

**PENINSULA CORRIDOR JOINT POWERS BOARD**



# **TITLE VI COMPLIANCE PROGRAM**

**OCTOBER 2016**

**PENINSULA CORRIDOR JOINT POWERS BOARD  
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San Carlos, CA 94070-1306  
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**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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## J. RIDERSHIP AND TRAVEL PATTERNS

Caltrain Surveys are conducted system-wide every three years using a market research on-call contractor. Paper surveys (available in English and Spanish) are distributed on-board vehicles and collected by surveyor staff. Customers complete an extensive questionnaire and also have the option of mailing in surveys. The results are entered, cleaned, and compiled in a succinct report by the contractor. The complete dataset (along with a report) is provided to JPB to use at our discretion. The results are also provided in a summary report, which the JPB makes available to the public online at: <http://www.caltrain.com/about/statsandreports/Surveys.html>. The Executive Summary, Ridership Demographics, and Survey Forms (in English and Spanish) of the most recent Caltrain On-Board Survey (2013) are attached.

Additionally the Metropolitan Transportation Commission (MTC) in cooperation with Caltrain and the FTA conducted the 2014 Caltrain On-Board Transit Survey. The survey consisted of two major elements: collecting On-to-Off data to identify boarding and alighting patterns of transit riders and collection of survey data of riders on-board trains or at the stations. The results are also provided in a summary report, which the JPB makes available to the public online at: <http://www.caltrain.com/about/statsandreports/Surveys.html>. The Survey Overview and Findings from the Survey (including Ridership Demographics) are attached.

OCTOBER 2013

# Caltrain Triennial Customer Survey

## SUMMARY REPORT

Prepared by

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**San Francisco, CA 94108**

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# RIDER DEMOGRAPHICS

## GENDER AND MARITAL STATUS

Among all Caltrain riders, 60% are male, and 47% are single. 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.

	Total					
	2013	2010				
Base: (All Respondents)	4,721	4,428				
	(%)	(%)				
Male	60	60				
Female	40	40				
Other^	<1	-				
	100	100				

^Not listed on questionnaire

	Weekday Peak		Weekday Off-Peak		Weekend	
	2013	2010	2013	2010	2013	2010
Base: (All Respondents)	3,547	3,215	766	810	409	403
	%	%	%	%	%	%
Male	59	60	63	61	58	57
Female	41	40	37	39	42	43
Other^	-	-	<1	-	<1	-
	100	100	100	100	100	100

	Total					
	2013	2010				
Base: (All Respondents)	4,721	4,428				
	(%)	(%)				
Single	47	49				
Married	43	41				
Domestic partnership	4	4				
Divorced	4	4				
Separated	1	1				
Widowed	1	1				
	100	100				

	Weekday Peak		Weekday Off-Peak		Weekend	
	2013	2010	2013	2010	2013	2010
Base: (All Respondents)	3,547	3,215	766	810	409	403
	%	%	%	%	%	%
Single	44	44	54	57	64	65
Married	46	46	38	32	24	25
Domestic partnership	5	4	3	4	5	3
Divorced	4	5	4	4	5	4
Separated	1	1	1	1	2	2
Widowed	1	<1	1	2	<1	1
	100	100	100	100	100	100

(See Statistical Tables 34 & 36)

## EDUCATION

### 22. What is the highest level of education you have completed?

Nearly all riders (97%) have a high school diploma, while 80% have graduated college.

	<b>Total</b>	
	<b>2013</b>	<b>2010</b>
Base: (All Respondents)	4,721	4,428
	(%)	(%)
Some high school	3	4
High school graduate	5	6
Some college/technical school	12	13
College graduate	45	43
Post graduate degree	35	34
	100	100

	<b>Weekday Peak</b>		<b>Weekday Off-Peak</b>		<b>Weekend</b>	
	<b>2013</b>	<b>2010</b>	<b>2013</b>	<b>2010</b>	<b>2013</b>	<b>2010</b>
Base: (All Respondents)	3,547	3,215	766	810	409	403
	%	%	%	%	%	%
Some high school	2	4	2	5	6	7
High school graduate	4	4	8	9	11	13
Some college/technical school	11	11	15	17	16	22
College graduate	46	47	42	34	42	33
Post graduate degree	36	35	33	34	26	25
	100	100	100	100	100	100

(See Statistical Table 37)



## EMPLOYMENT STATUS

### 23. What is your current employment status?

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

86% for weekday peak riders;

65% for weekday off-peak riders; and

59% among weekend riders).

	<b>Total</b>	
	<b>2013</b>	<b>2010</b>
Base: (All Respondents)	4,721	4,428
	(%)	(%)
Employed full time	80	75
Student	7	10
Employed part-time	6	8
Self-employed/freelance/ contractor	4	1
Unemployed	2	3
Retired	2	2
Homemaker	<1	1
Disabled	<1	<1
Intern/trainee/volunteer	<1	-
Other	<1	<1
	100	100

	<b>Weekday Peak</b>		<b>Weekday Off-Peak</b>		<b>Weekend</b>	
	<b>2013</b>	<b>2010</b>	<b>2013</b>	<b>2010</b>	<b>2013</b>	<b>2010</b>
Base: (All Respondents)	3,547	3,215	766	810	409	403
	%	%	%	%	%	%
Employed full time	86	83	65	55	59	52
Student	5	7	10	16	17	24
Employed part-time	4	6	10	14	10	12
Self-employed/freelance/ contractor	3	<1	7	2	5	1
Unemployed	1	2	4	5	5	5
Retired	1	1	3	7	4	4
Homemaker	<1	<1	1	3	1	2
Disabled	<1	<1	-	-	-	<1
Intern/trainee/volunteer	<1	-	<1	-	<1	-
Other	<1	<1	<1	<1	<1	1
	100	100	100	100	100	100

(See Statistical Table 38)

**AGE\***

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.

	<b>Total</b>	
	<b>2013</b>	<b>2010</b>
Base: (All Respondents)	4,721	4,428
	(%)	(%)
Ages 13-17	2	4
Ages 18-24	13	13
Ages 25-34	40	35
Ages 35-44	21	20
Ages 45-54	13	15
Ages 55-64	8	9
Ages 65 or older	3	3
	100	100

**MEAN AGE (In years)**      36.7      37.2

	<b>Weekday Peak</b>		<b>Weekday Off-Peak</b>		<b>Weekend</b>	
	<b>2013</b>	<b>2010</b>	<b>2013</b>	<b>2010</b>	<b>2013</b>	<b>2010</b>
Base: (All Respondents)	3,547	3,215	766	810	409	403
	%	%	%	%	%	%
Ages 13-17	2	4	2	4	6	8
Ages 18-24	11	11	19	17	26	26
Ages 25-34	40	36	43	35	36	29
Ages 35-44	23	22	16	18	12	16
Ages 45-54	13	16	10	12	11	13
Ages 55-64	8	10	7	7	5	5
Ages 65 or older	3	2	4	7	5	3
	100	100	100	100	100	100

**MEAN AGE (In years)**      37.4      37.7      35.2      37.1      33.7      33.6

(See Statistical Table 35)

\*A small percentage of respondents were under the age of 13; since riders 13 and over were targeted for this survey, those responses have been removed.

## ANNUAL HOUSEHOLD INCOME

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.

	Total	
	2013	2010
Base: (All Respondents)	4,721	4,428
	(%)	(%)
Less than \$30,000 a year	9	15
\$30,000-\$49,999 a year	11	13
\$50,000-\$74,999 a year	16	14
\$75,000-\$99,999 a year	14	14
\$100,000-\$149,999 a year	21	20
\$150,000-\$199,999 a year	14	11
\$200,000+ a year	15	12
	100	100

**MEAN INCOME (In \$000)**      \$117      \$104

### Recap (%)

Earn less than \$75,000	36	42
Earn \$75,000 or more	65	58

	Weekday Peak		Weekday Off-Peak		Weekend	
	2013	2010	2013	2010	2013	2010
Base: (All Respondents)	3,547	3,215	766	810	409	403
	%	%	%	%	%	%
Less than \$30,000 a year	7	11	16	24	20	35
\$30,000 to \$49,999 a year	10	12	15	16	14	17
\$50,000 to \$74,999 a year	15	14	16	14	18	13
\$75,000 to \$99,999 a year	14	15	12	13	15	8
\$100,000 to \$149,999 a year	22	22	18	18	16	12
\$150,000 to \$199,999 a year	16	13	11	7	7	6
\$200,000 or more a year	17	14	11	9	11	10
	100	100	100	100	100	100

**MEAN INCOME (In \$000)**      \$124      \$112      \$100      \$87      \$91      \$77

### Recap (%)

Earn less than \$75,000	31	37	47	53	51	64
Earn \$75,000 or more	69	63	53	47	49	36

(See Statistical Table 44)

## ENGLISH PROFICIENCY

While 88% of riders say they speak English very well, 10% say they speak it well, while 2% do not speak it well, and less than 1% say they do not speak it at all. However, when asked about their households, 12% say they speak it well, 4% say those in their household speak English not well, and 4% say those in their household do not speak English at all.

### 24. How well do you speak English?

	<b>Total 2013</b>
Base: (All Respondents)	4,721
	(%)
Very well	88
Well	10
Not well	2
Not at all	<1
	100

	<b>Weekday Peak 2013</b>	<b>Weekday Off-Peak 2013</b>	<b>Weekend 2013</b>
Base: (All Respondents)	3,547	766	409
	%	%	%
Very well	89	84	86
Well	9	14	9
Not well	1	2	5
Not at all	<1	-	-
	100	100	100

### 25. In your home, is English spoken...

	<b>Total 2013</b>
Base: (All Respondents)	4,721
	(%)
Very well	81
Well	12
Not well	4
Not at all	4
	100

	<b>Weekday Peak 2013</b>	<b>Weekday Off-Peak 2013</b>	<b>Weekend 2013</b>
Base: (All Respondents)	3,547	766	409
	%	%	%
Very well	82	75	79
Well	11	14	13
Not well	3	6	4
Not at all	4	6	5
	100	100	100

(See Statistical Tables 39-40)

## LANGUAGES SPOKEN IN THE HOME

### 26. Which languages are spoken in your home?

Spanish, Hindi or other Indian languages, and Mandarin are the most common languages spoken in the home besides English.

Base: (All Respondents)	Total (4,721)	Weekday Peak (3,547)	Weekday Off-Peak (766)	Weekend (409)
	%	%	%	%
English .....	88	89	84	88
Spanish .....	12	11	15	17
Hindi or other Indian language.....	8	8	10	6
Mandarin.....	5	5	7	5
Cantonese .....	2	3	2	2
French .....	2	2	3	3
Tagalog.....	2	2	2	3
Russian .....	1	1	2	1
German .....	1	1	2	1
Vietnamese.....	1	1	1	1
Japanese .....	1	1	2	<1
Korean.....	1	1	1	<1
Italian.....	1	1	1	1
Persian/Farsi.....	1	1	<1	-
Arabic.....	1	1	<1	<1
Portuguese .....	1	1	1	<1

Other languages spoken on a regular basis (at least 1 response in survey):

Swedish	Romanian	Assyrian
Hebrew	Urdu	Cambodian
Dutch	Cebuano	Ilocano
Turkish/Other Turk Languages	Malayalam	Khmer
Thai	Norwegian	Llonggo
Telugu	Czech	Tigrina
Greek	Hawaiian	Malaysian
Sign Language	Kannada	Sinhala
Chinese-Other/Not Specified	Mongolian	Ukrainian
Polish	Serbian	Shona
Finnish	Latin	Dzongkha
Samoan	Lao	Catalan
Indonesian	Burmese	Swiss
Croatian	Tibetan	Wakashan
Tongan	Creole	Igbo
Danish	Swahili	Other (Unspecified)
Nepali	Uyghur	
Armenian	Afrikaans	

(Multiple answers accepted)

(See Statistical Table 41)

## ETHNICITY

27. Which of the following best describes your ethnic background?

Base: (All Respondents)	Total (4,721)	Weekday Peak (3,547)	Weekday Off-Peak (766)	Weekend (409)
	%	%	%	%
White/Caucasian.....	56	58	51	56
Asian .....	29	29	30	25
Hispanic/Latino.....	12	11	13	17
Black/African American .....	4	4	5	4
Native Hawaiian/Other Pacific Islander .....	2	2	2	2
American Indian or Alaska Native .....	1	1	2	2
Indian (Southeast Asian/Eastern Indian) .....	1	1	1	<1
Middle Eastern/Arabic/North African/Mediterranean Iranian/Persian .....	1	1	<1	<1
Other (unspecified) .....	1	<1	1	<1
Mixed (unspecified).....	<1	<1	<1	<1

(Multiple answers accepted)

(See Statistical Table 42)

## COUNTRY OF BIRTH

### 28. Were you born in the United States?

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.

Base: (All Respondents)	Total (4,721)	Weekday Peak (3,547)	Weekday Off-Peak (766)	Weekend (409)
	%	%	%	%
Yes (born in the United States).....	64	65	62	66
No .....	36	35	38	34
Born in:				
India.....	4	4	6	2
China.....	2	2	2	3
Philippines .....	2	2	1	2
Canada.....	2	2	1	1
Mexico.....	1	1	1	3
United Kingdom .....	1	1	1	1
France .....	1	1	1	1
Germany .....	1	1	1	1
Vietnam .....	1	1	<1	1
Taiwan .....	1	1	1	<1
Russia .....	1	1	<1	<1
Japan.....	1	1	1	<1
Australia .....	1	1	1	<1
Not born in the US, but country unspecified...	11	11	12	10
Birth countries mentioned by fewer than 1% of respondents (but at least 1 respondent):				
Hong Kong	Switzerland	Panama	Jamaica	Ethiopia
Iran	Malaysia	Thailand	Burma	Lebanon
South Korea	Netherlands	Honduras	Kazakhstan	Nigeria
Brazil	Argentina	Kuwait	Austria	Syria
Korea	Indonesia	Venezuela	Croatia	Bangladesh
(unspecified)	New Zealand	Pakistan	Macedonia	Czech Republic
Sweden	Ukraine	Chile	Belarus	Dominican
Colombia	Norway	Sri Lanka	Tonga	Republic
Singapore	Guatemala	Greece	Jordan	Cambodia
Israel	Turkey	Hungary	Uzbekistan	Denmark
Peru	Belgium	Portugal	Saudi Arabia	Bosnia
Italy	Romania	Serbia	Costa Rica	Tanzania
Poland	Finland	Bulgaria	Cuba	Paraguay
El Salvador	Egypt	Kenya	Puerto Rico	Yugoslavia
Spain	American	Libya	Mongolia	Cameroon
South Africa	Samoa	Morocco	Bhutan	
Republic of	Nepal	Zambia	Azerbaijan	
Ireland	Nicaragua	Bolivia	Lithuania	

(See Statistical  
Table 43)

# APPENDICES



## SURVEY DISTRIBUTION AND RESPONSE

### 2013 Caltrain Triennial Customer Satisfaction Study

*Response Rate / % of Riders Who Completed Survey / Distribution Rate*

	<b>Total</b>	<b>Weekday</b>	<b>Weekend</b>
Children under 13	43	30	13
Language barrier	75	67	8
Sleeping	180	156	24
Left train	80	68	12
Refused	821	677	144
Already Participated	234	207	27
Qst. distributed and not returned	703	617	86
<b>TOTAL NON-RESPONSE (less already part.)</b>	<b><u>1,902</u></b>	<b><u>1,615</u></b>	<b><u>287</u></b>
Completes collected	<b><u>4,721</u></b>	<b><u>4,241</u></b>	<b><u>480</u></b>
<b>PASSENGERS ON SAMPLED CARS</b>			
<i>(Total completes+Total Non-response)</i>	<b><u>6,623</u></b>	<b><u>5,856</u></b>	<b><u>767</u></b>

#### Response Rate & % of Riders Who Completed Survey

<b>PASSENGERS ON SAMPLED CARS</b>	<b>6,623</b>	<b>5,856</b>	<b>767</b>
Less:			
Children Under 13	(43)	(30)	(13)
Language Barrier	(75)	(67)	(8)
Sleeping	(180)	(156)	(24)
<b>POTENTIAL RESPONDENTS</b>	<b><u>6,325</u></b>	<b><u>5,603</u></b>	<b><u>722</u></b>
<b>TOTAL COMPLETES</b>	<b>4,721</b>	<b>4,241</b>	<b>480</b>
<b>Response Rate<sup>1</sup></b>	<b>74.6%</b>	<b>75.7%</b>	<b>66.5%</b>
<b>% of Riders Who Completed Survey<sup>2</sup></b>	<b>71.3%</b>	<b>72.4%</b>	<b>62.6%</b>

#### Distribution Rate

<b>PASSENGERS ON SAMPLED CARS</b>	<b>6,623</b>	<b>5,856</b>	<b>767</b>
Less:			
Children Under 13	(43)	(30)	(13)
Language Barrier	(75)	(67)	(8)
Sleeping	(180)	(156)	(24)
<b>POTENTIAL RESPONDENTS</b>	<b><u>6,325</u></b>	<b><u>5,603</u></b>	<b><u>722</u></b>
Total Completes	4,721	4,241	480
Qst. taken home /not returned	703	617	86
<b>TOTAL QST. DISTRIBUTED</b>	<b><u>5,424</u></b>	<b><u>4,858</u></b>	<b><u>566</u></b>
<b>Distribution Rate<sup>3</sup></b>	<b>85.8%</b>	<b>86.7%</b>	<b>78.4%</b>

<sup>1</sup> Total Completes divided by Potential Respondents

<sup>2</sup> Total Completes divided by Passengers on Sampled Cars

<sup>3</sup> Total Qst. Distributed divided by Potential Respondents

## Language Barriers

Surveys were printed in Spanish and English. The majority of respondents used the English language survey, with only ten respondents (out of 4,721) opting for the Spanish language survey. Surveyors were also provided a card (see the Interviewer Training Instructions section of the Appendix) to measure the amount of potential responses who spoke neither English or Spanish. Potential respondents were shown a card that stated “I speak \_\_\_\_” with responses in Hindi, Mandarin, Cantonese, Tagalog, French, German, Vietnamese, Russian, Korean, Italian, and Japanese. Of the 75 language barriers encountered, 63 spoke a language on the card and 12 respondents indicated a language not listed on the card.

Responses are tabulated below:

<b><u>Language</u></b>	<b><u>#</u></b>
Cantonese	24
Japanese	16
Mandarin	9
Russian	6
French	3
German	3
Hindi	2
Italian	0
Korean	0
Tagalog	0
Vietnamese	0
Unknown	12



24. How well do **you** speak English?
- ☐ Very well   ☐ Well   ☐ Not well   ☐ Not at all
25. In **your home**, is English spoken:
- ☐ Very well   ☐ Well   ☐ Not well   ☐ Not at all

26. Which **languages** are spoken in your home?

(Check ALL that apply)

- ☐ English                                      ☐ Mandarin  
☐ Spanish                                      ☐ Cantonese  
☐ Hindi or other Indian language   ☐ Tagalog  
☐ Other - specify: \_\_\_\_\_

27. Which of the following best describes your **race/ethnic background**? (Check ALL that apply)

- ☐ Asian  
☐ American Indian or Alaska Native  
☐ Black/African American  
☐ Hispanic/Latino  
☐ Native Hawaiian or Other Pacific Islander  
☐ White/Caucasian  
☐ Other race - specify: \_\_\_\_\_

28. Were you **born** in the United States?

- ☐ Yes      ☐ No - in which country? \_\_\_\_\_

29. Annual household income (before taxes):

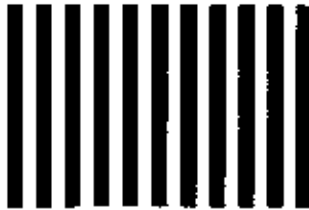
- ☐ Less than \$30,000/year   ☐ \$100,000 - \$149,999  
☐ \$30,000 - \$49,999   ☐ \$150,000 - \$199,999  
☐ \$50,000 - \$74,999   ☐ \$200,000 or more  
☐ \$75,000 - \$99,999

**Comments or Suggestions for Caltrain**

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

Thank you for completing this survey! Please return it to a surveyor on the train or mail it to us by **Nov. 8, 2013**.  
(No postage necessary. Please fold, then tape the side where indicated; no staples.)

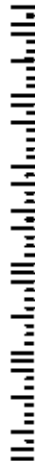
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PASSENGER SURVEY  
CALTRAIN MARKET RESEARCH DEPT  
PO BOX 3006  
SAN CARLOS CA 94070-9927



Dear Caltrain Passenger,

Please take a moment to complete this survey to help Caltrain serve you better. We appreciate you choosing Caltrain.

Your responses are confidential and will be used for statistical purposes only. One survey per passenger please. Return your completed survey to onboard surveyor or drop in the mail no postage necessary.

1. How **long** have you been riding Caltrain?
- ☐ This is my first trip      ☐ 1 year to less than 2 years  
☐ Less than 6 months      ☐ 2 years to less than 4 years  
☐ 6 months to less than 1 year      ☐ 4 years or more
2. How **often** do you usually ride Caltrain?
- ☐ 6-7 days/week      ☐ 2 days/week  
☐ 5 days/week      ☐ 1 day/week  
☐ 4 days/week      ☐ 1-3 days/month  
☐ 3 days/week      ☐ Less than once a month
3. How did you pay for **this train trip** (today)?
- ☐ One-way ticket      ☐ Clipper e-cash  
☐ Day Pass      ☐ Clipper 8-ride Ticket  
☐ Go Pass      ☐ Clipper Caltrain Monthly Pass  
☐ Other - specify: \_\_\_\_\_
4. What is your **fare category**?
- ☐ Adult (Age 18 through 64)      ☐ Youth (Age 17 & younger)  
☐ Senior (Age 65 & older)      ☐ Disabled  
☐ Medicare cardholder
5. Are you making a **round trip** on Caltrain today?  
(That is, you either rode Caltrain earlier today or will ride later today.)
- ☐ Yes      ☐ No
6. What is the **main purpose** of your trip today?  
(Check only ONE)
- ☐ Work      ☐ Social/recreational  
☐ School      ☐ Shopping  
☐ Airport (SFO, San Jose Intl)      ☐ Going home  
☐ Other - specify: \_\_\_\_\_

(Please tape closed here)



7. What are your **main reasons** for riding Caltrain?
- |   |   |
|---|---|
| <input type="checkbox"/> Productive use of time                 | <input type="checkbox"/> Don't have a car/don't drive |
| <input type="checkbox"/> Help the environment                   | <input type="checkbox"/> Employer subsidy             |
| <input type="checkbox"/> Avoid traffic                          | <input type="checkbox"/> Lack of/cost of parking      |
| <input type="checkbox"/> Relax/reduce stress                    | <input type="checkbox"/> Faster than other options    |
| <input type="checkbox"/> Save money (gas, wear and tear on car) |   |
| <input type="checkbox"/> Other - specify: _____                 |   |

8. At which station did you get **ON** this train?

\_\_\_\_\_ (station)

9. At which station will you get **OFF** this train?

\_\_\_\_\_ (station)

**10a. Getting to the station**

How did you **get to** the station where you got on this train?

(Please check one main mode.)

- ☐ Drove car
- ☐ Walked all the way
- ☐ Another **Caltrain** train
- ☐ BART
- ☐ SamTrans
- ☐ Muni
- ☐ VTA
- ☐ AC Transit
- ☐ Got dropped off by car
- ☐ Bicycled
- ☐ Free shuttle
- ☐ Other - specify: \_\_\_\_\_

**10b. Leaving the station**

**After** you get **off** this train, how will you get **from** the station to your final destination?

(Please check one main mode.)

- ☐ Drive car
- ☐ Walk all the way
- ☐ Another **Caltrain** train
- ☐ BART
- ☐ SamTrans
- ☐ Muni
- ☐ VTA
- ☐ AC Transit
- ☐ Get picked up by car
- ☐ Bicycle
- ☐ Free shuttle
- ☐ Other - specify: \_\_\_\_\_

11. Did you have a car available to take **this particular trip**?
- ☐ Yes ☐ No

12. a) Do you **currently commute** to work or school on Caltrain? (Ride at least 3 days a week)
- ☐ Yes ☐ No

b) Were you first introduced to Caltrain by taking it to a special event or leisure destination (like a SF Giants game or concert)?

☐ Yes ☐ No

13. How well is Caltrain meeting your needs?

Please rate each item below, where **5=Very Satisfied** and **1=Very Dissatisfied**. If the question does not apply, circle **NA for Not Applicable**.

	Very Satisfied			Very Dissatisfied			
a. Overall Caltrain experience	5	4	3	2	1	NA	
b. Value for the money	5	4	3	2	1	NA	
c. Overall satisfaction with <a href="http://www.caltrain.com">www.caltrain.com</a>	5	4	3	2	1	NA	
d. Connections with other transit systems (i.e. SamTrans, BART, Muni, VTA)	5	4	3	2	1	NA	
e. Convenience of schedule (goes where you want to go, when you want to go)	5	4	3	2	1	NA	
f. Effectiveness of station signage	5	4	3	2	1	NA	

14. Where do you usually **access** the internet?

(Check all that apply)

- ☐ I don't have internet access ☐ Cell/Mobile
- ☐ Home ☐ Library or other public areas
- ☐ Work ☐ Other - specify: \_\_\_\_\_

15. How **often** do you visit [www.caltrain.com](http://www.caltrain.com)?

- ☐ I've never visited Caltrain website ☐ Weekly
- ☐ Once a month or less ☐ Several times a week
- ☐ 2-3 times a month ☐ Daily
- ☐ More than once a day

16. What are your **main sources** for local news and events?

- ☐ Newspaper - which one? \_\_\_\_\_
- ☐ Radio - which one? \_\_\_\_\_
- ☐ Internet - which one? \_\_\_\_\_
- ☐ TV - which one? \_\_\_\_\_
- ☐ Other - which one? \_\_\_\_\_

17. How do you get **schedules** and other Caltrain **information**?

(Check all that apply)

- ☐ Printed material on train
- ☐ Conductor
- ☐ Station information boards
- ☐ Caltrain customer service (1.800.660.4287)
- ☐ Caltrain website ([www.caltrain.com](http://www.caltrain.com))
- ☐ "Caltrain Connection" newsletter
- ☐ Other - specify: \_\_\_\_\_

18. What is your **home ZIP code**? \_\_\_\_\_

19. Gender:

- ☐ Male ☐ Female

20. Age:

- ☐ Under 13 ☐ 25-34 ☐ 55-64
- ☐ 13-17 ☐ 35-44 ☐ 65 or older
- ☐ 18-24 ☐ 45-54

21. Marital Status:

- ☐ Married ☐ Single
- ☐ Divorced ☐ Widowed
- ☐ Separated ☐ Domestic Partnership

22. What is the highest level of **education** you have completed?

- ☐ Some high school ☐ College graduate
- ☐ High school graduate ☐ Post graduate degree
- ☐ Some college or technical school

23. What is your current **employment status**?

- ☐ Employed full time (35 or more hours per week)
- ☐ Employed part time (fewer than 35 hours per week)
- ☐ Student ☐ Homemaker
- ☐ Retired ☐ Unemployed
- ☐ Other - specify: \_\_\_\_\_

24. ¿Qué tan bien habla **usted** el inglés?

☐ Muy bien ☐ Bien ☐ No muy bien ☐ No lo hablo

25. En **su casa**, el inglés se habla:

☐ Muy bien ☐ Bien ☐ No muy bien ☐ No se habla

26. ¿Cuáles **idiomas** se hablan regularmente en su casa?

(Marque todos los que sean pertinentes)

☐ Inglés ☐ Mandarín  
☐ Español ☐ Cantones  
☐ Hindi o otro idioma Indio ☐ Tagalo  
☐ Otro - especifique: \_\_\_\_\_

27. ¿Cuáles de los siguientes **grupos étnicos** describe mejor su origen? (Marque todos los que sean pertinentes)

☐ Asiático  
☐ Indígena de los EE.UU. o Alaska  
☐ Negro/Afro Americano  
☐ Hispano/Latino  
☐ Nativo de Hawai o otras islas del Pacífico  
☐ Blanco/caucásico  
☐ Otro - especifique: \_\_\_\_\_

28. ¿Usted **nació** en los Estados Unidos?

☐ Sí ☐ No - ¿en qué país? \_\_\_\_\_

29. ¿Cuál es el ingreso anual total en su casa (antes de impuestos)?

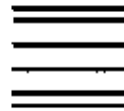
☐ Menos de \$30,000/año ☐ \$100,000 - \$149,999  
☐ \$30,000 - \$49,999 ☐ \$150,000 - \$199,999  
☐ \$50,000 - \$74,999 ☐ \$200,000 o más  
☐ \$75,000 - \$99,999

### Comentarios o sugerencias para Caltrain

¡Gracias por completar esta encuesta! Por favor regrésela al encuestador en el tren o envíenos por correo antes de **8 de noviembre de 2013**.

(No necesita estampilla. Por favor dóbrele y cierre el lado indicado con cinta adhesiva; no grapas.)

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PASSENGER SURVEY  
CALTRAIN MARKET RESEARCH DEPT  
PO BOX 3006  
SAN CARLOS CA 94070-9927



Estimado Pasajero de Caltrain,

Por favor tome un momento para completar esta encuesta para ayudar a Caltrain a servirle mejor. Apreciamos su elección en viajar con Caltrain.

Sus respuestas son confidenciales y serán usadas para propósitos estadísticos solamente. Una encuesta por pasajero por favor. Regrese su encuesta completa al supervisor abordo o envíela por correo no necesita estampilla

1. ¿Cuánto **tiempo** ha estado viajando en Caltrain?

☐ Este es mi primer viaje ☐ Entre 1 año a menos de 2 años  
☐ Menos de 6 meses ☐ Entre 2 años a menos de 4 años  
☐ Entre 6 meses y menos de 1 año ☐ 4 años o más

2. ¿Con que **frecuencia** viaja en Caltrain?

☐ 6-7 días/semana ☐ 2 días/semana  
☐ 5 días/semana ☐ 1 día/semana  
☐ 4 días/semana ☐ 1-3 días/mes  
☐ 3 días/semana ☐ Menos de una vez al mes

3. ¿Cómo pagó por **este viaje en el tren**?

☐ Boleto de un viaje ☐ Clipper e-cash  
☐ Pase diario ☐ Clipper boleto de 8 viajes  
☐ Go Pass ☐ Clipper pase mensual de Caltrain  
☐ Otro - especifique: \_\_\_\_\_

4. ¿Cuál es la categoría de su **tarifa**?

☐ Adulto (de 18 a 64 años) ☐ Joven (17 años o menor)  
☐ Anciano (65 años o mayor) ☐ Discapacitado  
☐ Afiliados a Medicare

5. ¿Estás haciendo un **viaje de ida y vuelta** en Caltrain hoy? (Esto es, viajaste hoy más temprano o viajarás más tarde este día en Caltrain.)

☐ Sí ☐ No

6. ¿Cuál es el **propósito principal** de su viaje hoy? (Marque solo UNO)

☐ Trabajo ☐ Social/recreativo  
☐ Escuela ☐ Compras  
☐ Aeropuerto (SFO, Int'l de San José) ☐ Ir a casa  
☐ Otro - especifique: \_\_\_\_\_

(Por favor sellar aquí con cinta adhesiva)

7. ¿Cuáles son las **razones principales** de viajar en Caltrain?
- |  |  |
|--|--|
| <input type="checkbox"/> Uso más productivo del tiempo                       | <input type="checkbox"/> No tengo carro/no manejo      |
| <input type="checkbox"/> Ayudar al medio ambiente                            | <input type="checkbox"/> Subsidio del empleador        |
| <input type="checkbox"/> Evitar el tráfico                                   | <input type="checkbox"/> Falta/costo de parqueo        |
| <input type="checkbox"/> Relajarse/reducir estrés                            | <input type="checkbox"/> Mas rápido que otras opciones |
| <input type="checkbox"/> Ahorrar dinero (gasolina, uso y desgaste del carro) |  |
| <input type="checkbox"/> Otro - especifique: _____                           |  |

8. ¿En cuál estación se **ABORDÓ** en este tren?

\_\_\_\_\_ (estación)

9. ¿En cuál estación se **APEARÁ** de este tren?

\_\_\_\_\_ (estación)

#### 10a. Llegando a la estación

¿Cómo llegó a la estación donde se abordó en este tren? (Por favor marque solo una vía.)

- ☐ Manejé en carro
- ☐ Hice todo el recorrido a pie
- ☐ Otro tren de **Caltrain**
- ☐ BART
- ☐ SamTrans
- ☐ Muni
- ☐ VTA
- ☐ AC Transit
- ☐ Me trajeron en carro
- ☐ Bicicleta
- ☐ Bus gratis
- ☐ Otro - especifique: \_\_\_\_\_

#### 10b. Dejando la estación

Después de apearse de este tren, ¿cómo llegará de la estación a su destino final? (Por favor marque solo una vía.)

- ☐ Manejaré en carro
- ☐ Haré todo el recorrido a pie
- ☐ Otro tren de **Caltrain**
- ☐ BART
- ☐ SamTrans
- ☐ Muni
- ☐ VTA
- ☐ AC Transit
- ☐ Me recogerán en carro
- ☐ Bicicleta
- ☐ Bus gratis
- ☐ Otro - especifique: \_\_\_\_\_

11. ¿Disponía de un carro para hacer **este viaje en particular**?  
☐ Si ☐ No

12. a) ¿**Actualmente** **viaja** al trabajo o escuela en Caltrain?  
 (Viaja por lo menos tres días de la semana)

☐ Si ☐ No

→ b) ¿Fue su primera introducción a Caltrain cuando viajó hacia un evento especial o de diversión (como a un juego de los Gigantes de SF o concierto)? ☐ Si ☐ No

13. ¿En qué medida satisface Caltrain sus necesidades? Por favor califique cada elemento usando la escala del **5=Muy Satisfecho** a **1=Muy Insatisfecho**. Si la pregunta no es pertinente, marque **NA (No Aplica)**.

	Muy Satisfecho					Muy Insatisfecho					
a. La experiencia general en Caltrain	5	4	3	2	1	NA					
b. El valor por su dinero	5	4	3	2	1	NA					
c. Satisfacción general con <b>www.caltrain.com</b>	5	4	3	2	1	NA					
d. Conexiones con otros sistemas de tránsito (i.e. SamTrans, BART, Muni, VTA)	5	4	3	2	1	NA					
d. Conveniencia de horarios (va donde usted quiere ir, cuando usted quiere ir)	5	4	3	2	1	NA					
e. Efectividad de las señales en las estaciones	5	4	3	2	1	NA					

14. ¿Donde normalmente tienes **acceso** a internet?  
 (Marque todos los que sean pertinentes)

- |   |  |
|---|--|
| <input type="checkbox"/> No tengo acceso a internet | <input type="checkbox"/> Celular/móvil                     |
| <input type="checkbox"/> Casa                       | <input type="checkbox"/> Biblioteca o otras áreas públicas |
| <input type="checkbox"/> Trabajo                    | <input type="checkbox"/> Other - specify: _____            |

15. ¿Con qué **frecuencia** visita el sitio **www.caltrain.com**?

- |   |   |
|---|---|
| <input type="checkbox"/> Nunca he visitado el sitio web de Caltrain | <input type="checkbox"/> Semanalmente             |
| <input type="checkbox"/> Una vez al mes o menos                     | <input type="checkbox"/> Varias veces a la semana |
| <input type="checkbox"/> 2-3 veces al mes                           | <input type="checkbox"/> Diariamente              |
|   | <input type="checkbox"/> Más de una vez al día    |

16. ¿Cuáles son sus **fuentes principales** de noticias locales?

- ☐ Periódico - cuál? \_\_\_\_\_
- ☐ Radio - cuál? \_\_\_\_\_
- ☐ Internet - cuál? \_\_\_\_\_
- ☐ TV - cuál? \_\_\_\_\_
- ☐ Otro - especifique: \_\_\_\_\_

17. ¿Cómo obtiene **los horarios** y otras **informaciones** de Caltrain? (Marque todos los que sean pertinentes)

- ☐ Material impreso en los trenes
- ☐ Conductor
- ☐ Boletines de información de las estaciones
- ☐ Servicio al cliente de Caltrain (1.800.660.4287)
- ☐ El sitio web de Caltrain ([www.caltrain.com](http://www.caltrain.com))
- ☐ Folleto informativo "Caltrain Connection"
- ☐ Otro - especifique: \_\_\_\_\_

18. ¿Cuál es el **código postal** de su **residencia**? \_\_\_\_\_

19. Género:

- ☐ Masculino ☐ Femenino

20. Edad:

- |                                      |                                |                                     |
|--------------------------------------|--------------------------------|-------------------------------------|
| <input type="checkbox"/> Menos de 13 | <input type="checkbox"/> 25-34 | <input type="checkbox"/> 55-64      |
| <input type="checkbox"/> 13-17       | <input type="checkbox"/> 35-44 | <input type="checkbox"/> 65 o mayor |
| <input type="checkbox"/> 18-24       | <input type="checkbox"/> 45-54 |                                     |

21. Estado civil:

- |                                     |  |
|-------------------------------------|--|
| <input type="checkbox"/> Casado     | <input type="checkbox"/> Soltero         |
| <input type="checkbox"/> Divorciado | <input type="checkbox"/> Viudo           |
| <input type="checkbox"/> Separado   | <input type="checkbox"/> Vive con pareja |

22. ¿Cuál es el grado más alto de **educación** que usted completó?

- |   |   |
|---|---|
| <input type="checkbox"/> Algo de preparatoria                 | <input type="checkbox"/> Graduado de la universidad |
| <input type="checkbox"/> Graduado de preparatoria             | <input type="checkbox"/> Post graduado              |
| <input type="checkbox"/> Alguna universidad o escuela técnica |   |

23. ¿Cuál es su **estado de empleo**?

- ☐ Empleado tiempo completo (35 horas o más por semana)
- ☐ Empleado medio tiempo (menos de 35 horas por semana)
- ☐ Estudiante
- ☐ Jubilado
- ☐ Ama de casa
- ☐ Desempleado
- ☐ Otro - especifique: \_\_\_\_\_

**Caltrain**  
**2014 On-Board Transit Survey**  
**Final Report**

Prepared for:  
Caltrain and MTC

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## ***Acronyms and Abbreviations***

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FTA	Federal Transit Administration
Project	Caltrain On-Board Survey
QA/QC	Quality Assurance/Quality Control
RTD	Route, Time Period, and Direction
SRRT	Survey Records Review Team
VSEP	Visual Survey Editor Program
MTC	Metropolitan Transportation Commission

The 2014 Caltrain On-Board Transit Survey involved two types of on-board surveys with commuter rail riders on the Caltrain system. The project was done in cooperation with the following agencies: Caltrain, MTC and the Federal Transit Administration (FTA).

The survey consisted of two major elements. The On-to-Off element is intended to identify boarding and alighting patterns of transit riders as well as provide a basis for expanding the results of the Main Survey. The Main Survey element consisted of detailed surveys of riders conducted on-board the trains or at the stations. Overall, the contracted goals were to complete approximately 10,500 On-to-Off surveys and approximately 4,000 main surveys during weekday service. Ultimately more than 19,000 On-to-Off surveys and more than 5,000 main surveys were completed. There was an additional goal to complete 400 weekend main surveys as well. The following sections further describe the survey process.

## **1.1 Purpose and Objectives**

The purpose of the project was to gather updated travel behavior data from transit users of the Caltrain rail system. The data collected will be used to:

- Improve regional transit ridership forecasts produced by the regional travel demand model
- Compile statistically accurate information about transit customers and how they use the transit system
- Generate reliable linked Origin-Destination data to support computerized travel demand modeling and transportation network simulation activities

## **1.2 Survey Development Process**

The survey development process began by having representatives from Caltrain and MTC in cooperation with ETC Institute reviewing the data requirements for the Transit On-Board Survey. Since the primary objective for the project was to improve the regional transit ridership forecasts produced by MTC's travel demand model, most of the questions focused on collecting data that will support current and future transportation forecasting efforts.

After multiple iterations of input and review, the survey instrument was shared with representatives of the FTA to ensure all Federal requirements and

expectations for the design of the survey were met. All of the suggestions from the FTA staff were incorporated into the final version of the survey.

### ***1.2.1 Required Data Collected***

Required data involved questions for which a response from a respondent was required in order for the survey to be considered complete. Some of the data required to fulfill the objectives of the project are listed below:

- Type of place where the trip began
- Address where the trip began
- Mode of access to the transit system
- Boarding station
- Alighting station
- Transfers used to get to and from the station where the rider boarded/alighted
- Mode of egress from the transit system
- Destination address
- Type of place where the trip ended
- Respondent's home address
- Respondent's employment status
- Respondent's student status
- Respondent's driver's license status
- Number of operational vehicles available in the household

## **1.3 Tablet PC Survey**

The survey instrument was designed to be administered as a face-to-face interview using tablet PCs. The tablet PCs were the preferred method as the tablet PC's have an on-screen mapping feature that allows for real-time geocoding of addresses and places based off of either address, intersection or place searches based on feedback from respondents. The respondents can then confirm the geocoded location based on the on-screen map that shows the searched address/location via a Google Maps indicator icon. In addition to using the mapping feature to collect the major survey locations geo coordinates (home address, origin address, destination address, boarding location, alighting location), the tablet PC also allows the surveyor to walk through each question with the respondent to answer any questions as well as to ensure the quality of the data collected. The respondent can also press the answers to the questions during the demographic section in order to allow for more privacy.

Respondents who did not have time to complete the survey during their trip were also given the option of providing their phone numbers for follow-up. Those who provided their phone numbers were then contacted by ETC Institute's call center within three days of the original attempt to survey the rider to gather the remaining information needed to create a complete survey record.

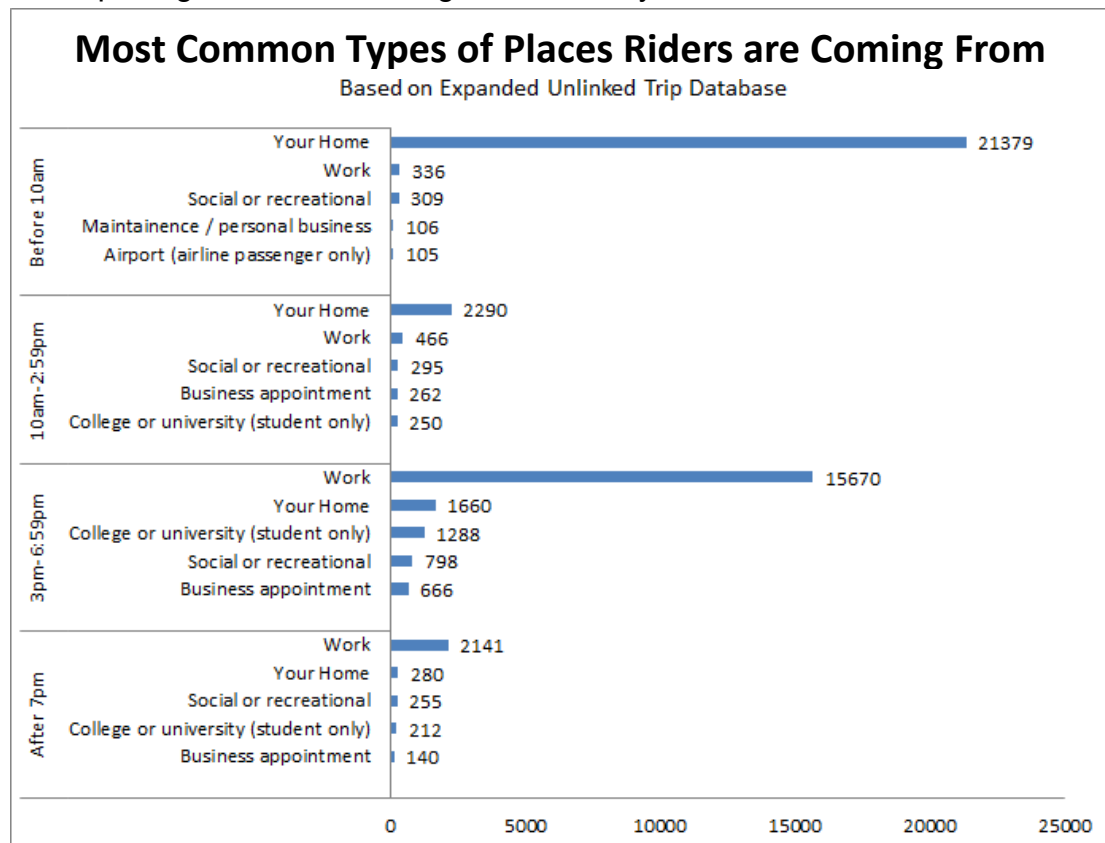
Bilingual interviewers were also hired to administer the surveys on tablet PCs in Spanish.

This section highlights selected demographic and trip-related findings from the weekday survey records. Three major categories are presented regarding the survey findings: (1) demographic characteristics, (2) travel characteristics, and (3) rider characteristics. The percentages shown in the tables of this section are based off of the expanded unlinked weight factors (UNLNKD\_WGT\_FCTR\_BtoA in the database) created during the data expansion process, excluding the “synthetic” variables since the synthetic variables do not contain any demographic information. The database was expanded to the total daily weekday ridership which equals 52,464.

## 7.1 Most Common Types of Places Riders are Coming from and Going To

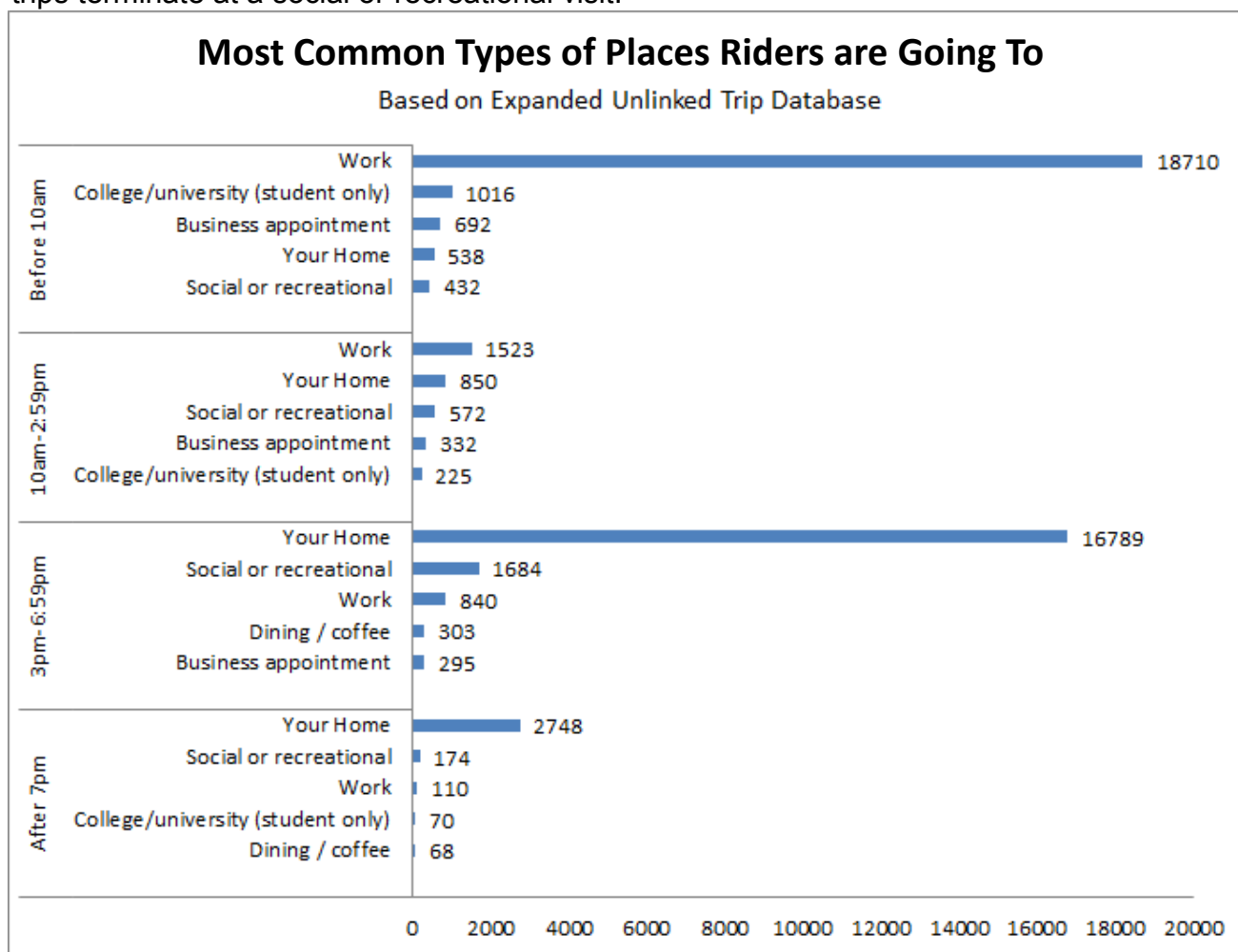
Figure 7-1 below and Figure 7-2 on the following page show the estimated most common types of places that riders were coming from and also going to during their one-way trips.

Figure 7-1 below indicates that over 25,000 trips per day originate from the user’s home, more than 18,000 trips originate from their workplace, and approximately 1,800 trips originate from a college or university.



**Figure 7-1.** Most common types of places riders are coming from

Figure 7-2 below indicates that over 21,000 trips per day terminate at the user's workplace, approximately 21,000 trips terminate at their home, and approximately 2,800 trips terminate at a social or recreational visit.



**Figure 7-2.** Most common types of places riders are going to

## 7.2 Travel Characteristics

### 7.2.1 *How Passengers Access Caltrain System from Their Origin*

Thirty-two percent (32%) access Caltrain by walking all the way from their origin, compared to 33% who access by some form of passenger vehicle, 17% who bicycle, and 17% who access Caltrain via a transfer from another form of public transit as shown in Table 7-1 on the following page.



**Table 7-1. How Passengers Access Caltrain from Their Origin**

Travel from Origin to Caltrain Station	
Bicycled	17%
Drove alone and parked	15%
Drove or rode with others and parked / carpooled	1%
Motorcycled / motorized scooter / moped	0%
Taxi	3%
Walked all the way (includes skateboard / non-motorized scooter)	32%
Was dropped off by someone	14%
Transferred from another form of public transit	17%
<b>Grand Total</b>	<b>100%</b>

### **7.2.2 How Passengers Reach Final Destination after Exiting Caltrain System**

After exiting their last Caltrain station on their one-way trip, about one-third (34%) arrive at their destination by walking all the way; 29% use some form of passenger vehicle, 17% bicycle, and the remainder (20%) transfer to another form of public transit before arriving at their final destination as shown in Table 7-2.

**Table 7-2. How Passengers Reach Final Destination after Exiting Caltrain**

Travel From Final Caltrain Station to Final Destination	
Bicycled	17%
Drove alone	11%
Drove or rode with others / carpool	1%
Got picked up by someone	13%
Motorcycled / motorized scooter / moped	0%
Taxi	4%
Walked all the way (includes skateboard / non-motorized scooter)	34%
Transferred to another form of public transit	20%
<b>Grand Total</b>	<b>100%</b>

### **7.2.3 Transfers**

The majority of all riders (68%) did not make a transfer along their one-way trip as shown in Table 7-3 below. Of those that made transfers, most (82%) transferred just one time.

**Table 7-3. Total Number of Transfers**

TOTAL_TRANSFERS	
0	68%
1	27%
2	5%
3	1%
<b>Grand Total</b>	<b>100%</b>

## **7.3 Other Findings**

### **7.3.1 How Riders Paid for Train Trip**

Forty-one percent (41%) of riders used a Clipper Caltrain Monthly pass in order to pay for their train trip as shown in Table 7-4 below.

**Table 7-4. How Riders Paid for Train Trip**

PAY_MODE	
Caltrain Employee/Law Enforcement/Exempt	0%
Clipper 8-ride Ticket	4%
Clipper Caltrain Monthly Pass	41%
Clipper e-cash	16%
Day Pass	10%
Go Pass	18%
One-way ticket	11%
<b>Grand Total</b>	<b>100%</b>

### **7.3.2 Type of Fare**

The majority of all riders' (96%) fare type fit into the category of "Adult" as shown in Table 7-5 below.

**Table 7-5. Type of Fare**

FARE_TYPE	
Adult (Age 18 through 64)	96%
Disabled	0%
Medicare cardholder	0%
Senior (Age 65 & older)	2%
Youth ( Age 17 & younger)	1%
<b>Grand Total</b>	<b>100%</b>

### **7.3.3 How Long Riders Have Used Caltrain**

A quarter (25%) of riders have been using Caltrain for 4 years or more and 26% of riders have been riding for less than 6 months as shown in Table 7-6 below.

**Table 7-6. How Long Riders Have Used Caltrain**

HOW_LONG_USECALTRAIN	
This is my first trip	3%
Less than 6 months	23%
6 months to less than 1 year	14%
1 year to less than 2 years	18%
2 years to less than 4 years	18%
4 years or more	25%
<b>Grand Total</b>	<b>100%</b>

### **7.3.4    *How Often Riders Use Caltrain***

Almost half (48%) of riders use Caltrain 5 days a week as shown in Table 7-7 below.

**Table 7-7. How Often Riders Use Caltrain**

HOW_OFTEN_USE_CALTRA	
Less than once a month	7%
1-3 days/month	6%
1 day/week	3%
2 days/week	5%
3 days/week	10%
4 days/week	16%
5 days/week	48%
6-7 days	4%
<b>Grand Total</b>	<b>100%</b>

### **7.3.5    *People in the Household***

Almost three quarters of riders (72%) have three or fewer people in their household as shown in Table 7-8 below.

**Table 7-8. People in the Household**

PPL_IN_HH	
1	16%
2	34%
3	22%
4	18%
5	6%
6	3%
7	1%
8	0%
9	0%
10+	0%
<b>Grand Total</b>	<b>100%</b>

### **7.3.6    *Employed in Household***

Almost all riders (97%) have at least one employed person in their household as shown in Table 7-9 below.

**Table 7-9. *Employed in Household***

EMPLYD_IN_HH	
1	28%
2	46%
3	16%
4	5%
5	1%
6 or more	1%
None	3%
<b>Grand Total</b>	<b>100%</b>

### **7.3.7    *Mobile Phone***

The majority of all riders (93%) have a mobile phone as shown in Table 7-10 below. Of those riders that have a mobile phone: 90% have phones with wifi connectivity capabilities, 86% have a data plan, and only 5% have phones with neither of these.

**Table 7-10. *Mobile Phone***

MOBILE_PHONE	
YES	93%
NO	2%
Refused	5%
<b>Grand Total</b>	<b>100%</b>

### **7.3.8 Bank/Credit Union Accounts**

Almost two-thirds (64%) of riders have a checking account as shown in Table 7-11 below.

**Table 7-11. Bank/Credit Union Accounts**

<b>Bank/Credit Union Accounts (Multiple Responses Allowed)</b>	
Checking	64%
Savings	57%
Credit Card	56%
None	5%
Refused	26%
Other	0%

## **7.4 Demographic Characteristics**

### **7.4.1 Vehicle Availability**

The majority of the riders (87%) have at least one vehicle available to their household as shown in Table 7-12 below.

**Table 7-12. Number of Working Vehicles in Household (by percentage of transit riders surveyed)**

<b>VEH_IN_HH</b>	
None	14%
1	33%
2	37%
3	12%
4 or more	5%
<b>Grand Total</b>	<b>100%</b>

### **7.4.2 Student Status**

Thirteen percent (13%) of all riders are a student of some kind as shown in Table 7-13.

**Table 7-13. Student Status**

STUDENT_STATUS	
Yes	13%
No	87%
<b>Grand Total</b>	<b>100%</b>

### **7.4.3 Employed Status of Transit Rider**

The majority (88%) of riders are employed as shown in Table 7-14 below.

**Table 7-14. Employment Status of Respondent**

EMPLOYMENT_STATUS	
Yes	88%
No	12%
<b>Grand Total</b>	<b>100%</b>

### **7.4.4 Driver's License**

Most riders (88%) have a valid driver's license as shown in Table 7-15 below.

**Table 7-15. Valid Driver's License**

HAVE_DRIVERS_LIC	
Yes	88%
No	12%
<b>Grand Total</b>	<b>100%</b>

### **7.4.5 Age**

The majority of riders are between the ages of 25 and 44 (61%) as shown in Table 7-16. \*Note: For this survey, unaccompanied youth under 16 without a guardian present were not surveyed.

**Table 7-16. Age of Transit Riders**

AGE	
Under age 18	1%
Ages 18 to 24	11%
Ages 25 to 34	39%
Ages 35 to 44	22%
Ages 45 to 54	14%
Ages 55 to 64	8%
Ages 65 to 74	3%
Ages 75+	1%
<b>Grand Total</b>	<b>100%</b>

### **7.4.6 Income**

Nearly three-quarters of riders (73%) report their annual household income is above \$60,000 as shown in Table 7-17 below

**Table 7-17. Total Annual Household Income**

HH_INCOME	
Less than \$10,000	3%
\$10,000-\$24,999	4%
\$25,000-\$34,999	4%
\$35,000-\$39,999	3%
\$40,000-\$49,999	4%
\$50,000-\$59,999	5%
\$60,000-\$74,999	10%
\$75,000-\$99,999	16%
\$100,000-\$149,999	20%
\$150,000 or more	27%
I don't know	1%
Refused	3%
<b>Grand Total</b>	<b>100%</b>



### **7.4.7 Gender**

Consistent with the workforce population, more men than women ride the rail as shown in Table 7-18 below.

**Table 7-18. Gender of Transit Riders**

RESP_GENDER	
Female	44%
Male	56%
<b>Grand Total</b>	<b>100%</b>

### **7.4.8 Race/Ethnicity**

More than half of all rail riders (54%) identify as White, while another 28% identify as Asian as shown in Table 7-19 below. Fifteen percent of riders identify themselves as Hispanic or Latino.

**Table 7-19. Race/Ethnicity**

RACE and ETHNICITY (Multiple Responses Allowed)	
American Indian/Alaskan Native	1%
Asian	28%
Black/African American	8%
Native Hawaiian/Pacific Islander	2%
White	54%
Other	9%
Not Provided	3%

#### **7.4.9    *Transit Riders that Speak Another Language Besides English at Home***

Nearly one-third of rail riders (32%) speak a language other than English at home as shown in Table 7-20.

**Table 7-20. Transit Riders that Speak another Language besides English at home**

LANG_OTHER_THAN_ENG	
Yes	32%
No	68%
<b>Grand Total</b>	<b>100%</b>

## K. MONITORING PROGRAM

### SYSTEM-WIDE SERVICE STANDARDS

Pursuant to requirements set forth in the FTA Circular 4702.1B, JPB must establish and monitor its performance using quantitative Service Standards and qualitative Service Policies. These service standards and policies are used to develop and maintain efficient and effective fixed-rail transit service.

### SERVICE AREA MINORITY AND LOW-INCOME POPULATIONS

Using 2010-2014 American Community Survey (ACS) data, the minority population in all three counties in the JPB service area is 1,978,077 people, or 58% of the total service area population (3,410,478 people). For the 2016 Title VI Program monitoring of Caltrain's system-wide services and policies that were adopted in April 2013, the three-county average is used as the threshold in classifying stations as minority stations or low-income stations.

For purposes of determining station minority status, any station with a station area buffer that contains a percentage of minority population that is greater than the minority population of the service area as a whole is considered a "minority station." Similarly, any station area buffer that contains a percentage of low-income population that is greater than the service area as a whole is considered a "low-income station." A station-by-station analysis reveals that 13 out of 32 stations in the Caltrain service area are minority stations and 16 of 32 stations are considered low-income stations.

FTA Circular 4702.1B defines Minority persons to include the following:

- (1) *American Indian and Alaska Native, which refers to people having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.*
- (2) *Asian, which refers to people having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.*
- (3) *Black or African American, which refers to people having origins in any of the Black racial groups of Africa.*
- (4) *Hispanic or Latino, which includes persons of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.*
- (5) *Native Hawaiian or Other Pacific Islander, which refers to people having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.*

Minority populations are defined as "any readily identifiable group of minority persons who live in geographic proximity and, if circumstances warrant, geographically dispersed/transient populations

*(such as migrant workers or Native Americans) who will be similarly affected by a proposed DOT program, policy, or activity.”*

Although FTA Circular 4702.1B defines a minority transit route to be “a route with at least one-third of the revenue miles located in a Census block, Census block group, or traffic analysis zone where the percent minority population exceeds the percentage minority population in the service area,” this method could not be applied as Caltrain is a fixed guideway transit system with only one defined alignment. Instead, minority stations were evaluated by census block group using a ½ mile buffer around each station and a 1 mile buffer at each terminus. All Census block groups whose centroid was within the station buffers were included and evaluated to determine minority station classifications. If the percentage of the minority population located within each station buffer exceeded the system wide average, those stations were determined to be “Minority Stations.”

In addition, in order to confirm the census data, the 2013 Caltrain Onboard Survey found that 44% of the riders would be classified as “minority.” A summary of the Caltrain ridership ethnicity is provided in **Table 1**, below.

**Table 1: 2013 Caltrain Onboard Ridership Survey Minority Summary**

<b>Base: (All Respondents)</b>	<b>2013</b>
Caucasian /White	56%
Asian	29%
Hispanic / Latino	12%
African American/Black	4%
Native Hawaiian/Other Pacific Islander	2%
American Indian or Alaska Native	1%
Indian (Southeast Asian/Eastern Indian	1%
Middle Eastern/Arabic/North African/Iranian/Persian	1%
Other	1%

Multiple Answers Accepted

FTA Circular 4702.1B defines a low-income person to be “a person whose median household is at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines.” A review of 2010-2014 ACS data for low-income populations in the JPB service area shows that 13.9% of the population in all three counties is at or below two times the federal poverty level (i.e. earning less than \$25,000), which is the metropolitan planning organization’s definition for low-income populations in the Bay Area.

For purposes of determining low-income stations, the percentage of low-income population is evaluated by census block group within a ½ mile buffer of each station, except for the termini, where a 1-mile buffer is used. All Census block groups whose centroid lies within the station buffers were included and evaluated to determine low-income station classifications. Stations in which the percentage of the low income population exceeds the system wide average were determined to be “Low Income Stations.” A station-by-station analysis reveals that 16 out of 32 stations in the Caltrain service area have census tracts with recorded low-income populations above the service area average of 13.9%.

To support a better understanding of the low-income riders, the 2013 Caltrain Onboard Study found that 28% of riders have annual household incomes of less than \$50,000; which is the same percentage is found in 2010. A summary of ridership's income distribution, as found in the October 2010 and 2013 onboard surveys is provided in **Table 2**. The 2016 Caltrain Onboard Study is being conducted and results will not be available until 2017.

**Table 2 - October 2010 and 2013 Caltrain Onboard Studies, Ridership Income Summary**

Base: (All Respondents)	2010	2013
Less than \$30,000 a year	15%	9%
\$30,000 - \$49,000 a year	13%	11%
\$50,000 - \$74,999 a year	14%	16%
\$75,000 - \$99,000 a year	14%	14%
\$100,000 - \$149,000 a year	20%	21%
\$150,000 - \$199,999 a year	11%	14%
\$200,000+ a year	12%	15%
<b>Mean Income (In \$000)</b>	<b>\$104</b>	<b>\$117</b>

The FTA Circular 4702.1B does not define a rail system station service area (as it did in previous FTA Circular 4702.1A or UTMA Circular 4702.1). For monitoring purposes, the JPB defined it to be:

- (i) *For the rail system, the station area buffer shall consist of a circle with a radius of 1/2 of a mile around each station.*
- (ii) *At the end stations and other stations in outlying area, the station area buffer shall consist of a circle with radii of up to 1 mile around each.*

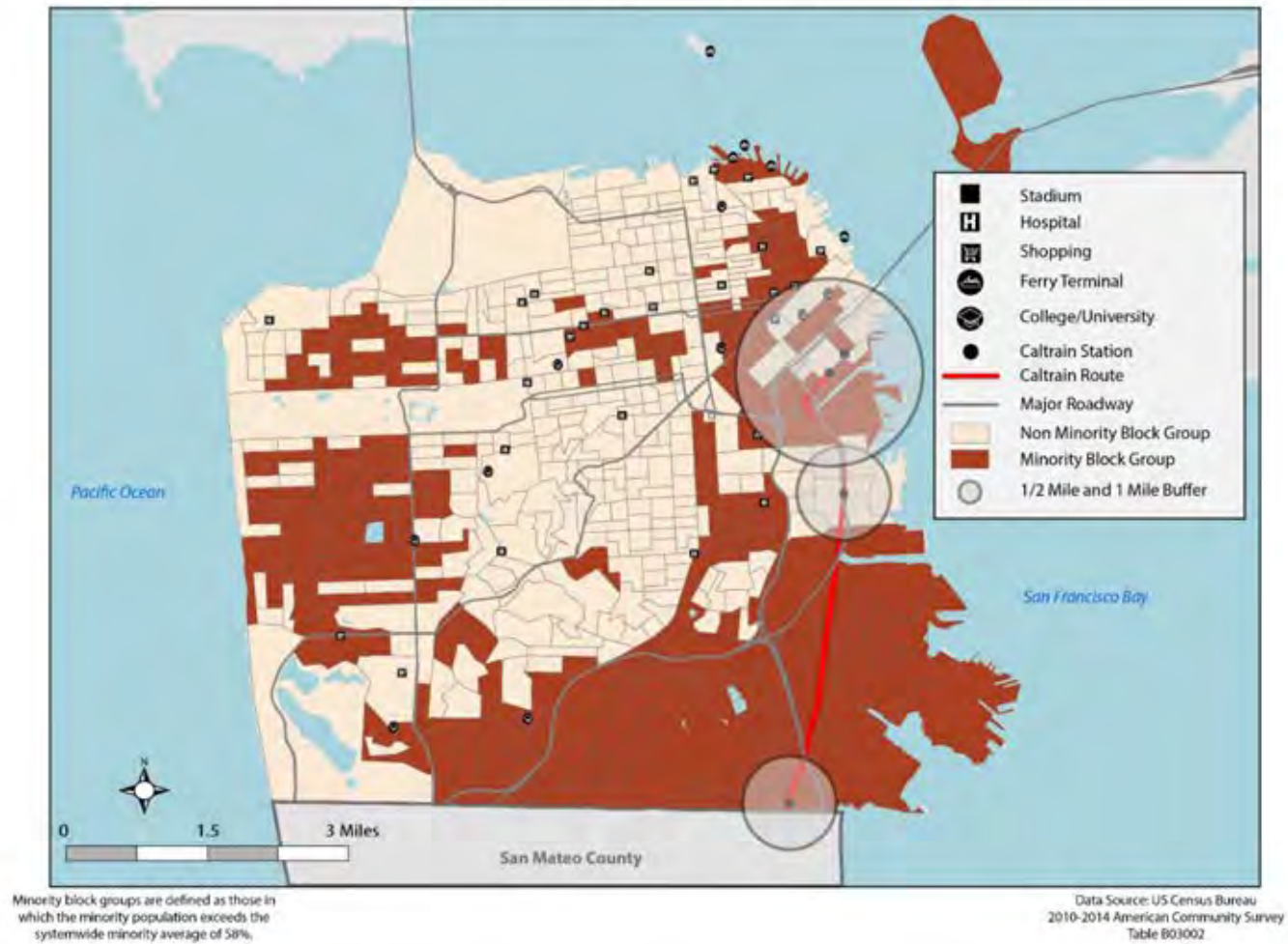
Maps shown in **Figures 1, 2 and 3** display minority populations by census block group and how stations are designated to be minority or non-minority using the station buffer with the designated threshold.

Low-income Station maps shown in **Figures 4, 5 and 6** display low-income populations by census block group and how stations are designated to be low-income or non-low-income using the station buffer with the designated threshold.

**Table 3** summarizes all Caltrain stations and their designations as minority or low-income based on the 2010-2014 ACS data. Additionally, minority and low-income maps without station area buffers are provided in Appendix I Demographic and Service Profile Maps.

**Figure 1: Minority Population with Station Area Buffers – San Francisco County**

**San Francisco County Minority Block Groups With Station Buffer**



**Figure 2: Minority Population with Station Area Buffers – San Mateo County**

### San Mateo County Minority Block Groups With Station Buffer

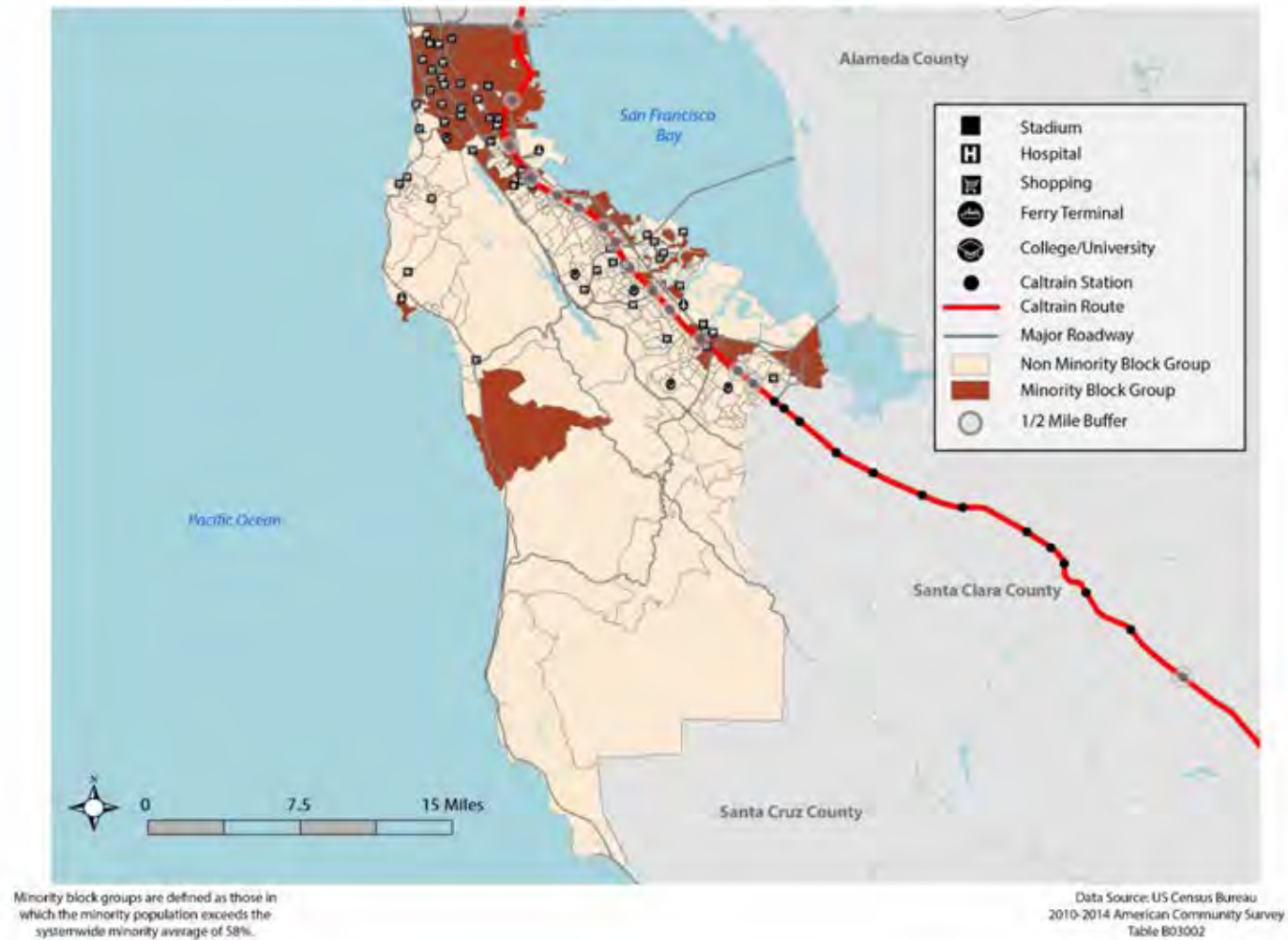




Figure 3: Minority Population with Station Area Buffers – Santa Clara County

### Santa Clara County Minority Block Groups With Station Buffer

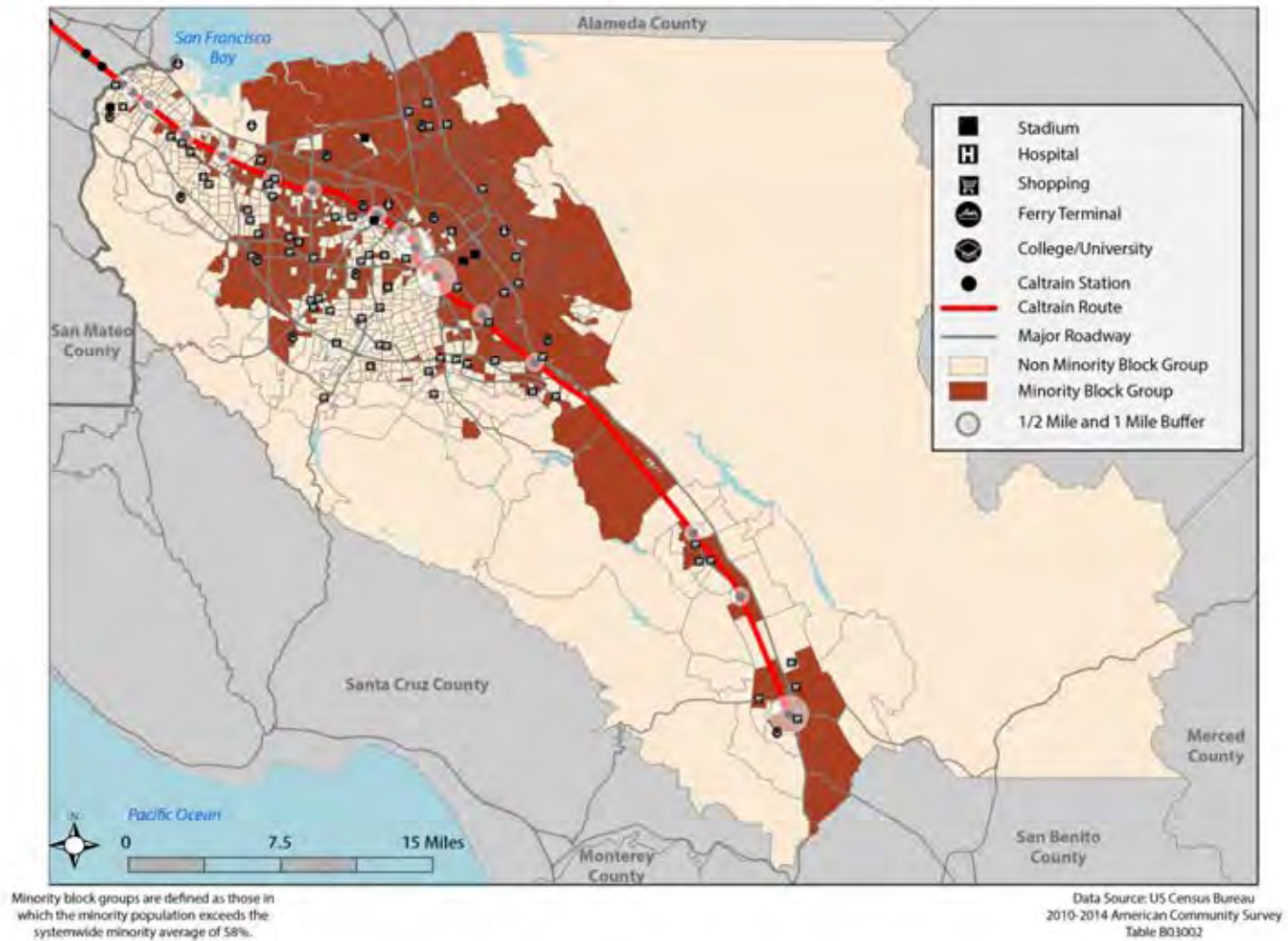
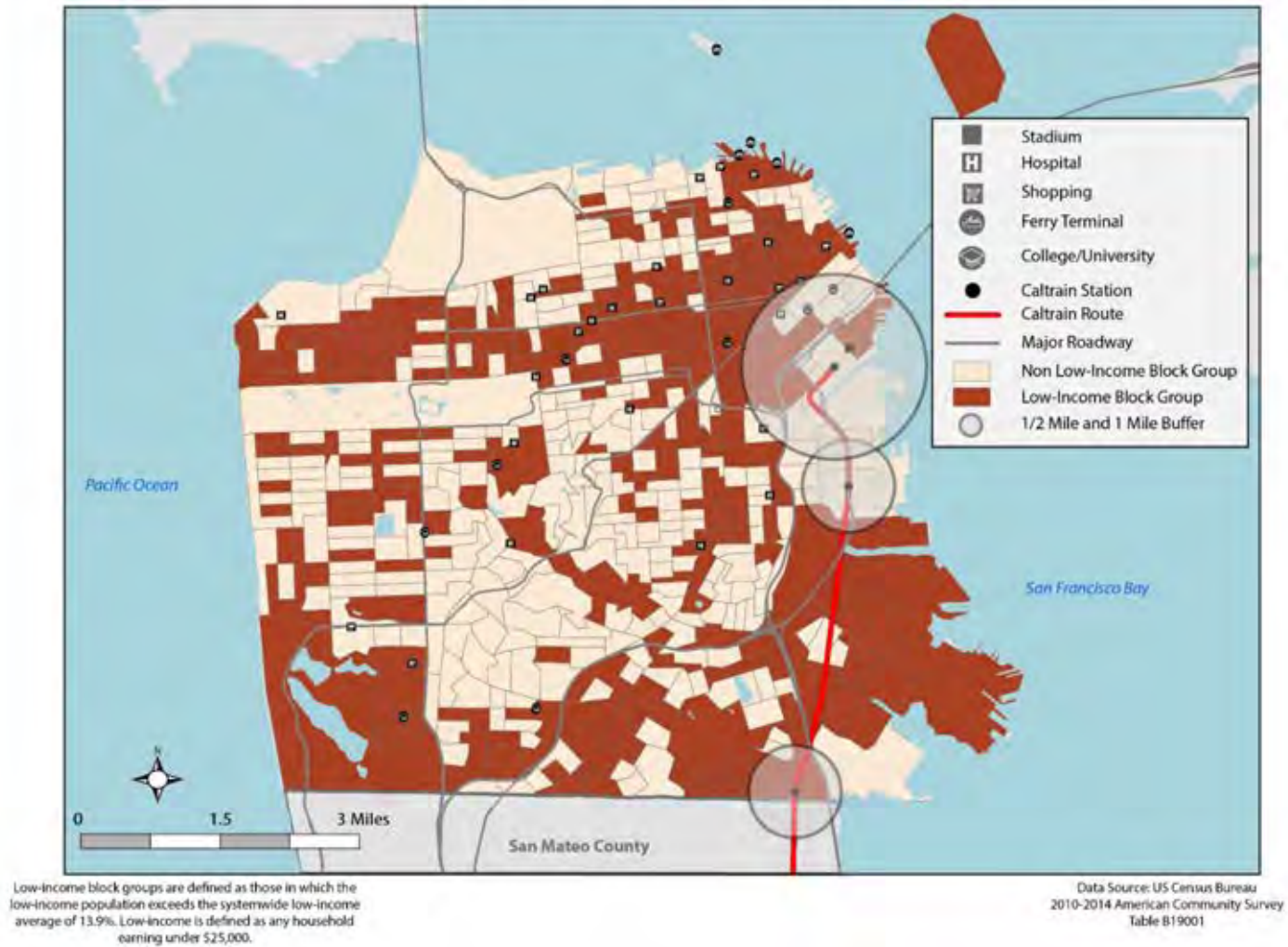




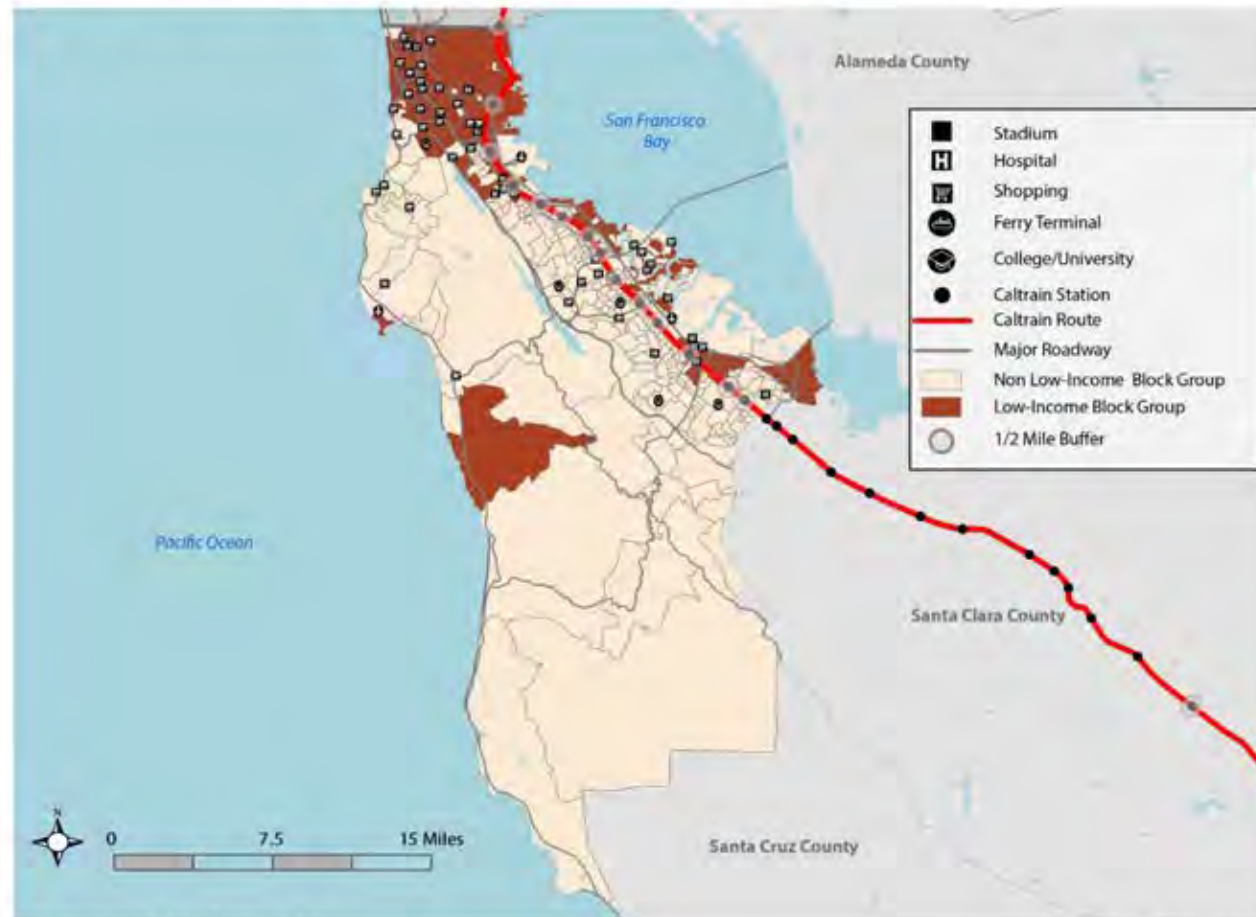
Figure 4: Low-Income Population with Station Area Buffers – San Francisco County

### San Francisco County Low-Income Block Groups With Station Buffer



**Figure 5: Low-Income Population with Station Area Buffers – San Mateo County**

### San Mateo County Low-Income Block Groups With Station Buffer

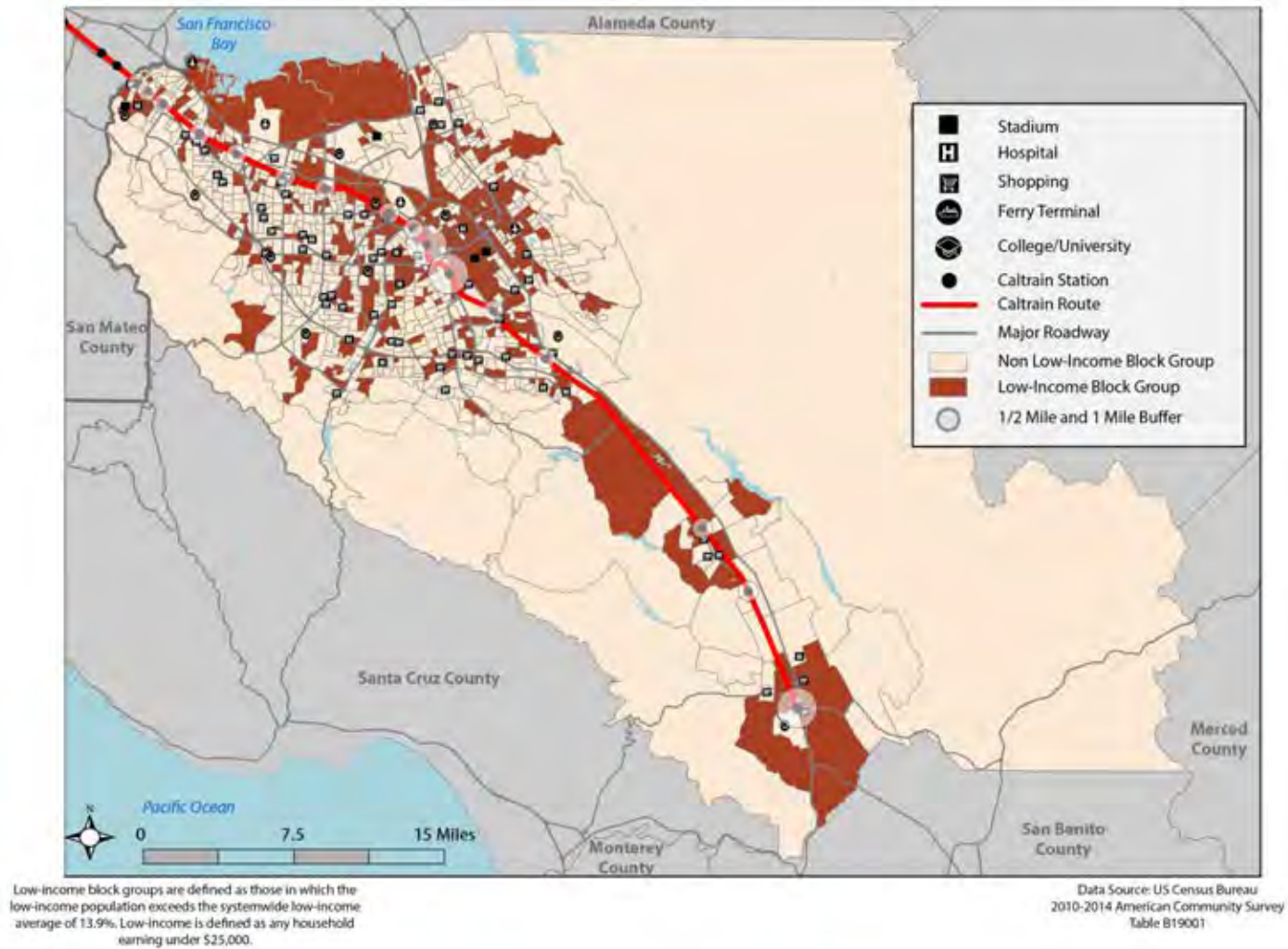


Low-income block groups are defined as those in which the low-income population exceeds the systemwide low-income average of 13.9%. Low-income is defined as any household earning under \$25,000.

Data Source: US Census Bureau  
2010-2014 American Community Survey  
Table B19001

Figure 6: Low-Income Population with Station Area Buffers – Santa Clara County

Santa Clara County Low-Income Block Groups With Station Buffer



The designation of Minority Stations and Low-Income Stations below is used for the JPB's 2016 monitoring of Caltrain's system-wide service standards and policies.

**Table 3 - Caltrain Station Designation**

<b>Station Name</b>	<b>Minority Station</b>	<b>Low-Income Station</b>
22nd Street Station	No	No
(4th & King St) San Francisco Station	Yes	Yes
Atherton Station	No	No
Bayshore Station	Yes	Yes
Belmont Station	No	No
Blossom Hill Station	Yes	No
Broadway Station	No	No
Burlingame Station	No	No
California Avenue Station	No	No
Capitol Station	Yes	Yes
College Park Station	No	Yes
Gilroy Station	Yes	Yes
Hayward Park Station	No	Yes
Hillsdale Station	No	No
Lawrence Station	Yes	No
Menlo Park Station	No	No
Millbrae Station	No	No
Morgan Hill Station	Yes	Yes
Mountain View Station	No	No
Palo Alto Station	No	Yes
Redwood City Station	Yes	Yes
S San Francisco Station	Yes	Yes
San Antonio Station	No	No
San Bruno Station	Yes	No
San Carlos Station	No	No
San Jose Diridon Station	Yes	Yes
San Martin Station	No	Yes
San Mateo Station	Yes	Yes
Stanford Stadium Station	No	Yes
Santa Clara Station	No	Yes
Sunnyvale Station	Yes	No
Tamien Station	Yes	Yes

**Source:** 2010-2014 American Community Survey (5-Year Estimates)

# System-wide Service Standards Monitoring Process

## Station Hierarchy

For purposes of determining service and facility levels at stations, a hierarchy has been established that classifies each station into one of five types. The hierarchy is related to the level of ridership at the station. The following chart shows the station type names and general service description:

Station Type	Service Description
Major	Baby Bullet, limited and local
Intermediate	Limited and local
Minor	Local
Gilroy	Peak direction service only
Special	Limited use station

## 1. Vehicle Load

### Service Standard:

Providing sufficient seating capacity to meet demand is a priority for Caltrain. However, during the peak of the peak because of high passenger loads and limited capacity, it is not always possible to provide a seat for each passenger. During non-peak hours, the Caltrain standard is not to exceed one passenger per seat, but in the peak the standard is not to exceed one standee per five seats.

<u>Service Type</u>	<u>Peak Load Factor</u>	<u>Off-Peak Load Factor</u>
All	1.2	1.0

### Monitoring:

- Staff monitors vehicle loads from train crew reports, passenger comments, and passenger counts of special event trains and from an annual passenger count performed on every train. Whenever feasible, resources will be reallocated to meet passenger demand.
- Both the peak load factor and off-peak load factor will be measured on every train during the annual counts.
- During the Spring to Fall when San Francisco Giants baseball games at AT&T Park and other events drive higher ridership, the special event ridership counts from a sample month will be reviewed. Boardings at San Francisco during special events will be capped at 920 passengers (roughly a load factor of 1.2).

- Other year-round special events (i.e. Levi's Stadium Events, AT&T Park Events, 49er Game Service, etc.) will also be monitored to assess capacity needs.

**Findings:**

For specific monitoring samples refer to **Table 4** - Weekday Load Factor Monitoring and **Table 5** - Weekend Load Factor Monitoring.

Based on review of the Load Factor values for the sampled trains on weekdays (peak and non-peak hours) and weekends, Caltrain meets its Vehicle Load standards.

**Table 4 – Weekday Load Factor Monitoring**

Northbound Weekday	Type of Service	Load Factor	Assigned Vehicle Type	Northbound Weekday	Type of Service	Load Factor	Assigned Vehicle Type
101	Local	0.13	Gallery	102	Local	0.12	Gallery
103	Local	0.19	Gallery	104	Local	0.17	Bombardier
305	Baby Bullet	0.48	Gallery	206	Limited	0.42	Bombardier
207	Limited	0.65	Gallery	208	Limited	0.40	Gallery
309	Baby Bullet	0.77	Gallery	210	Limited	0.75	Gallery
211	Limited	0.41	Gallery	312	Baby Bullet	0.74	Gallery
313	Baby Bullet	0.98	Bombardier	314	Baby Bullet	0.91	Gallery
215	Limited	1.11	Gallery	216	Limited	0.66	Gallery
217	Limited	1.26	Gallery	218	Limited	0.59	Gallery
319	Baby Bullet	1.25	Bombardier	220	Limited	1.07	Gallery
221	Limited	0.76	Gallery	322	Baby Bullet	1.02	Gallery
323	Baby Bullet	1.25	Bombardier	324	Baby Bullet	0.83	Bombardier
225	Limited	1.00	Bombardier	226	Limited	0.53	Gallery
227	Limited	1.08	Gallery	228	Limited	0.41	Bombardier
329	Baby Bullet	1.16	Bombardier	230	Limited	0.90	Gallery
231	Limited	0.84	Gallery	332	Baby Bullet	0.88	Gallery
233	Limited	1.11	Gallery	134	Local	0.49	Gallery
135	Local	0.81	Gallery	236	Limited	0.50	Gallery
237	Limited	0.54	Gallery	138	Local	0.49	Gallery
139	Local	0.27	Bombardier	142	Local	0.37	Bombardier
143	Local	0.40	Gallery	146	Local	0.36	Gallery
147	Local	0.44	Gallery	150	Local	0.38	Gallery
151	Local	0.35	Gallery	152	Local	0.35	Bombardier
155	Local	0.43	Gallery	254	Limited	0.31	Bombardier
257	Limited	0.32	Bombardier	156	Local	0.92	Gallery
159	Local	0.45	Gallery	258	Limited	0.84	Gallery
261	Limited	0.82	Bombardier	360	Baby Bullet	0.93	Gallery
263	Limited	0.34	Gallery	262	Limited	0.77	Gallery
365	Baby Bullet	0.98	Gallery	264	Limited	0.81	Gallery
267	Limited	0.60	Gallery	366	Baby Bullet	1.25	Bombardier
269	Limited	0.99	Bombardier	268	Limited	1.14	Gallery
371	Baby Bullet	0.76	Gallery	370	Baby Bullet	1.09	Bombardier
273	Limited	0.52	Gallery	272	Limited	1.12	Gallery
375	Baby Bullet	1.10	Bombardier	274	Limited	0.60	Gallery
277	Limited	0.74	Gallery	376	Baby Bullet	1.22	Bombardier
279	Limited	0.87	Gallery	278	Limited	1.25	Gallery
381	Baby Bullet	0.74	Gallery	380	Baby Bullet	1.08	Gallery
283	Limited	0.34	Gallery	282	Limited	0.80	Gallery
385	Baby Bullet	0.75	Gallery	284	Limited	0.32	Gallery
287	Limited	0.28	Bombardier	386	Baby Bullet	0.82	Bombardier
289	Limited	0.36	Bombardier	288	Limited	0.87	Gallery
191	Local	0.33	Gallery	190	Local	0.63	Bombardier
193	Local	0.42	Bombardier	192	Local	0.68	Gallery
195	Local	0.40	Gallery	194	Local	0.36	Bombardier
197	Local	0.24	Bombardier	196	Local	0.32	Gallery
199	Local	0.15	Gallery	198	Local	0.13	Bombardier

**Table 5 – Weekend Load Factor Monitoring**

Northbound Weekday	Type of Service	Load Factor	Assigned Vehicle Type
421	Local	0.28	Gallery
423	Local	0.34	Gallery
425	Local	0.52	Gallery
427	Local	0.49	Gallery
801	Baby Bullet	0.58	Bombardier
429	Local	0.47	Gallery
431	Local	0.66	Gallery
433	Local	0.47	Gallery
435	Local	0.48	Gallery
437	Local	0.49	Gallery
439	Local	0.60	Gallery
441	Local	0.35	Gallery
803	Baby Bullet	0.52	Bombardier
443	Local	0.45	Gallery
445	Local	0.39	Gallery
447	Local	0.25	Gallery
449	Local	0.22	Gallery
451	Local	0.26	Gallery

Northbound Weekday	Type of Service	Load Factor	Assigned Vehicle Type
422	Local	0.42	Gallery
424	Local	0.66	Gallery
426	Local	0.36	Gallery
428	Local	0.37	Gallery
802	Baby Bullet	0.38	Bombardier
430	Local	0.24	Gallery
432	Local	0.35	Gallery
434	Local	0.48	Gallery
436	Local	0.54	Gallery
438	Local	0.59	Gallery
440	Local	0.77	Gallery
442	Local	0.61	Gallery
804	Baby Bullet	0.41	Bombardier
444	Local	0.21	Gallery
446	Local	0.75	Gallery
448	Local	0.51	Gallery
450	Local	0.33	Gallery
454	Local	0.41	Gallery



## 2. Vehicle Headways

### Service Standard:

During peak and surrounding (shoulder) times, Caltrain serves stations largely based on demand. Midday, evenings and weekends are largely hourly service. Supplemental service is often provided for special events based on estimated ridership demand.

### Service Standards Minimum Average Headways (in minutes)

<u>Station Type</u>	<u>Peak</u>	<u>Reverse-Peak</u>	<u>Midday</u>	<u>Evenings &amp; Weekends</u>
Major	20	20	60	60
Intermediate	30	30	60	60
Minor	60	60	60	60
Gilroy	3 trips per peak period			
Special	-----Service provided as needed-----			

### Monitoring:

For specific monitoring sample refer to **Table 6** (below) - Distances Between Stations, Station Type Designations, Vehicle Headways, and On-Time Performance. Also see Headway Monitoring & Analysis Section (below).

For reference to the current Caltrain schedule refer to **Table 7a and 7b** for Weekday Northbound (NB) service, **Table 8a and 8b** for Weekday Southbound (SB) service, **Table 9** for Weekend NB service, and **Table 10** for Weekend SB service.

Station Type Designations differ pending on Peak service, Reverse-Peak service, Midday service, Evening service, and Weekend Service. **Table 6** (below) shows each station type designation for five categories:

- Peak service (NB in AM)
- Peak service (SB in PM)
- Reverse-Peak service (SB in AM)
- Reverse-Peak service (NB in PM)
- Midday, Evening, and Weekend service

Headways were reviewed at each station for the five categories. During peak service and reverse peak service, major station, intermediate station, and minor station headways varied and are shown below. During midday, evening, and weekend service, major station, intermediate station, and minor station headways are 60 minutes which meets the service standard. For Gilroy stations, 3 trains are provided

during peak and reverse peak service. No train service is provided to Gilroy stations during the midday, evenings, and weekend. All Gilroy station service meets the service standard. For special stations, service is only provided as needed usually for special events, emergencies, and weekend service which meets the service standard.

### **Findings:**

Based on the Headway Monitoring & Analysis below, Caltrain did not always meet headway requirements for each service period below. Due to the range in headway minutes during a given service period, it was assumed that the headway standard was met if a majority of the trains during the service period met the standard. When looking at monitoring of headway by Stations, a total of 9 stations were not compliant with headways. Of those 9 stations, 3 (33.3%) were minority stations and 6 (66.7%) were non-minority stations. Also there were 3 (33.3%) low income stations and 6 (66.7%) non-low income stations. When looking at monitoring headways by the various monitoring categories, a total of 135 categories could be monitored.

When comparing designated minority stations (14) to non-minority stations (14), 3 of 14 minority stations (21.4%) compared with 6 of 14 non-minority stations (42.9%) were not compliant. When comparing designated low incomes (14) to non-low income stations (14), 3 of 14 low income (21.4%) compared with 6 of 14 non-low income stations (42.9%) were not compliant.

When comparing the headway monitoring categories for each service period, there was a total of 135 different categories. Of the 135 categories, 66 categories were for minority stations and 69 categories were for non-minority stations. Likewise 66 categories were for low income stations and 69 categories were for non-low income stations. Caltrain is overall 93% compliant with its headway standard. There was no disparate impact on minority stations since 5 of the 66 minority station categories (7.6%) compared with 9 of the 69 non-minority station categories (13.0%) were not compliant. There was also no disproportionate burden on low income stations since 4 of the 66 low income station categories (6.1%) compared with 10 of the 69 non-low income station categories (14.5%) were not compliant.

**Table 6 – Distances Between Stations, Station Type Designations, Vehicle Headways, and On-Time Performance**

Station	Milepost (Updated July 2016)	Distance Between Stations	Caltrain Annual 2016 Boardings AWR	Station Type (by Caltrain Annual Count 2016 AWR)	Peak Headways (NB in AM)	Meeting Headway Standard?	Peak Headways (SB in PM)	Meeting Headway Standard?	Reverse Peak Headways (SB in AM)	Meeting Headway Standard?	Reverse Peak Headways (NB in PM)	Meeting Headway Standard?	Midday, Evening, Weekend, Headways	Meeting Headway Standard?	Title VI Designation (Minority Station)	Title VI Designation (Low-Income Station)	Northbound Year To Date OTP as of 10/16/16	Southbound Year To Date OTP as of 10/16/16
San Francisco	0.00	1.6	14,769	Major	4-35	Yes	5-33	Yes	5-20	Yes	5-26	Yes	60	Yes	Yes	Yes	94.07%	
22nd Street	1.61	3.5	1,715	Intermediate	60	No	60-88	No	4-41	Yes	5-26	Yes	60	Yes	No	No		
Bayshore	5.06	4.0	253	Minor	60	Yes	60-89	Yes	30-60	Yes	52-60	Yes	60	Yes	Yes	Yes		
South SF	9.10	1.9	471	Minor	20-40	Yes	19-92	Yes	30-60	Yes	52-60	Yes	60	Yes	Yes	Yes		
San Bruno	11.00	2.6	717	Minor	23-37	Yes	18-42	Yes	7-60	Yes	17-51	Yes	60	Yes	Yes	No		
Millbrae	13.56	1.6	3,606	Major	8-35	Yes	3-30	Yes	13-35	Yes	5-33	Yes	60	Yes	No	No		
Broadway	15.13	1.1	79	Special	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	No	No		
Burlingame	16.23	1.4	1,054	Intermediate	16-71	Yes	19-41	No	9-51	No	19-51	Yes	60	Yes	No	No		
San Mateo	17.60	1.3	2,179	Major	4-41	No	7-39	Yes	8-39	Yes	15-34	Yes	60	Yes	Yes	Yes		
Hayward Park	18.93	1.2	427	Minor	35-72	Yes	43-60	Yes	30-60	Yes	51-60	Yes	60	Yes	No	Yes		
Hillsdale	20.14	1.7	2,958	Major	9-35	Yes	10-28	Yes	10-38	Yes	9-51	No	60	Yes	No	No		
Belmont	21.83	1.3	664	Minor	25-70	Yes	27-65	Yes	30-60	Yes	50-60	Yes	60	Yes	No	No		
San Carlos	23.09	2.2	1,475	Intermediate	29-51	Yes	25-38	Yes	5-42	Yes	8-27	Yes	60	Yes	No	No		
Redwood City	25.30	2.4	3,814	Major	6-39	Yes	6-48	Yes	7-43	Yes	8-39	Yes	60	Yes	Yes	Yes	91.51%	92.41%
Atherton	27.70	1.0	81	Special	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	No	No		
Menlo Park	28.74	1.3	1,796	Intermediate	6-62	Yes	6-64	Yes	10-38	Yes	11-44	Yes	60	Yes	No	No		
Palo Alto	30.00	0.6	7,424	Major	7-36	Yes	12-31	Yes	9-30	Yes	11-38	Yes	60	Yes	No	Yes		
Stanford Stadium	30.57	1.1	N/A	Special	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	No	Yes		
California Avenue	31.63	2.4	1,628	Intermediate	20-61	Yes	24-36	No	30-60	Yes	11-60	No	60	Yes	No	No		
San Antonio	33.99	2.0	942	Minor	35-63	Yes	29-60	Yes	30-60	Yes	40-60	Yes	60	Yes	No	No		
Mountain View	35.97	2.7	4,659	Major	7-35	Yes	7-34	No	5-30	Yes	5-38	Yes	60	Yes	No	No		
Sunnyvale	38.62	2.0	3,190	Major	5-61	Yes	6-30	Yes	30-69	No	38-60	No	60	Yes	Yes	No		
Lawrence	40.62	3.7	901	Minor	15-58	Yes	29-70	Yes	24-47	Yes	7-46	Yes	60	Yes	Yes	No		
Santa Clara	44.30	1.3	1,093	Intermediate	18-53	Yes	18-59	Yes	30-47	Yes	23-42	No	60	Yes	No	Yes		
College Park	45.59	1.3	56	Special	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	No	Yes		
San Jose Diridon	46.85	1.7	4,712	Major	5-40	Yes	5-26	Yes	5-30	Yes	5-40	Yes	60	Yes	Yes	Yes	98.45%	91.58%
Tamien	48.56	3.8	1,283	Intermediate	6-58	No	17-43	Yes	25-47	No	23-32	Yes	60	Yes	Yes	Yes	97.30%	92.30%
Capitol	52.40	3.3	64	Gilroy	20-40	Yes	40-101	Yes	N/A	Yes	N/A	Yes	N/A	Yes	Yes	Yes		
Blossom Hill	55.70	11.8	127	Gilroy	20-40	Yes	40-101	Yes	N/A	Yes	N/A	Yes	N/A	Yes	Yes	No		
Morgan Hill	67.50	3.7	183	Gilroy	22-38	Yes	40-101	Yes	N/A	Yes	N/A	Yes	N/A	Yes	Yes	Yes		
San Martin	71.20	6.1	77	Gilroy	22-38	Yes	40-101	Yes	N/A	Yes	N/A	Yes	N/A	Yes	No	Yes		
Gilroy	77.30	-	178	Gilroy	22-38	Yes	40-101	Yes	N/A	Yes	N/A	Yes	N/A	Yes	Yes	Yes		95.50%

## Headway Monitoring & Analysis

Monitoring Results									
Total Number of Stations Monitored = 28				Total Number of Headway Monitoring Options = ((28 stations X 5 categories)) - 5 Gilroy Stations = 135					
Note: Does not include Station Type: Special (4) - marked N/A				Note: Does not include Station Types: Special (4) & Gilroy Stations (5) in the Midday, Evenings, Weekends - marked N/A					
	Peak Headways (NB in AM)		Peak Headways (SB in PM)		Reverse Peak Headways (SB in AM)		Reverse Peak Headways (NB in PM)	Midday, Evening, Weekend, Headways	Total
Meet Standard	25		24		25		24	28	126
Does Not Meet Standard	3		4		3		4	0	14
NA	4		4		4		4	4	20
Percent Meeting Standard	89%		86%		89%		86%	100%	93%
Minority and Low Income Monitoring Analysis									
Based on 28 Stations: 14 Minority Stations, 14 Non-Minority Stations					Based on 28 Stations: 14 Low-Income Stations, 14 Non-Income Stations				
	Minority	Non-Minority			Low Income	Non- Low Income			
Total Stations Do Not Meet Standard	9	9		Total Stations Do Not Meet Standard	9	9			
Does Not Meet Standard	3	6	Check	Does Not Meet Standard	3	6	Check		
	33.3%	66.7%	Ok		33.3%	66.7%	Ok		
	Minority	Non-Minority			Low Income	Non- Low Income			
Total Stations Monitored	14	14		Total Stations Monitored	14	14			
Does Not Meet Standard	3	6	Check	Does Not Meet Standard	3	6	Check		
	21.4%	42.9%	Ok		21.4%	42.9%	Ok		
Based on 135 Headways Monitoring Categories: ((28 Stations X 5 Headway Categories)) - 5 Gilroy Stations during Midday, Evening, Weekends									
	Minority	Non-Minority			Low Income	Non- Low Income			
Total Headway Monitoring Categories	66	69		Total Headway Monitoring Categories	66	69			
Does Not Meet Standard	5	9	Check	Does Not Meet Standard	4	10	Check		
	7.6%	13.0%	Ok		6.1%	14.5%	Ok		

Table 7a – Caltrain Weekday NB service

# Printer-Friendly Caltrain Schedule

## Morning to Early Afternoon - Page 1 of 2

### Northbound - WEEKDAY SERVICE to SAN FRANCISCO

Train No.	101	103	305	207	309	211	313	215	217	319	221	323	225	227	329	231	233	135	237	139	143	147	151
Gilroy								6:06			6:28			7:06									
San Martin								6:15			6:37			7:15									
Morgan Hill								6:21			6:43			7:21									
Blossom Hill								6:36			6:56			7:36									
Capitol								6:42			7:02			7:42									
Tamien		4:58		5:50	5:56			6:50	6:56	7:10			7:50	7:56		8:33		9:43					
San Jose Diridon	4:30	5:05	5:45	5:57	6:03	6:19	6:45	6:50	6:57	7:03	7:18	7:45	7:50	7:57	8:03	8:22	8:40	9:15	9:50	10:15	11:10	12:10	1:10
College Park	-	-	-	-	-	-	-	-	-	-	-	-	-	8:01	-	-	-	-	-	-	-	-	-
Santa Clara	4:36	5:11	-	6:04	-	6:25	-	-	7:04	-	7:24	-	-	8:06	-	8:28	8:46	9:21	9:56	10:21	11:16	12:16	1:16
Lawrence	4:41	5:16	-	6:14	-	-	-	-	7:14	-	7:29	-	-	8:16	-	-	8:52	9:26	10:01	10:26	11:22	12:22	1:22
Sunnyvale	4:45	5:20	-	6:21	6:16	6:33	-	7:02	7:21	7:16	7:34	-	8:02	8:23	8:16	8:36	8:57	9:31	10:05	10:31	11:26	12:26	1:26
Mountain View	4:50	5:25	6:00	6:26	-	6:39	7:00	7:07	7:26	-	7:40	8:00	8:07	8:29	-	8:42	9:03	9:37	10:11	10:37	11:31	12:31	1:31
San Antonio	4:54	5:29	-	6:30	-	-	-	-	7:30	-	-	-	-	8:33	-	-	9:07	9:41	10:15	10:41	11:34	12:34	1:34
California Avenue	4:58	5:33	-	6:34	-	-	-	7:14	7:34	-	-	-	8:14	8:37	-	-	9:11	9:45	10:19	10:45	11:38	12:38	1:38
Palo Alto	5:02	5:37	6:08	6:39	6:26	-	7:08	7:19	7:39	7:26	-	8:08	8:19	8:42	8:27	-	9:18	9:49	10:24	10:49	11:42	12:42	1:42
Menlo Park	5:05	5:40	-	6:42	-	6:48	-	-	7:42	-	7:48	-	-	8:45	-	8:51	9:21	9:52	10:27	10:52	11:45	12:45	1:45
Redwood City	5:10	5:45	-	6:48	8:33	6:54	-	-	7:48	7:33	7:54	-	-	8:51	8:35	8:57	9:27	9:58	10:32	10:58	11:51	12:51	1:51
San Carlos	5:14	5:49	-	-	-	6:58	-	7:27	-	-	7:58	-	8:27	-	-	9:01	9:31	10:02	10:36	11:02	11:55	12:55	1:55
Belmont	5:17	5:52	-	-	-	7:02	-	-	-	-	8:01	-	-	-	-	9:05	9:34	10:05	10:39	11:05	11:58	12:58	1:58
Hillsdale	5:20	5:55	6:19	6:54	-	7:05	7:19	7:33	7:54	-	8:05	8:19	8:33	8:59	-	9:08	9:38	10:08	10:42	11:08	12:02	1:02	2:02
Hayward Park	5:23	5:58	-	-	-	7:09	-	-	-	-	8:08	-	-	-	-	9:12	-	10:11	-	11:11	12:05	1:05	2:05
San Mateo	5:26	6:01	-	-	6:42	7:12	-	7:38	-	7:42	8:11	-	8:38	-	8:44	9:15	9:42	10:15	10:47	11:15	12:08	1:08	2:08
Burlingame	5:30	6:05	-	-	-	7:16	-	7:42	-	-	8:15	-	8:42	-	-	9:19	9:46	10:18	10:51	11:18	12:12	1:12	2:12
Millbrae	5:35	6:10	6:29	7:03	6:50	7:21	7:29	-	8:03	7:50	8:21	8:29	-	9:08	8:52	9:24	9:51	10:23	10:56	11:23	12:17	1:17	2:17
San Bruno	5:39	6:14	-	-	-	7:25	-	7:48	-	-	8:25	-	8:48	-	-	9:29	9:55	10:27	11:00	11:27	12:21	1:21	2:21
So. San Francisco	5:43	6:18	-	7:09	-	7:29	-	-	8:09	-	8:29	-	-	9:14	-	9:32	-	10:31	-	11:31	12:25	1:25	2:25
Bayshore	5:49	6:24	-	-	-	7:37+	-	-	-	-	8:37+	-	-	-	-	9:38	-	10:37	-	11:37	12:31	1:31	2:31
22 <sup>nd</sup> Street	5:54	6:29	-	-	-	7:44+	-	-	-	-	8:44+	-	-	-	-	9:44	-	10:43	-	11:43	12:37	1:37	2:37
San Francisco	6:03	6:38	6:47	7:22	7:07	7:51	7:47	8:03	8:22	8:07	8:51	8:47	9:03	9:27	9:09	9:50	10:09	10:50	11:15	11:50	12:43	1:43	2:43

100 Local

200 Limited

300 Baby Bullet

8:29

8:37

7:11

7:16

Timed transfers for local service.

• Train may leave up to 5 minutes early.

• Train bypasses station.

See Page 2 For Early Afternoon and Evening Times

EFFECTIVE APRIL 4, 2016



Table 7b – Caltrain Weekday NB service

## Printer-Friendly Caltrain Schedule

*Early Afternoon to Evening - Page 2 of 2*

### Northbound - WEEKDAY SERVICE to SAN FRANCISCO

Train No.	155	257	159	261	263	365	267	269	371	273	375	277	279	381	283	385	287	289	191	193	195	197	*199
Gilroy																							
San Martin																							
Morgan Hill																							
Blossom Hill																							
Capitol																							
Tamien		2:33		3:38	4:01			4:33		5:01			5:33		6:01		6:24				8:23	9:23	
San Jose Diridon	2:15	2:40	3:05	3:45	4:08	4:22	4:31	4:40	4:45	5:08	5:22	5:31	5:40	5:45	6:08	6:22	6:31	6:45	6:50	7:30	8:30	9:30	10:30
College Park	-	-	3:09	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Santa Clara	2:21	2:46	3:13	3:51	4:14	-	-	4:46	-	5:14	-	-	5:46	-	6:14	-	-	-	6:56	7:36	8:36	9:36	10:36
Lawrence	2:26	2:51	3:18	3:56	-	-	4:40	4:54	-	-	-	5:40	5:54	-	-	-	6:40	6:54	7:01	7:41	8:41	9:41	10:41
Sunnyvale	2:31	2:55	3:22	4:00	-	-	-	5:00	-	-	-	-	6:00	-	-	-	-	-	7:05	7:46	8:46	9:46	10:46
Mountain View	2:37	3:00	3:27	4:05	-	4:35	4:48	5:05	5:00	-	5:35	5:48	6:05	6:00	-	6:35	6:48	7:01	7:10	7:51	8:51	9:51	10:51
San Antonio	2:41	3:04	3:31	4:09	-	-	-	5:09	-	-	-	-	6:09	-	-	-	-	-	7:14	7:55	8:55	9:55	10:55
California Avenue	2:45	3:08	3:35	4:13	-	-	-	5:14	-	-	-	-	6:14	-	-	-	-	7:07	7:18	7:59	8:59	9:59	10:59
Palo Alto	2:49	3:12	3:40	4:18	4:29	4:44	4:56	5:20	5:08	5:29	5:44	5:56	6:20	6:08	6:29	6:44	6:56	7:11	7:22	8:04	9:04	10:04	11:04
Menlo Park	2:52	3:15	3:43	4:21	-	4:48	4:59	5:23	-	-	5:48	5:59	6:23	-	-	6:48	6:59	7:14	7:25	8:07	9:07	10:07	11:07
Redwood City	2:58	3:20	3:48	4:27	4:37	4:54	-	5:29	-	5:37	5:54	-	6:29	-	6:37	6:54	-	7:20	7:30	8:12	9:12	10:12	11:12
San Carlos	3:02	3:24	3:52	4:31	4:41	-	5:06	5:33	-	5:41	-	6:06	6:33	-	6:41	-	7:06	7:24	7:34	8:16	9:16	10:16	11:16
Belmont	3:05	3:27	3:55	-	4:45	-	-	-	-	5:45	-	-	-	-	6:45	-	-	-	7:37	8:20	9:20	10:20	11:20
Hillsdale	3:08	3:30	3:58	-	4:49	-	5:10	-	5:19	5:49	-	6:10	-	6:19	6:49	-	7:10	7:29	7:40	8:23	9:23	10:23	11:23
Hayward Park	3:11	-	4:01	-	4:52	-	-	-	-	5:52	-	-	-	-	6:52	-	-	-	7:43	8:26	9:26	10:26	11:26
San Mateo	3:15	3:34	4:04	4:38	4:55	-	5:14	5:40	-	5:55	-	6:14	6:40	-	6:55	-	7:14	7:33	7:46	8:29	9:29	10:29	11:29
Burlingame	3:18	3:38	4:08	-	4:59	-	5:18	-	-	5:59	-	6:18	-	-	6:59	-	7:18	7:37	7:50	8:33	9:33	10:33	11:33
Millbrae	3:23	3:43	4:13	4:46	5:04	5:09	-	5:48	5:29	6:04	6:09	-	6:48	6:29	7:04	7:09	-	7:43	7:55	8:38	9:38	10:38	11:38
San Bruno	3:27	3:47	4:17	-	5:08	-	5:25	-	-	6:08	-	6:25	-	-	7:08	-	7:25	-	7:59	8:42	9:42	10:42	11:42
So. San Francisco	3:31	-	4:21	-	5:13	-	-	-	-	6:13	-	-	-	-	7:13	-	-	-	8:03	8:46	9:46	10:46	11:46
Bayshore	3:37	-	4:27	-	5:19+	-	-	-	-	6:19+	-	-	-	-	7:19+	-	-	-	8:09	8:52	9:52	10:52	11:52
22nd Street	3:43	-	4:32	4:58	5:25+	5:21	5:35	6:00	5:43	6:25+	6:21	6:35	7:00	6:43	7:25+	7:21	7:35	7:55	8:14	8:57	9:57	10:57	11:57
San Francisco	3:50	4:04	4:40	5:06	5:32	5:27	5:43	6:06	5:49	6:33	6:27	6:43	7:06	6:49	7:32	7:27	7:43	8:02	8:23	9:04	10:04	11:04	12:04

100 Local

200 Limited

300 Baby Bullet

6:29 6:37  
7:11 7:16

→ Train may leave up to 5 minutes early.

• Train bypasses station.

• Train departure may be delayed up to 15 minutes after Sharks game.

See Page 1 For Morning and Early Afternoon Times

**EFFECTIVE APRIL 4, 2016**

04.16 - J38

Table 8a – Caltrain Weekday SB service

## Printer-Friendly Caltrain Schedule

*Morning to Early Afternoon - Page 1 of 2*

### Southbound - WEEKDAY SERVICE to SAN JOSE / GILROY

Train No.	102	104	206	208	210	312	314	216	218	220	322	324	226	228	230	332	134	236	138	142	146	150	152
San Francisco	4:55	5:25	6:06	6:24	6:44	6:56	7:12	7:19	7:24	7:44	7:56	8:12	8:19	8:24	8:44	8:56	9:00	9:37	10:00	11:00	12:00	1:00	2:00
22 <sup>nd</sup> Street	5:00	5:30	6:11	6:29	6:50	7:02	7:18	7:25	7:29	7:50	8:02	8:18	8:25	8:29	8:50	9:02	9:05	—	10:05	11:05	12:05	1:05	2:05
Bayshore	5:05	5:35	—	6:35	—	—	—	7:35	—	—	—	—	—	8:35	—	—	9:10	—	10:10	11:10	12:10	1:10	2:10
So. San Francisco	5:11	5:41	—	6:41	—	—	—	7:41	—	—	—	—	—	8:41	—	—	9:15	—	10:15	11:15	12:15	1:15	2:15
San Bruno	5:15	5:45	—	6:44	—	—	—	7:37	7:44	—	—	—	8:37	8:44	—	—	9:18	9:52	10:18	11:18	12:18	1:18	2:18
Millbrae	5:19	5:49	6:24	6:49	7:02	7:17	7:32	—	7:49	8:02	8:17	8:32	—	8:49	9:02	9:17	9:22	9:56	10:22	11:22	12:22	1:22	2:22
Burlingame	5:23	5:53	6:28	6:53	—	—	—	7:44	7:53	—	—	—	8:44	8:53	—	—	9:27	10:01	10:27	11:27	12:27	1:27	2:27
San Mateo	5:28	5:58	6:32	6:56	7:09	—	—	7:48	7:56	8:09	—	—	8:48	8:56	9:09	—	9:30	10:04	10:30	11:30	12:30	1:30	2:30
Hayward Park	5:31	6:01	—	7:00	—	—	—	8:00	—	—	—	—	—	9:00	—	—	9:33	—	10:33	11:33	12:33	1:33	2:33
Hillsdale	5:34	6:04	6:36	7:04	—	—	7:42	7:52	8:04	—	—	8:42	8:52	9:04	—	—	9:37	10:08	10:37	11:37	12:37	1:37	2:37
Belmont	5:37	6:07	—	7:07	—	—	—	8:07	—	—	—	—	—	9:07	—	—	9:41	10:11	10:41	11:41	12:41	1:41	2:41
San Carlos	5:40	6:10	6:40	7:11	7:16	—	—	7:58	8:11	8:16	—	—	8:58	9:11	9:16	—	9:44	10:14	10:44	11:44	12:44	1:44	2:44
Redwood City	5:45	6:15	6:45	7:15	7:22	7:32	—	—	8:15	8:22	8:32	—	—	9:15	9:22	9:32	9:48	10:20	10:48	11:48	12:48	1:48	2:48
Menlo Park	5:50	6:20	6:50	—	7:28	7:38	—	8:06	—	8:28	8:38	—	9:06	—	9:28	9:38	9:53	10:26	10:53	11:53	12:53	1:53	2:53
Palo Alto	5:53	6:23	6:53	7:22	7:32	7:41	7:54	8:09	8:22	8:32	8:41	8:54	9:09	9:22	9:32	9:41	9:58	10:30	10:58	11:58	12:58	1:58	2:58
California Avenue	5:57	6:27	6:57	—	7:35	—	—	—	—	8:35	—	—	—	—	9:35	—	10:01	10:34	11:01	12:01	1:01	2:01	3:01
San Antonio	6:01	6:31	—	—	7:40	—	—	—	—	8:40	—	—	—	—	9:40	—	10:06	10:38	11:06	12:06	1:06	2:06	3:06
Mountain View	6:05	6:35	7:03	—	7:44	7:49	8:01	8:17	—	8:44	8:49	9:01	9:17	—	9:44	9:49	10:10	10:43	11:10	12:10	1:10	2:10	3:10
Sunnyvale	6:10	6:40	—	—	7:49	—	—	—	—	8:49	—	—	—	—	9:49	—	10:15	10:48	11:15	12:15	1:15	2:15	3:15
Lawrence	6:14	6:44	7:08	—	7:55+	—	—	8:24	—	8:55+	—	—	9:24	—	9:55+	—	10:20	10:52	11:20	12:20	1:20	2:20	3:20
Santa Clara	6:19	6:49	—	7:36	8:02+	—	—	—	8:36	9:02+	—	—	—	9:36	10:02+	—	10:25	10:57	11:25	12:25	1:25	2:25	3:25
College Park	—	—	—	—	8:05+	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
San Jose Diridon	6:28	6:58	7:20	7:45	8:11	8:03	8:16	8:34	8:45	9:10	9:03	9:16	9:34	9:45	10:10	10:03	10:34	11:04	11:34	12:34	1:34	2:34	3:34
Tamien	—	7:05	—	7:52	8:18	—	—	—	8:52	9:17	—	—	—	9:52	10:17	—	—	11:11	—	—	—	—	—
Capitol	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Blossom Hill	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Morgan Hill	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
San Martin	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Gilroy	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—

100 Local    200 Limited    300 Baby Bullet    8:29 8:37 7:11 7:16 Timed transfers for local service.    • Train may leave up to 5 minutes early. • Train bypasses station.

See Page 2 For Afternoon and Evening Times  
**EFFECTIVE APRIL 4, 2016**  
54.10 - J38



Table 8b – Caltrain Weekday SB service

## Printer-Friendly Caltrain Schedule

*Early Afternoon to Evening - Page 2 of 2*

### Southbound - WEEKDAY SERVICE to SAN JOSE / GILROY

Train No.	254	156	258	360	262	264	366	268	370	272	274	376	278	380	282	284	386	288	190	192	194	196	198
San Francisco	2:37	3:00	3:37	4:10	4:19	4:28	4:33	4:55	5:12	5:20	5:28	5:33	5:55	6:12	6:20	6:28	6:33	6:55	7:33	8:40	9:40	10:40	12:01
22 <sup>nd</sup> Street	—	3:05	—	—	—	4:33	—	—	—	—	5:33	—	—	—	—	6:33	—	—	7:38	8:45	9:45	10:45	12:06
Bayshore	—	3:12	—	—	—	4:41	—	—	—	—	5:41	—	—	—	—	6:41	—	—	7:43	8:50	9:50	10:50	12:11
So. San Francisco	—	3:17	—	—	—	4:49	—	5:08	—	—	5:49	—	6:08	—	—	6:49	—	7:08	7:49	8:56	9:56	10:56	12:17
San Bruno	2:52	3:21	3:52	—	4:33	4:53	—	—	—	5:35	5:53	—	—	—	6:35	6:53	—	—	7:53	9:00	10:00	11:00	12:21
Millbrae	2:56	3:25	3:56	4:26	—	4:57	4:50	5:14	5:30	—	5:57	5:50	6:14	6:30	—	6:57	6:50	7:14	7:57	9:05	10:05	11:05	12:25
Burlingame	3:01	3:30	4:01	—	4:38	5:01	—	—	—	5:42	6:01	—	—	—	6:42	7:01	—	—	8:01	9:09	10:09	11:09	12:29
San Mateo	3:04	3:33	4:04	—	4:43	5:06	4:59	—	—	5:45	6:06	5:59	—	—	6:45	7:06	6:59	—	8:06	9:13	10:13	11:13	12:34
Hayward Park	—	3:36	—	—	—	5:09	—	—	—	—	6:09	—	—	—	—	7:09	—	—	8:09	9:16	10:16	11:16	12:37
Hillsdale	3:08	3:40	4:08	4:36	4:48	5:13	—	5:24	5:40	5:50	6:13	—	6:24	6:40	6:50	7:13	—	7:24	8:12	9:20	10:20	11:20	12:40
Belmont	3:11	3:44	4:11	—	—	5:16	—	—	—	—	6:16	—	—	—	—	7:16	—	—	8:15	9:24	10:24	11:24	12:43
San Carlos	3:14	3:47	4:14	—	4:52	5:20	—	—	—	5:55	6:20	—	—	—	6:55	7:20	—	—	8:18	9:27	10:27	11:27	12:46
Redwood City	3:20	3:51	4:20	—	—	5:24	5:08	5:30	—	—	6:24	6:08	6:30	—	—	7:24	7:08	7:30	8:23	9:31	10:31	11:31	12:51
Menlo Park	3:26	3:56	4:26	—	—	5:30	—	5:36	—	—	6:30	—	6:36	—	—	7:30	—	7:36	8:28	9:36	10:36	11:36	12:56
Palo Alto	3:30	4:01	4:30	4:47	5:02	—	5:16	5:40	5:52	6:04	—	6:16	6:40	6:52	7:04	—	7:16	7:40	8:31	9:40	10:40	11:40	12:59
California Avenue	3:34	4:04	4:34	—	5:06	—	—	5:44	—	6:08	—	—	6:44	—	7:08	—	—	7:44	8:35	9:44	10:44	11:44	1:03
San Antonio	3:38	4:09	4:38	—	—	—	—	5:48	—	—	—	—	6:48	—	—	—	—	7:48	8:39	9:48	10:48	11:48	1:07
Mountain View	3:43	4:13	4:43	4:54	5:12	5:38	—	5:52	5:59	6:14	6:38	—	6:52	6:59	7:14	7:38	—	7:52	8:43	9:52	10:52	11:52	1:11
Sunnyvale	3:48	4:18	4:48	—	5:17	5:43	5:26	5:57	—	6:20	6:43	6:26	6:57	—	7:20	7:43	7:26	7:57	8:48	9:57	10:57	11:57	1:16
Lawrence	3:52	4:23	4:52	—	—	—	—	6:03+	—	—	6:47	—	7:03+	—	—	—	—	8:03	8:52	10:01	11:01	12:01	1:20
Santa Clara	3:57	4:28	4:57	—	—	5:52	—	6:10+	—	—	6:52	—	7:10+	—	—	7:52	—	8:10	8:57	10:06	11:06	12:06	1:25
College Park	—	4:32	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
San Jose Diridon	4:04	4:38	5:04	5:09	5:28	6:00	5:36	6:20	6:14	6:30	7:00	6:36	7:20	7:14	7:30	8:00	7:36	8:18	9:06	10:13	11:13	12:13	1:34
Tamien	4:11	4:45	5:11	—	—	—	5:43	6:26	—	—	7:06	6:43	7:26	—	—	—	7:43	8:25	—	10:20	11:20	—	—
Capitol	—	4:52	—	—	—	—	—	6:33	—	—	7:13	—	—	—	—	—	—	—	—	—	—	—	—
Blossom Hill	—	4:58	—	—	—	—	—	6:39	—	—	7:19	—	—	—	—	—	—	—	—	—	—	—	—
Morgan Hill	—	5:11	—	—	—	—	—	6:52	—	—	7:32	—	—	—	—	—	—	—	—	—	—	—	—
San Martin	—	5:17	—	—	—	—	—	6:58	—	—	7:38	—	—	—	—	—	—	—	—	—	—	—	—
Gilroy	—	5:30	—	—	—	—	—	7:11	—	—	7:51	—	—	—	—	—	—	—	—	—	—	—	—

100 Local    200 Limited    300 Baby Bullet    6:29 6:37 7:11 7:18 Timed transfers for local service.

• Train may leave up to 5 minutes early.  
 • Train bypasses station.

See Page 1 For Morning and Early Afternoon Times

**EFFECTIVE APRIL 4, 2016**  
04.10 - JSM

**PM** **AM**



Table 9 – Caltrain Weekend NB service




																			Baby Bullet Express	
<div>  </div>																			SAT ONLY	
<div> On weekends, a <b>shuttle bus</b> connects the Tamien and Diridon stations. Caltrain fare policies apply.  Timetable subject to change without notice. * Train departure may be delayed up to 15 minutes after Sharks games. </div>																			SAT ONLY	
Train No.	421	423	425	427	801	429	431	433	435	437	439	441	803	443	445	447	449	*451		
<b>Shuttle Bus</b>								<b>AM</b>	<b>PM</b>											
Departs Tamien	—	7:33	8:33	9:33	10:10	10:33	11:33	12:33	1:33	2:33	3:33	4:33	5:10	5:33	6:33	7:33	8:33	—		
Arrives SJ Diridon	—	7:45	8:45	9:45	10:22	10:45	11:45	12:45	1:45	2:45	3:45	4:45	5:22	5:45	6:45	7:45	8:45	—		
ZONE 4	San Jose Diridon	7:00	8:00	9:00	10:00	10:35	11:00	12:00	1:00	2:00	3:00	4:00	5:00	5:35	6:00	7:00	8:00	9:00	10:30	
	Santa Clara	7:05	8:05	9:05	10:05	—	11:05	12:05	1:05	2:05	3:05	4:05	5:05	—	6:05	7:05	8:05	9:05	10:35	
	Lawrence	7:10	8:10	9:10	10:10	—	11:10	12:10	1:10	2:10	3:10	4:10	5:10	—	6:10	7:10	8:10	9:10	10:40	
	Sunnyvale	7:14	8:14	9:14	10:14	10:45	11:14	12:14	1:14	2:14	3:14	4:14	5:14	5:45	6:14	7:14	8:14	9:14	10:44	
	Mountain View	7:19	8:19	9:19	10:19	10:50	11:19	12:19	1:19	2:19	3:19	4:19	5:19	5:50	6:19	7:19	8:19	9:19	10:49	
ZONE 3	San Antonio	7:23	8:23	9:23	10:23	—	11:23	12:23	1:23	2:23	3:23	4:23	5:23	—	6:23	7:23	8:23	9:23	10:53	
	California Ave	7:27	8:27	9:27	10:27	—	11:27	12:27	1:27	2:27	3:27	4:27	5:27	—	6:27	7:27	8:27	9:27	10:57	
	Palo Alto	7:31	8:31	9:31	10:31	10:58	11:31	12:31	1:31	2:31	3:31	4:31	5:31	5:58	6:31	7:31	8:31	9:31	11:01	
	Menlo Park	7:34	8:34	9:34	10:34	—	11:34	12:34	1:34	2:34	3:34	4:34	5:34	—	6:34	7:34	8:34	9:34	11:04	
	Atherton	7:37	8:37	9:37	10:37	—	11:37	12:37	1:37	2:37	3:37	4:37	5:37	—	6:37	7:37	8:37	9:37	11:07	
ZONE 2	Redwood City	7:41	8:41	9:41	10:41	11:04	11:41	12:41	1:41	2:41	3:41	4:41	5:41	6:04	6:41	7:41	8:41	9:41	11:11	
	San Carlos	7:45	8:45	9:45	10:45	—	11:45	12:45	1:45	2:45	3:45	4:45	5:45	—	6:45	7:45	8:45	9:45	11:15	
	Belmont	7:48	8:48	9:48	10:48	—	11:48	12:48	1:48	2:48	3:48	4:48	5:48	—	6:48	7:48	8:48	9:48	11:18	
	Hillsdale	7:51	8:51	9:51	10:51	11:10	11:51	12:51	1:51	2:51	3:51	4:51	5:51	6:10	6:51	7:51	8:51	9:51	11:21	
	Hayward Park	7:54	8:54	9:54	10:54	—	11:54	12:54	1:54	2:54	3:54	4:54	5:54	—	6:54	7:54	8:54	9:54	11:24	
ZONE 1	San Mateo	7:57	8:57	9:57	10:57	11:14	11:57	12:57	1:57	2:57	3:57	4:57	5:57	6:14	6:57	7:57	8:57	9:57	11:27	
	Burlingame	8:02	9:02	10:02	11:02	—	12:02	1:02	2:02	3:02	4:02	5:02	6:02	—	7:02	8:02	9:02	10:02	11:32	
	Broadway	8:05	9:05	10:05	11:05	—	12:05	1:05	2:05	3:05	4:05	5:05	6:05	—	7:05	8:05	9:05	10:05	11:35	
	Millbrae	8:10	9:10	10:10	11:10	11:23	12:10	1:10	2:10	3:10	4:10	5:10	6:10	6:23	7:10	8:10	9:10	10:10	11:40	
	San Bruno	8:14	9:14	10:14	11:14	—	12:14	1:14	2:14	3:14	4:14	5:14	6:14	—	7:14	8:14	9:14	10:14	11:44	
ZONE 1	South SF	8:19	9:19	10:19	11:19	—	12:19	1:19	2:19	3:19	4:19	5:19	6:19	—	7:19	8:19	9:19	10:19	11:49	
	Bayshore	8:25	9:25	10:25	11:25	—	12:25	1:25	2:25	3:25	4:25	5:25	6:25	—	7:25	8:25	9:25	10:25	11:55	
	22 <sup>nd</sup> Street	8:30	9:30	10:30	11:30	—	12:30	1:30	2:30	3:30	4:30	5:30	6:30	—	7:30	8:30	9:30	10:30	12:00	
San Francisco	8:38	9:38	10:38	11:38	11:41	12:38	1:38	2:38	3:38	4:38	5:38	6:38	6:41	7:38	8:38	9:38	10:38	12:08		



Table 10 – Caltrain Weekend SB service

 <b>Southbound - WEEKEND SERVICE to SAN JOSE</b>																			Baby Bullet Express	
																			SATURDAY ONLY	
Train No.	422	424	426	428	802	430	432	434	436	438	440	442	804	444	446	448	450	454		
ZONE 1	San Francisco	8:15	9:15	10:15	11:15	11:59	12:15	1:15	2:15	3:15	4:15	5:15	6:15	6:59	7:15	8:15	9:15	10:15	12:01	
	22nd Street	8:20	9:20	10:20	11:20	–	12:20	1:20	2:20	3:20	4:20	5:20	6:20	–	7:20	8:20	9:20	10:20	12:06	
	Bayshore	8:25	9:25	10:25	11:25	–	12:25	1:25	2:25	3:25	4:25	5:25	6:25	–	7:25	8:25	9:25	10:25	12:11	
	So. San Francisco	8:31	9:31	10:31	11:31	–	12:31	1:31	2:31	3:31	4:31	5:31	6:31	–	7:31	8:31	9:31	10:31	12:17	
	San Bruno	8:35	9:35	10:35	11:35	–	12:35	1:35	2:35	3:35	4:35	5:35	6:35	–	7:35	8:35	9:35	10:35	12:21	
	Millbrae	8:39	9:39	10:39	11:39	12:15	12:39	1:39	2:39	3:39	4:39	5:39	6:39	7:15	7:39	8:39	9:39	10:39	12:25	
	Broadway	8:43	9:43	10:43	11:43	–	12:43	1:43	2:43	3:43	4:43	5:43	6:43	–	7:43	8:43	9:43	10:43	12:29	
	Burlingame	8:45	9:45	10:45	11:45	–	12:45	1:45	2:45	3:45	4:45	5:45	6:45	–	7:45	8:45	9:45	10:45	12:31	
	San Mateo	8:51	9:51	10:51	11:51	12:23	12:51	1:51	2:51	3:51	4:51	5:51	6:51	7:23	7:51	8:51	9:51	10:51	12:37	
	Hayward Park	8:54	9:54	10:54	11:54	–	12:54	1:54	2:54	3:54	4:54	5:54	6:54	–	7:54	8:54	9:54	10:54	12:40	
ZONE 2	Hillsdale	8:57	9:57	10:57	11:57	12:27	12:57	1:57	2:57	3:57	4:57	5:57	6:57	7:27	7:57	8:57	9:57	10:57	12:43	
	Belmont	9:00	10:00	11:00	12:00	–	1:00	2:00	3:00	4:00	5:00	6:00	7:00	–	8:00	9:00	10:00	11:00	12:46	
	San Carlos	9:03	10:03	11:03	12:03	–	1:03	2:03	3:03	4:03	5:03	6:03	7:03	–	8:03	9:03	10:03	11:03	12:49	
	Redwood City	9:09	10:09	11:09	12:09	12:35	1:09	2:09	3:09	4:09	5:09	6:09	7:09	7:35	8:09	9:09	10:09	11:09	12:55	
	Atherton	9:13	10:13	11:13	12:13	–	1:13	2:13	3:13	4:13	5:13	6:13	7:13	–	8:13	9:13	10:13	11:13	12:59	
	Menlo Park	9:16	10:16	11:16	12:16	–	1:16	2:16	3:16	4:16	5:16	6:16	7:16	–	8:16	9:16	10:16	11:16	1:02	
	Palo Alto	9:19	10:19	11:19	12:19	12:41	1:19	2:19	3:19	4:19	5:19	6:19	7:19	7:41	8:19	9:19	10:19	11:19	1:05	
	California Avenue	9:23	10:23	11:23	12:23	–	1:23	2:23	3:23	4:23	5:23	6:23	7:23	–	8:23	9:23	10:23	11:23	1:09	
	San Antonio	9:27	10:27	11:27	12:27	–	1:27	2:27	3:27	4:27	5:27	6:27	7:27	–	8:27	9:27	10:27	11:27	1:13	
	Mountain View	9:31	10:31	11:31	12:31	12:49	1:31	2:31	3:31	4:31	5:31	6:31	7:31	7:49	8:31	9:31	10:31	11:31	1:17	
ZONE 3	Sunnyvale	9:36	10:36	11:36	12:36	12:54	1:36	2:36	3:36	4:36	5:36	6:36	7:36	7:54	8:36	9:36	10:36	11:36	1:22	
	Lawrence	9:40	10:40	11:40	12:40	–	1:40	2:40	3:40	4:40	5:40	6:40	7:40	–	8:40	9:40	10:40	11:40	1:26	
	Santa Clara	9:45	10:45	11:45	12:45	–	1:45	2:45	3:45	4:45	5:45	6:45	7:45	–	8:45	9:45	10:45	11:45	1:31	
	San Jose Diridon	9:53	10:53	11:53	12:53	1:05	1:53	2:53	3:53	4:53	5:53	6:53	7:53	8:05	8:53	9:53	10:53	11:53	1:39	
	Shuttle Bus		AM	PM														PM	AM	
	Departs SJ Diridon	10:00	11:00	12:00	–	1:13	2:00	3:00	4:00	5:00	6:00	7:00	–	8:13	9:00	10:00	–	–	–	
	Arrives Tamien	10:10	11:10	12:10	–	1:23	2:10	3:10	4:10	5:10	6:10	7:10	–	8:23	9:10	10:10	–	–	–	
ZONE 4																				

### **3. On-Time Performance**

#### **Service Standard:**

A train is determined to be on-time if it reaches its final destination within five minutes of the published schedule time. Caltrain does not permit its trains to depart early. It is Caltrain's goal to have 95 percent of trains meet this on-time criteria. Monthly on-time performance is tracked and published as part of a monthly performance report to the Caltrain Board.

#### **Monitoring:**

- According to Caltrain's Rail Operating Control System (ROCS) which tracks train delays, a train is determined to be on-time if it reaches its final destination within five minutes and 59 seconds of the scheduled time.
- On-Time Performance (OTP) is traditionally measured only at the end of line. This is still being measured.
- For specific monitoring sample refer to **Table 6** (above) - Distances Between Stations, Station Type Designations, Vehicle Headways, and On-Time Performance.
- Additional measurements based on intermediate points are also being calculated to monitor performance at more than just the end points.
  - For trains traveling north from Gilroy: at Tamien, San Jose, Redwood City and San Francisco Stations
  - For trains traveling north from Tamien: at San Jose, Redwood City and San Francisco Stations
  - For trains traveling north from San Jose: at Redwood City and San Francisco Stations
  - For trains traveling south to Gilroy: at Redwood City, San Jose, Tamien, and Gilroy Stations
  - For trains traveling south to Tamien: at the Redwood City, San Jose, and Tamien Stations
  - For trains traveling south to San Jose: at Redwood City and San Jose Stations

#### **Findings:**

Based on review of Northbound Train Year-To Date (as of October 16<sup>th</sup>, 2016) On Time Performance that terminates service at San Francisco 4<sup>th</sup> & King Station (measures as 94.07%), Caltrain is currently not meeting its goal by 0.93% to have 95% of trains reach its final destination within five minutes and fifty nine seconds of the published time.

Based on review of Southbound Train Year-To Date (as of October 16<sup>th</sup>, 2016) On Time Performance that terminates service at San Jose Diridon Station (measures as 91.58%), Caltrain is currently not meeting its goal by 3.42% to have 95% of trains reach its final destination within five minutes and fifty nine seconds of the published time.

Based on review of Southbound Train Year-To Date (as of October 16<sup>th</sup>, 2016) On Time Performance that terminates at Tamien Station (measures as 92.30%), Caltrain is currently not meeting its goal by 2.70% to have 95% of trains reach its final destination within five minutes and fifty nine seconds of the published time.

Based on review of Southbound Train Year-To Date (as of October 16<sup>th</sup>, 2016) On Time Performance that terminates at the Gilroy Station (measures at 95.50%), Caltrain is currently meeting its goal by 0.5% to have 95% of trains reach its final destination within five minutes and fifty nine seconds of the published time.

Several factors attribute to train delay including incidents (fatalities which sometimes require hours of investigation). These delays can often bring trains to a halt, leading to hours of delay for multiple trains. JPB staff continues to educate the public on rail safety to help minimize unusual occurrences and incidents within the Caltrain right of way (ROW) that can cause delays. Additionally, other issues such as mechanical failures cause delays. The JPB will continue to improve maintenance performance and incident management to mitigate delays and improve On Time Performance.

Caltrain OTP affects all trains stations since incident locations and mechanical train delays can randomly occur at any station whether it be minority or low-income. Currently, OTP is only measured at the end of the line stations and intermediate points, all of which are low-income and minority stations. However, this does not demonstrate a disparate impact or disproportionate burden on minority and low-income populations because if there is a delay, the delay will impact all stations.

#### **4. Service Availability**

##### **Service Standard:**

Caltrain station spacing is mostly based on locations inherited from a previous owner (the Southern Pacific Railroad) before the Peninsula Joint Powers Board took over the system in 1992. The 48-mile railroad from San Francisco to Tamien has 23 regular stations (not counting Special and Gilroy station types) for an average station spacing of 2.1 miles. The distance between stations that one must travel to access service is based on average distance (miles) between adjacent stations (both directions) and based on types of service stopping at the station.

<b><u>Station Type</u></b>	<b><u>Station Spacing</u></b>
Major	5 miles
Intermediate	3 miles
Minor	2 miles
Gilroy	6 miles
Special	1 mile

##### **Monitoring:**

For specific monitoring sample refer to **Table 6** (above) - Distances Between Stations, Station Type Designations, Vehicle Headways, and On-Time Performance

For reference to the current Caltrain schedule refer to Table **7a and 7b** (above) for Weekday NB service, **Table 8a and 8b** (above) for Weekday SB service, **Table 9** (above) for Weekend NB service, and **Table 10** (above) for Weekend SB service.

##### **Findings:**

Service availability is largely static. Service availability is provided to all stations during peak, reverse peak, evenings, and weekends regardless of whether it is designated as a minority or low income station, except for the Special stations and Gilroy stations where service provided is based on ridership. If and when plans are made for new stations, the service availability metric will be analyzed to ensure that it falls within standards.

Spacing between each station designated as a major, intermediate, or minor station averages 2.1 miles. Since Caltrain's schedule does not provide station stop service strictly on station type and provides a mixture of station types for each scheduled train in each direction, monitoring has revealed that station type designations for service available does not apply.

# System-wide Service Policies Monitoring Process

## 1. Vehicle Assignment

### **Policy Standard:**

The Caltrain revenue fleet consists of 118 passenger cars (25 Bombardier and 93 Nippon Sharyo/Gallery cars) and 29 diesel locomotives. All trains are comprised of one locomotive and five passenger cars. All Gallery car trains include at least one Americans with Disabilities Act-(ADA) accessible rail car, one car with a luggage rack and two cars that together accommodate up to 80 bikes. All Bombardier cars are ADA accessible and Bombardier trains all have two bike cars that accommodate up to 48 bikes.

Caltrain consists (i.e., locomotives, cab cars and passenger cars) are rotated on a daily basis to serve different scheduled trains. Several trains a day are specified to be equipped with Gallery consists to utilize the higher bike capacity of 80 (versus 48 for a Bombardier equipped train) for trains that have very high bike demand. Another group of trains are specified to be equipped with Bombardier consists in order to take advantage of its additional 10 seats and four doors per car for trains that have very high passenger loads. The use of Gallery versus Bombardier equipment is not matched to any particular service type or station.

### **Monitoring:**

- Staff monitors the vehicle assignment daily. The morning report includes a section that discusses consist deviations and equipment swaps.
- The contractor that operates the Caltrain system provides a monthly equipment availability report.
- Consumer Reports which help track all Customer Service Compliments, Complaints, and Issues (accessed by logging into the TransitSafe system) are reviewed for any unreported vehicle assignment deviations.
- In 2015, Caltrain purchased 16 used rail cars from the Southern California Regional Rail Authority, Los Angeles Metrolink and has been refurbishing the cars and putting them into service to help address capacity issues. Currently a mixture of 5 car Gallery trains & 6 car Bombardier trains are operating. The updated list of rail cars was updated in the Caltrain Fleet Management Plan Report in 2015.

### **Fleet Information History**

Bombardier equipment was originally purchased for the Baby Bullet limited-stop express service between San Francisco and San Jose. The service, which started in June 2004, used Bombardier equipment sporting a modern, stream-lined look to differentiate the service. In August 2005, the number of Baby Bullet trains per day almost doubled. There were no longer enough Bombardier cars to cover all the Baby Bullet service. As a result, the older Gallery cars began to be used in regular Baby

Bullet service. Fleet assignment decisions became based on ridership demand on a particular train. This includes reviewing both bicycle ridership (Gallery cars have more space available for bicycles) and pedestrian ridership (Bombardier cars can load faster and have a few more seats).

For specific monitoring of vehicle age refer to **Table 11** (below) - Caltrain Rolling Stock Average Vehicle Age and **Table 12** - Caltrain Locomotives Average Vehicle Age.

**Findings:**

Since Caltrain is a fixed transit guideway system, the entire Caltrain fleet services all stations. There is no distinction between the fleet vehicles that stop at low income vs. non-low income stations and minority vs. non-minority stations. Fleet average age for rolling stock and locomotives is provided for reference only.

Table 11 – Caltrain Rolling Stock Average Vehicle Age

CALTRAIN AVERAGE VEHICLE AGE						
ROLLING STOCK						
<u>SERIES</u>	<u>NUMBER</u>	<u># of SEATS</u>	<u>YEAR</u>	<u>MAKE</u>	<u>AGE</u>	<u>CAR AGE</u>
TRAILER	26	142	1985	Nippon Sharyo	31	806
TRAILER	16	148	1985	Nippon Sharyo	31	496
TRAILER	9	148	1986	Nippon Sharyo	30	270
TRAILER	1	148	1987	Nippon Sharyo	29	29
CAB CONTROL	21	107	1985	Nippon Sharyo	31	651
CAB CONTROL	6	82	2000	Nippon Sharyo	16	96
TRAILER	14	122	2000	Nippon Sharyo	16	224
TRAILER	10	144	2002	Bombardier	14	140
TRAILER	2	144	2003	Bombardier	13	26
CAB CONTROL	5	123	2002	Bombardier	14	70
CAB CONTROL	2	139	2002	Bombardier	14	28
TRAILER	6	140	2008	Bombardier	8	48
CAB CONTROL	2	123	2008	Bombardier	8	16
TRAILER	16	149	1997	Bombardier	19	304
<b>NIPPON</b>	<b>93</b>					<b>2572</b>
<b>FLEET</b>	<b>AVG AGE =</b>					<b>27.7</b>
<b>BOMBARDIER</b>	<b>43</b>					<b>632</b>
<b>FLEET</b>	<b>AVG AGE =</b>					<b>14.7</b>
	<b>136</b>					<b>3204</b>
<b>FLEET</b>	<b>AVG AGE =</b>					<b>23.6</b>



**Table 12 – Caltrain Locomotives Average Vehicle Age**

[illegible]

## 2. Transit Amenities

**Policy Standard:**

Caltrain provides a variety of amenities at stations to attract and retain customers. Station amenities are distributed based on ridership activity and conditions that were assumed by the JPB when it took over the railroad. Stations are divided into three groups (Level 1- 3). These levels correspond roughly with the station hierarchy designations listed in the introduction to the system-wide service standards.

The “Core” set of amenities exist at most stations and include bike lockers, bike racks, shelters/canopies, benches, trash cans, pay phones, smart card fare validation equipment and ticket vending machines (TVMs). It is standard for each station to have a posted system map, schedule, other customer information, variable message signs and public announcement systems (PA).

Only a few stations with unique access situations have elevators or escalators. The placement of elevators is often at the choice and cost of other agencies (e.g. not the JPB) when a station is constructed or reconstructed.

<u>Station Type</u>	<u>Level</u>	<u>Amenities</u>
Major	Level 1	Core amenities
Intermediate	Level 1	Core amenities
Minor	Level 1	Core amenities
Gilroy	Level 2	Core amenities without bike racks, PA & VMS
Special	Level 3	TVMs only, at stations with scheduled stops

### **Monitoring:**

Station amenities are largely static. Station amenities are reviewed once a quarter as part of the scheduled quarterly station inspections with the Contract Operator. Any discrepancies are addressed as needed.

For specific monitoring of transit amenities refer to **Table 13** – Transit Amenities Monitoring.

### **Findings:**

The results of Station Amenities monitoring are shown in **Table 13** (below). Based on ACS 2010-2014 data, there are fourteen minority stations and eighteen non-minority stations along the Caltrain System. There are a total of six missing transit amenities at minority stations and a total of eight missing transit amenities at non-minority stations. There is no disparate impact on minority stations as Caltrain is 96% compliant with station amenities at minority stations and 96% compliant with station amenities at non-minority stations.

Based on ACS 2010-2014 data, there are sixteen low-income stations and sixteen non low-income stations along the Caltrain System. There are a total of ten missing transit amenities at low-income stations and four missing transit amenities at non low-income stations. Though more low-income stations (ten) are missing amenities than non-low income stations (four), the differences in compliance with the transit amenities policy is negligible and does not result in a disproportionate burden.

Table 13 – Transit Amenities Monitoring

CALTRAIN 2016 TITLE VI COMPLIANCE PROGRAM TRANSIT AMENITIES																									Last Updated: 10/20/16 CD				
Station	Title VI (Minority vs. Non-Minority)	Title VI (Low-Income)	Average Weekday Boardings - 2016 (Caltrain Annual Passenger Counts)		Station	Amenity	"Core" Station Amenities												Other Station Amenities						Notes				
			On-board	Off-board			Type	Level	Bike Lockers	Bike Racks	Shelters/ Canopies	Benches	Trash Cans	Pay Phone	Validation Equipment	Smart Card Fare TVM's	Posted Map & System Schedule	Other Customer Information	VMS	PA	Customer Service Agents	Restrooms	Station Parking Lot	Elevators		Escalators	Newsrack		
San Francisco (4th & King)	MINORITY	Yes	14769	14582	Major	1	X	0	X	X	X	X	X	X	X	X	X	X	X	X	X	-	X	-	X				
San Jose Diridon	MINORITY	Yes	4712	4768	Major	1	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	-	X	-	X				
San Mateo	MINORITY	Yes	2179	2143	Major	1	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	-	X	-	X				
Redwood City	MINORITY	Yes	3814	3731	Major	1	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	-	X	-	X				
Sunnyvale	MINORITY	No	3190	3217	Major	1	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	-	X	-	X				
Bayshore	MINORITY	Yes	253	245	Minor	1	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	-	X	-	X				
So. San Francisco	MINORITY	Yes	471	483	Minor	1	X	X	X	X	X	X	X	X	0	0	0	0	0	0	0	-	X	-	X				
San Bruno	MINORITY	No	717	759	Minor	1	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	-	X	-	X				
Lawrence	MINORITY	No	901	904	Minor	1	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	-	X	-	X				
Tamien	MINORITY	Yes	1283	1216	Intermediate	1	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	-	X	-	X				
Capitol	MINORITY	Yes	64	58	Gilroy	2	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	-	X	-	X				
Blossom Hill	MINORITY	No	127	114	Gilroy	2	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	-	X	-	X				
Morgan Hill	MINORITY	Yes	183	163	Gilroy	2	X	X	X	X	X	0	X	X	X	X	X	X	X	X	X	-	X	-	X				
Gilroy	MINORITY	Yes	178	178	Gilroy	2	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	-	X	-	X				
Palo Alto	Non-Minority	Yes	7424	7751	Major	1	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	-	X	-	X				
Millbrae	Non-Minority	No	3606	3727	Major	1	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	-	X	-	X				
Mountain View	Non-Minority	No	3190	3,217	Major	1	X	X	X	X	X	0	X	X	X	X	X	X	X	X	X	-	X	-	X				
Hillsdale	Non-Minority	No	2958	2896	Major	1	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	-	X	-	X				
Menlo Park	Non-Minority	No	1796	1817	Intermediate	1	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	-	X	-	X				
22nd Street	Non-Minority	No	1715	1717	Intermediate	1	0	X	X	X	X	0	X	X	X	X	X	X	X	X	X	-	X	-	X				
Santa Clara	Non-Minority	Yes	1093	1102	Intermediate	1	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	-	X	-	X				
Burlingame	Non-Minority	No	1054	1055	Intermediate	1	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	-	X	-	X				
Hayward Park	Non-Minority	Yes	427	419	Minor	1	X	X	X	X	X	0	X	X	X	X	X	X	X	X	X	-	X	-	X				
Belmont	Non-Minority	No	664	621	Minor	1	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	-	X	-	X				
San Carlos	Non-Minority	No	1475	1447	Intermediate	1	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	-	X	-	X				
California Avenue	Non-Minority	No	1628	1564	Intermediate	1	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	-	X	-	X				
San Antonio	Non-Minority	No	942	866	Minor	1	X	X	X	X	X	0	X	X	X	X	X	X	X	X	X	-	X	-	X				
San Martin	Non-Minority	Yes	77	68	Gilroy	2	0	0	-	X	X	0	X	X	X	X	X	X	X	X	X	-	X	-	X				
College Park**	Non-Minority	Yes	56	175	Special	3	-	-	-	X	X	X	-	X	X	X	X	X	X	X	-	X	-	X		Weekday Peak Only 1 trip each			
Broadway**	Non-Minority	No	Not tracked	Not tracked	Special	3	X	X	X	X	X	X	X	X	X	X	X	X	X	X	-	X	-	X		Suspended - No Weekday, Yes -Wind			
Atherton**	Non-Minority	No	Not tracked	Not tracked	Special	3	-	-	-	X	X	X	X	X	X	X	X	X	X	X	-	X	-	X		Suspended - No Weekday, Yes -Wind			
Stanford Stadium**	Non-Minority	Yes	Not tracked	Not tracked	Special	3	-	-	-	-	-	-	-	-	0	0	-	X	-	-	-	-	-	-	-	Use for Stanford Football Home Games Only			
0* = Does not have amenity and Below Standard      * = Does not have amenity but meets Standard      X* = Has Amenity and meets Standard																													
*College Park, currently has 1 weekday trip each way during peak, Broadway & Atherton currently have weekend service only, Stanford Stadium is used only for Stanford home football games (no scheduled stops)																													
									Bike Lockers	Bike Racks	Shelters/ Canopies	Benches	Trash Cans	Pay Phones	Smart Card Fare Validation Equipment	TVM's	Posted Map & System Schedule	Other Customer Information	VMS	PA	Tix Agent	Restrooms	Station Parking Lot	Elevators	Escalators	Newsrack	CRITERIA		
Notes:							C		1	1	1	1	1	1	1	1	1	1	1	1	1						Level 1 - Major, Intermediate, Minor		
- * Passenger counts based on January - March 2016 average count							O																				Level 2 - Gilroy		
- Existing Amenities based on latest field inspection conducted							R		1		1	1	1	1	1	1	1	1	1									Level 3 - Special (with scheduled stops)	
- Bay Meadows Station has been permanently closed forever							E									1													
- Paul Avenue has had all station remnants removed																													
- Atherton, Broadway have had weekday service suspended																													
- Inventory Station Parking Lot only includes designated Caltrain parking.																													
- It does not include street parking or parking owned by others.																													
MINORITY STATION ANALYSIS																													
							Minority	14	13	14	14	14	12	14	14	13	13	13	14										
							Non-Minority	16	18	18	18	18	13	18	17	18	18	18	18										
							All	30	31	32	32	32	25	32	31	31	31	31	31	31	32								
							Check	30	31	32	32	32	25	32	31	31	31	31	31	31	32								
							Minority Compliance	100%	93%	100%	100%	100%	86%	100%	100%	93%	93%	93%	93%	100%								Avg	96%
							Non-Minority Compliance	89%	100%	100%	100%	100%	72%	100%	94%	100%	100%	100%	100%	100%								Avg	96%

## L. POLICY DEVELOPMENT OUTREACH

FTA Circular C 4702.1B requires each large public transportation provider's governing board to approve five standards and policies:

- System-wide Service Standards
- System-wide Service Policies
- Major Service Change Policy
- Disparate Impact Policy
- Disproportionate Burden Policy

The Caltrain Service Standards and Policies were adopted by the JPB Board on April 4, 2013. No changes to these standards and policies have been made for this Title VI Program submission.

The first two policies define service standards and policies to be used when determining whether service and facilities are distributed equitably to minority and non-minority routes and facilities. The third policy defines "major service change" as a threshold for when an agency will conduct a thorough analysis of the potential effects of service changes on protected populations. For the last two policies, agencies are required to define thresholds for when they will find that a fare change or major service change will result in a "disparate impact" on the minority population or a "disproportionate burden" on the low-income population.

The circular requires transit agencies to seek public input before Board action on the latter three policies. Staff developed draft standards and policies, and requested public input through four community meetings throughout the Caltrain Service area. Comments were also requested to be made through the mail, telephone, and the dedicated e-mail address of TitleVI@caltrain.com.

The Title VI community meetings were held:

**Tuesday, Feb. 12, 6:30 to 8 p.m.**

Gilroy Senior Center, Meeting Room  
7371 Hanna St, Gilroy

**Thursday, Feb. 21, 10:45 to 11:30 a.m.**

Second floor auditorium  
Caltrain Administrative Offices  
1250 San Carlos Ave, San Carlos

**Tuesday, Feb. 26, 5:00 to 6:30 p.m.**

Bay Area Opera House  
4705 Third St, San Francisco

**Wednesday, Feb. 27, 6:30 to 8:00 p.m.**

Mountain View City Hall  
Plaza Conference Room  
500 Castro St, Mountain View

The JPB reached out to Community groups/members including:

**San Francisco County**

**Potrero Hill/Dogpatch Merchants Association**

Keith Goldstein  
[keith@everestsf.com](mailto:keith@everestsf.com)

**Potrero Boosters**

Tony Kelly  
[tonykelly@astound.net](mailto:tonykelly@astound.net)

**Dogpatch Neighborhood Association**

Janet Carpinelli, president  
415-282-5516

**Dogpatch Neighborhood Association**

1459 18th St., No. 227  
San Francisco, CA 94107  
[www.mydogpatch.org](http://www.mydogpatch.org)

**Brite/4800 Third St Neighbors**

Anna DeJesus  
[britesf@googlegroups.com](mailto:britesf@googlegroups.com)  
[anndejesus2000@yahoo.com](mailto:anndejesus2000@yahoo.com)

**India Basin Neighborhood Association**

Michael Hamman  
702 Earl Street  
San Francisco, CA 94124  
415-643-1376 Office  
415-265-0954 Cell  
[mhamman@igc.org](mailto:mhamman@igc.org)

**Bayview Hill Neighborhood Association**

Shirley Moore  
[sammy988@aol.com](mailto:sammy988@aol.com)

**Better Bayview**

Chris Waddling  
415-810-7556  
[cawaddling@gmail.com](mailto:cawaddling@gmail.com)

**Visitacion Valley Planning Alliance**

Fran Martin  
[fma6764860@aol.com](mailto:fma6764860@aol.com)

**Asian Pacific American Community Center**

Patrick Yung  
Executive Director  
APACC\_Patrick\_Yung@yahoo.com  
Direct phone number: 415 829 9291  
Cell Phone: 415 678 8309

**Hunters Point Shipyard CAC**

Dr. Veronica Hunnicutt  
[vhunnicu@ccsf.edu](mailto:vhunnicu@ccsf.edu)

**Bayview Merchants Association**

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

**Dan Dodt**

[dodt@mac.com](mailto:dodt@mac.com)

**San Mateo County**

- All City Managers
- All Mayors

**Santa Clara County**

- Transform: Manolo Gonzalez-Estay ([mgonzalezestay@transformca.org](mailto:mgonzalezestay@transformca.org))
- Postings to City Council member Newsletters:
  - Ken Yeager
  - Ash Kalra
- All City Managers
- All Mayors

The following CBOs were also contacted for input: Transform, Public Advocates, and Urban Habitat. However these CBOs were unresponsive and didn't participate in providing feedback.

Although there were several outreach methods used, including Caltrain website postings, Take One prints in English and Spanish, Visual Message Signs at all Stations, Community Meetings, News Releases, Advertisements in several newspapers, and social media postings (in accordance with the Caltrain Title VI Outreach Plan), there was very limited feedback received by meeting attendees or other community

members. Staff revised the proposal for its standards and policies and submitted them for Board approval. They were approved April 4, 2013.

Public participation outreach documents for development of JPB Services and Policies and documentation of Board Meetings updates relating to Title VI follow.

**Caltrain News Release**



Media Contact: Jayme Ackemann, 650.508.7934  
Feb. 7, 2013

**Caltrain Seeks Input On Minority and Low-Income Policies**

Caltrain is asking the public for feedback on the levels of fare and service changes that would trigger analysis of impacts to minority and low-income populations.

Prior to fare or major service changes, Caltrain engages the public through public meetings held throughout the railroad's service area.

In response to new Federal Transit Administration requirements, Caltrain is seeking to adopt a formal policy defining when to analyze impacts and when those impacts are significant.

The new requirements are that all transit agencies have a board-adopted Title VI policy. Title VI, of the Civil Rights Act of 1964, protects all people from discrimination, stating:

"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."

The proposed policy sets analysis criteria for two areas: major service changes and unfair or disproportionate impacts to minority and low-income populations. When a fare change or major service change is proposed, Caltrain would conduct analysis based on whether the proposal meets the criteria spelled out below.

Caltrain is recommending analysis be required for all fare changes and changes that reduce or add total passenger service by 25 percent or more per day or that reduce or add stops at a specific station by 50 percent per day. The disparate, or unfair, impacts and disproportional burden thresholds are proposed to be triggered whenever the cumulative impact of a change affects minority or low-income populations the agency serves by 10 percent more than other parts of the community.

Caltrain will be hosting public meetings at several locations along the rail corridor to receive feedback on the proposal before asking the board to adopt the policies at its April meeting.

Public meetings include:

**Tuesday, Feb. 19, 6:30 to 8 p.m.**

Gilroy Senior Center, Meeting Room  
7371 Hanna St., Gilroy

**Thursday, Feb. 21, 10:45 to 11:30 a.m.**

Second floor auditorium  
Caltrain Administrative Offices  
1250 San Carlos Ave., San Carlos



**Caltrain News Release (continued)**

**Tuesday, Feb. 26, 5:00 to 6:30 p.m.**

Bayview Opera House  
4705 Third St., San Francisco

**Wednesday, Feb. 27, 6:30 to 8 p.m.**

Mountain View City Hall  
Plaza Conference Room  
500 Castro St., Mountain View

Caltrain is accepting public comment on these proposals at the meetings or by:

- E-mail to [TitleVI@caltrain.com](mailto: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 for hearing impaired)

The deadline for public comment is Friday, March 29 at 5 p.m. To view the draft policies, visit [www.caltrain.com/TitleVI](http://www.caltrain.com/TitleVI).

Hearing impaired and non-English speaking attendees may arrange for sign language or foreign language translation by calling 650.508.6370 at least 72 hours prior to the meetings.

###

*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 28 consecutive months of ridership increases, surpassing more than 50,000 average weekday riders earlier this year. While the Joint Powers Board assumed operating responsibilities for the service in 1992, the railroad will celebrate 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 by 2019, reducing diesel emissions by 90 percent and adding more service to more stations.*

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

News Release Listings (English and Spanish Newspapers)

TRANS DATE	DJC INV	CUST. REF	DESCRIPTION	BEGIN MO. BALANCE	CURRENT MO. TRANS CHARGES CREDIT	MONTH END BALANCE
02/04/13	B2438383 -IN		SAMTRANS TITLE VI MEETINGS HRG NOTICE OF HEARING 25102 EXAMINER - SAN BRUNO 02/04/2013 8,600 Inches * 1 Inst.	LEGAL SECTION, SET 1 COL WIDE, 6 PT. MIN. TYPE, SET MIN. LINES NEEDED 120.40	120.40	120.40
02/12/13	B2438385 -IN		SAMTRANS TITLE VI MEETINGS HRG NOTICE OF HEARING 51840 PACIFICA TRIBUNE 02/08/2013 11,000 Inches * 1 Inst.	LEGAL SECTION, SET 1 COL WIDE, 6 PT. MIN. TYPE, SET MIN. LINES NEEDED 233.20	233.20	233.20
02/13/13	B2439010 -IN		CALTRAIN TITLE VI COMMUNITY MEETINGS (ENGLISH) GPN GOVT PUBLIC NOTICE 21480 DISPATCH 02/08/2013 Publication	LEGAL SECTION, SET 1 COL WIDE X MIN. TYPE 120.82	120.82	120.82
02/14/13	B2438530 -IN		SAMTRANS TITLE VI MEETINGS (SPANISH) HRG NOTICE OF HEARING 24101 EL OBSERVADOR 02/08/2013 13 Col Inches @ \$33.53 per col. inch * 1 insert	LEGAL SECTION, SET 1 COL WIDE X MIN. TYPE 435.88	435.88	435.88
02/14/13	B2439001 -IN		CALTRAIN TITLE VI COMMUNITY MEETINGS (SPANISH) HRG NOTICE OF HEARING 24101 EL OBSERVADOR 02/08/2013 12 Col. Inches @ \$33.53 per col. inch * 1 insert	LEGAL SECTION, SET 1 COL WIDE X MIN. TYPE 402.35	402.35	402.35
02/14/13	B2439011 -IN		CALTRAIN TITLE VI COMMUNITY MEETINGS (ENGLISH) GPN GOVT PUBLIC NOTICE 25102 EXAMINER - SAN BRUNO 02/14/2013 8,300 Inches * 1 Inst.	LEGAL SECTION, SET 1 COL WIDE X MIN. TYPE 116.20	116.20	116.20
02/15/13	B2439012 -IN		CALTRAIN TITLE VI COMMUNITY MEETINGS (ENGLISH) GPN GOVT PUBLIC NOTICE 42380 MERCURY NEWS 02/11/2013 137 Lines @ \$8.27 + \$10.00 online	LEGAL SECTION, SET 1 COL WIDE X MIN. TYPE 1,142.99	1,142.99	1,142.99
02/18/13	B2439014 -IN		CALTRAIN TITLE VI COMMUNITY MEETINGS (ENGLISH) GPN GOVT PUBLIC NOTICE 65042 SAN MATEO DAILY JOURNAL 02/13/2013 1x14.5 @ \$45.00	LEGAL SECTION, SET 1 COL WIDE X MIN. TYPE 652.50	652.50	652.50
02/28/13	B2435384 -IN		SAMTRANS TITLE VI MEETINGS HRG NOTICE OF HEARING 29180 HALF MOON BAY REVIEW 02/08/2013 15,000 Inches * 1 Inst.	LEGAL SECTION, SET 1 COL WIDE, 6 PT. MIN. TYPE, SET MIN. LINES NEEDED 194.12	194.12	194.12

TRANS DATE	DJC INV	CUST. REF	DESCRIPTION	BEGIN MO. BALANCE	CURRENT MO. TRANS CHARGES CREDIT	MONTH END BALANCE
02/28/13	B2439013 -IN		CALTRAIN TITLE VI COMMUNITY MEETINGS (ENGLISH) GPN GOVT PUBLIC NOTICE 61980 SAN FRANCISCO CHRONICLE 02/15/2013 73 lines x 1 pubs. - nd 5739813	LEGAL SECTION, SET 1 COL WIDE X MIN. TYPE 553.81	553.81	553.81
				\$0.00	\$3,972.27	\$0.00
						\$3,972.27

**News Release Sample (English)**

**Public Notice  
PROOF OF PUBLICATION  
(2015.5 C.C.P.)  
STATE OF CALIFORNIA  
County of Santa Clara**

I am a citizen of the United States and a resident of the County aforesaid. I am over the age of eighteen years, and not a party to or interested in the above entitled matter.

I am the printer and principal clerk of the publisher of the **GILROY DISPATCH**, printed and published in the city of **GILROY, County of Santa Clara, State of California**. **PRINTED AND PUBLISHED ON FRIDAY & ON LINE** for which said newspaper has been adjudicated a newspaper of general circulation by the Superior Court of the County of **SANTA CLARA, State of California**, under the date of **June 10, 1961, Action Number 80709**, that the notice of which the annexed is a printed copy had been published in each issue thereof and not in any supplement thereof on the following dates: **February 8, 2013**.

I declare under penalty of perjury that the foregoing is true and correct and that this declaration on **February 8, 2013**

Has been executed in the  
**GILROY DISPATCH**  
**6400 MONTEREY RD**  
**GILROY CA 95020**  
**Phone # (408) 842-5079**  
**Fax # (408) 842-3817**

*Marie Baeta*

/S/ Marie Baeta  
**Legal Publications Specialist  
and Classified Advertising  
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E-mail [legals@svnewspapers.com](mailto:legals@svnewspapers.com)  
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**Public Notice**

**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.

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

- e-mail: [TitleVI@caltrain.com](mailto: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)

**The deadline for public comments is Friday, March 29, at 5 p.m.**

Hearing impaired and non-English speaking attendees may arrange for sign language or foreign language translation by calling 650-508-6370 at least 72 hours prior to the meetings.

**The meetings will take place:**

**Tuesday, Feb. 19, 6:30 p.m. to 8 p.m.**  
Gilroy Senior Center, Meeting Room  
7371 Hanna St., Gilroy

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

**Tuesday, Feb. 26, 5 p.m. to 6:30 p.m.**  
Bayview Opera House  
4705 Third St., San Francisco

**Wednesday, Feb. 27, 6:30 p.m. to 8 p.m.**  
Mountain View City Hall  
Plaza Conference Room  
500 Castro St., Mountain View  
94039  
**CNS-2439010#**  
**GILROY DISPATCH**  
**G/11546573**

**News Release Sample (Spanish)**



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Special Services Available in Phoenix.

**DECLARATION**

I am a resident of Los Angeles County, over the age of eighteen years and not a party to any or interested in the matter noticed.

The notice, of which the annexed is a printed copy appeared in the:

**EL OBSERVADOR**

On the following dates:

**February 8, 2013**

I certify (or declare) under penalty of perjury that the foregoing is true and correct.

Dated at Los Angeles, California, this  
**13<sup>th</sup>** day of **February** **2013**

*[Signature]*

Signature:

**2439001**

*"The only Public Notice which is justifiable from the standpoint of true economy and the public interest, is that which reaches those who are affected by it"*

Kee, 11079 Daily Journal Corporation, 915 East First Street, Los Angeles, CA 90012



**Public Meeting Handout**

**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 este 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 sea 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
- Teléfono: 1.800.660.4287 (TTY: 650.508.6448 dificultades de audición)

La fecha límite para la recepción de comentarios es viernes, 29 de marzo a las 5 p.m. Para ver los proyectos de políticas, visite [www.caltrain.com/TitleVI](http://www.caltrain.com/TitleVI)

Las personas con dificultades de audición o que no hablen inglés podrán disponer de lenguaje de señas o traducción llamando al 650.508.6370 por lo menos 72 horas antes de las reuniones.

Las reuniones se llevarán a cabo en:

**Martes 19 de febrero, 6:30 p.m. a 8 p.m.**  
Gilroy Senior Center, Meeting Room  
7371 Hanna St., Gilroy

**Jueves 21 de febrero, 10:45 a.m. a 11:30 a.m.**  
Second floor auditorium  
Caltrain Offices  
1250 San Carlos, San Carlos

**Martes 26 de febrero, 5 p.m. a 6:30 p.m.**  
Bayview Opera House  
4705 Third St., San Francisco

**Miércoles 27 de febrero, 5:30 p.m. a 8 p.m.**  
Mountain View City Hall  
Plaza Conference Room  
500 Castro St., Mountain View

2/8/13  
ONS-2439001  
EL OBSERVADOR

# CALTRAIN TITLE VI FREQUENTLY ASKED QUESTIONS

## **What is Title VI?**

Title VI is a section in the Civil Rights Act of 1964 that prohibits recipients of Federal assistance (i.e., dollars) from discriminating based on race, color, or national origin.

## **What does Title VI mean to me?**

Title VI ensures Caltrain does not operate its service or develop new facilities in any way that would discriminate against you based on race, color, or national origin. It ensures service is spread around the service area in an equitable manner.

## **What does Caltrain do to comply with Title VI?**

Caltrain is required to perform a detailed analysis of its entire service every three years to monitor that service is provided in an equitable manner. Caltrain staff analyzes its service and facilities to make sure any benefits and negative impacts are spread evenly to minorities and non-minorities alike. This detailed analysis is submitted to the Federal Transit Administration (FTA) which reviews it to make sure Caltrain is complying with Title VI. This is submitted as part of our regular program submission and includes a Limited English Proficiency Plan. Caltrain Title VI program submission is due December 1, 2013.

In addition, Caltrain performs an equity analysis each time it conducts a major service change or any adjustment to fares. This analysis seeks to ensure the proposed fare or service change doesn't impact minorities and low-income populations more than non-minorities and non-low-income populations.

## **What is a Major Service Change?**

Under new FTA guidelines, Caltrain must develop a definition for what constitutes a "Major Service Change." This new definition is being developed and is currently undergoing public review and comment. Once it is finalized and adopted by the Caltrain Board of Directors, every time Caltrain looks to change its service, it must determine whether that proposed change is a "Major Service Change" based on the adopted definition. If it is a "Major Service Change," then Caltrain must analyze (perform an Equity Analysis) whether the change has any discriminatory impacts. If it is not considered a "Major Service Change," Caltrain can move forward with the change without conducting a Title VI Equity Analysis. All fare changes require an Equity Analysis regardless of the magnitude of the fare change proposal.

## **What does Disparate Impact mean?**

If Caltrain determines that a proposed change is a "Major Service Change" it then conducts a Title VI Equity Analysis to determine whether the change has any discriminatory impacts based on race, color, or national origin. To determine whether the change has such an impact, Caltrain reviews ridership and demographic data and compares minority versus non-minority populations. For instance: If Caltrain were proposing a TVM/paper ticket fare increase, Caltrain would look at customer survey results to see

## **Public Meeting Handout (continued)**

who is using that fare product. Caltrain would determine how much of the increase is borne by minorities versus non-minorities. If the difference exceeds the Disparate Impact threshold, then Caltrain would have to take steps to prove there is no other reasonable alternative to the change that would accomplish the same business goal and mitigate the impact of the change.

#### **What does Disproportionate Burden mean?**

If Caltrain determines that a proposed change is a “Major Service Change” it then conducts a Title VI Equity Analysis to determine whether the change has any discriminatory impacts based on low-income status. To determine whether the change has such an impact, Caltrain reviews ridership and demographic data and compares low-income versus non-low-income populations. For instance: If Caltrain were proposing a TVM/paper ticket fare increase, Caltrain would look at customer survey results to see who is using that fare product. Caltrain would determine how much of the increase is borne by low-income populations versus non-low-income populations. If the difference exceeds the Disproportionate Burden threshold, then Caltrain would have to: 1) take steps to avoid, minimize or mitigate impacts where practicable, and; 2) describe alternatives available to low-income populations affected.

#### **What are the policies Caltrain is proposing?**

Caltrain is proposing the following levels for the three policies in question:

- *Major Service Change Policy:* A reduction or increase of 25 percent or more in total revenue train miles per day. Greater than 50 percent change in the number of trains stopping at a station per day.
- *Disparate Impact Policy:* 10 percent based on the cumulative impact of the proposed service and/or fare changes.
- *Disproportionate Burden Policy:* 10 percent based on the cumulative impact of the proposed service and/or fare changes.

#### **The following part will only be in the staff FAQ:**

#### **Why are the thresholds not zero?**

Setting the Major Service Change policy to be defined as any change would not allow Caltrain to make any changes to the schedule without conducting a Title VI Equity Analysis. The best example of a change Caltrain needed to make without performing an Equity Analysis was the adjustment made to the Caltrain Reinvented (96 weekday trains effective Aug 2005) schedule in Oct 2005 that effected less than 25 percent of trains, but was urgently needed to resolve on-time performance issues. Performing an Equity Analysis would have delayed the needed adjustments by months even though the changes were only by two to five minute, affecting a limited number of trains. The definition includes limits on removing or adding station stops that will prevent drastic changes to particular stations.

The reasoning for not having a zero threshold for both the Disparate Impact and Disproportional Burden Thresholds is the same. Using a threshold of zero would make any change that negatively affects minority and low-income populations difficult to implement even when the disparity is very small.

#### **Public Meeting Handout (continued)**

Nearly every proposed change will have at least a small uneven effect on minorities (or low-income) versus non-minorities (or non-low-income) no matter what is proposed. If the effect is minor, it is hard to justify not implementing the change given that a sound and legitimate business reason is given for the change.

Comment Card (English)**Proposed Caltrain Title VI Policies Comment Card**

Caltrain is developing new policies to comply with Title VI of the Civil Rights Act of 1964. All comments from the public will be taken into consideration before a final proposal is presented to the Caltrain Board of Directors.

Name (optional) \_\_\_\_\_

Comments \_\_\_\_\_

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Please complete and give to Caltrain staff before leaving. Comments also may be made by mail (Caltrain, c/o Operations Planning, P.O. Box 3006, San Carlos, CA 94070-1306), phone (1-800-660-4287 or TTY only 650-508-6448) or e-mail (TitleVI@Caltrain.com). You also may comment at the Caltrain Board meeting April 4, 2013 at 10 a.m. (1250 San Carlos Ave. in San Carlos).

Español al otro lado

**Proposed Caltrain Title VI Policies Comment Card**

Caltrain is developing new policies to comply with Title VI of the Civil Rights Act of 1964. All comments from the public will be taken into consideration before a final proposal is presented to the Caltrain Board of Directors.

Name (optional) \_\_\_\_\_

Comments \_\_\_\_\_

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Please complete and give to Caltrain staff before leaving. Comments also may be made by mail (Caltrain, c/o Operations Planning, P.O. Box 3006, San Carlos, CA 94070-1306), phone (1-800-660-4287 or TTY only 650-508-6448) or e-mail (TitleVI@Caltrain.com). You also may comment at the Caltrain Board meeting April 4, 2013 at 10 a.m. (1250 San Carlos Ave. in San Carlos).

Español al otro lado



**Comment Card (Spanish)**



**Tarjeta de Comentarios para Criterios que Cumplan con el Titulo VI**

Caltrain está desarrollando criterios que cumplan con el Titulo VI del Acta de Derechos Civiles de 1964. Todos los comentarios del público se tendrán en cuenta antes de una propuesta final se presentaria a la Junta de Directores de Caltrain.

Nombre (opcional) \_\_\_\_\_

Comentarios \_\_\_\_\_

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Favor de completar y dar a Caltrain personal antes de salir. Los comentarios también pueden hacerse por correo postal (Caltrain, C/O Operations Planning, P.O. Box 3006, San Carlos, CA 94070-1306), teléfono (1-800-660-4287 o 650-508-6448 sólo TTY) o por correo electrónico (TitleVI@Caltrain.com). También puede comentar en la audiencia al público en Caltrain 4 de abril 2013 a las 10 a.m. (1250 San Carlos Ave. en San Carlos).

English on the other side



**Tarjeta de Comentarios para Criterios que Cumplan con el Titulo VI**

Caltrain está desarrollando criterios que cumplan con el Titulo VI del Acta de Derechos Civiles de 1964. Todos los comentarios del público se tendrán en cuenta antes de una propuesta final se presentaria a la Junta de Directores de Caltrain.

Nombre (opcional) \_\_\_\_\_

Comentarios \_\_\_\_\_

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Favor de completar y dar a Caltrain personal antes de salir. Los comentarios también pueden hacerse por correo postal (Caltrain, C/O Operations Planning, P.O. Box 3006, San Carlos, CA 94070-1306), teléfono (1-800-660-4287 o 650-508-6448 sólo TTY) o por correo electrónico (TitleVI@Caltrain.com). También puede comentar en la audiencia al público en Caltrain 13 de abril 2013 a las 10 a.m. (1250 San Carlos Ave. en San Carlos).

English on the other side

**Board Meeting Minutes (January 3, 2013)**Joint Powers Board Meeting  
Minutes January 3, 2013

Director Nolan asked what milestones the Board will need to take action on. Mr. Waller said in the spring/summer of 2014, the Board will be asked to certify the EIR, but there will be updates as necessary.

Chair Yeager asked when and where the four community meetings will be. Mr. Waller said staff is working on that and it will be known by the end of January. Chair Yeager asked that Mr. Waller and staff work with the three members of each county to ensure the meetings are coordinated.

Public Comments

Elizabeth Lasensky, San Carlos, said she is a Caltrain rider and the on-time statistics are not statistics, but reality. She thinks electrification will increase on-time performance along with level platforms to allow people to get on and off the trains easier.

Jim Bigelow, Redwood City/San Mateo County/Menlo Park Chamber of Commerce, said he encourages the Board to keep on the schedule that was provided today. The diesel equipment is wearing out and there are a number of problems by elongating this process. In the graphics he suggested EMU train sets be shown and staff needs to educate people on passing tracks.

Jeff Carter, Millbrae, said the electrification schedule needs to be adhered to or sped up. He thinks the project shouldn't be limited to two tracks along the right of way as no one knows future demands. Mr. Carter said it would help if Caltrain published how wide the right of way is.

Adina Levin, Friends of Caltrain, asked if level boarding is being included in the EIR. Cities are now planning their land use around Caltrain service and cutting service sends the wrong message to cities.

Roland LeBrun, San Jose, said the JPB cannot afford to wait until 2019 for EMUs. The slides are not reality and were created by Photoshop. Staff needs to have actual design photos.

Paul Jones, Atherton, said he recently went through the previous EIR and it is seriously flawed. He has passed on his comments to staff and urges the consultant to be very careful in working with the previous report.

Yoriko Kishimoto, Friends of Caltrain, said they are looking forward to co-hosting a community meeting. The public would like to be involved in the discussions for level boarding.

**UPDATE ON FEDERAL TRANSIT ADMINISTRATION (FTA) TITLE VI REQUIREMENTS**

Mr. Harvey said:

- There have been recent changes to Title VI of the Civil Rights Act of 1964 that affect all transit agencies.
- Title VI ensures public services, including transportation, are provided in a nondiscriminatory manner; requires opportunities for public participation in

**Board Meeting Minutes (January 3, 2013 - continued)**

Joint Powers Board Meeting  
Minutes January 3, 2013

- decision-making without regard to race, color or national origin; provides access to public services; and is the subject of renewed focus at the Federal level.
- The JPB is eligible for and receives Federal assistance for its transit and other programs, which makes it subject to Title VI. The FTA monitors transit providers for Title VI. Staff submits a report every three years to the FTA.
- New Title VI primary requirements include:
  - Conduct updated survey of passengers
  - Develop a formal Public Participation Plan
  - Report racial breakdown of membership of District-appointed membership advisory committees
  - Adopt a policy on major service changes
  - Adopt policies on disparate impact and disproportionate burden for specific populations
- System wide service standards and policies need to be adopted by the Board for submission to the FTA by March 31, 2013. Staff has to monitor compliance with standards and policies and present service monitoring results to the Board for approval at least every three years.
- Staff will be holding public meetings in each county.
- Major Service Change Policy and Disparate Impact, Disproportionate Burden Policies will be brought to the public and Board.
- New policies require equity analyses of major service changes and all fare changes to determine whether adverse impact is present prior to Board adoption.
- Proposed Title VI schedule:
  - February 2013 – review proposed draft policies to the Board.
  - February-March – conduct outreach.
  - March 2013 – Board adoption.
  - March 31 – submit to FTA.

Director Nolan asked if there will be a way to notify and attract low-income and minorities to attend these meetings in the three counties.

Director Malia Cohen said it would be good if staff partnered with local and community leaders for these meetings. She said marketing materials should be in English, Chinese, Cantonese and as many languages as possible, and staff should have translators of different languages available at the public meetings. Director Cohen said it would also be good to advertise in the smaller neighborhood newspapers.

Mr. Harvey said staff will reach out to Board members for ideas of locations and newspapers to reach the most people.



**Board Meeting Minutes (February 7, 2013)**

Joint Powers Board Meeting  
Minutes February 7, 2013

- After 2017, there is to be no increase beyond the Consumer Price Index.
- Starting in 2019, MTC will link funding to performance.
- Previous cost-reduction strategies include JPB's fuel hedging program; administrative cost control measures; closure of staffed ticket offices; introduction of Baby Bullet in 2004; reinvention of service in 2005; weekend baby bullet service; reduced service in the off-peak; and bringing back the peak-hour service in response to ridership growth.
- Moving forward, sustainable strategies include implement State of Good Repair Projects, support of Transit-oriented Development (TOD), station access planning and implementation, continuation of the Fuel Hedging Program, real-time information for customers and Caltrain Modernization Program post 2019.
- Staff will present the TSP Strategic Plan for adoption at the March meeting.

**Public Comment**

Adina Levin, Friends of Caltrain, said members are adopting stations and this is a real opportunity for Caltrain. She said the GO Pass Program would be extremely effective for TODs because a monthly parking at Palo Alto is \$45 and a two-zone ticket is \$168.

**UPDATE ON TITLE VI POLICIES**

Director of Rail, Michelle Bouchard reported that under new Federal requirements, Title VI civil rights policies must be Board approved and submitted to FTA prior to the next equity analysis or program submission. These include adopting a policy on major service changes, disparate impact and disproportional burden for specific populations and adoption of system-wide service standards.

- **Major Service Change Policy**
  - Determines when service change is significant enough to require a thorough analysis of potential effects on protected populations.
  - The proposed draft policy would require such an analysis when there is an increase or decrease of 25 percent or more in total revenue train miles per day and more than a 50 percent change in trains stopping at a single station per day.
- **Disparate Impact Policy and Disproportionate Burden Policy**
  - Staff is recommending an analysis be required when a threshold of 10 percent is achieved in the difference between the impact to minority versus non-minority communities.
- **Service standards and policies**
  - These are service standards and policies that staff has been using over the last nine years.
  - Service standards are looking at vehicle load, headway, on-time performance and service availability.
  - Service policies are looking at vehicle assignments and transit amenities.
- **Proposed Title VI schedule:**
  - Conduct public outreach on proposed policies between February and March.
  - Continue additional outreach to community based organizations in March.

**Board Meeting Minutes (February 7, 2013 - continued)**

Joint Powers Board Meeting  
 Minutes February 7, 2013

- o Final adoption at the April Board meeting.
- o Public meetings will be in Gilroy, San Carlos, San Francisco and Mountain View.
- o Comments will be accepted through March 29.

**APPROVAL OF 2013 LEGISLATIVE PROGRAM**

Director of Government and Community Affairs Seamus Murphy said staff is recommending approval of the 2013 State and Federal Legislative Program. This program guides staff's advocacy efforts in Sacramento and Washington D.C. The program is structured to focus on three primary objectives: maintaining and enhancing State and Federal funding opportunities that support Caltrain programs and services; seek a regulatory environment that streamlines project delivery and maximizes Caltrain's ability to meet public transportation service demands; and reinforcing and expanding programs that build and incentivize public transportation ridership. Mr. Murphy said with these three objectives there are several issues that are included in the program that staff expects to focus on in the coming year, both at the State and Federal levels.

Mr. Murphy said the program is structured to be broad enough to allow staff to take action quickly when unanticipated issues might come up. If there are issues outside of this program, staff would bring them to the Board's attention and seek approval.

**Public Comment**

Vaughn Wolfe, Pleasanton, said he would suggest altering the laws so transit districts can participate and buy power, rather than exempting the agency from the costs. When there are exemptions the cost is being forced on the rest of the general public. If it is forced to a vote the rest of the general public will not look respectably on transportation. Operating costs can be significantly reduced by capitalizing your own power system.

A motion (Nolan/Lloyd) to approve the 2013 Legislative Program was approved unanimously.

**LEGISLATIVE UPDATE****State Update**

Mr. Murphy said there is no deficit projected for next year in the governor's budget. The State Transit Assistance Program projections are lower for this fiscal year and next fiscal year due to a lower level of diesel fuel sales. There is \$480 million included for appropriation for transit in the Proposition 1B program. There is an appropriation of \$55 million from the first Cap and Trade auction and it has not been specified how those funds will be directed. The governor's office will be holding a series of outreach meetings and staff will encourage these funds be directed towards clean transportation projects.

Mr. Murphy introduced the new Government Affairs Officer Casey Fromson, who will be focusing on the Caltrain Modernization Program. She was a member of Congresswoman Anna Eshoo's staff in Washington D.C. focusing on transportation.

Page 10 of 12



**Board Meeting Minutes (April 4, 2013)**

Joint Powers Board Meeting  
Minutes April 4, 2013

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

**Public Comment**

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

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

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

**AUTHORIZE THE SECOND AMENDMENT OF THE USE, OPERATING AND MAINTENANCE (UOM) AGREEMENT FOR THE MILLBRAE INTERMODAL STATION**

Deputy CEO Chuck Harvey said when the Millbrae Intermodal Station was completed, the JPB entered into a cost-sharing agreement with BART to maintain the station. The costs were allocated through a cost model. This amendment codifies the agreement through FY2018 and the costs are being controlled by an agreement so they won't increase beyond the Consumer Price Index inflation.

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

**ADOPTION OF CALTRAIN TITLE VI STANDARDS AND POLICIES**

Director, Rail Michelle Bouchard reported:

- The Federal Transit Administration requires approval and submission of five standards and policies.
  - The Major Service Change Policy is the criteria for determining when service change is significant enough to require a thorough analysis of potential effects on protected populations. Staff is recommending a change of 25 percent or more total train revenue miles and greater than 50 percent change in the number of trains stopping at a station per day.
  - Disparate Impact and Disproportionate Burden Policies determine the threshold when adverse effects of a fare or service changes are borne disproportionately by minority or low-income populations. Staff is recommending a 10 percent threshold.
  - Services Standards and Policies are established to monitor performance in quantifiable and qualitative measures/metrics. Service standards include vehicle load, vehicle headway, on-time performance and service availability. Service policies are vehicle assignment and transit amenities.
- Four community meetings were held and comments were accepted through March 29. Meetings were sparsely attended and only one comment was received.

**Board Meeting Minutes (April 4, 2013 - Continued)**

Joint Powers Board Meeting  
Minutes April 4, 2013

**Public Comment**

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

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

**LEGISLATIVE UPDATE****State Update**

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

**Federal Update**

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

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

**CORRESPONDENCE**

No discussion.

**BOARD MEMBER REQUESTS**

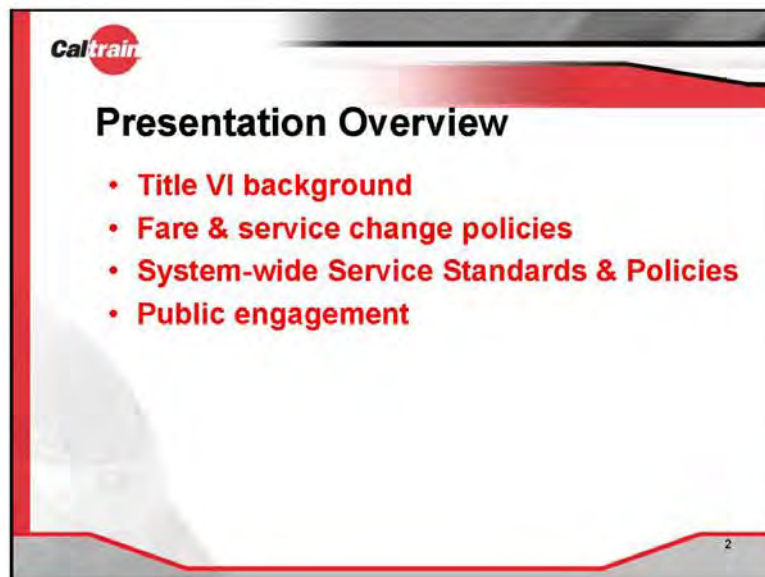
None

**GENERAL COUNSEL REPORT**

Mr. Miller said staff has contacted the general counsel for the CHSRA to see if their chair indicated Caltrain would respond to Mr. Brown's request. It is clear Proposition 1A is going to be complied with in the final analysis and the agreement that has been entered into codifies the blended system as the plan around which HSR will be designed and constructed and contains a funding plan template. Over time the funding plan will evolve as estimates are prepared and the public can be assured

Board Meeting Presentation (April 4, 2013)


4/4/2013





Board Meeting Presentation (April 4, 2013 - Continued)

4/4/2013



## Title VI Background

- **Title VI of the Civil Rights Act of 1964:**  
*"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."*

3



## New Federal Requirements

**Requires Board approval and submission to FTA prior to next equity analysis or program submission**

- Adopt policy on major service changes\*
- Adopt policies on disparate impact and disproportionate burden for specific populations\*
- Adopt system-wide service standards and policies

\* Requires public engagement in the decision-making process to develop new policies

4

Board Meeting Presentation (April 4, 2013 - Continued)

4/4/2013



### Major Service Change Policy

- **Criteria for determining when service change is significant enough to require a thorough analysis of potential effects on protected populations**
- **Proposed policy recommendation:**
  - Change of 25% or more total revenue train miles per day
  - Greater than 50% change in the number of trains stopping at a station per day

5



### Disparate Impact & Disproportionate Burden Policies

- **Determines the threshold when adverse effects of a fare or service change are borne disproportionately by minority or low-income populations**
- **Recommended threshold is 10%**

6

**Board Meeting Presentation (April 4, 2013 - Continued)**

4/4/2013



## **Service Standards & Policies**

**Established to monitor performance in quantifiable (standards) and qualitative (policies) measures/metrics**

- **Service Standards**
  - Vehicle load
  - Vehicle headway
  - On-time performance
  - Service availability
- **Service Policies**
  - Vehicle assignment
  - Transit amenities

7



## **Public Engagement**

- **Comments taken through March 29**
- **Four community public meetings in February**
- **Input channels: e-mail, U.S. mail, website and phone**
- **Added outreach through community based organizations**

8

**Board Meeting Presentation (April 4, 2013 - Continued)**

4/4/2013



# M. TITLE VI EQUITY ANALYSES

## EXECUTIVE SUMMARY

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, which operates Caltrain's fixed-rail service in San Francisco County, San Mateo County, and Santa Clara County, has committed to the Federal Transit Administration (FTA) Title VI objectives set forth in Circular 4702.1B ensuring that FTA-assisted benefits and related services are made available and are equitably distributed without regard to race, color, or national origin. JPB must conduct periodic compliance assessments to determine whether its services are provided in a nondiscriminatory manner consistent with the law. Normally JPB performs a self-assessment every three years or when it undertakes a significant service change or any fare change.

In the past three years, JPB has conducted two equity analyses. The first was for Proposed Fare Changes (Additional Regional Clipper Use Incentive – effective October 5, 2014 and the change in Youth Age – effective January 1, 2015) to be effective FY 2015 and the second was for several Proposed Fare Changes to the Caltrain Codified Tariff (effective February 28, 2016) to be effective FY 2016. The Equity Analyses and evidence of Board approval are included in this Appendix.

**RESOLUTION NO. 2014 – 35**

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

\*\*\*

**ADOPTING AN AMENDED AND RESTATED CODIFIED TARIFF, MAKING FINDINGS UNDER THE  
CALIFORNIA ENVIRONMENTAL QUALITY ACT (CEQA) AND ADOPTING THE ASSOCIATED  
TITLE VI ANALYSIS**

**WHEREAS**, pursuant to Resolution No. 1992-31, dated May 6, 1992, the Peninsula Corridor Joint Powers Board (JPB) adopted a Codified Tariff, setting forth the rate structure for Caltrain service; and

**WHEREAS**, from time to time, the JPB has amended the Codified Tariff to increase fares in order to implement policy and administrative changes in the Caltrain service; and

**WHEREAS**, Staff Coordinating Council recommends the Board amend the Codified Tariff to:

1. Authorize the Caltrain Executive Director to charge parking fees of up to \$25 a day at impacted stations for special events at the San Mateo Event Center and professional sports venues, effective August 1, 2014;
2. Increase the cost of paper One-way tickets by 25 cents and Day passes by 50 cents, effective October 5, 2014;
3. Increase the cost of each Go Pass issued by \$15 from \$165 to \$180 per participant, subject to a minimum participation level of \$15,120, effective October 5, 2014;
4. Increase the cost of each Go Pass provided for travel beginning in 2016 to \$190 per participant per year, subject to a minimum participation level of \$15,960; and
5. Expand the age of Youth from 17 years to 18 years, effective January 1, 2015; and

**WHEREAS**, under Title VI of the Civil Rights Act of 1964 and implementing regulations, including Federal Transit Administration Circular C 4702.1B, the JPB is required to perform a Title VI Equity Analysis in conjunction with most fare changes to assess whether they will result in disparate impacts or disproportionate burdens on minority or low-income populations, respectively; and

**WHEREAS**, on April 4, 2013, by Resolution No. 2013-21, the Board adopted Disparate Impact and Disproportionate Burden Policies to set thresholds for when fare or major service changes are deemed to have disproportionate effects on minority or low-income populations; and

**WHEREAS**, staff has prepared and presented to the Board a Title VI Equity Analysis that assesses the potential effects of adoption of the increased fares for One-way paper ticket and paper Day Pass, as well as expansion of the youth discount to include 18 year olds, concluding that (1) these changes would result in no disparate adverse impact on minority passengers, (2) the changes to the Day Pass and youth discount would not impose a disproportionate burden on low-income passengers, and (3) though the change to the One-way paper ticket fare would impose a disproportionate burden on low-income passengers, the proposed increase change fulfills a legitimate business purpose, there is no less discriminatory alternative available and mitigation will be pursued; and

**WHEREAS**, the purposes of the proposed amendments to the Codified Tariff include meeting the financial needs and requirements of the JPB and obtaining funds for operating expenses, therefore exempting this action from the California Environmental Quality Act pursuant to Public Resources Code Section 21080(b)(8); and

**WHEREAS**, the JPB engaged in extensive public outreach including published notices and community meetings throughout the Caltrain service area to afford members of the public an opportunity to comment upon the fare change proposals outlined above.

**NOW, THEREFORE, BE IT RESOLVED** that the Board of Directors of the Peninsula Corridor Joint Powers Board hereby:

1. Finds that the amendments to the Codified Tariff serve the purposes of meeting the financial needs and requirements of the JPB and obtaining funds for operating expenses as referenced in the California Environmental Quality Act statutory exemption codified at Public Resources Code Section 21080(b)(8);
2. Approves the Title VI Equity Analysis of the Clipper Use incentives and expansion of the youth discount and finds, pursuant to Title VI of the Civil

Rights Act of 1964, that (1) these amendments to the Codified Tariff will not have a disparate adverse impact on minority populations, (2) the changes to the Day Pass and youth discount would not impose a disproportionate burden on low-income passengers, and (3) though the change to the One-way paper ticket fare would impose a disproportionate burden on low-income passengers, the proposed increase fulfills a legitimate business purpose, there is no less discriminatory alternative available and mitigation will be pursued:

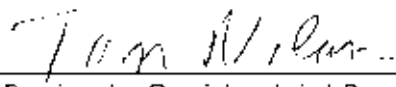
3. Amends the Codified Tariff, as outlined in the recitals above; and
4. Adopts the amended Codified Tariff, attached as Attachment A and incorporated by this reference.

Regularly passed and adopted this 3<sup>rd</sup> day of July, 2014 by the following vote:

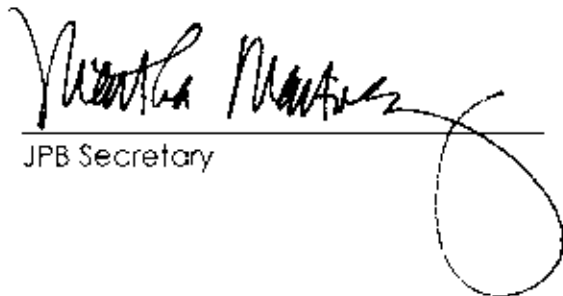
AYES: CISNEROS, COHEN, DEAL, GUILBAULT, KALRA, YEAGER, NOLAN

NOES: NONE

ABSENT: TISSIER, WOODWARD

  
\_\_\_\_\_  
Chair, Peninsula Corridor Joint Powers Board

ATTEST:

  
\_\_\_\_\_  
JPB Secretary



Adopted – May 6, 1992  
Last Revised – July 3, 2014  
Effective – August 1, 2014

**PENINSULA CORRIDOR JOINT POWERS BOARD  
STATE OF CALIFORNIA**

\* \* \*

**PENINSULA COMMUTE SERVICE (“CALTRAIN”)  
CODIFIED TARIFF**

This tariff covers the sale of tickets, along with parking and bike locker fees, between San Francisco and Gilroy, California, and the intermediate stations on the Peninsula Commute Service (“Caltrain”) right of way. For fares, refer to Chart “A.” For parking fees, refer to Chart “B.”

**I. FARE CATEGORIES**

**A. FULL FARE**

Full fares will apply to all customers 19 years of age or older except those who qualify for an Eligible Discount ticket. Fares published in this tariff are Full fares, except as otherwise shown herein for Eligible Discount fares.

**B. ELIGIBLE DISCOUNT FARE**

1. Qualifying customers for the Eligible Discount Fare shall pay one-half of the Full Fare, rounded down to the nearest \$0.25 increment. A customer may qualify for the Eligible Discount Fare by meeting or possessing one of the requirements below. Proof of age or appropriate identification may be necessary when ticket is requested by the conductor or fare inspector.
  - a. 65 years of age or older.
  - b. 18 years or younger.
  - c. Current Disabled Person Placard Identification Card issued by the California State Department of Motor Vehicles (DMV).
  - d. Medicare Card.
  - e. Regional Transit Connection (RTC) Discount Card, including Clipper cards that are designated as RTC Discount Cards. An RTC Discount Card marked with an attendant symbol indicates that the person with a disability may be accompanied by an attendant, who also will be eligible for the Eligible Discount Fare. Such attendant is not eligible for a discount fare when not accompanying the person with a disability and will not be issued an RTC Discount Card.

- f. Valid transit discount card issued by another California transit agency, which is equivalent to the Regional Transit Connection Discount Card.

**C. SWORN PEACE OFFICERS**

Uniformed and non-uniformed, sworn peace officers are allowed to ride any Caltrain trip without paying a fare subject to showing the proper identification.

**D. CHILDREN FOUR YEARS OF AGE OR YOUNGER**

A child four years old or younger accompanied by a paying adult may ride Caltrain free of charge.

**E. SPECIAL PROMOTIONAL FARES**

From time to time, the Executive Director may authorize the establishment of special or promotional fares.

**F. GROUP TRAVEL DISCOUNT**

A 10 percent discount on regular cash fares will be provided to fare-paying groups of 25 or more that pre-purchase through the Caltrain Group Travel program.

**II. TICKET TYPES**

Tickets will be honored for transportation on trains operated by the Peninsula Corridor Joint Powers Board (JPB) on the Caltrain service between San Francisco and Gilroy.

**A. ONE-WAY TICKET**

Valid for use within four hours of the date and time sold. One-way tickets will be honored for one-way passage away from the point of origin, including stopovers/transfers, within the zone limits.

**B. DAY PASS**

Valid for use through the last train on the service day on which sold. Day passes will be honored for unlimited travel within zone limits.

**C. 8-RIDE TICKET**

Valid for use for thirty days from the date sold and will expire at 2:00 a.m. on the day after the validity period ends. 8-ride tickets will be honored for eight one-way rides away from the point of origin within the zone limits. Purchasers of a single 8-ride Ticket are eligible to purchase a monthly parking permit.

Each one-way trip on an 8-ride Ticket is limited to use within four hours of the date and time validated by a platform Card Interface Device (CID) before boarding the train for each trip. The Clipper 8-ride Ticket also must be tagged at the CID at the alighting platform to properly account for the number of zones traveled for each trip.

**D. MONTHLY PASS**

Valid for use for the calendar month for which issued. Monthly passes will be honored for unlimited weekday trips between zones indicated on the ticket. On Saturdays, Sundays and holidays, the pass will be honored for unlimited trips between all zones. Purchasers of Monthly passes are eligible to purchase a monthly parking permit.

**E. ZONE UPGRADE TICKET**

Valid for use within four hours of the date and time sold. Zone Upgrade tickets are valid only when accompanying a Monthly Pass or a valid paper One-way Ticket or Day Pass, and cannot be used alone. The Zone Upgrade Ticket will be honored for one-way passage for additional zones purchased beyond the original ticket's zone limits. The Zone Upgrade Ticket's validity period does not supercede the original ticket's validity period.

**F. GO PASS**

Valid for use within the calendar year for which issued. The Go Pass is an annual transit pass sold to universities and other employers for all of their students and/or employees that work more than 20 hours per week, with an option to have employees that work 20 hours or less per week and interns participate. The pass also is sold to residential complexes for all residents aged five years and older. The pass is a sticker affixed to a valid university, other employer or residential complex-issued photo identification card. The price of the pass is \$180 per year and is honored for unlimited trips between all zones. The minimum participation amount is \$15,120 per university, other employer or residential complex per year. Go Pass participants are eligible to purchase a monthly parking permit. Effective January 1, 2016, the price of the pass will be \$190, and the minimum participation amount will be \$15,960.

**G. CLIPPER<sup>x</sup>**

Valid for use on Caltrain. The Clipper card is a transit fare payment card issued and administered by the Metropolitan Transportation Commission (MTC) that is valid for use on public transit services throughout the San Francisco Bay Area. There may be fees and a cash minimum associated with the use of a Clipper card. Such fees and cash minimums, if any, will be set by the MTC.

**III. DESCRIPTION OF ZONES**

The zone designations for Caltrain service are shown on Chart "A."

**IV. RATES OF FARE**

The rates of fare for Caltrain service are shown on Chart "A."

**V. GENERAL CONDITIONS**

**A. CONDITIONS OF USE**

Tickets and passes are nontransferable. Tickets mutilated, altered or changed in any way, or used in any other manner than in accordance with the provision of this tariff shall be forfeited.

**B. ENFORCEMENT**

Passengers must have a valid ticket before boarding to ride Caltrain. Fares will be enforced by a Proof-of-Payment system as adopted and amended from time to time by the JPB. Proof of fare payment must be carried at all times while on Caltrain and must be presented for inspection upon request. Passengers without a valid ticket are subject to written warnings and citations with monetary penalties as authorized by California law.

**C. STOPOVERS/TRANSFERS**

Stopovers and transfers are permitted within zones indicated on tickets provided travel is completed within the ticket's validity period. For One-way tickets and each trip on 8-ride tickets, travel can only continue and be completed in the original direction of travel. One-way tickets and each trip on 8-ride tickets cannot be used to reverse direction.

**D. DELAYS**

When a customer holding a valid ticket is delayed because of washout, wreck or other obstruction to tracks, public calamity, an act of God or of the public enemy so that the validity period of a passenger's ticket has expired, such ticket's validity may be extended by the conductor or fare inspector to the extent of such delay.

**E. REFUNDS**

1. One-way, Day Pass, 8-ride, and Zone Upgrade Tickets and Parking Permits  
These tickets and parking permits are not subject to refund.

2. Go Passes

JPB shall refund the pro-rated portion of the fee paid by the participating agency (equivalent to the number of unused months), less an administration fee, within 30 days of the termination date, provided that within 10 working days of the effective termination date all undistributed Go passes issued to participating agency are returned to JPB and participating agency verifies in writing that it has made every good faith effort to collect or destroy all Go passes that have been distributed.

3. Monthly Passes

Unused Monthly passes returned for refund prior to the date the passes first become valid for passage will be refunded for the full fare paid.

Monthly passes returned for a refund during the validity period will be refunded for the difference between the full fare paid and the value of the transportation furnished. The value of transportation furnished will be considered to be the value of two one-way fares per weekday up to the date the pass is surrendered for refund.

## **VI. MISCELLANEOUS**

### **A. PARKING AT CALTRAIN STATIONS**

#### **1. Fees**

Chart "B" reflects the parking fees at the Caltrain stations north of the Tamien Caltrain Station for each automobile or motorcycle. (Higher rates are charged at the San Jose Diridon Station during SAP Center events.) The Caltrain Executive Director may authorize charging parking fees of up to \$25 a day at impacted stations for special events at the San Mateo Event Center and professional sports venues. From time to time the Executive Director may reduce or increase parking fees at individual stations in response to system needs and patterns, customer demand, and market considerations, provided the fees do not exceed \$5 per day and \$50 per month. Any such adjustments implemented by the Executive Director will be reflected in Chart "B" depicting the Caltrain Parking Fee Structure.

#### **2. Waived Fees**

The parking fee will be waived for any person with a disability whose vehicle displays a permanent disabled California license plate or parking placard issued by the California State Department of Motor Vehicles (DMV).

#### **3. Parking Regulations**

The use of Caltrain parking facilities shall be in accordance with Peninsula Corridor Joint Powers Board rules and regulations. Caltrain parking rules are posted in each paid parking lot.

### **B. BICYCLE LOCKER FEES**

Bicycle lockers are available at certain stations for rent for \$5.50 per month paid in six-month increments. A key deposit of \$25 is refundable when the key is returned.

### **C. CHARTER POLICY**

#### **1. Minimum Charge**

\$5,000 per round-trip in one calendar day (4:00 a.m. to 3:59 a.m.), assuming the use of one crew for up to 12 hours to cover trip planning, staff time, legal agreements, and Base Train service costs.

#### **2. Cost Basis**

Charter sponsors will pay by the train mile for all revenue miles on their trip. The current rate is about \$47.50 per train mile and is based on data contained in JPB's National Transit Database (NTD) submittal (formerly Section 15). The rate includes all operating cost items except depreciation and rent. JPB staff will adjust the rates within a +/-10 percent limit annually based on JPB's NTD submittal. The rate is sufficient to cover deadheading costs, if any.

#### **3. Train Size Basis**

The Base Train will be one locomotive and five cars (two cab cars). JPB will charge an additional flat fee of \$500 per trailer car, \$525 per cab car, \$810 per locomotive (use of second engine will be determined between JPB and sponsor depending on scheduling and cost issues.) These fees will be subject to periodic administrative adjustment.

4. Unique Costs

Any extraordinary costs (such as decorations, security, and Union Pacific Trackage/Pilot fees) will be borne by the sponsor.

5. Insurance

Charter train arrangements will conform to any changes in JPB's annual insurance program, and trips operated will not exceed JPB's annual program limits.

## **VII. INTERAGENCY FARE MEDIA**

### **A. SAN FRANCISCO MUNICIPAL TRANSPORTATION AGENCY (MUNI) MONTHLY PASS ADD-ON – Note: Muni may be eliminating this pass in Fiscal Year 2015**

Caltrain Monthly Pass customers can purchase a Muni Monthly Pass through Clipper sales venues when purchasing a Caltrain Monthly Pass. This Muni Monthly Pass provides unlimited rides on all Muni buses and light rail. It is not accepted on cable cars. The price of the Muni Monthly Pass is set by Muni.

Caltrain Fares

Zone	Stations	Travel Within Any	TICKET	Fare via Clipper™ Card	Fare via Ticket Machine effective 10/5/14
1	San Francisco 22 <sup>nd</sup> Street Bayshore So. San Francisco San Bruno	One Zone	Full Fare		
			One-way	\$2.75	\$3.25
			Day Pass	---	\$6.50
			8-ride	\$20.25	---
			Monthly Pass	\$73.00	---
			Eligible Discount:		
			One-way	\$1.25	\$1.50
			Day Pass	---	\$3.25
			8-ride	\$10.00	---
			Monthly Pass	\$36.50	---
2	Millbrae Broadway Burlingame San Mateo Hayward Park Hillsdale Belmont San Carlos Redwood City	Two Zones	Full Fare:		
			One-way	\$4.75	\$5.25
			Day Pass	---	\$10.50
			8-ride	\$35.25	---
			Monthly Pass	\$126.00	---
			Eligible Discount:		
			One-way	\$2.25	\$2.50
			Day Pass	---	\$5.25
			8-ride	\$17.50	---
			Monthly Pass	\$63.00	---
3	Atherton Menlo Park Palo Alto Stanford California Ave. San Antonio Mountain View Sunnyvale	Three Zones	Full Fare:		
			One-way	\$6.75	\$7.25
			Day Pass	---	\$14.50
			8-ride	\$50.00	---
			Monthly Pass	\$179.00	---
			Eligible Discount:		
			One-way	\$3.25	\$3.50
			Day Pass	---	\$7.25
			8-ride	\$25.00	---
			Monthly Pass	\$89.50	---
4	Lawrence Santa Clara College Park San Jose Diridon Tamien	Four Zones	Full Fare:		
			One-way	\$8.75	\$9.25
			Day Pass	---	\$18.50
			8-ride	\$64.75	---
			Monthly Pass	\$232.00	---
			Eligible Discount:		
			One-way	\$4.25	\$4.50
			Day Pass	---	\$9.25
			8-ride	\$32.25	---
			Monthly Pass	\$116.00	---
5	Capitol Blossom Hill	Five Zones	Full Fare:		
			One-way	\$10.75	\$11.25
			Day Pass	---	\$22.50
			8-ride	\$79.50	---
			Monthly Pass	\$285.00	---
			Eligible Discount:		
			One-way	\$5.25	\$5.50
			Day Pass	---	\$11.25
			8-ride	\$39.75	---
			Monthly Pass	\$142.50	---
6	Morgan Hill San Martin Gilroy	Six Zones	Full Fare:		
			One-way	\$12.75	\$13.25
			Day Pass	---	\$26.50
			8-ride	\$94.25	---
			Monthly Pass	\$338.00	---
			Eligible Discount:		
			One-way	\$6.25	\$6.50
			Day Pass	---	\$13.25
			8-ride	\$47.00	---
			Monthly Pass	\$169.00	---

Zone upgrade - Adult \$2.00; Eligible Discount \$1.00 (available only at TVM)

Chart B of Codified Tariff

**CALTRAIN PARKING FEE STRUCTURE**  
**Effective August 1, 2014**

	<u>Daily</u>	<u>Monthly</u>
Base Parking Fee	\$5.00	\$50.00
Bayshore	\$5.00	\$50.00
South San Francisco	\$5.00	\$50.00
San Bruno	\$5.00	\$50.00
Millbrae	\$5.00	\$50.00
Burlingame	\$5.00	\$50.00
San Mateo	\$5.00	\$50.00
Hayward Park	\$5.00	\$50.00
Hillsdale	\$5.00	\$50.00
Belmont	\$5.00	\$50.00
San Carlos	\$5.00	\$50.00
Redwood City	\$5.00	\$50.00
Menlo Park	\$5.00	\$50.00
Palo Alto	\$5.00	\$50.00
Californie Avenue	\$5.00	\$50.00
San Antonio	\$5.00	\$50.00
Mountain View	\$5.00	\$50.00
Sunnyvale	\$5.00	\$50.00
Lawrence	\$5.00	\$50.00
Santa Clara	\$5.00	\$50.00
San Jose Diridon	\$5.00	\$50.00

Customers with monthly parking permits **MUST** display them on the dash board.

The Parking Fee applies to each automobile or motorcycle.

Higher rates are charged at the San Jose Diridon station during SAP Center events.

The Caltrain Executive Director may authorize charging parking fees of up to \$25 a day at impacted stations for special events at the San Mateo Event Center and professional sports venues.



**PENINSULA CORRIDOR JOINT POWERS BOARD**



Title VI  
Equity Analysis  
Proposed Fare (Codified Tariff) Changes – FY2015  
June 2014

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**Caltrain**  
**Title VI Equity Analysis**  
**Proposed Fare (Codified Tariff) Changes – Fiscal Year 2015**

## **BACKGROUND**

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

In accordance with FTA Circular 4702.1B, grantees must evaluate all fare changes to determine whether those changes have a discriminatory impact. A disproportionately high and adverse effect is one that (1) is predominately borne by a minority population and/or low-income population, or (2) will be suffered by the minority population and/or low-income population and is appreciably more severe or greater in magnitude than the adverse effect that will be suffered by the non-minority population and/or non-low-income population.

## **DISPARATE IMPACT POLICY AND DISPROPORTIONATE BURDEN POLICY**

Caltrain has adopted policies related to Disparate Impact and Disproportionate Burden. In the course of performing a Title VI Equity Analysis, the JPB must analyze how a proposed action (major service change or fare change) would impact minority as compared to non-minority populations and low income as compared to non-low income populations respectively. The results of this analysis are then compared with the adopted policies to determine whether the proposed action represents a disparate impact or disproportionate burden.

### ***Disparate Impact Policy***

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

In the event the proposed action has a negative impact that affects minorities more than non-minorities with a disparity that exceeds the adopted 10-percent threshold or that benefits non-minorities more than minorities with a disparity that exceeds the adopted threshold, the JPB must evaluate whether there is an alternative that has a more equitable impact. Otherwise, the JPB must take measures to mitigate the impact of the proposed action on the affected minority

population and demonstrate that a legitimate business purpose cannot otherwise be accomplished and that the proposed change is the least discriminatory alternative.

### ***Disproportionate Burden Policy***

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

In the event the proposed action has a negative impact that affects the low income populations more than non-low income populations with a disparity that exceeds the adopted threshold or that benefits non-low income more than low income with a disparity that exceeds the adopted threshold, the JPB must evaluate whether there is an alternative that has a more equitable impact. Otherwise, the JPB must take measures to mitigate the impact of the proposed action on the affected low income population and demonstrate that a legitimate business purpose cannot otherwise be accomplished and that the proposed change is the least discriminatory alternative.

## **PUBLIC ENGAGEMENT OF POLICY DEVELOPMENT**

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

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

### **Tuesday, Feb. 12, 2013 - 6:30 to 8 p.m.**

Gilroy Senior Center, Meeting Room  
7371 Hanna St, Gilroy

### **Thursday, Feb. 21, 2013 - 10:45 to 11:30 a.m.**

Second floor auditorium  
Caltrain Administrative Offices  
1250 San Carlos Ave, San Carlos

### **Tuesday, Feb. 26, 2013 - 5:00 to 6:30 p.m.**

Bay Area Opera House  
4705 Third St, San Francisco

**Wednesday, Feb. 27, 2013 -6:30 to 8:00 p.m.**

Mountain View City Hall  
Plaza Conference Room  
500 Castro St, Mountain View

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

**San Francisco County**

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

**San Mateo County**

- All City Managers
- All Mayors

**Santa Clara County**

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

Although there were several outreach methods used, including Caltrain website postings, Take One prints in English and Spanish, Visual Message Signs at all Stations, Community Meetings, News Releases, Advertisements in several newspapers, and Social media postings (in accordance with the Caltrain Title VI Outreach Plan), there was very limited feedback received by meeting attendees or other community members. Staff revised the proposal for its standards and policies and submitted them for Board approval. They were approved April 4, 2013 (refer to Attachment 1).

More information regarding Caltrain's Title VI policies and standards can be found here:  
<http://www.caltrain.com/riderinfo/TitleVI.html>

## **CALTRAIN SERVICE AREA DEMOGRAPHICS**

Caltrain is a fixed-transit rail line serving San Francisco, San Mateo, and Santa Clara counties that spans 77.4 miles and includes 32 stations. A map of the Caltrain system can be found in Attachment 2.

Attachment 3 contains Combined Minority Demographic Maps where the minority population is broken out by census tract using US Census 2007-2011 American Community Survey (ACS) Data. Minority census tracts are defined as those in which the minority population exceeds the system-wide minority average of 61%. Attachment 3 also contains Low-Income Population Demographic Maps where the service area's low-income population is broken out by census tract using US Census 2007-2011 ACS Data. Low-income census tracts are defined as those in which more than 14.8% of the households in the tract that have an income that is 200% of the federal poverty threshold.

## **CALTRAIN TITLE VI FARE EQUITY ANALYSIS FY2015**

### **■ FARE PROPOSALS**

This assessment covers two proposed fare changes to the Caltrain Codified Tariff:

1. Additional Regional Clipper® Use Incentive (effective Oct. 5, 2014)
2. Youth Age (effective Jan. 1, 2015)

The following report provides a summary of the fare change proposals, analysis methodology, results, and public outreach and involvement activities.

### **ADDITIONAL REGIONAL CLIPPER USE INCENTIVE**

The Additional Regional Clipper Use Incentive proposes to increase the cost of paper One-Way tickets by 25 cents and Day Passes by 50 cents. The cost of a One-Way ride will remain the same for those using a Clipper card, but Day Passes aren't available on Clipper. However, 97 percent of those traveling using the Day Pass make a round trip. Monthly pass prices will not change with this proposal.

The Additional Clipper Use Incentive proposal was designed to maintain compliance with Metropolitan Transportation Commission Resolution No. 3866 which outlines the development and implementation of a regional transit connectivity plan. Additional information on Resolution No. 3866 can be found on <http://www.mtc.ca.gov/planning/tcip/>.

The cost of paper tickets will be increased, but fares for those using a Clipper card will remain unchanged.

## YOUTH AGE

Full fares currently apply to all customers 18 years of age or older except those who qualify for an Eligible Discount ticket, which is approximately 50 percent of the full-fare price. Eligible Discount tickets are offered to youth which is defined as *customers 17 years old or younger*, customer with disabilities, seniors, and Medicare cardholders.

The fare change proposal would re-define “youth” as customers 18 years or younger. The Youth Age fare change proposal was designed as part of a regional fare coordination effort by Bay Area transit agencies to move toward a standard age for youth: 5 years old to 18 years old.

## ■ METHODOLOGY

The methodology developed to analyze the impact of the fare proposals on minority compared to non-minority populations and low-income compared to non-low income populations included the following steps:

1. Defining the term low-income as those with an annual household income at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines of being at or below \$23,550 (assumed for a family of four in 2013).

Using the Caltrain 2013 Triennial Survey Data, those with an annual household income less than \$30,000 a year were defined as low-income.

2. Defining the term “minority” to mean those who self-identify as any ethnicity other than “white” alone.

Minority persons include the following:

- a) American Indian and Alaska Native, which refers to people having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.
- b) Asian, which refers to people having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.
- c) Black or African American, which refers to people having origins in any of the Black racial groups of Africa.
- d) Hispanic or Latino, which includes persons of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.

- e) Native Hawaiian or Other Pacific Islander, which refers to people having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.
- 3. Utilizing the Caltrain 2013 Triennial Survey Data to develop the figures and tables in the analysis below.

This report details the findings of an onboard survey of Caltrain riders. The fieldwork on this study was conducted in October 2013. A total of 4,721 surveys were completed by Caltrain riders. Key information in the report includes ridership demographic characteristics, such as race, ethnicity, marital status, age, and income.

- 4. Using Caltrain 2013 Triennial Survey Data to determine if the proposed fare change will have a disparate impact or disproportionate burden on minority or low-income populations, respectively.

## ■ DATA AND ANALYSIS

### CALTRAIN RIDERSHIP DEMOGRAPHICS

Based on ridership information collected from the Caltrain 2013 Triennial Survey:

- Among all Caltrain riders 60% are male and 47% are single.
- Married riders are most likely to ride 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-percent increase of riders in the age 25 to 34 age bracket, as well as a slight decline in among riders older than 45.
- The average household 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 less than \$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.



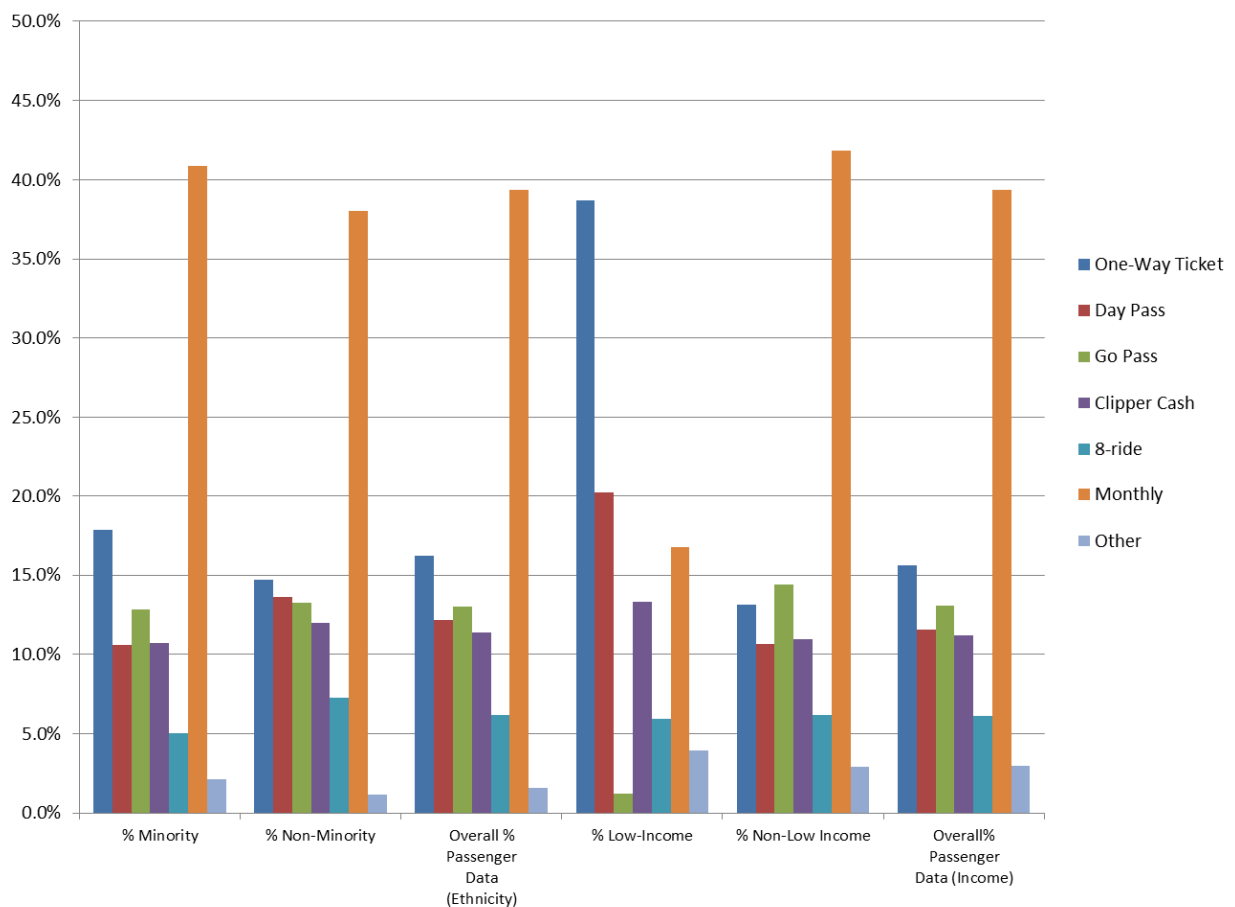
- Most Caltrain riders hail from the nine-county Bay Area (96%), with nearly half (41%) living in Santa Clara County, 29% residing in San Mateo County, and 25% living in San Francisco.

With regard to the data analyzed in this report, there is a very low share of low income riders, this is especially clear given the average annual salary of Caltrain riders is \$117,000. A majority of riders are fully employed and commute during the weekdays and therefore there is a modest youth population using the service.

## ADDITIONAL REGIONAL CLIPPER USE INCENTIVE

JPB staff compared the percentages of minority riders, non-minorities riders, and overall percentages for passenger ethnicity data for all fare payments. On the same figure JPB staff also compared percentages of low income riders, non-low income riders, and overall percentages for passenger income data for all fare products. See Figure 1 and Table 1 below for details.

**Figure 1: Fare Product Usage Comparison Graph**



**Table 1: Fare Product Usage Comparison Data**

	% Minority	% Non-Minority	Overall % Passenger Data (Ethnicity)	% Low-Income	% Non-Low Income	Overall% Passenger Data (Income)
<b>One-Way Ticket</b>	17.9%	14.7%	16.2%	38.7%	13.1%	15.6%
<b>Day Pass</b>	10.6%	13.6%	12.2%	20.2%	10.7%	11.6%
<b>Go Pass</b>	12.8%	13.2%	13.0%	1.2%	14.4%	13.1%
<b>Clipper Cash</b>	10.7%	12.0%	11.4%	13.3%	10.9%	11.2%
<b>8-ride</b>	5.0%	7.3%	6.2%	5.9%	6.2%	6.1%
<b>Monthly</b>	40.8%	38.0%	39.4%	16.7%	41.8%	39.4%
<b>Other</b>	2.1%	1.1%	1.6%	3.9%	2.9%	3.0%
<b>Total</b>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Based on the 2013 Caltrain Triennial Survey Data above:

- 3.2% more minority riders than non-minority riders will be adversely affected by the increase in the One-Way Ticket
- 25.6% more low income riders than non-low income riders will be adversely affected by the increase in the One-Way Ticket
- 3.0% more non-minority riders than minority riders will be adversely affected by the increase in the Day Pass
- 9.5% more low income riders than non-low income riders will be adversely affected by the increase in the Day Pass

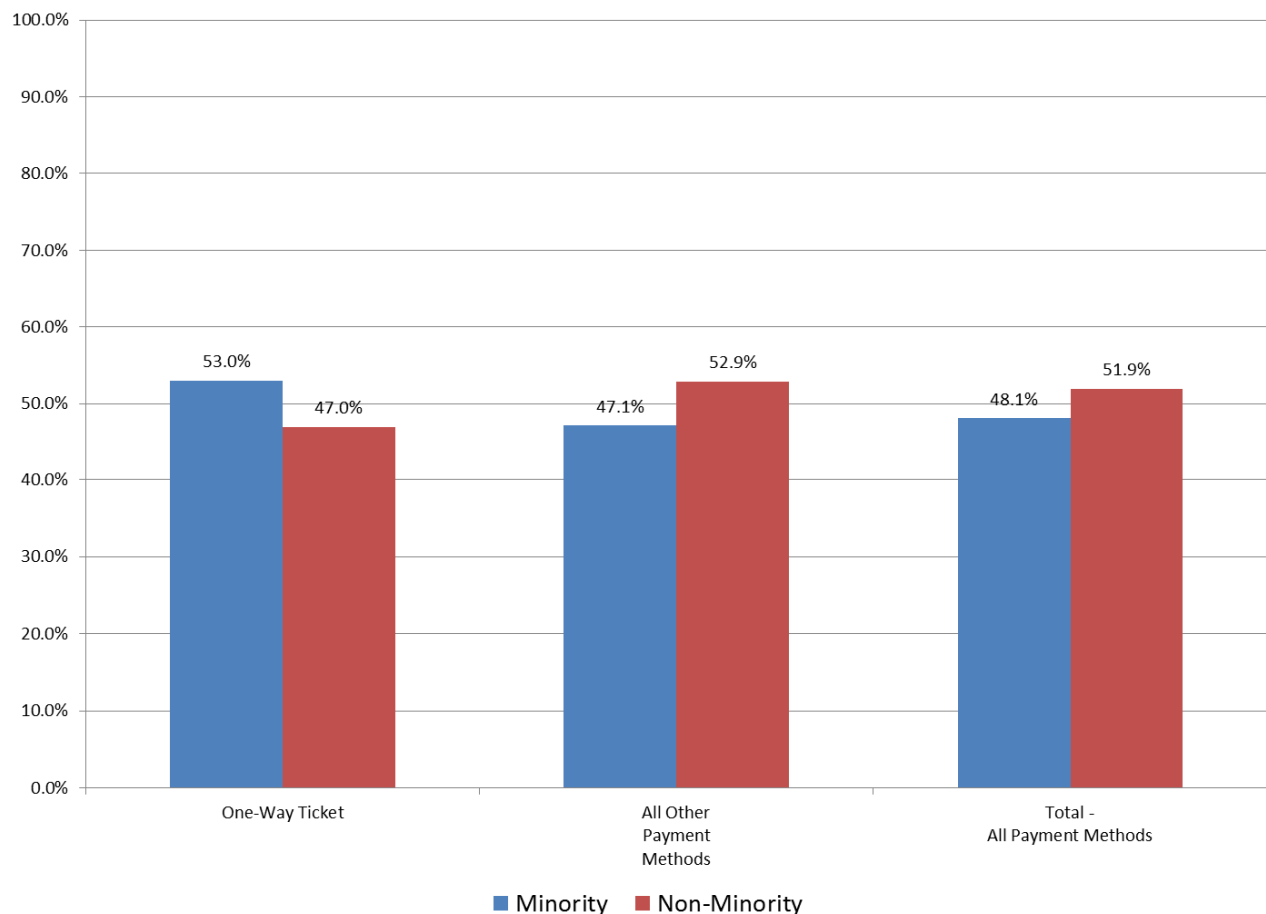
The data above suggests the increase in the One-Way Ticket and Day Pass will not have a disparate adverse impact to minority riders in accordance with Caltrain's disparate impact policy threshold (10%). Although the Day Pass will not have a disproportionate burden on low income riders in accordance with Caltrain's disproportionate burden policy threshold (10%), the One-Way Ticket will present a disproportionate burden on low income passengers since the adverse effect on low-income compared to non-low income is greater than 10%.

Additional analysis was done on the increase of the One-Way Ticket and Day Pass to further analyze fare increase affects.

## ONE-WAY TICKET USAGE ANALYSIS

Staff also compared the percentage of minorities to non-minorities for One-Way tickets vs. All Other Payment Methods (including Day Pass, Go Pass, Clipper Cash, 8-ride, Monthly, and Other) and to the overall total of all payment methods. See Figure 2 below.

**Figure 2: One-Way Ticket vs. All Other Payment Methods by Minority vs. Non Minority Populations**

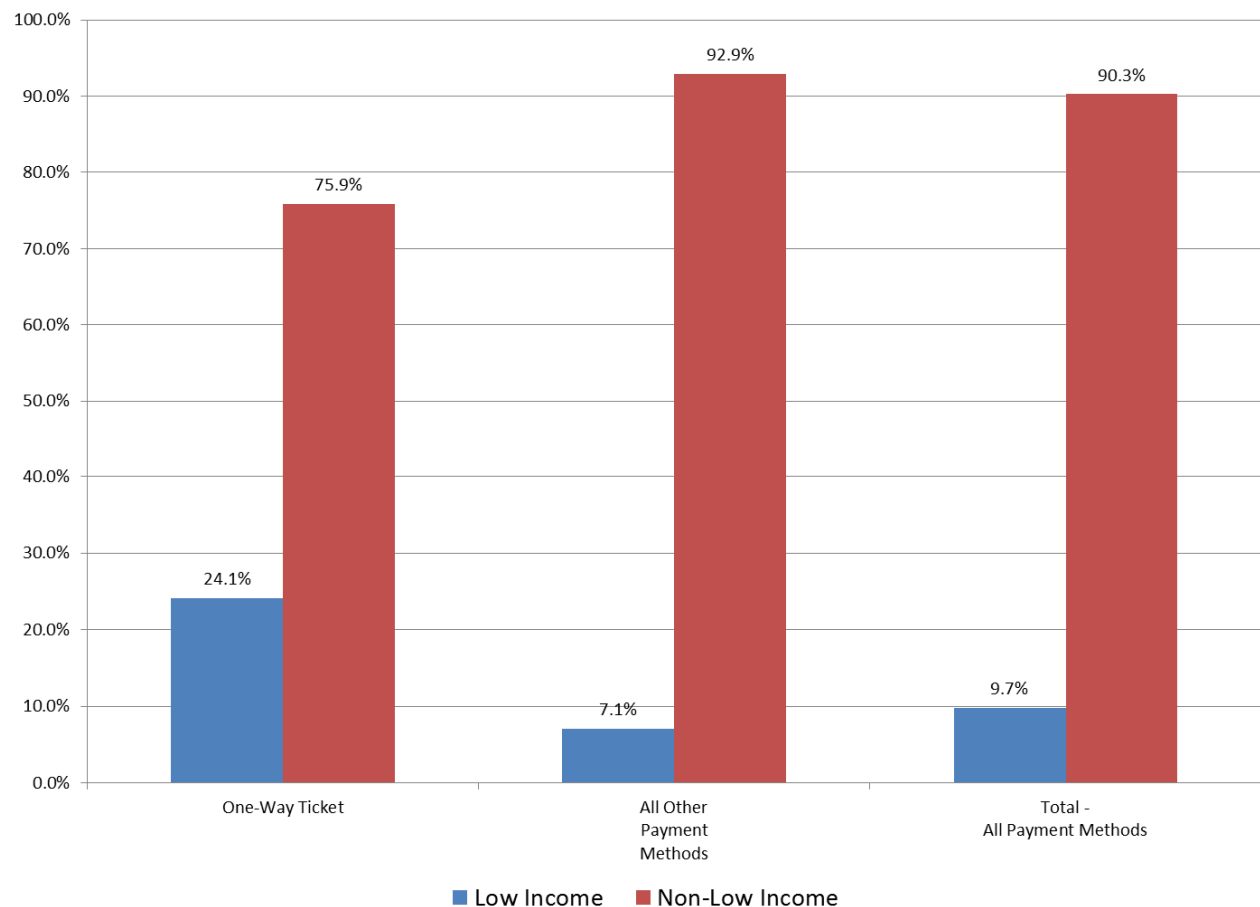


Based on the 2013 Caltrain Triennial Survey Data above:

- 53.0% of One-Way Ticket users are minority riders compared to 47.1% of minority riders for all other payment methods
- 47.0% of One-Way Ticket users are non-minority riders compared to 52.9% of non-minority riders for all other payment methods

Staff also compared the percentage of low income to non-low income for One-Way Tickets vs. All Other Payment Methods (including Day Pass, Go Pass, Clipper Cash, 8-ride, Monthly, and Other) and to the overall total of all payment methods. See Figure 3 below.

**Figure 3: One-Way Ticket vs. All Other Payment Methods by Low Income vs. Non-Low Income Populations**



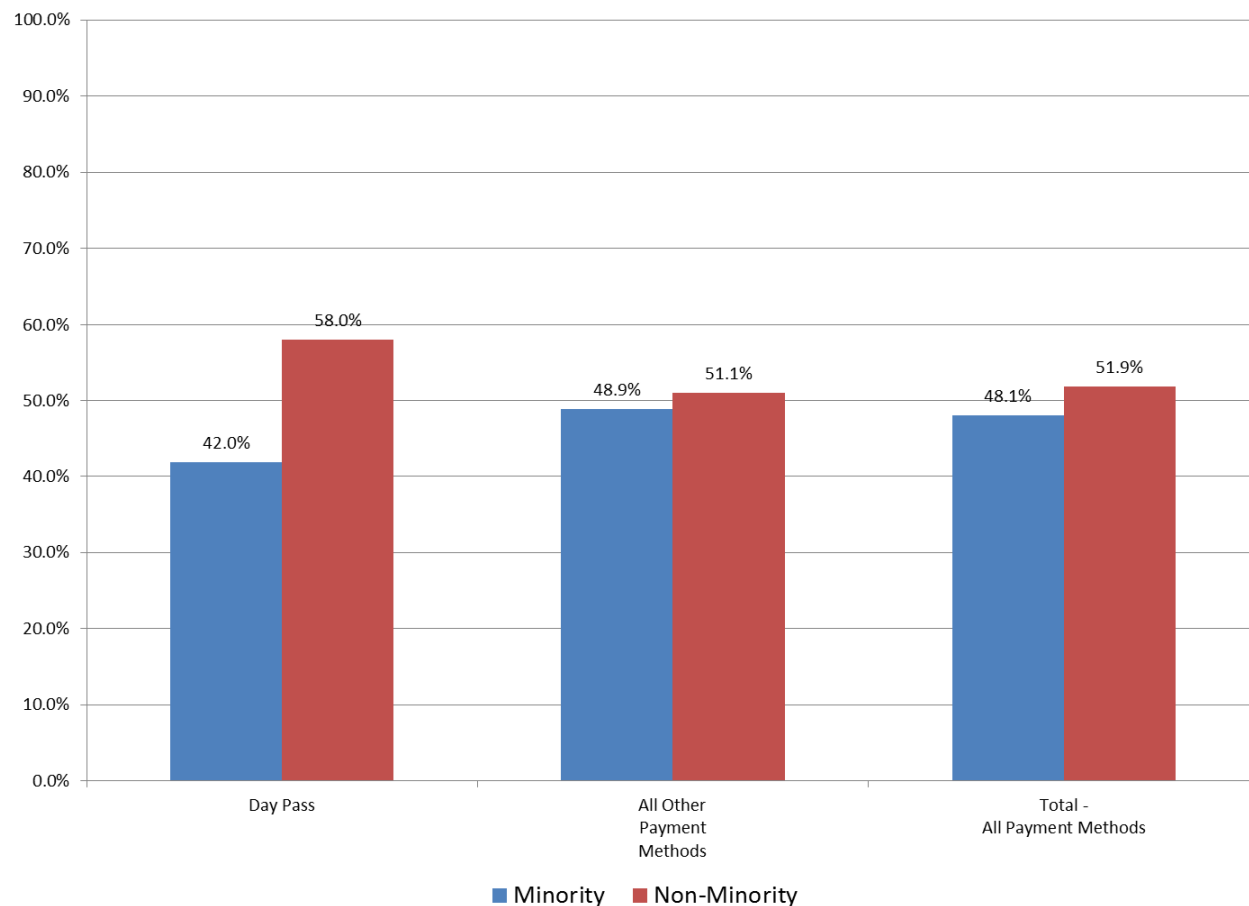
Based on the 2013 Caltrain Triennial Survey Data above:

- 24.1% of One-Way Ticket users are low income riders compared to 7.1% of non-low income riders for all other payment methods
- 75.9% of One-Way Ticket users are non-low income riders compared to 92.9% non-low income riders for all other payment methods

## DAY PASS USAGE ANALYSIS

Staff also compared the percentage of minorities to non-minorities for Day Passes vs. All Other Payment Methods (including One-Way Ticket, Go Pass, Clipper Cash, 8-ride, Monthly, and Other) and to the overall total of all payment methods. See Figure 4 below.

**Figure 4: Day Pass vs. All Other Payment Methods by Minority vs. Non Minority Populations**

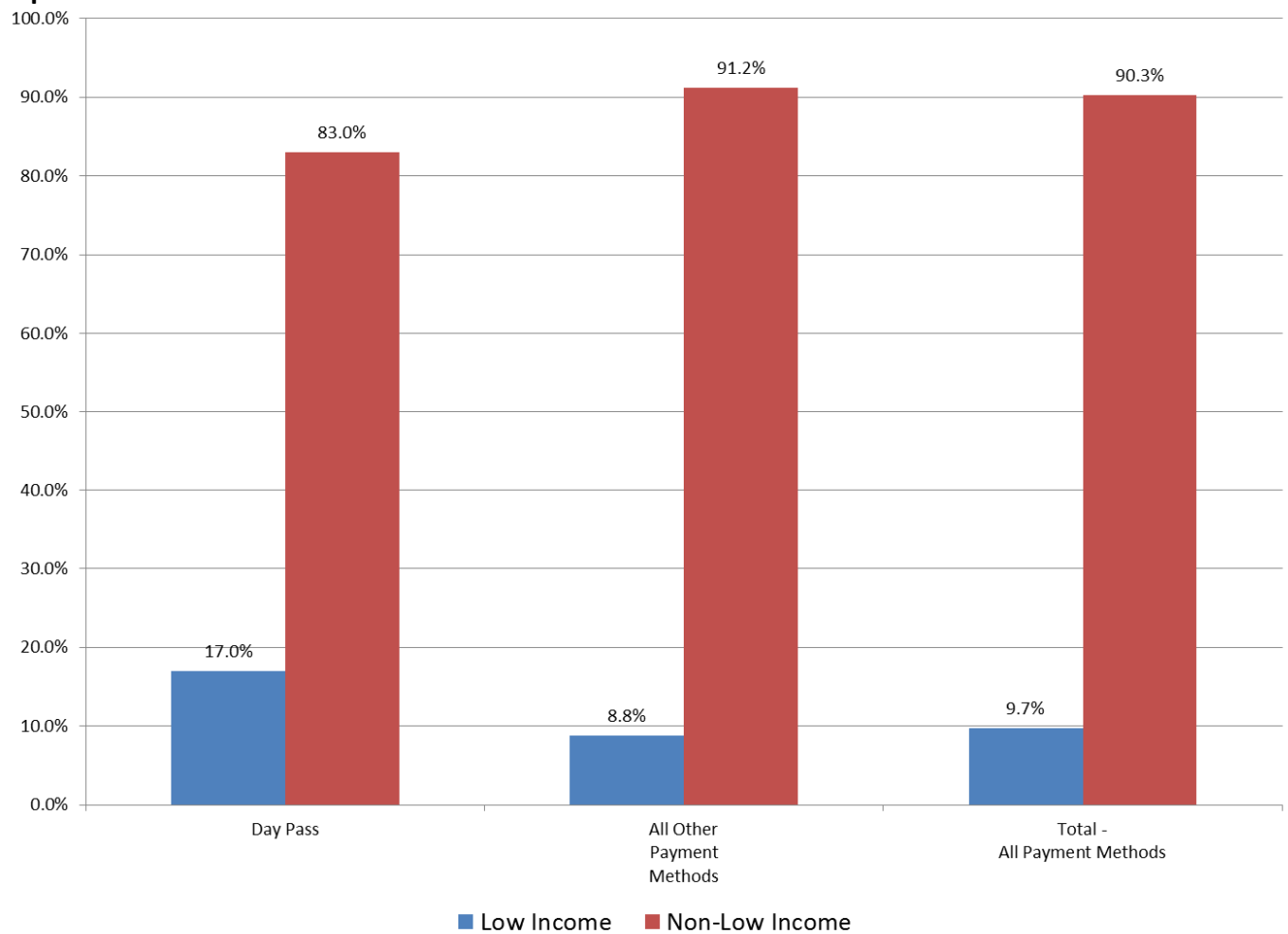


Based on the 2013 Caltrain Triennial Survey Data above:

- 42.0% of Day Pass users are minority riders compared to 48.9% of minority riders for all other payment methods
- 58.0% of Day Pass users are non-minority riders compared to 51.1% of non-minority riders for all other payment methods

Staff also compared the percentage of low income to non-low income for Day Passes vs. All Other Payment Methods (including One-Way Ticket, Go Pass, Clipper Cash, 8-ride, Monthly, and Other) and to the overall total of all payment methods. See Figure 5 below.

**Figure 5: Day Pass vs. All Other Payment Methods by Low Income vs. Non-Low Income Populations**



Based on the 2013 Caltrain Triennial Survey Data above:

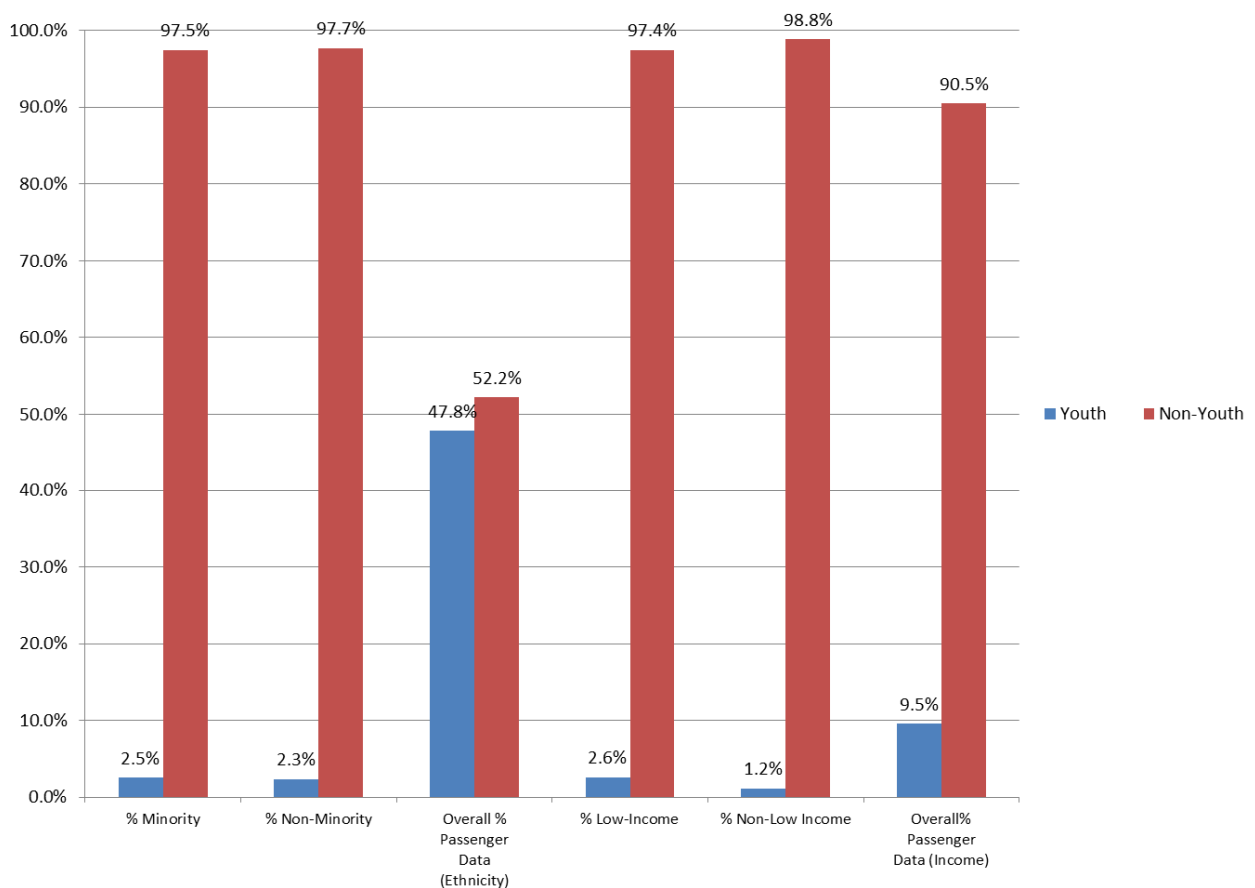
- 17.0% of Day Pass users are low income riders compared to 8.8% of non-low income riders for all other payment methods
- 83.0% of Day Pass users are non-low income riders compared to 91.2% non-low income riders for all other payment methods

## YOUTH AGE

Using the 2013 Caltrain Triennial Survey Data based on the Age Group data collected, Caltrain staff analyzed Age group 13-17 since the change to the Youth Age would not be effective until January 2015.

JPB staff compared the percentages of minority riders, non-minorities riders, and overall percentages for passenger ethnicity data for youth and non-youth riders. On the same figure JPB staff also compared percentages of low income riders, non-low income riders, and overall percentages for passenger income data for youth and non-youth riders. See Figure 6 and Table 2 below for details.

**Figure 6: Youth and Non-Youth Usage Comparison Graph**



**Table 2: Youth and Non-Youth Usage Comparison Data**

	% Minority	% Non-Minority	Overall % Passenger Data (Ethnicity)	% Low-Income	% Non-Low Income	Overall % Passenger Data (Income)
<b>Youth</b>	2.5%	2.3%	47.8%	2.6%	1.2%	9.5%
<b>Non-Youth</b>	97.5%	97.7%	52.2%	97.4%	98.8%	90.5%
<b>Total</b>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

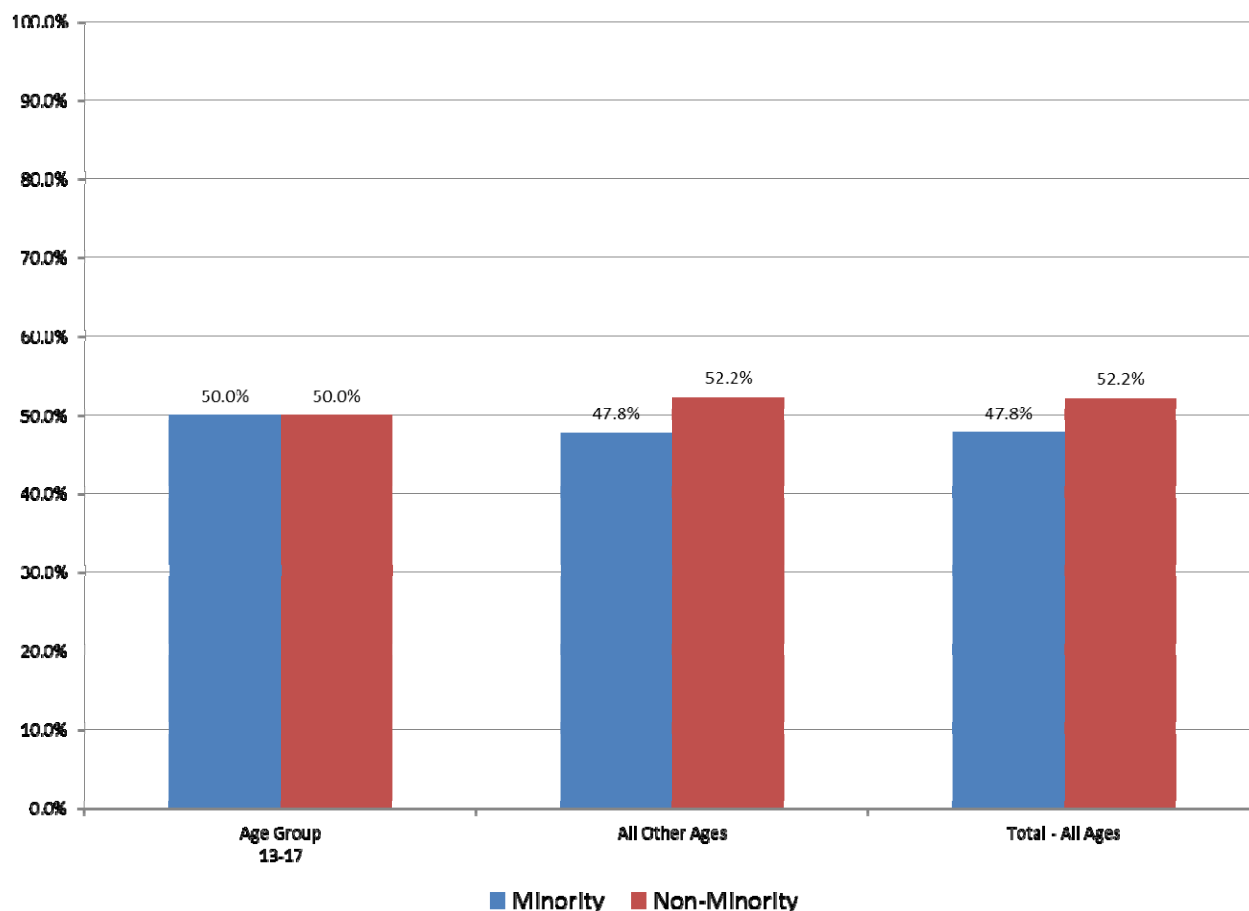
Based on the 2013 Caltrain Triennial Survey Data above:

- 0.2% more minority riders than non-minority riders will be benefitted by the change in youth age
- 1.4% more low income riders than non-low income riders will be benefitted by the change in youth age

The data above suggests the increase in youth age will not have a disparate adverse impact to minority riders in accordance with Caltrain's disparate impact policy threshold (10%) and will also not have a disproportionate burden to low income riders in accordance with Caltrain's disproportionate burden threshold (10%). Additional analysis was done on the increase of youth age to analyze its affects.

Staff also compared the percentage of minorities to non-minorities for riders Age 13-17 vs. All Other Ages (including 18-24, 25-34, 35-44, 45-52, 55-64, 65 and older) and to the overall total of all ages. In addition based on the survey data collected, there were no riders under age 13. See Figure 7 below.

**Figure 7: Age Group 13-17 vs. All Other Ages by Minority vs. Non Minority**



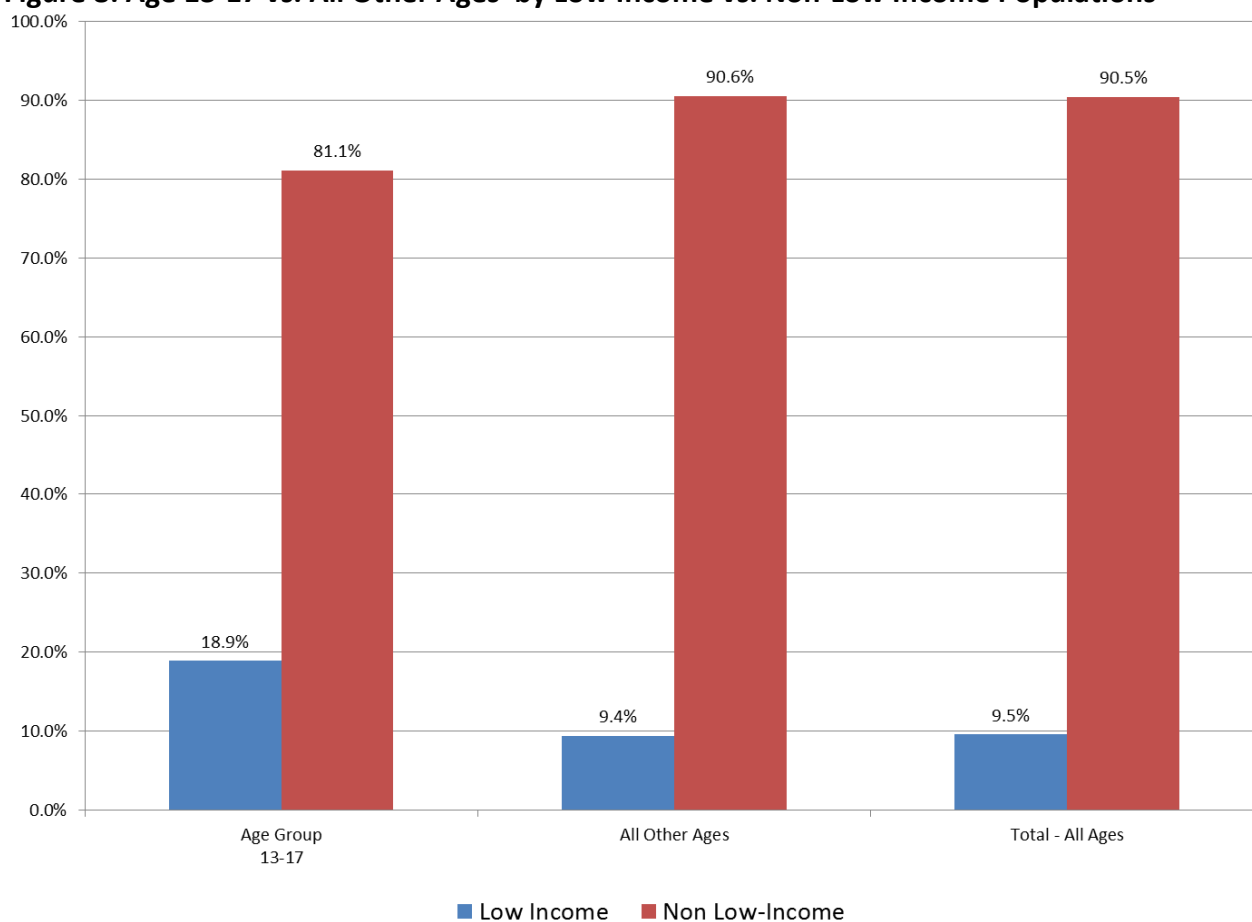


Based on the 2013 Caltrain Triennial Survey Data above:

- 50.0% of riders Ages 13-17 are minority riders compared to 47.8% of minority riders for all other ages
- 50.0% of riders Ages 13-17 are non-minority riders compared to 52.2% of non-minority riders for all other ages

Staff also compared the percentage of low income to non-low income for riders Age 13-17 vs. All Other Ages (including 18-24, 25-34, 35-44, 45-52, 55-64, 65 and older) and to the overall total of all ages. Based on the survey data collected, there were no riders under age 13. See Figure 8 below.

**Figure 8: Age 13-17 vs. All Other Ages by Low Income vs. Non-Low Income Populations**



Based on the 2013 Caltrain Triennial Survey Data above:

- 18.9% of riders Ages 13-17 are low income compared to 9.4% of low income riders for all other ages.

- 81.1% of riders Ages 13-17 are non-low income riders compared to 90.6% of non-low income riders for all other ages

## ■ EQUITY EVALUATION OF PROPOSED CHANGES

### **ADDITIONAL REGIONAL CLIPPER USE INCENTIVE**

The following findings related to the separate elements of the proposal as they related to changes to the price of the One-way Ticket and the Day Pass, respectively.

#### **ONE-WAY TICKET**

Although there will be a greater adverse impact on minority riders compared to the non-minority riders caused by the One-Way ticket fare increase, the percent difference (3.2%) is below the 10% threshold set by Caltrain's Disparate Impact Policy. Therefore there is no disparate impact on minority riders by the One-Way ticket fare increase.

Since 25.6% more low income riders than non-low income riders will be adversely affected by the One-Way ticket fare increase, which is greater than the 10% threshold set by the Caltrain Disproportionate Burden Policy, the increase of the One-Way ticket will have a disproportionate burden on low income riders.

#### **DAY PASS**

Although there will be a greater adverse impact on minority riders compared to the non-minority riders caused by the Day Pass fare increase, the percent difference (3.0%) is below the 10% threshold set by Caltrain's Disparate Impact Policy. Therefore there is no disparate impact on minority riders by the Day Pass fare increase.

Although there will be a greater adverse impact on low income riders compared to the non-low income riders caused by the Day Pass fare increase, the percent difference (9.5%) is below the 10% threshold set by Caltrain's Disproportionate Burden Policy. Therefore there is no disproportionate burden on low income riders.

### **YOUTH AGE**

Given that 0.2% more minority riders than non-minority riders ages 13-17 will be benefitted by the increase in youth age by 1 year, there is no disparate impact on minority riders.

Given that 1.4% more low income riders than non-low income riders ages 13-17 will be benefitted by the increase in youth age by 1 year, there is no disproportionate burden on low income riders.

## ■ BUSINESS PURPOSE, ALTERNATIVES TO, AND MITIGATION FOR PROPOSED CHANGES

### BUSINESS PURPOSE

Caltrain's main business purpose for the Additional Regional Clipper Use Incentive is to increase usage of Clipper, a regional fare payment program that all participating agencies have invested in.

Clipper has more than 460 retail locations all over the Bay Area. Clipper is available in multiple locations in cities along the Caltrain corridor, including at the Caltrain administrative offices. Where mobility to a Clipper retailer may be a problem, Clipper also allows passengers to add value to their Clipper Card (via credit card) on their website and even now has the option to auto load. In addition, Caltrain has multiple locations along the Caltrain corridor where customers can add fare to Clipper cards: San Francisco, Millbrae (at BART machines), Palo Alto, Mountain View (at VTA machines), San Jose Diridon, and Tamien stations (at VTA machines).

Caltrain's main business purpose for redefining "youth" to include age 18 is to move toward a standard age for youth: 5 years old to 18 years old as part of a regional fare coordination effort by Bay Area transit agencies.

### ASSESS ALTERNATIVES FOR PEOPLE AFFECTED BY THE PROPOSED CHANGES

Based on the equity analysis of the fare proposals, only the One-Way Ticket will have a disproportionate burden impacting the low-income population. In order to help mitigate impacts to the low income population, any passenger – including low income and minority passengers – can avoid the price increase to One-Way tickets and Day Passes by using a Clipper card. Clipper cards are currently available for three dollars. Caltrain and other Bay Area transit agencies offer complimentary Clipper cards to customers. Staff has determined that there is no better non-discriminatory alternative to increase the use of Clipper.

### CLIPPER OUTREACH

In order to minimize affects to low-income and minorities, Caltrain will continue its Clipper outreach efforts with Community Based Organizations (CBOs) as identified in Caltrain's Public Participation Plan. 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.

Caltrain recently conducted Clipper outreach at the following Caltrain stations to help promote the usage of Clipper. Complimentary Clipper cards were distributed at the following locations:

- Tuesday, May 13, 2014 at San Francisco station
- Thursday, May 22, 2014 at San Francisco station

- Thursday, June 5, 2014 at Mountain View station
- Thursday, June 12, 2014 at Palo Alto station
- Tuesday, June 17, 2014 at Sunnyvale station
- Wednesday, June 18, 2014 at Santa Clara station

Caltrain is part of a transit region where participating agencies are required to use Clipper for electronic fare payments and participating transit agencies include AC Transit, Bay Area Rapid Transit (BART), Golden Gate Transit and Ferry, Muni, SamTrans, San Francisco Bay Area Ferry, and Santa Clara Valley Transportation Authority. Caltrain will continue to monitor Clipper sales to help verify whether this Clipper incentive is successful.

## ■ PUBLIC OUTREACH AND INVOLVEMENT ACTIVITIES

### DISSEMINATION OF INFO TO LIMITED ENGLISH PROFICIENT (LEP) PERSONS

The JPB's public participation process offers early and continuous opportunities for the public (including minorities and people with low incomes) to be involved in the identification of potential impacts of proposed transportation decisions. Efforts to involve minority and low-income populations include both comprehensive measures and measures targeted at overcoming barriers that prevent such populations from effective participation in decision-making.

The JPB's public participation process included measures to disseminate information on the proposed fare changes to LEP persons, as well as at public hearings and meetings. The public notices note that translations are available in Caltrain's 22 Safe Harbor Languages by contacting the Caltrain Customer Service Center phone number. The Caltrain Customer Service Center offers foreign language translation service via in-house translators or the AT&T Language Line. Comprehensive measures employed by the JPB included placing public notices for the Public Hearing and the Public Meetings on the Caltrain website (see **Attachment 4**), in Caltrain news releases (see **Attachment 5**), as Take Ones located at Caltrain lobby headquarters, onboard trains and at stations (see **Attachment 6**), as multilingual onboard messages to train riders, social media, *Caltrain Connection* article, and a presentation to the Caltrain Citizens Advisory Committee. Information, including a redline of the Caltrain Codified Tariff, was posted to the Caltrain website. Caltrain staff also reached out to Community-based Organizations to inform them of the proposed changes and also communicated directly with companies participating in the Go Pass program.

Measures taken to overcome linguistic, institutional, and cultural barriers that may prevent minority and low-income populations from participating in decision-making included: publishing the public hearing notice and public meeting notices in English and Spanish in newspapers of general circulation and various community newspapers. Notification of translation services was provided in Caltrain's 22 Safe Harbor Languages. The notice was published in:

- El Observador (5/16/14 & 5/23/14)
- Examiner (5/14/14 & 5/19/14)
- Gilroy Dispatch (5/16/14)
- San Jose Mercury News (5/16/14 & 5/21/14)
- San Francisco Chronicle (5/14/14 & 5/19/14)
- Sing Tao (5/13/14)

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

The following Public Meetings were held:

- Gilroy: Saturday, May 17, 2014 at 11 a.m.
- San Carlos: Tuesday, May 20, 2014 at 5:15 p.m.
- Mountain View: Tuesday, May 20, 2012 at 5:15 p.m.
- San Francisco: Wednesday, May 21, 2014 at 1 p.m.

The Public Hearing was held on June 5, 2014 at 10 a.m. in San Carlos at the regularly scheduled Caltrain Board meeting.

## **PUBLIC HEARING AND PUBLIC MEETING COMMENTS**

A summary of the public meetings and public hearing meetings comments is shown in Table 3 below.

**Table 3: Caltrain Comments - Proposed Codified Tariff Changes Effective Aug. 1, 2014 through Jan. 1, 2015**

Commenter #	Parking for Special Events		Youth Age		Go Pass		Paper Ticket Increase		Comment
	For	Against	For	Against	For	Against	For	Against	
1								x	Said there aren't enough places to get and reload a Clipper card.
2								x	Opposes increase because of limited access to Clipper card and ability to add value.
3	x		x		x		x		
4								x	Doesn't think it's fair because the Day Pass isn't available on Clipper.
5									Mentioned that you can make a Day Pass with Clipper within the same stations.
6								x	Concerned with increase of paper ticket due to functionality of Clipper.
<b>Total 6</b>	<b>For 1</b>	<b>Against 0</b>	<b>For 1</b>	<b>Against 0</b>	<b>For 1</b>	<b>Against 0</b>	<b>For 1</b>	<b>Against 4</b>	
	Parking for Special Events		Youth Age		Go Pass		Paper Ticket Increase		

**ATTACHMENT 1 –  
BOARD APPROVAL OF DISPARATE IMPACT POLICY  
AND DISPROPORTIONATE BURDEN POLICY**

## DISPARATE IMPACT POLICY

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

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

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

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

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



## DISPROPORTIONATE BURDEN POLICY

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

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

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

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

## **Board Meeting Minutes (April 4, 2013)**

Joint Powers Board Meeting  
Minutes April 4, 2013

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

### **Public Comment**

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

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

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

### **AUTHORIZE THE SECOND AMENDMENT OF THE USE, OPERATING AND MAINTENANCE (UOM) AGREEMENT FOR THE MILLBRAE INTERMODAL STATION**

Deputy CEO Chuck Harvey said when the Millbrae Intermodal Station was completed, the JPB entered into a cost-sharing agreement with BART to maintain the station. The costs were allocated through a cost model. This amendment codifies the agreement through FY2018 and the costs are being controlled by an agreement so they won't increase beyond the Consumer Price Index inflation.

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

### **ADOPTION OF CALTRAIN TITLE VI STANDARDS AND POLICIES**

Director, Rail Michelle Bouchard reported:

- The Federal Transit Administration requires approval and submission of five standards and policies.
  - The Major Service Change Policy is the criteria for determining when service change is significant enough to require a thorough analysis of potential effects on protected populations. Staff is recommending a change of 25 percent or more total train revenue miles and greater than 50 percent change in the number of trains stopping at a station per day.
  - Disparate Impact and Disproportionate Burden Policies determine the threshold when adverse effects of a fare or service changes are borne disproportionately by minority or low-income populations. Staff is recommending a 10 percent threshold
  - Services Standards and Policies are established to monitor performance in quantifiable and qualitative measures/metrics. Service standards include vehicle load, vehicle headway, on-time performance and service availability. Service policies are vehicle assignment and transit amenities.
- Four community meetings were held and comments were accepted through March 29. Meetings were sparsely attended and only one comment was received.

## **Board Meeting Minutes (April 4, 2013 - Continued)**

Joint Powers Board Meeting  
Minutes April 4, 2013

### **Public Comment**

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

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

### **LEGISLATIVE UPDATE**

#### **State Update**

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

#### **Federal Update**

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

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

### **CORRESPONDENCE**

No discussion.

### **BOARD MEMBER REQUESTS**

None

### **GENERAL COUNSEL REPORT**

Mr. Miller said staff has contacted the general counsel for the CHSRA to see if their chair indicated Caltrain would respond to Mr. Brown's request. It is clear Proposition 1A is going to be complied with in the final analysis and the agreement that has been entered into codifies the blended system as the plan around which HSR will be designed and constructed and contains a funding plan template. Over time the funding plan will evolve as estimates are prepared and the public can be assured

## **ATTACHMENT 2 - CALTRAIN SYSTEM MAP**



Exhibit 1: Caltrain System Map



**ATTACHMENT 3 –  
MINORITY AND LOW-INCOME MAPS**

Exhibit 2a: Minority Population by Census Tract – San Francisco County

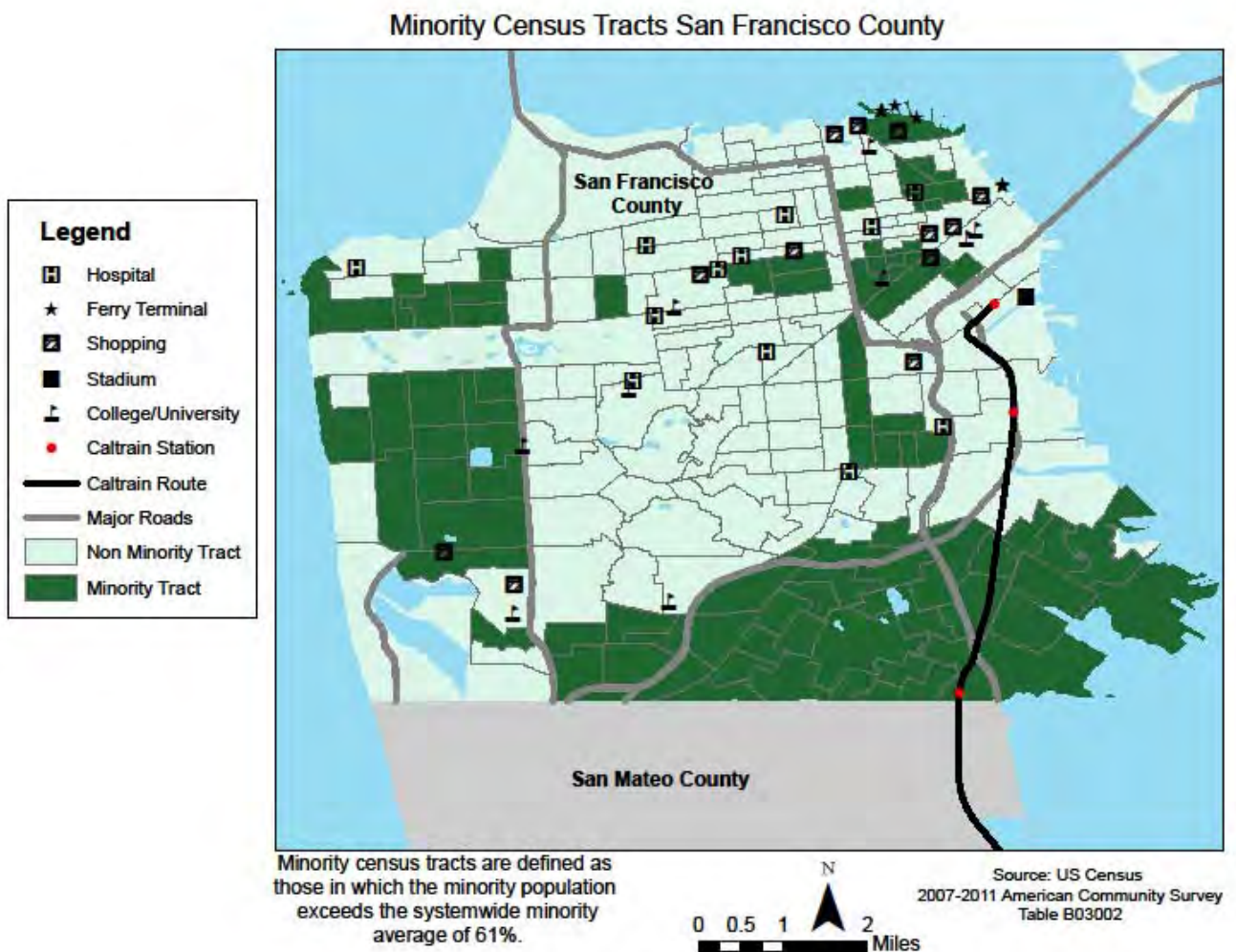


Exhibit 2b: Minority Population by Census Tract – San Mateo County

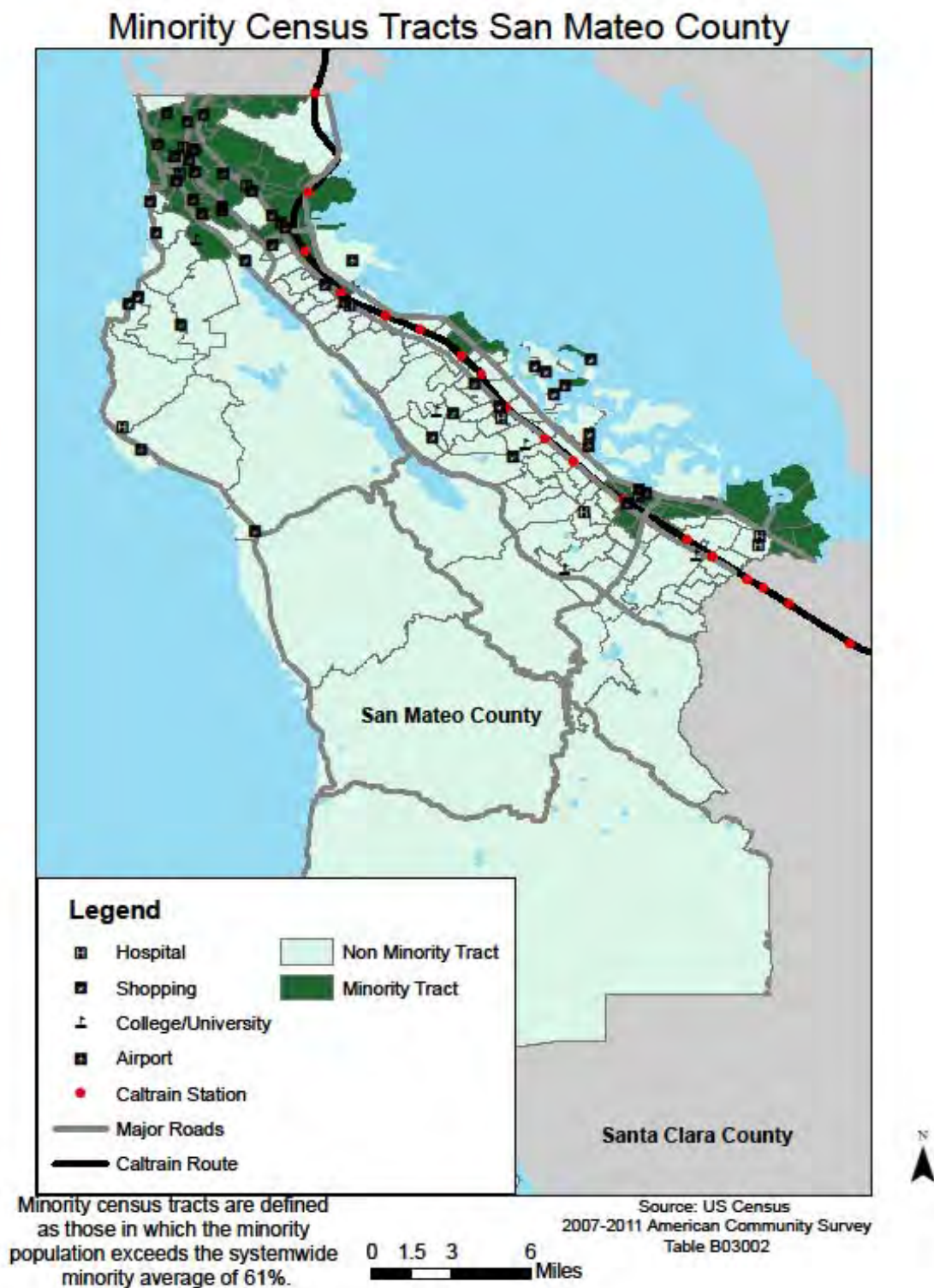




Exhibit 2c: Minority Population by Census Tract – Santa Clara County

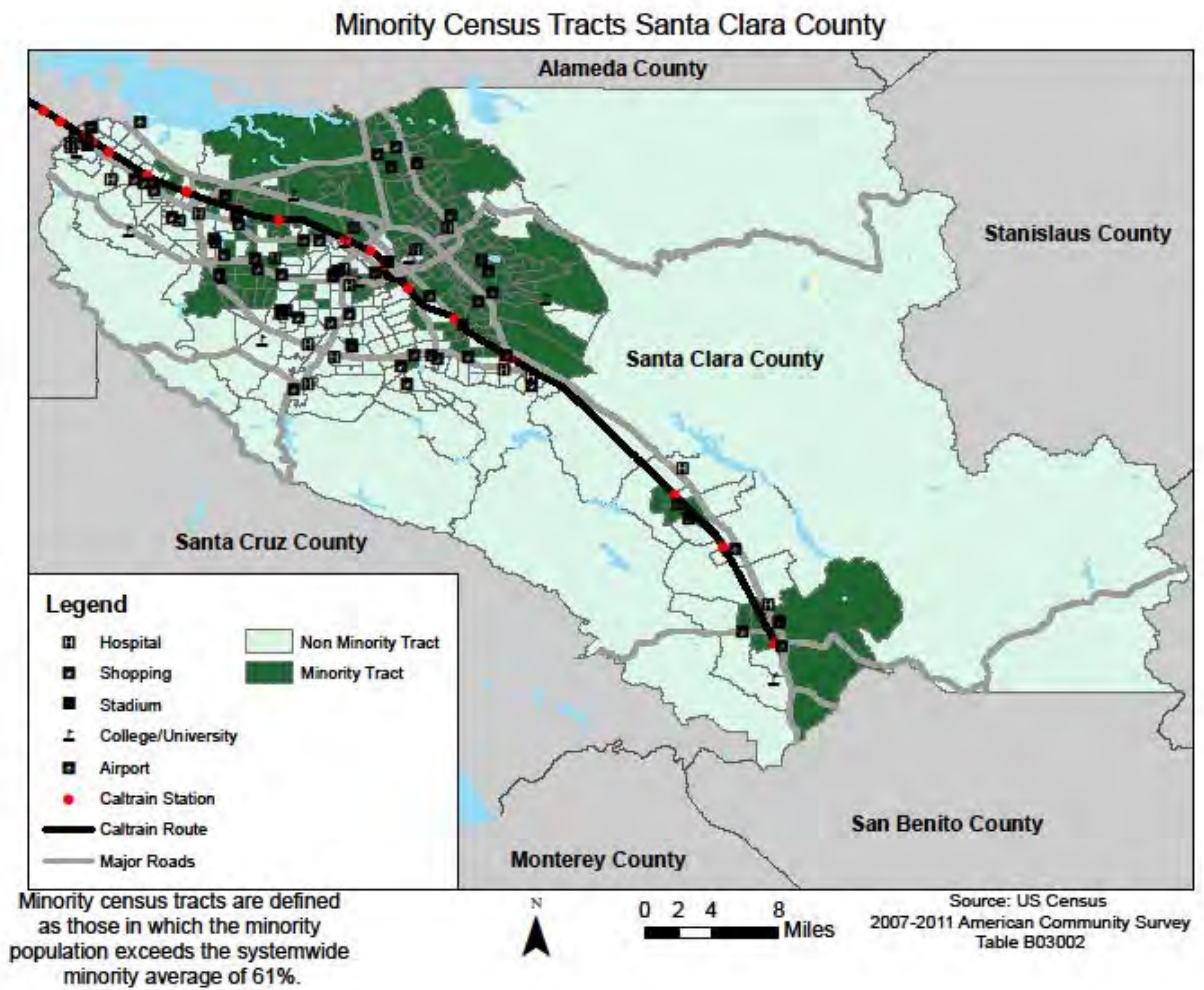


Exhibit 3a: Low-Income Population by Census Tract – San Francisco County

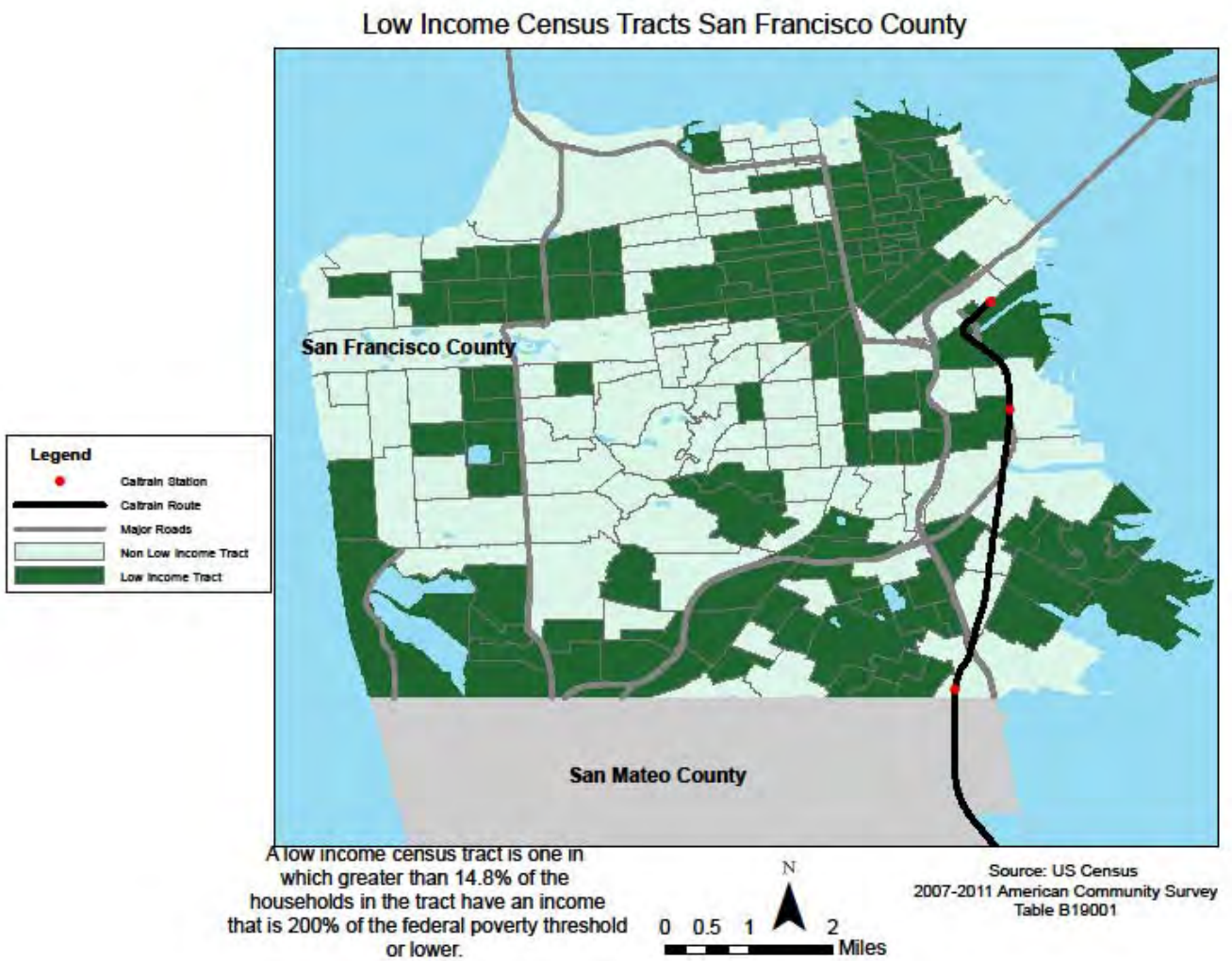


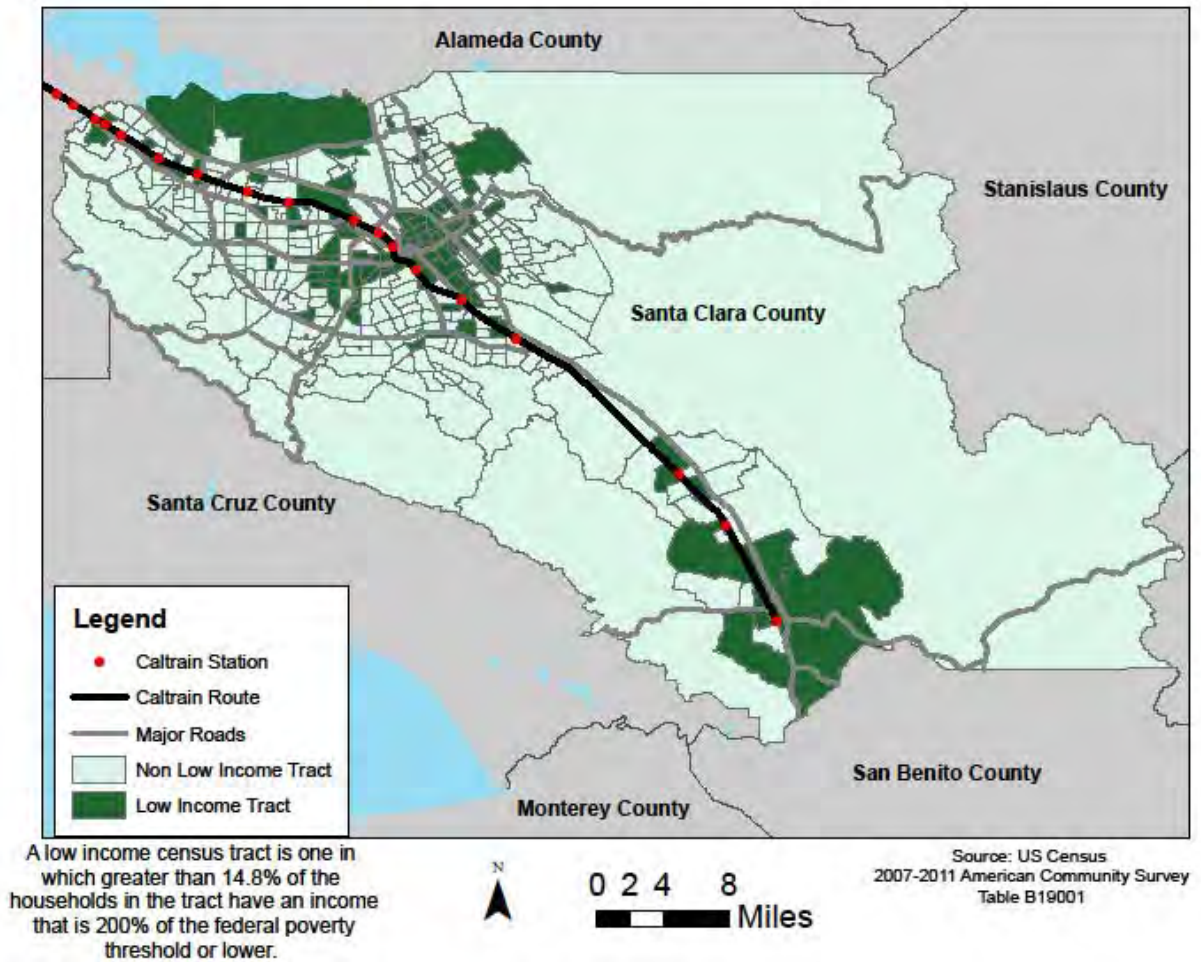
Exhibit 3b: Low-Income Population by Census Tract – San Mateo County






### Exhibit 3c: Low-Income Population by Census Tract – Santa Clara County

#### Low Income Census Tracts Santa Clara County



**ATTACHMENT 4 -**

**NOTICE OF PUBLIC HEARING AND PUBLIC  
MEETINGS: CALTRAIN WEBSITE**



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[> caltrain.com > Fares > Codified Tariff](#)

## Codified Tariff

The Codified Tariff is a legal document that outlines the specific fares for the train system. For fare adjustments, Caltrain will seek public comment on proposed changes and hold a public hearing. Any changes to the Codified Tariff are approved by the Caltrain Board of Directors at a public meeting.

[Codified Tariff - effective 1/1/14 \(PDF, 43KB\)](#)  
[Proposed Changes effective 6/1/14 \(PDF, 52 KB\)](#)

### Proposed Changes to Codified Tariff: Parking, Paper Tickets, Go Pass and Youth Age

#### Public Hearing

Caltrain held four community meetings and a public hearing to seek public comment on proposed adjustments to its Codified Tariff, which sets fare policy. The board will be asked to authorize the changes at its July 3 meeting.

Proposals to be considered include:

- A. Parking (effective Aug. 1, 2014)
  - Authorizing the Caltrain Executive Director to charge parking fees of up to \$25 a day at impacted stations for special events at the San Mateo Event Center and professional sports venues.
- B. Additional Regional Clipper® Use Incentive (effective Oct. 5, 2014)
  - Increasing the cost of paper One-way tickets by 25 cents and Day passes by 50 cents. Note: The cost of a One-way ride will remain the same for those using a Clipper card (Day passes aren't available on Clipper). Monthly Pass prices will remain the same.
- C. Go Pass (effective Oct. 5, 2014)
  - Increasing the cost of the Go Pass by \$15 to \$180 per participant, with minimum participation level of \$15,120. Effective with the 2016 Go Pass, increase the cost to \$190 per participant, with minimum participation level of \$15,960.
- D. Youth Age (effective Jan. 1, 2015)
  - Expand the age of Youth from 17 years to 18 years.

6/13/14 - rph

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**ATTACHMENT 5 –  
NOTICE OF PUBLIC HEARING AND PUBLIC  
MEETINGS: CALTRAIN NEWS RELEASE**



> [caltrain.com](#) > About Caltrain > News > Caltrain Seeks Comment on Proposed Changes to Fees for Parking, Paper Tickets & Go Pass and Youth Age

## Caltrain Seeks Comment on Proposed Changes to Fees for Parking, Paper Tickets & Go Pass and Youth Age

May 14, 2014

Caltrain will be holding public meetings and a public hearing to seek comments on several proposed changes to its Codified Tariff, which outlines its fare policy. The public hearing will be held **Thursday, June 5, 2014 at 10 a.m. at Caltrain's administrative office, 1250 San Carlos Ave., in San Carlos.** After considering all comments regarding the proposals, Caltrain staff will present final recommendations to the Board of Directors for action at its July 3 meeting.

Proposals to be considered include:

### **Parking (effective Aug. 1, 2014)**

Authorize the Caltrain Executive Director to charge parking fees of up to \$25 a day at impacted stations for special events at the San Mateo Event Center and professional sports venues.

### **Additional Regional Clipper® Use Incentive (effective Oct. 5, 2014)**

Increase the cost of paper One-way tickets by 25 cents and Day passes by 50 cents. Note: The cost of a One-way ride will remain the same for those using a Clipper card (Day passes aren't available on Clipper). Monthly Pass and 8-ride Ticket prices will remain the same.

### **Go Pass (effective Oct. 5, 2014)**

Increase the cost of the Go Pass by \$15 to \$180 per participant, with minimum participation level of \$15,120. Effective with the 2016 Go Pass, the cost will increase to \$190 per participant, with minimum participation level of \$15,960.

### **Youth Age (effective Jan. 1, 2015)**

Extend the age for Youth from 17 years to 18 years.

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

- **Gilroy – May 17 at 11 a.m.**  
Gilroy Library, Quiet Study Room B, 350 W. Sixth St.
- **Mountain View – May 20 at 5:15 p.m.**  
Mountain View City Hall, Atrium Room, 500 Castro St.
- **San Carlos – May 20 at 5:15 p.m.**  
Caltrain Administrative Office, 2nd Floor, Auditorium, 1250 San Carlos Ave.
- **San Francisco – May 21 at 1 p.m.**  
Caltrain Station, under the clock, 700 Fourth St.

Prior to the hearing, comments may be sent by mail, e-mail or phone to: Peninsula Corridor Joint Powers Board, JPB Secretary, P.O. Box 3006, San Carlos, CA 94070-1306, or [changes@caltrain.com](mailto:changes@caltrain.com), or 1.800.860.4287.

The draft Codified Tariff is available for viewing at the Caltrain Administrative Office or at [www.caltrain.com/tariff](http://www.caltrain.com/tariff).



**ATTACHMENT 6 -  
NOTICE OF PUBLIC HEARING AND PUBLIC  
MEETINGS: TAKE ONE**



## Caltrain Seeks Changes for Parking, Paper Tickets, Go Pass and Youth Age

Caltrain is seeking comments on proposed changes to its Codified Tariff, which outlines its fare policy. Action is scheduled at the July 3, 2014 Caltrain Board of Directors meeting.

Proposals to be considered include:

- **Parking (effective Aug. 1, 2014)**

Authorizing the Caltrain Executive Director to charge parking fees of up to \$25 a day at impacted stations for special events at the San Mateo Event Center and professional sports venues.

- **Additional Regional Clipper® Use Incentive (effective Oct. 5, 2014)**

Increasing the cost of paper One-way tickets by 25 cents and Day passes by 50 cents. Note: The cost of a One-way ride will remain the same for those using a Clipper card (Day passes aren't available on Clipper). Monthly Pass prices will remain the same.

- **Go Pass (effective Oct. 5, 2014)**

Increasing the cost of the Go Pass by \$15 to \$180 per participant, with minimum participation level of \$15,120. Effective with the 2016 Go Pass, increase the cost to \$190 per participant, with minimum participation level of \$15,960.

**Exhibit 4b: Take One Notice (inside)**

• **Youth Age (effective Jan. 1, 2015)**

Expand the age of Youth from 17 years to 18 years.

The public hearing will be held:

**Thursday, June 5, 2014 at 10 a.m.**

Caltrain Administrative Office  
1250 San Carlos Ave., San Carlos

The draft Codified Tariff is available for viewing at the Caltrain Administrative Office or at **[www.caltrain.com/tariff](http://www.caltrain.com/tariff)**.

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

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

## Public Meetings

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

**Gilroy – May 17 at 11 a.m.**

Gilroy Library, Quiet Study Room B  
350 W. Sixth St.

**Mountain View – May 20 at 5:15 p.m.**

Mountain View City Hall, Atrium Room  
500 Castro St.

**San Carlos – May 20 at 5:15 p.m.**

Caltrain Administrative Office  
2nd Floor, Auditorium  
1250 San Carlos Ave.

**San Francisco – May 21 at 1 p.m.**

Caltrain Station, under the clock  
700 Fourth St.

For translation in one of the languages below, call Caltrain at 1.800.660.4287 three days before the meeting.

1.800.660.4287 يدع لصتا، قم جرتل

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**RESOLUTION NO. 2015 – 63**

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

**\* \* \***

**ADOPTING AN AMENDED AND RESTATED CODIFIED TARIFF, MAKING FINDINGS UNDER THE  
CALIFORNIA ENVIRONMENTAL QUALITY ACT (CEQA) AND APPROVING  
THE ASSOCIATED TITLE VI ANALYSIS**

**WHEREAS**, pursuant to Resolution No. 1992-31, dated May 6, 1992, the Peninsula Corridor Joint Powers Board (JPB) adopted a Codified Tariff, setting forth the rate structure for Caltrain service; and

**WHEREAS**, from time to time, the JPB has amended the Codified Tariff to increase fares and parking fees in order to implement policy and administrative changes in the Caltrain service; and

**WHEREAS**, the JPB last revised the Codified Tariff in 2014, by Resolution No. 2014-35, to authorize the Executive Director to charge parking fees up to \$25 a day for special events, increase fares for one-way tickets, Day Passes and GoPasses, and expand the maximum age for youth fares from 17 to 18 years old; and

**WHEREAS**, staff recommends that the Board of Directors amend the Codified Tariff to:

1. Increase the base fare by 50 cents, with corresponding increases to the Day Pass, 8-ride Ticket and Monthly Pass, effective February 28, 2016;
2. Increase the Daily Parking Fee by 50 cents effective July 1, 2016;
3. Increase the Monthly Parking Fee by \$5 effective July 1, 2016; and
4. Make other non-substantive changes; and

**WHEREAS**, under Title VI of the Civil Rights Act of 1964 and implementing regulations, including Federal Transit Administration Circular C 4702.1B, the JPB is

required to perform a Title VI Equity Analysis in conjunction with most fare changes to assess whether they will result in disparate impacts or disproportionate burdens on minority or low-income populations, respectively; and

**WHEREAS**, on April 4, 2013, by Resolution No. 2013-21, the Board adopted Disparate Impact and Disproportionate Burden Policies to set thresholds for when fare or major service changes are deemed to have disproportionate effects on minority or low-income populations; and

**WHEREAS**, staff has prepared and presented to the Board a Title VI Equity Analysis that assesses the potential effects of the fare modifications and other aforementioned changes, concluding that the amendment to the Codified Tariff would result in no disparate impacts on minority passengers or disproportionate burdens on low-income passengers; and

**WHEREAS**, the purposes of the proposed amendments to the Codified Tariff include meeting the financial needs and requirements of the JPB and obtaining funds for operating expenses, therefore exempting this action from the CEQA pursuant to Public Resources Code Section 21080(b)(8); and

**WHEREAS**, the JPB Board of Directors held a duly noticed public hearing at its November 4, 2015 meeting, and engaged in public outreach including published notices and community meetings throughout the JPB's service area to afford members of the public an opportunity to comment upon the fare change proposals outlined above.

**NOW, THEREFORE, BE IT RESOLVED** that the Board of Directors of the JPB hereby:

1. Finds that the amendments to the Codified Tariff serve the purposes of meeting the financial needs and requirements of the JPB and obtaining funds for



operating expenses as referenced in the California Environmental Quality Act  
statutory exemption codified at Public Resources Code Section 21080(b)(8);

2. Finds pursuant to Title VI of the Civil Rights Act of 1964 that the fare and parking fee increases will not have a disparate impact on minority populations or a disproportionate burden on low-income populations;
3. Approves the Title VI Equity Analysis attached as Attachment B and incorporated by this reference;
4. Amends the Codified Tariff, as outlined in the recitals above; and
5. Adopts the amended Codified Tariff, attached as Attachment A and incorporated by this reference.

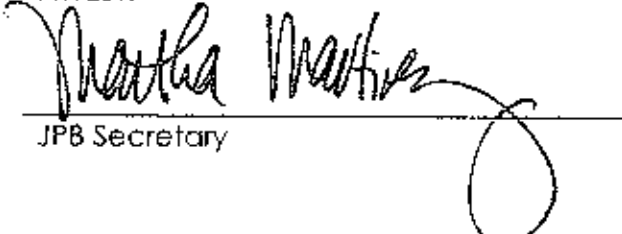
Regularly passed and adopted this 3<sup>rd</sup> day of December, 2015 by the following vote:

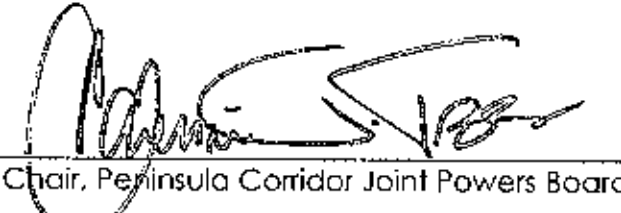
AYES: CISNEROS, GEE, GUILBAULT, NOLAN, TISSIER

NOES: COHEN

ABSENT: WOODWARD, YEAGER

ATTEST:

  
JPB Secretary

  
Chair, Peninsula Corridor Joint Powers Board

Adopted – May 6, 1992  
Last Revised – December 3, 2015  
Effective – February 28, 2016

**PENINSULA CORRIDOR JOINT POWERS BOARD  
STATE OF CALIFORNIA**

\* \* \*

**PENINSULA COMMUTE SERVICE (“CALTRAIN”)  
CODIFIED TARIFF**

This tariff covers the sale of tickets, along with parking and bike locker fees, between San Francisco and Gilroy, California, and the intermediate stations on the Peninsula Commute Service ("Caltrain") right of way. For fares, refer to Chart “A.”

**I. FARE CATEGORIES**

**A. FULL FARE**

Full fares will apply to all customers 19 years or older except those who qualify for an Eligible Discount ticket. Fares published in this tariff are Full fares, except as otherwise shown herein for Eligible Discount fares.

**B. ELIGIBLE DISCOUNT FARE**

1. Qualifying customers for the Eligible Discount Fare shall pay one-half of the Full Fare, rounded to increments of approximately \$0.25. A customer may qualify for the Eligible Discount Fare by meeting or possessing one of the requirements below. Proof of age or appropriate identification may be necessary when ticket is requested by the conductor or fare inspector.
  - a. 65 years or older.
  - b. 18 years or younger.
  - c. Current Disabled Person Placard Identification Card issued by the California State Department of Motor Vehicles (DMV).
  - d. Medicare Card.
  - e. Regional Transit Connection (RTC) Discount Card, including Clipper cards that are designated as RTC Discount Cards. An RTC Discount Card marked with an attendant symbol indicates that the person with a disability may be accompanied by an attendant, who also will be eligible for the Eligible Discount Fare. Such attendant is not eligible for a discount fare when not accompanying the person with a disability and will not be issued an RTC Discount Card.

- f. Valid transit discount card issued by another California transit agency, which is equivalent to the Regional Transit Connection Discount Card.

**C. SWORN PEACE OFFICERS**

Uniformed and non-uniformed, sworn peace officers are allowed to ride any Caltrain trip without paying a fare subject to showing the proper identification.

**D. CHILDREN FOUR YEARS OR YOUNGER**

A child four years old or younger accompanied by a paying adult may ride Caltrain free of charge.

**E. SPECIAL PROMOTIONAL FARES**

From time to time, the Executive Director may authorize the establishment of special or promotional fares.

**F. GROUP TRAVEL DISCOUNT**

A 10 percent discount on regular cash fares will be provided to fare-paying groups of 25 or more that pre-purchase through the Caltrain Group Travel program.

**II. TICKET TYPES**

Tickets will be honored for transportation on trains operated by the Peninsula Corridor Joint Powers Board (JPB) on the Caltrain service between San Francisco and Gilroy.

**A. ONE-WAY TICKET**

Valid for use within four hours of the date and time sold. One-way tickets will be honored for one-way passage away from the point of origin, including stopovers/transfers, within the zone limits.

**B. DAY PASS**

Valid for use through the last train on the service day on which sold. Day passes will be honored for unlimited travel within zone limits.

**C. 8-RIDE TICKET**

Valid for use for thirty days from the date sold and will expire at 2:00 a.m. on the day after the validity period ends. 8-ride tickets will be honored for eight one-way rides away from the point of origin within the zone limits. Purchasers of a single 8-ride Ticket are eligible to purchase a monthly parking permit.

Each one-way trip on an 8-ride Ticket is limited to use within four hours of the date and time validated by a platform Card Interface Device (CID) before boarding the train for each trip. The Clipper 8-ride Ticket also must be tagged at the CID at the alighting platform to properly account for the number of zones traveled for each trip.

**D. MONTHLY PASS**

Valid for use for the calendar month for which issued. Monthly passes will be honored for unlimited weekday trips between zones indicated on the ticket. On Saturdays, Sundays and holidays, the pass will be honored for unlimited trips between all zones. Purchasers of Monthly passes are eligible to purchase a monthly parking permit.



**E. ZONE UPGRADE TICKET**

Valid for use within four hours of the date and time sold. Zone Upgrade tickets are valid only when accompanying a Monthly Pass or a valid paper One-way Ticket or Day Pass, and cannot be used alone. The Zone Upgrade Ticket will be honored for one-way passage for additional zones purchased beyond the original ticket's zone limits. The Zone Upgrade Ticket's validity period does not supercede the original ticket's validity period.

**F. GO PASS**

Valid for use within the calendar year for which issued. The Go Pass is an annual transit pass sold to universities and other employers for all of their students and/or employees that work more than 20 hours per week, with an option to have employees that work 20 hours or less per week and interns participate. The pass also is sold to residential complexes for all residents aged five years and older. The pass is a sticker affixed to a valid university, other employer or residential complex-issued photo identification card. The price of the pass is \$190 per year and is honored for unlimited trips between all zones. The minimum participation amount is \$15,960 per university, other employer or residential complex per year. Go Pass participants are eligible to purchase a monthly parking permit.

**G. CLIPPER®**

Valid for use on Caltrain. The Clipper card is a transit fare payment card issued and administered by the Metropolitan Transportation Commission (MTC) that is valid for use on public transit services throughout the San Francisco Bay Area. There may be fees and a cash minimum associated with the use of a Clipper card. Such fees and cash minimums, if any, will be set by the MTC. Customers paying with Clipper for a one-way ride receive a discount of approximately 15 percent compared to paper tickets.

**III. DESCRIPTION OF ZONES**

The zone designations for Caltrain service are shown on Chart "A."

**IV. RATES OF FARE**

The rates of fare for Caltrain service are shown on Chart "A."

**V. GENERAL CONDITIONS**

**A. CONDITIONS OF USE**

Tickets and passes are nontransferable. Tickets mutilated, altered or changed in any way, or used in any other manner than in accordance with the provision of this tariff shall be forfeited.

**B. ENFORCEMENT**

Passengers must have a valid ticket before boarding to ride Caltrain. Fares will be enforced by a Proof-of-Payment system as adopted and amended from time to time by the JPB. Proof of fare payment must be carried at all times while on Caltrain and must be presented for inspection upon request. Passengers without a valid ticket are subject to written warnings and citations with monetary penalties as authorized by California law.

**C. STOPOVERS/TRANSFERS**

Stopovers and transfers are permitted within zones indicated on tickets provided travel is completed within the ticket's validity period. For One-way tickets and each trip on 8-ride tickets, travel can only continue and be completed in the original direction of travel. One-way tickets and each trip on 8-ride tickets cannot be used to reverse direction.

**D. DELAYS**

When a customer holding a valid ticket is delayed because of washout, wreck or other obstruction to tracks, public calamity, an act of God or of the public enemy so that the validity period of a passenger's ticket has expired, such ticket's validity may be extended by the conductor or fare inspector to the extent of such delay.

**E. REFUNDS**

1. One-way, Day Pass, 8-ride, and Zone Upgrade Tickets and Parking Permits

These tickets and parking permits are not subject to refund.

2. Go Passes

JPB shall refund the pro-rated portion of the fee paid by the participating agency (equivalent to the number of unused months), less an administration fee, within 30 days of the termination date, provided that within 10 working days of the effective termination date all undistributed Go passes issued to participating agency are returned to JPB and participating agency verifies in writing that it has made every good faith effort to collect or destroy all Go passes that have been distributed.

3. Monthly Passes

Unused Monthly passes returned for refund prior to the date the passes first become valid for passage will be refunded for the full fare paid.

Monthly passes returned for a refund during the validity period will be refunded for the difference between the full fare paid and the value of the transportation furnished. The value of transportation furnished will be considered to be the value of two one-way fares per weekday up to the date the pass is surrendered for refund.

## VI. MISCELLANEOUS

### A. PARKING AT CALTRAIN STATIONS

#### 1. Fees

Parking fees for automobiles and motorcycles apply at the following stations:

- |                        |                      |
|------------------------|----------------------|
| a. Bayshore            | k. Redwood City      |
| b. South San Francisco | l. Menlo Park        |
| c. San Bruno           | m. Palo Alto         |
| d. Millbrae            | n. California Avenue |
| e. Burlingame          | o. San Antonio       |
| f. San Mateo           | p. Mountain View     |
| g. Hayward Park        | q. Sunnyvale         |
| h. Hillsdale           | r. Lawrence          |
| i. Belmont             | s. Santa Clara       |
| j. San Carlos          | t. San Jose Diridon  |

The base parking fee is \$5 for daily parking and \$50 for a monthly parking pass. Effective July 1, 2016, the base parking fee will be \$5.50 for daily parking and \$55 for a monthly parking pass.

Higher rates are charged at the San Jose Diridon Station during SAP Center events. The Caltrain Executive Director may authorize charging parking fees of up to \$25 a day at impacted stations for special events at the San Mateo Event Center and professional sports venues.

From time to time the Executive Director may reduce or increase parking fees at individual stations in response to system needs and patterns, customer demand, and market considerations, provided the fees do not exceed \$5.50 per day and \$55 per month.

#### 2. Waived Fees

The parking fee will be waived for any person with a disability whose vehicle displays a permanent disabled California license plate or parking placard issued by the California State Department of Motor Vehicles (DMV).

#### 3. Parking Regulations

The use of Caltrain parking facilities shall be in accordance with JPB rules and regulations. Caltrain parking rules are posted in each paid parking lot.

Monthly parking permits must be displayed on the dash board of the parked vehicle.

**B. BICYCLE LOCKER FEES**

Bicycle lockers are available at certain stations for rent for \$5.50 per month paid in six-month increments. A key deposit of \$25 is refundable when the key is returned.

**C. CHARTER POLICY**

1. Minimum Charge

\$5,000 per round-trip in one calendar day (4:00 a.m. to 3:59 a.m.), assuming the use of one crew for up to 12 hours to cover trip planning, staff time, legal agreements, and Base Train service costs.

2. Cost Basis

Charter sponsors will pay by the train mile for all revenue miles on their trip. The current rate is about \$47.50 per train mile and is based on data contained in JPB's National Transit Database (NTD) submittal (formerly Section 15). The rate includes all operating cost items except depreciation and rent. JPB staff will adjust the rates within a +/-10 percent limit annually based on JPB's NTD submittal. The rate is sufficient to cover deadheading costs, if any.

3. Train Size Basis

The Base Train will be one locomotive and five cars (two cab cars). JPB will charge an additional flat fee of \$500 per trailer car, \$525 per cab car, \$810 per locomotive (use of second engine will be determined between JPB and sponsor depending on scheduling and cost issues.) These fees will be subject to periodic administrative adjustment.

4. Unique Costs

Any extraordinary costs (such as decorations, security, and Union Pacific Trackage/Pilot fees) will be borne by the sponsor.

5. Insurance

Charter train arrangements will conform to any changes in JPB's annual insurance program, and trips operated will not exceed JPB's annual program limits.

**~~VII. INTERAGENCY FARE MEDIA~~**

**~~A. SAN FRANCISCO MUNICIPAL TRANSPORTATION AGENCY (MUNI) MONTHLY PASS ADD-ON — Note: Muni may be eliminating this pass in Fiscal Year 2015~~**

~~Caltrain Monthly Pass customers can purchase a Muni Monthly Pass through Clipper sales venues when purchasing a Caltrain Monthly Pass. This Muni Monthly Pass provides unlimited rides on all Muni buses and light rail. It is not accepted on cable cars. The price of the Muni Monthly Pass is set by Muni.~~

**MUNI has announced plans to eliminate this pass as of January, 2016; it will be deleted from tariff at that time.**

## Caltrain Fares

Travel Within Any		Ticket Type	Current	Effective 2/28/16
One Zone	TVM	Adult One-way	\$ 3.25	\$ 3.75
		Adult Day Pass	\$ 6.50	\$ 7.50
		ED One-way	\$ 1.50	\$ 1.75
		ED Day Pass	\$ 3.25	\$ 3.75
	Clipper	Adult cash value	\$ 2.75	\$ 3.20
		Adult 8-ride Ticket	\$ 20.25	\$ 23.70
		Adult Monthly Pass	\$ 73.00	\$ 84.80
		ED cash value	\$ 1.25	\$ 1.60
		ED 8-ride Ticket	\$ 10.00	\$ 11.85
		ED Monthly Pass	\$ 36.50	\$ 42.40
Two Zones	TVM	Adult One-way	\$ 5.25	\$ 5.75
		Adult Day Pass	\$ 10.50	\$ 11.50
		ED One-way	\$ 2.50	\$ 2.75
		ED Day Pass	\$ 5.25	\$ 5.75
	Clipper	Adult cash value	\$ 4.75	\$ 5.20
		Adult 8-ride Ticket	\$ 35.25	\$ 38.50
		Adult Monthly Pass	\$ 126.00	\$ 137.80
		ED cash value	\$ 2.25	\$ 2.60
		ED 8-ride Ticket	\$ 17.50	\$ 19.25
		ED Monthly Pass	\$ 63.00	\$ 68.90
Three Zones	TVM	Adult One-way	\$ 7.25	\$ 7.75
		Adult Day Pass	\$ 14.50	\$ 15.50
		ED One-way	\$ 3.50	\$ 3.75
		ED Day Pass	\$ 7.25	\$ 7.75
	Clipper	Adult cash value	\$ 6.75	\$ 7.20
		Adult 8-ride Ticket	\$ 50.00	\$ 53.30
		Adult Monthly Pass	\$ 179.00	\$ 190.80
		ED cash value	\$ 3.25	\$ 3.60
		ED 8-ride Ticket	\$ 25.00	\$ 26.65
		ED Monthly Pass	\$ 89.50	\$ 95.40
Four Zones	TVM	Adult One-way	\$ 9.25	\$ 9.75
		Adult Day Pass	\$ 18.50	\$ 19.50
		ED One-way	\$ 4.50	\$ 4.75
		ED Day Pass	\$ 9.25	\$ 9.75
	Clipper	Adult cash value	\$ 8.75	\$ 9.20
		Adult 8-ride Ticket	\$ 64.75	\$ 68.10
		Adult Monthly Pass	\$ 232.00	\$ 243.80
		ED cash value	\$ 4.25	\$ 4.60
		ED 8-ride Ticket	\$ 32.25	\$ 34.05
		ED Monthly Pass	\$ 116.00	\$ 121.90
Five Zones	TVM	Adult One-way	\$ 11.25	\$ 11.75
		Adult Day Pass	\$ 22.50	\$ 23.50
		ED One-way	\$ 5.50	\$ 5.75
		ED Day Pass	\$ 11.25	\$ 11.75
	Clipper	Adult cash value	\$ 10.75	\$ 11.20
		Adult 8-ride Ticket	\$ 79.50	\$ 82.90
		Adult Monthly Pass	\$ 285.00	\$ 296.80
		ED cash value	\$ 5.25	\$ 5.60
		ED 8-ride Ticket	\$ 39.75	\$ 41.45
		ED Monthly Pass	\$ 142.50	\$ 148.40
Six Zones	TVM	Adult One-way	\$ 13.25	\$ 13.75
		Adult Day Pass	\$ 26.50	\$ 27.50
		ED One-way	\$ 6.50	\$ 6.75
		ED Day Pass	\$ 13.25	\$ 13.75
	Clipper	Adult cash value	\$ 12.75	\$ 13.20
		Adult 8-ride Ticket	\$ 94.25	\$ 97.70
		Adult Monthly Pass	\$ 338.00	\$ 349.80
		ED cash value	\$ 6.25	\$ 6.60
		ED 8-ride Ticket	\$ 47.00	\$ 48.85
		ED Monthly Pass	\$ 169.00	\$ 174.90

Zone Upgrade: \$2 Adult; \$1 Eligible Discount

**PENINSULA CORRIDOR JOINT POWERS BOARD**



Title VI  
Equity Analysis  
Proposed Fare Changes to the  
Caltrain Codified Tariff – FY2016  
November 2015

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## **ATTACHMENTS**

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**ATTACHMENT 2** - BOARD APPROVAL OF DISPARATE IMPACT POLICY AND DISPROPORTIONATE  
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**ATTACHMENT 3** - NOTICE OF PUBLIC HEARING AND PUBLIC MEETINGS: CALTRAIN WEBSITE

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**ATTACHMENT 5** - NOTICE OF PUBLIC HEARING AND PUBLIC MEETINGS: TAKE ONE

**ATTACHMENT 6** - PROPOSED CODIFIED TARIFF CHANGES: COMMENT CARD

**Caltrain**  
**Title VI Equity Analysis**  
**Proposed Fare (Codified Tariff) Changes – Fiscal Year 2016**

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. The Peninsula Joint Powers Board (JPB), which operates the Caltrain commuter rail service serving San Francisco, San Mateo, and Santa Clara counties. The service spans 77.4 miles and includes 32 stations. The JPB has committed to the Federal Transit Administration (FTA) Title VI objectives set forth in Circular 4702.1B ensuring that FTA-assisted benefits and related services are made available and are equitably distributed without regard to race, color, or national origin.

As a federal grant recipient, the JPB is required to maintain and provide to the FTA information on Caltrain's compliance with Title VI regulations. At a minimum, the JPB must conduct periodic compliance assessments to determine whether its services are provided in a nondiscriminatory manner consistent with the law. Normally, the JPB performs a self-assessment every three years, or when it undertakes a change in its fares or a significant change in service. This assessment covers Caltrain's proposed fare adjustment which will take place in February 2016. Included in this Title VI analysis is a description of the proposed fare adjustments, an analysis of any potential impacts on minority and/or low-income passengers, and strategies for mitigation of any such impacts.

## ■ FARE PROPOSAL

### CURRENT FARES

Caltrain fares are based on the numbers of zones that are partially or wholly traveled through by the passenger. A map of the Caltrain system can be found in **Attachment 1**.

Caltrain has a proof of payment system. Passengers must have a valid ticket before boarding the train or be subject to citation. Passengers are required to show a ticket or Clipper® card to the conductor or fare inspector upon request and may also be required to show proof of age or other proof of eligibility for a discounted fare product. Full fares apply to all customers 19 years of age or older except those who qualify for an Eligible Discount ticket, which is approximately 50 percent of the full-fare price. A description of all the Fare Payment Types is listed below.

#### One-way Ticket

Valid for use within four hours of the date and time sold, One-way tickets are honored for one-way passage away from the point of origin, including stopovers/transfers, within the zone limits.



### **Day Pass**

Day passes are honored for unlimited travel within zone limits and are valid for use through the last train on the service day on which the pass is sold.

Caltrain offers a joint adult *Caltrain/VTA Day Pass*. The Caltrain portion is valid to Zone 3 - perfect for customers heading to Levi's<sup>®</sup> Stadium or Great America – and costs an additional \$6 compared to a Caltrain Day Pass. The joint pass is valid on Caltrain through the last train of the night and on VTA local buses and light rail until 3 a.m.

### **8-ride Ticket**

This ticket, available only on the Clipper<sup>®</sup> card, is valid for 30 days from date of purchase within zones indicated on ticket. The validation for each “ride” lasts four hours, and must be completed, including stopovers, by the end of that validation period. If traveling in zones other than what's on the ticket, Clipper will deduct cash from the card.

### **Monthly Pass**

The Monthly Pass, available only on the Clipper card, is valid for use for the calendar month for which the pass is issued. Monthly passes are honored for unlimited weekday trips between the zones indicated on the pass. On Saturdays, Sundays and holidays, the pass is honored for unlimited trips between all zones.

### **Zone Upgrade Ticket**

Valid for use within four hours of the date and time sold, Zone Upgrade tickets are valid only when accompanying another valid ticket (One-way, Day Pass or Monthly Pass) and cannot be used alone. The Zone Upgrade ticket will be honored for one-way passage for additional zones purchased beyond the original ticket's zone limits. The Zone Upgrade ticket's validity period does not supersede the original ticket's validity period.

### **Eligible Discount**

Discounted fare products priced at of approximately 50 percent of full fares are available to:

- **Seniors:** *customers 65 years of age or older.*
- **Disabled:** *customers holding any of the following valid identification: Regional Transit Connection Discount Card; registration for a permanent disabled California license plate or parking placard issued by the Department of Motor Vehicles.*
- **Youth:** *customers 18 years old or younger. When one or more children four years old or younger are accompanied by one paying adult, only one child will be transported free of charge. All other children must travel on Youth tickets.*
- **Medicare cardholder:** *customers who have a Medicare card.*

### **Go Pass**

Employer/Residential-sponsored annual passes offer unlimited rides on Caltrain through all zones, seven days a week for one low annual cost. Go Passes must be purchased by the sponsor for all employees/residents, whether the individuals use Caltrain or not.

### **Group Sales**

Groups traveling together (e.g., for school field trips) can purchase tickets at a 10 percent discount over regular fares.

From FY2008 to FY2015, Caltrain fare revenue went from covering approximately 43 percent to 63 percent of the total operations costs. Operations and maintenance costs have also grown recently and are expected to grow even more as the system's rolling stock continues to age and new operating needs emerge, such as the Communications-Based Overlay Signal System/Positive Train Control project, scheduled to be in place this fiscal year. It is projected that in FY2016, fare revenue will cover 60 percent of the total operations costs due to the increase in operational costs.

## **PROPOSED FARES**

This assessment covers several proposed fare changes to the Caltrain Codified Tariff, which is the legal document that outlines the specific fares for the train system. The proposal to increase the base adult fare by 50 cents, along with corresponding increases to multi-ride and eligible discount fares, would be effective on **February 28, 2016**.

In all, the increase of the Adult Fare by 50 cents would impact the cost of the One Way Ticket, Day Pass, Clipper Cash, 8-ride, and Monthly Pass. The respective Eligible Discount (ED) fares would also increase and remain approximately 50 percent of the adult fare. Zone upgrades would remain at \$2 per zone for adults and \$1 for eligible discount. See **Table 1** below for details.

**Table 1: Caltrain Proposed Fare Adjustment**

Travel Within Any	Payment Method	Ticket Type	Cost	
			Current Fare	Proposed Fare (Effective 2/28/16)
One Zone	TVM	Adult One Way	\$ 3.25	\$ 3.75
		Adult Day Pass	\$ 6.50	\$ 7.50
		ED One-way	\$ 1.50	\$ 1.75
		ED Day Pass	\$ 3.25	\$ 3.75
	Clipper	Adult cash value	\$ 2.75	\$ 3.20
		Adult 8-ride Ticket	\$ 20.25	\$ 23.70
		Adult Monthly Pass	\$ 73.00	\$ 84.80
		ED Adult cash value	\$ 1.25	\$ 1.60
		ED Adult 8-ride Ticket	\$ 10.00	\$ 11.85
		ED Adult Monthly Pass	\$ 36.50	\$ 42.40
Two Zones	TVM	Adult One Way	\$ 5.25	\$ 5.75
		Adult Day Pass	\$ 10.50	\$ 11.50
		ED One-way	\$ 2.50	\$ 2.75
		ED Day Pass	\$ 5.25	\$ 5.75
	Clipper	Adult cash value	\$ 4.75	\$ 5.20
		Adult 8-ride Ticket	\$ 35.25	\$ 38.50
		Adult Monthly Pass	\$ 126.00	\$ 137.80
		ED Adult cash value	\$ 2.25	\$ 2.60
		ED Adult 8-ride Ticket	\$ 17.50	\$ 19.25
		ED Adult Monthly Pass	\$ 63.00	\$ 68.90
Three Zones	TVM	Adult One Way	\$ 7.25	\$ 7.75
		Adult Day Pass	\$ 14.50	\$ 15.50
		ED One-way	\$ 3.50	\$ 3.75
		ED Day Pass	\$ 7.25	\$ 7.75
	Clipper	Adult cash value	\$ 6.75	\$ 7.20
		Adult 8-ride Ticket	\$ 50.00	\$ 53.30
		Adult Monthly Pass	\$ 179.00	\$ 190.80
		ED Adult cash value	\$ 3.25	\$ 3.60
		ED Adult 8-ride Ticket	\$ 25.00	\$ 26.65
		ED Adult Monthly Pass	\$ 89.50	\$ 95.40
Four Zones	TVM	Adult One Way	\$ 9.25	\$ 9.75
		Adult Day Pass	\$ 18.50	\$ 19.50
		ED One-way	\$ 4.50	\$ 4.75
		ED Day Pass	\$ 9.25	\$ 9.75
	Clipper	Adult cash value	\$ 8.75	\$ 9.20
		Adult 8-ride Ticket	\$ 64.75	\$ 68.10
		Adult Monthly Pass	\$ 232.00	\$ 243.80
		ED Adult cash value	\$ 4.25	\$ 4.60
		ED Adult 8-ride Ticket	\$ 32.25	\$ 34.05
		ED Adult Monthly Pass	\$ 116.00	\$ 121.90
Five Zones	TVM	Adult One Way	\$ 11.25	\$ 11.75
		Adult Day Pass	\$ 22.50	\$ 23.50
		ED One-way	\$ 5.50	\$ 5.75
		ED Day Pass	\$ 11.25	\$ 11.75
	Clipper	Adult cash value	\$ 10.75	\$ 11.20
		Adult 8-ride Ticket	\$ 79.50	\$ 82.90
		Adult Monthly Pass	\$ 285.00	\$ 296.80
		ED Adult cash value	\$ 5.25	\$ 5.60
		ED Adult 8-ride Ticket	\$ 39.75	\$ 41.45
		ED Adult Monthly Pass	\$ 142.50	\$ 148.40
Six Zones	TVM	Adult One Way	\$ 13.25	\$ 13.75
		Adult Day Pass	\$ 26.50	\$ 27.50
		ED One-way	\$ 6.50	\$ 6.75
		ED Day Pass	\$ 13.25	\$ 13.75
	Clipper	Adult cash value	\$ 12.75	\$ 13.20
		Adult 8-ride Ticket	\$ 94.25	\$ 97.70
		Adult Monthly Pass	\$ 338.00	\$ 349.80
		ED Adult cash value	\$ 6.25	\$ 6.60
		ED Adult 8-ride Ticket	\$ 47.00	\$ 48.85
		ED Adult Monthly Pass	\$ 169.00	\$ 174.90
Zone Upgrades \$2 Adults; \$1 Eligible Discount				

## ■ CALTRAIN TITLE VI POLICIES

The Federal Transit Administration updated its Title VI of the Civil Rights Act of 1964 guidance in October 2012, through FTA Circular 4702.1B. This guidance requires that the governing authority of each federally-assisted public transportation provider adopt three policies including:

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

The JPB adopted its policies based on a number of factors, including existing policies already in use, consultation with other transit agencies, and analysis of impacts of past service and fare change decisions. The JPB published its policies for public review in February 2013 and conducted significant public outreach to solicit input. Following public engagement, the JPB revised the policy proposals and the Board of Directors adopted the revised policies at the April 4, 2013 meeting. The adopted policies follow and are included in **Attachment 2**.

### DISPARATE IMPACT POLICY

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

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

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

In the course of performing a Title VI Equity Analysis, Caltrain must analyze how the proposed action would impact minority as compared to non-minority populations. In the event the proposed action has a negative impact that affects minorities more than non-minorities with a disparity that exceeds the adopted Disparate Impact Threshold or that benefits non-minorities

more than minorities with a disparity that exceeds the adopted Disparate Impact Threshold, Caltrain must evaluate whether there is an alternative that has a more equitable impact. Otherwise, Caltrain must take measures to mitigate the impact of the proposed action on the affected minority population and demonstrate that a legitimate business purpose cannot otherwise be accomplished and that the proposed change is the least discriminatory alternative.

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

## **DISPROPORTIONATE BURDEN POLICY**

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

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

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

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

## **PUBLIC ENGAGEMENT OF POLICY DEVELOPMENT**

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

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

**Tuesday, Feb. 12, 2013 - 6:30 p.m. to 8 p.m.**

Gilroy Senior Center, Meeting Room  
7371 Hanna St, Gilroy

**Thursday, Feb. 21, 2013 - 10:45 a.m. to 11:30 a.m.**

Second floor auditorium  
Caltrain Administrative Offices  
1250 San Carlos Ave, San Carlos

**Tuesday, Feb. 26, 2013 - 5:00 p.m. to 6:30 p.m.**

Bay Area Opera House  
4705 Third St, San Francisco

**Wednesday, Feb. 27, 2013 - 6:30 p.m. to 8:00 p.m.**

Mountain View City Hall  
Plaza Conference Room  
500 Castro St, Mountain View

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

**San Francisco County**

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

### **San Mateo County**

- All City Managers
- All Mayors

### **Santa Clara County**

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

Although there were several outreach methods used, including Caltrain website postings, Take One prints in English and Spanish, Visual Message Signs at all Stations, Community Meetings, News Releases, Advertisements in several newspapers, and Social media postings (in accordance with the Caltrain Title VI Outreach Plan), there was very limited feedback received by meeting attendees or other community members. Staff revised the proposal for its standards and policies and submitted them for Board approval. They were approved April 4, 2013 (refer to **Attachment 2**).

More information regarding Caltrain's Title VI policies and standards can be found here:

<http://www.caltrain.com/riderinfo/TitleVI.html>

## **■ EQUITY EVALUATION OF PROPOSED CHANGES**

In accordance with 49 CFR Section 21.5 (b) (2), 49 CFR Section 21.5 (b) (7) and Appendix C to 49 CFR part 21, grantees must evaluate all non-exempt fare changes to determine whether those changes have a discriminatory impact on minority or low-income populations.

In performing this analysis, JPB staff concluded that the proposed fare increases would not have a disparate impact on minority customers, or impose a disproportionate burden on low-income customers based on the Agency's Policies.

### **METHODOLOGY**

Based on FTA C 4702.1B, for proposed changes that increase fares by payment type or fare media, JPB should analyze any available information generated from ridership surveys that indicates whether minority and low-income passengers are more likely to use the payment type subject to the proposed change.

The methodology developed to analyze the impact of the fare proposals on minority compared to non-minority populations and low-income compared to non-low income populations included the following steps:

1. Analyzing the percentage of the proposed fare adjustment for each fare payment method compared with the breakdown of the system-wide fare payment method.
2. Defining the term low-income as those with an annual household income at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines of being at or below \$23,550 (assumed for a family of four in 2013).
3. Using the HHS definition as it applies to the Caltrain 2013 Triennial Survey Data, those with an annual household income less than \$30,000 a year were defined as low-income.
4. Defining the term “minority” to mean those who self-identified as any ethnicity other than “white” alone in the Caltrain 2013 Triennial Survey.
5. Using Caltrain 2013 Triennial Survey Data and current and proposed changes to the tariff to determine if the proposed fare changes will have a disparate impact or disproportionate burden on minority or low-income populations, respectively, based on the agency’s associated policies.

## DATA AND ANALYSIS

As mentioned above, JPB staff used the 2013 On-board Customer Survey to determine system-wide trends in how passengers typically pay for their trips when using Caltrain service.

The fieldwork on this study was conducted in October 2013. A total of 4,721 surveys were completed by Caltrain riders. Key information in the report includes ridership demographic characteristics, such as race, ethnicity, marital status, age, and income. Given the size and scope of the 2013 Caltrain system-wide onboard customer survey (4,721 total respondents with a margin of error of +/- 1.41 percent at a confidence interval of 95 percent), the data generally can be used to develop cross-tabulations to conduct in-depth analysis regarding the potential impact of the proposal on minority and low-income populations. However, given the numerous fare categories under Caltrain’s base-plus-zone fare structure, and some passengers’ preference not to reveal their race/ethnicity or their income, the data is not as complete as would be ideal.

Given this data, first JPB staff compared percentages of minority riders to non-minority riders by fare payment category as well as system-wide. Out of the 4,721 total survey respondents for the 2013 Caltrain Triennial Survey, 4,541 respondents (approximately 96%) provided responses to all questions required for the analysis below. Overall, Caltrain riders self-identified as 48.1% minority and 51.9% non-minority. See **Table 2**, **Table 3** and **Figure 1** below for details.

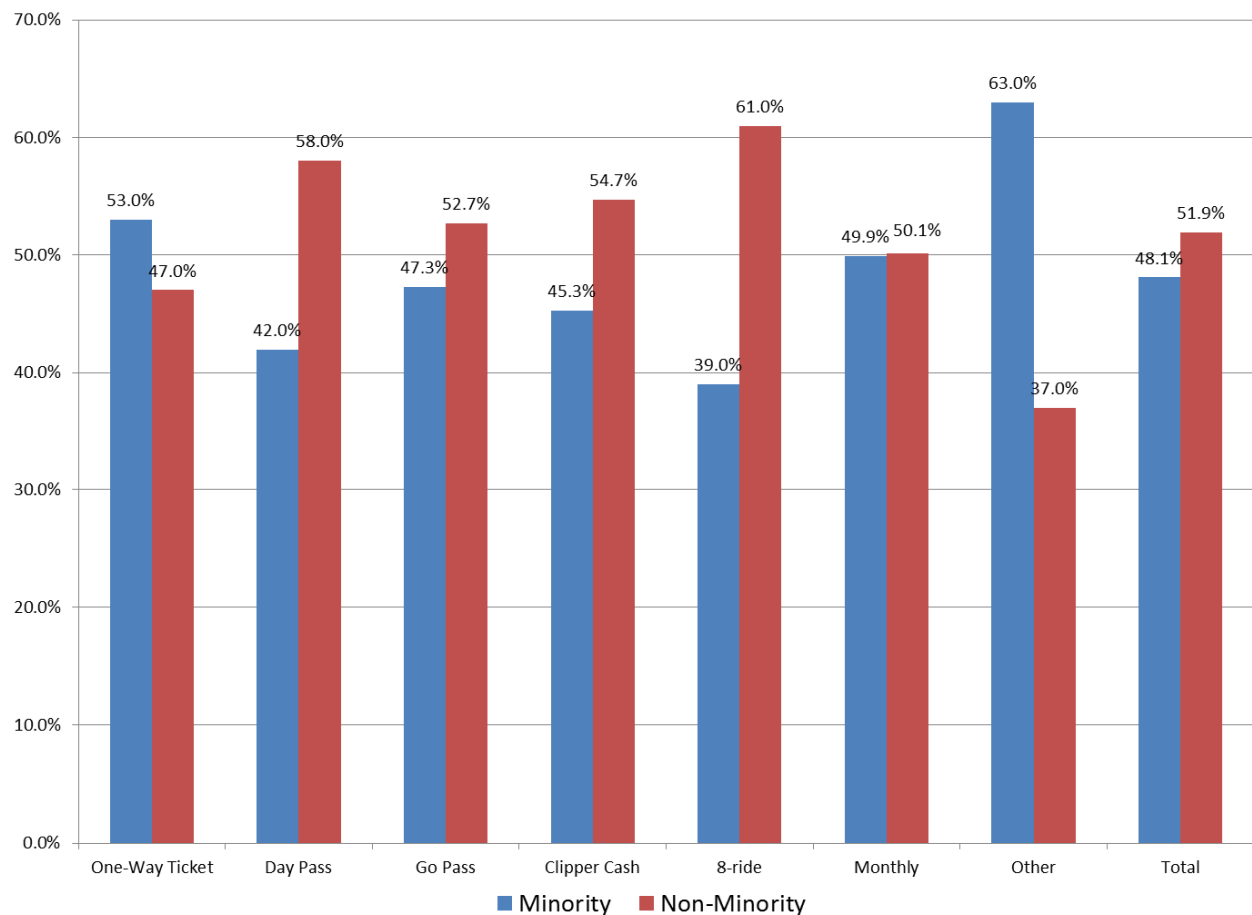


**Table 2: Fare Product Usage Survey Data – Minority vs. Non-Minority**

Minority Status	One-Way Ticket	Day Pass	Go Pass	Clipper Cash	8-ride	Monthly	Other	Total
Minority	390	232	280	234	110	892	46	2184
Non-Minority	346	321	312	283	172	896	27	2357
Total	736	553	592	517	282	1788	73	4541

**Table 3: Fare Product Usage by Percentage – Minority vs. Non-Minority**

Minority Status	One-Way Ticket	Day Pass	Go Pass	Clipper Cash	8-ride	Monthly	Other	Total
Minority	53.0%	42.0%	47.3%	45.3%	39.0%	49.9%	63.0%	48.1%
Non-Minority	47.0%	58.0%	52.7%	54.7%	61.0%	50.1%	37.0%	51.9%
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Figure 1: Fare Product Usage by Percentage – Minority vs. Non-Minority**

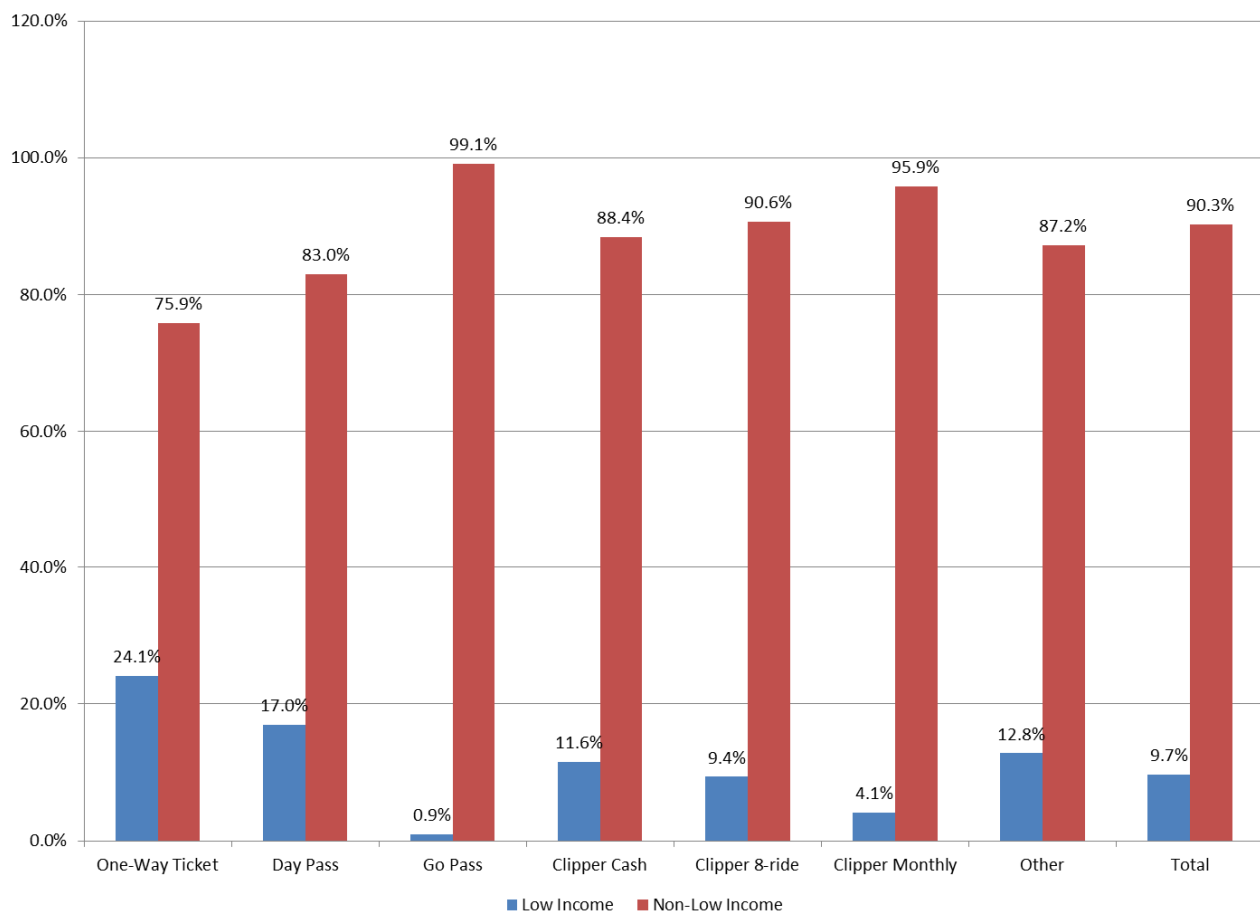
JPB staff also determined percentages of low-income riders to non-low income riders by fare payment category as well as system-wide. Out of the 4,721 total survey respondents for the 2013 Caltrain Triennial Survey, 4,169 respondents (approximately 88%) provided responses to all questions required for this analysis. Overall, 9.4% of Caltrain passengers are low-income and 90.3% are non-low income. See **Table 4**, **Table 5** and **Figure 2** below for details.

**Table 4: Fare Product Usage Survey Data – Low Income vs. Non-Low Income**

Income Category	One-Way Ticket	Day Pass	Go Pass	Clipper Cash	Clipper 8-ride	Clipper Monthly	Other	Total
Low Income	157	82	5	54	24	68	16	406
Non-Low Income	494	401	541	412	232	1574	109	3763
Total	651	483	546	466	256	1642	125	4169

**Table 5: Fare Product Usage by Percentage – Low Income vs. Non-Low Income**

Income Category	One-Way Ticket	Day Pass	Go Pass	Clipper Cash	Clipper 8-ride	Clipper Monthly	Other	Total
Low Income	24.1%	17.0%	0.9%	11.6%	9.4%	4.1%	12.8%	9.7%
Non-Low Income	75.9%	83.0%	99.1%	88.4%	90.6%	95.9%	87.2%	90.3%
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

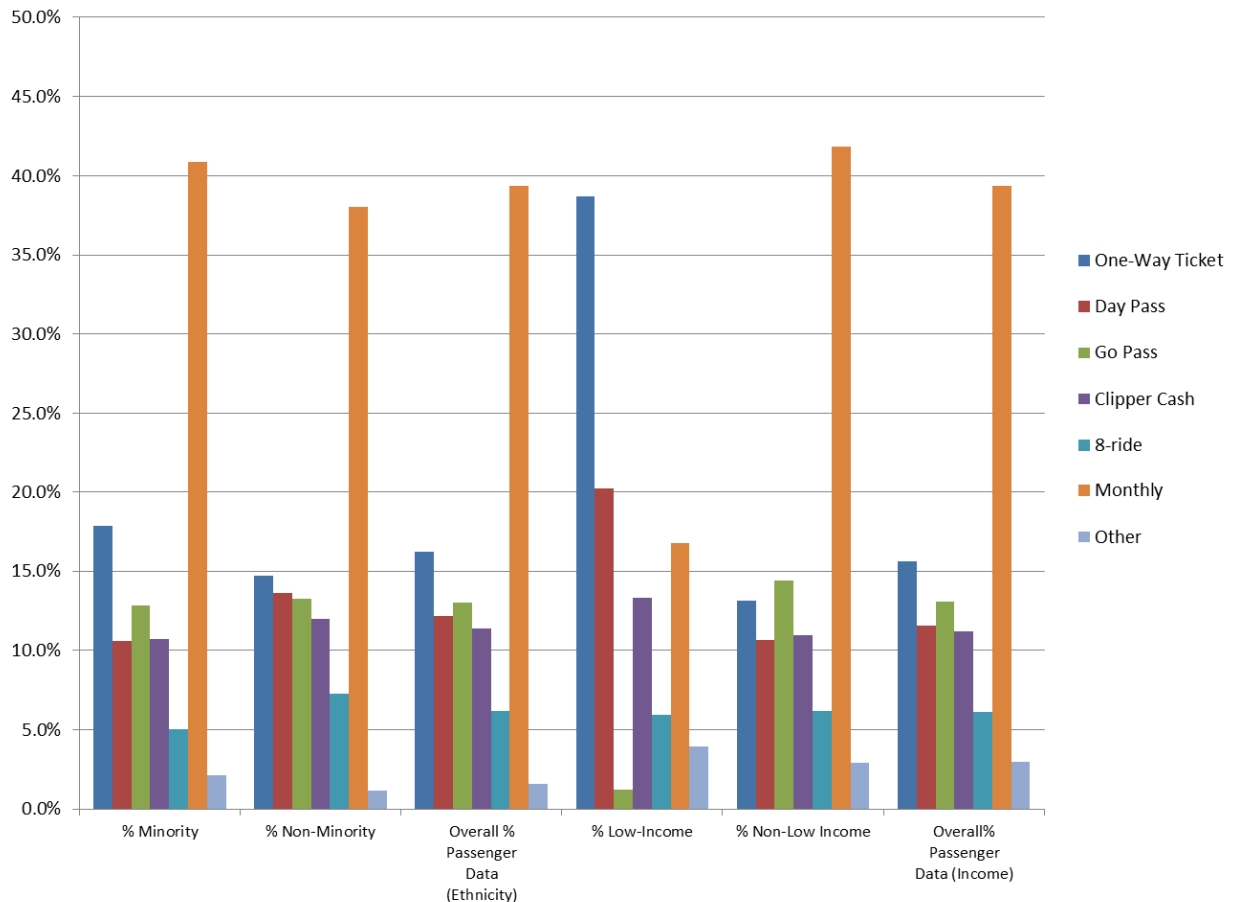
**Figure 2: Fare Product Usage by Percentage – Low Income vs. Non-Low Income**

Second - JPB staff compared the percentage of minority riders vs. non-minorities riders and overall percentages for passenger ethnicity data for all fare products. JPB staff also compared the percentage of low income riders vs. non-low income riders and overall percentages for passenger income data for all fare products. See **Table 6** and **Figure 3** below for details.

**Table 6: Fare Product Usage Comparison Data**

Fare Product Usage	% Minority	% Non-Minority	Overall % Passenger Data (Ethnicity)	% Low-Income	% Non-Low Income	Overall% Passenger Data (Income)
<b>One-Way Ticket</b>	17.9%	14.7%	16.2%	38.7%	13.1%	15.6%
<b>Day Pass</b>	10.6%	13.6%	12.2%	20.2%	10.7%	11.6%
<b>Go Pass</b>	12.8%	13.2%	13.0%	1.2%	14.4%	13.1%
<b>Clipper Cash</b>	10.7%	12.0%	11.4%	13.3%	10.9%	11.2%
<b>8-ride</b>	5.0%	7.3%	6.2%	5.9%	6.2%	6.1%
<b>Monthly</b>	40.8%	38.0%	39.4%	16.7%	41.8%	39.4%
<b>Other</b>	2.1%	1.1%	1.6%	3.9%	2.9%	3.0%
<b>Total</b>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Figure 3: Fare Product Usage Comparison Graph**



Third - In order to study the cumulative impacts experienced by minority vs. non-minority populations and low-income vs. non-low income populations and determine whether the proposed fare changes will create a disparate impact on minority passengers or impose a

disproportionate burden on low-income passengers, JPB Staff analyzed fare product usage by number of Zones Traveled. See **Table 7**, **Figure 4** and **Figure 5** below for details.

Out of the 4,721 total survey respondents for the 2013 Caltrain Triennial Survey, only 3,208 respondents (approximately 68%) provided responses to all questions required for the detailed analysis below. It is important to note that the data in **Table 7**, **Figure 4** and **Figure 5** may be misleading because they do not show ridership in every grouping by zone traveled. This is likely a survey/data gap resulting from the need to cut the data into such small segments for the analysis rather than a true reflection of ridership and fare usage patterns. The data in **Table 7** represents the usage by group based on compiled data collected through from the 2013 Caltrain survey. The data is also depicted graphically by zones traveled in **Figure 4** and **Figure 5**.

**Table 7: Fare Product Usage Comparison Data by Zones Traveled**

Travel Within Any	Payment Method	Ticket Type	Cost		Change		Survey Usage by Group - #					Usage by Group - %				
			Existing	Proposed	Absolute	Percent	Low-Income	Survey Usage by Group - #			Overall	Low-Income	Usage by Group - %			
								Non Low-Income	Minority	Non Minority			Non Low-Income	Minority	Non Minority	Overall
One Zone	TVM	Adult One Way	\$ 3.25	\$ 3.75	\$ 0.50	15.38%	7	36	20	23	43	2.20%	1.25%	1.60%	1.18%	1.34%
		Adult Day Pass	\$ 6.50	\$ 7.50	\$ 1.00	15.38%	3	24	10	17	27	0.94%	0.83%	0.80%	0.87%	0.84%
		ED One-way	\$ 1.50	\$ 1.75	\$ 0.25	16.67%	1	1	1	1	2	0.31%	0.03%	0.08%	0.05%	0.06%
		ED Day Pass	\$ 3.25	\$ 3.75	\$ 0.50	15.38%	1	7	2	6	8	0.31%	0.24%	0.16%	0.31%	0.25%
		Adult cash value	\$ 2.75	\$ 3.20	\$ 0.45	16.36%	3	31	9	25	34	0.94%	1.07%	0.72%	1.28%	1.06%
	Clipper	Adult 8-ride Ticket	\$ 20.25	\$ 23.70	\$ 3.45	17.04%	1	19	6	14	20	0.31%	0.66%	0.48%	0.72%	0.62%
		Adult Monthly Pass	\$ 73.00	\$ 84.80	\$ 11.80	16.16%	8	130	54	84	138	2.52%	4.50%	4.31%	4.30%	4.30%
		ED Adult cash value	\$ 1.25	\$ 1.60	\$ 0.35	28.00%	0	5	1	4	5	0.00%	0.17%	0.08%	0.20%	0.16%
		ED Adult 8-ride Ticket	\$ 10.00	\$ 11.85	\$ 1.85	18.50%	0	3	2	1	3	0.00%	0.10%	0.16%	0.05%	0.09%
		ED Adult Monthly Pass	\$ 36.50	\$ 42.40	\$ 5.90	16.16%	0	18	2	16	18	0.00%	0.62%	0.16%	0.82%	0.56%
Two Zones	TVM	Adult One Way	\$ 5.25	\$ 5.75	\$ 0.50	9.52%	41	148	86	103	189	12.89%	5.12%	6.87%	5.27%	5.90%
		Adult Day Pass	\$ 10.50	\$ 11.50	\$ 1.00	9.52%	13	111	47	77	124	4.09%	3.84%	3.75%	3.94%	3.87%
		ED One-way	\$ 2.50	\$ 2.75	\$ 0.25	10.00%	1	18	5	14	19	0.31%	0.62%	0.40%	0.72%	0.59%
		ED Day Pass	\$ 5.25	\$ 5.75	\$ 0.50	9.52%	1	7	3	5	8	0.31%	0.24%	0.24%	0.26%	0.25%
		Adult cash value	\$ 4.75	\$ 5.20	\$ 0.45	9.47%	21	125	64	82	146	6.60%	4.33%	5.11%	4.20%	4.55%
	Clipper	Adult 8-ride Ticket	\$ 35.25	\$ 38.50	\$ 3.25	9.22%	4	88	31	61	92	1.26%	3.05%	2.48%	3.12%	2.87%
		Adult Monthly Pass	\$ 126.00	\$ 137.80	\$ 11.80	9.37%	63	523	229	357	586	19.81%	18.11%	18.29%	18.27%	18.28%
		ED Adult cash value	\$ 2.25	\$ 2.60	\$ 0.35	15.56%	3	11	8	6	14	0.94%	0.38%	0.64%	0.31%	0.44%
		ED Adult 8-ride Ticket	\$ 17.50	\$ 19.25	\$ 1.75	10.00%	1	7	3	5	8	0.31%	0.24%	0.24%	0.26%	0.25%
		ED Adult Monthly Pass	\$ 63.00	\$ 68.90	\$ 5.90	9.37%	1	47	17	31	48	0.31%	1.63%	1.36%	1.59%	1.50%
Three Zones	TVM	Adult One Way	\$ 7.25	\$ 7.75	\$ 0.50	6.90%	20	170	71	119	190	6.29%	5.89%	5.67%	6.09%	5.93%
		Adult Day Pass	\$ 14.50	\$ 15.50	\$ 1.00	6.90%	25	154	71	108	179	7.86%	5.33%	5.67%	5.53%	5.58%
		ED One-way	\$ 3.50	\$ 3.75	\$ 0.25	7.14%	0	7	2	5	7	0.00%	0.24%	0.16%	0.26%	0.22%
		ED Day Pass	\$ 7.25	\$ 7.75	\$ 0.50	6.90%	0	7	0	7	7	0.00%	0.24%	0.00%	0.36%	0.22%
		Adult cash value	\$ 6.75	\$ 7.20	\$ 0.45	6.67%	17	129	53	93	146	5.35%	4.47%	4.23%	4.76%	4.55%
	Clipper	Adult 8-ride Ticket	\$ 50.00	\$ 53.30	\$ 3.30	6.60%	8	79	28	59	87	2.52%	2.74%	2.24%	3.02%	2.71%
		Adult Monthly Pass	\$ 179.00	\$ 190.80	\$ 11.80	6.59%	46	552	246	352	598	14.47%	19.11%	19.65%	18.01%	18.65%
		ED Adult cash value	\$ 3.25	\$ 3.60	\$ 0.35	10.77%	0	6	1	5	6	0.00%	0.21%	0.08%	0.26%	0.19%
		ED Adult 8-ride Ticket	\$ 25.00	\$ 26.65	\$ 1.65	6.60%	0	1	0	1	1	0.00%	0.03%	0.00%	0.05%	0.03%
		ED Adult Monthly Pass	\$ 89.50	\$ 95.40	\$ 5.90	6.59%	0	25	5	20	25	0.00%	0.87%	0.40%	1.02%	0.78%
Four Zones	TVM	Adult One Way	\$ 9.25	\$ 9.75	\$ 0.50	5.41%	5	53	31	27	58	1.57%	1.84%	2.48%	1.38%	1.81%
		Adult Day Pass	\$ 18.50	\$ 19.50	\$ 1.00	5.41%	6	41	17	30	47	1.89%	1.42%	1.36%	1.54%	1.47%
		ED One-way	\$ 4.50	\$ 4.75	\$ 0.25	5.56%	0	3	2	1	3	0.00%	0.10%	0.16%	0.05%	0.09%
		ED Day Pass	\$ 9.25	\$ 9.75	\$ 0.50	5.41%	0	2	1	1	2	0.00%	0.07%	0.08%	0.05%	0.06%
		Adult cash value	\$ 8.75	\$ 9.20	\$ 0.45	5.14%	7	49	21	35	56	2.20%	1.70%	1.68%	1.79%	1.75%
	Clipper	Adult 8-ride Ticket	\$ 64.75	\$ 68.10	\$ 3.35	5.17%	0	28	15	13	28	0.00%	0.97%	1.20%	0.67%	0.87%
		Adult Monthly Pass	\$ 232.00	\$ 243.80	\$ 11.80	5.09%	8	202	83	127	210	2.52%	6.99%	6.63%	6.50%	6.55%
		ED Adult cash value	\$ 4.25	\$ 4.60	\$ 0.35	8.24%	0	1	0	1	1	0.00%	0.03%	0.00%	0.05%	0.03%
		ED Adult 8-ride Ticket	\$ 32.25	\$ 34.05	\$ 1.80	5.58%	0	1	0	1	1	0.00%	0.03%	0.00%	0.05%	0.03%
		ED Adult Monthly Pass	\$ 116.00	\$ 121.90	\$ 5.90	5.09%	0	7	0	7	7	0.00%	0.24%	0.00%	0.36%	0.22%
Five Zones	TVM	Adult One Way	\$ 11.25	\$ 11.75	\$ 0.50	4.44%	1	0	1	0	1	0.31%	0.00%	0.08%	0.00%	0.03%
		Adult Day Pass	\$ 22.50	\$ 23.50	\$ 1.00	4.44%	1	0	1	0	1	0.31%	0.00%	0.08%	0.00%	0.03%
		ED One-way	\$ 5.50	\$ 5.75	\$ 0.25	4.55%	0	0	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%
		ED Day Pass	\$ 11.25	\$ 11.75	\$ 0.50	4.44%	0	0	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%
		Adult cash value	\$ 10.75	\$ 11.20	\$ 0.45	4.19%	0	0	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%
	Clipper	Adult 8-ride Ticket	\$ 79.50	\$ 82.90	\$ 3.40	4.28%	0	1	0	1	1	0.00%	0.03%	0.00%	0.05%	0.03%
		Adult Monthly Pass	\$ 285.00	\$ 296.80	\$ 11.80	4.14%	0	3	0	3	3	0.00%	0.10%	0.00%	0.15%	0.09%
		ED Adult cash value	\$ 5.25	\$ 5.60	\$ 0.35	6.67%	0	0	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%
		ED Adult 8-ride Ticket	\$ 39.75	\$ 41.45	\$ 1.70	4.28%	0	0	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%
		ED Adult Monthly Pass	\$ 142.50	\$ 148.40	\$ 5.90	4.14%	0	0	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%
Six Zones	TVM	Adult One Way	\$ 13.25	\$ 13.75	\$ 0.50	3.77%	0	0	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%
		Adult Day Pass	\$ 26.50	\$ 27.50	\$ 1.00	3.77%	0	1	0	1	1	0.00%	0.03%	0.00%	0.05%	0.03%
		ED One-way	\$ 6.50	\$ 6.75	\$ 0.25	3.85%	0	0	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%
		ED Day Pass	\$ 13.25	\$ 13.75	\$ 0.50	3.77%	0	0	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%
		Adult cash value	\$ 12.75	\$ 13.20	\$ 0.45	3.53%	0	2	1	1	2	0.00%	0.07%	0.08%	0.05%	0.06%
	Clipper	Adult 8-ride Ticket	\$ 94.25	\$ 97.70	\$ 3.45	3.66%	0	0	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%
		Adult Monthly Pass	\$ 338.00	\$ 349.80	\$ 11.80	3.49%	0	4	1	3	4	0.00%	0.14%	0.08%	0.15%	0.12%
		ED Adult cash value	\$ 6.25	\$ 6.60	\$ 0.35	5.60%	1	1	1	1	2	0.31%	0.03%	0.08%	0.05%	0.06%
		ED Adult 8-ride Ticket	\$ 47.00	\$ 48.85	\$ 1.85	3.94%	0	0	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%
		ED Adult Monthly Pass	\$ 169.00	\$ 174.90	\$ 5.90	3.49%	0	0	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%
Total							318	2,888	1,252	1,954	3,206	100.00%	100.00%	100.00%	100.00%	100.00%

Figure 4: Usage by Group – Travel within 1 Zone to 3 Zones

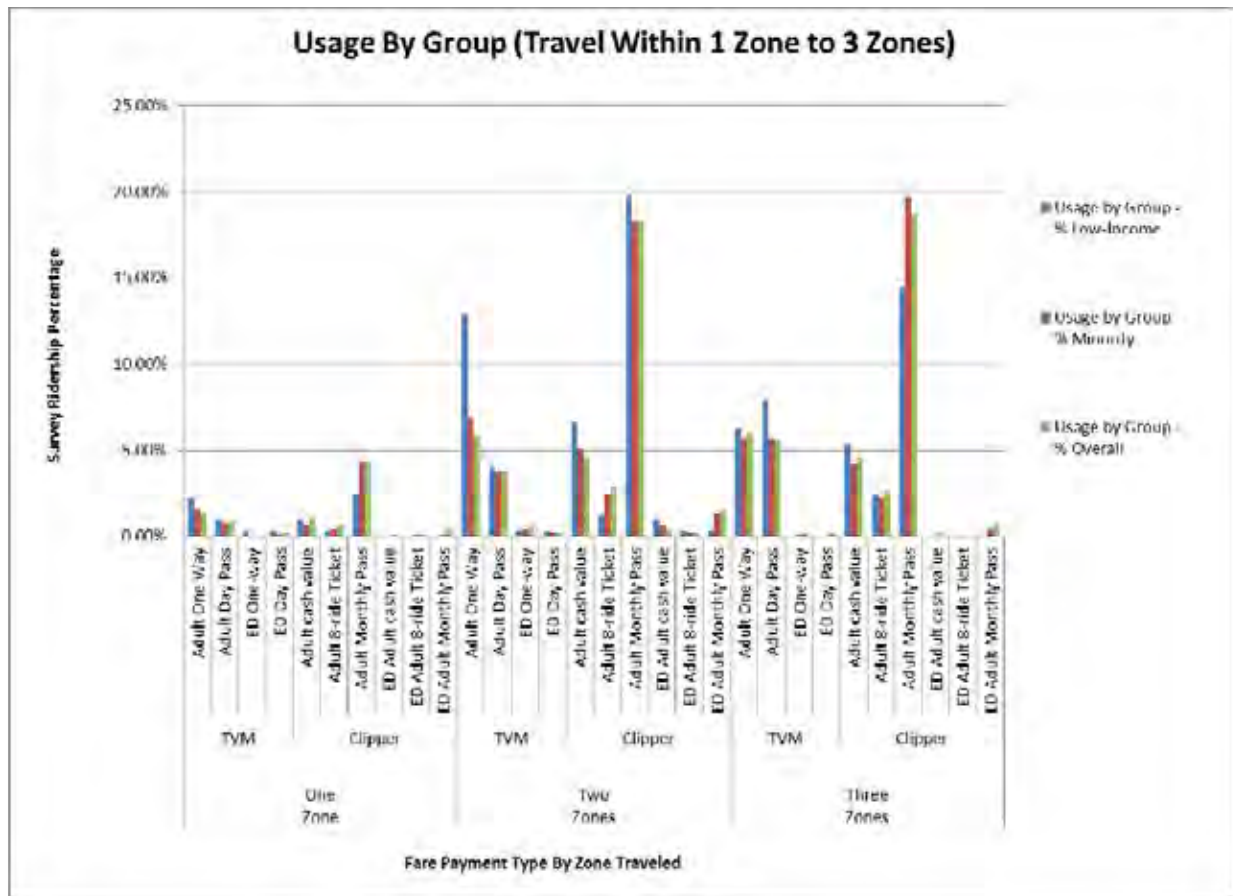
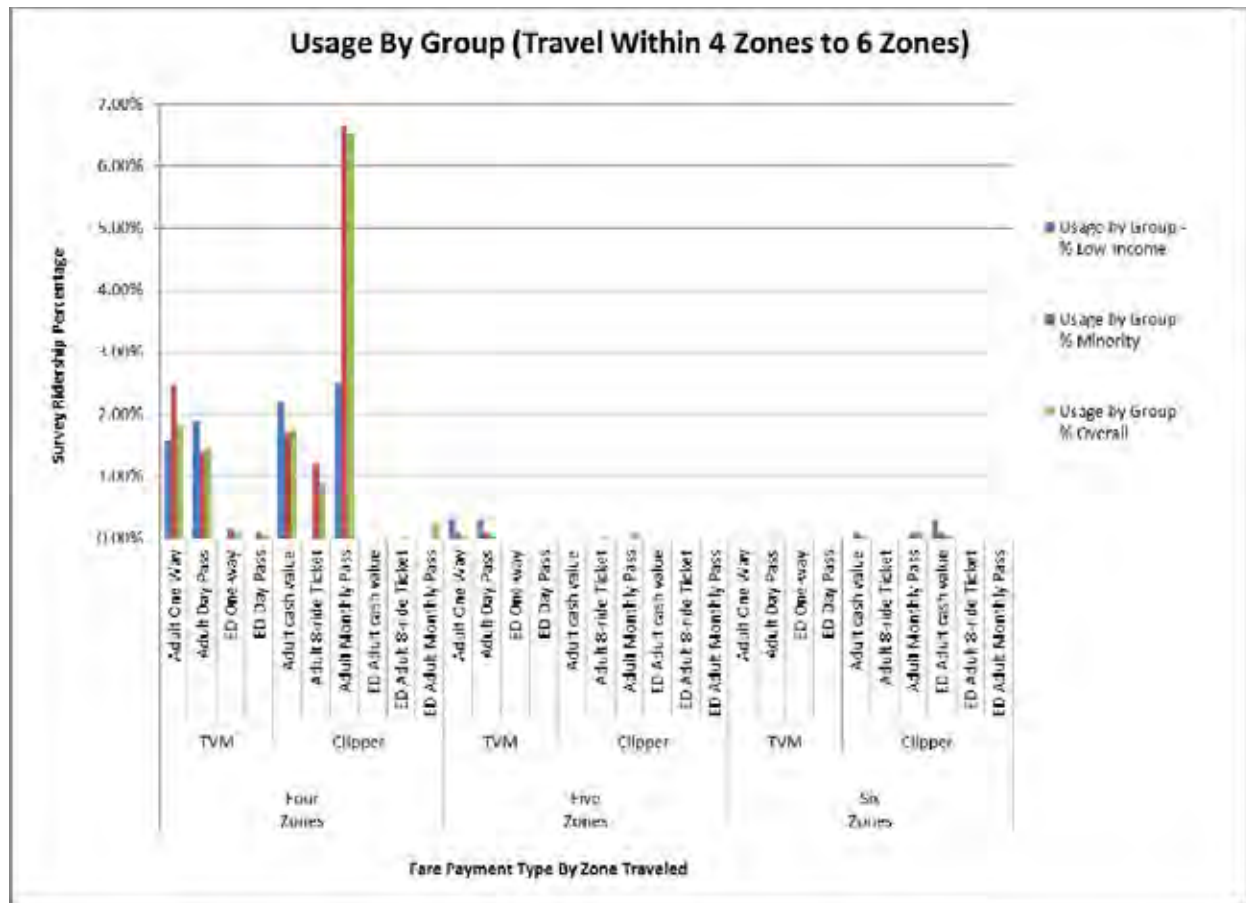


Figure 5: Usage by Group – Travel within 4 Zone to 6 Zones



Based on the charts above, most Caltrain passengers travel within 2 to 3 Zones.

Travel Within	# of 2013 Caltrain Triennial Survey Respondents
1 Zone	298
2 Zones	1,234
3 Zones	1,246
4 Zones	413
5 Zones	6
6 Zones	9

## FINDINGS

**Table 8** below illustrates the methodology for calculating how the 2016 fare proposal will cumulatively affect Caltrain passengers. The number of respondents in each fare category is multiplied by the existing fare as well as the proposed fares. Those totals are then added up respectively and the difference between the total existing fare and the total proposed fare for each group (including minority passengers, non-minority passenger, low-income passengers and non-low income passengers), is then translated into a percent change. These percent changes are then compared with each passenger type's overall ridership to determine whether the impact of the fare increase is felt proportionally to the overall ridership, or rather, whether a disparate impact and disproportionate burden exists. **Table 9** reflects these disparate impact and disproportionate burden findings as derived from the data in **Table 8**.

Table 8: Disparate Impact and Disproportionate Burden Calculations

Travel Within Any	Payment Method	Ticket Type	Cost		Change		Survey Usage by Group - #					Usage by Group - %					Cumulative Current Fare				Cumulative Proposed Fare				Fare Change Experienced by Group			
			Existing	Proposed	Absolute	Percent	Low-Income	Non Low-Income	Minority	Non Minority	Overall	Low-Income	Non Low-Income	Minority	Non Minority	Overall	Low-Income	Non Low-Income	Minority	Non Minority	Low-Income	Non Low-Income	Minority	Non Minority	Low-Income	Non Low-Income	Minority	Non Minority
One Zone	TVM	Adult One Way	\$ 3.25	\$ 3.75	\$ 0.50	15.38%	7	36	20	23	43	2.20%	1.25%	1.60%	1.18%	1.34%	\$ 22.75	\$ 117.00	\$ 65.00	\$ 74.75	\$ 26.25	\$ 135.00	\$ 75.00	\$ 86.25	\$ 3.50	\$ 18.00	\$ 10.00	\$ 11.50
		Adult Day Pass	\$ 6.50	\$ 7.50	\$ 1.00	15.38%	3	24	10	17	27	0.94%	0.83%	0.80%	0.87%	0.84%	\$ 19.50	\$ 156.00	\$ 65.00	\$ 110.50	\$ 22.50	\$ 180.00	\$ 75.00	\$ 127.50	\$ 3.00	\$ 24.00	\$ 10.00	\$ 17.00
		ED One-way	\$ 1.50	\$ 1.75	\$ 0.25	16.67%	1	1	1	1	2	0.31%	0.03%	0.08%	0.05%	0.06%	\$ 1.50	\$ 1.50	\$ 1.50	\$ 1.50	\$ 1.75	\$ 1.75	\$ 1.75	\$ 1.75	\$ 0.25	\$ 0.25	\$ 0.25	\$ 0.25
		ED Day Pass	\$ 3.25	\$ 3.75	\$ 0.50	15.38%	1	7	2	6	8	0.31%	0.24%	0.16%	0.31%	0.25%	\$ 3.25	\$ 22.75	\$ 6.50	\$ 19.50	\$ 3.75	\$ 26.25	\$ 7.50	\$ 22.50	\$ 0.50	\$ 3.50	\$ 1.00	\$ 3.00
	Clipper	Adult cash value	\$ 2.75	\$ 3.20	\$ 0.45	16.36%	3	31	9	25	34	0.94%	1.07%	0.72%	1.28%	1.06%	\$ 8.25	\$ 85.25	\$ 24.75	\$ 68.75	\$ 9.60	\$ 99.20	\$ 28.80	\$ 80.00	\$ 1.35	\$ 13.95	\$ 4.05	\$ 11.25
		Adult 8-ride Ticket	\$ 20.25	\$ 23.70	\$ 3.45	17.04%	1	19	6	14	20	0.31%	0.66%	0.48%	0.72%	0.62%	\$ 20.25	\$ 384.75	\$ 121.50	\$ 283.50	\$ 23.70	\$ 450.30	\$ 142.20	\$ 331.80	\$ 3.45	\$ 65.55	\$ 20.70	\$ 48.30
		Adult Monthly Pass	\$ 73.00	\$ 84.80	\$ 11.80	16.16%	8	130	54	84	138	2.52%	4.50%	4.31%	4.30%	4.30%	\$ 584.00	\$ 9,490.00	\$ 3,942.00	\$ 6,132.00	\$ 678.40	\$ 11,024.00	\$ 4,579.20	\$ 7,123.20	\$ 94.40	\$ 1,534.00	\$ 637.20	\$ 991.20
		ED Adult cash value	\$ 1.25	\$ 1.60	\$ 0.35	28.00%	0	5	1	4	5	0.00%	0.17%	0.08%	0.20%	0.16%	\$ -	\$ 6.25	\$ 1.25	\$ 5.00	\$ -	\$ 8.00	\$ 1.60	\$ 6.40	\$ -	\$ 1.75	\$ 0.35	\$ 1.40
		ED Adult 8-ride Ticket	\$ 10.00	\$ 11.85	\$ 1.85	18.50%	0	3	2	1	3	0.00%	0.10%	0.16%	0.05%	0.09%	\$ -	\$ 30.00	\$ 20.00	\$ 10.00	\$ -	\$ 35.55	\$ 23.70	\$ 11.85	\$ -	\$ 5.55	\$ 3.70	\$ 1.85
		ED Adult Monthly Pass	\$ 36.50	\$ 42.40	\$ 5.90	16.16%	0	18	2	16	18	0.00%	0.62%	0.16%	0.82%	0.56%	\$ -	\$ 657.00	\$ 73.00	\$ 584.00	\$ -	\$ 763.20	\$ 84.80	\$ 678.40	\$ -	\$ 106.20	\$ 11.80	\$ 94.40
Two Zones	TVM	Adult One Way	\$ 5.25	\$ 5.75	\$ 0.50	9.52%	41	148	86	103	189	12.89%	5.12%	6.87%	5.27%	5.90%	\$ 215.25	\$ 777.00	\$ 451.50	\$ 540.75	\$ 235.75	\$ 851.00	\$ 494.50	\$ 592.25	\$ 20.50	\$ 74.00	\$ 43.00	\$ 51.50
		Adult Day Pass	\$ 10.50	\$ 11.50	\$ 1.00	9.52%	13	111	47	77	124	4.09%	3.84%	3.75%	3.94%	3.87%	\$ 136.50	\$ 1,165.50	\$ 493.50	\$ 808.50	\$ 149.50	\$ 1,276.50	\$ 540.50	\$ 885.50	\$ 13.00	\$ 111.00	\$ 47.00	\$ 77.00
		ED One-way	\$ 2.50	\$ 2.75	\$ 0.25	10.00%	1	18	5	14	19	0.31%	0.62%	0.40%	0.72%	0.59%	\$ 2.50	\$ 45.00	\$ 12.50	\$ 35.00	\$ 2.75	\$ 49.50	\$ 13.75	\$ 38.50	\$ 0.25	\$ 4.50	\$ 1.25	\$ 3.50
		ED Day Pass	\$ 5.25	\$ 5.75	\$ 0.50	9.52%	1	7	3	5	8	0.31%	0.24%	0.24%	0.26%	0.25%	\$ 5.25	\$ 36.75	\$ 15.75	\$ 26.25	\$ 5.75	\$ 40.25	\$ 17.25	\$ 28.75	\$ 0.50	\$ 3.50	\$ 1.50	\$ 2.50
	Clipper	Adult cash value	\$ 4.75	\$ 5.20	\$ 0.45	9.47%	21	125	64	82	146	6.60%	4.33%	5.11%	4.20%	4.55%	\$ 99.75	\$ 593.75	\$ 304.00	\$ 389.50	\$ 109.20	\$ 650.00	\$ 332.80	\$ 426.40	\$ 9.45	\$ 56.25	\$ 28.80	\$ 36.90
		Adult 8-ride Ticket	\$ 35.25	\$ 38.50	\$ 3.25	9.22%	4	88	31	61	92	1.26%	3.05%	2.48%	3.12%	2.87%	\$ 141.00	\$ 3,102.00	\$ 1,092.75	\$ 2,150.25	\$ 154.00	\$ 3,388.00	\$ 1,193.50	\$ 2,348.50	\$ 13.00	\$ 286.00	\$ 100.75	\$ 198.25
		Adult Monthly Pass	\$ 126.00	\$ 137.80	\$ 11.80	9.37%	63	523	229	357	586	19.81%	18.11%	18.29%	18.28%	18.28%	\$ 7,938.00	\$ 65,898.00	\$ 28,854.00	\$ 44,982.00	\$ 8,681.40	\$ 72,069.40	\$ 31,556.20	\$ 49,194.60	\$ 743.40	\$ 6,171.40	\$ 2,702.20	\$ 4,212.60
		ED Adult cash value	\$ 2.25	\$ 2.60	\$ 0.35	15.56%	3	11	8	6	14	0.94%	0.38%	0.64%	0.31%	0.44%	\$ 6.75	\$ 24.75	\$ 18.00	\$ 13.50	\$ 7.80	\$ 28.60	\$ 20.80	\$ 15.60	\$ 1.05	\$ 3.85	\$ 2.80	\$ 2.10
		ED Adult 8-ride Ticket	\$ 17.50	\$ 19.25	\$ 1.75	10.00%	1	7	3	5	8	0.31%	0.24%	0.24%	0.26%	0.25%	\$ 17.50	\$ 122.50	\$ 52.50	\$ 87.50	\$ 19.25	\$ 134.75	\$ 57.75	\$ 96.25	\$ 1.75	\$ 12.25	\$ 5.25	\$ 8.75
		ED Adult Monthly Pass	\$ 63.00	\$ 68.90	\$ 5.90	9.37%	1	47	17	31	48	0.31%	1.63%	1.36%	1.59%	1.50%	\$ 63.00	\$ 2,961.00	\$ 1,071.00	\$ 1,953.00	\$ 68.90	\$ 3,238.30	\$ 1,171.30	\$ 2,135.90	\$ 5.90	\$ 277.30	\$ 100.30	\$ 182.90
Three Zones	TVM	Adult One Way	\$ 7.25	\$ 7.75	\$ 0.50	6.90%	20	170	71	119	190	6.29%	5.89%	5.67%	6.09%	5.93%	\$ 145.00	\$ 1,232.50	\$ 514.75	\$ 862.75	\$ 155.00	\$ 1,317.50	\$ 550.25	\$ 922.25	\$ 10.00	\$ 85.00	\$ 35.50	\$ 59.50
		Adult Day Pass	\$ 14.50	\$ 15.50	\$ 1.00	6.90%	25	154	71	108	179	7.86%	5.33%	5.67%	5.53%	5.58%	\$ 362.50	\$ 2,233.00	\$ 1,029.50	\$ 1,566.00	\$ 387.50	\$ 2,387.00	\$ 1,100.50	\$ 1,674.00	\$ 25.00	\$ 154.00	\$ 71.00	\$ 108.00
		ED One-way	\$ 3.50	\$ 3.75	\$ 0.25	7.14%	0	7	2	5	7	0.00%	0.24%	0.16%	0.26%	0.22%	\$ -	\$ 24.50	\$ 7.00	\$ 17.50	\$ -	\$ 26.25	\$ 7.50	\$ 18.75	\$ -	\$ 1.75	\$ 0.50	\$ 1.25
		ED Day Pass	\$ 7.25	\$ 7.75	\$ 0.50	6.90%	0	7	0	7	7	0.00%	0.24%	0.00%	0.36%	0.22%	\$ -	\$ 50.75	\$ -	\$ 50.75	\$ -	\$ 54.25	\$ -	\$ 54.25	\$ -	\$ 3.50	\$ -	\$ 3.50
	Clipper	Adult cash value	\$ 6.75	\$ 7.20	\$ 0.45	6.67%	17	129	53	93	146	5.35%	4.47%	4.23%	4.76%	4.55%	\$ 114.75	\$ 870.75	\$ 357.75	\$ 627.75	\$ 122.40	\$ 928.80	\$ 381.60	\$ 669.60	\$ 7.65	\$ 58.05	\$ 23.85	\$ 41.85
		Adult 8-ride Ticket	\$ 50.00	\$ 53.30	\$ 3.30	6.60%	8	79	28	59	87	2.52%	2.74%	2.24%	3.02%	2.71%	\$ 400.00	\$ 3,950.00	\$ 1,400.00	\$ 2,950.00	\$ 426.40	\$ 4,210.70	\$ 1,492.40	\$ 3,144.70	\$ 26.40	\$ 260.70	\$ 92.40	\$ 194.70
		Adult Monthly Pass	\$ 179.00	\$ 190.80	\$ 11.80	6.59%	46	552	246	352	598	14.47%	19.11%	19.65%	18.01%	18.65%	\$ 8,234.00	\$ 98,808.00	\$ 44,034.00	\$ 63,008.00	\$ 8,776.80	\$ 105,321.60	\$ 46,936.80	\$ 67,161.60	\$ 542.80	\$ 6,513.60	\$ 2,902.80	\$ 4,153.60
		ED Adult cash value	\$ 3.25	\$ 3.60	\$ 0.35	10.77%	0	6	1	5	6	0.00%	0.21%	0.08%	0.26%	0.19%	\$ -	\$ 19.50	\$ 3.25	\$ 16.25	\$ -	\$ 21.60	\$ 3.60	\$ 18.00	\$ -	\$ 2.10	\$ 0.35	\$ 1.75
		ED Adult 8-ride Ticket	\$ 25.00	\$ 26.65	\$ 1.65	6.60%	0	1	0	1	1	0.00%	0.03%	0.00%	0.05%	0.03%	\$ -	\$ 25.00	\$ -	\$ 25.00	\$ -	\$ 26.65	\$ -	\$ 26.65	\$ -	\$ 1.65	\$ -	\$ 1.65
		ED Adult Monthly Pass	\$ 89.50	\$ 95.40	\$ 5.90	6.59%	0	25	5	20	25	0.00%	0.87%	0.40%	1.02%	0.78%	\$ -	\$ 2,237.50	\$ 447.50	\$ 1,790.00	\$ -	\$ 2,385.00	\$ 477.00	\$ 1,908.00	\$ -	\$ 147.50	\$ 29.50	\$ 118.00
Four Zones	TVM	Adult One Way	\$ 9.25	\$ 9.75	\$ 0.50	5.41%	5	53	31	27	58	1.57%	1.84%	2.48%	1.38%	1.81%	\$ 46.25	\$ 490.25	\$ 286.75	\$ 249.75	\$ 48.75	\$ 516.75	\$ 302.25	\$ 263.25	\$ 2.50	\$ 26.50	\$ 15.50	\$ 13.50
		Adult Day Pass	\$ 18.50	\$ 19.50	\$ 1.00	5.41%	6	41	17	30	47	1.89%	1.42%	1.36%	1.54%	1.47%	\$ 111.00	\$ 758.50	\$ 314.50	\$ 555.00	\$ 117.00	\$ 799.50	\$ 331.50	\$ 585.00	\$ 6.00	\$ 41.00	\$ 17.00	\$



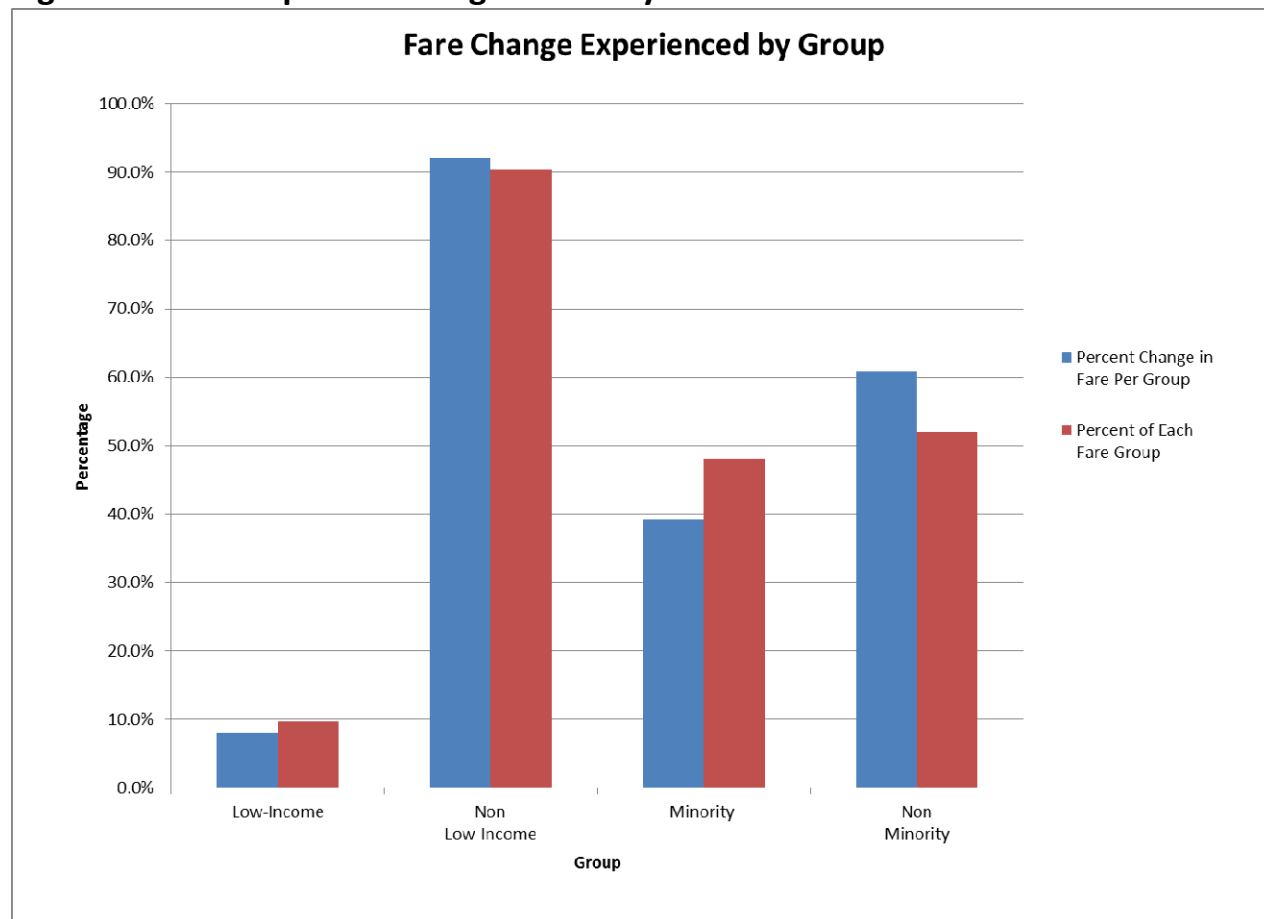
Table 9: Disparate Impact and Disproportionate Burden Findings

			Cumulative Current Fare				Cumulative Proposed Fare				Fare Change Experienced by Group			
			Low-Income	Non Low-Income	Minority	Non Minority	Low-Income	Non Low-Income	Minority	Non Minority	Low-Income	Non Low-Income	Minority	Non Minority
Total Cumulative Current Fare			\$ 20,655.75	\$ 248,708.00	\$ 105,901.00	\$ 163,462.75								
Average Cumulative Current Fare			\$ 1.08	\$ 1.44	\$ 1.41	\$ 1.39								
			Total Cumulative Proposed Fare FY2016				\$ 22,290.75	\$ 267,409.05	\$ 113,875.50	\$ 175,824.30				
			Average Cumulative Proposed Fare FY2016				\$ 70.10	\$ 92.59	\$ 90.95	\$ 89.98				
							Total Change In Fare Per Group				\$ 1,635.00	\$ 18,701.05	\$ 7,974.50	\$ 12,361.55
							Average Change In Fare Per Group				\$ 5.14	\$ 6.48	\$ 6.37	\$ 6.33
							Percent Change In Fare Per Group				8.0%	92.0%	39.2%	60.8%
							Percent Ridership of Each Group (Based on all 2013 survey respondents)				9.7%	90.3%	48.1%	51.9%
							Difference From Exact Proportional Impact of Fare Change				-1.7%	1.7%	-8.9%	8.9%
							Is Difference less than 10% (per agency policy)?				Yes	Ok	Yes	Ok
							Findings				No Disproportionate Burden	More of the proposed fare increase is being paid by non-low income riders than low income riders based on the percent of each group	No Disparate Impact	More of the proposed fare increase is being paid by non-minority than minority riders based on the percent of each group

When viewed cumulatively, the proposed fare increases will 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.

The results of the fare equity analysis are also detailed in **Figure 6** below. The percent change in fare per group vs. the percent ridership for each group is depicted below.

**Figure 6: Fare Proposal Findings Summary**



Based on the chart above, proportionally fewer low-income riders than non-low income passengers will be impacted and proportionally fewer minority riders than non-minority passengers will be impacted by the proposed fare change. Based on the JPB's policies, no disparate impact or disproportionate burden exists for the proposed fare change proposal.

## ■ PUBLIC OUTREACH AND INVOLVEMENT ACTIVITIES

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

The JPB's public participation process offers early and continuous opportunities for the public (including minorities and people with low incomes) to be involved in the identification of potential impacts of proposed transportation decisions. Efforts to involve minority and low-income populations include both comprehensive measures and measures targeted at overcoming barriers that prevent such populations from effective participation in decision-making.

The JPB's public participation process included measures to disseminate information on the proposed fare changes to LEP persons, as well as at public hearings and meetings. The public notices note that translations are available in Caltrain's 22 Safe Harbor Languages by contacting the Caltrain Customer Service Center phone number. The Caltrain Customer Service Center offers foreign language translation service via in-house translators or the Language Line. Comprehensive measures employed by the JPB included placing public notices for the Public Hearing and the Public Meetings on the Caltrain website (see **Attachment 3**), in Caltrain news releases (see **Attachment 4**), as Take Ones (see **Attachment 5**) located at Caltrain lobby headquarters, onboard trains and at stations, social media (Facebook & Twitter), Caltrain Connection Fall 2015 Issue, as repetitive messages on the VMS (ran every 10 minutes at all stations from 10/13/15 to 10/19/15 until 5pm), and presentations to and discussions with the Caltrain Citizens Advisory Committee (CAC). Information, including the matrix with proposed fare increases from Caltrain Codified Tariff, was posted to the Caltrain website. Caltrain staff also reached out to Community-based Organizations to inform them of the proposed changes and also communicated directly with companies participating in the Go Pass program.

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

#### **San Francisco County**

- YMCA SF
- Sierra Club

#### **San Mateo County**

- All City Managers
- All Mayors
- Daly City/Colma Chamber of Commerce
- Sustainable San Mateo County
- Redwood City Chamber of Commerce
- Peninsula Family Service
- Mid-Peninsula Housing

- Youth United for Community Action
- Foster City Chamber of Commerce
- San Mateo Chamber of Commerce
- Silicon Valley Bicycle Coalition
- Menlo Park Chamber of Commerce
- Silicon Valley Community Foundation
- Samaritan House San Mateo
- San Bruno Chamber of Commerce
- Daly City Youth Health Center
- Peninsula Interfaith Action
- Our Second Home

#### **Santa Clara County**

- City Managers within Caltrain Jurisdiction
- All Mayors within Caltrain Jurisdiction
- Public Advocates
- Transform
- Urban Habitat
- South Bay Labor
- YMCA Silicon Valley
- Bay Area Council
- Sustainable Silicon Valley
- California Walks

Measures taken to overcome linguistic, institutional, and cultural barriers that may prevent minority and low-income populations from participating in decision-making included: publishing the public hearing notice and public meeting notices in newspapers of general circulation and various community newspapers. Notification of translation services was provided in Caltrain's 22 Safe Harbor Languages. The notice was published in:

- SJ Post Record (10/07/2015)
- Gilroy Dispatch (10/2/15)
- Redwood City Examiner (10/09/2015, 10/14/2015)
- San Francisco Daily Journal (10/07/2015, 10/12/2015)

Staff established multiple ways for customers and the public to provide their input: at the community meetings using a comment card in English and translated in Spanish on the opposite side (see **Attachment 6**), via a unique e-mail address, through the postal service, and with a call to the Customer Service Center's general number or one for those with hearing impairments.

The following Public Meetings were held:

- Gilroy: Saturday, October 10, 2015 at 11 a.m.
- San Carlos: Wednesday, October 14, 2015 at 1p.m.
- San Francisco: Thursday, October 15, 2015 at 4 p.m.
- Mountain View: Monday, October 19, 2015 at 6 p.m.

The Public Hearing was held on November 5, 2015 at 10 a.m. in San Carlos at the regularly scheduled Caltrain Board meeting.

## **PUBLIC HEARING AND PUBLIC MEETING COMMENTS**

A summary of the public meetings and public hearing meetings comments is shown in **Table 10** below. A total of 54 public comments were received. Most comments were against the fare increases. Some comments indicate a lack of support for or understanding of the agency's overall need for the increased revenues. Also, comments reflect that some customers do not agree with the fare change increase because they are dissatisfied with other aspects of Caltrain's service (overcrowding on trains and parking lots, train break downs, limited bicycle facilities, etc.).

Table 10: Summary Caltrain Comments - Proposed Codified Tariff Changes Effective Fiscal Year 2016

Caltrain Public Comments Regarding Fare Increases																		
Written and Phone Comments:			50 cent base		Day Pass		8-ride ticket		Mo. Pass		Clipper		50 cent daily		\$5 monhtly		Comments	
No.	Date	Name	fare	Incr	fare	Incr	fare	Incr	fare	Incr	fare	Incr	parking	Incr	parking	Incr		
	E-mail, Written and Phone Comments		For	Agst	For	Agst	For	Agst	For	Agst	For	Agst	For	Agst	For	Agst		
1	28-Sep	Names Redacted		1		1		1		1		1		1		1	with breakdowns we are paying more for less	
2	2-Oct			1		1		1		1		1					trains ar epacked, SRO, disregard for passengers when there is a problem	
3	5-Oct									1							current level of service resembles a third world country	
4	5-Oct									1							raise your game, then raise the rates	
5	6-Oct				1		1		1		1			1		1		
6	6-Oct				1		1		1		1			1		1	no information what the extra revenue would go towards	
7	6-Oct																let passengers off the trains when there is an accident	
8	6-Oct				1		1		1		1						is GoPass subsidized, why no increase for Go Pass	
9	8-Oct																	
10	8-Oct			1		1		1		1		1		1		1	\$6 + at filled parking lots	
11	8-Oct																What are the service enhancements for the 9-10% increase	
12	9-Oct				1										1		1	Why the fare increase
13	9-Oct																	Will presentation at the pulic meeting be available for those not attending?
Gilroy Community Meeting																		
14	10-Oct	Names Redacted															Thaank you for th opportunity to discuss in Gilroy	
15	10-Oct																Will mail comments	
16	10-Oct				1		1		1		1		1		1		1	No!
17	14-Oct				1		1				1		1					Collect all fares, how is money to be spent
18	14-Oct				1						1				1		1	service is getting worse
19	15-Oct				1		1		1		1							increase mid-day service to 30 minutes
20	15-Oct																	use funds to increase bicycle parking facilities
21	15-Oct			1		1		1		1		1		1		1		
San Francisco Community Meeting																		
22	15-Oct	Names Redacted															consider congestion pricing	
23	15-Oct																open a regional/Muni office at Calrain so I can buy a day-pass	
24	16-Oct																raise price of the Go-Pass, offer family tickets on the weekend	
25	19-Oct																adjust fare policies that are effective for revenue & for equity & ridership	
26	19-Oct			1		1		1		1		1						day ticket should be raised \$2, users should pay total cost
27	19-Oct				1		1		1		1		1					raising fare would only be fare if service issues were resolved
28	19-Oct				1		1		1		1			1		1		no reason to increase fares for system that's making good profit
29	19-Oct				1		1		1		1			1		1		
30	19-Oct				1		1		1		1							10% is a massive increase for an overcrowded, marginal service, at best

Table 10 (continued): Summary Caltrain Comments - Proposed Codified Tariff Changes Effective Fiscal Year 2016

Caltrain Public Comments Regarding Fare Increases																		
Written and Phone Comments:			50 cent base		Day Pass		8-ride ticket		Mo. Pass		Clipper		50 cent daily		\$5 monhtly		Comments	
No.	Date	Name	fare	Incr	fare	Incr	fare	Incr	fare	Incr	fare	Incr	parking	Incr	parking	Incr		
	E-mail,	Written and Phone Comments	For	Agst	For	Agst	For	Agst	For	Agst	For	Agst	For	Agst	For	Agst		
31	19-Oct	Names Redacted		1		1		1		1		1						
32	19-Oct			1		1		1		1		1						
33	20-Oct			1						1		1		1		1	bikes should should pay space they use just like cars pay for space	
34	22-Oct																Asked if fare increase still planned & when were the last 2 and how much	
35	23-Oct																Would a subsidy plan be considered for staff & students of SJSU	
36	26-Oct									1							monthly pass discount should be at least 50%	
37	27-Oct				1												1	Agianst increase, especially for daily riders
38	28-Oct													1			1	
39	29-Oct				1		1		1		1							
40	29-Oct				1													collect fares
41	30-Oct																	requested 8 ride be increased to \$37.50 not \$38.50
42	30-Oct			1						1				1		1		
43	31-Oct				1						1							Use peak hour pricing and retire a half dozen middle managers
44	2-Nov			1										1		1		Tamien and Diridon need more parking
45	2-Nov				1		1		1		1							does not see any reason given for increasing fares
46	2-Nov				1						1						1	
47	3-Nov				1						1							Increase GoPass fare
48	3-Nov				1						1							Collect fares, especially on bullet trains
49	3-Nov																	"Quiet Cars" must be provided if fares are to increase
50	3-Nov				1		1		1		1							
51	4-Nov																	against long haul passengers get smaller % increase, offer 1 stop disount
52	4-Nov																	make sure only Caltrain riders use the parking lots
53	4-Nov				1		1		1		1							
54	12-Nov				1													will support fare only with station to station fare structure
Total			5	28	3	18	3	17	4	27	3	18	5	10	4	12		

## ■ BUSINESS PURPOSE AND MITIGATION FOR PROPOSED CHANGES

### BUSINESS PURPOSE

Given the Title VI Equity Analysis reveals that the proposed fare change will not cause a disparate impact or disproportionate burden, the JPB does not need to provide a business justification or mitigation measures according to Title VI. Nonetheless, in order to increase transparency, the information provided in this section explains those business purposes and mitigation measures. The JPB's main business purpose for increasing the base adult fare by 50 and the parking fee in FY2016 is to increase the JPBS's revenue to help achieve financial stability. Consistent with financial goals in the Caltrain Short Range Transit Plan, the JPB strives to control its own costs and operate as efficiently as possible. Caltrain's Short-Range Transit Plan estimates that the operating budget will grow from \$127.6 million in FY2015 to \$181.7 million in 2021. Without a dedicated source of funding, additional resources will be needed to sustain the JPB's operations.

Caltrain's Strategic Plan includes Finance as a Focus Area and emphasizes the need to "develop strategies to increase returns from existing revenue streams (e.g. fares, parking, concessions, advertising and leases.)"

The JPB's last system-wide fare increase was in 2011, when the base fare was increased from \$2.50 to \$2.75 and the zone fare was increased from \$1.75 to \$2.00. Since then, the base fare for paper tickets was increased twice, bringing it to \$3.25, but the Clipper Card base fare has remained at \$2.75, an approximately 15 percent discount.

The recommended fare increases would take effect on February 28, 2016 to accommodate the lead time needed to implement the changes.

### MITIGATION

Based on the equity analysis of the fare proposal One-Way, Day Pass, 8-ticket, Clipper Cash, Clipper Monthly Pass, and the respective Eligible Discount (Seniors, Disabled, Youth and Medical Card Holders) riders will all be impacted by the Fare Increase but no disproportionate burden or disparate impact will occur. However, the increasing cost to ride Caltrain has been a concern for people who can't afford to ride it. In order to help mitigate impacts to the low income population, the Metropolitan Transportation Commission (MTC) is conducting the Regional Means-Based Transit Fare Pricing Study in order to answer the following three interrelated questions:

1. Is there a way to make transit more affordable for the Bay Area's low-income residents?
2. How can the region best move towards a more consistent regional standard for fare discount policies?



3. Is there a transit affordability solution that is financially viable and administratively feasible, and does not adversely affect the transit system's service levels and performance?

Results of this MTC Study are anticipated to be released in 2016.

Additionally in 2016, Caltrain intends to conduct a comprehensive fare study in 2016 to review the fare structure and pricing system-wide, including the cost of a Monthly Pass and GoPass, as well as the potential for income-based fare discounts.

# **ATTACHMENT 1 - CALTRAIN SYSTEM MAP**

## Caltrain System Map



**ATTACHMENT 2 –  
BOARD APPROVAL OF DISPARATE IMPACT POLICY  
AND DISPRORTIONATE BURDEN POLICY**

## DISPARATE IMPACT POLICY

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

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

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

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

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

## DISPROPORTIONATE BURDEN POLICY

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

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

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

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



## **Board Meeting Minutes (April 4, 2013)**

Joint Powers Board Meeting  
Minutes April 4, 2013

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

### **Public Comment**

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

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

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

### **AUTHORIZE THE SECOND AMENDMENT OF THE USE, OPERATING AND MAINTENANCE (UOM) AGREEMENT FOR THE MILLBRAE INTERMODAL STATION**

Deputy CEO Chuck Harvey said when the Millbrae Intermodal Station was completed, the JPB entered into a cost-sharing agreement with BART to maintain the station. The costs were allocated through a cost model. This amendment codifies the agreement through FY2018 and the costs are being controlled by an agreement so they won't increase beyond the Consumer Price Index inflation.

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

### **ADOPTION OF CALTRAIN TITLE VI STANDARDS AND POLICIES**

Director, Rail Michelle Bouchard reported:

- The Federal Transit Administration requires approval and submission of five standards and policies.
  - The Major Service Change Policy is the criteria for determining when service change is significant enough to require a thorough analysis of potential effects on protected populations. Staff is recommending a change of 25 percent or more total train revenue miles and greater than 50 percent change in the number of trains stopping at a station per day.
  - Disparate Impact and Disproportionate Burden Policies determine the threshold when adverse effects of a fare or service changes are borne disproportionately by minority or low-income populations. Staff is recommending a 10 percent threshold.
  - Services Standards and Policies are established to monitor performance in quantifiable and qualitative measures/metrics. Service standards include vehicle load, vehicle headway, on-time performance and service availability. Service policies are vehicle assignment and transit amenities.
- Four community meetings were held and comments were accepted through March 29. Meetings were sparsely attended and only one comment was received.

## **Board Meeting Minutes (April 4, 2013 - Continued)**

Joint Powers Board Meeting  
Minutes April 4, 2013

### **Public Comment**

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

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

### **LEGISLATIVE UPDATE**

#### **State Update**

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

#### **Federal Update**

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

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

### **CORRESPONDENCE**

No discussion.

### **BOARD MEMBER REQUESTS**

None

### **GENERAL COUNSEL REPORT**

Mr. Miller said staff has contacted the general counsel for the CHSRA to see if their chair indicated Caltrain would respond to Mr. Brown's request. It is clear Proposition 1A is going to be complied with in the final analysis and the agreement that has been entered into codifies the blended system as the plan around which HSR will be designed and constructed and contains a funding plan template. Over time the funding plan will evolve as estimates are prepared and the public can be assured



**ATTACHMENT 3 -  
NOTICE OF PUBLIC HEARING AND PUBLIC  
MEETINGS: CALTRAIN WEBSITE**

Translated to: [English](#)[Show original](#)[Options ▼](#)[Schedules](#)[Stations](#)[Fares](#)[Rider Information](#)[Projects & Plans](#)[About Caltrain](#)[home](#)[site map](#)[sites/contacts](#)[jobs](#)[contact](#)[Search](#)

<b>Schedules</b>
<b>Stations</b>
<b>Fares</b>
<b>Making Chart</b>
<b>Ticket Types</b>
<b>How to Buy</b>
<b>Codified Tariff</b>
<b>Miscellaneous</b>
<b>Rider Information</b>
<b>Projects &amp; Plans</b>
<b>About Caltrain</b>

[> caltrain.com > fares > codified tariff](#)

## Codified Tariff

The Codified Tariff is a legal document that outlines the specific fares for the train system. For fare adjustments, Caltrain will seek public comment on proposed changes and hold a public hearing. Any changes to the Codified Tariff are approved by the Caltrain Board of Directors at a public meeting.

[Codified Tariff - effective 8/1/16 \(PDF, 40 KB\)](#)

### Proposed Changes to Fares & Parking Fees

The Peninsula Corridor Joint Powers Board will hold a public hearing and take public comment on proposed adjustments to its Codified Tariff, which sets fare policy. The effective date would be Feb. 28, 2016 for transit tickets and July 1, 2016 for parking permits.

Proposals to be considered include:

- Increasing the base adult fare by 50 cents. Day Pass, 8-ride Ticket, Monthly Pass and Clipper one-way discount would increase based on the cash fare. Eligible Discount fares would remain approximately 50 percent of the adult fare, and Clipper discount would remain about 15 percent. Click [here](#) to review the proposed fare chart.
- Increasing daily parking fee from \$5.00 to \$5.50 and monthly parking permit fee from \$50 to \$55.

The public hearing will be held Thursday, Nov. 5, 2015 at 10 a.m. at the Caltrain Administrative Office, 1250 San Carlos Ave. in San Carlos.

Prior to the hearing, comments may be sent by mail, e-mail or phone to:  
 Peninsula Corridor Joint Powers Board, JPB Secretary  
 P.O. Box 3006, San Carlos, CA 94070-1306  
[chipsen@caltrain.com](mailto:chipsen@caltrain.com) - 1.800.650.4267 (TTY 650.505.5448)

### Public Meetings

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

Saturday, Oct. 10 at 11 a.m.  
 Gilroy Senior Center, 7371 Herme St., Gilroy

Wednesday, Oct. 14 at 1 p.m.  
 Caltrain administrative offices, Auditorium, 1250 San Carlos Ave., San Carlos

Thursday, Oct. 15 at 4 p.m.  
 San Francisco Caltrain Station, under the clock, 700 Fourth St., San Francisco

Monday, Oct. 19 at 6 p.m.  
 City Hall, Paces Conference Room, 500 Castro St., Mountain View

1509/15 - rph

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### Social



**ATTACHMENT 4 –  
NOTICE OF PUBLIC HEARING AND PUBLIC  
MEETINGS: CALTRAIN NEWS RELEASE**



> [caltrain.com](#) > About Caltrain > Media Relations > News > Caltrain to Host Community Meetings, Public Hearing on Proposed Fare Changes

## Caltrain to Host Community Meetings, Public Hearing on Proposed Fare Changes

October 6, 2015

Caltrain will host a series of community meetings this month to gather feedback on [proposed changes to fare rates and daily parking charges](#).

As part of the proposed changes, Caltrain would increase its adult base fare by 50 cents. That would increase the amount paid for the Day Pass, 8-Ride Tickets and Monthly Passes. Eligible discount fares would remain at 50 percent of adult ticket prices, and Clipper card holders would continue to get an approximate 15 percent discount. More information on the proposed fare chart is available [here](#).

Along with the fare change proposal, Caltrain is considering increasing the daily parking fee at station lots from \$5 to \$5.50, and raising the monthly parking permit fee from \$50 to \$55.

Caltrain last adjusted fares on October 5, 2014, when one-way cash fares were increased by 25 cents and day pass cash fares were raised by 50 cents. Clipper cards users were not affected by those adjustments.

To collect input on its proposed changes, Caltrain will hold these scheduled community meetings:

**Saturday, Oct. 10, 11 a.m.**

Gilroy Senior Center,  
7371 Hanna St., Gilroy

**Wednesday, Oct. 14, 1 p.m.**

Caltrain Administrative Offices,  
1250 San Carlos Ave., San Carlos

**Thursday, Oct. 15, 4 p.m.**

San Francisco Caltrain Station,  
700 Fourth St., San Francisco

**Monday, Oct. 19, 6 p.m.**

City Hall, Plaza Conference Room,  
500 Castro St., Mountain View

Following the meetings, there will be a public hearing at Caltrain's Board of Directors meeting:

**Nov. 5, 2015, 10 a.m.**

Caltrain Administrative Offices  
1250 San Carlos Ave, San Carlos

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

- Peninsula Corridor Joint Powers Board, JPB Secretary P.O. Box 3006, San Carlos, CA 94070-1306

- [changes@caltrain.com](mailto:changes@caltrain.com)

- 1.800.660.4287 (TTY 650.508.6448)

Caltrain's Board of Directors is scheduled to vote on the proposal to change fare policy and parking rates at its December 3 meeting. If approved, the changes to the transit fares would go into effect on February 28, 2016. The parking rate changes would be implemented on July 1, 2016.

###

*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)



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Media Contact: Will Reisman, 650.508.7704

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**ATTACHMENT 5 -  
NOTICE OF PUBLIC HEARING AND PUBLIC  
MEETINGS: TAKE ONE**





## Caltrain Proposing Fare Changes

Caltrain will hold public meetings and a public hearing to take comments on a proposed fare increase to go into effect Feb. 28, 2016 for transit tickets, and July 1, 2016 for parking permits.

Proposals to be considered include:

- Increasing the base adult fare by 50 cents. Day Pass, 8-ride Ticket, Monthly Pass and Clipper one-way discount would increase based on the cash fare. Eligible Discount fares would remain approximately 50 percent of the adult fares.
- Increasing daily parking fee from \$5.00 to \$5.50 and monthly parking permit fee from \$50 to \$55.

The public hearing will be held:

**Thursday, Nov. 5, 2015 at 10 a.m.**

Caltrain Administrative Office  
1250 San Carlos Ave., San Carlos

The Board of Directors is scheduled to take action at its December meeting.

continued on back

## Take One Notice (inside)

The draft fare chart is available for viewing at the Caltrain Administrative Office or online at [www.caltrain.com/tariff](http://www.caltrain.com/tariff).

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

Peninsula Corridor Joint Powers Board  
JPB Secretary  
P.O. Box 3006, San Carlos, CA 94070-1306  
[changes@caltrain.com](mailto:changes@caltrain.com)  
1.800.660.4287 • (TTY 650.508.6448)

### **Public Meetings**

Caltrain will hold four public meetings to present the proposal, answer questions and receive written comments. The meetings will take place:

#### **Saturday, Oct. 10 at 11 a.m.**

Gilroy Senior Center, 7371 Hanna St., Gilroy

#### **Wednesday, Oct. 14 at 1 p.m.**

Caltrain administrative offices, Auditorium  
1250 San Carlos Ave., San Carlos

#### **Thursday, Oct. 15 at 4 p.m.**

San Francisco Caltrain Station  
under the clock  
700 Fourth St., San Francisco

#### **Monday, Oct. 19 at 6 p.m.**

City Hall, Plaza Conference Room  
500 Castro St., Mountain View

For translation in one of the languages listed, call Caltrain at 1.800.660.4287 three days before the meeting.

لترجمة، اتصل على 1.800.660.4287

Թարգմանություն համար զանգահարել 1.800.660.4287.

如需翻譯，請電1.800.660.4287.

Pour traduction, appelez au 1.800.660.4287

Übersetzung unter 1.800.660.4287.

အတုသး မုၤ, 1.800.660.4287 ဃၢ ခိုၣ် ခၢၢ်.

להתרגם יש להתקשר לטלפון 1.800.660.4287

अनुवाद के लिए, 1.800.660.4287 पर कॉल करें।

Per traduzioni chiamare 1.800.660.4287.

翻訳のご用命は、+1.800.660.4287 までお電話ください。

번역을 원하시면, 1.800.660.4287번으로 전화하십시오.

សម្រាប់សេវាកម្មបកប្រែ សូមទាក់ទងតាមទូរស័ព្ទលេខ 1.800.660.4287.

برای ترجمه، با شماره 1.800.660.4287 تماس بگیرید.

Para tradução, ligue para 1.800.660.4287.

Po tłumaczenie proszę dzwonić na 1.800.660.4287.

Если вам нужны услуги переводчика,

обращайтесь по телефону 1.800.660.4287.

Za prevodjenje nazovite 1.800.660.4287.

Para sa Paglubad-Ligwat, magtagaw sa 1.800.660.4287.

สำหรับการแปลภาษา โทร 1.800.660.4287.

ترجمه كے ليے 1.800.660.4287 پر كال كريں۔

Cần dịch thuật, xin gọi 1.800.660.4287.


Para traducción llama al 1.800.660.4287



**ATTACHMENT 6 -  
PROPOSED CODIFIED TARIFF CHANGES:  
COMMENT CARD**

## Comment Card – in English (one side)

**Proposed Codified Tariff Changes Comment Card**



Caltrain is considering changes to its fares. If approved, the changes would go into effect in February 28, 2016. All comments from the public will be taken into consideration before a final proposal is presented to the Caltrain Board of Directors.

Name (optional) \_\_\_\_\_

Comments \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Please complete and give to Caltrain staff before leaving. Comments also may be made by mail (P.O. Box 3006, San Carlos, CA 94070-1306), phone (1-800-660-4287 or TTY only 650-508-6448) or e-mail ([changes@caltrain.com](mailto:changes@caltrain.com)). You also may comment at the Caltrain public hearing Nov. 5, 2015 at 10 a.m. (1250 San Carlos Ave. in San Carlos).

Español al otro lado

## Comment Card – in Spanish (reverse side)

**Tarjeta de Comentarios para Propuesta de Cambios de Tarifas Codificadas**

Caltrain está considerando cambios en sus tarifas. Si se aprueba, los cambios entrarían en vigor en 28 de febrero de 2016. Todos los comentarios del público se tendrán en cuenta antes de una propuesta final es presentada al Consejo de Administración de Caltrain.

Nombre (opcional) \_\_\_\_\_

Comentarios \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Favor de completar y dar a Caltrain personal antes de salir. Los comentarios también pueden hacerse por correo postal (P.O. Box 3006, San Carlos, CA 94070-1306), teléfono (1-800-660-4287 o 650-508-6448 sólo TTY) o por correo electrónico ([changes@caltrain.com](mailto:changes@caltrain.com)). También puede comentar en la audiencia al público en Caltrain 5 de noviembre de 2015 a las 10 a.m. (1250 San Carlos Ave. en San Carlos).

English on the other side