 50 cents, along with corresponding increases to multi-ride and eligible discount fares, when viewed cumulatively the proposed fare increases in FY2016 did not disparately impact minority passengers or disproportionately burden low-income populations. Rather, the impact of the fare increases will be experienced more predominantly by non-minority and non-low income persons.

Complete copies of all fare equity analyses conducted by the JPB during the review period are included in **Appendix M**.

- JPB Title VI Equity Evaluation Proposed Fare Change FY 2015 dated June 2014
- JPB Title VI Equity Evaluation Proposed Fare Change FY 2016 dated November 2015

The JPB did not consider major service changes during the review period that met the threshold under the major service change policy adopted in April 2013.

## A. TITLE VI NOTICE TO PUBLIC

The JPB Notice to the Public regarding Title VI rights is included below. It is posted in English and Spanish at several highly visible public locations around JPB headquarters at 1250 San Carlos Avenue, San Carlos, CA (including the lobby, customer reception desk, and board meeting room) and at all Caltrain Stations posted in the information boards. JPB's Title VI notice to the public is also posted on Caltrain's Website <http://www.caltrain.com/riderinfo/TitleVI.html>. Examples of the posted Title VI notices follow.

The JPB will be updating the Title VI notices to include notice of free translation assistance in all safe harbor languages as defined in the Limited English Proficiency and Language Assistance Plan included in this Title VI submission.

### Title VI

Caltrain operates its programs and services without regard to race, color or national origin in accordance with Title VI of the Civil Rights Act of 1964. For information on the Caltrain Title VI program, visit one of the links below.

Any person who believes they have been discriminated against based on race, color or national origin with regard to transit services delivery has the right to file a complaint within 180 days of the alleged incident. You may download a complaint form below or request one by calling 1.800.660.4287 (TTY 650.508.6448). You also may file a complaint with the Federal Transit Administration through its Office of Civil Rights, Title VI Program Coordinator, East Building, 5th floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

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Caltrain está comprometido a garantizar que toda persona goce de la distribución equitativa de servicios y instalaciones sin importar las cuestiones de raza, color u origen nacional, de conformidad con el Título VI del Acta de Derechos Civiles de 1964. Para obtener información sobre el programa Caltrain Title VI, visite uno de los siguientes sitios web.

Cualquier persona que se sienta víctima de discriminación por motivos de raza, color u origen nacional en relación con la prestación de servicios de transporte tiene el derecho de presentar una queja dentro de los 180 días del supuesto incidente. Usted puede descargar un formulario de queja (abajo) o solicitar un formulario, llamando al número 1.800.660.4287 (TTY 650.508.6448). También puede presentar quejas al Federal Transit Administration por medio de la oficina, "Office of Civil Rights", con el coordinador de programa del Title VI ubicado en el quinto piso-TCR del edificio oeste, 1200 New Jersey Ave., SE, Washington, DC 20590.



**Title VI Notice - SamTrans & JPB (Caltrain) headquarters, San Carlos, CA**

## Title VI Rights

SamTrans and Caltrain operate their programs and services without regard to race, color or national origin in accordance with Title VI of the Civil Rights Act of 1964. For information on their Title VI programs, please call 1-800-660-4287 (TTY 650-508-6448) or visit [www.samtrans.com/titlevi](http://www.samtrans.com/titlevi) or [www.caltrain.com/titlevi](http://www.caltrain.com/titlevi).

Any person who believes they have been discriminated against based on race, color or national origin with regard to transit services delivery has the right to file a complaint within 180 days of the alleged incident. Complaint forms are available at the phone numbers and websites noted above. You also may file a complaint with the Federal Transit Administration through its Office of Civil Rights, Title VI Program Coordinator, East Building, 5<sup>th</sup> floor-TCR, 1200 New Jersey Ave., SE, Washington DC 20590.

SamTrans y Caltrain están comprometidos a garantizar que toda persona goce de la distribución equitativa de servicios e instalaciones sin importar la raza, color, u origen nacional, en conformidad con el Título VI del Acta de Derechos Civiles de 1964. Para la información sobre sus programas Title VI, por favor llame 1-800-660-4287 (TTY 650-508-6448) o visite [www.samtrans.com/titlevi](http://www.samtrans.com/titlevi) o [www.caltrain.com/titlevi](http://www.caltrain.com/titlevi).

Cualquier persona que se sienta víctima de discriminación por motivos de raza, color u origen nacional en relación con la prestación de servicios de transporte tiene el derecho de presentar una queja dentro de los 180 días del supuesto incidente. Formularios de quejas están disponibles en los números de teléfono y páginas web mencionada. También puede presentar quejas al Federal Transit Administration through its Office of Civil Rights, Title VI Program Coordinator, East Building, 5<sup>th</sup> floor-TCR, 1200 New Jersey Ave., SE, Washington DC 20590.

 	 <p> <b>1.800.660.4287</b> للترجمة اتصل على  <b>Թարգմանության համար 1.800.660.4287</b>  <b>加語翻譯，請電 1.800.660.4287</b>  <b>Pour traduction, appelez au 1.800.660.4287</b>  <b>Übersetzung unter 1.800.660.4287</b>  <b>ଅନୁବାଦ 1.800.660.4287 ପୂର୍ବ ଡିଆଁ କରନ୍ତୁ</b>  <b>התרגום יש להתקשר ל1.800.660.4287</b>  <b>अनुवाद के लिए 1.800.660.4287 पर कॉल करें।</b>  <b>Per traduzione chiamare 1.800.660.4287</b>  <b>翻訳の二番目は +1 800.660.4287</b>  <b>までお電話ください。</b>  <b>번역을 원하시면, 1.800.660.4287번으로 전화하십시오</b> </p>	<p> <b>საუბრალოდ თარგმანის ხელახლოება</b>  <b>1.800.660.4287-ზე</b>  <b>برای ترجمه، با شماره 1.800.660.4287 تماس بگیرید.</b>  <b>Para traducción, llame por 1.800.660.4287</b>  <b>По телефону просите переводчика на 1.800.660.4287</b>  <b>Если вам нужны услуги переводчика, обращайтесь по телефону 1.800.660.4287</b>  <b>Za prevodjenje nazovite 1.800.660.4287</b>  <b>Para sa Tradução-Ligado, marque-se 1.800.660.4287</b>  <b>საუბრალოდ თარგმანის ხელახლოება 1.800.660.4287-ზე</b>  <b>ترجمہ کے لیے 1.800.660.4287 پر کال کریں۔</b>  <b>Cần dịch thuê, xin gọi 1.800.660.4287.</b> </p>
	<p>12/17/13</p>	

Title VI Notice - Caltrain Station Information Board







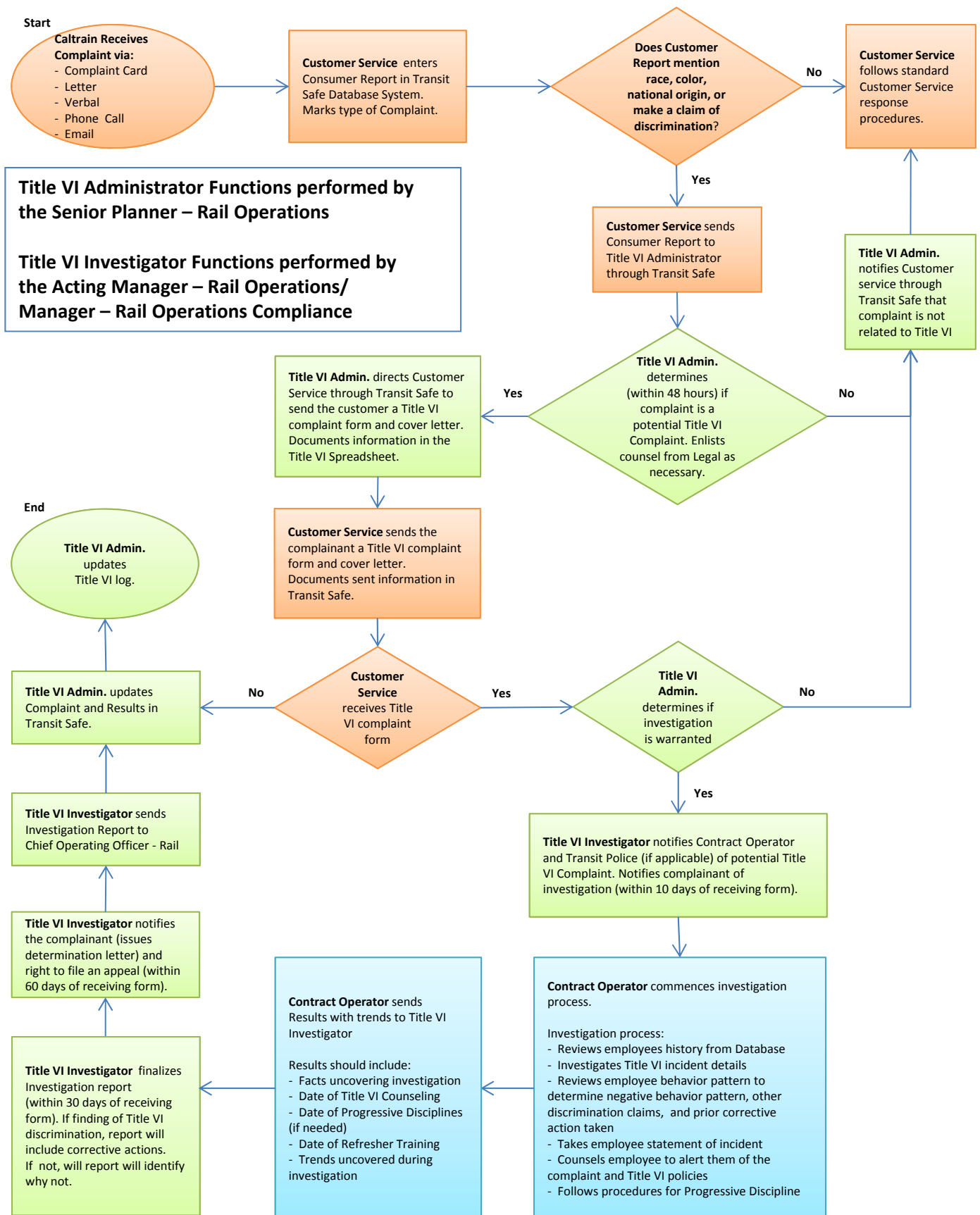
## **B. TITLE VI COMPLAINT PROCEDURES & FORM**

The JPB Title VI Complaint Process Flowchart, Cover Letter and Instructions, Title VI Complaint Form, Processing Procedure, and Investigation Processing Procedure follow.

The JPB will be updating the Title VI complaint procedures and form in all safe harbor languages as defined in the Limited English Proficiency and Language Assistance Plan included in this Title VI Program.

# CALTRAIN/CONTRACT OPERATOR TITLE VI COMPLAINT PROCESS

Last Updated 11/28/2016 - CD







Re: Caltrain Title VI Discrimination Complaint Form

Dear Caltrain Customer:

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

Caltrain is committed to ensuring that no person shall be excluded from the equal distribution of its services and amenities because of race, color or national origin as protected by Title VI, as amended. If you believe you have been subjected to discrimination under Title VI, you may file a written complaint. Please complete the enclosed form to initiate a formal complaint and investigation process. The form is available in accessible and alternative formats, such as large print, TDD and Spanish. Your completed form should be returned to us at:

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

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

*Caltrain Title VI Administrator*

Español al otro lado



Ref.: Caltrain - Formato de Queja de Discriminación del Título VI

Estimado Caltrain al Cliente:

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

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

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

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

*Caltrain, Administrador de Título VI*

English on other side

## Caltrain – Title VI Discrimination Complaint Form

Caltrain is committed to ensuring that no person shall be excluded from the equal distribution of its services and amenities because of race, color or national origin. Any person who believes they have been discriminated against based on one of these categories may file a complaint. Complaints must be filed within 180 calendar days of the incident.

Within 10 working days of receipt of your completed complaint form, Caltrain will contact you to confirm receipt of your complaint form and begin an investigation (unless the complaint is filed with an external entity first or simultaneously). The investigation may include discussion(s) of the complaint with all affected parties to determine the nature of the problem. The investigation generally will be conducted and completed within 60 days of receipt of a complete complaint form. Based upon all information received, an investigation report will be submitted to the Caltrain Chief Operating Officer - Rail. The complainant will receive a letter stating the Caltrain's final decision by the end of the 60-day time limit.

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

### **SECTION 1 – CONTACT INFORMATION**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone: (Home) \_\_\_\_\_ (Cell) \_\_\_\_\_ (Work) \_\_\_\_\_

[Please note if any of the phone numbers are for a TDD or TTY.]

E-mail: \_\_\_\_\_@\_\_\_\_\_

### **SECTION 2 – FILING FOR ANOTHER PERSON**

Are you filing this complaint on your own behalf?    ☐ Yes    ☐ No

[If you answered "yes" to this question, go to Section 3.]

If not, please supply the name and relationship of the person for whom you are filing the complaint:

\_\_\_\_\_

Please explain why you have filed for a third party. \_\_\_\_\_

\_\_\_\_\_

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.    ☐ Yes    ☐ No

### **SECTION 3 – DISCRIMINATION COMPLAINT**

Which of the following describes the reason you believe the discrimination took place? Was it because of your:

\_\_\_\_ Race    \_\_\_\_ Color    \_\_\_\_ National Origin

Please describe the Race, Color or National Origin of the aggrieved party \_\_\_\_\_

Date and time the alleged discrimination took place: Date \_\_\_\_/\_\_\_\_/\_\_\_\_ Time \_\_\_\_\_ a.m. / p.m.

Where did the alleged discrimination take place? Specific vehicle information is helpful (e.g. vehicle number).

\_\_\_\_\_  
\_\_\_\_\_

Is there a person you can identify who discriminated against the aggrieved party?

Name: \_\_\_\_\_ ID# \_\_\_\_\_

In your own words, describe the alleged discrimination. Explain what happened and who you believe was responsible. Please use additional sheets if necessary.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### **SECTION 4 – PREVIOUS OR EXISTING COMPLAINTS AND LAWSUITS**

Have you previously filed a Title VI discrimination complaint with Caltrain?

\_\_\_\_ Yes, for this incident    \_\_\_\_ Yes, for a different incident    \_\_\_\_ No

Have you filed this complaint with any other agencies or a court?

\_\_\_\_ Federal Agency    \_\_\_\_ State Agency    \_\_\_\_ Local Agency

\_\_\_\_ Federal court    \_\_\_\_ State court

\_\_\_\_ Other (please specify): \_\_\_\_\_

Have you filed a claim or lawsuit regarding this complaint? Yes \_\_\_\_ No \_\_\_\_

If yes, please provide a copy of the complaint form and note court where filed:

\_\_\_\_ Federal Court    \_\_\_\_ State Court

Please provide contact person information for the agency/court where the complaint was filed.

Name / Office: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone Number \_\_\_\_\_

**SECTION 5 – SIGNATURE**

Please sign below to attest to the truthfulness of the above. You may attach any written materials or other information that you think is relevant to your complaint.

\_\_\_\_\_  
Complainant's Signature

\_\_\_\_\_  
Date

**Note:** A complaint also may be filed with: Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor – TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

11/28/16

## Caltrain - Formulario de Queja Discriminación según el Título VI

Caltrain está comprometido a garantizar que ninguna persona sea excluida de la distribución equitativa de servicios y instalaciones por cuestiones de raza, color o origen nacional. Cualquier persona que se sienta víctima de discriminación en alguna de las categorías anteriores puede presentar una queja. Las quejas deben presentarse dentro de los 180 días calendario a partir del incidente.

Dentro de los siguientes 10 días hábiles de recepción del formulario de queja, Caltrain le contactará para confirmar la recepción de su queja y comenzará una investigación (a menos que la queja sea presentada ante una entidad externa antes o simultáneamente). La investigación puede incluir debate(s) acerca de la queja con todas las partes afectadas para determinar la naturaleza del problema. Por lo general, la investigación se llevará a cabo dentro de los 60 días siguientes a partir de la recepción del formulario de queja completo. En base a toda la información captada, se entregará un reporte de investigación a la Caltrain Director de Operaciones - Rail. El reclamante recibirá una carta con la decisión final de Caltrain al finalizar los 60 días del tiempo límite.

Proporcione la información solicitada a continuación y envíela a:

Caltrain, Title VI Administrator  
1250 San Carlos Ave. – P.O. Box 3006  
San Carlos, CA 94070-1306  
o: titlevi@caltrain.com

### **SECCION 1 – INFORMACIÓN DE CONTACTO**

Nombre: \_\_\_\_\_

Dirección: \_\_\_\_\_

Ciudad: \_\_\_\_\_ Estado: \_\_\_\_\_ Código de área: \_\_\_\_\_

Teléfono: (Casa) \_\_\_\_\_ (Teléfono móvil) \_\_\_\_\_  
(Trabajo) \_\_\_\_\_

[Señale si alguno de los números telefónicos son TDD o TTY].

Correo electrónico: \_\_\_\_\_ @ \_\_\_\_\_

### **SECCION 2 – LLENADO DEL FORMULARIO PARA OTRA PERSONA**

¿Está llenando este formulario para una queja propia?    ☐ Si    ☐ No

[Si la respuesta es "sí", vaya ala Sección 3].

Si la respuesta es "no", proporcione el nombre y su relación con la persona para quien llena el formulario:

\_\_\_\_\_

Explique la razón por la que presenta la queja como tercera persona. \_\_\_\_\_

\_\_\_\_\_

Confirme que cuenta con el permiso de la parte agraviada para presentar esta queja como tercera persona. ☐ Si ☐ No

### **SECCION 3 – QUEJA DE DISCRIMINACIÓN**

¿Cuál de las siguientes razones describe mejor el motivo de su queja? Fue por su:

☐ Raza ☐ Color ☐ Origen nacional

Describa la raza, color u origen nacional de la parte agraviada \_\_\_\_\_

Fecha y hora de la supuesta discriminación: Fecha \_\_\_\_/\_\_\_\_/\_\_\_\_ Hora \_\_\_\_\_a.m. / p.m.

¿Dónde sucedió la supuesta discriminación? Es de utilidad especificar la información del vehículo (por ejemplo, el número del mismo).

\_\_\_\_\_  
\_\_\_\_\_

¿Identifica a alguna persona que haya discriminado a la parte agraviada?

Nombre: \_\_\_\_\_ # de ID \_\_\_\_\_

Describa la supuesta discriminación con sus propias palabras. Explique lo que pasó y mencione a quién considere responsable. Utilice más hojas si así lo necesita.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### **SECCION 4 – QUEJAS ANTERIORES O EXISTENTES Y DEMANDAS**

¿Cuenta con alguna queja previa sobre discriminación según el Título VI con Caltrain?

☐ Sí, por este incidente ☐ Sí, por otro incidente ☐ No

¿Ha llevado esta queja a alguna otra agencia o a una corte?

☐ Agencia federal ☐ Agencia estatal ☐ Agencia local

☐ Corte federal ☐ Corte estatal

☐ Otro (especifique): \_\_\_\_\_

¿Ha presentado alguna queja o demanda respecto a esta queja en particular?

Sí \_\_\_\_\_ No \_\_\_\_\_

Si así lo hizo, proporcione una copia del formulario de la queja y señale la corte donde la presentó:

☐ Corte federal ☐ Corte estatal

Por favor proporcione la información de contacto de la persona que lo atendió en la agencia/corte donde presentó la queja.

Nombre / Oficina: \_\_\_\_\_

Dirección: \_\_\_\_\_

Ciudad: \_\_\_\_\_ Estado: \_\_\_\_\_ Código de área: \_\_\_\_\_

Número telefónico \_\_\_\_\_

### **SECCIÓN 5 – FIRMA**

Por favor firme a continuación para dar fe de la veracidad de lo anterior. Puede agregarse cualquier escrito adicional o bien información que considere relevante al reclamante.

\_\_\_\_\_  
Firma del reclamante

\_\_\_\_\_  
Fecha

**Nota:** Una queja también puede presentarse a: Federal Transit Administration, Office of Civil Rights, Atención: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor – TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

11/28/2016



# Title VI Complaint Processing Procedure

The Peninsula Corridor Joint Powers Board (Caltrain) grants equal access to all of its transportation services. It is the intent of Caltrain that everyone is aware of their rights to such access. In accordance with Title VI of the 1964 Civil Rights Act, Caltrain is committed to ensuring that no person shall be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any Caltrain program or activity, on the basis of race, color, national origin, English language proficiency or economic status. Any person who believes that his/her Title VI rights have been violated may file a complaint with Caltrain.

The complaint process (called "Consumer Reports") is a valuable tool used to track all consumer concerns, suggestions, compliments, requests and complaints regarding Caltrain services. All Consumer Reports are entered into the TransitSafe Customer Service Module whereas the Title VI Complaints are entered into a Title VI spreadsheet. This enables the JPB to identify issues, make improvements and track progress on a regular and ongoing basis. Status on all reports is available online to anyone with a password.

Consumer Reports are received in three main ways:

- By phone (often via the Customer Service 800 number)
- Via email (comments from the Caltrain website download directly into TransitSafe)
- By hard copy letter or comment card

Responses are usually processed by the Customer Service Representatives. However, Consumer Reports related to accessibility issues are handled by the Accessibility Specialists and actual claims are handled by the Risk Management Department.

The following definitions are used throughout the Title VI Complaint Processing Procedures:

## Definitions

**Consumer Report/Complaint:** Complaints, comments, compliments that are received by Caltrain by phone, email, letter, or comment card, which may or may not include a Title VI concern.

**Contract Operator:** The third-party company under contract with Caltrain to provide the railroad services on behalf of Caltrain.

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

**Customer Service Center:** A department within Caltrain that handles intake of customer inquiries, compliments, and complaints. The Customer Service Center routes customer comments as needed through TransitSafe for investigation by the responsible party. Using the information provided by the responsible party, the Customer Service Center responds to the customer.

**Title VI Administrator:** The Caltrain staff member assigned to handle the Title VI process, including tracking and investigating Title VI complaints.

**Title VI Discrimination Complaint Form:** The standard form utilized to submit Title VI complaints.

**Title VI Spreadsheet:** An excel spreadsheet used to track potential and filed Title VI Discrimination Complaint Forms. The spreadsheet will also be used to monitor and analyze performance and determine if there are any trends that need to be mitigated.

**Transit Police:** Law enforcement contracted through the San Mateo County Sheriff's Office to support Caltrain. Transit Police Title VI complaints will be handled by the Department of Risk Management and the San Mateo County Sheriff's Office.

**TransitSafe:** A tool for collecting and routing information. All detailed information regarding non-Title VI complaints is kept in this database. All Title VI Discrimination Complaint Forms are kept in this database but the details of investigations and findings are not.

After receiving a complaint or Consumer Report not provided on a standard Title VI Complaint Form, the following process is followed:

### **Receipt of Original Complaint\***

**\*Follow this section if the complaint is not submitted on a Title VI Form. If a Title VI Complaint Form is received skip to "Receipt of Title VI Complaint Form"**

#### **Customer Service Center**

- 1) Receive the complaint, follow standard procedures for entering the Consumer Report into the TransitSafe database system.
- 2) Check the discrimination box in TransitSafe for all Consumer Reports that mention race, color, or national origin, or make a claim of discrimination.
- 3) Route all Consumer Reports that are marked discrimination to the designated recipients for routine investigation as well as send to the Title VI Administrator for review.

#### **Title VI Administrator**

- 1) Review all incoming Consumer Reports marked as discrimination within 48 hours of receipt for potential Title VI claims.
- 2) Determine if the complaint is a potential Title VI complaint. Enlist assistance from Legal as necessary.
- 3) For potential Title VI claims:
  - a. Advise Customer Service through TransitSafe to send the customer a Title VI complaint form and cover letter.
  - b. Notify the Contract Operator of the potential for a Title VI claim.
- 4) For non-Title VI complaints:
  - a. Advise Customer Service that the standard process should be followed, including directed the report to the Contract Operator, as no Title VI concerns are implicated.

### **Contract Operator**

- 1) Investigate the complaint according to the company's internal procedures. If the investigation of a complaint proceeds prior to the Title VI Administrator determining whether the complaint concerns Title VI, the investigation should be made with a potential Title VI claim in mind.
- 2) Enter findings into TransitSafe.

## **Potential Title VI Claim Contained in Complaint**

### **Title VI Administrator**

- 1) Direct Customer Service Center to send the Title VI Complaint Form and Cover Letter (Included in this Appendix B).
- 2) Enter information into the Title VI Spreadsheet, including notes regarding when and how forms are provided in TransitSafe.

### **Customer Service Center**

- 1) Respond to customer
  - a. Following standard response procedures as if this were any other type of complaint.
  - b. Send Title VI Complaint Form and Cover Letter to customer as part of the above response. If complainant is unable to complete a written form, agency staff can fill one out on their behalf.
- 2) Document in TransitSafe how and when Title VI information was sent.

After receiving a complaint on a standard Title VI Discrimination Complaint Form, the following process is followed:

## **Receipt of Title VI Discrimination Complaint Form**

### **Title VI Administrator**

- 1) Make determination whether the Title VI Discrimination Complaint Form contains a valid Title VI concern. Enlist assistance from Legal as necessary.
  - a. If a Title VI investigation is warranted, follow the Title VI Investigation Form (included in this Appendix B).
  - b. If no Title VI investigation is warranted, clearly document the basis for the determination.
- 2) Inform complainant that a formal Title VI investigation is being conducted or that their complaint is not covered by Title VI. This must be done within 10 working days of receipt of the completed and signed Title VI Discrimination Complaint Form.
- 3) Notify Contract Operator of Title VI investigation in writing, including request for documentation.
- 4) Notify Transit Police of Title VI investigation in writing, including request for documentation if complaint is related to alleged fare evasion, the receipt of a citation, or other incident that involved Transit Police.
- 5) Enter information from the Title VI Discrimination Complaint Form into the Title VI spreadsheet. The initial Title VI Complaint form will also be kept in TransitSafe, but the Title VI Investigations and Findings will not be kept in TransitSafe.

Rather, the Investigations and Findings will be reflected in the Title VI spreadsheet.

- a. Send the Title VI Complaint to Customer Service to enter into TransitSafe if this is the first that a complaint has been received.
  - b. Indicate to Customer Service whether this is being investigated as a Title VI investigation or if it should be a routine investigation.
- 6) Keep hard copies of the title VI complaint form in a Title VI notebook.

### **Contract Operator**

- 1) Assist Title VI Administrator with investigation, as necessary.
- 2) If the Title VI complaint implicates a transit employee, provide employee's training records to the Title VI Administrator.
- 3) If the Title VI complaint implicates a transit employee, provide summary of complaint history regarding the employee to the Title VI Administrator.
- 4) If the Title VI complaint implicates a transit employee, provide summary of any disciplinary actions that have occurred as a result of customer complaints to the Title VI Administrator.

### **Transit Police**

- 1) Assist Title VI Administrator with investigation, as necessary.
- 2) Provide a summary of citation records associated with the incident if complaint is related to the issuance of a citation or any other Transit Police involvement.
- 3) Provide summary of Transit Police response to the scene of an incident, if permissible.

### **Customer Service**

- 1) If the Title VI Discrimination Complaint Form is the first receipt of the complaint:
  - a. Enter complaint into TransitSafe.
  - b. Indicate the date that the form was received and whether the claim has been determined to warrant a Title VI investigation or a routine investigation.
  - c. Route to all parties as appropriate.
  - d. Do not provide an answer to the customer, unless directed by the Title VI Administrator.
- 2) If the Title VI Form is derived from a previous complaint, it should have already been entered into TransitSafe.
- 3) Title VI Investigations and Findings are not recorded in TransitSafe, only the receipt of the initial Title VI Discrimination Complaint Form.

## **Title VI Investigation Report**

### **Title VI Administrator**

- 1) Following Title VI investigation, draft Investigation Report within 30 days of receipt of Title VI Discrimination Complaint Form.
- 2) Review Investigation Report with Contract Operator. Discuss findings and/or recommendation for resolution.
- 3) Finalize Investigation Report. If the Report finds a violation of Title VI, the report will include recommended corrective actions. If no finding of Title VI discrimination, the report will identify why no finding was found.

- 4) Notify Complainant of finding (issue Determination Letter), along with their right to appeal and information regarding the appeal process (included in this Appendix B). Complainant will be notified of findings within 60 days of receipt of Title VI Discrimination Complaint Form.
- 5) Send Investigation Report to Executive Director's office, as complainant has 60 days after receiving the determination letter to appeal findings to the Executive Director.
- 6) Update complaint file and log in the Title VI spreadsheet.

**Contract Operator**

- 1) Track complaint, employee history if an employee was involved in complaint, and findings.
- 2) Implement corrective actions, as required by the report.
- 3) Track corrective actions.

# Caltrain – Title VI Discrimination Investigator Form

## **SECTION 1 - CASE INFORMATION**

Title VI Complaint Form Number: \_\_\_\_\_

TransitSafe & Folder Number (if it exists): \_\_\_\_\_

Complainant Name: \_\_\_\_\_

Investigator Name: \_\_\_\_\_

Investigation Completion Due Date \_\_\_\_\_

## **SECTION 2 – PREVIOUS INVESTIGATION**

Has this incident/complaint been investigated previously?    \_\_\_\_ Yes    \_\_\_\_ No

[If you answered "no" to this question, go to Section 3.]

Was the previous investigation conducted with the discrimination charge in mind?

\_\_\_\_ Yes                      \_\_\_\_ No

[If you answered "no" to this question, go to Section 3.]

Did the previous investigation result in a finding that discrimination was involved?

\_\_\_\_ Yes                      \_\_\_\_ No

Please explain why discrimination was not involved or what corrective actions are being implemented if discrimination was found:

---

---

---

---

## **SECTION 3 – INVESTIGATION**

Names, ID (if applicable) and title of employee accused of discrimination

Name: \_\_\_\_\_ Title: \_\_\_\_\_ ID# \_\_\_\_\_

Name: \_\_\_\_\_ Title: \_\_\_\_\_ ID# \_\_\_\_\_

Name: \_\_\_\_\_ Title: \_\_\_\_\_ ID# \_\_\_\_\_

Have the training records for the employee been obtained?

\_\_\_\_ Yes      \_\_\_\_ No

Has a summary of complaint history of employee been obtained?

\_\_\_\_ Yes      \_\_\_\_ No

Has a summary of discipline records related to customer service incidents been obtained?

\_\_\_\_ Yes      \_\_\_\_ No

Have the citation records been obtained from Transit Police?

\_\_\_\_ Yes      \_\_\_\_ No

Have the records for Transit Police assistance calls been obtained?

\_\_\_\_ Yes      \_\_\_\_ No

Was the complainant interviewed?

\_\_\_\_ Yes      \_\_\_\_ No

If yes, note date, time, and location of interview and attach interview notes to this document:

\_\_\_\_\_

Was the employee interviewed?

\_\_\_\_ Yes      \_\_\_\_ No

If yes, note date, time, and location of interview and attach interview notes to this document:

\_\_\_\_\_

Were other witnesses interviewed?

\_\_\_\_ Yes      \_\_\_\_ No

If yes, note the following below: date, time, and location of interview; who was interviewed and how the person is related to the incident. Attach interview notes to this document:

\_\_\_\_\_

Based on the investigation, is there evidence to suggest that discrimination occurred?

\_\_\_\_ Yes      \_\_\_\_ No

If yes, what corrective action was taken?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

If it was determined there was no discrimination, how was that determination made?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## C. LIST OF COMPLAINTS AND INVESTIGATIONS

The following exhibit illustrates the Title VI complaints received during the review period (November 2013 to October 2016).



# Title VI Complaints

Record ID	Date Filed	Close Out Date	Investigation/Complaint/Lawsuit, Summary of Allegations and Relevant Type(s) of Discrimination Alleged	Location of Incident	Notes	Status	Actions Taken
456567	3/27/2015	9/24/2015	customer (high school student) had GoPass ID taken due to fare inspection	221	Incident related to <b>Record ID 456569</b>	9/24/15 - Closed - No Title VI Form Received; reopened 11/17/15 - Title VI Form Received that was signed on 9/21/15 and may have been received earlier than 11/17/15.	4/16/15: Received reply containing a version of events from one of the conductors (there were two involved) which the complainant's daughter and other witnesses dispute. 4/17/15: Manager of Customer Service met with customer's dad and explained Title VI process and where to find the forms. 12/4/15: Letter providing notice that the complaint form was received on 11/17/15 and notice opening the investigation was sent. Investigation was referred from Title VI administrator to the Title VI Investigator (Agency staff). Investigator notified complainant that the complaint form received was not completely legible as the text boxes only show part of one line of writing per question though it appears longer answers were provided and requested another copy or requested to obtain the information over the phone. Investigation is underway. In the aftermath of the incident, a complaint was filed on complainant's daughter behalf objecting to the way that way fare inspection is being conducted on Caltrain. 12/4/15: Title VI investigator called complainant to notify him that a acknowledgement letter would be sent that day and he would receive it by the following Tuesday.
456569	3/30/2015	9/27/2015	customer (dad of customer in complaint above) boarded train with daughter to request school ID back from conductor - feels he was not handled professionally by second conductor	221	Incident related to <b>Record ID 456567</b>	9/24/15 - Closed - No Title VI Form Received; reopened 11/17/15 - Title VI Form Received that was signed on 9/21/15 and may have been received earlier than 11/17/15.	4/17/15: Manager of Customer Service met with customer and explained Title VI process and where to find the forms. 12/4/15: Letter providing notice that the complaint form was received on 11/17/15 and notice opening the investigation was sent. Investigation was referred from Title VI administrator to the Title VI Investigator (Agency staff). Investigator notified complainant that the complaint form received was not completely legible as the text boxes only show part of one line of writing per question though it appears longer answers were provided and requested another copy or requested to obtain the information over the phone. Investigation is underway regarding how complainant was conducted by the second conductor. 12/4/15: Title VI investigator called complainant to notify him that a acknowledgement letter would be sent that day and he would receive it by the following Tuesday.
N/A	1/7/2016	7/5/2016	Customer noted Verbal Altercation?, Harassment, Race motivated, Threatened life.  Additional details (provided by Customer over the phone): Transit employee interjected himself in an argument between customer and his wife and ended up insulting both of them and the person allegedly called the couple "renter cop and renter wife". Customer gave a description of the individual, 5'6" to 5'7", 180 to 190 lbs., thin/ muscular built, grey sweats, blue jeans, brown/black shoes and red skullcap.	Caltrain Station, 5:50 a.m.		7/5/16 - Closed - No Additional Title VI Information received from Customer.	1/7/16: Received Title VI Complaint Form (via mail) - incomplete information for assessment 1/12/16: CSC confirm no prior Transit record 1/15/16: Title VI investigator called customer on work phone & left vm. 1/15/16: Title VI investigator talked to customer (who called back). Customer did not submit complaint to customer service prior to sending the Title VI form. Description of the individual (date & times) was provided. There was no identifiable Caltrain and security marking or uniform to help identify person. Title VI investigator apologized to the customer for the negative experience and explained the purpose and intention of the Title VI form. Although Customer was very unhappy with the experience, he was satisfied with the outcome that someone from Caltrain reached out to him and he was not looking into pursuing the title VI complaint. Title VI investigator informed customer that he has the option to file a complaint via our customer service for this and any or issues. 1/18/16: Title VI investigator sent email to customer to confirm receipt of the title VI complaint form and directed the Customer to file the complaint through Customer Service Process & complete the online form. 1/2016: Title VI Investigator checked with TASI Customer Service Mgr., regarding incident but no staff members reported an incident, so person could not be identified.

## **D. PUBLIC PARTICIPATION PLAN**

The following document is the JPB's Public Participation Plan (PPP), updated in advance of this Title VI Program submission. Documentation for public outreach and involvement activities undertaken in the last three years and descriptions of specific steps taken to ensure participation of minority and low-income persons are included.

# PENINSULA CORRIDOR JOINT POWERS BOARD



## PUBLIC PARTICIPATION PLAN

2013

REVISED OCTOBER 2016



Prepared by:

**Communications & Rail Operations Planning**

1250 San Carlos Avenue

San Carlos, CA 94070

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# **I. INTRODUCTION**

## **A. TITLE VI**

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. JPB operates its programs and services without regard to race, color or national origin in accordance with Title VI of the Civil Rights Act of 1964.

One critical concern addressed by Title VI is the language barrier that Limited English Proficiency (LEP) persons face with respect to accessing information about and using transit service. Transit operators must ensure this group has adequate access to the agency's programs and activities, meaning that public participation opportunities should also be accessible to those who have a limited understanding of English (spoken and/or written).

## **B. EXECUTIVE ORDER 12989**

JPB recognizes the importance of reaching out to and including traditionally under-represented populations (e.g. racial and ethnic minorities, low-income individuals, persons with limited English proficiency, and persons with disabilities) in decision-making. The JPB Public participation Plan (PPP) has been designed to be inclusive of all populations in the JPB service area and includes a detailed public participation process, clear goals, and a variety of public participation methods to provide information and invite the public to give input throughout decision-making processes, and performance measures and objectives.

## **C. PURPOSE OF THE PUBLIC PARTICIPATION PLAN**

Public participation is the process through which stakeholders can partake directly in agency decision-making, and express their concerns, desires and values. The JPB Public Participation Plan (PPP) serves as a roadmap to ensure the public has sufficient access to information and can provide meaningful input into decisions made regarding the future of Caltrain service. The PPP was originally developed in 2013 through research conducted by staff, inclusion of best practices methods, feedback from previous outreach and public participation activities, and insights provided by peer agencies with the goal of improving how Caltrain interacts with its customers on a daily basis, as well as in larger, intermittent service planning efforts.

This document discusses the strategies used to attain feedback for the public participation plan and the process of creating the public participation plan. This plan is

to be used when Caltrain embarks upon service planning activities or other activities in which public participation plays a critical role in a successful outcome.

**Purpose of the PPP:**

1. **To inform the public** about Caltrain’s transportation issues and planning processes
2. **To establish the process** through which the public can express concerns, desires, and values
3. **To reach a wide range of JPB’s customers**, and increase the participation of under-represented populations
4. **To ensure the JPB’s programs and activities** reflect the community values
5. **To improve service outcomes** based on public input

**The PPP is based on the following core values:**

- Integrity
- Customer focus
- Respect
- Quality
- Teamwork
- Leadership
- Accountability

**The PPP will function as a “living document”:**

- The PPP is intended to continue to evolve to meet the changing needs of the communities Caltrain serves through updates to actively address stakeholder concerns and requests.

The following sections of the PPP provide an overview of the Caltrain System, JPB Organization, and demographics of the three counties it serves as well as Caltrain riders in particular. This information sets the scene for meaningful public engagement.

## **D. CALTRAIN SYSTEM OVERVIEW**

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

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

Exhibit 1: Caltrain System Map

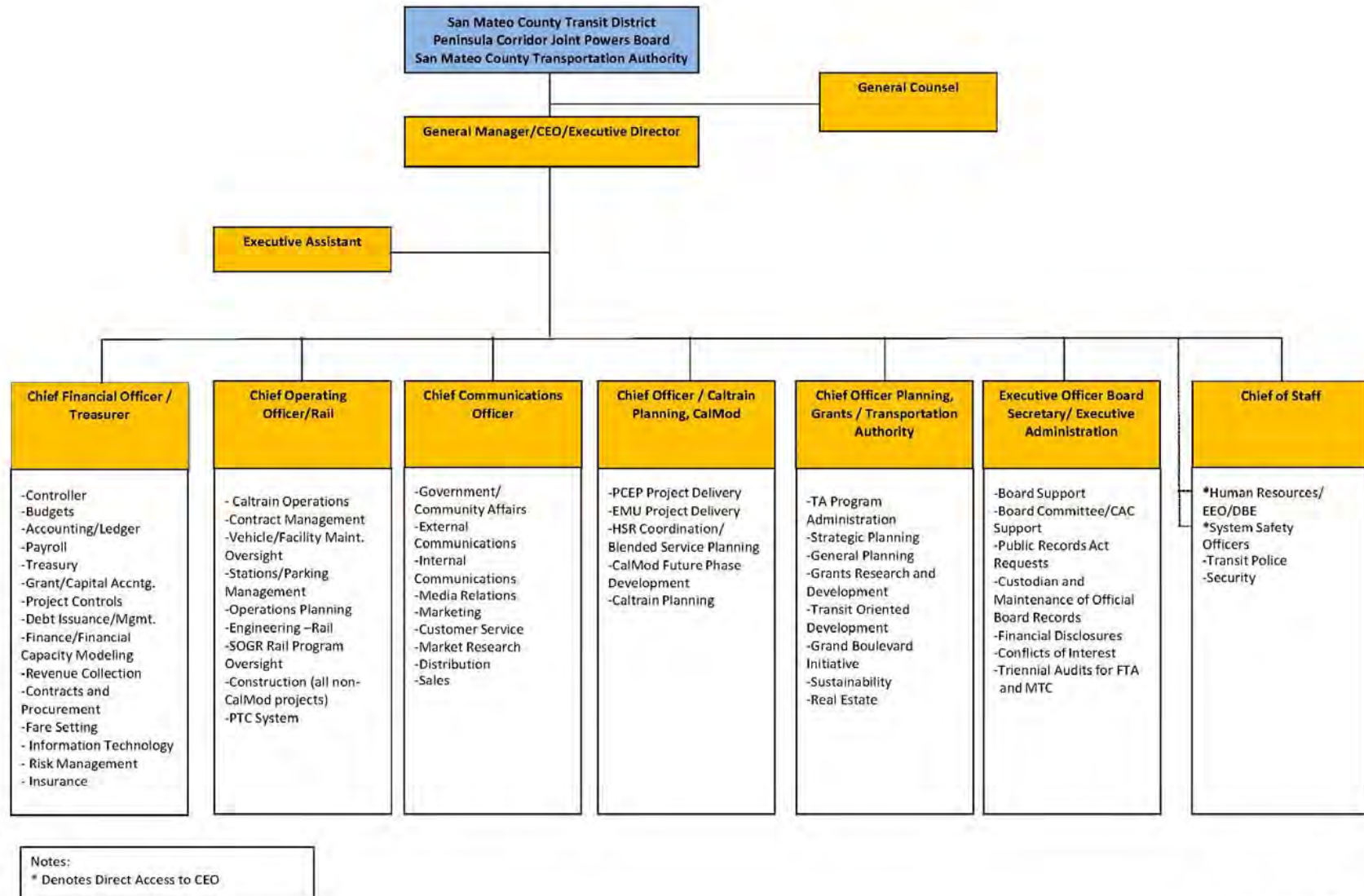




## **E. JPB ORGANIZATION**

The JPB designates the San Mateo County Transit District (District) as the managing agency to provide administrative staff services for Caltrain under the direction and oversight of the Board of Directors. The JPB reimburses the District for the direct and administrative costs incurred for Caltrain operations. In 2015 the General Manager/ Chief Executive Officer announced restructuring of the executive management team at SamTrans, which also has administrative responsibilities for Caltrain and the San Mateo County Transportation Authority. The restructure was intended to improve the operating efficiency of all three agencies and the administrative functions that support each service. **Exhibit 2** features the latest JPB Organization Chart.

## Exhibit 2: JPB Organization Chart



Updated October 2016

## **F. DEMOGRAPHICS & SERVICE PROFILES**

Caltrain primarily serves San Francisco County, San Mateo County, and Santa Clara County. To better serve and meet the needs of Caltrain riders, potential future Caltrain riders, and communities and businesses affected by Caltrain Service, Caltrain staff considers general and specific demographic maps that provide an overview of the neighborhood characteristics within the Caltrain service area, including hospital locations, shopping areas, and other nearby transit. These maps are also scalable which allows Caltrain staff to identify specific institutions that might benefit from targeted outreach.

Appendix I provides the demographic maps for both minority and low-income populations. These maps are available for consultation prior to developing a targeted outreach effort. Maps are also available by ethnic group and for each predominant language within the Caltrain service area. These maps can be “zoomed in” to provide a more refined view of the alignment and station area. All maps can also be found in the Caltrain 2016 Title VI Compliance Program, Appendix I - Demographic and Service Profile Maps.

### **i. MINORITY AND LOW-INCOME POPULATIONS**

To ensure public participation includes minority and low-income populations, the JPB must target outreach to communities and organizations with minority and low-income populations. In order to identify the locations and neighborhoods where minority and low-income population are most prevalent within the Caltrain service area, maps were created to show Minority and Low-Income populations using US Census 2010-2014 American Community Survey Data.

Minority census tracts are defined as those in which the minority population exceeds the system-wide minority average of 58%. Low income census tracts are defined as those greater than 13.9% of the households in the tract that have an income that is 200% of the federal threshold or lower.

In addition to maps provided in Appendix I, maps provided in Appendix K of the Caltrain 2016 Title VI Compliance Program also provide information at the station level in order to help ensure that minority and low income populations within the Caltrain service area are considered in the development of marketing and outreach techniques at stations. When viewed electronically, each map has the ability to be viewed at a block group level, allowing staff a “station area view” of the data. All maps can also be found in the Caltrain 2016 Title VI Compliance Program, Appendix K – Monitoring Program.

## **ii. LIMITED ENGLISH PROFICIENCY AND LANGUAGE ASSISTANCE PLAN**

To ensure public participation does not exclude persons with limited English proficiency the JPB has updated its Limited English Proficiency (LEP) and Language Assistance Plan (LAP) as part of its Title VI submission. A brief summary of the LEP and LAP background, methodology, and findings is included below. In addition, LEP concentration by census tract (2016 Title VI Program Appendix E: Map 2, Map 3, Map 4) identify locations and neighborhoods where outreach to LEP individuals and Spanish Speaking persons can be targeted. These LEP maps were developed from 2010-2014 American Community Survey (ACS) data.

### **Executive Summary**

Title VI prohibits discrimination by recipients of Federal financial assistance on the basis of race, color, and national origin, including the denial of meaningful access for limited English proficient people. As a recipient of Federal funds, Caltrain must “take reasonable steps to ensure meaningful access to their programs and activities by LEP persons.”<sup>1</sup>

On August 11, 2000, the President signed Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" that requires Federal agencies and recipients of Federal funds to examine the services they provide, identify any need for services to those with limited English proficiency (LEP), and develop and implement a system to provide those needed services so that LEP persons can have meaningful access to them. Further guidance was provided in 2012 with the release of the Federal Transit Administration's circular—FTA C 4702.1B—that further codified the FTA's objective to “promote full and fair participation in public transportation decision-making without regard to race, color, or national origin; and ensure meaningful access to transit-related programs and activities by persons with limited English proficiency.”<sup>2</sup>

### **General Plan Findings**

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

- Primary Language: Spanish
- Tier One Languages: Spanish and Chinese (Mandarin and Cantonese)
- Tier Two Languages: Vietnamese, Tagalog, Korean, Russian, Japanese, Persian and Hindi.

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<sup>1</sup> Federal Register Volume 70, Number 239 (Wednesday, December 14, 2005)

<sup>2</sup> FTA Circular 4702.1B- TITLE VI REQUIREMENTS AND GUIDELINES FOR FEDERAL TRANSIT ADMINISTRATION RECIPIENTS, October 1, 2012.

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

By a large margin, Spanish remains the most predominantly spoken language within the service area and within the Caltrain rider population. As a result, while other languages should be considered for translation assistance, as reflected in the Language Assistance Plan, continued care should be taken to translate information into Spanish to ensure that Spanish language speakers are not presented with barriers to access Caltrain’s services and programs based on their English language ability. Spanish is followed by Chinese (Mandarin and Cantonese) and should be the next language considered for translation services. Other languages, including those falling under the “Safe Harbor” provision, should be provided translation services as funding permits or if required by federal regulations.

**Exhibit 3** below provides an overview of the boarding locations of Limited English Proficient riders based on data from the 2013 Caltrain Onboard survey.

### Exhibit 3: Caltrain Boarding Location of Limited English Proficient Riders



Maps provided in the Caltrain LEP Language Assistance Plan (2016 Title VI Program: Appendix E) also present information on a language by language basis. Maps for each of the top LEP languages are available for consultation by Caltrain staff. These maps are most useful in their electronic form, allowing the agency to “zoom-in” to see the data represented at a more relevant level. For example, if planners were anticipating conducting an information campaign at a particular station, staff could review the areas adjacent to the station to determine what languages will need to be highlighted for more targeted marketing and translation services

### **iii. CALTRAIN RIDERSHIP DEMOGRAPHICS**

Information regarding Caltrain Ridership Demographics can be found in the [Caltrain On-board Triennial Customer Study Report](#) dated October 2013 and [Metropolitan Transportation Commission On-Board Origin and Destination Survey](#) dated 2014. Key findings from the surveys are listed below.

#### **Executive Summary: Caltrain On-board Triennial Customer Study Report**

The fieldwork on this study was conducted in October 2013. A total of 4,721 surveys were completed by Caltrain riders.

#### **Length of Time Using Caltrain**

- More than a third of riders (35%) have been riding Caltrain less than one year.
- Since 2010, there has been a slight increase in the percentage of riders who have been using Caltrain 1 to 2 years (from 13% in 2010 to 18% in 2013).

#### **Frequency of Riding Caltrain**

- About two-thirds of riders (67%) ride Caltrain at least four days per week, while nearly all riders (84%) ride Caltrain at least once a week.
- While weekday peak riders are more likely to ride Caltrain more frequently, there has been a slight increase in the percentage of weekday off-peak riders using Caltrain five days per week (from 29% in 2010 to 36% in 2013).

#### **Fare Media**

Changes in technology and ridership trends have changed how riders pay for their trip.

- In 2010, Clipper e-cash was not asked about (as Clipper had just recently been introduced on Caltrain); however, in 2013, 11% of riders indicated they used Clipper e-cash to pay their Caltrain fare.

- By contrast, 8-ride tickets have decreased from 16% of fares used in 2010 to only 6% in 2013, as this method of fare payment moved from paper to Clipper.
- In addition, slightly more riders now pay their fare with a Go Pass (increasing from 10% in 2010 to 14% in 2013).
- Among weekend riders, there appears to be a shift away from one-way tickets (52% in 2010 vs. 38% in 2013) towards Clipper e-cash (15% in 2013).

### **Regular Commute Travel Appears to be Increasing Among Weekday Off-Peak Riders**

- Among weekday off-peak riders, Go Pass usage has doubled (from 6% in 2010 to 13% in 2013).
- Most riders (94%) pay an adult fare. Adult riders account for a larger share of off-peak riders in 2013 (92%) than they did in 2010 (85%).
- While weekday peak riders are most likely to be making a round trip (89%) than other time periods, weekday off-peak riders and weekend riders are both more likely to be making a round trip on Caltrain now than in 2010.
- While weekday peak riders were most likely to be traveling for work reasons, weekday off-peak riders traveling for work increased from 52% in 2010 to 62% in 2013.

### **Why Riders Choose Caltrain**

- Avoiding traffic, reducing stress, saving money, and making the best use of time remain the primary reasons Caltrain riders use the service. Among the top three, only avoiding traffic increased compared to 2010.
- Not having access to a car was the primary reason for using Caltrain among weekday off-peak (41%) and weekend (44%) riders.

### **Stations Used**

- Nearly half of all riders boarded Caltrain in San Francisco (28%), San Jose Diridon (10%), or Palo Alto (10%).
- San Francisco was the most common boarding station across all major time periods.
- San Francisco is the most commonly cited station where riders exit the Caltrain system (24%), even among weekday off-peak (21%) and weekend (26%) riders.
- After San Francisco, riders most commonly exited the train at Palo Alto (12%) and San Jose Diridon (8%).

### **Access/Egress on Caltrain**

- Nearly three in 10 (28%) of respondents walked to Caltrain, and nearly one-third (32%) got to their final destination by walking from the Caltrain station.

- While 23% drove to their entry station on Caltrain and 19% drove to their final destination, driving as a means to access Caltrain has decreased since 2010 (when 29% got to Caltrain by driving and 22% got to their final destination).
- The decrease in drivers is partially offset by increases in cycling (17% of respondents used a bicycle in 2013 vs. 13% in 2010, both for accessing Caltrain and reaching their final destination).
- Weekday peak riders were most likely to drive or bicycle, while weekend users were most likely to be picked up after or dropped off before their Caltrain trip.

#### **Car Availability**

- Overall, 60% of Caltrain riders had a car available for the surveyed trip.
- This is slightly lower than 2010 overall (62%). However, among weekday peak riders, 65% said they had a car available for this trip (compared to 70% in 2010).
- By contrast, more weekend riders said they had access to a car in 2013 (46%) than in 2010 (39%).

#### **Introduction to Caltrain**

- Overall, 75% of riders (and 84% of weekday peak riders) commute to work or school on Caltrain.
- Of those who do commute regularly, 22% say they were first introduced to riding Caltrain by taking it to a special event or leisure destination.
- In 2010, by contrast, 18% said they were first introduced to taking Caltrain by using it for recreation/special events – suggesting additional long-term riders continue to be added and underlining the importance of leisure trips.

#### **Satisfaction with Caltrain**

- Overall, Caltrain riders rated their experience on Caltrain 4.04 (out of 5.00), a slight dip compared to 2010 (4.09).
- However, riders rated the effectiveness of station signs (3.81 in 2013) more highly than in 2010 (when they rated it 3.76).
- Ratings on value for the money, satisfaction with [www.caltrain.com](http://www.caltrain.com), transit connections, and schedule convenience was relatively flat.

#### **News and Information Sources**

- Nearly all riders have some form of Internet access—with only 2% saying they have no Internet access at all.
- Most riders have visited the Caltrain website—only 16% say they have never visited [www.caltrain.com](http://www.caltrain.com) (although this climbs to 25% among weekend riders).



- About half of weekday peak riders (49%) are casual users of the Caltrain website, visiting the site once a month or less. This casual frequency was the most commonly given answer by riders in all time periods (and given by 47% of riders overall).
- The Internet is by far the most popular source for local news among Caltrain riders, with 78% saying they access the Internet for this very purpose. This is significantly higher than those who said they used the Internet in 2010 (45%). It is also more than those who access TV, radio, and newspapers in 2013 combined.
- Those accessing newspapers for local news saw a significant decline, with only 19% using them for news in 2013 (compared to 28% in 2010).
- The most commonly accessed source for Caltrain information is the website, [www.caltrain.com](http://www.caltrain.com).
- Those using printed material for Caltrain information dropped by nearly half, from 52% in 2010 to 27% in 2013. Those using station information boards also dropped, from 25% in 2010 to 15% in 2013.
- Those using some form of mobile app for Caltrain information increased greatly, from 14% in 2010 to 32% (16% who specified an application and another 16% who did not, but simply wrote 'mobile phone app' or similar).

### **Rider Demographics**

- Among all Caltrain riders, 60% are male, and 47% are single.
- Among all riders, 56% identify as White/Caucasian, with 29% Asian, 12% Hispanic/Latino, and 4% Black/African American
- Married riders are most likely to be riding during the Weekday Peak time period, while Single riders are most likely to ride on the Weekend.
- Nearly all riders (97%) have a high school diploma, while 80% have graduated college.

Most Caltrain riders (80%) are employed full-time. The share of those employed full-time across time periods:

- 86% for weekday peak riders;
- 65% for weekday off-peak riders; and
- 59% among weekend riders.

The age of the average Caltrain rider has dropped from 37.2 years in 2010 to 36.7 years in 2013. This is largely attributable to a 5% increase of riders in the age 25 to 34 age bracket, as well as a slight decline in among riders over 45.

The average income among Caltrain riders has increased by more than \$10,000 per year, to around \$117,000 (from about \$104,000 in 2010). This is largely attributable to a smaller share of riders in households earning under \$50,000,

and an increase in the percentage of riders in households earning \$100,000 per year or more.

About two-thirds (64%) of Caltrain riders were born in the United States. Countries outside the US which were most commonly cited as the country of birth include India, China, the Philippines, and Canada. Most Caltrain riders hail from the 9-county Bay Area (96%), with nearly half (41%) living in Santa Clara County, 29% residing in San Mateo County, and 25% living in San Francisco.

**Executive Summary: Metropolitan Transportation Commission On-Board Origin and Destination Survey)**

The fieldwork on this study was conducted 2014. More than 19,000 On-to-Off surveys and more than 5,000 main surveys were completed.

- The majority of the riders (87%) have at least one vehicle available to their household.
- Thirteen percent (13%) of all riders are a student of some kind.
- The majority (88%) of riders are employed.
- Most riders (88%) have a valid driver's license.
- The majority of riders are between the ages of 25 and 44 (61%).
- Nearly three-quarters of riders (73%) report their annual household income is above \$60,000.
- Consistent with the workforce population, more men than women ride the rail.
- More than half of all rail riders (54%) identify as White, while another 28% identify as Asian. Fifteen percent of riders identify themselves as Hispanic or Latino.
- Nearly one-third of rail riders (32%) speak a language other than English.

**iv. CALTRAIN CUSTOMER SERVICE FEEDBACK**

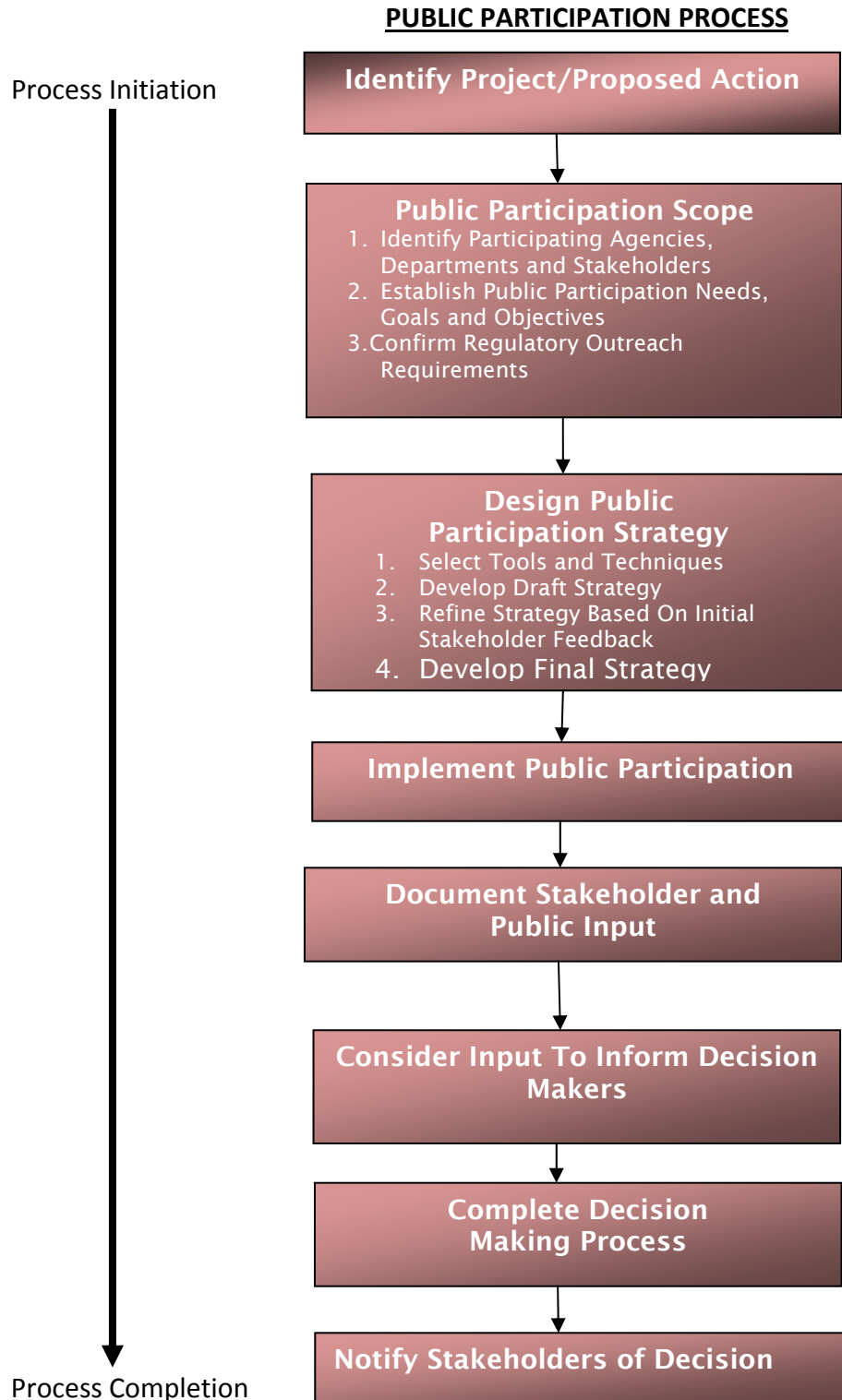
Recent survey information regarding Caltrain Customer Service can be found in the following documents. Executive summaries and documents in full can be retrieved from the JPB's Communications Division. JPB will continue with regular onboard surveys every three years and special surveys as needed.

- 2016 Caltrain Customer Experience Survey
- 2014 MTC Caltrain Origin and Destination
- 2013 Caltrain Triennial Customer Survey
- 2013 Caltrain TVM Replacement Survey
- 2016 Caltrain Customer Satisfaction Survey
- 2015 Caltrain Customer Satisfaction Survey
- 2014 Caltrain Customer Satisfaction Survey

- 2013 Caltrain Customer Satisfaction Survey
- 2012 Caltrain Customer Satisfaction Survey
- 2016 Caltrain Shuttle Survey
- 2015 Caltrain Shuttle Survey
- 2014 Caltrain Shuttle Survey
- 2013 Caltrain Shuttle Survey
- 2012 Caltrain Shuttle Survey
- 2011 Caltrain Shuttle Survey
- 2010 Caltrain Shuttle Survey
- 2010 Caltrain Rider Survey San Francisco Giants Game Attendees
- 2010 Caltrain Triennial Customer Survey
- 2010 Caltrain On-board Study Ridership Segmentation Report  
(Peak & Weekend Costumers)

## II. PUBLIC PARTICIPATION PROCESS

### A. PUBLIC PARTICIPATION PROCESS FLOWCHART



## **B. PUBLIC PARTICIPATION PROCESS CONSIDERATIONS**

When the JPB prepares to embark on a public engagement process, staff develops a strategy based on considerations, such as the target audience or impacted populations, the complexity of the issues involved, the range of potential outcomes and the severity of potential positive and/or negative effects.

Each project requires involvement of a different mix of participating agencies, departments and stakeholders. Smaller projects may require involvement from one or two sources while larger projects may require involvement from multiple agencies, internal departments and various stakeholders from the community.

It is important to clearly define the goals and objectives early in the public participation process to gauge needed outreach, evaluate potential impacts and engage appropriate stakeholders.

The target audience or impacted populations can vary depending on the size and scope of the outreach required. Most often, outreach is conducted to, and with a subset of, the following:

- Transit customers
- Individuals or groups affected by a transportation project or action
- Individuals or groups that believe they are affected by a transportation project or action
- Traditionally under-served and/or under-represented communities
- Residents or commuters to/from affected geographic areas
- Government agencies
- Community-based organizations (including those that have direct communications with LEP populations)
- Non-governmental organizations

Since Caltrain's service area spans multiple jurisdictions, projects, and programs which can include numerous federal, state, regional and local agencies, the regulatory outreach requirements can vary significantly. A considerable amount of coordination may be required to ensure all regulatory requirements are met and all agencies are informed.

Public participation tool or strategies to employ can vary depending on the project scope. Often times many tools will be required. When choosing the appropriate tools, several factors should be considered such as:

- The number and type of stakeholders
- The geographic region of the project
- Available budget and resources
- Communication and language requirements
- Desired outcome and results
- Issues or concerns stakeholders will consider most pertinent

A detailed list of public participation tools and strategies can be found in the following section.

### III. PUBLIC PARTICIPATION TOOLS & STRATEGIES

The following section includes tools and strategies for ensuring the public has access to the information it needs to participate in JPB planning and policy development efforts. In designing outreach and public participation strategies, JPB uses traditional and social media, and other tools such as the following.

#### A. OUTREACH TOOLS & STRATEGIES

##### 1. Earned Media: Radio, Television, Newspaper

Publicizing public participation opportunities and outreach information through radio, television, and newspaper media that serve both English-speaking and language-specific audiences can help spread the word about these events. Ethnic media sources, in particular, serve as a helpful way to reach minority groups. Some local media outlets including websites, radio and television shows and local publications are considered to be good sources of information for events in the immediate area. In all cases, JPB should tailor its message to the appropriate audience of the media used and ensure that the media provides contact information so that audiences can reach the agency for comments and questions. When appropriate, JPB should also attempt to provide a multilingual spokesperson to address a non-English speaking audience.

##### 2. Electronic Resources

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

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

For smart phones, applications can work similar to the Caltrain website and social media, providing fast updates to stakeholders. Giving the public the ability

to opt-in to an email subscription service for important announcements is another way to communicate with the public.

### **3. On-Board / Station Information Resources**

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

### **4. Customer Service Center and Dedicated Project Hotlines**

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

The need for multilingual capabilities is a high priority due to the large numbers of foreign travelers visiting the Bay Area. The Caltrain Customer Service Center can handle calls in numerous languages through the use of the Language Line and directly through employees that speak languages other than English. Customer Service Representatives are on duty weekdays from 7 a.m. to 7 p.m. and on weekends and holidays from 8 a.m. to 5 p.m. The Customer Service Center also is equipped with equipment for those with hearing impairments (TTY).

### **5. Printed Materials**

In addition to on-board printed information, JPB can publicize public participation opportunities and outreach information via print materials (such as newsletters, flyers, and posters). This method of outreach can be expensive but effective. Crucial information should be translated into the languages identified as spoken and/or written by the target populations in the service area. If all information cannot be translated, notices should be provided that describe where translations/interpretation services can be obtained.

Caltrain Connection is newsletter that is published four times a year by the JPB. The newsletter contains information about Caltrain projects, operations, events, and transit and safety tips. The newsletter has a wide distribution to various



community members, is distributed on-board and is also posted on the Caltrain website.

## **6. Surveys**

JPB conducts full-scope on-board passenger surveys every 3 years. Issue-specific surveys may be used in certain circumstances. Surveys are conducted in person, in print, and/or through online means. Printed surveys may have a low response rate. Telephone surveys may be more effective but are often costly. Internet surveys are the easiest of the three options for the agency to conduct, but only reach those with internet access, which may skew the results. Any survey must include adequate and appropriate translation provisions.

In addition to the larger full-scope on-board passenger survey that is completed every 3 years, Caltrain undertakes an annual Caltrain Customer Satisfaction Survey to assess how well Caltrain and its contractor are meeting the needs of their passengers. In 2015, Caltrain also introduced an annual Customer Experience Initiative survey that asks the general public to rate and identify priorities, and provide ridership and demographic information.

## **7. One-On-One Interviews/ Direct Stakeholder Interaction**

In certain contexts, JPB staff can interview specific individuals or stakeholders to collect information or gain insight on their perspectives. Interviews can be used to obtain information from various demographics within the service area.

## **8. Targeted Focus Groups**

The JPB can also host small discussion groups that are made up of targeted participants with an unbiased facilitator. Focus groups can provide in-depth information about potential impacts of a potential program or project, a fare change, or service change on a specific group or geographic region. The advantage of a focus group is that it can be conducted in a specific language, allowing participants to directly express their opinions and concerns.

## **9. Public Workshops/Open Houses**

Public workshops are commonly used allowing for a more hands-on approach than focus group meetings. These public meetings allow for larger groups to directly talk to JPB staff and voice their concerns. Workshops are a way to give out information to a broad segment of the population, as well as receive feedback on planning efforts. Such meetings are broadly advertised and open to all stakeholder groups and interested individuals.

An open house format allows a large number of participants to receive information at their own pace, with no strict time period in which they have to arrive at and leave from the location. Information stations can include table top displays, maps, photographs, visualizations, and more. Staff is on hand to respond to questions and comments.

Workshops and open houses should be scheduled at times and locations that are convenient and accessible for minority and LEP communities. Translators should be present to help communicate information and attain feedback.

#### **10. Direct Mail/Letters**

Direct mail can be an effective way to communicate information to a specific geographic region or demographic. Mailers can provide specific information regarding a project or can be an effective tool to notify people about an upcoming event or activity. The use of direct mail can be costly depending on the number of targeted recipients.

#### **11. Special Events**

The JPB can host a special Caltrain event to promote, announce or kick-off a specific program or project, service, or activity. Special events can be open to specific demographics or for the general public. Effective promotion of these events can attract a large number of people and can be a good tool in highlighting organizational achievements.

#### **12. Government Meetings**

Government meetings are the most formal form of public meetings, in which official statements are presented by individual attendees and their comments are recorded. Time limits are often necessary to permit all interested persons to speak. Hearings allow each individual's perspectives and opinions to be heard by all in attendance.

Caltrain can provide updates on its projects and programs at all levels of government – local, state and federal – by attending and presenting information at regularly scheduled government meetings. Possible government meetings include city and town councils, planning and public works commissions, state legislative committees and federal hearings.

#### **13. Community Based Organizations Interactions**

When possible, the JPB should coordinate and/or inform community and faith based organizations, educational institutions, and other civic organizations about

programs and activities to specifically engage minority and LEP communities. The JPB can also seek opportunities to present information and obtain feedback at these organizations' own meetings and other events by providing a helpful introduction to organization members at little agency cost. A list of the Community Based Organizations are found in the Caltrain 2016 LEP Language Assistance Plan.

#### **14. Advisory Committees**

The JPB has a total of four Advisory Committees:

The ***Caltrain Citizens Advisory Committee (CAC)*** represents San Francisco, San Mateo and Santa Clara counties. The CAC is comprised of nine volunteer members who serve in an advisory capacity to the tri-county Caltrain policy board, providing input on the needs of current and potential rail customers, and reviewing and commenting on staff proposals and actions as requested by the board.

The ***Caltrain's Bicycle Advisory Committee (BAC)*** serves as the primary venue for the interests and perspectives of bicyclists to be integrated into the Caltrain planning processes. This group brings new ideas for discussion and helps Caltrain guide its future investments. The committee is a partnership composed of nine volunteer members and Caltrain staff. There are three representatives from each of the three counties served by Caltrain: San Francisco, San Mateo and Santa Clara. One member from each county is a public agency staff member responsible for bike planning and/or policy development, one is a member of a bicycle advocacy organization, and one is a Caltrain bike passenger from the general public.

The ***Caltrain Central Equipment Maintenance and Operation Facility (CEMOF) Monitoring Committee*** is an advisory committee established by the San Jose City Council in cooperation with Caltrain. The primary responsibility of the committee members is to provide communication with the community regarding the operation of the maintenance facility. The committee is comprised of seven members, one each representing the Arena, College Park, Garden Alameda and Shasta-Hanchett Park neighborhoods associations, Caltrain, City of San Jose and the Santa Clara Valley Transportation Authority.

The ***Caltrain Accessibility Advisory Committee (CAAC)*** meets bi-annually or as needed to discuss and advise JPB staff on policies, plans and procedures relating to the development, implementation and operation of Caltrain accessible transit services, and on compliance with the requirements of the American with Disabilities Act of 1990. Typically the committee is comprised of volunteer

members from the San Francisco, San Mateo, Santa Clara, and other Bay Area counties.

## **B. PAST AND CURRENT PUBLIC PARTICIPATION METHODS**

The JPB implements a variety of outreach methods to ensure that all customers and concerned individuals and stakeholders are informed of any changes to existing Caltrain service. The agency also provides many options for submittal of comments, opinions, or input. Special efforts are made to ensure minority populations, low-income populations, LEP communities, and disabled persons are included in the public outreach process. These methods include:

- Community meetings
- Public hearings
- Government meetings
- Bilingual newspaper notices
- Bilingual onboard notices
- News releases
- Social media (Facebook, Twitter, Instagram, blogs, etc.)
- Presentations to the Caltrain Citizens Advisory Committee (CAC)
- Presentations to the Caltrain Bicycle Advisory Committee (BAC)
- Presentations to the Caltrain Central Equipment Maintenance and Operations Facility (CEMOF) Monitoring Committee
- Presentations to the Caltrain Accessibility Advisory Committee (CAAC)
- Information on Caltrain website with Google Translate tool
- Customer Service Center (with bi-lingual and multi-lingual staff)
- Telephone Language Line
- JPB Board Secretary contact
- Station electronic message signs
- Caltrain Connection and other newsletters
- Advertisements (in community newsletters and email blasts)
- Workshops
- Personal interviews
- Rider forums
- Tabling events
- Communication with other transit agencies
- Communication with community based organizations
- Business Groups (C3) / Labor
- Local Policy Maker Group (elected officials from 17 cities along Caltrain-owned corridor)
- City / County Staff Coordinating Group (technical staff from 17 cities along the Caltrain-owned corridor)

- E-Newsletters/Construction Notices/Project Updates
- Passenger interaction at stations / events
- Dedicated web pages, hotlines, emails for specific projects or issues  
(i.e. <http://www.caltrain.com/projectsplans/CaltrainModernization.html>)

## **C. INFORMATION DISSEMINATION**

The JPB employs a number of methods to inform the public of policy changes, such as fare and service changes, in a timely manner. Caltrain utilizes the following methods of information dissemination:

- Issues news releases
- Distributes “Take One” notices on trains
- Posts flyers on station information boards
- Places ads in local newspapers, places translated ads in local newspapers in other languages
- Includes in on-board newsletter, “Caltrain Connection”
- Posts on Caltrain website
- Makes station audio and visual message announcements
- Informs local employee commute coordinators
- Discusses changes with its advisory committees
- Makes conductor announcements
- Provides social media updates (blogs, Twitter, Facebook)

Rail service information is published by the JPB, including the Caltrain timetable (only in English). The Caltrain website has language translation tools so information can be translated. All Caltrain information lists the toll-free number of the Caltrain Customer Service Center, which can handle calls in numerous languages through the use of multilingual staff and the Language Line.

## **D. FUTURE PUBLIC PARTICIPATION TECHNIQUES**

The JPB uses many public outreach tools to encourage engagement in the decision-making process. In addition, tools are used to ensure inclusion of low-income, LEP, disabled, and minority populations, including consultation with the LAP. Based on survey data and outreach efforts, some new ideas to consider when implementing/updating the PPP may include:

- Creating a table that budgets the costs of outreach (including materials and overtime wages of participating staff: marketing, communications, planning, and translators) to improve the efficiency and effectiveness of outreach efforts.

- Expanding outreach efforts to include social media and traditional media in various languages so that higher participation for outreach events can be achieved. The placement of traditional media at train stations and on trains may be especially critical towards outreach participation.
- Improving communication with targeted organizations to assure that more LEP individuals participate in outreach efforts, including community-based organizations and faith-based groups.
- Providing a short survey regarding LEP needs on trains in various languages for LEP individuals who cannot make it to outreach meetings.
- Providing future Customer Service surveys in more languages.
- Offering more opportunities for involved stakeholders to evaluate and offer feedback about the effectiveness of the JPB's public participation strategies.
- Identifying emerging groups that may need targeted outreach.
- Improving existing community relationships and developing new community relationships using public relations techniques.

## **E. SUMMARY OF OUTREACH EFFORTS**

Caltrain promotes the use of PPP for its public participation activities to ensure participation from LEP, minority, and low-income populations. Since the last Title VI submission, Caltrain has conducted community outreach through rider surveys, public notices, direct mailers, website, earned media, social media, radio, television, on-board information resources, and paid advertising. Other means of gathering feedback include website and blog postings, email blasts and e-newsletter blasts to stakeholder groups, posted fliers and onboard take ones.

Caltrain targeted its outreach and sought input from underserved communities, including LEP, low income and minority populations, in the last three years by translating mailers and notifications in other languages when needed, offering translator services for public meetings and over the telephone through the language assistance hotline, holding meetings after regular work hours and in low-income and minority communities, and collaborating with community based organizations.

A list of the types of projects or policies for which Caltrain has conducted public outreach to solicit public input in the past three years is provided below.

- Peninsula Corridor Electrification Project Environmental Impact Report
- Electric Multiple Unit Policy Decision (Bathrooms, Bikes, Seats)
- Caltrain Strategic Plan
- Caltrain Short Range Transit Plans
- Rail Corridor Preservation Study
- Station Management Toolbox

- Bicycle Access and Parking Plan
- Caltrain Comprehensive Fare Study
- Communications Based Overlay Signal System Positive Train Control Project
- Los Gatos Creek Bridge Replacement Project
- San Mateo Bridges Replacement Project
- San Francisco Roadway Bridges Project
- San Francisco Track Yard Reconfiguration
- Jerrold Avenue Bridge Retrofit
- Quint Street Project
- San Bruno Grade Separation Project
- South San Francisco Station Improvement Project
- South Terminal Phase II Project
- Caltrain Customer Experience Survey
- Caltrain Customer Experience Focus Groups
- Community Based Organizations (CBO) Survey

Additional details of the specific public outreach events are available upon request.

The public has participated in all of these outreach efforts by attending Board of Directors, Citizens Advisory Committee and other meetings, public hearings, and public events; submitting written comments and e-mails; calling the Customer Service Center; responding to surveys, and providing input via social media. Feedback collected from these public outreach events allowed Caltrain to better design and implement our programs, services and policies.

Based on the information collected at these meetings, we can continue to assess the effectiveness of our outreach tools and strategies, and incorporate feedback from LEP and minority communities, to strengthen our program or service evaluations, ensure the community is aware of key-decision making activities, and regularly update the community on the status of issues and projects and identify additional opportunities for community input.

Examples of some of the outreach materials are provided in the following pages.

## Appendix 1: Caltrain Construction Notice (English)

# San Mateo Bridges Replacement Project

## Update: Monte Diablo Avenue Street Closure and Bridge Replacement

Dear Caltrain Neighbor:

The second street closure of the San Mateo Bridges Replacement Project will begin November 29. The Monte Diablo Avenue bridge area will be closed for up to 8 weeks to through traffic on Monte Diablo Avenue from Ramona Street to Claremont Street, as well as along North Railroad Avenue within one block of Monte Diablo Avenue, on either side of the railroad tracks. Similar road closures at Santa Inez and Poplar Avenues bridge areas will take place one at a time following the Monte Diablo closure. During the closures, Caltrain will establish detour signs for pedestrians and motorists to help with traffic flow. The Monte Diablo Avenue bridge replacement is expected to occur the weekend of December 19.

Construction activities involve assembling the new bridge structure, replacing the old steel structure with the new steel structure and demolishing the old bridge structure on site. The Tilton Avenue bridge replacement was completed earlier this month. ***Weekday work hours are generally from 7 a.m. to 5 p.m., and weekend work hours are from 8 a.m. to 5 p.m. Residents may experience increased noise levels and traffic conditions in the neighborhood due to the construction activity. We apologize for the inconvenience.***

Caltrain, in cooperation with the City of San Mateo, is preparing to replace the four 100-year-old rail bridges located at Tilton, Monte Diablo, Santa Inez and Poplar Avenues, which no longer meet current seismic safety standards. The project will ensure that the aging bridges are safe and equipped to meet the region's future transportation needs, including new electrified rail service, and improved traffic flow on city streets. The project is expected to be complete by October 2016.

For more information, please call the dedicated outreach line at 650.508.7726; visit the website at [www.caltrain.com/smbridges](http://www.caltrain.com/smbridges) and subscribe to the page for project updates or email [smbridges@caltrain.com](mailto:smbridges@caltrain.com).



11.20.15



## Appendix 2: Caltrain Construction Notice (Spanish)

### Proyecto para el reemplazo de los puentes en San Mateo

#### Actualización: Monte Diablo Avenida Calle Clausura y el puente de reemplazo

Estimado vecino Caltrain:

El segundo cierre de la calle del Proyecto de Reemplazo San Mateo Puentes comenzará noviembre 29. La zona del puente de Monte Diablo avenida permanecerá cerrado por hasta 8 semanas a través del tráfico de Monte Diablo Avenida de Ramona Street Claremont Street, así como a lo largo de North Railroad Avenida a una cuadra del Monte Diablo Avenue, a cada lado de las vías del ferrocarril. Cierres de carreteras similares de Santa Inez y Álamo Avenues áreas puente se llevarán a cabo una a la vez después de la clausura de Monte Diablo. Durante los cierres, Caltrain establecerá señales de desvío para los peatones y los automovilistas para ayudar con el flujo de tráfico. Se espera que el reemplazo del puente de Monte Diablo avenida que se produzca el fin de semana del 19 de diciembre.

Las actividades de construcción implican el montaje de la nueva estructura del puente, en sustitución de la estructura de acero de edad con la nueva estructura de acero y la demolición de la estructura del puente viejo en el sitio. El reemplazo del puente Tilton Avenida se completó a principios de este mes. Las horas de trabajo entre semana son generalmente 07 am a 5 pm, y las horas de trabajo de fin de semana son de 8 am a 5 pm. Los residentes pueden experimentar aumento de los niveles de ruido y las condiciones del tráfico en la zona debido a la actividad de la construcción. Nos disculpamos por el inconveniente.

Caltrain, en colaboración con el Ayuntamiento de San Mateo, se está preparando para reemplazar a los cuatro puentes de ferrocarril de 100 años de antigüedad ubicado en Tilton, Monte Diablo, Santa Inés y Álamo avenidas, que ya no cumplen con los estándares actuales de seguridad sísmica. El proyecto se asegurará de que los puentes de envejecimiento son seguros y equipados para satisfacer las futuras necesidades de transporte de la región, incluyendo el nuevo servicio ferroviario electrificado, y mejorar el flujo de tráfico en las calles de la ciudad. El proyecto se espera que se complete en octubre 2016.

Para obtener más información, por favor llame a la línea de extensión dedicada al 650.508.7726; visite el sitio web en [www.caltrain.com/smbridges](http://www.caltrain.com/smbridges) y suscribirse a la página de actualizaciones de proyectos o [smbridges@caltrain.com](mailto:smbridges@caltrain.com) correo electrónico.



11.20.15

## Appendix 3: Caltrain Construction Notice (English & Spanish)

### Advanced Signal System Project

Dear Caltrain Neighbor:

June 2015

Beginning in June, Caltrain will begin conducting safety tests on the corridor as part of the final phase of implementing the Advanced Signal System Project, which will upgrade the safety, performance, and operating efficiency of the Peninsula's commuter rail system. To test the Advanced Signal System, including the roadway crossings, a test train will run through the corridor Sundays through Thursdays between 9:00 p.m. and 6:00 a.m. Tests are conducted at night to avoid disruption of regular train service and properly record the results, and are anticipated to occur intermittently over the next several months. Neighbors may experience standard gate crossing noise and horns during this time and we apologize for any inconvenience this may cause.

The Advanced Signal System, also called Communications Based Overlay Signal System (CBOSS) Positive Train Control (PTC), will equip the corridor with federally-mandated safety technology and increase system capacity to help accommodate future ridership demand. The Project will monitor and, if necessary, control train movement in the event of human error. This will increase safety by:

- Eliminating the risk of train-to-train collisions.
- Reducing risk of potential derailments by enforcing speed limits.
- Providing additional safety for railroad workers on the tracks.
- Improving grade crossing performance to reduce gate downtime and improve local traffic circulation.

The Advanced Signal System Project is scheduled to be operational by the end of 2015 and is a key component of the Caltrain Modernization Program, which will electrify the Caltrain Corridor.

For more information: ☎ 650.508.6499; ✉ [caltrainptc@samtrans.com](mailto:caltrainptc@samtrans.com); ⓘ [www.caltrain.com/CBOSSPTC](http://www.caltrain.com/CBOSSPTC)

Para más información:



### Advanced Signal System

Estimado vecino de Caltrain:

junio 2015

A partir de junio, Caltrain empezará a llevar a cabo pruebas de seguridad en el corredor como parte de la fase final de la implementación del Proyecto del Sistema Avanzado de Señales, el cual mejorará la seguridad, desempeño, y eficiencia operativa del sistema de trenes suburbanos de la Península. Para probar el Sistema Avanzado de Señales, incluyendo los cruces de calzadas, un tren de prueba recorrerá el corredor de domingo a jueves, entre las 9:00 p.m. y las 6:00 a.m. Las pruebas se llevan a cabo de noche para evitar afectar el servicio normal de trenes y poder registrar debidamente los resultados, y se prevé que ocurran en forma intermitente durante los próximos meses. Los vecinos pueden sentir el ruido normal de las plumas o barreras de cruce y bocinas durante este tiempo y les pedimos disculpas por las molestias que esto pueda causar.

El Sistema Avanzado de Señales, también llamado Sistema de Señales de Sobreposición Basado en Comunicaciones (CBOSS) Control Positivo de Tren (PTC) equipará al corredor con tecnología requerida en el ámbito federal e incrementará la capacidad del sistema para dar cabida a la futura demanda de usuarios. El Proyecto monitoreará y, si es necesario, controlará el movimiento del tren en caso de algún error humano. Esto aumentará la seguridad al:

- Eliminar el riesgo de choque entre trenes.
- Reducir el riesgo de descarrilamientos potenciales al hacer que se acaten los límites de velocidad.
- Dar seguridad adicional para trabajadores del ferrocarril en las vías.
- Mejorar el desempeño de cruces a nivel para reducir el tiempo de pausa de las plumas en cruces y mejora de la circulación del tráfico local.

Está programado que el Sistema Avanzado de Señales entre en operación a fines de 2015 y es un componente clave en el Programa de Modernización de Caltrain, que electrificará al corredor Caltrain.

For more information: ☎ 650.508.6499; ✉ [caltrainptc@samtrans.com](mailto:caltrainptc@samtrans.com); ⓘ [www.caltrain.com/CBOSSPTC](http://www.caltrain.com/CBOSSPTC)

Para más información:





## THÔNG BÁO SỰ SẴN CÓ VÀ HỌP CÔNG CỘNG CHO BÁO CÁO SAU CÙNG VỀ ẢNH HƯỞNG ĐẾN MÔI TRƯỜNG (FEIR) CHO BÁN ĐẢO DỰ ÁN ĐEM LẠI ĐIỆN CHO HÀNH LANG



Vào ngày 4 Tháng Mười Hai, 2014, Ủy Ban Điện Phối Hợp Hành Lang Bán Đảo (Caltrain) đã tiết lộ Báo Cáo Sau Cùng về Ảnh Hưởng Đến Môi Trường (Final Environmental Impact Report - FEIR) cho Bán Đảo của Caltrain Dự Án Đem Lại Điện Cho Hành Lang (Corridor Electrification Project - PCEP) chiếu theo Đạo Luật về Chất Lượng Môi Trường California (California Environmental Quality Act - CEQA).

Dự án sẽ đem lại điện cho Hành Lang Bán Đảo từ Trạm Caltrain San Francisco ở đường 4th và Kington tới ~2 dặm về phía nam của trạm Tamien ở San Jose, biến đổi các xe lửa chạy bằng dầu cặn sang xe lửa chạy bằng điện (được gọi là nhiều đơn vị điện) và gia tăng dịch vụ từ năm xe lửa sang sáu xe lửa mỗi giờ cao điểm cho mỗi chiều.

FEIR, trả lời cho các góp ý trên EIR Bản Thảo, hiện có trên mạng tại [www.caltrain.com/electrification](http://www.caltrain.com/electrification), văn phòng Caltrain, các thư viện tại địa phương hoặc bằng cách gọi số 650.622.7841.



Buổi họp công cộng để xét đến việc chứng nhận của FEIR và cho áp dụng dự án sẽ được tổ chức tại buổi họp của Ủy Ban Điện Phối Hợp (JPB) cho Hành Lang Bán Đảo:

**Thứ Năm, Ngày 8 Tháng Giêng,  
2015 10 giờ sáng**

Caltrain Headquarters  
2nd Floor Auditorium  
1250 San Carlos Avenue  
San Carlos, CA

**Để biết thêm thông tin:**


Gọi: 650.622.7841  
TTY: 650.508.6448  
Email: [electrification@caltrain.com](mailto:electrification@caltrain.com)

Para traducción llama al 1.800.660.4287 | 如需翻譯, 請電 1.800.660.4287

## Appendix 5: Caltrain News Release

edback on... x Depot

6) Commute Fleets Suggested Sites (6) Suggested Sites (6) Free Hotmail Suggested Sites (6) Suggested Sites (6) Suggested Sites (6)



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Caltrain Seeks Feedback on Customer Experience

February 24, 2018

Caltrain is encouraging passengers to fill out a new online survey aimed at improving the customer experience on the rail system.

The survey, which can be completed in about 10 minutes, is part of the Customer Experience Program, a collaborative program that Caltrain is launching with its Citizens Advisory Committee (CAC). The program will use input from passengers to prioritize service enhancements and amenities that make traveling aboard the system more enjoyable.

The survey is set to be posted on Monday, February 29 and will be available at [www.caltrain.com/customerexperiencesurvey](http://www.caltrain.com/customerexperiencesurvey). The deadline for completing the survey is March 20.

Passengers will be asked to rate and prioritize a range of proposed service enhancements that can be implemented in the short, mid, and long-term future. The potential changes include communication, service, and access improvements, along with proposals for new amenities on the train system. Caltrain will also be seeking demographic information from the poll. No personally-identifiable information will be collected.


This is the first of two surveys that Caltrain is asking passengers to fill out this year. The second one, the Caltrain Customer Satisfaction survey, will be released in June.

Once the surveys are completed, Caltrain will review the data and determine how to pursue funding and implementation opportunities for the improvement projects. The potential projects will be prioritized based on the customer feedback.

###

About Caltrain: Owned and operated by the Peninsula Corridor Joint Powers Board, Caltrain provides commuter rail service from San Francisco to San Jose, with limited commute service to Gilroy. Caltrain has enjoyed five years of consecutive monthly ridership increases, surpassing more than 60,000 average weekday riders earlier this year. 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.

Like us on Facebook at: [www.facebook.com/caltrain](http://www.facebook.com/caltrain) and follow us on Twitter [@Caltrain\\_News](https://twitter.com/Caltrain_News)

 NEWS

Media Contact: Will Reisman, 650.508.7704

Highlights

Weekday TimetableWeekend TimetableSpecial EventsElectrification

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Caltrain @Caltrain

#NB257 currently -15 coming up to RWC  
#SB254 currently -5" delayed @ MPK  
#SB152 currently -8" @ SCL due to earlier car on trax  
#Caltrain

Caltrain @Caltrain

#NB257 is on the go our of CAL, following car on tracks in Palo Alto.  
#Caltrain

EmbedView on Twitter





## Appendix 7: Special Event Service – SF Giants Service (Brochure)

### Caltrain trip tips

- Caltrain is a proof-of-payment system. Purchase tickets and pay for parking using station ticket machines. Passengers without valid tickets are subject to citation.
- Save time:** On game days, use the "San Francisco" button on the machine to buy a Day Pass - you won't have to worry about post-game ticket lines.
- Save money:** Using Clipper e-cash costs 55¢ less for a one-way trip. Clipper e-cash and 8-ride tickets users, remember to tag on and tag off.
- Monthly Clipper passes are valid for travel on weekends through ALL zones.
- Groups of 15 or more save 10% by ordering in advance: [www.caltrain.com/groupsales](http://www.caltrain.com/groupsales).
- A shuttle bus operates between the Folsom and San Jose Division stations weekends only. Caltrain fare policies apply.
- Pick up a Caltrain Timetable for complete weekday, weekend and shuttle schedule or visit [www.caltrain.com/schedule](http://www.caltrain.com/schedule).

Para traducción llame al  
 1.800.660.4287 or (TTY only) 650.508.6448  
 Caltrain information: [www.caltrain.com](http://www.caltrain.com)

### San Francisco Giants 2016 Schedule

**MARCH/APRIL** **JUNE** **JULY** **AUGUST** **SEPTEMBER**

Post-Game Express Trains Now Serving Belmont

## 2016 SEASON

## Train Service to AT&T Park

Weekdays\*\*
Weekend\*\*

Zones	Station	12:45 p.m. Games					7:15 p.m. Games									1:05 p.m. Games				Station												
		135	237	5	139	143	267	269	371	273	375	277	279	381	425	427	801	429														
4	Tarleton	9:19																														
	San Jose Division	9:21	9:51	9:54	10:05	11:11	4:21	4:48	4:48	5:08	5:22	5:31	5:48	5:47	9:11	9:43	9:49	10:23	10:23	10:23	10:23	10:23	10:23	10:23	10:23	10:23	10:23	10:23	10:23			
	San Jose	9:21	9:51	9:54	10:05	11:11	4:21	4:48	4:48	5:08	5:22	5:31	5:48	5:47	9:11	9:43	9:49	10:23	10:23	10:23	10:23	10:23	10:23	10:23	10:23	10:23	10:23	10:23	10:23	10:23		
	San Jose	9:21	9:51	9:54	10:05	11:11	4:21	4:48	4:48	5:08	5:22	5:31	5:48	5:47	9:11	9:43	9:49	10:23	10:23	10:23	10:23	10:23	10:23	10:23	10:23	10:23	10:23	10:23	10:23	10:23	10:23	
	San Jose	9:21	9:51	9:54	10:05	11:11	4:21	4:48	4:48	5:08	5:22	5:31	5:48	5:47	9:11	9:43	9:49	10:23	10:23	10:23	10:23	10:23	10:23	10:23	10:23	10:23	10:23	10:23	10:23	10:23	10:23	
3	Mountain View	9:37	10:11	10:17	10:37	11:51	4:48	5:03	5:03	5:35	5:48	5:55	6:00	6:00	9:19	10:19	10:25	10:50	11:19	11:19	11:19	11:19	11:19	11:19	11:19	11:19	11:19	11:19	11:19	11:19	11:19	
	San Antonio	9:41	10:15	10:21	10:41	11:55	4:52	5:07	5:07	5:39	5:52	5:59	6:04	6:04	9:23	10:23	10:29	11:04	11:33	11:33	11:33	11:33	11:33	11:33	11:33	11:33	11:33	11:33	11:33	11:33	11:33	
	California Avenue	9:45	10:19	10:25	10:45	11:59	4:56	5:11	5:11	5:43	5:56	6:03	6:08	6:08	9:27	10:27	10:33	11:08	11:37	11:37	11:37	11:37	11:37	11:37	11:37	11:37	11:37	11:37	11:37	11:37	11:37	
	Palo Alto	9:49	10:23	10:29	10:49	11:45	4:56	5:11	5:11	5:43	5:56	6:03	6:08	6:08	9:31	10:31	10:37	11:12	11:41	11:41	11:41	11:41	11:41	11:41	11:41	11:41	11:41	11:41	11:41	11:41	11:41	
	Menlo Park	9:52	10:27	10:33	10:52	11:45	4:59	5:13	5:13	5:45	5:58	6:05	6:10	6:10	9:34	10:34	10:40	11:15	11:44	11:44	11:44	11:44	11:44	11:44	11:44	11:44	11:44	11:44	11:44	11:44	11:44	11:44
2	Redwood City	9:58	10:32	10:38	10:58	11:51	5:05	5:20	5:20	5:52	6:05	6:12	6:17	6:17	9:38	10:38	10:44	11:19	11:48	11:48	11:48	11:48	11:48	11:48	11:48	11:48	11:48	11:48	11:48	11:48	11:48	11:48
	San Carlos	10:02	10:36	10:42	11:02	11:55	5:09	5:23	5:23	5:55	6:08	6:15	6:20	6:20	9:42	10:42	10:48	11:23	11:52	11:52	11:52	11:52	11:52	11:52	11:52	11:52	11:52	11:52	11:52	11:52	11:52	11:52
	San Carlos	10:02	10:36	10:42	11:02	11:55	5:09	5:23	5:23	5:55	6:08	6:15	6:20	6:20	9:42	10:42	10:48	11:23	11:52	11:52	11:52	11:52	11:52	11:52	11:52	11:52	11:52	11:52	11:52	11:52	11:52	11:52
	San Carlos	10:02	10:36	10:42	11:02	11:55	5:09	5:23	5:23	5:55	6:08	6:15	6:20	6:20	9:42	10:42	10:48	11:23	11:52	11:52	11:52	11:52	11:52	11:52	11:52	11:52	11:52	11:52	11:52	11:52	11:52	11:52
	San Carlos	10:02	10:36	10:42	11:02	11:55	5:09	5:23	5:23	5:55	6:08	6:15	6:20	6:20	9:42	10:42	10:48	11:23	11:52	11:52	11:52	11:52	11:52	11:52	11:52	11:52	11:52	11:52	11:52	11:52	11:52	11:52
1	San Bruno	10:07	10:41	10:47	11:07	12:00	5:14	5:28	5:28	6:00	6:13	6:20	6:25	6:25	9:47	10:47	10:53	11:28	11:57	11:57	11:57	11:57	11:57	11:57	11:57	11:57	11:57	11:57	11:57	11:57	11:57	11:57
	San Bruno	10:11	10:45	10:51	11:11	12:04	5:18	5:32	5:32	6:04	6:17	6:24	6:29	6:29	9:51	10:51	10:57	11:32	12:01	12:01	12:01	12:01	12:01	12:01	12:01	12:01	12:01	12:01	12:01	12:01	12:01	12:01
	San Bruno	10:11	10:45	10:51	11:11	12:04	5:18	5:32	5:32	6:04	6:17	6:24	6:29	6:29	9:51	10:51	10:57	11:32	12:01	12:01	12:01	12:01	12:01	12:01	12:01	12:01	12:01	12:01	12:01	12:01	12:01	12:01
	San Bruno	10:11	10:45	10:51	11:11	12:04	5:18	5:32	5:32	6:04	6:17	6:24	6:29	6:29	9:51	10:51	10:57	11:32	12:01	12:01	12:01	12:01	12:01	12:01	12:01	12:01	12:01	12:01	12:01	12:01	12:01	12:01
	San Bruno	10:11	10:45	10:51	11:11	12:04	5:18	5:32	5:32	6:04	6:17	6:24	6:29	6:29	9:51	10:51	10:57	11:32	12:01	12:01	12:01	12:01	12:01	12:01	12:01	12:01	12:01	12:01	12:01	12:01	12:01	12:01

**New! Post-game Express Service to Belmont**

**Weekend & Weeknight games:** An express train, Belmont leaves approximately 15 minutes after the last out, catches the train, and makes all local stops after Belmont to San Jose Division. A second train will leave 25 minutes after the game, catches the train, and make all local stops to San Jose Division. **Note:** No Belmont express trains on weekday afternoon games. (Subject to change without notice.)

**On Fireworks Nights,** the express and local trains will depart approximately 15 and 25 minutes, respectively, after the fireworks. (Subject to change without notice.)

Open alcoholic beverages are prohibited on trains departing from San Francisco beginning at 9 p.m. on game nights. Caltrain requests that customers help make it a pleasant trip for all.

**LEGEND**

  Express Train      Local Train

  Light Rail      Heavy Rail

  Bay Area Rapid Transit (BART)      San Francisco Municipal Railway (Muni)

  Golden Gate Transit      Marin Community Transit

  Contra Costa Transit Authority (CCTA)      Alameda-Contra Costa Transit District (ACCTD)

  Santa Clara Valley Transportation Authority (VTA)      Peninsula Transportation Company (PTC)

  San Mateo County Transportation Authority (SMCTA)      San Francisco Bay Area Rapid Transit (BART)

  San Francisco Bay Area Rapid Transit (BART)      San Francisco Bay Area Rapid Transit (BART)

  San Francisco Bay Area Rapid Transit (BART)      San Francisco Bay Area Rapid Transit (BART)

**Caltrain** @caltrain

Helping people Caltrain accounts are @caltrain. We provide train, train service & schedule & address between San Jose and San Francisco. San Francisco Bay Area. @caltrain.com @caltraincom

23,446 Followers 301 Following 22,146 Likes 1,075 Retweets

**Tweets by Caltrain**

**Caltrain** @caltraincom · Apr 14  
 #NB257 currently 45' running up to #SCL  
 #NB254 currently 37' delayed @ MTC  
 #NB152 currently 47' @ SCL due to earlier car on track. #Caltrain

**Caltrain** @caltraincom · Apr 14  
 #NB257 is on the go out of GAL, following car on tracks in Palo Alto. #Caltrain

**Caltrain** @caltraincom · Apr 14  
 #NB257 holding at GAL until low track is clear. #Caltrain

**Caltrain** @caltraincom · Apr 14  
 #NB257 currently 47' delayed at SCL  
 #NB152 currently 37' delayed at GAL due to car on track, now clear. #Caltrain

**Caltrain** @caltraincom · Apr 14  
 #NB152 not re-boarding on the NB platform at SCL, and GAL

**How to Follow Us**

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Follow us on Instagram

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Follow us on SoundCloud

Follow us on Dribbble

Follow us on DeviantArt

Follow us on 500px

Follow us on Flickr

Follow us on Last.fm

Follow us on MySpace

Follow us on Pandora

Follow us on SoundCloud

Follow us on YouTube

Follow us on Vimeo

Follow us on Dailymotion

Follow us on Vevo

Follow us on YouTube

Follow us on Vimeo

Follow us on Dailymotion

Follow us on Vevo

[illegible]



## Appendix 9: Caltrain Track the Fun (Brochure)

**California: The Art of Water**  
thru Nov. 28, 2016  
Concilio in Atrium  
Oct. 5 - Jan. 30, 2017  
Wood: Power and Protection in  
North Africa  
thru Jan. 9, 2017  
museum.stanford.edu

**San Jose Museum of Art**  
San Jose Diridon station  
VTA light rail to San Antonio  
110 S. Market St.  
Indestructible Wonder  
thru Jan. 29, 2017  
Life and Labor: The  
Photographs of Milton  
Rogovin  
thru Mar. 19, 2017  
Koret Family Gallery: Art and  
Science  
thru May 21, 2017  
jsmuseum.org

**Asian Art Museum**  
San Francisco station  
Muni N-Judah or M-Judah to  
Civic Center  
200 Larkin St.  
The Aztec Epic: He & His  
City, Now  
Oct. 21 thru Jan. 15, 2017  
jsmuseum.org

**Farmer's Markets**  
Exit at the city station unless noted

**San Francisco Ferry Plaza**  
San Francisco station  
Muni N-Judah or T-Third to

**The Embarcadero Ferry Bldg.**  
Tue & Thur, 10 am - 2 pm  
Sat, 8 am - 2 pm

**The Fresh Market**  
**Burlingame**  
Park Road & Burlingame Ave.  
Thru, thru Nov. 3 pm - 7 pm

**Belmont**  
Caltrain parking lot  
Sun, 9 am - 1 pm

**Menlo Park**  
Menlo Park station  
Chesnut St. & Santa Clara Ave.  
Sun, 9 am - 1 pm

**Palo Alto**  
Palo Alto station  
Gilman St. & Hamilton Ave.  
Sat, thru Dec. 12, 8 am - noon

**California Avenue**  
Palo Alto station  
California Ave. & El Camino Real  
Sun, 9 am - 1 pm

**Mountain View**  
Caltrain station  
Sun, 9 am - 1 pm  
Except when events or games  
are held at Levi's Stadium  
Relocated to Bryant & California  
streets

**Sunnyvale**  
Boulevard & Washington Avenue  
Sat, 9 am - 1 pm



**Track the Fun**  
Fall 2016  
Community Events & Fun Destinations

**HARVEST FESTIVAL**  
Original Art & Craft Show  
KAM MATEO • Nov. 11-13  
SAN JOSE • Nov. 13-17  
www.harvestfestival.com • 800-881-2386

**San Francisco Fleet Week**  
Oct. 7 - 10  
www.fleetweek.org  
949-39-6666



Caltrain is a partnership of SFMTA, San Mateo County Transit District and VTA.  
1.800.660.4287 • www.caltrain.com

Facebook.com/Caltrain | @Caltrain | 1-800-660-4287

**Fun - All Week Long**

Track the fun is your guide to attractions and events served by Caltrain. Use the colored headings to find the attraction or event. Directly below each event is the station name and any additional transit service required to complete the trip.

For more information about schedule and fare, call 1.800.660.4287 (TTY 800.660.4448) or visit [www.caltrain.com](http://www.caltrain.com).

Para información en español, llame 1.800.660.4287 (TTY 800.660.4448).  
Call in Chinese: 1.800.660.4287

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**Sports**

**Stanford Football**  
Stanford station  
525 N. Main St., Stanford  
Stadium  
vs. Colby  
Sat, Oct. 22  
vs. Oregon State  
Sat, Nov. 5  
vs. Rice  
Sat, Nov. 26  
Regular schedule events listed at  
[mfblog.stanford.edu](http://mfblog.stanford.edu)  
gostanford.com

**Levi's Stadium**  
Mountain View station  
VTA Light Rail to Great America  
4900 Mariposa Rd. Bartolo Way  
Santa Clara  
4th  
thru Jan. 1  
49ers.com  
Caltrain.com/sportservice  
For stadium information visit  
[www.49ers.com/stadium](http://www.49ers.com/stadium)  
Pier 39 Bowl  
Wed, Dec. 28, 5:00 pm  
levisstadium.com/49ers

**San Jose Sharks**  
San Jose Diridon station  
SAP Center at San Jose  
525 W. Santa Clara St.  
thru April 8, 2017  
sanjosharks.com

**Events**

**AT&T Park**  
74 Willie Mays Plaza  
San Francisco station  
Concur to Solari "CASA"  
Nov. 17

**San Jose McEnery Convention Ctr.**  
San Jose Diridon station  
VTA light rail to Convention Ctr.  
150 W. San Carlos St.  
Home Show 2014  
Oct. 29 & 30  
[homedownshow.com](http://homedownshow.com)  
Harvest Festival  
Nov. 25 & 27  
[harvestfestval.com](http://harvestfestval.com)

**San Mateo Event Center**  
Hillsdale station  
1340 San Jose Dr.  
San Mateo Home Show  
Oct. 1 & 2, 10 am - 8 pm  
[sammateohomeshow.com](http://sammateohomeshow.com)  
The International Gem &  
Jewelry Show Inc.  
Oct. 7 - 9  
[intjgem.com](http://intjgem.com)  
Hillsborough Antique Show  
Nov. 8 - 9  
[hillsboroughantiqueanddesign.com](http://hillsboroughantiqueanddesign.com)  
Harvest Festival Original Art  
& Craft Show  
Nov. 11 & 13  
[harvestfestival.com/san-mateo](http://harvestfestival.com/san-mateo)

**San Francisco International Auto Show**  
San Francisco station  
Muni Route 30 or 45  
500 Howard St.  
Nov. 19 - 27, 10 am - 10 pm  
[iautoshow.com](http://iautoshow.com)

**Pier 39**  
San Francisco station  
Muni Route 30, 47, N-Judah or  
S-Embarcadero (Weekends  
only)

**Fleet Week**  
Oct. 7 - 10  
[fleetweek.org](http://fleetweek.org)  
949-39-6666

**Christmas in the Park**  
San Jose Diridon station  
VTA light rail to Convention Ctr.  
Plaza de Cesar Chavez  
Nov. 25 thru Jan. 1, 2017  
[christmasinthepark.com](http://christmasinthepark.com)

**Hometown Holidays**  
Redwood City station  
Courthouse Square, Downtown  
Sat, Dec. 3, 10 am  
[hometownholidays.org](http://hometownholidays.org)

**Caltrain Holiday Train presented by Silicon Valley Community Foundation**

Dec. 3 & 4  
At various Caltrain stations  
Bring it new, unused gift  
Top for the Salvation Army  
and U.S. Marines Corps Food  
for Tots programs or keep  
the Holiday Train alive by  
donating online at  
[holiday-train.org](http://holiday-train.org)  
[www.caltrain.com/holidaytrain](http://www.caltrain.com/holidaytrain)

**Concerts/Theaters**

**SAP Center at San Jose**  
San Jose Diridon station  
525 W. Santa Clara St.  
Disney On Ice presents  
Passport to Adventure  
Oct. 16 & 23  
Professional Bull Riding  
Oct. 15 & 16, 6 pm  
Tony Robbins  
Nov. 18 - 13  
Bullfight  
Sat, Nov. 19, 8 pm  
[saccenteratsanjose.com](http://saccenteratsanjose.com)

**Fox Theatre**  
Redwood City station  
2215 Broadway  
 tribute to Benny Goodman  
Glen Miller with Ted Benoel  
and Gene Krupa  
Oct. 19 - Age 9  
Disney's Beauty & the Beast  
Nov. 4 - 20  
[foxtheatre.com](http://foxtheatre.com)

**Mountain View Center for Performing Arts**  
Proof  
Oct. 8 - 30  
The Wizard of Oz  
Nov. 12 - 20  
musical Bambi: The Nutcracker  
Nov. 25 - 27  
Western Ballets (The Nutcracker)  
Dec. 2 - 8  
Stories on Stage: A Christmas Carol  
Dec. 9 & 10  
[mvpca.com](http://mvpca.com)

**Museums/Attractions**


**Contemporary Jewish Museum**  
735 Mission St.  
San Francisco station  
Muni Route 30 or 45  
Stanley Kubrick: The Exhibition  
Oct. 14 & 18

**Triton Museum of Art**  
Santa Clara station  
VTA Route 1015  
1505 W. Lexington Ave.  
Elaine Haron: Paleocopies  
Sculpted by Wind and Water  
Chia Virellat: A Subtle Edge  
Thru Nov. 6, 2016  
Imagery Art for Wine  
Collection: Award and wine  
partnership  
Nov. 19 - Feb. 12, 2017  
Stephanie Lam  
Nov. 12 - Feb. 5, 2017  
Katherine Green-Lau  
Nov. 12 - Feb. 12, 2017  
[tritonmuseum.org](http://tritonmuseum.org)

**Canfor Arts Center at Stanford**  
Palo Alto station  
Marquette shuttle to  
Contra Dr. & Museum Way




## Appendix 10: Peninsula Moves – SamTrans / Caltrain/ TA (Blog)



September 12, 2018 by Public Affairs

# CALTRAIN SERVICE DISRUPTION PLAYBOOK: WHAT TO EXPECT



When Caltrain experiences a major service disruption, we know how confusing things can get for our passengers. No passenger wants to be stuck in a train for a significant amount of time, and that discomfort is only amplified when our riders don't know when they'll be on the move again or what has caused the major delay.

Caltrain is hoping to address this issue by posting a behind-the-scenes "Playbook" of all the inner workings that go on within the agency when a major service disruption occurs. Caltrain cannot promise that our passengers won't be subject again to a severe service delay, but at least now we can provide some context into how these issues are resolved.

The [playbook](#) breaks down the service disruptions into three main categories—incident investigations, mechanical issues and police activities. For each category, an estimated time is given for when service could be restored, a parcel of information that provides insight into how these disruptions differ.


Incident investigations are the most serious disruption, and often entail fatalities on the right-of-way. These delays could take up to 1 hour and 45 minutes, and require the joint efforts of local police and fire departments, emergency medical services, the coroner and Caltrain rail personnel. There are a lot of moving parts, as described in the [playbook](#), which is why service restorations can be lengthy processes.


Mechanical issues also require a concerted effort to fix, but these usually don't disrupt service for as long as incident investigations. The Caltrain Playbook estimates that most problems can be fixed between five and 60 minutes. Roughly the same delay projections are given for police activities, which could shut down the railway from five to 45 minutes.

SEARCH PENMOVES!

CALTRAIN ON TWITTER

Tweets by @Caltrain


 Caltrain  
#NB257 currently -15 coming up to RWC  
#SS254 currently -5" delayed @MPK  
#SS152 currently -8" @SCL due to earlier car on track  
#Caltrain


 Caltrain  
#NB257 is on the go out of CAL, following car on tracks in Palo Alto.  
#Caltrain

[Embed](#) [View on Twitter](#)

SAMTRANS ON TWITTER

Tweets by @SamTrans\_News

 SamTrans  
@SamTrans\_News  
Parents! Please offer us your feedback to help improve school service for kids in SMC. Take our quick survey.  
[samtrans.com/rideinfo](#)

 SamTrans  
@SamTrans\_News  
The SamTrans Board of Directors seeks passionate citizens to join the board & guide transit policy. Apply today:  
[samtrans.com/annuitMediaRel](#)

[Embed](#) [View on Twitter](#)



## Caltrain Modernization Updates

### **Advanced Signal System**

The Advanced Signal System project, also called Communications Based Overlay Signal System Positive Train Control has made significant progress. The project will equip the corridor with safety technology that will control train movement in the event of human error. New CBOSS PTC equipment has been installed on all trains and the work to install fiber optic

cable from San Francisco to San Jose is nearly complete. The project has moved into the testing phase and is expected to be complete in 2016. You can find out more information about the test schedule and the project at [www.caltrain.com/cbossptc](http://www.caltrain.com/cbossptc).

### **Peninsula Corridor Electrification Project**

The Caltrain Modernization team is working on real estate

appraisals, utility coordination and preliminary design work at its Centralized Equipment Maintenance & Operations Facility to prepare the corridor for the Peninsula Corridor Electrification Project. Caltrain expects to award contracts for the design-build infrastructure and new electric trains in 2016.

*continued on page 4*

## Caltrain Approves Changes to Fare Policy and Parking Fees

In December, Caltrain's Board of Directors approved changes to the rail agency's fare rates and parking fees. The changes to the fares go into effect on Feb. 28, 2016.

The approved changes include an increase to the Caltrain adult base fare by 50 cents. As a result, that will increase the amount paid for the Day Pass, 8-ride tickets and Monthly passes. Eligible Discount fares will remain at 50 percent of adult ticket prices, and Clipper card holders will continue to get an approximate 15 percent discount.

Along with the fare changes, Caltrain will increase Daily Parking fees at station lots from \$5 to \$5.50 and raise the Monthly Parking Permit fee from \$50 to \$55. The new parking rates

changes will be effective July 1, 2016.

Caltrain last adjusted fares on Oct. 5, 2014, when One-way cash fares were increased by 25 cents and Day Pass cash fares were raised by 50 cents. Clipper card users were not affected by those adjustments. The increase in paper tickets was intended to provide an incentive for customers to transition to Clipper.

Unlike many transit agencies, Caltrain does not have a dedicated source of funding. The approved fare changes are necessary to meet the rising costs of rail operations and maintenance.

Prior to voting on the fare changes, Caltrain held four community meetings in October to

*continued on page 4*

The graphic features a stylized American flag with stars and stripes. Below the flag, the text 'President's Day Schedule' is written in a serif font, followed by 'Feb. 15' in a large, bold, serif font. At the bottom, there is a text box with information about the modified schedule.

President's Day  
Schedule  
**Feb. 15**

Caltrain will operate a modified schedule on Feb. 15.

The schedule is available at [www.caltrain.com/PresidentsDay](http://www.caltrain.com/PresidentsDay) or on the trains.



## Appendix 12: Caltrain Information (Notices)

### CALTRAIN NOTICE

Effective 4/1/2018

#### Caltrain Timetable Updated, 3<sup>rd</sup> Bike Car Added

Beginning April 4, Caltrain will roll out service enhancements that will improve the customer experience and increase onboard bicycle capacity. Caltrain will adjust its weekday schedule by several minutes per train to better reflect actual departure times at every station stop.

The adjustments are meant to improve schedule reliability. As many regular riders have noticed, there are a number of trains that are routinely several minutes behind schedule. Those delays are largely due to increases in ridership. It takes additional time to board large groups of customers and bicyclists. Delays related to crowding can compound as the train continues in service, resulting in schedule impacts.

Also launching on April 4, Caltrain will be adding more bike capacity to its system. Bombardier train sets — the newer style trains — will see a significant increase in onboard bicycle space with the addition of a third bike car to each train. The third car will allow those train sets to carry 72 bikes up from the 48 bike spaces currently available.

We recognize that there is an urgent need for increased capacity throughout the system. Caltrain is planning to add a sixth car to more trains, following the completion of rehabilitation work on its aging fleet. Caltrain also is considering whether customer requests for additional Bullet train service can be accommodated.

Caltrain appreciates the feedback we receive from daily riders. With the timetable revision, customers will be able to plan their trips with confidence.

#### BIKE RULES

Caltrain would like to remind bicyclists to follow the onboard posted instructions for bike placement. The aisle in the bike car must be kept clear for emergency access purposes.

Bicyclists are legally responsible for damage to Caltrain equipment and/or injury to other passengers due to the bicyclist's negligence. Caltrain assumes no responsibility for theft or damage to bikes while on the train.

#### General

- Bicyclists must be at least 6 years old. Cyclists younger than 12 years of age must be accompanied by an adult and be able to carry their own bike on and off the train.
- No extra charge to board a bike.
- Only single-rider bikes permitted.
- Maximum bike length: 80 inches.
- No fuel-powered bikes or three-wheeled bikes.
- Detachable and collapsible trailers aren't allowed. Large bulky attachments which expand bike width such as saddlebags, backpacks and baskets, aren't allowed to remain on bike.
- Bikes are not allowed on escalators and should be walked on station platforms and ramps.

#### CONTACT INFORMATION

Caltrain Customer Service:  
1.800.660.4287 (TTY 650.508.6448)  
Weekdays: 7 am – 7 pm  
Weekends & Holidays: 8 am – 5 pm  
[www.caltrain.com](http://www.caltrain.com)  
Regional Traveler Information: 511.org  
Transit Police: 1.617.723.7245  
(If it's an emergency, call 911)

Para obtener ayuda al 1.800.660.4287.  
Si tiene problemas al 1.800.660.4287.  
Si es una emergencia, llame al 911.

### BIKE ACCESS

Caltrain has the most extensive bike access program in the nation, allowing bikes on all of its trains. Trains have 2-3 bike cars. Bombardier cars (newer, bi-level passenger cars) carry a total of 72 bikes on 3 bike cars and the gallery car sets carry 80. Collapsed folding bikes no wider than 32 inches are allowed to travel in non-bike cars.

Caltrain offers more than 1,000 lockers at its stations for rent. Information and application at [www.caltrain.com/bikelockers](http://www.caltrain.com/bikelockers)

Other bike parking options are listed at [www.caltrain.com/bikelockers](http://www.caltrain.com/bikelockers)

For capacity or bike car issues, follow @bikesoncaltrain.

**Caltrain Information**  
[caltrain.com/bicycles](http://caltrain.com/bicycles)  
1.800.660.4287 (TTY 650.508.6448)

### BIKE RULES

Caltrain would like to remind bicyclists to follow the onboard posted instructions for bike placement. The aisle in the bike car must be kept clear for emergency access purposes.

Bicyclists are legally responsible for damage to Caltrain equipment and/or injury to other passengers due to the bicyclist's negligence. Caltrain assumes no responsibility for theft or damage to bikes while on the train.

#### General

- Bicyclists must be at least 6 years old. Cyclists younger than 12 years of age must be accompanied by an adult and be able to carry their own bike on and off the train.
- No extra charge to board a bike.
- Bike cars are marked with this decal
- Only single-rider bikes permitted.
- Maximum bike length: 80 inches.
- No fuel-powered bikes or three-wheeled bikes.
- Detachable and collapsible trailers aren't allowed. Large bulky attachments which expand bike width such as saddlebags, backpacks and baskets, aren't allowed to remain on bike.
- Bikes are not allowed on escalators and should be walked on station platforms and ramps.

#### Boarding


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

#### Onboard

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

## Appendix 13: Caltrain Take One (Notices)

Expires 4/23/14



### Caltrain Wraps 150<sup>th</sup> Anniversary with Customer Appreciation Day

Caltrain invites customers and the public to join us on **Wednesday, April 23, from 4 p.m. until 6 p.m.** at the San Francisco and San Jose stations for **Customer Appreciation Day**.

To celebrate the next generation of the railroad, Caltrain and Transit America Services Inc. staff will host customer appreciation events at San Francisco and San Jose. Staff will give out special anniversary totes to commemorate the event (while supplies last). Some totes will contain a Caltrain memento. Be our 150<sup>th</sup> visitor at our table and receive a tote chock-full of goodies.

At the San Francisco station, we've partnered with Tazza D'Amore and Subway. At San Jose, we've partnered with McCarthy's Newsstand.

Visit [www.caltrain.com/150](http://www.caltrain.com/150) to read about how we plan to realize the next generation of the railroad.

Para traducción llama al 1.800.660.4287.  
如需翻譯,請電 1.800.660.4287.

3/28/14

Expires 12/2/16



### Caltrain Seeks Representatives for Bicycle Advisory Committee

Caltrain is seeking applicants for its Bicycle Advisory Committee (BAC), which is comprised of nine volunteers. San Francisco, San Mateo and Santa Clara counties are each represented by a public agency staff member, a county bike advocacy organization member and a general public member.

**Applicants are being sought for:**

- San Francisco County general public (1), bike organization (1),
- San Mateo County general public (1), public agency\* (1)
- Santa Clara County public agency (1), bike organization (1)

The committee serves as the primary venue for the interests and perspectives of bicyclists to be integrated into the Caltrain planning process.

Applications are due **Friday, December 2, 2016**. The BAC meets one evening every other month in San Carlos, just one block from the San Carlos Caltrain Station. All meetings are open to the public.

Applications are available at [www.caltrain.com/bac](http://www.caltrain.com/bac) or by calling 650.508.6495.

\* Term expires December 31, 2017.



Para traducción llama al 1.800.660.4287.  
如需翻譯,請電 1.800.660.4287.  
Cần dịch thuật, xin gọi 1.800.660.4287.

10/24/16

## **E. LIMITED ENGLISH PROFICIENCY LANGUAGE ASSISTANCE PLAN**

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



# Limited English Proficiency (LEP) Language Assistance Plan (LAP)



Prepared by  
NWC Partners, Inc.  
with  
CDM Smith, Inc.  
October 2013  
Revised October 2016

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## Executive Summary

Title VI prohibits discrimination by recipients of Federal financial assistance on the basis of race, color, and national origin, including the denial of meaningful access for limited English proficient (LEP) people. As a recipient of Federal funds, Caltrain must “take reasonable steps to ensure meaningful access to their programs and activities by LEP persons.”<sup>1</sup>

On August 11, 2000, the President signed Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" that requires Federal agencies and recipients of Federal funds to examine the services they provide, identify any need for services to those with limited English proficiency (LEP), and develop and implement a system to provide those needed services so that LEP persons can have meaningful access to them. Further guidance was provided in 2012 with the release of the Federal Transit Administration (FTA) circular--FTA C 4702.1B—that further codified the FTA’s objective to “promote full and fair participation in public transportation decision-making without regard to race, color, or national origin; and ensure meaningful access to transit-related programs and activities by persons with limited English proficiency.”<sup>2</sup>

As a means of ensuring this access, the FTA Office of Civil Rights has created a handbook for public transportation agencies that provides step-by-step instructions for conducting the required LEP needs assessment and developing a Language Assistance Plan. The Language Assistance Plan becomes a blueprint for ensuring that language does not present a barrier to access to the agency’s programs and activities.

To develop the Language Assistance Plan necessary to comply with the guidance, an individualized agency assessment is required that balances the following four factors:

1. The number or proportion of LEP persons eligible to be served or likely to encounter a program, activity, or service of the recipient or grantee;
2. The frequency with which LEP individuals come in contact with the program;
3. The nature and importance of the program, activity, or service provided by the recipient to people's lives; and
4. The resources available to the recipient and costs for translation services.

To ensure compliance with federal guidance, Caltrain has revised their Limited English Proficiency Language Assistance Plan (LEP/LAP) to continue to ensure that no member of its riding public is left underserved due to a limited ability to speak, read, write and understand English. Caltrain believes in the rights of all residents within its community, and wholeheartedly supports the goal of providing meaningful access to its services by LEP persons. Given the diverse nature of the Caltrain service area, eliminating the barrier to persons of limited-English-speaking abilities will have a positive impact not only on LEP individuals themselves, but also on Caltrain ridership in general.

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<sup>1</sup> Federal Register Volume 70, Number 239 (Wednesday, December 14, 2005)

<sup>2</sup> FTA Circular 4702.1B- TITLE VI REQUIREMENTS AND GUIDELINES FOR FEDERAL TRANSIT ADMINISTRATION RECIPIENTS, October 1, 2012.

## **Agency Background**

Caltrain provides commuter rail service along the San Francisco Peninsula, through the South Bay to San Jose and Gilroy. The San Francisco and San Jose Railroad Company began passenger rail service on the Peninsula in 1863. The system known today as Caltrain had its start in 1992, when the Peninsula Corridor Joint Powers Board took over the operation of the train. It operates within three diverse counties: San Francisco, San Mateo and Santa Clara. Caltrain is governed by the Peninsula Corridor Joint Powers Board (JPB), which consists of agencies from the three Caltrain counties. The member agencies are: the City and County of San Francisco, San Mateo County Transit District and the Santa Clara Valley Transportation Authority (VTA). Caltrain's service area population is 3,410,478.<sup>3</sup>

Caltrain has 29 regular stops, one special event-only stop (Stanford Stadium), and two weekend-only stops (Broadway and Atherton). There are three main types of services provided: Local service, which stops along all of the 29 regular stations; Limited-stop service that operates in the peak periods and bypasses some of the local stops; and Baby Bullet service, which only stops at 6 stations in the peak period between San Francisco and San Jose Diridon station. There is also special service provided for football games at Stanford Stadium. As of September 2016, Caltrain operates 92 weekday trips, 36 Saturday trips, and 32 Sunday trips.

## **Plan Methodology**

A variety of data for the three counties within the Caltrain service area was combined to form the basis of the Caltrain LEP plan development. This included census data, information from the Department of Education Language Learner data set, a Caltrain On-Board Survey (October 2013), a Caltrain Shuttle Survey (2014 and 2015), Caltrain Frontline Employee survey (September 2016) and information obtained through Community Based Organization outreach on the development of LEP plans in the service area (2013 and 2016).

Because Caltrain provides commuter rail service within three counties—each with their own robust bus and rail transit operators (VTA, San Francisco Municipal Transportation Agency, and SamTrans)—the original Caltrain four factor analysis considered the significant level of outreach that had already been undertaken by the transit operators in the service area to complete their individual LEP plans. The three transit agencies' outreach represents a comprehensive engagement with LEP communities who use transit in the service area and there was extensive information available directly from LEP communities about the importance of transit and the methods of outreach and communication that they would prefer. This update uses direct outreach to Community Based Organizations (CBOs) to inform the plan and to provide new considerations for language assistance measures as well as preferred methods of communication in order to ensure that language is not a barrier to Caltrain's programs and services.

The plan was also informed by the existing translations being provided through the Caltrain website, on-board the trains and at the stations, through the call-center Language Line, and

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<sup>3</sup> 2014 Estimates: US Census Quickfacts

through the customer service and train personnel that provide front line interaction with Caltrain riders. These employees were also consulted to help assess prior experiences with LEP individuals through an employee survey devised to seek information about the frequency of contact with LEP individuals.

### **Plan Key Findings**

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

- Primary Language: Spanish
- Tier One Languages: Spanish and Chinese (Mandarin and Cantonese)
- Tier Two Languages: Vietnamese, Tagalog, Korean, Russian, Japanese, Persian and Hindi.
- Tier Three “Safe Harbor” Languages for vital document translation in addition to those listed above: Arabic, Portuguese, French, Mon-Khmer Cambodian, Thai, Italian, Urdu, Gujarati, German, Serbo-Croatian and Armenian.

By a large margin, Spanish remains the most predominantly spoken language within the service area and within the Caltrain rider population. As a result, while other languages should be considered for translation assistance, as reflected in the Language Assistance Plan, continued care should be taken to translate information into Spanish to ensure that Spanish language speakers are not presented with barriers to access Caltrain’s services and programs based on their English language ability. Spanish is followed by Chinese (Mandarin and Cantonese) and should be the next language considered for translation services. Other languages, including those falling under the “Safe Harbor” provision, should be provided translation services as funding permits or if required by federal regulations.

Additionally, while Caltrain continues its commitment to language assistance to LEP riders, ensuring that employees understand how to access language assistance remains a goal that will require additional effort.

# Limited English Proficiency: Four Factor Framework Analysis

**Factor 1:** Determine the number or proportion of LEP persons in the service area who may be served or are likely to encounter a Caltrain program, activity or service

The first step in the Language Assistance Plan development process is to quantify the number of persons in the service area who do not speak English fluently and would benefit from language assistance. This process includes examining the agency's prior experience with LEP populations, using census data to identify concentrations of LEP persons in the service area, using alternate data sources to help in the analysis, and reaching out to Community Based Organizations that serve LEP populations to obtain information from them to help assess the unique needs of the LEP populations.

### Service Area Boundaries

In attempting to isolate the likely populations for consideration, the Caltrain Shuttle Survey was consulted to determine the catchment areas of Caltrain riders. The survey was conducted in 2015 and represents the most recent information available. Based on the survey data, the average distance to the Caltrain stop was 4 miles, while the median was 2 miles. Caltrain Shuttle Survey data from 2010 to 2015 are also included for reference. However, based on comparisons with other years, the data provided in 2013 appears to be an outlier with regard to this particular question. The most recent data from 2015 appears to represent the historical response.

**Table 1: Distance from Home to Station<sup>4</sup>**

Distance	2015	2014	2013	2012	2011	2010
Less than 1 mile	29%	20%	10%	18%	21%	17%
1-10 miles	30%	66%	48%	68%	66%	69%
11-20 miles	9%	4%	10%	5%	5%	4%
21-30 miles	3%	1%	9%	1%	1%	1%
31 or more miles	5%	2%	8%	3%	1%	1%
No response	24%	7%	16%	4%	6%	9%
TOTAL:	100%	100%	100%	100%	100%	100%
Average:	7 miles	4 miles	11 miles	5 miles	4 miles	4 miles
Median:	1 mile	2 miles	5 miles	2 miles	2 miles	2 miles

Using the average distance from home based on data from the last two survey years a 5 mile buffer was drawn from the Caltrain line. Under this approach, very few areas of the three counties were excluded from consideration. Consequently, the entire three counties were used as the service area for the Caltrain LEP analysis. Map 1 provides a three county map of the Caltrain line and stations that form the geographic basis of the analysis.

<sup>4</sup> Caltrain Shuttle Survey Oct 2014

Map 1: Caltrain Service Area and Stations



## Data Sources

A variety of data were consulted to determine the most prevalent languages spoken in the service area, as well as those that may benefit from language assistance. This included:

- United States Census 2010 (census tract boundaries)
- American Community Survey 2010-2014 five-year sample languages of people that speak English less than “Very Well”)
- California Department of Education (English Language Learners) for 2014/2015
- Caltrain Customer Service Information for FY 15/16
- Caltrain On-Board Survey 2013

## Data Analysis

Using data from the American Community Survey (ACS) 5-year sample (2010-2014) within the three-county Caltrain service area, the estimated percentage of the population that indicated they speak English “Less than Very Well” is approximately 13.5%, which is significantly lower than the 21% that was indicated in the 2013 Caltrain LEP/LAP. Table 2 presents the breakdown by language for those within the service area that speak English Very Well and Less Than Very Well. Based on the information, the most prevalent languages spoken in the Caltrain service area are Spanish, Chinese, Vietnamese and Tagalog, with each language representing greater than 1% of the service area population.

Because the Department of Transportation (DOT) guidelines regarding “Safe Harbor Provision” for translation of written materials requires the identification of “Safe Harbor Languages”, careful attention must be paid to the absolute numbers as well as the percentage of the population that do not speak English in the development of the LEP Plan. FTA Circular 4702.1B states the following with respect to the Safe Harbor Provision:

*The Safe Harbor Provision stipulates that, if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient’s written translation obligations. Translation of non-vital documents, if needed, can be provided orally. If there are fewer than 50 persons in a language group that reaches the five percent (5%) trigger, the recipient is not required to translate vital written materials but should provide written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost.*

Based on these guidelines, 20 discrete languages have more than 1,000 persons who speak English less than “Very Well” and would qualify as “Safe Harbor” languages, requiring the translation of vital documents. According to federal guidance, vital written documents include, but are not limited to, consent and complaint forms; intake and application forms with the potential for important consequences; written notices of rights; notices of denials, losses, or decreases in benefits or services; and notices advising LEP individuals of free language assistance services.<sup>5</sup> The Safe Harbor list does not include seven groups of languages (such as,

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<sup>5</sup> FTA Circular 4702.1B

“Other Pacific Island Languages”) that also have more than 1,000 individuals represented, as there are no discrete languages represented by these groups.

The Safe Harbor Languages are indicated in bold on Table 2. It is important to note that due to the size of the service area, the 1,000 person Safe Harbor threshold can sometimes represent a very small percentage of the overall population. For instance, while almost 3,000 French speakers speak English “Less Than Very Well”, this equates to about .09% of the total population in the service area. Regardless, this language constitutes more than 1,000 individuals and would qualify for “Safe Harbor Provisions” along with several other languages that represent less than 1% of the service area population.

**Table 2: Three County LEP Populations by Language**

<b>Language</b>	<b>Total Caltrain Service Area</b>	<b>Speak English “Very Well”</b>	<b>Speak English Less Than “Very Well”</b>	<b>% of Total Caltrain Service Area Speaking English Less Than “Very Well”</b>
<b><i>Spanish or Spanish Creole</i></b>	553,594	314,666	238,928	7.44%
<b><i>Chinese</i></b>	330,942	146,611	184,331	5.74%
<b><i>Vietnamese</i></b>	130,531	49,678	80,853	2.52%
<b><i>Tagalog</i></b>	126,101	82,117	43,984	1.37%
<b><i>Korean</i></b>	33,572	16,030	17,542	0.55%
<b><i>Russian</i></b>	32,083	18,166	13,917	0.43%
<b><i>Other Asian languages</i></b>	54,288	41,845	12,443	0.39%
<b><i>Japanese</i></b>	26,294	14,173	12,121	0.38%
<b><i>Other Indic languages</i></b>	29,289	20,835	8,454	0.26%
<b><i>Other Pacific Island languages</i></b>	20,911	13,307	7,604	0.24%
<b><i>Persian</i></b>	19,291	12,612	6,679	0.21%
<b><i>Hindi</i></b>	44,651	38,592	6,059	0.19%
<b><i>Arabic</i></b>	16,275	10,890	5,385	0.17%
<b><i>Portuguese or Portuguese Creole</i></b>	11,950	7,763	4,187	0.13%
<b><i>French (incl. Patois, Cajun)</i></b>	21,438	18,484	2,954	0.09%
<b><i>Mon-Khmer, Cambodian</i></b>	5,032	2,123	2,909	0.09%
<b><i>Thai</i></b>	4,779	2,774	2,774	0.09%
<b><i>Italian</i></b>	11,415	8,692	2,723	0.08%
<b><i>African languages</i></b>	7,498	4,922	2,576	0.08%
<b><i>Other and unspecified languages</i></b>	4,997	3,110	1,887	0.06%
<b><i>Urdu</i></b>	8,031	6,276	1,755	0.05%
<b><i>Gujarati</i></b>	8,127	6,428	1,699	0.05%
<b><i>German</i></b>	14,530	12,925	1,605	0.05%
<b><i>Serbo-Croatian</i></b>	4,573	3,029	1,544	0.05%
<b><i>Other Slavic languages</i></b>	4,555	3,179	1,376	0.04%
<b><i>Other Indo-European languages</i></b>	4,315	3,166	1,149	0.04%



Language	Total Caltrain Service Area	Speak English "Very Well"	Speak English Less Than "Very Well"	% of Total Caltrain Service Area Speaking English Less Than "Very Well"
<i>Armenian</i>	3,155	2,113	1,042	0.03%
Greek	4,355	3,435	920	0.03%
Laotian	1,729	903	903	0.03%
<i>Hebrew</i>	6,332	5,451	881	0.03%
<i>Polish</i>	2,950	2,269	681	0.02%
Scandinavian languages	3,852	3,382	470	0.01%
Hungarian	1,341	1,008	333	0.01%
Other West Germanic languages	3,082	2,827	255	0.01%
Hmong	753.00	553	200	0.01%
Other Native North American languages	693.00	617	76	0.00%
Yiddish	145.00	95	50	0.00%
Navajo	186.00	171	15	0.00%
French Creole	494.00	484	10	0.00%
Speak only English	1,654,605			
<b>Total</b>	<b>3,212,734</b>	<b>571,035</b>	<b>434,346</b>	<b>13.52%</b>

Source: US Census American Community Survey 2010-2014 Table B16001

Additional data points were also analyzed using the American Community Survey (ACS) 5-year sample to help understand the percentage of the community that may be affected by language barriers. The Census defines a "linguistically isolated" household as one in which no member over the age of 14 years old speaks English only or the household members speak a non-English language and don't speak English "very well." Individuals in these households may face significant language barriers because they may not be able to rely on an adult relative who speaks English well to provide translation assistance. Table 3 shows that approximately 12% of the households would be considered linguistically isolated. Table 4 provides the information for Linguistic Isolation by county. Averages may not add to 100% due to sampling variability.

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

Linguistically Isolated Households	Estimate Average
All Considered "Linguistically Isolated"	11.10%
Households Speaking--	
• Spanish	21.5%
• Other Indo-European languages	14.1%
• Asian and Pacific Island languages	28.6%
• Other languages	15.3%

Source: US Census American Community Survey 2010-2014 Table S1602

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

Linguistically Isolated Households	San Francisco	San Mateo	Santa Clara
Considered Linguistically Isolated	12.50%	9.50%	11.30%
• Spanish	21.20%	23.60%	19.70%
• Other Indo European	18.40%	13.00%	11.00%
• Asian and Pacific Island	37.20%	21.40%	27.20%
• Other Languages	13.40%	16.50%	16.00%

Source: US Census American Community Survey 2010-2014 Table S1602

### GIS Analysis of the American Community Survey, 2010-2014

In order to better understand the location of the LEP concentrations, the analysis also includes a Geographic Information Systems (GIS) analysis of the ACS survey data. The data provides tract-level information to provide a geographic picture of where concentrations of LEP individuals live within the service area. The following maps 2 through 10 provide a GIS view of the concentrations of LEP populations for the following top seven discrete languages from the ACS data that represent greater than 10,000 individuals per language who speak English Less Than Very Well:

- Spanish or Spanish Creole
- Chinese
- Vietnamese
- Tagalog
- Korean
- Russian
- Japanese

While the maps contained within this report provide a broad overview within the service area, they can be used by Caltrain staff in their electronic form, allowing the agency to “zoom-in” to see the data represented at a more relevant level. For example, if planners were anticipating conducting an information campaign at a particular station, staff could review the areas adjacent to the station to determine what languages will need to be highlighted.

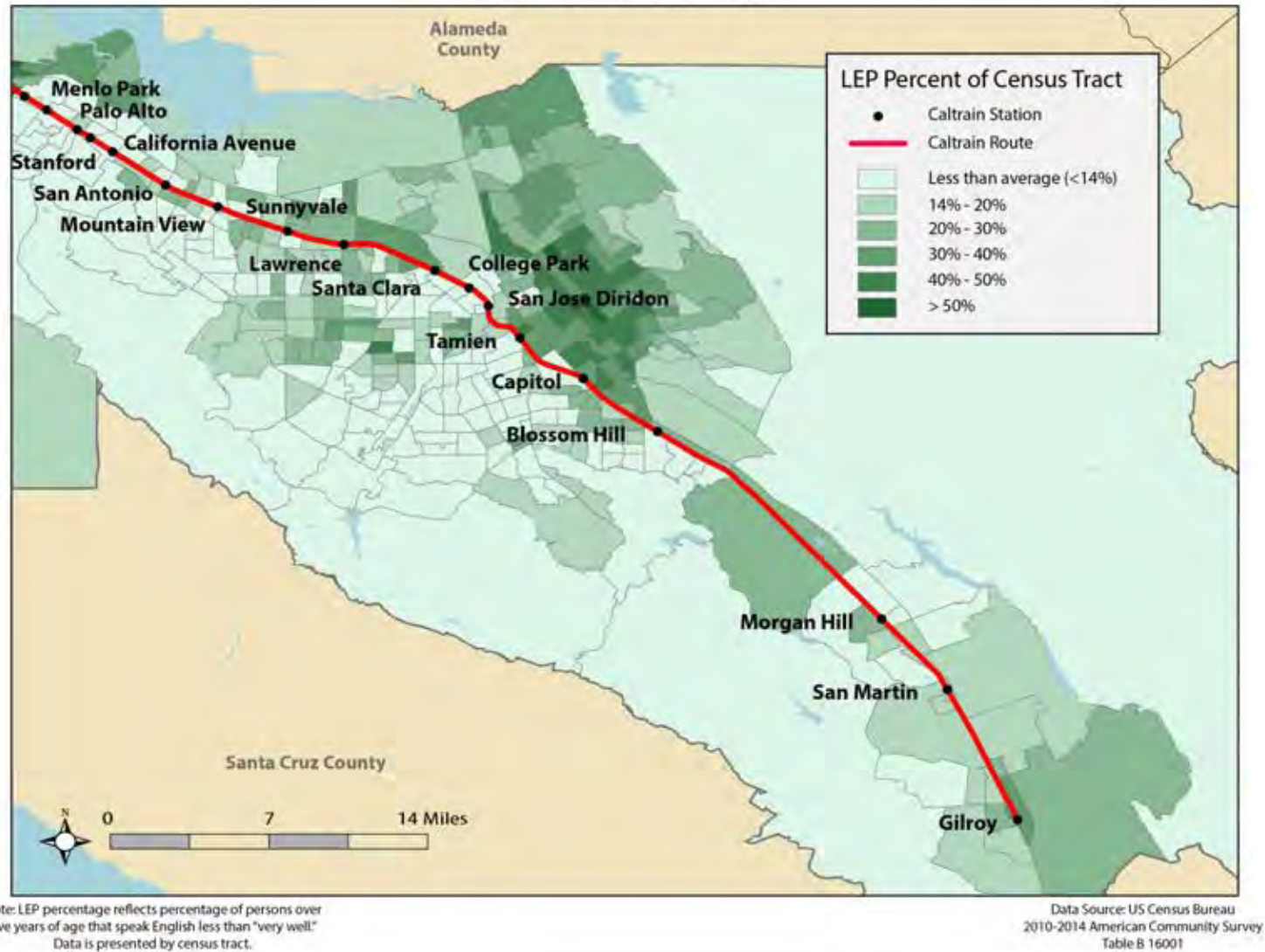
Map 2: Caltrain Service Area LEP Concentrations--San Francisco to Menlo Park

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



Map 3: Caltrain Service Area LEP Concentrations-- Menlo Park to Gilroy

### Limited English Proficiency Concentrations: Santa Clara County





Map 4: Caltrain Service Area Spanish LEP Concentrations

## Number of Spanish Speaking Persons Within Caltrain Service Area



Map 5: Caltrain Service Area Chinese LEP Concentrations

## Number of Chinese Speaking Persons Within Caltrain Service Area



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

Data Source: US Census Bureau  
2010-2014 American Community Survey  
Table B 16001

Map 6: Caltrain Service Area Vietnamese LEP Concentrations

## Number of Vietnamese Speaking Persons Within Caltrain Service Area



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

Data Source: US Census Bureau  
2010-2014 American Community Survey  
Table B 16001



Map 7: Caltrain Service Area Tagalog LEP Concentrations

## Number of Tagalog Speaking Persons Within Caltrain Service Area





Map 8: Caltrain Service Area Korean LEP Concentrations

## Number of Korean Speaking Persons Within Caltrain Service Area



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

Data Source: US Census Bureau  
2010-2014 American Community Survey  
Table B 16001

Map 9: Caltrain Service Area Russian LEP Concentrations

## Number of Russian Speaking Persons Within Caltrain Service Area



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

Data Source: US Census Bureau  
2010-2014 American Community Survey  
Table B 16001

Map 10: Caltrain Service Area Japanese LEP Concentrations

## Number of Japanese Speaking Persons Within Caltrain Service Area



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

Data Source: US Census Bureau  
2010-2014 American Community Survey  
Table B 16001

According to the guidelines set forward by the FTA, the LEP analysis should also review alternate and local sources of data. For this analysis, the California Department of Education (DOE) 2014/2015 Census of English Learners provides an overview of the primary languages of the English Learners in the service area. The English Learner survey does not provide the most useful data for the LEP analysis, as it is collected among students and not the population as a whole. However, it provides another means of cross-checking census data analyses. It will be noted that the most common languages reported spoken are within the 20 languages identified as “Safe Harbor” languages by the census data analysis.

Table 5 provides a breakdown of the primary language of the Department of Education English Learners reported for the school districts in all three counties of the Caltrain service area. Appendix A contains a breakdown of language by county.

**Table 5: Department of Education English Learners for San Francisco, San Mateo and Santa Clara County (2015 School Year)**

Language	Number of English Learners (EL)	Percentage of Total English Learners
Spanish	65,887	63.9%
Vietnamese	7,633	7.4%
Cantonese	6,213	6.0%
Mandarin (Putonghua)	3,969	3.8%
Filipino (Pilipino or Tagalog)	3,914	3.8%
Other non-English languages	2,280	2.2%
Japanese	1,368	1.3%
Arabic	1,307	1.3%
Russian	1,160	1.1%
Korean	1,147	1.1%
Hindi	957	0.9%
Punjabi	706	0.7%
Telugu	624	0.6%
Portuguese	470	0.5%
Hebrew	462	0.4%
Farsi (Persian)	431	0.4%
French	405	0.4%
Tamil	395	0.4%
Tongan	325	0.3%
Urdu	290	0.3%
Khmer (Cambodian)	259	0.3%
Toishanese	259	0.3%

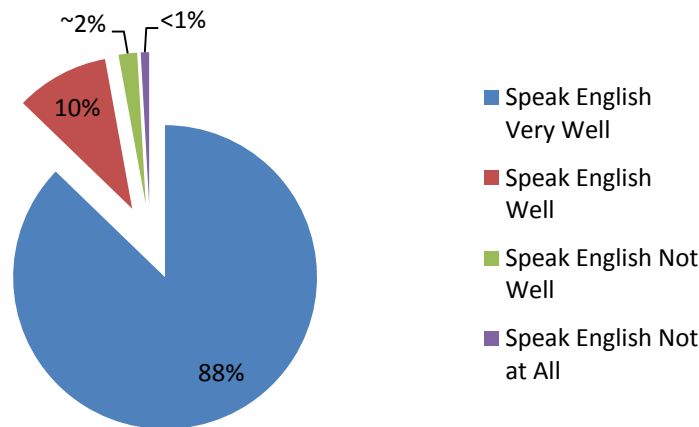
Language	Number of English Learners (EL)	Percentage of Total English Learners
German	201	0.2%
Gujarati	185	0.2%
Burmese	180	0.2%
Ilocano	171	0.2%
Thai	154	0.1%
Kannada	144	0.1%
Marathi	135	0.1%
Turkish	122	0.1%
Samoan	120	0.1%
Bengali	104	0.1%
Italian	94	0.1%
Somali	91	0.1%
Tigrinya	91	0.1%
Assyrian	85	0.1%
Dutch	85	0.1%
Indonesian	75	0.1%
Polish	72	0.1%
Serbo-Croatian (Bosnian, Croatian, Serbian)	70	0.1%
Lao	51	0.0%
Ukrainian	46	0.0%
Hungarian	45	0.0%
Pashto	43	0.0%
Armenian	41	0.0%
Cebuano (Visayan)	41	0.0%
Rumanian	40	0.0%
Taiwanese	39	0.0%
Greek	38	0.0%
Chaozhou (Chiuchow)	18	0.0%
Hmong	16	0.0%
Swedish	12	0.0%
Albanian	11	0.0%
Kurdish (Kurdi, Kurmanji)	11	0.0%
Mien (Yao)	11	0.0%
Chamorro (Guamanian)	2	0.0%
Marshallese	2	0.0%
Kikuyu (Gikuyu)	1	0.0%

## Caltrain Rider Data

In addition to reviewing census and other pertinent available data, it is also helpful to view any available data collected by Caltrain about its ridership regarding its prior experience with LEP individuals and their needs. Two important sources are the Language Line Usage data and the Caltrain On-Board Survey (October 2013).<sup>6</sup>

### On-Board Survey

According to the On-Board Survey, almost all riders (98%) speak English “Well” or “Very Well.”<sup>7</sup> 10% indicate that they speak English “Well,” while about 2% indicate that they either speak English “Not Well” or “Not at all.” When asked about personal English use, the following response percentages were reported.



The survey questionnaire also asked about “English Spoken in the Home,” which can provide additional information about the rider that may or may not need language assistance. In this case, 81% of the riders indicate that English is spoken in the home “Very Well” with 12% of the riders indicating that English is spoken “Well” and about 8% indicate that English is spoken “Not Well” or “Not at All.”

The analysis also considers other aspects of survey responses to understand the language stratification of those who do not indicate they speak English well. For the most part, the top languages correspond to the languages previously presented from the ACS and DOE English Learner data. Table 6 presents the languages spoken in households that speak English less than “Very Well.” The languages denoted by the shaded area reflect those languages that represent greater than 1% of the ridership.

<sup>6</sup> Caltrain On-Board Survey 2013: Corey, Canapary and Galanis Research

<sup>7</sup> Ibid



**Table 6: Percentage of Caltrain Riders in Households that speak English less than “Very Well”**

<b>Language</b>	<b>Percentage of Riders that Speak English Less Than "Very Well"</b>
Spanish	11.4%
Hindi or other Indian language	7.1%
Mandarin	6.3%
Cantonese	3.0%
Tagalog	2.7%
Russian	2.3%
Vietnamese	1.6%
French	0.9%
Arabic	0.7%
German	0.7%
Khmer	0.7%
Persian/Farsi	0.7%
Italian	0.5%
Japanese	0.5%
Portuguese	0.5%
Other	0.4%
Dutch	0.4%
Hebrew	0.4%
Polish	0.4%
Swedish	0.4%
Tongan	0.4%
Chinese (other/not specified)	0.2%
Croatian	0.2%
Czech	0.2%
Danish	0.2%
Finnish	0.2%
Samoan	0.2%
Telugu	0.2%
Thai	0.2%
Turkish or Other Turk languages	0.2%
Sign Language	0.2%
Lao	0.2%
Dzongkha	0.2%

Source: Caltrain On-Board Survey 2013

### **Language Line Data**

Caltrain call-in Customer Service provides Language Line assistance for those needing translation services. The information contained in Table 7 below, provides the number of calls that used Language Line services. This provides a good corroboration of the languages that are most often used by individuals seeking language assistance. Additionally, translation services



for Caltrain customers are also provided by in-house staff persons who are paid a stipend for translation services. However, at this time, those services are not tracked.

Approximately 168,000 customer service calls are received annually, including those requesting language line assistance. When viewing these numbers in totality, total translations requested amount to about 0.18% of all Call Center calls, provided in Table 8.

**Table 7: Language Line Usage from July 1, 2015 to June 30, 2016**

Languages	Annual Estimated Number of Translations
Spanish	224
Mandarin	45
Cantonese	17
Vietnamese	6
Russian	6
Japanese	3
Tagalog	2
Arabic	1
French	1
Hindi	1
German	1
Portuguese	1

**Table 8: Total Calls to Translations July 1, 2015 to June 30, 2016**

Languages	Annual Estimated Calls and Translations
English	168,000
All translations	307
Percent of all calls translated	0.18%

### **Factor 1 Findings:**

Factor 1 of the LEP Plan was undertaken to assess the proportion of LEP individuals that may encounter or use the Caltrain services. A number of data sources were used as a way to inform the conclusions, including the American Community Survey (census), the California Department of Education English Learners, and information from the most recent Caltrain On-Board survey. Additionally, data on use of existing translation services provided through the Caltrain customer service department was also viewed to verify the top languages. By consulting a number of data sources, the findings reveal the following about languages spoken in the Caltrain service area that will inform the Language Assistance Plan:

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

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

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

Safe Harbor Language	American Community Survey 2010-2014	Department of Education English Learners 2015	Caltrain On Board Survey 2013
<i>Spanish (or Spanish Creole)</i>	1	1	1
<i>Chinese (Mandarin &amp; Cantonese)</i>	2	2	2
<i>Vietnamese</i>	3	3	7
<i>Tagalog</i>	4	4	5
<i>Korean</i>	5	8	N/A
<i>Russian</i>	6	7	6
<i>Japanese</i>	7	5	14
<i>Persian</i>	8	12	12
<i>Hindi (both Hindi or Other Indian)</i>	9	14	3
<i>Arabic</i>	10	6	9
<i>Portuguese or Portuguese Creole</i>	11	12	15
<i>French (incl. Patois, Cajun)</i>	12	15	8
<i>Mon-Khmer, Cambodian</i>	13	19	11
<i>Thai</i>	14	25	29
<i>Italian</i>	15	31	13
<i>Urdu</i>	16	18	12
<i>Gujarati</i>	17	22	N/A
<i>German</i>	18	21	10
<i>Serbo Croation</i>	19	38	23
<i>Armenian</i>	20	43	N/A
<i>Greek</i>	21	47	N/A
<i>Laotian</i>	22	39	32
<i>Hebrew</i>	23	13	18
<i>Polish</i>	24	37	19
<i>Hungarian</i>	25	41	N/A
<i>Hmong</i>	26	49	N/A
<i>Yiddish</i>	27	N/A	N/A
<i>Navajo</i>	28	N/A	N/A
<i>French Creole</i>	29	N/A	N/A

**Factor 2: The frequency with which LEP Populations come in contact with Caltrain's programs activities and services**

Assessing the frequency with which LEP populations come in contact with Caltrain's programs, activities and service helps the agency determine which languages need to be considered for language services. Generally, "the more frequent the contact, the more likely enhanced language services will be needed."<sup>8</sup> Strategies that help serve an LEP person on a one-time basis will be very different than those that may that serve LEP persons on a daily basis. For purposes of estimating the frequency of contact with LEP individuals, Caltrain reviewed the programs and services, and analyzed data from the following sources:

- Caltrain 2013 On-Board Survey
- Calls to Caltrain Customer Service Number and Language Line Use
- Caltrain website page views
- September 2016 survey of frontline Caltrain employees\*
- Review of Community Based Organization (CBO) Interaction

**Caltrain On Board Survey 2013**

As noted in Factor 1, the vast majority of Caltrain riders speak English "Well" or "Very Well" (98%), while 10% speak English "Well," 2% speak English "Not Well," and 1% do not speak English at all. Knowing this helps inform the frequency that non-English speaking riders come in contact with Caltrain's services.

Using survey data, it appears that LEP persons use Caltrain frequently. Almost 50% of those that indicate that speak English less than "Very Well" use Caltrain 5 days a week or more. Table 10 presents the frequency of using Caltrain for those who live in households that speak English less than "Very Well."

**Table 10: Frequency of Caltrain Usage by Riders Who Speak English Less Than "Very Well"**

Frequency	Percentage
6 -7 Days a Week	6.8%
5 days/week	42.3%
4 days/week	14.8%
3 days/week	8.0%
2 days/week	4.7%
1 day/week	3.3%
1-3 days/month	7.3%
Less than once a month	12.8%

<sup>8</sup> Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons--A Handbook for Public Transportation Providers, 2007

\* For purposes of this LAP, employees of the San Mateo County Transit District and Transit America Services Incorporated, which is a private contractor of Caltrain, who interact with Caltrain passengers are also referred to as "Caltrain employees."

Total	100.00%
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### Caltrain Frontline Employee Survey

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

The employee survey provided insight that LEP persons are not the predominant users of Caltrain services; and while Caltrain employees cross paths with LEP persons, they do not represent a large percentage of those with whom they interact. Even though all of the surveyed employees indicated that they came in contact with LEP persons (100%), almost three quarters (70%) indicated that it was a few times a day or more. Table 11 presents Caltrain staff responses as to how often they come in contact with those that are unable to communicate well in English.

**Table 11: Frequency of Caltrain Employees Encountering LEP Persons**

Frequency	Percentage
Many times per day (more than six)	35%
A few times a day	35%
A few times week	18%
A few times a month	6%
Less than once a month	0%
Rarely or Never	6%
Total	100%

However, even though 70% of employees indicated that they came in contact with LEP populations a few times a day or more, this only reflected a little less than 4% of their total volume of customer interactions. This is a significant change from the 2013 plan, which indicated that LEP customers were closer to 10% of their total customer interactions.

As the analysis in Factor 1 shows with regard to the types of languages spoken by these LEP persons, Spanish was the most frequently encountered language of LEP persons. When the Customer Service personnel were asked, "Which of these languages do you recognize as being often used by limited or non-English speaking customers and/or members of the public you encounter," 100% of the respondents said "Spanish" followed by Chinese (94%). Table 12

reflects the percentages of the non-English languages most often encountered by Caltrain employees and corresponds to the findings from Factor 1.

**Table 12: Languages Encountered Most Often by Caltrain Employees\***

Language	Percentage
Spanish	100%
Chinese	94%
Tagalog	41%
Russian	29%
Vietnamese	18%
Japanese	18%
Hindi	18%
Korean	12%
Persian	6%

\*multiple answers allowed

### **Language Line and Website**

In addition to the Language Line information presented in Factor 1 that indicated that Spanish was the predominant language requested for translation, Caltrain also compiles information from the Caltrain website regarding numbers of translations sought through the website, which offers a Google Translate option. Of the 49 million unique page views between July 2010 and July 2013, only 5,738 translations were sought (0.01%). Whether this is due to the fact that the translations do not provide the type of information sought, or whether this is due to LEP populations seeking information from other sources is unclear. This also corresponds to information from the Caltrain On-Board Survey that reflects that 62% of riders from households that speak English “Less than Very well” do not visit [www.caltrain.com](http://www.caltrain.com).

### **CBO and LEP Outreach**

Because CBO and LEP outreach was conducted by all three of the main transit districts (SamTrans, VTA and SFMTA) in 2013, the Caltrain LEP Plan capitalizes on the work completed by these agencies, and augmented the effort with some additional outreach to CBOs in 2016. This helps to ensure that the information collected and reviewed represented the best understanding of the needs of the LEP population. While the number of respondents to the 2016 outreach was not significant, it did corroborate the 2013 findings.

The CBOs were identified based on their intimate ties with populations in the counties that were considered language-isolated or disenfranchised for cultural, language, or income-related reasons. The outreach helped identify the issues that LEP populations have, as well as to brainstorm ideas to improve their riding experience (that are addressed in Factor 3). Table 13 provides the CBOs that were contacted in 2013, with additional CBOs contacted in 2016. Appendix C also provides addresses for the CBOs consulted and Appendix D provides the CBO survey instrument.

**Table 13: CBOs Contacted and Language Constituency**

<b>CBO Name</b>	<b>Language Constituency</b>
African Community Health Institute	Tigrinya, Amharic, Swahili, Somali, and Arabic
Arab Resource & Organizing Center	Arabic
Asian Americans for Community Involvement	Asian
Asian Pacific American Community Center	Chinese
Asian Pacific Islander American Public Affairs Association Bay Area Chapter	Asian
Bayshore Child Care Services	Various
Bayview Footprints	Various
Bayview Multi-Purpose Senior Center	English as Second Language
Cameron House	Chinese
Catholic Charities' Refugee & Immigrant Forum	Various
Chicana Latina Foundation	Spanish
Chinatown Community Development Center	Chinese
Chinese for Affirmative Action	Chinese
Chinese Progressive Association	Chinese
Coastside Hope	Chinese, Filipino, Portuguese, Russian, Spanish
College of San Mateo	Various
College Track East Palo Alto	Various
Daly City Community Service Center	English, Spanish, Tagalog
Daly City Friendship Center/Mental Health Association of San Mateo County	Various
Daly City Youth Health Center	Various
Destination Home	Various
Fair Oaks Community Center	Spanish
Family Crossroads/Shelter Network of San Mateo County	Various
Family Health Services	Various
Friends of Caltrain	Various
Filipino Community Center San Francisco	Filipino
Filipino-American Chamber of Commerce	Filipino
First Filipino American United Church of Christ	Filipino
Gujarati Cultural Association of Bay Area	Guajarati
Hunters Point Family	Various

<b>CBO Name</b>	<b>Language Constituency</b>
India Community Center	Indian Languages
Indo American Chamber of Commerce	Indian Languages
Japanese American Community Center	Japanese
Japanese Chamber of Commerce	Japanese
Jewish Family and Children's Services	Russian
Jordanian American Association	Arabic
Korean American Community Services	Korean
Korean American Professional Society	Korean
Korean Community Center	Korean
Lady of Pillar Catholic Church	Spanish
Language Pacifica	English as Second Language
Liwanag Kultural Center	Filipino
Metropolitan Education District	ESL-Various
Mexican American Community Services	Spanish
Mid-Peninsula Housing	Various
Mission Neighborhood Center	Spanish
Moon Ridge Apartments	Various
Neighborhood Jobs Initiative	Various
North Peninsula Neighborhood Services	Spanish
Northern Peninsula Mandarin School	Chinese
Organization of Chinese Americans	Chinese
Our Second Home	Various
Pars Equality Center	English as Second Language
Peninsula Interfaith Action	Spanish
Persian American Society	Persian
Persian Center	Persian
Pilipino Bayanihan Resource Center	Filipino
Pillar Ridge Manufactured Home Community	Spanish
Public Advocates	Spanish
Puente De La Costa Sur	Spanish
Renaissance Entrepreneurship Center	Spanish
Russian-American Community Services	Russian
Samaritan House	Spanish
San Bruno Chinese Church/Chinese School	Chinese
San Francisco Institute of English	Various
San Mateo County Commission on Disabilities Aging and Adult Services	Spanish
San Mateo County Hispanic Chamber of Commerce	Spanish



CBO Name	Language Constituency
Santa Clara County Office of Human Relations	Various
Services Immigration Rights & Education Network (SIREN)	Spanish and Vietnamese
Seton Medical Center	Various
Shared Housing Program/Human Investment Project	Various
Sikh Gurdwara of San Francisco	Various
Silicon Valley Community Foundation	Various
Sitike Counseling Center	Various
Skyline College Language and Arts Division	Various
South of Market Health Center	Spanish, Tagalog, Farsi, and Chinese
Southeast Asian Community Center	Cantonese, English, Hindi, Japanese, Korean, Mandarin, Spanish, Tagalog, Vietnamese
SparkPoint Center at Skyline College	English as Second Language
Transform	Various
Urban Habitat	Various
Veterans Equity Center	Filipino
Vietnamese Community Center	Vietnamese
Vista Center for the Blind and Visually Impaired	Various
Yaseen Foundation	Arabic
Youth United for Community Action (YUCA)	Various
Zawayya	Arabic

### CBO Outreach Findings

While the 2016 outreach to CBOs did not result in significant input to the findings, the 2013 outreach revealed a number of key findings that underscore the need to provide vital information in languages other than English, along with the reliance on transportation services in their daily life. The most common recommendations are summarized below:

- Of primary importance to LEP individuals are the following: transit service, information on service changes, fare changes and additional services, including native language information at the Customer Service call center. They desire this information in their native language whenever possible.
- Use of the service was not difficult, but it could be improved by native language information.
- Clear, uncomplicated policies and information where one would expect it would improve LEP populations' comfort with the system
- Using ethnic community leaders for advice and direction on how best to approach the LEP constituencies will improve access for LEP communities.
- Information is most easily accessed when provided directly to community centers or community leaders.

- Native-language or bilingual information in signage and brochures in stations and on vehicles (at point-of-travel) is favored as an information source.
- Maps and timetables in native language are preferred.
- Some customers (language not specified) would appreciate a phone line or an ability to email questions or concerns, which may indicate they are unaware of existing translation services
- For Tagalog speakers, verbal translations are preferred; however, Tagalog speakers prefer written information in English.
- Tagalog speakers watch the Filipino News Channel that broadcasts in Tagalog and may be a good tool to communicate important information.
- Despite resources in their languages, most San Francisco respondents were unaware of the existence of information in their language on the websites and also of the ability to access information in their language via Customer Service Centers. However, San Jose residents were more likely to know about the translation services available.
- Ticket machines with languages other than English and Spanish were indicated as a way to improve the customer experience.
- Use of pictographs (picture signs) would help non-English speakers understand if signs cannot be translated into all languages.
- Audible announcements on board vehicles and at stations should be translated.
- Conducting outreach to CBOs on an on-going basis to determine language assistance needs would render the most comprehensive information.

### **Language Specific Input**

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

Those who indicated preferences for communicating in Spanish include:

- Preference for translated schedules, although LEP Spanish speakers could read the timetables.
- Prefer translations at public meetings if held to talk about service or fare changes.
- Prefer to receive information by the following resources/methods:
  - Newspaper (Gilroy Newspaper, El Observador)
  - Radio: Station(s): 93.3 La Preciosa
  - TV: Station(s): Univision and Telemundo
  - Other: Promotoras. This is a model that is used in the public health sector where laypersons are trained to provide medical information to members of their community. The same model could be applied to transit where laypersons would be used to educate residents of their respective communities about public transit issues and using public transportation.

Those who indicated preferences for communicating in Chinese include:

- Preference for translated schedules
- Prefer translations at public meetings if held to talk about service or fare changes.

- Prefer to receive information by the following resources/methods:
  - Newspaper—Sing Tao Daily
  - Radio: Station(s): 1400 AM
  - TV: Station(s): KTSF Channel 26
  - Other:
    - Website (Internet)
    - Maps
    - Mobile Phone

**Factor 3:** The nature and importance of the program, activity, or service provided by the recipient to people's lives.

“The more important the activity, information, service, or program, or the greater the possible consequences of the contact to the LEP individuals, the more likely language services are needed.”<sup>9</sup>

As previously noted, in addition to the input from outreach conducted with the CBOs, using the Caltrain On-Board rider survey also helps the agency understand the nature and importance of the Caltrain service to its riders. A little less than 50% of the riders that come from households where English is spoken less than “Very Well” take Caltrain more than 5 days a week. And, almost 72% use Caltrain more than 3 days a week. It also appears that a little less than half of LEP riders do not have a car available for the trip, and rely heavily upon Caltrain for their trip. Table 14 presents those who indicate that they speak English less than “Very Well” along with their car availability.

**Table 14: Car Availability for Riders in Household That Speak English Less than “Very Well”**

Car Available	Percentage
No	42%
Yes	58%
Total	100%

Source: Caltrain On-Board Survey 2013

### **Caltrain Critical Services**

Caltrain provides commuter rail service along the San Francisco Peninsula, through the South Bay to San Jose and Gilroy. Caltrain is governed by the Peninsula Corridor Joint Powers Board (JPB), which consists of agencies from the three Caltrain counties. The member agencies are: the City and County of San Francisco, San Mateo County Transit District and the Santa Clara Valley Transportation Authority (VTA). Caltrain’s service area population is 3,410,478.

There are three main types of services are provided: Local service, which stops along all of the 29 regular stations; Limited-stop service that operates in the peak periods and bypasses some of the local stops; and Baby Bullet service, which only stops at 6 stations in the peak period between San Francisco and Diridon Station. There is also special service provided for football games at Stanford Stadium. As of September 2015, Caltrain operates 92 weekday trips, 36 Saturday trips, and 32 Sunday trips.

<sup>9</sup> Implementing the Department of Transportation’s Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons--A Handbook for Public Transportation Providers, 2007

In addition to train service, the following elements of the Caltrain operation could also be considered part of the services, activities or programs that LEP populations may encounter:

- Station Information, including safety and security signage
- On board vehicle information (announcements or printed materials)
- Television and print ads
- Customer Service Call-in Center
- Website and Social Media
- Station Access and Parking
- Ticket Machines and Clipper (Regional Transit Card) Machines
- Construction notices

To better understand the needs of the LEP community, the Caltrain On-Board Survey was examined to see how LEP individuals may access Caltrain information or services. Table 15 provides an overview of how different language groups receive Caltrain materials.

Based on this evaluation, the top five ways that LEP populations access Caltrain information is:

- Printed material on Train
- Caltrain website
- Station information boards
- Caltrain and Mobile Apps
- Conductor/Engineer

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

- Downtown San Francisco
- San Jose Diridon

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

- Mountain View
- Palo Alto
- Sunnyvale
- Millbrae
- Redwood City

**Table 15: Access to Caltrain Information by Language Spoken Less than “Very Well”**

Access to Caltrain Information	Spanish	Mandarin	Hindi	Cantonese	Tagalog	Russian	Korean	Vietnamese	Japanese	Other Language	Percent of All LEP Riders
Printed Material on Train	23.4%	21.8%	22.4%	21.1%	30.4%	26.7%	49.5%			24.6%	23.4%
Conductor/Engineer	3.2%	3.6%	2.0%							4.9%	2.7%
Station information boards	20.2%	10.9%	6.1%	10.5%	21.7%	6.7%				16.4%	14.0%
Caltrain Customer Service	3.2%	1.8%			4.3%						1.5%
Caltrain Website	35.1%	40.0%	44.9%	36.8%	30.4%	53.3%	49.5%	85.7%	96.6%	26.2%	38.0%
Caltrain connection	2.1%	5.5%									21.5
Caltrain App	4.3%	7.3%	10.2%	5.3%	4.3%	6.7%		14.3%		11.5%	7.3%
Twitter	0.0%	3.6%	0.0%	5.3%			1.0%				0.9%
Google Maps	3.2%	1.8%	4.1%							1.6%	2.1%
Mobile Apps	3.2%	3.6%	10.2%	15.8%	4.3%	6.7%				13.1%	7.0%
511 (phone number or website)	1.1%										0.3%
Word of Mouth	1.1%			5.3%	4.3%				3.4%	1.6%	1.2%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Source: Caltrain On-Board Survey 2013

Map 11: Boarding Stations by LEP Riders

## Boarding Locations of Limited English Proficient Riders



Note: Limited English Proficient (LEP) Riders are those who indicated their household speaks English "less than very well" on the 2013 Caltrain Triennial Survey

Data Sources: US Census Bureau  
2013 Caltrain Triennial Survey



While the 2013 On-Board survey did not ask the question about parking lot usage, the 2010 On-Board Survey provided information that was useful in determining whether parking lots had high use by LEP households. Based on the survey data, fewer than 3% of LEP riders park in Caltrain Parking lots, depicted in Table 16 below, which stratifies the responses by language. From this, it appears that LEP populations are not prevalent users of Caltrain parking facilities.

**Table 16: Languages of Riders Parking in Caltrain Lot**

Language	Percentage of Caltrain riders
Chinese	0.8%
Spanish	0.5%
Hindi (Or Other Indian Languages)	0.5%
Tagalog	0.2%
Korean	0.2%
Russian	0.1%
Japanese	0.1%
Vietnamese	0.1%
Other Languages	0.5%
Total LEP Riders	2.9%

Source: Caltrain On-Board Survey 2013

### Factor 3 Findings

Insofar as it is practical, ensuring that critical information is available in languages most commonly spoken within the Caltrain service area is important to providing access to Caltrain service for LEP populations. By evaluating the services Caltrain provides, the following represent the most important general areas that Caltrain would benefit from ensuring language is not a barrier to access:

- Station information, including safety and security signage
- Service and fare change information
- Onboard vehicle information (announcements or printed materials)
- Customer Service Call-in Center

Based on feedback from CBO leaders and LEP individuals obtained through the outreach, it is clear that Caltrain will need to continue to assess and identify program components that may require language assistance to LEP customers. This includes information on service, fares, schedules, service disruptions, emergencies and safety and security information. By identifying the most critical elements to ensure LEP access, Caltrain's programs and activities can be routinely assessed to avoid language barriers that could have serious consequences to LEP customers. Caltrain should continue to seek input on the importance of its programs, activities and services to LEP customers to help identify how to best meet their needs. The CBOs can now become part of an extended information network that benefits both Caltrain and their stakeholders.

#### **Factor 4:** The resources available to Caltrain and costs associated with translation services

Caltrain currently provides a variety of translation services to ensure that language proficiency is not a barrier to access Caltrain's service and programs. Not only does Caltrain translate many documents, such as outreach materials on fare increases or service changes into Spanish—the predominant language in the service area—they also provide ticket machines that provide audio and menu-screen instructions in English or Spanish.

Language translation of the website is provided by Google Translate, and currently provides translations for 71 languages. It should also be noted that FTA does not consider Google Translate as a sufficient translation tool for vital documents. Caltrain also has a number of bilingual staff that can provide translation services for public events provided advanced request, as well as in the Customer Call Center, where representatives are provided an extra stipend to provide translations in languages that they speak besides English. Caltrain uses the Language Line when needed. Caltrain also contracts for outside interpreter and/or translation services to provide translation services or provides in house translation for certain documents that require translation. Caltrain's Department of Marketing and Creative Services maintains a list of on-site and for-hire bilingual resources available for LEP services.

Part of Caltrain's signage also includes the use of pictographs, aimed at eliminating language barriers for all non-English speakers. Pictographs provide universal instruction, such as those pictured, below, and do not require translations. These are often a very cost effective way to communicate vital information to the greatest number of people.



Caltrain's Operating Budget does not have a specific line item for providing language services and translations; costs for translators and outsourcing translation needs are split among several departments depending on which department is responsible for the outreach project being undertaken. A formula (65% SamTrans and 35% Caltrain) is used to fund the Customer Service Center, including Language Line expenses. In general, translation expenses are within the Marketing and Market Research and Development department's budget.

Typical annual expenses include:

- Customer Service Stipend: \$1,000 annually
- Written Materials Translation: \$1,500 (such as fare change brochure)
- Public meetings/hearings: \$6,500
- Document production: \$11,000 annually (brochures and “Take Ones”)
- Market research: \$80,000 every three years
- Language Line: \$3,000 annually

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

In addition to traditional and routine materials, the Communications Department spends roughly \$125,000 to \$175,000 annually, but these expenses are generally associated with specific, large-scale projects being undertaken by both SamTrans and Caltrain as a whole. Caltrain also has specific projects, such as the Caltrain Modernization project, that budget for public communications that include Spanish translation of related notices.

Based on the totality of costs associated with translations within their operating budget, the total cost of all translation services equates to less than 1% of the Caltrain total budget. This does not include the cost of translations for the capital program, which are specific to the project.

#### **Factor 4 Findings**

Even though Caltrain does not have many LEP individuals using the system, Caltrain has made great strides in ensuring that language does not represent a barrier to Caltrain use. In 2013, Caltrain implemented “I Speak” cards that depict all Safe Harbor languages. These cards assist employees in providing language assistance through the use of the Language Line telephone number. By using “I Speak” cards on board the trains and increasing the use of pictograms for safety signage on board trains and at grade crossing, their commitment to LEP access continues. Additionally, Caltrain plans to improve LEP services over the next few years including budgeting for additional language services for anticipated fare and service plans.

However, there are LEP based elements that Caltrain should implement in order to strengthen their practice and improve LEP services. It is still recommended that Caltrain budget translations expenses under one line item for the agency instead of through individual departments that may need translation services. This will also help establish practices that get the greatest result in the most cost-effective manner. However, as Caltrain is engaged in

several high-profile capital projects, it is also anticipated that translation services will continue to be included in those projects as needed.

The following are recommendations that will be implemented or will continue within the next year (end of calendar year 2017):

- Providing Title VI complaint forms in all “Safe Harbor” languages
- Installing a separate phone number for translation services, where customers will be prompted in languages in which they need assistance.
- Increasing use of universal pictograms or other symbols at stations or trains
- Providing more translated material on board trains, such as information regarding fares and service, or FAQs.
- Increasing translation of safety signage within Caltrain Right of Way at crossings and stations
- Conducting Customer Satisfaction Surveys in multiple languages beyond Spanish
- Increasing the translations of documents, such as train schedules or rider newsletters
- Conducting more language-specific outreach to assess Caltrain’s efforts to engage non-English speaking populations
- Improving signage associated with construction projects to ensure LEP consideration

# Limited English Proficiency Language Assistance Plan

## Language Assistance Plan Overview

The DOT LEP Guidance recommends that recipients develop an implementation plan to address the needs of the LEP populations they serve. The DOT LEP Guidance notes that effective implementation plans typically include the following five elements: 1) identifying LEP individuals who need language assistance; 2) providing language assistance measures; 3) training staff; 4) providing notice to LEP persons; and 5) monitoring and updating the plan.

### 1. Identifying LEP Individuals Who Need Language Assistance

As indicated in the analyses provided in the four factor study, while the Caltrain ridership base does not reflect the large concentrations of LEP populations within the service area, there remains a need to provide vital information in Spanish, which represents the largest concentration of LEP riders as well as population.

The Four Factor analysis considered a number of data sets to determine the languages that would require “Safe Harbor” consideration, in addition to languages predominantly used by Caltrain riders. These data included Census data (American Community Survey 5-year sample 2010-2014), the Department of Education English Learners data, and the Caltrain 2013 On Board Survey. Approximately 14% of the population in the three-county service area speak English less than “Very Well” and would be considered the LEP population.

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

- Primary Language: Spanish
- Tier One Languages: Spanish, Chinese (Mandarin & Cantonese)
- Tier Two Languages: Vietnamese, Tagalog, Korean, Russian, Japanese, Persian and Hindi.
- Tier Three “Safe Harbor” Languages for vital document translation in addition to those listed above: Arabic, Portuguese, French, Mon-Khmer Cambodian, Thai, Italian, Urdu, Gujarati, German, Serbo-Croatian and Armenian.

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

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

## 2. Providing Language Assistance Measures

Caltrain is committed to providing meaningful access to information and services to its LEP customers. Caltrain uses various methods to accomplish this goal. Specific methods pertaining to outreach will be discussed in Caltrain's Public Participation Plan.

Currently, Caltrain's primary language assistance tools include:

- Using "I-Speak" cards including all Safe Harbor languages on board trains that facilitate translation services
- Google Translate tool on Caltrain website
- Language line
- Spanish translations on ticket machines
- Pictograms on trains, at stations and grade crossings
- Translators (by request) for focus groups and public hearings
- Multilingual printed materials, especially for fare and service changes, and construction notices
- Posting Caltrain news, notices, and information to newspapers in other languages (e.g. El Observador, El Reportar)
- Multilingual media advertising (print, television and radio)
- Partnering with Clipper to produce shared multilingual Caltrain customer information
- Caltrain bilingual Customer Service Representatives
- CBO assistance in outreach to LEP populations and translations

The following are recommendations that would improve the level of service that Caltrain provides to its LEP customers and that can be implemented within the next several years:

- Providing complaint forms in all "Safe Harbor" languages
- Increasing use of universal pictograms or other symbols at stations or trains
- Increasing frontline employee training about methods of accessing language assistance
- Providing more translated material on board trains, such as information regarding fares and service, or FAQs that would address general questions
- Increasing translation of safety signage within Caltrain Right of Way
- Adding national flags to delineate "Google Translate" languages for the most prominent languages.
- Use of Social Media in other languages and publicize language assistance
- Increase translation services at key locations where LEP individuals board
- Using "language name badges" on trains for employees that indicate additional languages spoken
- Conducting Customer Satisfaction Surveys in multiple languages beyond Spanish
- Increasing the translations of documents, such as train schedules or rider newsletters
- Conducting more language-specific outreach to assess Caltrain's efforts to engage non-English speaking populations
- Improving signage associated with construction projects to ensure LEP consideration



- Continue to work with CBOs to serve multilingual communities
- Continue partnering with regional and other agencies to produce shared multilingual customer information materials (511.org and Clipper)

### **Vital Documents and Translation Policy:**

An effective Language Assistance Plan includes the translation of vital and other documents into the languages of frequently encountered LEP customers. According to federal guidance, vital written documents include, but are not limited to, consent and complaint forms; intake and application forms with the potential for important consequences; written notices of rights; notices of denials, losses, or decreases in benefits or services; and notices advising LEP individuals of free language assistance services.<sup>10</sup>

As previously stated, languages have been broken down into the following four categories based on their frequency of use with riders and the general population:

- Primary Language: Spanish
- Tier One Languages: Spanish, Chinese (Mandarin & Cantonese),
- Tier Two Languages: Vietnamese, Tagalog, Korean, Russian, Japanese, Persian and Hindi.
- Tier Three “Safe Harbor” Languages for vital document translation in addition to those listed above: Arabic, Portuguese, French, Mon-Khmer Cambodian, Thai, Italian, Urdu, Gujarati, German, Serbo-Croatian and Armenian.

Table 17 below lists both vital and non-vital documents and categories of documents (such as promotional materials) and identifies the language category into which they should be translated. Caltrain may provide a summary of a vital document and/or notice of free language assistance in the “Safe Harbor” languages, rather than a word-for-word translation of the vital document. Caltrain may reserve the right to translate documents into more languages as circumstances dictate and resources allow. For example, community outreach may provide translated construction notices in languages other than Spanish, depending on the area and particular concentrations of LEP individuals, as is the current practice. Due to the critical nature of safety and security information, Caltrain may rely on pictographs to the extent possible, so that information is communicated regardless of language spoken.

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<sup>10</sup> FTA Circular 4702.1B

**Table 17: Vital and Non Vital Document List**

<b>Document</b>	<b>Languages</b>	<b>Vital Document?</b>
Title VI Public Notice	<ul style="list-style-type: none"> <li>• Translation in all Safe Harbor Languages</li> <li>• Use of Pictograms</li> </ul>	Yes
Title VI Complaint Form and Procedures	<ul style="list-style-type: none"> <li>• Translation in all Safe Harbor Languages</li> <li>• Use of Pictograms</li> </ul>	Yes
Notice of Free Language Assistance	<ul style="list-style-type: none"> <li>• Translation in all Safe Harbor Languages</li> <li>• Use of Pictograms</li> </ul>	Yes
Public Hearing and Legal Notices	<ul style="list-style-type: none"> <li>• Translation in Tier One Languages</li> <li>• Add language assistance availability upon request</li> <li>• Use of Pictograms</li> </ul>	Yes
Safety and Security Information	<ul style="list-style-type: none"> <li>• Use of Pictograms</li> </ul>	Depends on subject matter
Fare & Major Service Change Information	<ul style="list-style-type: none"> <li>• Translation in Tier One Languages</li> <li>• Notice of language assistance availability in all safe harbor languages</li> <li>• Use of Pictograms</li> </ul>	Depends on content
News, Information, and Promotional Materials	<ul style="list-style-type: none"> <li>• Notice of language assistance availability in Tier One languages</li> <li>• Translations into Tier One languages as determined by subject matter</li> <li>• Use of Pictograms</li> </ul>	No
Construction Notices	<ul style="list-style-type: none"> <li>• Translations in Tier One Languages as determined by location</li> <li>• Notice of language assistance in Tier Two and Tier Three languages as determined by location</li> <li>• Use of Pictograms</li> </ul>	No

The following represents the current documents that will be translated into all Safe Harbor Languages (Tier One, Tier Two, and Tier Three) by the end of calendar year 2017 using the Vital Document table, above:

- Title VI Public Notice
- Title VI Complaint Form and Procedures
- Public Hearing and Legal Notices
- Notice of Free Language Assistance

### **3. Training Staff**

Currently, frontline Caltrain staff members are trained in a number of areas to ensure that they consider the needs of LEP individuals along with the general understanding of Title VI principles. Employees are put through a variety of “course modules” that concentrate on understanding and interacting with a diverse customer clientele. They are also given specific skills for giving service to customers with a variety of challenges that may require extra attention. In all cases, employees practice appropriate responses to sensitive cases such as those involving non-English speaking customers. Appendix F includes materials depicting the subject matter.

Caltrain also uses bilingual staff within their organization to provide translations services for events, hearings and in their Customer Service Call Center. When recruiting for customer service personnel, bilingualism is a desired qualification to ensure that the best customer service can be provided. Caltrain’s continued use of the diverse employee base helps to ensure that the needs of LEP groups can be accommodated efficiently and effectively. It is Caltrain’s goal to recruit and train more staff that is bilingual in order to provide an effective and cost-efficient method of addressing the needs of LEP populations.

Caltrain will continue to promote the principles of good customer service to all Caltrain riders while understanding the special needs of its LEP riders. Caltrain should continue to train front line or other employees on accessing language assistance measures within the organization. Additional or “refresher” training, along with clear direction on translations and language assistance, would help employees become more familiar with translation requirements.

### **4. Providing Notice to LEP Persons of Language Assistance Measures**

The methods that Caltrain will use to notify LEP customers of language assistance services include the following:

- Post Language Assistance Notification on Caltrain website, in lobby and at stations
- Provide Language Assistance Notification for use on public hearing notices

- Post availability of Language Line Assistance on the Caltrain website under “Contact Us” page
- Continue posting Caltrain news, notices, and information to newspapers in other languages (e.g. El Observador, El Reportar)
- Work with CBOs to inform LEP customers about the Language Assistance services
- Incorporate a separate phone number that is routed to Customer Service that directs those seeking Translation Services to select their specific language in which they need language assistance.

## 5. Monitoring and Updating the Plan

On an on-going basis, Caltrain will monitor activities and information that require LEP accessibility, including data collection and continued LEP plan assessment, to ensure that the Language Assistance Plan meets the changing needs of LEP populations. At a minimum, monitoring will be conducted to coincide with the submittal of the Title VI Program update as required by FTA Circular 4702.1B. It is the goal of Caltrain to show continued improvement to Language Assistance Services and LEP Plan monitoring.

Monitoring methods include:

- Review new customer outreach materials prior to production to determine whether the document can be considered “vital” and what translation is needed.
- Review existing customer documentation to assess whether the document is “vital” and what translation is needed.
- Evaluate and analyze outreach efforts pertaining to LEP populations.
- Review translation and language assistance efforts to determine whether they are adequate and/or effective.
- Analyze demographic data from the U.S. Census, the ACS, and On-Board Customer Survey, taking place in 2016.
- Gather information from CBOs, Frontline Employees and regional agencies and partners through on-going coordination
- Gather feedback from LEP customers (public outreach, CBO meetings, etc.)

Compliance will be monitored by the Caltrain Title VI Administrator in coordination with Caltrain and SamTrans staff, and Caltrain Board.

## Appendix A: California Department of Education English Learners by County 2015/16

Languages	Number of English Learners	Percentage of Total English Learners	San Mateo County	% of SM County	San Francisco County	% of SF County	Santa Clara County	% of SC County
Spanish	65,887	63.9%	16,167	71.5%	8,057	49.3%	41,663	65.0%
Vietnamese	7633	7.4%	97	0.4%	467	2.9%	7,069	11.0%
Cantonese	6,213	6.0%	812	3.6%	4,499	27.5%	902	1.4%
Mandarin (Putonghua)	3,969	3.8%	611	2.7%	585	3.6%	2,773	4.3%
Filipino (Pilipino or Tagalog)	3,914	3.8%	1,679	7.4%	420	2.6%	1,815	2.8%
Other non-English languages	2280	2.2%	261	1.2%	708	4.3%	1,193	1.9%
Japanese	1,368	1.3%	338	1.5%	130	0.8%	900	1.4%
Arabic	1307	1.3%	573	2.5%	353	2.2%	381	0.6%
Russian	1,160	1.1%	308	1.4%	188	1.2%	664	1.0%
Korean	1147	1.1%	135	0.6%	84	0.5%	928	1.4%
Hindi	957	0.9%	210	0.9%	43	0.3%	704	1.1%
Punjabi	706	0.7%	42	0.2%	10	0.1%	654	1.0%
Telugu	624	0.6%	43	0.2%	0	0.0%	581	0.9%
Portuguese	470	0.5%	234	1.0%	40	0.2%	196	0.3%
Hebrew	462	0.4%	28	0.1%	13	0.1%	421	0.7%
Farsi (Persian)	431	0.4%	50	0.2%	4	0.0%	377	0.6%
French	405	0.4%	94	0.4%	66	0.4%	245	0.4%
Tamil	395	0.4%	40	0.2%	0	0.0%	355	0.6%
Tongan	325	0.3%	258	1.1%	6	0.0%	61	0.1%
Urdu	290	0.3%	39	0.2%	30	0.2%	221	0.3%
Khmer (Cambodian)	259	0.3%	15	0.1%	29	0.2%	215	0.3%
Toishanese	259	0.3%	6	0.0%	253	1.5%	0	0.0%
German	201	0.2%	41	0.2%	31	0.2%	129	0.2%
Gujarati	185	0.2%	21	0.1%	11	0.1%	153	0.2%
Burmese	180	0.2%	123	0.5%	38	0.2%	19	0.0%
Ilocano	171	0.2%	12	0.1%	22	0.1%	137	0.2%
Thai	154	0.1%	37	0.2%	44	0.3%	73	0.1%
Kannada	144	0.1%	8	0.0%	0	0.0%	136	0.2%
Marathi	135	0.1%	10	0.0%	0	0.0%	125	0.2%
Turkish	122	0.1%	49	0.2%	5	0.0%	68	0.1%
Samoa	120	0.1%	69	0.3%	71	0.4%	51	0.1%
Bengali	104	0.1%	16	0.1%	9	0.1%	79	0.1%
Italian	94	0.1%	23	0.1%	12	0.1%	59	0.1%
Somali	91	0.1%	2	0.0%	1	0.0%	88	0.1%

Languages	Number of English Learners	Percentage of Total English Learners	San Mateo County	% of SM County	San Francisco County	% of SF County	Santa Clara County	% of SC County
Tigrinya	91	0.1%	3	0.0%	28	0.2%	60	0.1%
Assyrian	85	0.1%	6	0.0%	3	0.0%	76	0.1%
Dutch	85	0.1%	15	0.1%	8	0.0%	62	0.1%
Indonesian	75	0.1%	23	0.1%	20	0.1%	32	0.0%
Polish	72	0.1%	13	0.1%	3	0.0%	56	0.1%
Serbo-Croatian (Bosnian, Croatian, Serbian)	70	0.1%	10	0.0%	9	0.1%	97	0.2%
Lao	51	0.0%	2	0.0%	7	0.0%	42	0.1%
Ukrainian	46	0.0%	13	0.1%	11	0.1%	22	0.0%
Hungarian	45	0.0%	5	0.0%	0	0.0%	40	0.1%
Pashto	43	0.0%	5	0.0%	3	0.0%	35	0.1%
Armenian	41	0.0%	9	0.0%	3	0.0%	29	0.0%
Cebuano (Visayan)	41	0.0%	18	0.1%	2	0.0%	21	0.0%
Rumanian	40	0.0%	11	0.0%	1	0.0%	28	0.0%
Taiwanese	39	0.0%	5	0.0%	1	0.0%	33	0.1%
Greek	38	0.0%	19	0.1%	4	0.0%	15	0.0%
Chaozhou (Chiuchow)	18	0.0%	2	0.0%	6	0.0%	10	0.0%
Hmong	16	0.0%	0	0.0%	2	0.0%	14	0.0%
Swedish	12	0.0%	1	0.0%	0	0.0%	11	0.0%
Albanian	11	0.0%	3	0.0%	0	0.0%	8	0.0%
Kurdish (Kurdi, Kurmanji)	11	0.0%	8	0.0%	0	0.0%	3	0.0%
Mien (Yao)	11	0.0%	0	0.0%	1	0.0%	10	0.0%
Chamorro (Guamanian)	2	0.0%	0	0.0%	1	0.0%	1	0.0%
Marshallese	2	0.0%	0	0.0%	0	0.0%	2	0.0%
Kikuyu (Gikuyu)	1	0.0%	1	0.0%	0	0.0%	0	0.0%

## Appendix B: Caltrain Front Line Employee Survey:

### Caltrain Front-Line Employee Survey 2016

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

Please answer each question to the best of your ability. Return this completed survey to your supervisor by Tuesday, **September 20, 2016.**

1. What is your title?

- |  |  |
|--|--|
| <input type="checkbox"/> Service Agent                       | <input type="checkbox"/> Conductor                       |
| <input type="checkbox"/> Central Control Facility Dispatcher | <input type="checkbox"/> Customer Service Representative |
| <input type="checkbox"/> Transit Police Officer              | <input type="checkbox"/> Station Security Guard          |
| <input type="checkbox"/> Engineer                            | <input type="checkbox"/> Other (please indicate) _____   |

2. As part of your job, do you ever encounter members of the public that do not speak or read English well or appear to have "Limited English Proficiency"?

- ☐ Yes  
☐ No

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

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

5. How often do you TYPICALLY encounter customers and/or members of the public who are seeking assistance and are unable to communicate well in English? Please select one.

- |   |   |
|---|---|
| <input type="checkbox"/> Many times a day (more than 5) | <input type="checkbox"/> A few times a month    |
| <input type="checkbox"/> A few times a day              | <input type="checkbox"/> Less than once a month |
| <input type="checkbox"/> A few times a week             | <input type="checkbox"/> Rarely or Never        |

6. What services or information are those limited or non-English speaking customers and/or members of the public TYPICALLY seeking? Please select all that apply.

- |   |  |
|---|--|
| <input type="checkbox"/> Service changes/detours        | <input type="checkbox"/> Train condition (such as broken equipment, cleanliness, etc.)                       |
| <input type="checkbox"/> Fares                          | <input type="checkbox"/> ADA/accessibility for the disabled  |
| <input type="checkbox"/> Parking at stations            | <input type="checkbox"/> Public meetings (such as service or fare adjustment hearings, Board meetings, etc.) |
| <input type="checkbox"/> Complaints                     | <input type="checkbox"/> Construction projects   |
| <input type="checkbox"/> Compliments                    | <input type="checkbox"/> Routes/Wayfinding   |
| <input type="checkbox"/> Crime/security                 | <input type="checkbox"/> Restrooms   |
| <input type="checkbox"/> Discrimination                 | <input type="checkbox"/> Safety  |
| <input type="checkbox"/> Lost and Found                 | <input type="checkbox"/> Other _____   |
| <input type="checkbox"/> Ticket purchasing instructions |  |
| <input type="checkbox"/> Bus or other connections       |  |
| <input type="checkbox"/> Schedules                      |  |

Please Turn Over to Complete



**Caltrain Front-Line Employee Survey 2016**

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

- |                                     |                                   |  |
|-------------------------------------|-----------------------------------|--|
| <input type="checkbox"/> Spanish    | <input type="checkbox"/> Russian  | <input type="checkbox"/> I don't know or |
| <input type="checkbox"/> Chinese    | <input type="checkbox"/> Japanese | recognize the language                   |
| <input type="checkbox"/> Vietnamese | <input type="checkbox"/> Persian  | <input type="checkbox"/> Other: _____    |
| <input type="checkbox"/> Tagalog    | <input type="checkbox"/> Hindi    |  |
| <input type="checkbox"/> Korean     | <input type="checkbox"/> Arabic   |  |

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

- |                                     |                                   |  |
|-------------------------------------|-----------------------------------|--|
| <input type="checkbox"/> Spanish    | <input type="checkbox"/> Russian  | <input type="checkbox"/> I don't know or |
| <input type="checkbox"/> Chinese    | <input type="checkbox"/> Japanese | recognize the                            |
| <input type="checkbox"/> Vietnamese | <input type="checkbox"/> Persian  | language                                 |
| <input type="checkbox"/> Tagalog    | <input type="checkbox"/> Hindi    | <input type="checkbox"/> Other: _____    |
| <input type="checkbox"/> Korean     | <input type="checkbox"/> Arabic   |  |

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

- |                                     |                                   |                                       |
|-------------------------------------|-----------------------------------|---------------------------------------|
| <input type="checkbox"/> Spanish    | <input type="checkbox"/> Korean   | <input type="checkbox"/> Hindi        |
| <input type="checkbox"/> Chinese    | <input type="checkbox"/> Russian  | <input type="checkbox"/> Arabic       |
| <input type="checkbox"/> Vietnamese | <input type="checkbox"/> Japanese | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Tagalog    | <input type="checkbox"/> Persian  |                                       |

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

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

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

13. Optional Name \_\_\_\_\_

Please return to your supervisor. Thank you for your participation in helping make Caltrain better!

## Appendix C: CBO Contact List

CBO Name	Street Address	City	Language Constituency
African Community Health Institute	1922 The Alameda Suite 425	San Jose	Tigrinya, Amharic, Swahili, Somali, and Arabic
Arab Resource & Organizing Center	522 Valencia St.	San Francisco	Arabic
Asian Americans for Community Involvement	2400 Moorpark Ave. Suite #300	San Jose	Asian
Asian Pacific American Community Center	2442 Bayshore Blvd	San Francisco	Chinese
Asian Pacific Islander American Public Affairs Association Bay Area Chapter	1963 Sabre Street	Hayward	Asian
Bayshore Child Care Services	45 Midway Drive	Daly City	Various
Bayview Footprints	1747 Quesada Ave	San Francisco	Various
Bayview Multi-Purpose Senior Center	1706 Yosemite Avenue	San Francisco	ESL
Cameron House	920 Sacramento St	San Francisco	Chinese
Catholic Charities' Refugee & Immigrant Forum	36 37th Avenue 2nd Floor	San Mateo	Various
Chicana Latina Foundation	1419 Burlingame Ave. Suite W2	Burlingame	Spanish
Chinatown Community Development Center	1525 Grant Avenue	San Francisco	Chinese
Chinese for Affirmative Action	17 Walter U. Lum Place	San Francisco	Chinese
Chinese Progressive Association	1042 Grant Ave. 5th Floor	San Francisco	Chinese
Coastside Hope	99 Avenue Alhambra	El Granada	Chinese, Filipino, Portuguese, Russian, Spanish
College of San Mateo	1700 W. Hillsdale Blvd.	San Mateo	Various
College Track East Palo Alto	1877 Bay Road	East Palo Alto	

<b>CBO Name</b>	<b>Street Address</b>	<b>City</b>	<b>Language Constituency</b>
Daly City Community Service Center	333 90th Street	Daly City	English, Spanish, Tagalog
Daly City Friendship Center/Mental Health Association of San Mateo County	2686 Spring St.	Redwood City	Various
Daly City Youth Health Center	2780 Junipero Serra Blvd.	Daly City	Various
Destination Home	3180 Newt Ave.	San Jose	Various
Fair Oaks Community Center	2600 Middlefield Rd.	Redwood City	Spanish
Family Health Services	2000 Alameda de Las Pulgas	San Mateo	Various
Family Crossroads/Shelter Network of San Mateo County	181 Constitution Drive	Menlo Park	Various
Filipino Community Center San Francisco	4681 Mission St.	San Francisco	Filipino
Filipino-American Chamber of Commerce	1415 Rollins Road Suite 202	Burlingame	Filipino
First Filipino American United Church of Christ	461 Linden Ave.	San Bruno	Filipino
Gujarati Cultural Association of Bay Area	46560 Fremont Blvd. #109	Fremont	Guajarati
Hunters Point Family	1800 Oakdale Ave.	San Francisco	Various
India Community Center	525 Los Coches St.	Milpitas	Various Indian
Indo American Chamber of Commerce	1616 University Ave.	Berkeley	Various Indian
Japanese American Community Center	415 South Claremont St.	San Mateo	Japanese
Japanese Chamber of Commerce	1875 South Grant Street Suite 760	San Mateo	Japanese
Jewish Family and Children's Services	2150 Post Street	San Francisco	Russian

<b>CBO Name</b>	<b>Street Address</b>	<b>City</b>	<b>Language Constituency</b>
Jordanian American Association	305 Linden Ave.	South San Francisco	Various
Korean American Community Services	1800-B Fruitdale Ave.	San Jose	Korean
Korean American Professional Society			Korean
Korean Community Center	765 Buchannan St.	San Francisco	Korean
Lady of Pillar Catholic Church	400 Church Street	Half Moon Bay	Spanish
Language Pacifica	585 Glenwood Avenue	Menlo Park	ESL
Liwanag Kultural Center	222 Lausanne Avenue	Daly City	Filipino
Metropolitan Education District	760 Hillsdale Ave	San Jose	ESL classes—various locations
Mexican American Community Services	660 Sinclair Dr.	San Jose	Spanish
Mid-Peninsula Housing	303 Vintage Park Drive Suite 250	Foster City	
Mission Neighborhood Center	362 Capp Street	San Francisco	Spanish – 2 sessions
Moon Ridge Apartments	2001 Miramontes Point Rd	Half Moon Bay	Various
North Peninsula Neighborhood Services	600 Linden Ave.	South San Francisco	Spanish
Northern Peninsula Mandarin School	3115 Del Monte Street	San Mateo	Chinese
Organization of Chinese Americans (Peninsula Chapter of San Mateo)	P.O. Box 218	San Mateo	Chinese
Our Second Home	725 Price Street	Daly City	Various
Pars Equality Center	P.O. Box 1383	Menlo Park	ESL
Peninsula Interfaith Action	1336 Arroyo Ave	San Carlos	Spanish

<b>CBO Name</b>	<b>Street Address</b>	<b>City</b>	<b>Language Constituency</b>
Persian American Society	P. O. Box 25005	San Mateo	Persian
Persian Center	2029 Durant Ave.	Berkeley	Persian
Pilipino Bayanihan Resource Center	2780 Junipero Serra Blvd.	Daly City	Filipino
Pillar Ridge Manufactured Home Community	164 Culebra St	Moss Beach	Spanish
Public Advocates	131 Steuart Street Suite 300	San Francisco	Spanish
Puente De La Costa Sur	620 North Street	Pescadero	Spanish
Renaissance Entrepreneurship Center	275 5th St.	San Francisco	Spanish
Russian-American Community Services	300 Anza St.	San Francisco	Russian
Samaritan House	4031 Pacific Blvd.	San Mateo	Spanish
San Bruno Chinese Church/Chinese School	250 Courtland Dr.	San Bruno	Chinese
San Mateo County Commission on Disabilities Aging and Adult Services	225 37th Ave.	San Mateo	Spanish
San Mateo County Hispanic Chamber of Commerce	475 El Camino Real Suite 100A	Millbrae	Spanish
Santa Clara County Office of Human Relations	2310 North First Street, Suite 104	San Jose	Various
Services Immigration Rights & Education Network (SIREN)	1425 Koll Cir.	San Jose	Spanish and Vietnamese
Seton Medical Center	1900 Sullivan Ave.	Daly City	Various
Shared Housing Program/Human Investment Project	2600 Middlefield Road	Redwood City	Various

<b>CBO Name</b>	<b>Street Address</b>	<b>City</b>	<b>Language Constituency</b>
Sikh Gurdwara of San Francisco	P.O. Box 25493	San Mateo	Various Indian
Sitika Counseling Center	306 Spruce Ave.	San Francisco	Various
Skyline College Language and Arts Division	3300 College Drive	San Bruno	Various
South of Market Health Center	229 7th St.	San Francisco	Spanish, Tagalog, Farsi, and Chinese
Southeast Asian Community Center	875 O'Farrell St.	San Francisco	Cantonese, English, Hindi, Japanese, Korean, Mandarin, Spanish, Tagalog, Vietnamese
SparkPoint Center at Skyline College	3300 College Drive Building 1 Floor 2	San Bruno	ESL
Transform	436 14th Street Suite 600	Oakland	Various
Urban Habitat	1212 Broadway Suite 500	Oakland	Various
Veterans Equity Center	1010 Mission Street	San Francisco	Filipino
Vietnamese Community Center	766 Geary	San Francisco	Vietnamese
Vista Center for the Blind and Visually Impaired	3200 Hillview Ave.	Palo Alto	Various
Yaseen Foundation	621 Masonic Way	Belmont	Arabic
Youth United for Community Action (YUCA)	2135 Clarke Ave.	East Palo Alto	Various
Zawaya	311 41st Ave.	San Mateo	Arabic

## Appendix D: CBO Survey Instrument

Caltrain provides commuter rail service along the San Francisco Peninsula, through the South Bay to San Jose and Gilroy. Our vision is to provide a safe, reliable, sustainable modern rail system that meets the growing mobility needs of the San Francisco Bay Area region. Caltrain is in the process of completing a Limited English Proficiency Plan (LEP) to establish a Language Assistance Plan (LAP) so that Caltrain riders can access information regardless of language proficiency.

We are asking a variety of people questions about interactions with Caltrain and any barriers that might be encountered when accessing Caltrain services. Since your organization advocates for or provides services to precisely the population Caltrain is striving to improve its communication, outreach, and services to, we would like to ask you to take 10 to 15 minutes of your time to provide your ideas about the needs of the community you serve and how Caltrain can best serve that community.

Thank you for giving us your input.

1. What is the name of your organization?
2. Does your agency or organization cover a specific geographic area?  
Yes  
No
3. What neighborhood, city or county do you serve?
4. About how many people does your agency or organization provide services to or advocate on behalf of?
5. What are the top countries of origin of the population you serve? (list 3)
6. What are the **three** primary languages spoken by the population you serve? (Please select no more than three.)  
English  
Spanish  
Chinese (including Mandarin, Cantonese)  
Tagalog (Filipino)  
Vietnamese  
Korean  
Russian  
Japanese  
Other languages (please specify)
7. What age groups do you serve? (Please check all that apply.)  
Youth (under the age of 18)  
Adults (19-64)  
Seniors (65 and older)
8. How would you assess the literacy level of the population you serve in the native language? In other words, how well can they read in their native language?  
Below basic  
Basic  
Intermediate  
Proficient



Not sure

9. How well do they read in English?

Below basic

Basic

Intermediate

Proficient

Not sure

10. Has the population inquired about how to access public transportation or expressed a need for public transportation service? (Yes, No, Other)

11. To what degree does your population access information about projects or programs from Caltrain? Would you say they seek information:

A great deal

Some

Very little

Not at all

Not sure

12. To what degree does your population ride Caltrain

A great deal

Some

Very little

Not at all

Not sure

13. And to what degree does your population rely on Caltrain for trip making?

A great deal

Some

Very little

Not at all

Not sure

14. What difficulties does this population have in using Caltrain services? (Please be as specific as possible.)

15. What is the best way to obtain input from the population in order to better serve them? (Please be as specific as possible.)

16. What two or three things do you think this population needs from Caltrain to better served? (Please be as specific as possible.)

17. Which public agencies – transit or other – do you think do a particularly good job of reaching your population? Why?

18. What suggestions, if any, do you have for Caltrain when it comes to communicating with your population? (Please be as specific as possible.)
19. How is Caltrain currently communicating with your population to ensure they have easy access of its services and are able to navigate its bus system?
20. Would you be willing to talk with us in greater detail about your answers? If so, please provide your contact information below – name, email address and phone number.

## Appendix E: Examples of Translated Materials and Pictographs

### “I-Speak” Cards

# Translations

**Free Language Assistance**

 For translations, please call 1.800.660.4287

Arabic  
للترجمة، اتصل علي 1.800.660.4287.

Armenian  
Թարգմանություն համար զանգահարել 1.800.660.4287.

Chinese  
如需翻譯,請電 1.800.660.4287.

French  
Pour traduction, appelez au 1.800.660.4287.

German  
Übersetzung unter +1.800.660.4287.

Gujarati  
અનુવાદ માટે, 1.800.660.4287 પર ફોન કરો.

Hebrew  
1.800.660.4287 יש להתקשר לטלפון

Hindi  
अनुवाद के लिए, 1.800.660.4287 पर कॉल करें।

Italian  
Per traduzioni chiamare 1.800.660.4287.

Japanese  
翻訳のご用命は、+1.800.660.4287までお電話ください。

Korean  
번역을 원하시면, 1.800.660.4287번으로 전화하십시오.

Mon-Khmer, Cambodian  
សម្រាប់សេវាកម្មបកប្រែ សូមទាក់ទងតាមទូរស័ព្ទលេខ 1.800.660.4287.

# Translations

**Free Language Assistance**

 For translations, please call 1.800.660.4287

Persian  
برای ترجمه، با شماره 1.800.660.4287 تماس بگیرید.

Portuguese  
Para tradução, ligue para 1.800.660.4287.

Polish  
Po tłumaczenie proszę dzwonić na 1.800.660.4287.

Russian  
Если вам нужны услуги переводчика, обращайтесь по телефону 1-800-660-4287.

Serbo-Croatian  
Za prevodjenje nazovite 1.800.660.4287.

Spanish  
Para traducción llama al 1-800-660-4287.

Tagalog  
Para sa pagsasaling-wika, mangyaring tumawag sa 1-800-660-4287.

Thai  
สำหรับการแปลภาษา ไทย 1.800.660.4287.

Urdu  
ترجمہ کے لیے، 1.800.660.4287 پر کل کریں۔

Vietnamese  
Cần dịch thuật, xin gọi 1.800.660.4287.

Caltrain provides commuter rail service along the San Francisco Peninsula, to San Jose and Gilroy  
Caltrain Customer Service | 1.800.660.4287 (TTY 650.508.6448)  
Weekdays: 7am - 7pm | Weekends & Holidays: 8am - 5pm



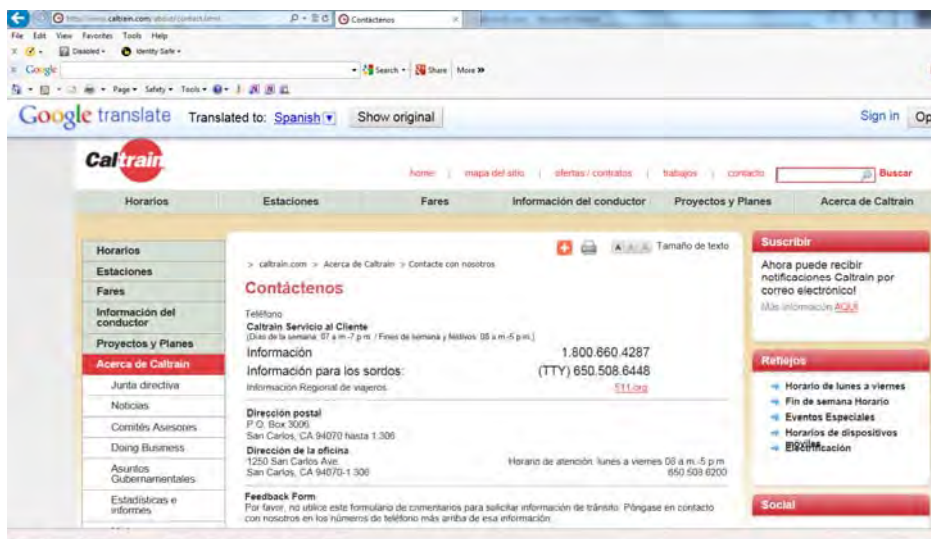
## Ticket Vending Machine: Spanish



## Pictograms at Station



## Google Translate of Caltrain Website





## Translation of Fare Change

Español al otro lado	Expires 9/8/13	English other side	Expires 9/8/13
			
<b>Parking Fee to Increase at Caltrain Station Lots</b>		<b>La tarifa de estacionamiento aumentará en los lotes de las estaciones de Caltrain</b>	
<p>Effective Sept. 1, 2013, the Caltrain daily parking fee will increase to \$5, and Monthly parking permits will cost \$50.</p> <p>All-day parking (24-hour limit) is available for Caltrain customers at most Caltrain stations. Higher rates are charged at the San Jose Diridon Caltrain Station parking lot during SAP Center events.</p> <p>A Daily Parking Permit may be purchased for \$5 from a station ticket machine. Monthly parking permits are sold only in conjunction with a Monthly Pass, 8-ride Ticket or Go Pass.</p> <p>For more information, please visit <a href="http://www.caltrain.com/parking">www.caltrain.com/parking</a>.</p>		<p>Efectivo 1 de septiembre de 2013, el costo del estacionamiento diario de Caltrain aumentará a \$5, y los permisos de estacionamiento mensual costarán \$50.</p> <p>Los clientes de Caltrain pueden acceder al estacionamiento durante todo el día (con un límite de 24 horas) en la mayoría de las estaciones de Caltrain. Se cobrarán mayores tarifas en el lote de estacionamiento de la estación de Caltrain de San Jose Diridon durante los eventos del SAP.</p> <p>Los permisos de estacionamiento diarios podrán adquirirse por \$5 en las máquinas expendedoras de billetes de las estaciones. Los permisos de estacionamiento mensual solo se venderán junto con los pases mensuales, los billetes de ocho viajes o los pases Go Pass.</p> <p>Para obtener más información, visite <a href="http://www.caltrain.com/parking">www.caltrain.com/parking</a>.</p>	
 Facebook		 @gocaltrain	
	7/22/13		

## Translations of Policy Change Input

Español al otro lado Expires: 3/29/13



### Caltrain Seeks Public Input on Policy Changes

Caltrain will hold four public meetings as part of its process to develop Major Service Change, Disparate Impact and Disproportionate Burden policies that comply with Title VI of the Civil Rights Act of 1964. Title VI seeks to ensure decisions made by federally funded agencies don't result in discrimination based on race, ethnicity or national origin.

The rail agency is seeking customer and community input as it develops the criteria for determining what constitutes when a service change is significant enough to require thorough analysis of the potential effects of the change on protected populations.


It also wants input to determine when the effects of a fare change or major service change are sufficiently different to be considered a "disparate impact" on minorities or a "disproportionate burden" on individuals with low income. Draft policies will be made available on the Caltrain website starting Feb. 5, 2013 or by calling Caltrain Customer Service at 1.800.660.4287. **See inside for meeting dates.**

The public may offer comments on these proposals at the meetings or by:

- e-mail: TitleVI@caltrain.com
- U.S. Postal Service: Caltrain  
c/o Operations Planning, P.O. Box 3006  
San Carlos, CA 94070-1306
- Phone: 1.800.660.4287 (TTY: 650.508.6448  
hearing impaired)

continued inside

English on other side



### Caltrain busca la opinión pública sobre cambios en las políticas

Caltrain llevará a cabo cuatro reuniones públicas como parte de su proceso para desarrollar las políticas de cambio general en el servicio, impacto desigual y carga desproporcionada que cumplan con el Título VI del Acta de Derechos Civiles de 1964. El Título VI tiene por objeto garantizar que las decisiones tomadas por agencias financiadas con fondos federales no den lugar a la discriminación ya sea por diferencia de raza, etnicidad u origen nacional.

La agencia ferroviaria busca la opinión de los clientes y la comunidad a medida que desarrolla criterios para determinar lo que constituye un cambio en el servicio, siendo éste tan importante como para requerir un análisis profundo de los efectos potenciales del cambio en las poblaciones protegidas.

También desea conocer opiniones para determinar cuándo los efectos de un cambio de tarifa o servicios general es lo suficientemente diferente para ser considerados un "impacto desigual" sobre las minorías o una "carga desproporcionada" para las personas con bajos ingresos. El proyecto de estas políticas estará disponible en el sitio web de Caltrain a partir del 5 de febrero de 2013 o llamando a Servicio al Cliente de Caltrain al 1.800.660.4287.

El público puede ofrecer sus comentarios a estas propuestas ya sea en las reuniones o por:

- correo electrónico: TitleVI@caltrain.com
- U.S. Postal Service: Caltrain  
c/o Operations Planning, P.O. Box 3006  
San Carlos, CA 94070-1306

continúa en la página siguiente



## Translation of Direct Mail Project Specific Notices

### Advanced Signal System Project

**Dear Caltrain Neighbor:**


On the evenings of Jan. 30, 31, and Feb. 1 between 9:00 p.m. and 6:00 a.m., Caltrain will be conducting safety tests, as part of the Advanced Signal System project, at the following crossings: Whipple Ave, Brewster Ave, Broadway, Redwood City Station, Pedestrian Crossing, Maple St., Main St. and Chestnut St. In order to test these crossings, a train will run ~4 miles on either side of the crossings, from San Mateo to Menlo Park. The tests must be done at night to avoid disruption of regular train service and properly record the results. The majority of the activity will occur during a 2-3 hour window at night. Neighbors may experience standard gate crossing noise and horns during this time and we apologize for any inconvenience this may cause. These tests will occur infrequently over the next several months and additional notification will be provided before the next testing.

The Advanced Signal System, also called Communications Based Overlay Signal System (CBOSS) Positive Train Control (PTC), will equip the corridor with federally-mandated safety technology and increase system capacity to help accommodate future ridership demand. The Project will monitor and, if necessary, control train movement in the event of human error. This will increase safety by:

- Eliminating the risk of train-to-train collisions.
- Reducing risk of potential derailments by enforcing speed limits.
- Providing additional safety for railroad workers on the tracks.
- Improving grade crossing performance to reduce gate downtime and improve local traffic circulation.

The Advanced Signal System is scheduled to be operational by 2015 and is a key component of the Caltrain Modernization Program, which will electrify the Caltrain Corridor. An electrified Caltrain will be cleaner and quieter and will upgrade the system to provide faster and/or more frequent service to more stations and riders.

January 2015



For more information: ☎ 850.508.6499; ✉ [caltrainptc@samtrans.com](mailto:caltrainptc@samtrans.com); 🌐 [www.caltrain.com/CBOSSPTC](http://www.caltrain.com/CBOSSPTC)

Para más información: ☎ 850.508.6499; ✉ [caltrainptc@samtrans.com](mailto:caltrainptc@samtrans.com); 🌐 [www.caltrain.com/CBOSSPTC](http://www.caltrain.com/CBOSSPTC)

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### Advanced Signal System Project

**Estimado vecino de Caltrain,**


El 30 y 31 de Enero y 1 de Febrero entre 9 pm y 6 am, Caltrain estará realizando pruebas de seguridad como parte del Proyecto del Sistema Avanzado de Señales en los siguientes cruces: Whipple Ave, Brewster Ave, Broadway, cruce peatonal Redwood City Station, Maple St., Main St. y Chestnut St. Para probar estos cruces, un tren hará un recorrido ~4 millas en ambos lados de los cruces, desde San Mateo hasta Menlo Park. Las pruebas deben hacerse durante la noche para no interrumpir el servicio normal del tren y registrar adecuadamente los resultados. La mayor parte de la actividad será durante una ventana de 2 a 3 horas en la noche. Los vecinos tal vez escuchan ruido normal de plumas de cruce y silbidos durante este lapso por lo que pedimos disculpas por las molestias que esto pueda causar. Estas pruebas se realizarán de manera no frecuente durante algunos meses a partir de las fechas indicadas y se dará información adicional antes de realizar las pruebas siguientes.

El sistema Avanzado de Señales, también llamado Sistema de Señales de Sobreposición Basado en Comunicaciones (CBOSS) Control Positivo de Tren (PTC) equipará al corredor con tecnología requerida a nivel federal e incrementará la capacidad del sistema para dar cabida a la futura demanda de usuarios. El proyecto monitoreará y, si es necesario, controlará el movimiento del tren en caso de algún error humano. Esto aumentará la seguridad mediante:

- La eliminación de riesgo de choque entre trenes.
- La reducción del riesgo de descarrilamientos potenciales con la implementación la observancia de límites de velocidad.
- La provisión de seguridad adicional para trabajadores del ferrocarril en las vías.
- La mejora en el grado de desempeño de cruces para reducir el tiempo de pausa de las plumas en cruces y mejora de la circulación del tráfico local.

El Sistema Avanzado de Señales entrará en operación en 2015 y será un componente clave en el Programa de Modernización de Caltrain, que pondrá electrificación al corredor Caltrain. Un Caltrain eléctrico será más limpio y menos ruidoso y actualizará el sistema para proporcionar un servicio más rápido y/o más frecuente a más estaciones y usuarios.

Enero 2015



For more information: ☎ 850.508.6499; ✉ [caltrainptc@samtrans.com](mailto:caltrainptc@samtrans.com); 🌐 [www.caltrain.com/CBOSSPTC](http://www.caltrain.com/CBOSSPTC)

Para más información: ☎ 850.508.6499; ✉ [caltrainptc@samtrans.com](mailto:caltrainptc@samtrans.com); 🌐 [www.caltrain.com/CBOSSPTC](http://www.caltrain.com/CBOSSPTC)



## Appendix F: Example of Language Assistance Training Materials



### TITLE VI LANGUAGE ASSISTANCE TRAINING FOR FRONT-LINE EMPLOYEES

Caltrain has implemented the Language Assistance Plan, which is required under Title VI. This Plan identifies methodologies to assist persons with Limited English Proficiency (LEP).

**The most frequently encountered non-English languages are broken down into the following three categories:**

- **Primary Language:** Spanish
- **Secondary Languages:** Chinese (Mandarin & Cantonese), Vietnamese, Tagalog, Korean, Russian, Japanese, Persian and Hindi.
- **"Safe Harbor" Languages** for vital document translation include those listed above plus: Arabic, Portuguese, French, Mon-Khmer Cambodian, Italian, Thai, German, Serbo-Croatian, Gujarati, Urdu, Armenian, Polish and Hebrew.

### PROVIDING LANGUAGE ASSISTANCE

#### **Caltrain Front-Line Employees**

Caltrain Front-Line Employees are those who come into direct contact with members of the public. These employees include, but are not limited to: Train Conductors, Train Engineers, Trainmasters, Field Managers, Station Customer Service Agents, Station Maintenance Staff, Customer Service Staff, Ambassadors, Security Staff and Transit Police. All Caltrain Front-Line Employees are required to be trained in providing Language Assistance to LEP persons.

**Scenario: When a front-line employee comes into contact with a customer needing Language Assistance**

#### Procedure:

- Provide customer with the I-Speak card (see on reverse)
- Help determine the person's desired language
  - Have customer point to the specific language on I-Speak card or say the language
- Direct customer to call the Customer Service Line 1.800.660.4287 (TTY 650.508.6448)  
(Weekdays: 7 am - 7 pm / Weekends & Holidays: 8 am - 5 pm)
- Reminder: Be patient and kind to all LEP customers

#### Note:

- The Customer Service Line provides assistance to both SamTrans and Caltrain customers.
- When the customer calls the Customer Service Line, the customer must identify their desired language by either "saying the name of the language" or "speaking the

language” to the Customer Service agent -or- via touch tone options (which will be available in the coming months).

- The customer service agent will then call the Language Assistance Line, a service where translators of hundreds of languages are available 24 hours/7 days a week. The Customer Service agent will call the language line, identify the language needed and lead a three-way phone call to communicate with and assist the customer.

**Refer to the I-Speak card with Caltrain’s 22 Safe Harbor Languages (below):**

## Translations

**Free Language Assistance**

 For translations, please call 1.800.660.4287

Arabic  
للترجمة، اتصل على 1.800.660.4287.

Armenian  
Պարզապարզ հայերենով կոչվածքներով 1.800.660.4287.

Chinese  
如需翻譯請電 1.800.660.4287.

French  
Pour traduction, appelez au 1.800.660.4287.

German  
Übersetzung unter +1.800.660.4287.

Gujarati  
અનુવાદ માટે, 1.800.660.4287 પર કોલ કરો.

Hebrew  
1.800.660.4287 לפרטים ולתמיכה בשפה עברית.

Hindi  
अनुवाद के लिए, 1.800.660.4287 पर कॉल करें।

Italian  
Per traduzioni chiamare 1.800.660.4287.

Japanese  
翻訳サービスは、+1.800.660.4287までお問い合わせください。

Korean  
번역을 원하시면, 1.800.660.4287번호로 전화하십시오.

Moh-Namer, Cambodian  
1.800.660.4287 1.800.660.4287 1.800.660.4287.

## Translations

**Free Language Assistance**

 For translations, please call 1.800.660.4287

Persian  
برای ترجمه، با شماره 1.800.660.4287 تماس بگیرید.

Portuguese  
Para tradução, ligue para 1.800.660.4287.

Polish  
Po tłumaczenie proszę dzwonić na 1.800.660.4287.

Russian  
Если вам нужны услуги переводчика, обращайтесь по телефону 1-800-660-4287.

Serbo-Croatian  
Za prevodjenje nazovite 1.800.660.4287.

Spanish  
Para traducción lláma al 1-800-660-4287.

Tamil  
Para sa pagsasalang-wika, mangyaring tumawag sa 1-800-660-4287.

Thai  
1.800.660.4287 โทรหาเพื่อขอความช่วยเหลือในการแปล.

Urdu  
ترجمہ کے لیے، 1.800.660.4287 پر کل کریں۔

Vietnamese  
Cần dịch thuật, xin gọi 1.800.660.4287.



I-Speak cards will be stocked on each train in every car. Additional cards will be posted on all Caltrain Station Information Boards and provided as pamphlets at key Caltrain Stations where there are Customer Service Agents (i.e. San Francisco 4<sup>th</sup> & King Station and San Jose Diridon Stations) and in the Central Office’s lobby and customer service counter.