

***Adopt the Peninsula
Corridor Joint
Powers Board's 2025
Title VI Program and
Updated Systemwide
Service Standards
and Policies***

**JPB TOPS Committee
February 25, 2026**



Title VI Overview

“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.”

- Title VI Program update is due to FTA every three years
- Caltrain’s 2022 Program expired on November 30, 2025
- FTA approved an extension to submit Caltrain’s 2025 Title VI Program by March 6, 2026

General Reporting Requirements

1. Title VI Notice to Public
2. Title VI Complaint Procedures
3. List of Title VI Complaints and Investigations
4. Public Participation Plan
5. Language Assistance Plan
6. Membership of Non-Elected Committees

Transit Provider Reporting Requirements

1. Service Standards and Policies
2. Monitoring of Performance under Standards and Policies
3. Demographic and Ridership Service Profile
4. Title VI Policies: Major Service Change, Disparate Impact (DI), Disproportionate Burden (DB)
5. Service and Fare Equity Analyses

Review Process

- Each section reviewed by appropriate staff teams to address updates or changes
- Review of Title VI Programs from peer agencies to identify opportunities for improvement (e.g. VTA, AC Transit, Muni)
- Feedback and information edited by Title VI Administrator, Deputy Director of Office of Civil Rights, and Legal Counsel

2025 Program Updates

- Redesigned “I Speak” card
- New analysis of three-county demographic and language data
- Updated demographic and service profile maps using latest U.S. Census data
- Updated systemwide service standards and policies to align with electrification
- New monitoring service results using updated service standards and policies

TRANSLATIONS
FREE LANGUAGE ASSISTANCE

 **FOR TRANSLATIONS**
Please Call 1.800.660.4287

Arabic
1.800.660.4287 للتجمة، اتصل علي

Armenian
Թարգմանություն համար գտնվում է
1.800.660.4287.

Chinese
如需翻譯,請電 1.800.660.4287.

French
Pour traduction, appelez au 1.800.660.4287.

German
Übersetzung unter +1.800.660.4287.

Gujarati
અનુવાદ માટે, 1.800.660.4287 પર ફોન કરો.

Hebrew
1.800.660.4287 לתרגום יש להתקשר לטלפון

Hindi
अनुवाद के लिए, 1.800.660.4287 पर कॉल करें।

Italian
Per traduzioni chiamare 1.800.660.4287.

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

Korean
번역을 원하시면, 1.800.660.4287번으로 전화하십시오.

caltrain.com/TitleVI 

TRANSLATIONS
FREE LANGUAGE ASSISTANCE

Mon-Khmer, Cambodian
សម្រាប់សេវាភាសាខ្មែរ សូមទាក់ទងការងារសំព្វនេះ
1.800.660.4287.

Persian
برای ترجمه، با شماره 1.800.660.4287 تماس بگیرید.

Portuguese
Para tradução, ligue para 1.800.660.4287.

Polish
Po tłumaczenie proszę dzwonić na
1.800.660.4287.

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

Serbo-Croatian
Za prevodjenje nazovite 1.800.660.4287.

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

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

Thai
สำหรับการแปลภาษา โทร 1.800.660.4287.

Urdu
ترجمہ کے لیے، 1.800.660.4287 پر کال کریں۔

Vietnamese
Cần dịch thuật, xin gọi 1.800.660.4287.

Caltrain Customer Service | 1.800.660.4287 (TTY 650.508.6448)
Weekdays: 7am - 7pm | Weekends & Holidays: 8am - 5pm

caltrain.com/TitleVI 

8/2024 - 20K - CW - D

Title VI Complaints

- Six Title VI complaints resulting in an investigation:
 - Proof of payment procedure
 - Clipper Card system error
 - Conductor treatment
- Outcomes included:
 - Not enough evidence to substantiate complainant's claim
 - Conductor no longer employed by contractor
 - Discrimination complaint was not covered under Title VI (race/ ethnicity/ national origin)
 - Complainant did not respond to District's follow up call

Caltrain Service Area Language Usage

Top 6 languages of limited English proficient (LEP) individuals

5 Year ACS Census data

1. Spanish
2. Chinese (Mandarin, Cantonese)
3. Vietnamese
4. Tagalog
5. Russian
6. Korean

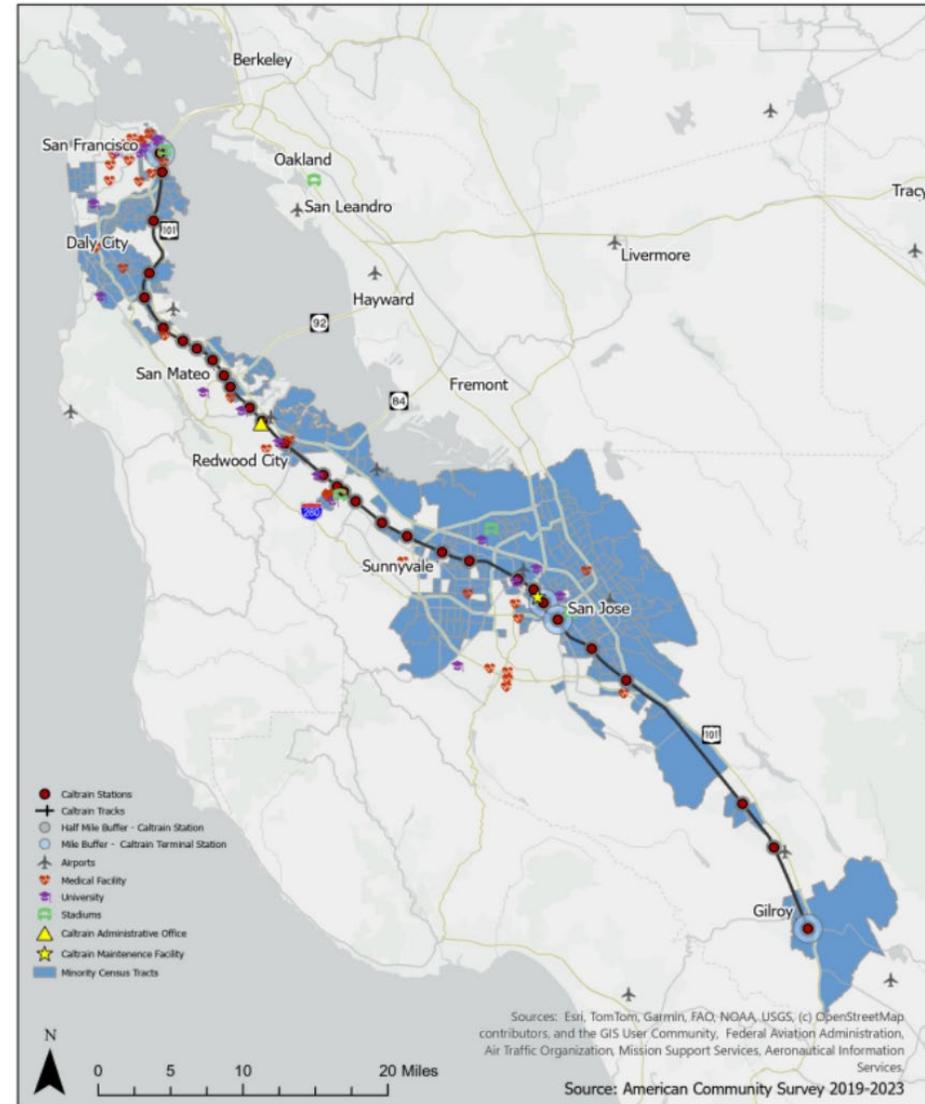
2025 Caltrain Triennial Survey

1. Spanish
2. Chinese (Mandarin, Cantonese)
3. Japanese
4. Vietnamese
5. Korean
6. Tagalog

Minority Census Tracts

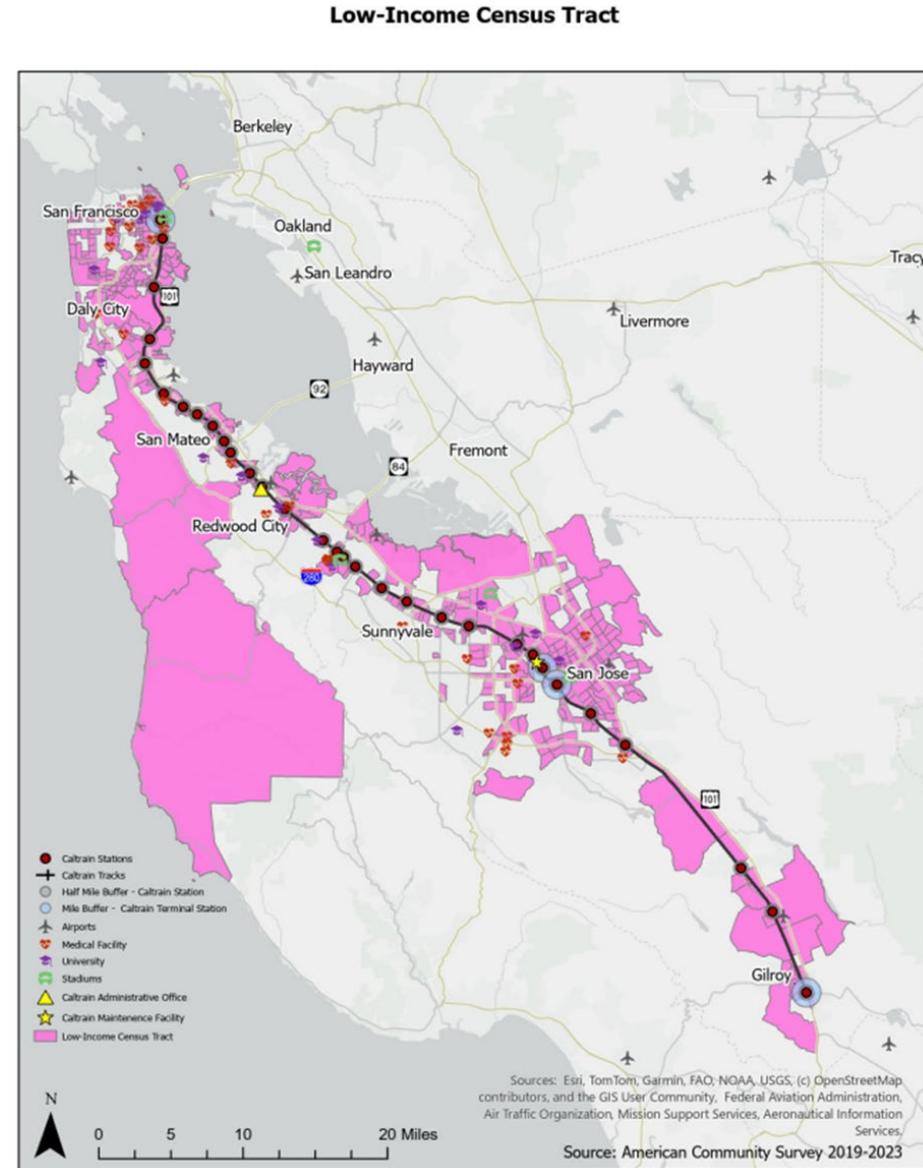
- Stations located in Census tracts where minority population exceeds the systemwide average of 65%
- 19 of 31 stations designated as minority stations
- Station designations are used for service and amenities monitoring

Minority Census Tracts



Low-Income Census Tracts

- Stations located in Census tracts where low-income population exceeds the systemwide average of 13%
- 23 of 31 stations designated as low-income stations
- Station designations are used for service and amenities monitoring



Systemwide Service Standards & Policies

Last updated in April 2013

Updated due to the implementation
of Caltrain Electrified Service in Fall 2024

Transit agencies are required to monitor
service standards & policies

- **Station Hierarchy**
 - Station Type & Service Description
- **Systemwide Standard for the following service indicators**
 - Vehicle Load
 - Vehicle Headways
 - On-Time Performance
 - Service Availability
- **Systemwide Policy for the following service indicators**
 - Vehicle Assignment
 - Transit Amenities

Station Hierarchy

Used to determine weekday service and facility levels at stations

Considers level of service, ridership, ridership growth potential and presence of traditionally-underserved communities near each station

Station Type	Service Description
A	Express, Limited and Local
B	Limited and Local
C	Local
South County	South County Connector (Peak direction service only)
Special	Limited use station

Station Hierarchy

The following chart shows the station type and service provided for each station

Station	Station Type	Services Provided	Notes
San Francisco	A	Express, Limited, Local	
22nd Street	A	Express, Limited, Local	
Bayshore	C	Local	
South San Francisco	A	Express, Limited, Local	
San Bruno	C	Local	
Millbrae	A	Express, Limited, Local	
Broadway	Special	Special	Weekend & Holidays Only
Burlingame	C	Local	
San Mateo	A	Express, Limited, Local	
Hayward Park	C	Local	
Hillsdale	A	Express, Limited, Local	
Belmont	C	Local	
San Carlos	C	Local	
Redwood City	A	Express, Limited, Local	
Menlo Park	B	Limited, Local	
Palo Alto	A	Express, Limited, Local	
Stanford	Special	Special	Special Event Service
California Avenue	B	Limited, Local	

Station Hierarchy (continued)

The following chart shows the station type and service provided for each station

Station	Station Type	Services Provided	Notes
San Antonio	B	Limited, Local	
Mountain View	A	Express, Limited, Local	
Sunnyvale	A	Express, Limited, Local	
Lawrence	B	Limited, Local	
College Park	Special	Special	Weekday Only, 1 train in each direction during the AM & PM peak
Santa Clara	B	Limited, Local	
San Jose Diridon	A	Express, Limited, Local, South County Connector	Time Connections during Weekday Peak Hours
Tamien	C	Local, South County Connector	Hourly Local Service
Capitol	South County	South County Connector	Weekday Peak Hours Only
Blossom Hill	South County	South County Connector	Weekday Peak Hours Only
Morgan Hill	South County	South County Connector	Weekday Peak Hours Only
San Martin	South County	South County Connector	Weekday Peak Hours Only
Gilroy	South County	South County Connector	Weekday Peak Hours Only

Vehicle Load

Caltrain's fixed 7-car Electric Multiple Units (EMUs) have a seated capacity of 675 seats and can hold 72 bicycles. With peak load factor of 1.2 this equates to 810 passengers.

Caltrain's Bombardier 2-5 car Diesel consists serving the South County Connector have a seated capacity range of 254-690 depending on the passenger cars in use. Consist vehicles and consist lengths may change to meet future demand for either passenger or bicycle capacity. With peak load factor of 1.2 this equates to a target capacity range of 304-828 passengers.

Service Type	Peak Load Factor	Off-Peak Load Factor
All	1.2	1.0

Vehicle Headways

Caltrain serves stations based on demand, ridership growth potential, service constraints, and presence of traditionally underserved communities.

Caltrain standard is based on Service Frequency

Reflects Caltrain's Electrified Service Plan that was finalized in Dec 2023

Station Type	AM Peak 0600-0900	PM Peak 1500-1900	Midday	Early Morning, Evenings, Weekends	Frequency Type
A	4	4	2	2	Trains Per Hour
B	3	3	2	2	
C	2	2	2	2	
South County	4	4			Total Trains (Weekdays)
Special (Broadway)				2	Trains Per Hour (Weekends)
Special (College Park)	2	2			Total Trains (Weekdays)
Special (Stanford)					Special Event Service

On-Time Performance

- Train reached its final destination within 5 minutes 59 seconds of the published station arrival time
- Caltrain does not permit its trains to depart early, before the published station departure time
- Goal: 95 percent of trains meet this on-time criteria
- Monthly on-time performance is tracked and published as part of the monthly Caltrain Executive Director's Report to the Caltrain Board of Directors

Service Availability

Caltrain station locations were inherited from the previous owner (the Southern Pacific Railroad) before the Peninsula Joint Powers Board took over ownership and operations in 1992.

Caltrain stations' driveshed, bikeshed, and walkshed will be reviewed and monitored.

Future station improvements will take into consideration Caltrain's Station Access Policy to ensure stations are accessible to everyone regardless of travel mode.

Vehicle Assignment

Current Fleet: 19 Stadler Kiss Electric Multiple Units (EMUs), 6 MPI MP36PH-3C diesel locomotives, 3 EMD F40 diesel locomotives and 41 Bombardier passenger cars

EMUs are comprised of seven ADA-accessible, fixed passenger cars, two of which are bicycle cars that accommodate 72 bikes total, and one of which is a bathroom car.

Diesel consists include ADA-accessible train cars, of which, at least one is a bathroom car and one is a bicycle car that accommodates 24 bicycles.

EMUs are all the same make, model, and relative age with identical features and onboard amenities.

EMUs serve the electrified portion of the railroad that Caltrain owns from Tamien Station northward to San Francisco Station.

On the portion of the railroad owned by Union Pacific (south of Tamien Station), Caltrain uses its diesel fleet.

The diesel passenger cars were built between 1997-2008 and are maintained to the same safety and State of Good Repair (SGR) standards, in the same facility as the EMUs.

Transit Amenities

“Core” set of amenities:

- bike e-lockers
- bike racks
- shelters/canopies
- benches
- trash cans
- station signage
- regional smart card fare validation equipment
- ticket vending machines (TVMs)
- posted system map and schedule
- visual message signs (VMS)
- public announcement systems (PA)

Station Type	Station(s)	Amenities
A, B, C	San Francisco – Tamien stations (Except: Broadway, Stanford, and College Park)	Core Amenities
South County	South County stations (Capitol, Blossom Hill, Morgan Hill, San Martin, and Gilroy)	Core Amenities without VMS and PA
Special	Broadway, College Park	Core Amenities without bike e-lockers, bike racks, VMS, and PA
Special	Stanford	No Amenities Required

Service Standards & Policies Monitoring

- No Disparate Impact or Disproportionate Burden was found during monitoring for service standards or policies.

Next Steps

- Update website and notices with multilingual FAQs and Complaint Form availability.
- Continue training for front line staff when engaging with limited English proficient individuals.
- Continue to monitor amenities and analyze service impacts to enhance equity and access for historically disadvantaged and underserved groups.
- Utilize Title VI Program data to provide recommendations to future fare and service changes and outreach strategies.
- Continue to engage in community dialogue to better understand how to provide meaningful language access by identifying more community-based organizations.

FOR MORE INFORMATION

WWW.CALTRAIN.COM

