PENINSULA CORRIDOR JOINT POWERS BOARD

2025 TITLE VI PROGRAM

Submitted March 2026

PENINSULA CORRIDOR JOINT POWERS BOARD
1250 San Carlos Avenue
San Carlos, CA 94070

PENINSULA CORRIDOR JOINT POWERS BOARD

(JPB or Caltrain)

TITLE VI PROGRAM

PREPARED FOR:

FEDERAL TRANSIT ADMINISTRATION
REGION IX

PREPARED BY:

CALTRAIN

PRIOR REPORT COLLABORATION WITH:

NWC PARTNERS, INC.

CDM SMITH, INC.

2025

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I. INTRODUCTION

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

Since 1972, the Federal Transit Administration (FTA) has required applicants for and recipients of Federal assistance to provide assessments of compliance as part of the grant approval process. The FTA is responsible for ensuring that federally supported transit services and related benefits are distributed in a manner consistent with Title VI including as related to Environmental Justice and access for individuals who have Limited English Proficiency. This Title VI Program conforms to the FTA's Title VI Circular 4702.1B, effective October 2012.

As a federal grant recipient, the JPB is required to maintain and provide to the FTA information on its compliance with the Title VI regulations. At a minimum, the JPB must conduct periodic compliance assessments to ensure that the level and quality of transit services is provided in a nondiscriminatory manner; that full and fair participation in public transportation decision-making occurs without regard to race, color, or national origin; and to ensure meaningful access to transit-related programs and activities by persons with limited English proficiency. The JPB is required to submit a Title VI Program every three years and to document that its services and benefits are provided in a non-discriminatory manner. This Title VI program evidences activities conducted in 2023 through 2025.

The JPB, as required under Circular 4702.1B, has included the following information in this program:

1. Discussion and attachments pertaining to general Title VI requirements.
    a. Title VI Notice to Public
    b. Title VI Complaint Procedures and Complaint Form
    c. List of Investigations, Complaints, or Lawsuits
    d. Public Participation Plan
    e. Language Access Plan
    f. Membership of Non-elected Committees
    g. Sub-recipient Monitoring
    h. Evidence of Board Approval
    i. Construction Facilities Information
    j. Additional Information upon Request

2. Discussion and attachments pertaining to Title VI requirements for transit operators.
    a. Systemwide Service Standards and Policies
    b. Demographic and Service Profile
    c. Demographic Ridership and Travel Patterns
    d. Monitoring Program Results
    e. Public Engagement for Policy Development
    f. Title VI Equity Analyses

II. GENERAL REQUIREMENTS

This chapter addresses the general triennial reporting requirements for all FTA grantees. This information is required under U.S. Department of Transportation (DOT) regulations.

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

2. **Title VI Complaint Procedures and Complaint Form**
   The JPB responds to any and all complaints or lawsuits that allege discrimination on the basis of race, color, or national origin with respect to service or other transit benefits. The JPB makes its procedures for filing a Title VI complaint available to members of the public. The JPB makes its procedures for filing a complaint available to members of the public on Caltrain's website at the customer receptionist desk located at JPB headquarters at 1250 San Carlos Avenue, San Carlos, CA, and by sending to a customer if requested by phone or email. A copy of the JPB's Title VI procedures for filing a complaint, sample complaint form, and complaint process overview are contained in **Appendix B**.

3. **List of Investigations, Complaints, or Lawsuits**
   Appendix C contains a list of any Title VI investigations conducted by entities other than FTA, lawsuits, or complaints naming the JPB that allege discrimination on the basis of race, color, or national origin. In keeping with Circular 4702.1B, the list includes the date the investigation was requested, or the lawsuit or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the JPB in response to the investigation, lawsuit, or complaint.

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

5. **Language Access Plan**
   The JPB's current Language Access Plan for providing language assistance for persons with Limited English Proficiency (LEP) based on the Department of Transportation's LEP Guidance is contained in **Appendix E**.

6. Membership of Non-elected Committees

The JPB currently selects or recruits members of the public for two advisory committees that advise staff and/or report to the JPB Board of Directors relative to Caltrain policies or services. These committees are the Citizens Advisory Committee (CAC) and the Bicycle and Active Transportation Advisory Committee (BATAC). The JPB has four other advisory committees comprised of transportation agency staff and city officials that are not part of this recruitment process. These committees are discussed in **Appendix D.**

The CAC represents San Francisco, San Mateo and Santa Clara Counties. It is composed of nine volunteer members with an additional alternate member in each county who serve for three-year terms in an advisory capacity to the tri-county Caltrain policy board, providing input on the needs of current and potential rail customers, and reviewing and commenting on staff proposals and actions as requested by the board.

As of December 2025, the CAC meets in a hybrid format in person at JPB's headquarters Auditorium, 2nd Floor, 1250 San Carlos Ave, San Carlos, CA, and virtually via Zoom teleconference on the third Wednesday of each month at 5:40 p.m. All meetings are open to the public.

An annual four-week recruitment is held in April and May to fill the vacancies on the CAC. In the event there are a significant number of unexpected vacancies, staff will hold an off-cycle recruitment to fill the vacancies at the Board's direction. As of December 2025, there are no vacancies on the CAC. JPB is proactive with respect to recruiting new CAC members. Depending on the number and location of vacant seats, ads for applications are sometimes placed in the papers of record in San Francisco County, San Mateo County, and Santa Clara County with language-specific ads placed in Sing Tao Daily (Chinese), El Observador (Spanish), and Half Moon Bay Review (bilingual English/Spanish). The JPB also provides recruitments notices in the following forms:

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

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

The following table illustrates the current membership of the JPB Citizens Advisory Committee.

Exhibit 1: Current (2025) CAC Membership List

Race/Ethnic Background	County	Term Expires June 30
Asian	San Francisco	2027
Did Not Respond	San Francisco	2028
Did Not Respond	San Francisco	2026
Did Not Respond	San Francisco (Alternate)	2026
Asian	San Mateo	2027
White/Caucasian	San Mateo	2028
Did Not Respond	San Mateo	2026
Did Not Respond	San Mateo (Alternate)	2027
Asian	Santa Clara	2026
Did Not Respond	Santa Clara	2028
Did Not Respond	Santa Clara	2027
Did Not Respond	Santa Clara (Alternate)	2026

The Caltrain Bicycle and Active Transportation Advisory Committee (BATAC) serves as the primary venue for the interests and perspectives of customers who use active transportation as their primary mode of access to the Caltrain system to be integrated into the Caltrain planning processes. Active transportation includes walking, biking, and using scooters, skateboards, and other closely related modes of personal and share (including electric) micromobility. This group brings new ideas for discussion and helps Caltrain guide its future investments.

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

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

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

Although the BATAC is comprised of staff / members of specific public agencies and bike advocacy organizations, in order to promote minority applicants, the recruitment notices are shared with Community-Based Organizations. The JPB recruitment materials note that

individuals of diverse ethnic backgrounds are encouraged to apply.

BATAC members are selected by the SCC. A BATAC member's term is two years. The BAC meets in a hybrid format in person at JPB's headquarters Auditorium, 2nd Floor, 1250 San Carlos Ave, San Carlos, CA, and virtually via Zoom teleconference on the third Thursday every other month at 6:45 p.m. All meetings are open to the public.

The following table illustrates the current membership of the BATAC. The committee members primarily chose not to respond to questions regarding race / ethnic background. One seat on the committee is currently vacant.

Exhibit 2: Current (2025) BATAC Membership List

Race/Ethnic Background	County	Representing	Term Expires December 31
Did Not Respond	San Francisco	Bike Organization	2026
White / Caucasian	San Francisco	General Public	2026
Did Not Respond	San Francisco	Public Agency	2025
VACANT	San Mateo	Public Agency	2025
Did Not Respond	San Mateo	Bike Organization	2025
Hispanic / White	San Mateo	General Public	2026
Did Not Respond	Santa Clara	General Public	2025
Did Not Respond	Santa Clara	Public Agency	2026
Did Not Respond	Santa Clara	Bike Organization	2026

7. Sub-recipient Monitoring

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

8. Evidence of Board Approval

The signed resolution of the JPB Board's adoption of the 2025 Title VI Program is/will be included in **Appendix F**.

9. Construction Facilities Information

During the last three years, the JPB has not undertaken any projects or constructed any transit facilities requiring a Facility Equity Analysis as defined by Circular 4702.1B, Chapter III, Number 13. This is noted in **Appendix G**.

10. Additional Information upon Request

At the discretion of FTA, information other than that required by Circular 4702.1B may be requested. FTA has not requested such information, and none has been provided at this time.

III. REQUIREMENTS OF TRANSIT OPERATORS

This chapter responds to the specific reporting requirements on a triennial basis for FTA grantee transit operators that operate 50 or more fixed route vehicles in peak service and are located in an Urbanized Area (UZA) of 200,000 or more people. This information is required under DOT regulations.

1. **Systemwide Service Standards and Policies**
   A copy of the JPB's major service change, disparate impact and disproportionate burden policies, and system-wide service standards and policies can be found in **Appendix H**. A copy of the resolution approving these standards accompanies the document.

2. **Demographic and Service Profile**
   The JPB regularly evaluates demographic information as part of any proposed service or fare change, as required by the FTA. The JPB also conducted additional demographic analysis using Census data for this 2025 Program submission. The results are included in **Appendix I**.

3. **Demographic Ridership and Travel Patterns**
   The JPB conducts surveys on statistically-valid samples of passengers every three years. The survey questions include queries regarding race/ethnicity and household income, among many others. A copy of the JPB's most recent Triennial Customer Survey (2022) and Origin and Destination Survey (2024) is contained in **Appendix J**.

4. **Monitoring Program Results**
   The JPB's most recent analysis of performance under JPB's service standards and policies can be found in **Appendix K**.

5. **Public Engagement for Policy Development**
   A summary of the public engagement process utilized to develop and vet the JPB's major service change, disparate impact and disproportionate burden policies, adopted in 2013, can be found in **Appendix L**.

6. **Title VI Equity Analyses**
   The JPB has conducted three (3) Title VI Equity Analyses across the review period: one service change analysis (2024) and two fare equity analyses (2023 and 2024). None of the analyses found a disparate impact on minority populations or a disproportionate burden on low- income populations. Complete copies of all service fare equity analyses conducted by the JPB, and their accompanying resolutions, during the review period are included in **Appendix M**.

A. TITLE VI NOTICE TO PUBLIC

The JPB Notice to Public regarding Title VI rights is included below. It is posted in English, Spanish, and Chinese at several highly visible public locations around JPB headquarters at 1250 San Carlos Avenue, San Carlos, CA 94070, including the lobby, customer reception desk, and board meeting room. In addition, JPB's Title VI Notice to Public is posted at all Caltrain stations in the information boards and on Caltrain's website at www.caltrain.com/TitleVI.

JPB has updated its Title VI notice to include notice of free translation assistance in all Safe Harbor languages as defined in the Language Access Plan included in this Title VI submission. JPB has also translated Frequently Asked Questions and multiple taglines in over 20 languages for community-focused outreach.

Examples of the posted Title VI notices follow.

Title VI Notice –JPB (Caltrain) Headquarters, San Carlos, CA

TITLE VI RIGHTS

SamTrans and Caltrain operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights of 1964. For more information, or to file a complaint, visit **www.samtrans.com/TitleVI** or **www.caltrain.com/TitleVI**.

Any person who believes they have been discriminated against based on race, color, or national origin with regard to transit services delivery has the right to file a complaint within 180 days of the alleged incident. You may download a complaint form at the websites above or request one by calling 1-800-660-4287 (TTY 650-508-6448). You may also file a complaint with the Federal Transit Administration through its Office of Civil Rights, Title VI Program Coordinator, East Building, 5th floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

SamTrans y Caltrain está comprometido a garantizar que toda persona goce de la distribución equitativa de servicios y instalaciones sin importar las cuestiones de raza, color u origen nacional, de conformidad con el Título VI del Acta de Derechos Civiles de 1964. Para obtener más información o presentar una queja, visite **www.samtrans.com/TitleVI** o **www.caltrain.com/TitleVI**.

Cualquier persona que se sienta víctima de discriminación por motivos de raza, color u origen nacional en relación con la prestación de servicios de transporte tiene el derecho de presentar una queja dentro de los 180 días del supuesto incidente. Usted puede descargar un formulario de queja (arriba) o solicitar un formulario, llamando al numero 1-800-660-4287 (TTY 650-508-6448). También puede presentar quejas al Federal Transit Administration por medio de la oficina, "Office of Civil Rights", con el coordinador de programa del Title VI ubicado en el quinto piso-TCR del edificio oeste, 1200 New Jersey Ave., SE, Washington, DC 20590.

SamTrans 和Caltrain根据《1964年民权法》第六篇运营其项目和服务，而不考虑种族、肤色或原国籍。如需了解更多信息，或者若要提出投诉，请访问 **www.samtrans.com/TitleVI** 或 **www.caltrain.com/TitleVI**.

任何认为自己在运输服务交付方面因种族、肤色或国籍而受到歧视的人都有权在指控事件发生后 180 天内提出投诉。您可以在上面下载投诉表或致电 1-800-660-4287 (TTY 用户请拨打 650-508-6448) 索取一份。您也可以通过其公民权利办公室向联邦交通管理局提出投诉，Title VI 项目协调员，East Building, 5th floor-TCR,1200 New Jersey Ave., SE, Washington, DC 20590.



Free Language Assistance is Available: 1-800-660-4287
Asistencia de idiomas gratis: 1-800-660-4287
可免费提供语言协助：1-800-660-4287
Hỗ trợ ngôn ngữ miễn phí có sẵn: 1-800-660-4287
الباب السادس: إخطار الحقوق المدنية 1-800-660-4287
May Available na Libreng Tulong sa Wika: 1-800-660-4287
무료 언어 지원이 제공됩니다: 1-800-660-4287
Предоставляются бесплатные услуги перевода: 1-800-660-4287

San Mateo County
TRANSIT DISTRICT

06/2023

Title VI Notice – Caltrain Station Information Board

Title VI Notice of Civil Rights
Título VI Aviso de Derechos Civiles

民权法第六篇：民权公告
Tiêu đề VI: Thông
الباب السادس: إخطار الحقوق المدنية
Title VI: Abiso ng Karapatang Sibil
제6편: 권리 고지
Уведомление о гражданских правах в соответствии с Главой VI Закона о гражданских правах

Caltrain operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights of 1964. For more information, or to file a complaint, visit **www.caltrain.com/TitleVI**.

SPANISH / ESPAÑOL

Caltrain opera sus programas y servicios sin distinción de raza, color u origen nacional, de conformidad con lo dispuesto por el Título VI de la Ley de Derechos Civiles de 1964. Si desea más información o presentar una queja, visite **www.caltrain.com/TitleVI**.

CHINESE / 中文

Caltrain根据《1964年民权法》第六篇运营其项目和服务，而不考虑种族、肤色或原国籍。如需了解更多信息，或者若要提出投诉，请访问 **www.caltrain.com/TitleVI**.

VIETNAMESE / TIẾNG VIỆT

Caltrain vận hành các chương trình và dịch vụ của mình mà không phân biệt đối xử dựa trên chủng tộc, màu da, hay quốc gia xuất xứ theo Title VI của Đạo luật Dân quyền 1964. Để biết thêm thông tin hoặc nộp đơn khiếu nại, **www.caltrain.com/TitleVI**.

ARABIC / العربية

تدير Caltrain برامجها وخدماتها بغض النظر عن العرق، اللون أو الأصل القومي وفقاً للباب السادس من الحقوق المدنية لعام 1964. لمزيد من المعلومات، أو لتقديم شكوى، تفضل بزيارة الموقع الإلكتروني: **www.caltrain.com/TitleVI**.

TAGALOG

Pinapamahalaan ng Caltrain ang mga programa at serbisyo nito nang walang pag-aalintana sa lahi, kulay o pinagmulang bansa na umaalinsunod sa Title VI ng Civil Rights of 1964. Para sa karagdagang impormasyon, o para magsampa ng reklamo, **www.caltrain.com/TitleVI**.

KOREAN / 한국어

Caltrain은 1964년 민권법 제VI편에 따라 인종, 피부색, 출신 국가와 무관하게 프로그램과 서비스를 운영합니다. 더 상세한 정보를 원하시거나 민원을 제기하시려면, **www.caltrain.com/TitleVI** 을 방문하십시오.

RUSSIAN / РУССКИЙ

Компания Caltrain предоставляет доступ к своим программам и услугам без дискриминации по признаку расы, цвета кожи или национальной принадлежности в соответствием с Главой VI Закона о гражданских правах 1964 года. Получить дополнительную информацию или подать жалобу можно по адресу **www.caltrain.com/TitleVI.**



Free Language Assistance is Available: 1-800-660-4287
Asistencia de idiomas gratis: 1-800-660-4287
可免费提供语言协助：1-800-660-4287
Hỗ trợ ngôn ngữ miễn phí có sẵn: 1-800-660-4287
مساعدة لغات مجانية: 1-800-660-4287
May Available na Libreng Tulong sa Wika: 1-800-660-4287
무료 언어 지원이 제공됩니다: 1-800-660-4287
Предоставляются бесплатные услуги перевода: 1-800-660-4287

www.caltrain.com/TitleVI

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

Title VI Notice – Caltrain Station Information Board



Title VI Notice – Caltrain Website

Title VI

Caltrain operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964.

Compliance Program

The Peninsula Corridor Joint Powers Board's (JPB) Title VI Program is updated every three years to demonstrate the agency's commitment in implementing and enforcing federal requirements concerning Title VI of the Civil Rights Act of 1964. The Title VI Program includes:

- The notices to public regarding the public's rights under Title VI of the Civil Rights Act of 1964
- The complaint form and procedure for Title VI discrimination based on race, color, and national origin
- A list of transit-related Title VI investigations, complaints, and lawsuits pending since the last Title VI Program submission
- The language assistance services Caltrain provides to limited English proficient (LEP) communities
- Public Participation Plan and summary of outreach efforts made since the last Title VI Program submission
- Demographic information on membership of non-elected committees, including the Citizens Advisory Committee
- Caltrain's service area and demographic profile of service area, including ridership survey results
- Caltrain's adopted Service Standards and Policies, including results of service monitoring under the standards and policies
- Results of equity analyses for any facilities constructed since the last Title VI Program submission
- Results of equity analyses for fare and service changes made since the last Title VI Program submission
- Record of Board consideration and adoption of the Title VI Program

CALTRAIN TITLE VI 2022 PROGRAM

FAQs (Frequently Asked Questions)

What is Title VI?

Title VI of the Civil Rights Act of 1964 is a federal regulation that protects people from discrimination on the basis of race, color or national origin in programs, services, or activities that receives federal assistance.

Who is Protected Under Title VI?

Riders and customers accessing services of Caltrain are protected under Title VI. Caltrain is committed to meeting its regulatory requirements under Title VI and ensuring meaningful access to its services and activities for low-income, people of color, and limited English proficient individuals. Title VI protects all persons in the United States, whether or not they are a U.S. citizen.

How does Title VI benefit Caltrain Riders and Communities?

Caltrain provides meaningful assistance to its customers in their primary language. Customers can call 1-800-660-4287 to request assistance in multiple languages.

Free language assistance at Caltrain meetings is also available.

If requesting interpretation or written materials, please contact TitleVI@samtrans.com at least 72 hours prior to the event.

B. TITLE VI COMPLAINT PROCEDURES & FORM

The Peninsula Corridor Joint Powers Board (JPB or Caltrain) Title VI Complaint Processing and Investigation Procedure, Investigator Form, Cover Letter and Instructions, and Title VI Complaint Forms follow.

Caltrain has updated the Title VI Complaint Form in all Safe Harbor languages as defined in the Language Assistance Plan included in this Title VI Program. Complaint forms are available in 21 languages aside from English, including Arabic, Chinese, Farsi, French, German, Gujarati, Hindi, Italian, Japanese, Khmer, Korean, Portuguese (Brazilian and Portuguese), Punjabi, Russian, Spanish, Tagalog, Tamil, Telugu, Urdu, and Vietnamese. The Spanish and Chinese forms are included in this appendix, as they are the top two languages used by Limited-English Proficient riders on Caltrain.

COMPLAINT PROCESSING AND INVESTIGATION PROCEDURE

Title VI Complaint Processing Procedure

The Peninsula Corridor Joint Powers Board (JPB or Caltrain) operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964. Caltrain is committed to ensuring that no person shall be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any Caltrain program or activity based on race, color, national origin, English language proficiency, or economic status. Any person who believes that they have been discriminated against based on race, color, or national origin with regard to delivery of transit services has the right to file a complaint within 180 days of the alleged incident. Complaint forms may be downloaded at the link below or requested by calling 1-800-660-4287 (TTY 650-508-6448). Complaint forms are also available in multiple languages.

Although low-income populations are not a protected class under Title VI, as part of Caltrain's goal to incorporate environmental justice into its mission and ongoing activities, Caltrain is prepared to receive complaints related to low-income status through the Title VI process.

Caltrain Title VI website: www.caltrain.com/TitleVI

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

Definitions

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

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

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

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

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

Rail Operations: The designated Caltrain department responsible for overseeing the contract operator process and procedures. Rail Operations provides coordination support between Caltrain and the contract operator as needed and may develop any relevant updates to standard operating procedures if necessary, including contractual requirements.

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

Title VI Discrimination Complaint Form: The standard form used to submit Title VI complaints

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

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

Receipt of Consumer Complaint Which Includes Allegation of Discrimination

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

Customer Service Center

1. Receive the complaint, follow standard procedures for entering the Consumer Report into the Compliance Quest database system.
2. Check the discrimination box in Compliance Quest for all Consumer Reports that mention race, color, or national origin, or make a claim of discrimination.
3. Route all Consumer Reports that are marked discrimination to the designated recipients for routine investigation and send to the Title VI Administrator for review.
4. If the Title VI Administrator finds a potential Title VI violation:
    a. Respond to customer following standard response procedures.
    b. Send Title VI Complaint Form and Cover Letter to complainant as part of the above response. If Complainant is unable to complete a written form, staff may fill out the form on complainant's behalf.
    c. Document in Compliance Quest how and when Title VI information was sent.

Title VI Administrator

1. Review all incoming Consumer Reports marked as discrimination within 48 hours of receipt for potential Title VI claims.
2. Determine if the complaint is a potential Title VI complaint. Discrimination allegations based on age, sex, gender, or disability are not covered under Title VI and can be eliminated from the Title VI Procedure. Enlist assistance from Legal as necessary.
3. For potential Title VI violations:
    a. Advise Customer Service through Compliance Quest to send the customer a Title VI complaint form and cover letter (included in this Appendix B).
    b. Notify the Contract Operator of the potential for a Title VI claim.
    c. Enter information into the Title VI spreadsheet, including notes about when and how forms are provided in Compliance Quest.
4. For non-Title VI complaints:

   a. Advise Customer Service through Compliance Quest that the complaint does not include a potential Title VI violation and standard process should be followed.
5. Title VI Administrator shall maintain a log of consumer complaints that are potential Title VI claims.

Contract Operator

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

Receipt of Title VI Discrimination Complaint Form

Title VI Administrator

1. Create Title VI Complaint file.
2. Document and record into Title VI Spreadsheet.
   a. Title VI Complaint Form must be received within 180 days of alleged incident to begin investigation. If no investigation is initiated, clearly document the reason.
3. Make determination whether the Title VI Discrimination Complaint Form contains a valid Title VI concern. Enlist assistance from Legal as necessary.
   a. If a Title VI investigation is warranted, begin investigation. Follow the Title VI Investigation Form (included in this Appendix B).
   b. If no Title VI investigation is warranted, clearly document the basis for the determination and close file.
4. Inform complainant that a formal Title VI investigation is being conducted or that their complaint is not covered by Title VI. This must be done within 10 working days of receipt of the completed and signed Title VI Discrimination Complaint Form.
5. Notify Contract Operator and Rail Operations of Title VI investigation in writing, including request for documentation.
6. Notify Transit Police of Title VI investigation in writing, including request for documentation if complaint is related to alleged fare evasion, the receipt of a citation, or other incident that involved Transit Police.
7. Enter information from the Title VI Discrimination Complaint Form into the Title VI spreadsheet. The initial Title VI Complaint form will also be kept in Compliance Quest, but the Title VI Investigations and Findings will not be kept in Compliance Quest.
8. If this is the first time that a complaint has been received, send the Title VI Complaint to Customer Service to enter into Compliance Quest.
   a. Indicate to Customer Service whether this is being investigated as a Title VI investigation or if it should be a routine investigation.

Customer Service

1. If the Title VI Discrimination Complaint Form is the first receipt of the complaint:
   a. Enter complaint into Compliance Quest.
   b. Indicate the date that the form was received and whether the claim has been determined to warrant a Title VI investigation or a routine investigation.
   c. Route to all parties as appropriate.

   d. Do not provide an answer to the customer, unless directed by the Title VI Administrator.
2. If the Title VI Form is derived from a previous complaint, it should have already been entered into Compliance Quest.
3. Title VI Investigations and Findings are not recorded in Compliance Quest, only the receipt of the initial Title VI Discrimination Complaint Form.

Contract Operator

1. Assist Title VI Administrator with investigation, as necessary.
2. If the Title VI complaint implicates a transit employee, provide to the Title VI Administrator:
   a. Facts or trends uncovered during the investigation;
   b. Implicated employee's training records and any future training refreshers;
   c. Dates of any Title VI counseling and/or progressive disciplines;
   d. Summary of complaint history regarding the implicated employee;
   e. Summary of any disciplinary actions that have occurred as a result of customer complaints against the implicated employee.

Transit Police

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

Title VI Investigation of Complaint

Title VI Administrator

1. Interview employees, complainant, and witnesses.
    a. Obtain statements from witnesses, copies of records, and other evidence needed to ascertain the validity of the allegations raised in the complaint. Any failure to cooperate with the investigation should be documented.
2. Following the interviews, draft and submit the Title VI Investigation Report to the Deputy Director of Civil Rights for review within 30 working days of receipt of Title VI Discrimination Complaint Form.
    a. The Title VI Investigation Report must include names and titles of all who are contacted about the incident, any evidence reviewed (i.e. video recordings), and all other relevant information.
    b. The report shall state why the incident was or was not a case of discrimination.
    c. If a violation of Title VI is found, recommend appropriate corrective action.
    d. If no findings of Title VI discrimination, identify why no finding was identified.
3. If unable to complete the investigation within 30 working days, notify the Deputy Director of Civil Rights and document the reason(s) why the investigation requires more than 30 working days to complete.
4. Review Investigation Report with appropriate management, including Civil Rights Management, Chief Operating Officer, and/or Contract Operator. Discuss findings and/or recommendation for resolution. Prepare Determination Letter for issuance notifying Complainant of the JPB's findings, along with the Complainant's right to appeal and information regarding the appeal process.
5. Send Determination Letter of findings to Complainant within 60 days of receipt of Title VI Discrimination Complaint Form.
6. Provide a summary of the Title VI Investigation Report to the Executive Director’s office, as complainant has 60 days after receiving the Determination Letter to appeal findings to the Executive Director.
7. Update complaint file and log in the Title VI spreadsheet.

Contract Operator

1. Track complaint, employee history if an employee was involved in complaint, and findings.
2. Implement corrective actions, as required by the report. The Title VI complaint corrective action process will follow the most recent and approved language in the collective bargaining agreement.
3. Track corrective actions.

Appeal

1. Complainant has 10 days after receipt of Determination Letter to appeal findings to the Executive Director. Request for appeal must be submitted in writing to the Executive Director and shall sufficiently specify any items the complainant contends were not fully understood or

otherwise incorrectly decided by the Deputy Director of Civil Rights and/or other staff reviewing claim.

2. The Executive Director will notify the complainant in writing of the determination of the issues raised in the appeal within 10 working days of the submittal of the appeal. The decision of the Executive Director is final.

Complaint to the Federal Transit Administration (FTA)

1. The complainant will be notified that they may also file a complaint with the FTA within 180 days of alleged discrimination through its Office of Civil Rights, Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave. SE, Washington, DC 20590.

Caltrain – Title VI Discrimination Complaint Form

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

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

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

SECTION 1 – CONTACT INFORMATION

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Phone: (Home)_____(Cell)_____ (Work)_____

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

E-mail:_____@_____

SECTION 2 – FILING FOR ANOTHER PERSON

Are you filing this complaint on your own behalf? ____Yes ____No

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

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

_____

Please explain why you have filed for a third party. _____

_____

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party. ____Yes ____No

SECTION 3 – DISCRIMINATION COMPLAINT

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

____Race ____Color ____National Origin

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

Date and time the alleged discrimination took place: Date___/___/___ Time_____a.m. / p.m.

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

_____

_____

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

Name:_____ ID#_____

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

_____

_____

_____

SECTION 4 – PREVIOUS OR EXISTING COMPLAINTS AND LAWSUITS

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

____ Yes, for this incident ____Yes, for a different incident ____No

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

____Federal Agency ____State Agency ____Local Agency

____Federal court ____State court

____Other (please specify):_____

Have you filed a claim or lawsuit regarding this complaint? Yes____ No____

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

____Federal Court ____State Court

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

Name / Office:_____

Address: _____

City:_____State:_____Zip Code: _____

Phone Number _____

SECTION 5 – SIGNATURE

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

_____ _____
Complainant's Signature Date

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

Caltrain – Title VI Discrimination Investigator Form

SECTION 1 - CASE INFORMATION

Title VI Complaint Form Number: _____

IndustrySafe & Folder Number (if it exists): _____

Complainant Name: _____

Investigator Name: _____

Investigation Completion Due Date_____

SECTION 2 – PREVIOUS INVESTIGATION

Has this incident/complaint been investigated previously? ____ Yes ____ No

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

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

_____Yes _____No

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

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

_____Yes _____No

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

_____

_____

_____

_____

SECTION 3 – INVESTIGATION

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

Name: _____ Title:_____ ID#_____

Name: _____ Title:_____ ID#_____

Name: _____ Title:_____ ID#_____

Have the training records for the employee been obtained?

____ Yes ____ No

Has a summary of complaint history of employee been obtained?

____ Yes ____ No

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

____ Yes ____ No

Have the citation records been obtained from Transit Police?

____ Yes ____ No

Have the records for Transit Police assistance calls been obtained?

____ Yes ____ No

Was the complainant interviewed?

____ Yes ____ No

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

_____

Was the employee interviewed?

____ Yes ____ No

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

_____

Were other witnesses interviewed?

____ Yes ____ No

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

_____

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

____ Yes ____ No

If yes, what corrective action was taken?

_____

_____

_____

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

_____

_____

_____

Re: Caltrain Title VI Discrimination Complaint Form

Dear Caltrain Customer:

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

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

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

This form must be filed within 180 calendar days of the alleged discriminatory incident. After the form is submitted, you will be contacted within 10 business days of our receipt of the form. A lead investigator will be assigned to the complaint. If you or another person identified as the primary contact for the complaint does not get confirmation of receipt of the complaint form within 10 business days, please contact us though our website (www.caltrain.com/TitleVI) or by phone at 1-800-660-4287 (TTY 650-508-6448).

Caltrain Title VI Administrator

Español al otro lado

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

Estimado Caltrain al Cliente:

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

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

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

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

Caltrain, Administrador de Título VI

English on other side

English

Caltrain – Title VI Discrimination Complaint Form

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

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

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

SECTION 1 – CONTACT INFORMATION

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Phone: (Home)_____(Cell)_____ (Work)_____

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

E-mail:_____@_____

SECTION 2 – FILING FOR ANOTHER PERSON

Are you filing this complaint on your own behalf? ____Yes ____No

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

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

_____

Please explain why you have filed for a third party. _____

_____

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party. ____Yes ____No

SECTION 3 – DISCRIMINATION COMPLAINT

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

____Race ____Color ____National Origin

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

Date and time the alleged discrimination took place: Date___/___/___ Time_____a.m. / p.m.

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

_____

_____

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

Name:_____ ID#_____

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

_____

_____

_____

SECTION 4 – PREVIOUS OR EXISTING COMPLAINTS AND LAWSUITS

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

____ Yes, for this incident ____Yes, for a different incident ____No

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

____Federal Agency ____State Agency ____Local Agency

____Federal court ____State court

____Other (please specify):_____

Have you filed a claim or lawsuit regarding this complaint? Yes____ No____

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

____Federal Court ____State Court

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

Name / Office:_____

Address: _____

City:_____State:_____Zip Code: _____

Phone Number _____

SECTION 5 – SIGNATURE

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

_____ _____
Complainant's Signature Date

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

Spanish

Caltrain - Formulario de Queja Discriminación según el Título VI

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

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

Proporcione la información solicitada a continuación y envíela a:

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

SECCION 1 - INFORMACIÓN DE CONTACTO

Nombre: _____

Dirección: _____

Ciudad: _____ Estado: _____Código de área: _____

Teléfono: (Casa) _____ (Teléfono móvil) _____
(Trabajo) _____

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

Correo electrónico:_____@_____

SECCION 2 -- LLENADO DEL FORMULARIO PARA OTRA PERSONA

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

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

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

_____

Explique la razón por la que presenta la queja como tercera persona. _____

_____

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

SECCION 3 -- QUEJA DE DISCRIMINACIÓN

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

____Raza ____Color ____ Origen nacional

Describa la raza, color u origen nacional de la parte agraviada _____

Fecha y hora de la supuesta discriminación: Fecha ___/___/___ Hora _____a.m. / p.m.

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

_____

_____

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

Nombre: _____ # de ID_____

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

_____
_____
_____

SECCION 4 -- QUEJAS ANTERIORES O EXISTENTES Y DEMANDAS

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

____ Sí, por este incidente ____ Sí, por otro incidente ____ No

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

____Agencia federal ____Agencia estatal ____ Agencia local

____Corte federal ____Corte estatal

____Otro (especifique):_____

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

Sí____ No____

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

____Corte federal ____Corte estatal

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

Nombre / Oficina:_____

Dirección: _____

Ciudad: _____ Estado: _____Código de área:_____

Número telefónico _____

SECCIÓN 5 -- FIRMA

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

_____ _____
Firma del reclamante Fecha

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

Caltrain – 民权法第六篇歧视投诉表

Caltrain 致力于确保任何人都不应由于种族、肤色或原国籍而被排除在 Caltrain 服务与便利设施的平等分配之外。任何人只要认为自己由于上述任何一个因素而受到了歧视，都可以提出投诉。投诉必须在事件发生之日起 180 个日历日内提出。

在收到您完整填写的投诉表后，Caltrain 会在 10 个工作日内联系您，以确认收到了您的投诉表，并开始调查（除非投诉已首先或同时向一个外部方提出）。调查工作可能包括与所有当事人讨论此投诉事宜，以查明问题性质。通常会在收到完整填写的投诉表后 60 天内开展和完成调查。根据所有收到的信息，一份调查报告将提交给 Caltrain 铁路首席运营官。投诉者会于 60 天时限结束前收到一封说明 Caltrain 最后裁决的信函。

请完整填写下列信息，并寄送至 Caltrain, Title VI Administrator
1250 San Carlos Ave. – P.O. Box 3006
San Carlos, CA 94070-1306
或者发送电子邮件至：titlevi@samtrans.com

第 1 节 – 联系信息

姓名：_____

地址：_____

城市：_____ 州：_____ 邮编：_____

电话：（住宅电话）_____（手机）_____ （办公室电话）_____

[如果任何电话号码是 TDD（聋哑人用通信设备）或 TTY（文本电话）号码，请予以注明。]

电子邮箱：_____@_____

第 2 节 – 代他人提出投诉

您是否代表您自己提出此投诉？_____ 是 _____否

[如果您对此问题的回答为“是”，请前往第 3 节。]

如果您的回答为“否”，请提供您代其提出投诉的人的姓名和关系。

_____

请解释为何您代第三方提出了投诉。_____

_____

如果您代第三方提出投诉，请确认您已取得受侵害方的许可。 _____是 _____否

第 3 节 – 歧视投诉

下列哪一项描述了您认为歧视发生的原因？是否因为您的：

____种族 ____肤色 ____原国籍

请描述受侵害方的种族、肤色或原国籍 _____

所指控歧视的发生日期和时间：日期_____ / / 时间_____上午 / 下午

所指控歧视发生在哪里？具体的车辆信息将有所帮助（例如：车辆编号）。

_____

_____

您是否能识别出某个歧视了受侵害方的人士？

姓名：_____ ID#_____

请用您自己的措辞来描述所指控的歧视。解释事件经过并列出您认为该为此负责的人员。如有必要，请另附页。

_____

_____

_____

第 4 节– 此前或现有的投诉和诉讼

您此前是否向 Caltrain 提出了“民权法第六篇”歧视投诉？

____ 是，针对此事件 ____是，针对另一事件 _____否

您是否向任何其它机构或法院提出了此投诉？

____联邦机构 ____州机构 ____地方机构

____联邦法院 ____州法院

____其他（请注明）：_____

您是否针对此投诉提出了索赔或诉讼？是_____ 否_____

如果是，请提供诉状副本并注明受理法院：

____联邦法院 ____州法院

请提供受理投诉的机构/法院的联系人信息：

姓名 / 办公室：_____

地址：_____

城市：_____州：_____邮编：_____

电话号码_____

第 5 节 – 签名

请在下方署名，以证明上述信息真实无误。您可以附上任何书面材料或者其它您认为与您的投诉相关的信息。

_____ _____

投诉者签名 日期

注：投诉也可以提交给：Federal Transit Administration, Office of Civil Rights, Attention:Title VI Program Coordinator, East Building, 5th Floor – TCR, 1200 New Jersey Ave., SE, Washington, DC 20590。

2016 年 11 月 28 日

C. LIST OF COMPLAINTS AND INVESTIGATIONS

The following exhibit provides information on the Title VI complaints received during the review period of January 2023 to December 2025 by the Customer Service department and Office of Civil Rights. All formal complaints on the list below have been resolved through standard internal processes (e.g. investigation findings, re-training, or discipline). There have been no Title VI lawsuits filed against the JPB during this review period. Between the Title VI email inbox and Customer Service, a total of 37 complaints were received, of which six individuals completed a Title VI form filing a formal complaint, resulting in the initiation of an investigation.

Exhibit 1. List of JPB Complaints and Investigations from January 2023 to December 2025

Record ID	Date Filed	Date Closed	Description	Status	Finding
867734	11/9/2022	2/6/2023	To whom it may concern, Yesterday(11/08/2022) was cold, with strong wind and heavy rain, it was even colder for me since I was kicked off the Caltrain and left in the wind. The Caltrain worker was acting extremely impatient in the whole process of checking my ticket. She can't hold her device still for just a second near my phone and arbitrarily said I didn't buy a ticket. Even when I told her I did, she repeatedly said then why I can't scan it. I showed her my purchase history, but she refused to see it. I had to repeatedly state that I had a ticket until finally, the device captured it after I insistently tried it multiple times. My sister-in-law who was along with me was also given trouble by the same staff. Her clipper didn't work, even though she tried multiple times at every stop and every scanning machine. The Caltrain worker refused to listen that we tried our best to pay and ruthlessly forced her to go off the train. But to my surprise, she forced me to leave also. When we got off and stood on the platform, she told us even though her clipper worked, we can't get back on this train, that's the law. I got a strong feeling that she was deliberately making things difficult since we are two Asian girls. I feel offended and hurt as a customer and as a human. I am therefore submitting my official complaint for the above-described Caltrain worker. I was too nervous to check her name or ask for her staff ID. Our train is 119 to San Francisco, arrived at redwood city around 1:37 pm, with the number 3384 on the body of the train. The lady is a white, middle-aged, average height, average weight female. I do hope there's a camera on the train which has records of how she treated us and how my sister-in-law tried to pay several times and experienced issues with scanning devices. Best, xxxxxxxxxxx	C	Based on the information available during our limited investigation, there are no findings of discrimination as opposed to error and misunderstanding resulting from issues with the Clipper card scanning system
Title VI email	3/20/2023	5/11/2023	Please review the below narrative and attached image. I am requesting a response as I believe awareness and a plan of corrective action is required in the interest of CalTrain and the public that uses CalTrain. The below may fall under a Title VI complaint as well given that I am Hispanic and there were two	C	Conductor is no longer employed by TransitAmerica Services, Inc. (TASI), the

			other African American Caltrain customers on the platform at the time of the incident as well. The below indicated uniformed Caltrain conductor made no effort to provide information or remedy to any one Caltrain customers present and appeared disdainful of being expected to provide service to racal minority customers appearing instead to simply chose to ignore them. An overriding concern is that such conduct would have never been tolerated at another Caltrain station, say in Palo Alto, where more affluent nonminority Caltrain customers can be found. I am a Hispanic retired US Army officer and disabled veteran. On the evening of 22 February 2023, I attempted to have my son board the 5:45PM train #129 departing the Tamien CalTrain Station (the station of origin for train #129). When we arrived at approximately 5:37PM at the sole middle platform of the station there were two trains parked and idling with all doors closed. The overhead electronic signs indicated all trains were on time. However, no doors opened on either train by 5:45PM. We noticed men working and moving between either end of one of the trains and entering it. At approximately 5:47PM, when one of the men, presumably, by his attire, a train engineer, walked by (the man on the right in the attached image), I politely asked if the train was the #129 and if it was on time. He courteously and professionally replied that they were working on it and would know in a few minutes. There were still no doors open on either train as passengers stood between them waiting for an announcement or the doors to open. And then suddenly, at approximately 5:49PM the other idling train on the opposite side of the platform pulled out heading north with no doors ever having opened and without any announcement from the loudspeakers or ground crew. Less than a minute later a Caltrain conductor came walking down the platform from the leading end of the train still idling. When I attempted to ask him if the #129 was late and when it was leaving he chuckled with a twisted smile and said it just left as he kept walking by. He did not stop walking. He apparently found it humorous that paying passengers (to include the disabled, elderly and people of color present on the platform) had just been left stranded and confused. He did not provide any useful information which would be expected of a train conductor. I began to walk behind him and asked why no announcement was made either over the loudspeaker or by a conductor or how anyone was supposed to board the train that just left if the		contracted operator of Caltrain.

			doors never open? He replied curtly and rudely that it was not his problem. When I asked what his name was he became annoyed and agitated and said he didn't have to give me his name and that it wasn't his problem as he walked off. I called after him asking how anyone was supposed to know anything? I then proceeded to verify with other passengers on the platform whether they ever saw the doors open on either of the trains or whether an announcement had been made. All confirmed that no indication had been given, announcements made or doors opened. The previous train simply just left without the doors ever opening! About a minute later the same rude conductor and engineer walked together this time back down the platform and I took out my phone to take the attached image. The conductor once again became agitated and rude and began to posture and mock me for taking a picture. I replied that I would be using it to make a complaint to CalTrain management given his rudeness and unwillingness to provide assistance as a uniformed CalTrain conductor. The image alone is proof of his belligerent, mocking and unprofessional attitude, especially in contrast to the train engineer who was very professional and remained quiet. I am now going to tell you what should have happened and I have no doubt that CalTrain management and the CalTrain Board will agree. Regardless of what technical problems or errors had occurred, the conductor shown in the attached image should have acted and communicated professionally as would be expected by any paying Caltrain customer when they make an inquiry with a uniformed CalTrain conductor. He should have first apologized for the situation and said he would make sure he raised the issue to management. He then should have immediately asked where we were headed and provided information on the next train to take. He also should have provided his name or ID number and even a CalTrain customer service contact information when asked. It is my opinion that the conductor shown in the attached image has no concern for CalTrain passengers or their safety or the CalTrain brand. He clearly does not recognize the responsibilities and requirements of his position. His comportment on display yesterday was grossly unprofessional. I would not be surprised if he was intoxicated based on his comportment. I hesitated putting my 17 -year old son on the next train #313 at 6:16PM with the same conductor present after his display of gross unprofessionalism, lack of		

			courtesy, and clear sense of unaccountability for his attitude and actions. He also appeared to dismiss the needs of myself as a Hispanic Caltrain customer as well as the needs of two other African American female customers present on the platform; one woman was so distraught she had not been able to board the train that she was in tears and was shivering. I would definitely not trust his judgement or lack of professionalism in an emergency and nor should Caltrain until the matter is investigated and corrective action taken. He clearly does not take his duties seriously and may very well harbor racist intentions. Just to note, I live opposite the San Antonio Caltrain Station and make good use of Caltrain. With the exception of yesterday's encounter, I have always found Caltrain conductors to be professional and polite.		
886467	5/14/2023	5/15/2023	Patron claims that she has been getting kicked off train or having conductors claim that she doesn't tag her Clipper card. Patron feels that this is discrimination because she is homeless but she claims to have funds on her card. Advised customer to check status of card on through Clipper but customer would like to be contacted about conductors.	C	We did not move forward with this case because it wasn't covered under Title VI (race/ ethnicity/ national origin). Complainant filed for discrimination based on homelessness.
Title VI email	5/1/2024	6/18/2024	The complaint, received by Caltrain's Office of Civil Rights on Wednesday, May 1, 2024, alleges that on the morning of May 1, a Caltrain conductor treated the customer unfairly and disrespectfully during a fare inspection due to race, violating Title VI rights.	C	Based on the information available during our investigation, there are no findings of discrimination as opposed to error and misunderstanding resulting from the requirement to tag on before boarding to load the new month's pass on the 1st of each month and Caltrain's

					Fare Enforcement Policy.
936495	8/6/2024	11/1/2024	Caller said, she was trying to board Train # 312 and asked the Station Attendant (Who was checking for tickets/clipper cards), if the train stopped in Menlo Park! Says caller, the station attendant pulled out a Caltrain Timetable and tried to teach her how to read it! Caller said, she's elderly and couldn't even see the numbers on the timetable, so she told the conductor she wasn't interested in reading the schedule, she just wanted to know if that train stopped in Menlo Park! Caller said, she found out from someone else that it did stop there, so she started walking to the platform, but the conductor wouldn't let her and blocked her entrance by putting his arms out, insisting she learn how to read the timetable, saying she can't just keep asking people if the train is stopping where she needs it to! Adds caller, this station attendant (Who caller described as a short male, with blonde hair) was so condescending and she felt he was discriminating against her, because she's an elderly asian women, who doesn't speak english well! Caller said, she's filed a Title 6. Discrimination through the website!	C	Because we were unable to interview any Caltrain station agents related to the incident, and based on the information available during our investigation, the Office of Civil Rights will close out this case for insufficient evidence to determine a finding of discrimination.
Title VI email	11/6/2025		Hello, I would like to file a formal complaint regarding discriminatory and inappropriate conduct by a Caltrain fare inspector. **Date:** November 5, 2025 **Time:** 6:14 PM **Location:** Sunnyvale Station **Train:** #153, Car #315 **Inspector:** Mowery, T. — Badge/ID #694 During the fare inspection, I provided my valid U.S. state identification. Despite this, the inspector insisted on seeing my passport, which is unnecessary for a fare check and made me feel targeted because of my name, accent, and background. This request was inappropriate, intimidating, and discriminatory. Additionally, the inspector did not inform me that she was issuing a citation. She only asked for my ID and did not clearly explain that she was writing a violation, what the alleged issue was, or what my rights were. I did not		

			understand that a citation was being issued until after the fact. I use my Clipper card daily and had valid fare media at the time. The lack of clear communication, combined with the unnecessary demand for a passport, created an experience that felt discriminatory and unprofessional. I request an investigation into this inspector's conduct and confirmation that this incident will be reviewed under Caltrain's Title VI Civil Rights policy. I also request guidance on next steps and how this complaint will be handled. Thank you for your attention to this matter. Azarmdokht Shirkavand		

D. PUBLIC PARTICIPATION PLAN

The following document is Caltrain's Public Participation Plan (PPP), updated in advance of this 2025 program submission.

PENINSULA CORRIDOR JOINT POWERS BOARD

PUBLIC PARTICIPATION PLAN

REVISED DECEMBER 2025





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I. INTRODUCTION

A. TITLE VI

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. The Peninsula Corridor Joint Powers Board ("JPB" or "Caltrain") operates its programs and services without regard to race, color or national origin in accordance with Title VI of the Civil Rights Act of 1964.

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

B. PURPOSE OF THE PUBLIC PARTICIPATION PLAN

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

This document discusses the strategies used to attain feedback for the public participation plan and the process of creating the public participation plan. This plan is to be used when Caltrain embarks upon service planning activities or other activities in which public participation plays a critical role in a successful outcome.

Purpose of the PPP:

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

The PPP is based on the following core values:

- Transparency
- Empathy
- Excellence
- Accountability
- Diversity, Equity, Inclusion, and Belonging

The PPP functions as a "living document":

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

The following sections of the PPP provide an overview of the Caltrain System, the JPB Organization, and the demographics of the three counties it serves as well as Caltrain riders in particular. This information sets the scene for meaningful public engagement that has shifted due to the COVID-19 pandemic.

C. CALTRAIN SYSTEM OVERVIEW

Caltrain is governed by the Peninsula Corridor Joint Powers Board (JPB), formed pursuant to the Joint Powers Agreement between three member agencies from each of the counties which Caltrain serves. Each member agency has three representatives on the nine-member Board of Directors. The member agencies are the City and County of San Francisco, San Mateo County Transit District, and the Santa Clara Valley Transportation Authority (VTA).

Caltrain provides commuter rail service between San Francisco, San Mateo, and Santa Clara Counties. The service area – extending from San Francisco in the north, to Gilroy in the south – is geographically and ethnically diverse, containing both dense urban cores and suburban landscape with residents from an array of different backgrounds. These factors make the Caltrain service area unique. Caltrain currently operates 112 weekday trains and 66 weekend trains. In Fiscal Year 2025, Caltrain's average monthly total ridership was 760,386 with an average weekday ridership of 29,574.

Exhibit 1: Caltrain System Map

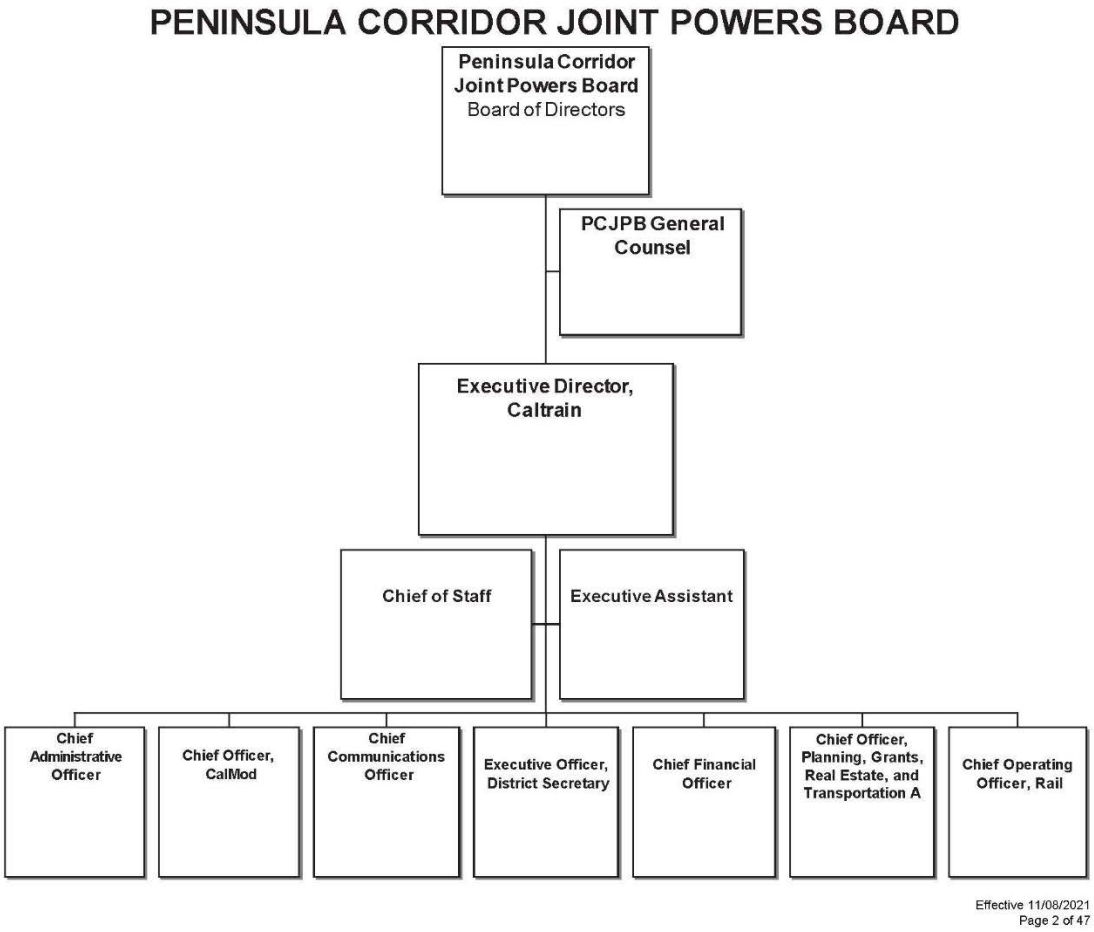


D. JPB ORGANIZATION

The San Mateo County Transit District (District), which is the JPB's managing agency, provides administrative staff services for Caltrain under the direction and oversight of the JPB's Board of Directors. The JPB reimburses the District for the direct and administrative costs incurred for Caltrain operations.

The District also operates SamTrans bus service and Redi-Wheels paratransit service under the District's Board of Directors and manages activities of the San Mateo County Transportation Authority (TA) under direction of the TA's Board of Directors. **Exhibit 2** features the latest JPB Organization Chart.

Exhibit 2: JPB Organization Chart



E. DEMOGRAPHICS & SERVICE PROFILES

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

Appendix I provides demographic maps for both minority and low-income populations. These maps are available for consultation prior to developing a targeted outreach effort. Maps are also available by ethnic groups and for each predominant language within the Caltrain service area. All maps can also be found in the JPB 2025 Title VI Compliance Program, Appendix I - Demographic and Service Profile Maps.

i. MINORITY AND LOW-INCOME POPULATIONS

To ensure public participation includes minority and low-income populations, the JPB must target outreach to communities and organizations with minority and low-income populations. In order to identify the locations and neighborhoods where minority and low-income population are most prevalent within the Caltrain service area, maps were created to show minority and low-income populations using U.S. Census 2019 – 2023 5-year American Community Survey (ACS) Data.

Minority census tracts are defined as those in which the minority population exceeds the system-wide minority average of 65%. Low-income census tracts are defined as those in which greater than 13% of the households in the tract that have an income that is 200% of the federal poverty threshold or lower.

In addition to maps provided in Appendix I, maps provided in Appendix K of the JPB 2025 Title VI Compliance Program also provide information at the station level in order to help ensure that minority and low-income populations within the Caltrain service area are considered in the development of marketing and outreach techniques at stations. When viewed electronically, each map has the ability to be viewed at a tract level, allowing staff a “station area view” of the data. All maps can also be found in the JPB 2025 Title VI Compliance Program, Appendix K – Monitoring Program.

The 2022 Triennial Onboard survey was made available in early 2023. The fieldwork was conducted October 8 to December 1, 2022 with approximately 2,838 surveys completed. At the time of the survey, Caltrain ridership had recovered to about 30 percent of pre-Pandemic ridership. Since then, significant changes have been made to the schedule, including the change to electrification.

Electrification increased service, allowing a 20% increase in train service at stations and half hourly weekend service (instead of the hourly service).

Therefore, comparative data is also presented from the 2024 Origin and Destination Survey Report where available. Copies of the surveys are available in Appendix J.

a. ANNUAL HOUSEHOLD INCOME

The average income among Caltrain riders decreased by about $8,000 to around $148,000 (from $156,000 in 2019). This is largely driven by a decrease in average income of Weekday Peak Riders.

- Among Weekday Peak Riders, income decreased from about $166,000 in 2019 to about $156,000 in 2022.
- Among Weekday Off-peak riders, income stayed about the same from about $133,000 in 2019 to about $134,000 in 2022.
- Among Weekend riders, income rose from about $122,000 in 2019 to about $140,000 in 2022.

Categorization of income increments for the 2022 Triennial survey changed. The increment of “less than $15,000 a year” was changed to “less than $25,000 per year).

The following tables compare the 2019, 2020, and 2022 income totals. The 2020 Pandemic survey did not capture differences between Weekday Peak and Off-Peak due to reduction in services.

Exhibit 3: Ridership Annual Household Income Totals in 2022

	2022 Total	2022 Weekday Peak	2022 Weekday Off Peak	2022 Weekend
Base (All Respondents)	**2838**	**1733**	**694**	**411**
	%	%	%	%
Less than $25,000	7	7	6	9
$25,000 to $29,999	3	3	3	3
$30,000 to $39,999	3	2	2	4
$40,000 to $49,999	4	4	3	6
$50,000 to $59,999	3	3	3	4
$60,000 to $69,999	4	4	4	5
$70,000 to $79,999	5	4	4	5
$80,000 to $89,999	5	5	5	3
$90,000 to $99,999	5	5	5	5
$100,000 to $149,999	18	17	18	16
$150,000 to $249,999	21	22	22	23

$250,000 or more	23	23	25	17
Total	**100**	**100**	**100**	**100**
Average Income (2022)	**$148,218**	**$155,651**	**$134,402**	**$140,329**
Average Income (2019)	**$158,030**	**$165,771**	**$132,582**	**$121,578**
Average Income (2016)	**$129,208**	**$135,615**	**$116,057**	**$94,826**

Exhibit 4: Caltrain Corridor Service Area Household Incomes

Household Income	Percentage
Less than $24,999 a year	5%
$25,000 to $29,999	1%
$30,000 to $39,999	1%
$40,000 to $49,999	3%
$50,000 to $74,999	8%
$75,000 to $99,999	8%
$100,000 to $124,999	8%
$125,000 to $149,999	7%
$150,000 to $199,999	13%
$200,000 or more	45%

Table B19101 Family Income ACS 2023 5 Year Estimate

Household income alone, without consideration of family size, does not indicate any economic or financial hardship. Federal guidelines require JPB to identify how many low-income individuals are served by Caltrain by comparing household income and size to the federal poverty rate. Currently, "low-income" is defined as 200% of the federal poverty rate. By this definition, a couple making less than $32,000 and a four-person household making less than $50,000 would qualify as low-income. Even though individuals with incomes above the federal poverty threshold may not be categorized as low-income, individuals may still be in poverty given the area's high cost of living. In addition, individual counties along the Caltrain Corridor have different definitions of low-income based on county metric. Caltrain is responsive to the changing economic landscape and in some cases, will present data that represents the county poverty threshold as well as the federal poverty threshold.

b. MINORITY POPULATIONS

The Caltrain corridor is a diverse area with over half of the population identifying as people of color. Exhibit 5 provides a racial and ethnic breakdown of the service area population in Caltrain Corridor. Data from the ACS 2023 5 Year Estimate survey are used for comparison with the 2019 Triennial Customer Survey categories and 2020 Pandemic Service Survey.

Exhibit 5: Race and Ethnicity in the Caltrain Corridor Service Area

Race/Ethnicity	Percentages
White	33%
Asian	28%
Hispanic or Latino	16%
Two or more other races	9%
Black or African American alone	3%
Native Hawaiian and Other Pacific Islander alone	1%
Other Race	17%
American Indian and Alaska Native alone	1%

Table DPO5 ACS 2023 5-year Demographic and Housing Estimates

Race and Ethnicity in Caltrain Ridership

Caltrain ridership is also diverse and is reflective of the community demographics of the Caltrain Service Area. In 2019, the majority of ridership identified as White/Caucasian and Asian. In 2020, riders who identified as Asian decreased, with Hispanic/Latino and Black/African American ridership almost doubling. In 2022, the majority of ridership still identifies as White/Caucasian and Asian, with a slight decrease in Hispanic/Latino and Black/African American ridership.

Exhibit 6: Race and Ethnicity in Caltrain Ridership

	2022 Total	2022 Weekday Peak	2022 Weekday Off-peak	2022 Weekend
Base (All Respondents)	**2,838**	**1,733**	**694**	**411**
	%	%	%	%
White/Caucasian	45	46	43	43
Asian	38	36	41	39
Hispanic/Latino	17	17	16	16
Black/African American	6	6	5	7
Native Hawaiian Or Other Pacific Islander	1	2	2	1
American Indian Or Alaska	1	1	1	2
Other (Unspecified)	1	1	<1	1
Mixed (Unspecified)	<1	<1	<1	-

Exhibit 6a: Race and Ethnicity in Caltrain Ridership

	2019 Total	2020 Total	2022 Total
Base (All Respondents)	5,501	1,123	2,838
	%	%	%
White/Caucasian	48	42.7	45
Asian	40	26.4	38
Hispanic/Latino	12	26.0	17
Black/African American	4	7.5	6
Native Hawaiian Or Other Pacific Islander	2	1.5	1
American Indian Or Alaska Native	1	1.7	1
Other (Unspecified)	1	N/A	1
Mixed (Unspecified)	<1	1.3	<1

Limited English Proficiency and Language Access Plan

To ensure public participation does not exclude persons with limited English proficiency the JPB has updated its Limited English Proficiency (LEP) and Language Access Plan (LAP) as part of it this Title VI submission. This is located in Appendix E. In addition, identifying LEP concentrations by census tract helps the JPB identify locations and neighborhoods where outreach to LEP individuals and multilingual persons can be targeted. These LEP maps were developed using the 2023 5-year American Community Survey (ACS) data.

ii. CALTRAIN RIDERSHIP DEMOGRAPHICS

Besides income and race / ethnicity, the studies provide other demographics that inform public participation strategies. The following demographics can be found in the Caltrain On-board Triennial Customer Study Report dated October 2022. and the 2024 Caltrain Origin and Destination Customer Survey Report. Key findings from the surveys are listed below.

Executive Summaries:

The Caltrain On-board Triennial Customer Study Report is conducted every three years. The fieldwork on this study was conducted in Fall 2022. A total of 2,838 surveys were completed by Caltrain riders. At the time of the survey, ridership recovered to around 30% of pre-Pandemic ridership.

Length of Time Using Caltrain

- 2022: 37% of riders rode Caltrain less than one year. This is slightly higher than 2019 (31%) and 2016 (34%).

Frequency of Riding Caltrain

- Just over one-third of riders (38%) ride Caltrain at least four days per week.
- This is down significantly from 2019 when 68% rode Caltrain at least 4 days per week and 2016 when 67% rode at least four days a week.
- While the share of riders riding 6 or more days a week is relatively consistent since 2016 and those riding 4 days a week only shows a slight decrease, there is a significant decrease in the share of riders riding 5 days a week (23% in 2022 vs. 48% in 2019 and in 2016). This is matched with a significant increase in riders riding 3 days a week or less (62% in 2022 vs. 31% in 2019 and 34% in 2016)

Fare Media

- More than one third of respondents (34%) used a Clipper one-way ticket for their Caltrain trip. One-quarter (24%) used a Monthly Pass on Clipper, and 16% were traveling on a Go Pass.
- Over two-thirds (66%) of riders use a credit or debit card, 17% use a Go Pass, and 8% use cash to pay their fare.
- While the majority of riders (61%) are not enrolled in a fare program, one quarter (28%) are enrolled in an employee benefit plan, 2% in Clipper Start.

Incentives for Caltrain Use

- Nearly half of respondents (48%) said a schedule change (either a specific change or a general “more frequency”) would make them more likely to use Caltrain more. Lower fares (19%) and Increased reliability (12%) were also stated.
- Weekday peak riders were most likely to cite specific schedule changes (27%), Off-peak and weekend riders were most likely to cite more frequency (22% and 32% respectively).

Stations Used

- Half of all riders boarded Caltrain in San Francisco (23%), Palo Alto (13%), San Jose Diridon (9%), and Mountain View (7%) stations.
- San Francisco was the most common boarding station across all major time periods.
- San Francisco is the most cited station where riders exit the Caltrain system as well (19%).
- After San Francisco, riders exited the train at Palo Alto (10%), San Jose Diridon (8%), or Mountain View (7%).

Car Availability

- Choice riders (who have a vehicle they could use for the Caltrain trip) continues to decrease since 2016 (39% in 2022, 51% in 2019, and 60% in 2016).

Satisfaction with Caltrain

- Respondents rated their overall satisfaction in 2022 higher than in 2019, rating it 4.12 (compared to 3.99 previously).
- Nearly three-quarters of respondents (70%) were satisfied with how Caltrain is meeting their needs, rating it 3.94 out of 5.0.
- Just over half (59%) were satisfied with the current Caltrain schedule, rating the attribute 3.71 out of 5.0. Other rated attributes also declined from 2016, although a new attribute in 2019 – ease of use (of Caltrain) – was rated an average of 4.19 out of 5.00. (This was the highest rated attribute.)
- "Satisfaction with current schedule" was rated 3.71, the same as the 3.73 rating in the June 2022 Customer Satisfaction survey. On the 2019 Triennial Survey, a similar attribute, "Convenience of schedule," was rated at 3.2.

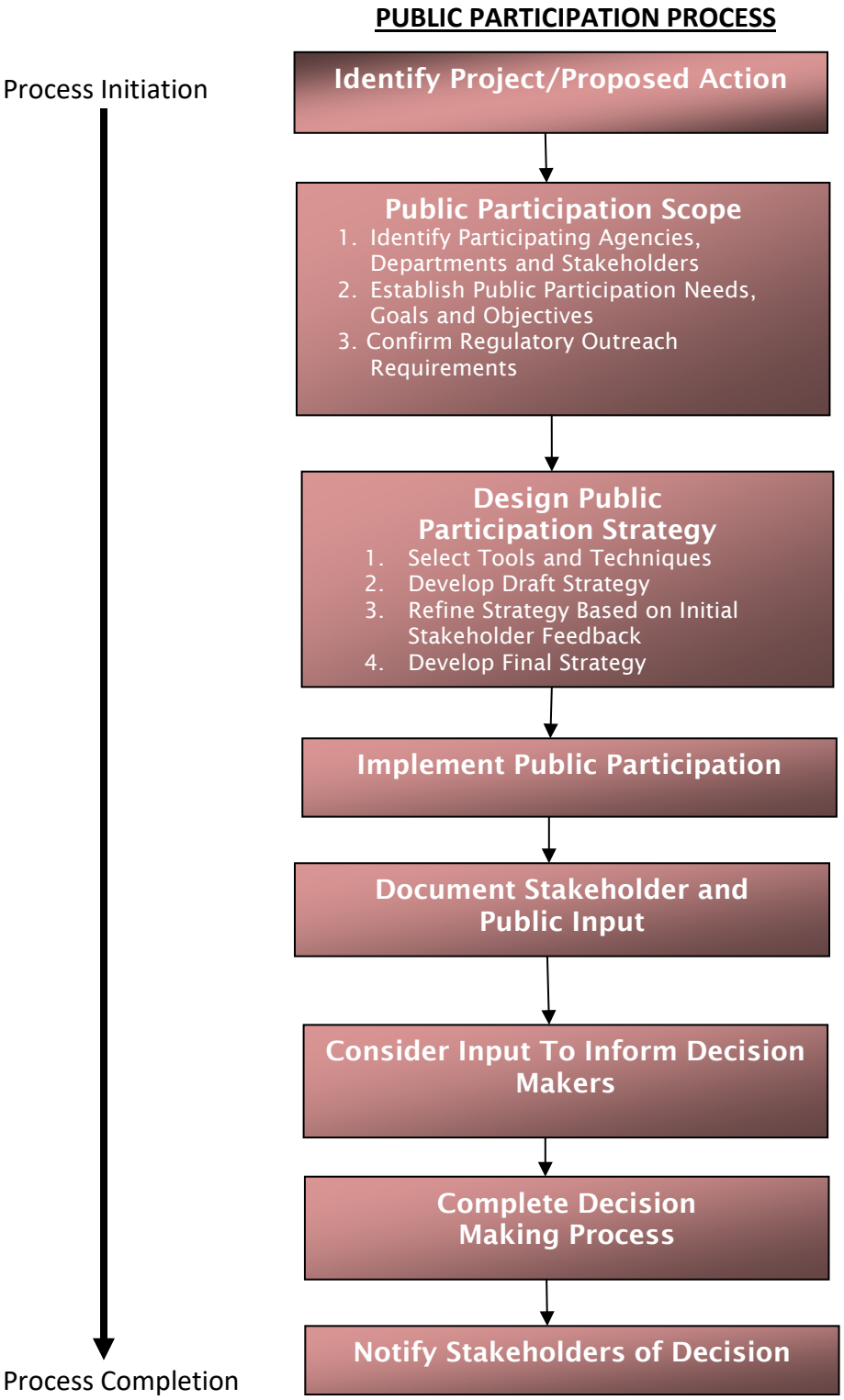
iii. CALTRAIN CUSTOMER SERVICE FEEDBACK

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

- 2025 Caltrain Customer Satisfaction Survey
- 2022 Triennial Customer Survey (results in 2023)
- 2021 Service Change Survey
- 2020 Pandemic Rider Survey
- 2019 Caltrain Customer Experience Survey
- 2019 Triennial Customer Survey
- 2016 Caltrain Customer Experience Survey
- 2016 Triennial Customer Survey
- 2016 Caltrain Customer Satisfaction Survey
- 2015 Caltrain Customer Satisfaction Survey
- 2014 MTC Caltrain Origin and Destination
- 2013 Caltrain Triennial Customer Survey
- 2013 Caltrain TVM Replacement Survey

II. PUBLIC PARTICIPATION PROCESS

A. PUBLIC PARTICIPATION PROCESS FLOWCHART



B. PUBLIC PARTICIPATION PROCESS CONSIDERATIONS

When the JPB initiates a public engagement process, staff develops a strategy that considers factors such as the target audience or affected populations, the complexity of the issues, the range of potential outcomes and the magnitude of possible positive or negative impacts.

Each project involves a distinct combination of participating agencies, departments and stakeholders. Smaller projects may require coordination with one or two groups, while larger projects may require involvement from multiple agencies, internal departments and community stakeholders.

Clearly defining goals and objectives early in the public participation process is essential. This ensures that outreach efforts are appropriately tailored, potential impacts are assessed, and relevant stakeholders are effectively engaged.

The target audience or affected populations vary depending on the scope of the outreach. In most cases, engagement focuses on or includes some subset of the following groups:

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

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

Public participation tools or strategies vary based on the scope of each project, and many projects require a combination of approaches to ensure effective engagement. When selecting the most appropriate tools, several factors should be considered such as:

- The number and type of stakeholders involved

- The geographic region of the project
- Available budget and resources
- Research and data needs
- Communication and language requirements
- Desired outcome and results
- Key issues or concerns most relevant to stakeholders

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

III. PUBLIC PARTICIPATION TOOLS & STRATEGIES

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

A. OUTREACH TOOLS & STRATEGIES

1. Earned Media

Promoting public participation opportunities and outreach activities through free media can effectively increase awareness of upcoming events. Latino and Asian media outlets offer valuable channels for reaching minority communities, while local news stations, radio programs, and community publications help connect with residents in specific areas. In every case, the JPB should tailor its messaging to the intended audience and ensure each outlet includes contact information for public feedback or questions. When appropriate, the JPB should also provide a multilingual spokesperson to engage non-English-speaking audiences.

2. Online/Social Media

Currently, Caltrain posts notices and announcements on the agency's website (www.caltrain.com), uses Facebook, X, Nextdoor, Instagram, YouTube, Discord and other social media platforms, and sends information via email to customers on an opt-in basis.

Social media platforms enable direct interaction between the public and agency representatives for immediate engagement. They are relatively easy to use and cost-effective, giving the JPB flexibility to share timely and important information creatively. Posts can be easily shared by community partners and government entities, extending their reach to a wider audience.

Caltrain also uses its blog, *Inside Track*, to highlight events, updates, and announcements in greater detail for the region. The blog articles can be found at Caltrain.com and are written by JPB staff and take an in-depth look into a variety of topics that affect both riders and non-riders.

3. Virtual Participation in Public Meetings, Public Hearings, Townhalls and Board Meetings

The JPB provides virtual participation opportunities for outreach events, public hearings and board meetings. Board meetings for the JPB are typically held the first Thursday of each month and videos are archived for interested community members. Members of the public can participate in board meetings and public hearings virtually via Zoom or in-person. The JPB will provide language assistance when requested as per its language access plan. Virtually, the JPB provides video captions in Zoom to increase accessibility.

Virtual townhalls on Zoom are live webcasts that allow JPB employees to share recent developments and allow viewers to directly ask questions and receive immediate responses. This allows employees to view the content from various work locations, or their computers at any time. The JPB will provide simultaneous interpretation during virtual townhalls in Spanish, Chinese, and American Sign Language. In some cases, language-specific virtual townhalls may be appropriate. The JPB will also provide translations of virtual townhall presentations for employees on its intranet Caltrain Hub SharePoint site.

4. On-Board / Station Information Resources

Many riders and community members reasonably expect to find information about public participation methods pertaining to projects or service plans at their bus stations and on vehicles. Providing written and printed information on trains is an efficient way to convey messages about potential service or fare changes, or other planning efforts. Printed material includes hand-outs, seat drop flyers, and pamphlets that are also translated in the community's targeted languages.

Caltrain also uses onboard electronic screens and audio announcements. Caltrain will continue to explore how visual and audio announcements can be made in other languages.

5. Customer Service Center and Dedicated Project Hotlines

The public can call Caltrain's call center at 1-800-660-4287 or, if available, a dedicated project hotline both to receive information and to give comments and input. The customer service number is easily accessible and is provided on all Caltrain's materials and on the website. Customer Service Representatives also provide outreach assistance at transit fairs, community meetings and other public events.

The Caltrain Customer Service Center can handle calls in numerous languages using the Language Line. Customer Service Representatives are on duty weekdays from 7 a.m. to 7 p.m. and on weekends and holidays from 8 a.m. to 5 p.m. The

Customer Service Center also is equipped with Hearing-Impaired Equipment (TTY) services at 650-508-6448 and access to a telephonic interpretation service.

6. Printed Materials

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

7. Surveys

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

In addition to the larger full-scope on-board passenger survey that is completed every three years, Caltrain undertakes an annual Caltrain Customer Satisfaction Survey to assess how well Caltrain and its contractor meet the needs of their passengers.

8. One-On-One Interviews/ Direct Stakeholder Interaction

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

9. Targeted Focus Groups

The JPB can also host small discussion groups that are made up of targeted participants with an unbiased facilitator. Focus groups can provide in-depth information about potential impacts of a potential program or project, a fare change, or service change on a specific group or geographic region. The advantage

of a focus group is that it can be conducted in a specific language, allowing participants to directly express their opinions and concerns.

10. Public Workshops / Open Houses

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

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

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

11. Direct Mail / Letters

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

12. Special Events

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

13. Government Meetings

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

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

14. Community-Based Organizations Interactions

In the past three years, the JPB has developed mutually beneficial and unique relationships with community-based organizations focused on equitable and environmental change. The JPB will continue to coordinate with and inform community-based organizations, educational institutions, and other civic organizations about programs and activities to specifically engage minority, low-income and LEP communities. The JPB presents information and obtains feedback at these organizations' own meetings and community sponsored events. A few examples of the CBOs that have been actively engaged in JPB projects and plans: Friends of Caltrain, Transportation Equity Allied Movement Coalition, Youth Leadership Institute San Mateo, North Fair Oaks Council, and Transform.

The Language Access Plan is consulted when reaching out to the populations served by CBOs. An updated list is maintained by the Government Affairs Team of the Communications Department and is available upon request.

The JPB may also engage with online community-based organizations using digital communication tools including but not limited to Facebook, Discord, Nextdoor, etc.

15. Advisory Committees

The JPB has a total of five Advisory Committees as of December 2025:

The ***Caltrain Citizens Advisory Committee (CAC)*** represents San Francisco, San Mateo and Santa Clara counties. The CAC is comprised of nine volunteer members who serve in an advisory capacity to the tri-county Caltrain policy board, providing

input on the needs of current and potential rail customers, and reviewing and commenting on staff proposals and actions as requested by the board.

The ***Caltrain Bicycle and Active Transportation Advisory Committee (BATAC)*** serves as the primary venue for the interests and perspectives of customers who use active transportation as their primary mode of access to the Caltrain system to be integrated into the Caltrain planning processes. Active transportation includes walking, biking, and using scooters, skateboards, and other closely related modes of personal and share (including electric) micromobility. This group brings new ideas for discussion and helps Caltrain guide its future investments.

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

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

The ***Local Policy Maker Group (LPMG)*** is comprised of officials from all 19 cities and three counties along the Caltrain corridor. The LPMG meets monthly to provide feedback and receive updates on the Caltrain Business Plan, Caltrain Electrification Project and HSR Blended System Plan.

The ***City/County Staff Coordination Council (SCC)*** was established in October 2012 to provide a venue for dialogue at the staff level. It is comprised of technical staff from the same cities and counties along the Caltrain Corridor. The SCC is held a week before the LPMG meeting to help inform the format and the information to present at the LPMG meeting.

B. PAST AND CURRENT PUBLIC PARTICIPATION METHODS

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

- Community meetings
- Public hearings with interpreters and translators as requested
- Government meetings
- Bilingual newspaper notices
- Bilingual onboard notices
- News releases
- Social media (Facebook, X, Instagram, blogs, etc.)
- Presentations to the Caltrain Citizens Advisory Committee (CAC)
- Presentations to the Caltrain Bicycle and Active Transportation Advisory Committee (BATAC)
- Presentations to the Caltrain Accessibility Advisory Committee (CAAC)
- Information on Caltrain website with Google Translate tool
- Customer Service Center (with bilingual and multilingual staff)
- Telephone Language Line
- JPB Board Secretary contact
- Station electronic message signs
- Caltrain Connection and other newsletters
- Advertisements (in community newsletters and email blasts)
- Workshops
- Personal interviews
- Rider forums
- Tabling events
- Communication with other transit agencies
- Communication with community-based organizations
- Business Groups (C3) / Labor
- Local Policy Maker Group (elected officials from 17 cities along Caltrain-owned corridor)
- City / County Staff Coordinating Group (technical staff from 17 cities along the Caltrain-owned corridor)
- E-Newsletters/Construction Notices/Project Updates
- Passenger interaction at stations / events
- Virtual townhalls
- Dedicated web pages, hotlines, emails for specific projects or issues

C. INFORMATION DISSEMINATION

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

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

Rail service information is published by the JPB, including the Caltrain timetable (only in English). The Caltrain website has language translation tools so information can be translated. All Caltrain information lists the toll-free number of the Caltrain Customer Service Center, 1-800-660-4287, which can handle calls in numerous languages through the use of multilingual staff and the Language Line.

D. FUTURE PUBLIC PARTICIPATION TECHNIQUES

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

- Expanding outreach efforts to include social media and traditional media in various languages so that higher participation for outreach events can be achieved. The placement of traditional media at train stations and on trains may be especially critical towards outreach participation.
- Improving communication with targeted organizations, such as community based organizations and faith-based groups, to assure that more LEP individuals participate in outreach efforts.

- Providing a short survey regarding LEP needs on trains in various languages for LEP individuals who cannot make it to outreach meetings.
- Providing future Customer Service surveys in more languages.
- Offering more opportunities for involved stakeholders to evaluate and offer feedback about the effectiveness of the JPB's public participation strategies.
- Identifying emerging groups that may need targeted outreach.
- Improving existing community relationships and developing new community relationships using public relations techniques.
- Discussing new ways to reach communities with key stakeholders representatives.
- Use new media to inform community about specific topics/issues that are not traditionally connected in a news release, such as a podcast or through discussion in chatrooms (e.g., on Discord).
- Define and develop metrics of success for the variety of engagement and communication strategies.

E. SUMMARY OF OUTREACH EFFORTS

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

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

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

- Caltrain Electrification Project
  - Construction and Service Changes
  - Schedule Updates
  - Service Launch
  - Safety Campaign
- Pass Forward/ Go Pass Outreach

- Caltrain Fare Change, including Youth Fare
- Clipper 2.0
- Caltrain Customer Experience Survey
- Caltrain Customer Experience Focus Groups
- Community Based Organizations (CBO) Survey

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

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

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

Appendix 1: Public Hearing Notices – Posted, Website, Translations



Caltrain To Hold Public Hearing on Reduced Cost Youth Fares on July 22

07/18/2024

Discounted youth fares, including $1 for one-way trips, proven effective at increasing ridership

Caltrain will hold a public hearing on the proposed reduced fare for youth riders on Monday, July 22. A staff presentation and final action will follow at the Board of Director's meeting on Thursday, August 1.

Caltrain launched four fare promotions in September 2023, with the $1 one-way youth fare being the most successful at driving ridership increase. During the promotion, the fare only applied to Clipper users, and Clipper youth ticket sales was up 43% year over year, compared to 18% overall ticket sales increase during that period. People who begin riding public transit in their youth are far more likely to continue to use it as adults, making increasing youth ridership vital for Caltrain in the long term.

If adopted, as of Sunday, September 1, a $1 All Zone One-way Youth fare will be available on all fare payment methods, a $2 All Zone Day Pass will be available on Caltrain Mobile (while available) and at Caltrain ticket vending machines, and upon the Clipper Next Generation launch, expected in 2025, a $24 All Zone Monthly pass will be available on to anyone with a Youth Clipper Card.

Caltrain Finance Committee Public Meeting

Monday, July 22, 2024, 2:30 p.m.

Zoom Info: https://us02web.zoom.us/j/81843266625?pwd=aDExTGltUUJSOUc5TkNnbU1QMTRHUT09

Caltrain Board of Directors Public Meeting

Thursday, August 1, 2024, 2 p.m.

https://us02web.zoom.us/j/87581188408?pwd=OFNUYTVFdExlOXRkR2tQOENXQUhhUT09

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

Board Secretary

Peninsula Corridor Joint Powers Board

P.O. Box 3006, San Carlos, CA 94070-1306

Changes@caltrain.com 1.800.660.4287 (TTY 650.508.6448)

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

###

About Caltrain: Owned and operated by the Peninsula Corridor Joint Powers Board, Caltrain provides rail service from San Francisco to San Jose, with commute service to Gilroy. Serving the region since 1863, Caltrain is the oldest continually operating rail system west of the Mississippi. Looking to the future, Caltrain is set to electrify the corridor by 2024, which will reduce diesel emissions and add more service to more stations while advancing the agency's equity goals.

Like us on Facebook at www.caltrain.com and follow on X @Caltrain.

Free translation assistance is available.

Para traducción llame al 1.800.660.4287; 如需翻譯請電 1.800.660.4287.

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Ad Description: Proposed Fare and Fare Structure Changes

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07/12/2024

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THE INTER-CITY EXPRESS, OAKLAND	(510) 272-4747

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CNS 3826724

Junta de Poderes Conjuntos del Corredor de la Península (PCJPB)
AVISO DE AUDIENCIA Y REUNIÓN PÚBLICAS
Cambios Propuestos a las Tarifas de Transporte y su Estructura

El lunes 22 de julio de 2024, la Junta de Poderes Conjuntos del Corredor de la Península (PCJPB), la entidad que opera Caltrain, celebrará una audiencia pública en la reunión del Comité de Finanzas con el fin de recibir comentarios del público sobre los cambios propuestos a la estructura de las tarifas de transporte de Caltrain (los cuales se indican a continuación).
La PCJPB celebrará una audiencia pública para recibir los comentarios del público sobre los siguientes cambios en la estructura de las tarifas de transporte:
- Tarifas de $1 para jóvenes en viajes sencillos (disponibles a través de todos los canales de distribución a partir del 1 de septiembre de 2024)
- Pases de un día para jóvenes con una tarifa de $2 (disponible a través de las máquinas expendedoras de boletos de las estaciones y de la aplicación móvil de Caltrain a partir del 1 de septiembre de 2024)
- Pase mensual para jóvenes con una tarifa de $24 (a partir de la ejecución de Clipper Next Generation)

Audiencia pública

La Junta de Poderes Conjuntos del Corredor de la Península (PCJPB) invita al público a dar sus comentarios sobre estos posibles cambios durante la audiencia. La gente puede participar a través de un enlace web Zoom y/o por teléfono.

Lunes, 22 de julio de 2024 a las 2:30 p.m.
(o tan pronto como el asunto pueda ser considerado)

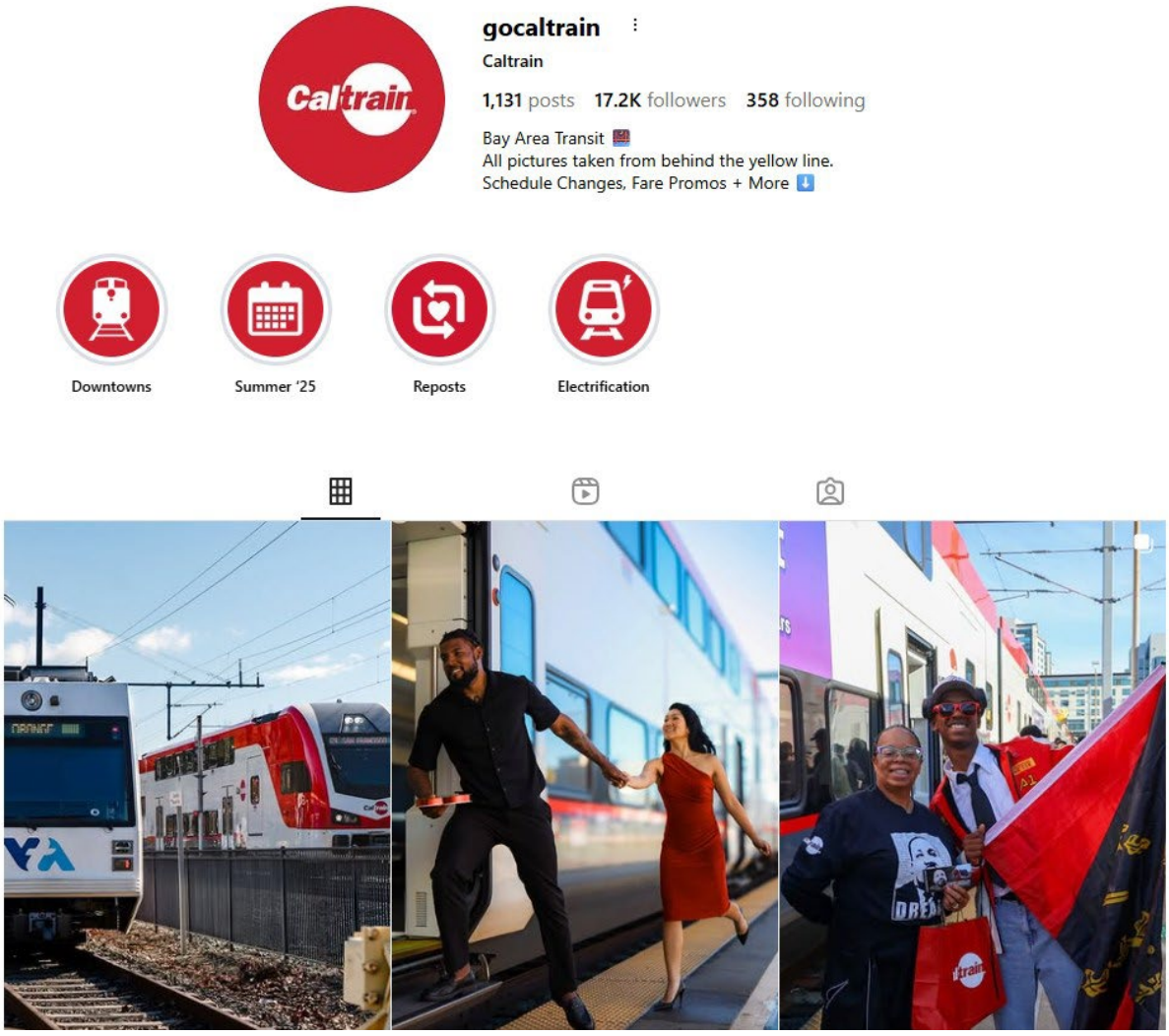
Información para comunicarse por Zoom:
https://us02web.zoom.us/j/81843266625?pwd=aDExTGltUUJSOUc5TkNnbU1QMTRHUT09
Identificación del seminario web: 818 4326 6625
Acceso por teléfono: 1.669.4449171; Identificación de la reunión: 81843266625

Antes de la audiencia, los comentarios pueden enviarse por correo postal, por correo electrónico o por teléfono:

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

Para solicitar servicio de traducción o interpretación, llame a Caltrain al 1.800.660.4287 al menos tres días antes de la reunión.
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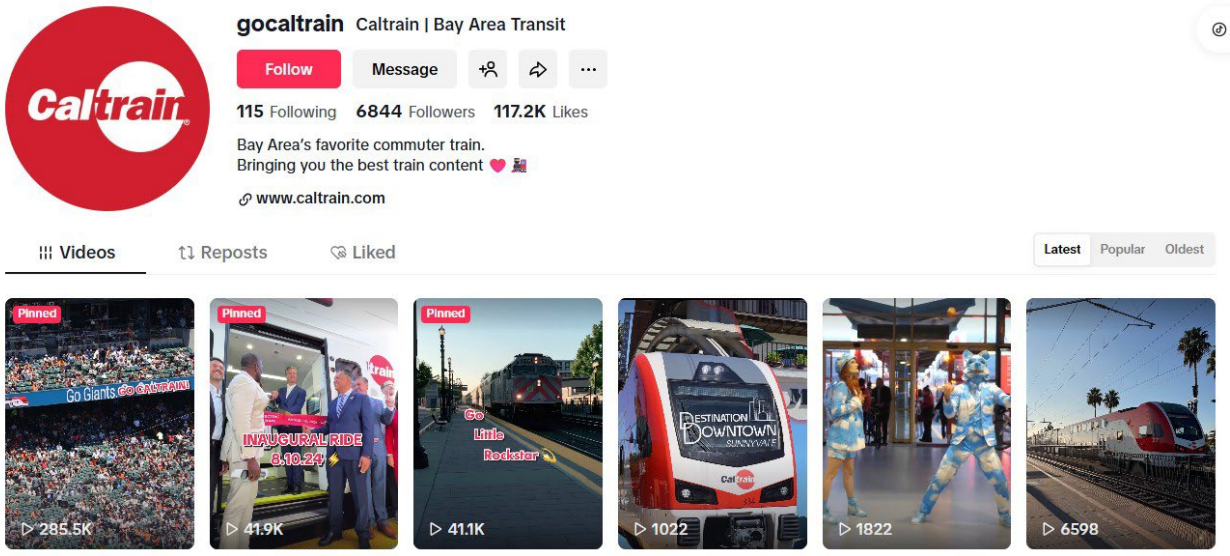
Appendix 2: Social Media



Social Media

At Caltrain we are committed to keeping our riders informed. As part of that commitment we are active on a number of social media platforms. Here is the complete list:

- @Caltrain - Media updates, community notices and general information between 7am and 7pm.
- @CaltrainAlerts - 24/7 service alerts for @Caltrain. Some information is automated, delays are approximate.
- @CaltrainBikes - Service impacts and info about bikes and Caltrain between 7am and 7pm.
- YouTube - Caltrain channel.
- Facebook - Service information, special events, photos and general information.
- TikTok - Caltrain videos on TikTok.
- Instagram - Sharing photos from the railroad.
- Threads - Join the conversation with Caltrain.
- Discord - "Bay Area Transit" conversations.
- Discord - #Caltrain-Bike channel for the latest bike-related updates and community insights.
- Bluesky - Official account for Caltrain.



Appendix 3: Caltrain News Release

Caltrain Connects Fans to Football at Levi's Stadium, Moscone Center, and More

01/27/2026

The big game comes to Santa Clara's Levi's Stadium on Sunday, Feb. 8, and Caltrain is ready to deliver fans to NFL happenings throughout the Bay Area. A weeklong schedule of family-friendly events begins Monday, Feb. 2, as Opening Night comes to the San Jose Convention Center, with the Super Bowl Experience and Pro Bowl on Tuesday, Feb. 3, at the Moscone Center. Caltrain will run regular service to get football fans to their destinations.

On the day of the big game, fans can skip the traffic and take Caltrain to Mountain View Station (nearest to Levi's Stadium), which will run regular weekend schedule with trains every half hour. From there, riders can connect directly to VTA light rail service to the stadium.

More than one million people are estimated to visit the Bay Area in the week leading up to the game, and they'll be checking out attractions from San Francisco to San Jose. Multiple events are scheduled to take place at San Francisco's Moscone Center and Yerba Buena Gardens, both a short walk or a convenient MUNI ride from the San Francisco Caltrain Station. Attendees for all the events featured this week can take advantage of Caltrain's half hourly service – on both weekdays and weekends – to ensure they get there on time and home again afterward.

Caltrain is a proof-of-payment system that requires riders to pay their fare before boarding. Clipper® is the all-in-one reloadable transit card for the Bay Area — and a convenient way to pay your Caltrain fare – but riders can now also simply tap their contactless credit card or digital wallet at the Clipper reader to pay for a ride.

Riders without Clipper can purchase tickets at station ticket machines; tickets are not sold on board. Youth Fares are $1 for a one-way ticket, and $2 for a youth day pass for passengers 18 and under. Token Transit is also accepted on both Caltrain and VTA for riders hoping to avoid using the ticket vending machines and clipper readers.

Caltrain reminds customers that open alcoholic beverages are allowed on trains until 9 p.m. during regular service. Disruptive passengers will be asked to leave Caltrain property.

Paid parking rules are enforced throughout the day, including on weekends and holidays. Parking at Caltrain stations costs $5.50 for the day, and permits can be purchased using the ParkMobile app or through ticket machines onsite. ParkMobile allows riders to simply input the station zone number (which can be found through the app and will be posted on station signage and on station pages on the Caltrain website) as well as the number of the parking space. To use the app, customers must create an account by entering an email address, payment method, and license plate number.

Caltrain is also participating in Jersey Day along with its fellow Bay Area transit agencies. Fans are encouraged to wear their jerseys on board to show off their team pride on Feb. 3.

For Caltrain schedules and trip-planning information, visit Caltrain.com. Click here for more information on train service and schedules for the week.

###

About Caltrain: Owned and operated by the Peninsula Corridor Joint Powers Board, Caltrain provides rail service from San Francisco to San Jose, with commute service to Gilroy. Serving the region since 1863, Caltrain is the oldest continually operating rail system west of the Mississippi and the first railroad to convert from diesel to electric power in a generation.

Follow Caltrain on Facebook and X.

Free translation assistance is available. Para traducción llama al 1.800.660.4287; 如需翻譯,請電 1.800.660.4287.

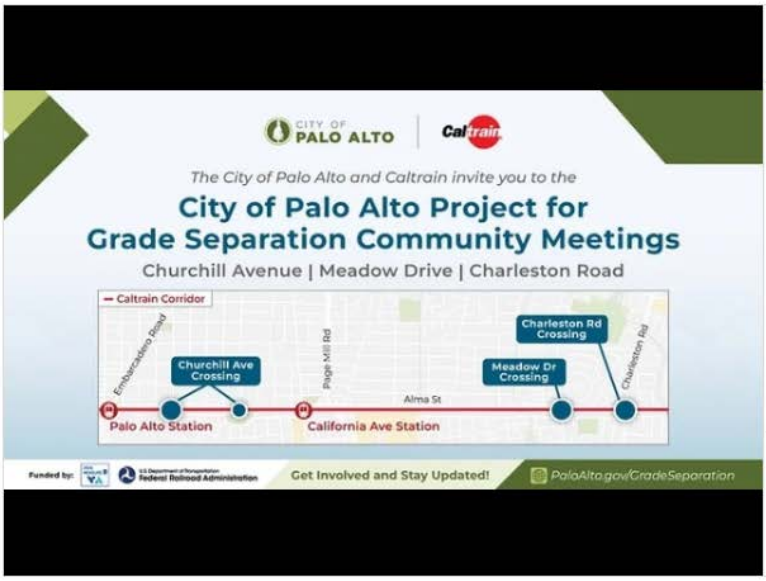
Media Contact Information

Contact:
Dan
Lieberman
Phone:

Appendix 4: Caltrain Outreach

Instagram

Log In Sign Up



cityofpaloalto • Follow

cityofpaloalto 19w
Community engagement continues as the City and Caltrain envision improvements along the Caltrain corridor. A series of draft designs were released last week for the two rail grade separation project areas Churchill Avenue (including Seale Avenue) and Meadow Drive and Charleston Road in advance of community meetings set on September 30. This update shares details about each design and ways to join the City and Caltrain at upcoming discussions to ask questions and share your thoughts. Read the update at the

6

September 23, 2025

Log in to like or comment.



Draft Electrified Service Plan

Closed

Current & Interested Rider Survey

Electrified Caltrain service is scheduled to start in Fall 2024! Please answer the following questions based on your anticipated travel needs a year from now.

Anticipated Travel

What station do you anticipate your journey will typically start at?

What station do you anticipate that you will get off at?

In what time window would you like to arrive at your destination station (e.g., 8-9am)?

Do you anticipate that you will typically use Caltrain to make a round-trip or one-way journey?

- Round-trip
- One-way

How would you typically get to Caltrain from your home?

Choose the option you use most often or for the longest part of your trip.

- Walk
- Bicycle
- Transit
- Drive
- Other (please specify)

How would you typically get to your destination from Caltrain?

Choose the option you use most often or for the longest part of your trip.

- Walk
- Bicycle
- Transit
- Drive
- Other (please specify)

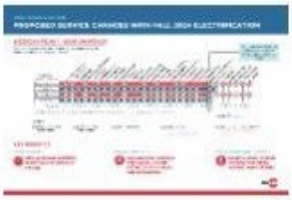
Electrified Service Plan

What about electrified service is most exciting to you?

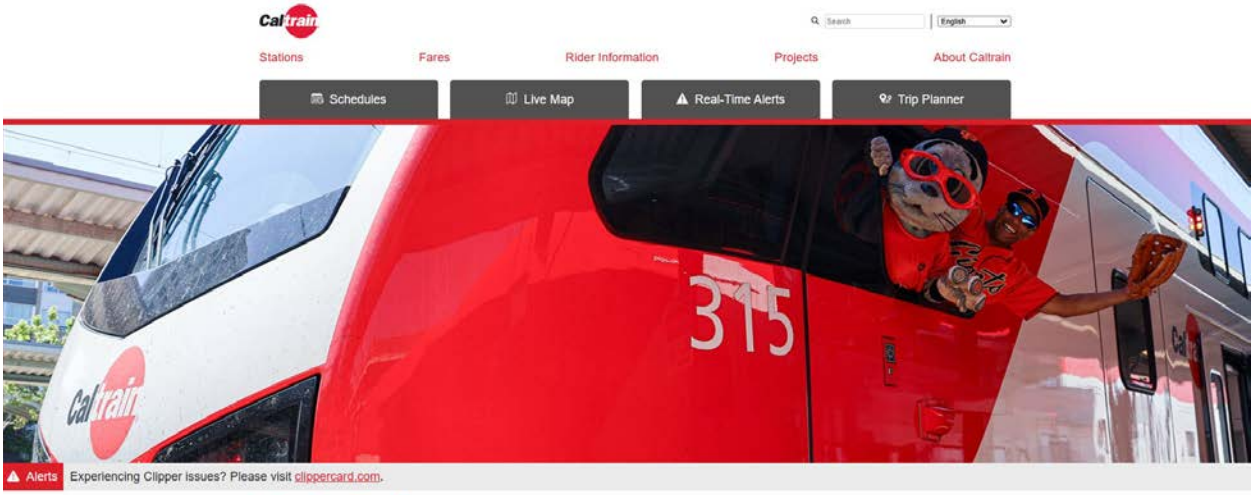
Any other feedback for Caltrain?

Click the images below to learn about the draft service plan!





Appendix 5: Special Event Service – SF Giants Service (Dedicated Webpage and News Release)



Oracle Park

GET ME HERE | SHOW ME

GETTING TO ORACLE PARK

Please check the weekday and weekend train schedules for service to Oracle Park from San Jose. Select the Schedule tab above to view the current Caltrain schedules.

Be sure to read the "Know Before You Go" section below to avoid any *giant* mistakes.

Post-Event Service

Please check the weekday and weekend train schedules for post-game service from Oracle Park to San Jose. Select the Schedule tab above to view the current Caltrain schedules.

Select the Schedule tab above to view the upcoming Caltrain schedules.

Evening trains depart San Francisco every 30 minutes with last departure at 12:05 a.m.

There will be **no extra service after the last train in the event that a Giants game goes into extra innings.**

Know Before You Go

Here are some things you should know before you go:

Caltrain is a proof of payment system and tickets are not sold onboard. Customers without a valid fare are subject to citation, Caltrain parking requires a permit and is enforced 24/7 including weekends and holidays.

Ways to pay for fares and parking.

- Pay by **Clipper on your Phone** which provides discounted Caltrain travel. E-cash users please remember to tap on and tap off.
- Ticket Vending Machines allows you to purchase One-Way, Day Pass, Zone Upgrades and daily parking at the station.
- Did you know? **Groups of 15 or more save 10% by ordering in advance.**
- Visit the **Caltrain parking** page for more information.

Alcohol Policy

Though alcohol consumption is allowed onboard Caltrain, the rules vary on special event days and nights. On Giants gamedays, **open alcoholic beverages are prohibited on the trains beginning at 9 p.m.**

Caltrain Runs Service to Giants Home Opener April 4

04/02/2025

Caltrain stands ready to take San Francisco Giants fans to their home opener at Oracle Park against the Seattle Mariners on Friday, April 4, with pregame festivities at 12:45 p.m. and the first pitch at 1:35 p.m.

Caltrain's half hourly service will make it easy for Peninsula residents to catch home games all season long, offering up to four trains per hour during peak periods. Riders are encouraged to check the schedule for service to and from Oracle Park to ensure they are at the platform with a paid ticket before trains arrive and depart.

Caltrain is a proof-of-payment system; tickets are not sold onboard trains but can be purchased at station ticket machines, the Caltrain mobile app or Clipper. Day Passes purchased through the mobile app are valid on the day of purchase through the end of the service day. Clipper START riders can ride for 50% off a standard fare. Youth Fares are also $1 one way or $2 for day passes for passengers 18 and under. For fans looking forward to the rest of the season, attendees traveling as a group can save money as part of Caltrain's package of fare discounts, by ordering a Group Day Pass at least nine days prior to the game.

Parking at Caltrain stations and permits can be purchased using the Caltrain mobile app or through ticket machines onsite. The mobile app can be used immediately after parking, as it requires a space number. Paid parking rules are enforced every day, including weekends and holidays.

Caltrain reminds customers that open alcoholic beverages are prohibited on the trains beginning at 9 p.m. on special event days.

For more information about Caltrain schedules and fares or for help planning your trip, call Caltrain Customer Service at 1.800.660.4287 (TTY 650.508.6448) or visit www.caltrain.com.

###

About Caltrain: Owned and operated by the Peninsula Corridor Joint Powers Board, Caltrain provides rail service from San Francisco to San Jose, with commute service to Gilroy. Serving the region since 1863, Caltrain is the oldest continually operating rail system west of the Mississippi and the first railroad to convert from diesel to electric power in a generation.

Like us on Facebook at www.facebook.com/caltrain and follow on X @Caltrain.

Free translation assistance is available.

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

Media Contact: Dan Lieberman, 650.622.2492

Appendix 6: Wheel Talk (Podcast) Wheel Talk Podcast
https://www.smctd.com/wheel-talk

Wheel Talk Podcast



Where the Bay Area's transit conversations begin.

Wheel Talk explores the challenges, opportunities, and trends shaping how we move throughout the Bay Area.

The podcast covers the full scope of the San Mateo County Transit District's family of agencies:

- SamTrans serving San Mateo County, with buses into San Francisco and Palo Alto.
- Caltrain offering rail service linking San Francisco, the Peninsula, San Jose, and south Santa Clara County.
- TA making investments that keep people moving safely and efficiently.

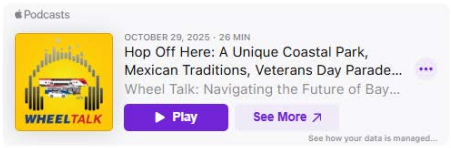
We also lean into regional connections with BART, Muni, VTA, and San Francisco Bay Ferry.

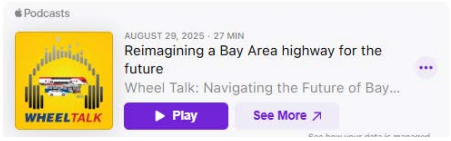
Meet The Hosts

- Dan Lieberman, San Mateo County Transit District Public Information Officer
- Randol White, San Mateo County Transit District Public Information Officer

Bay Area Transit Conversations

Where the Bay Area's transit conversations begin.





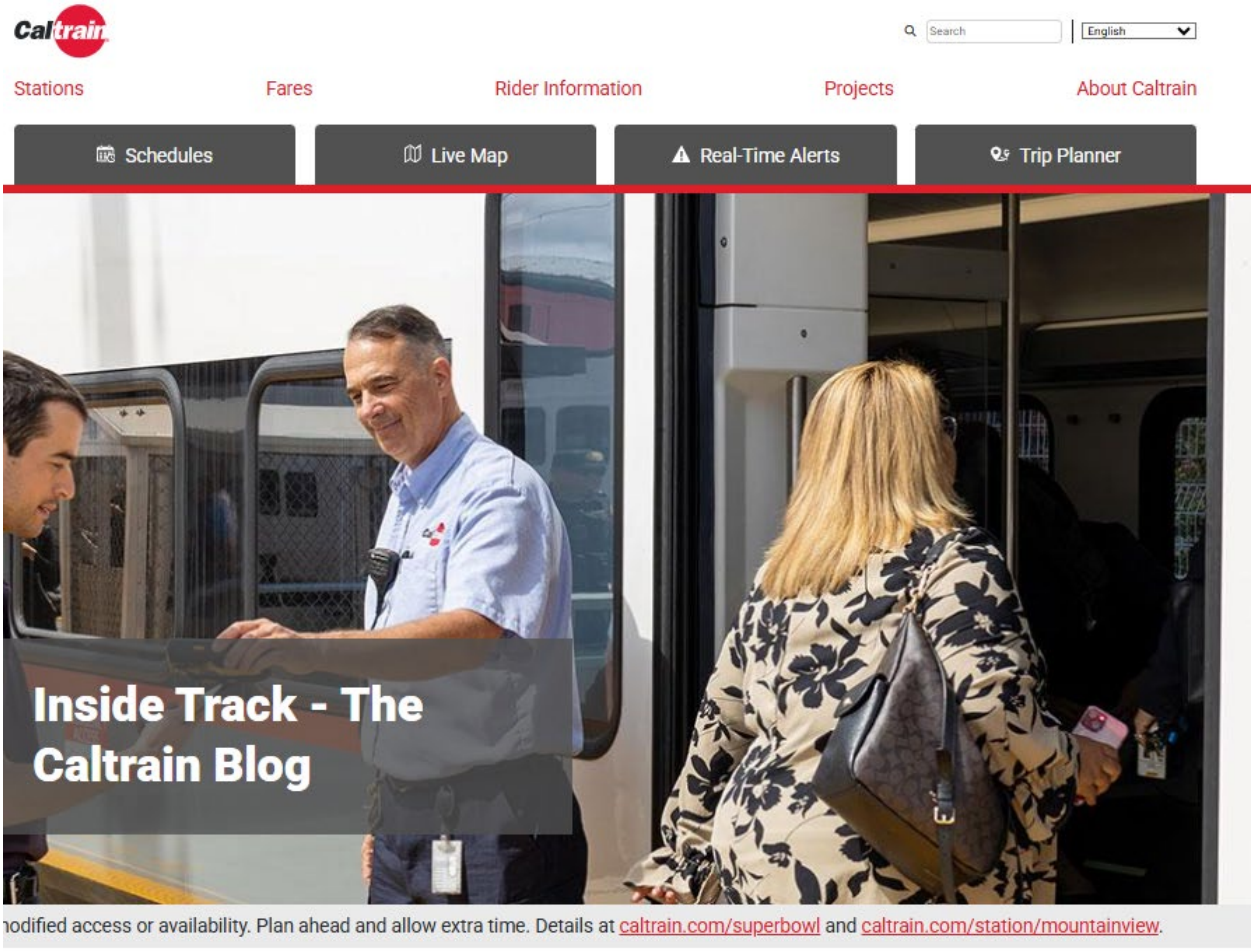


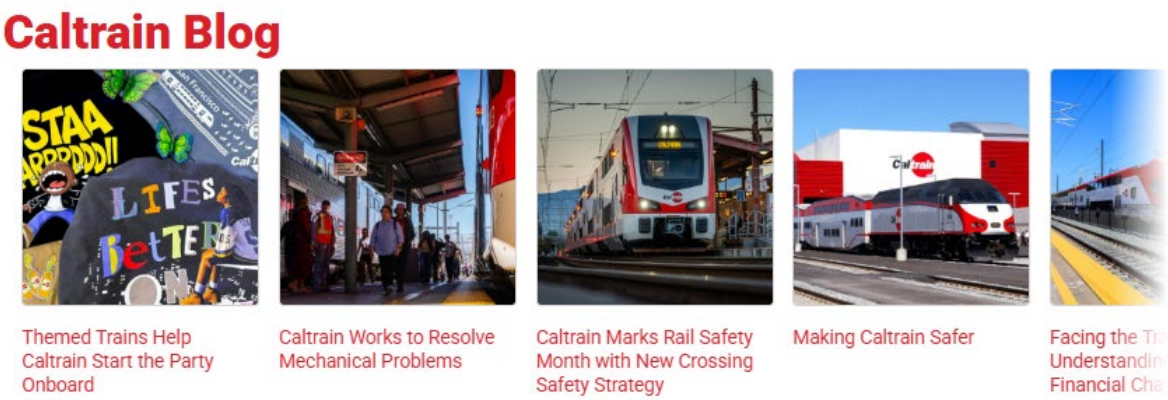
Dan Lieberman (Public Information Officer)



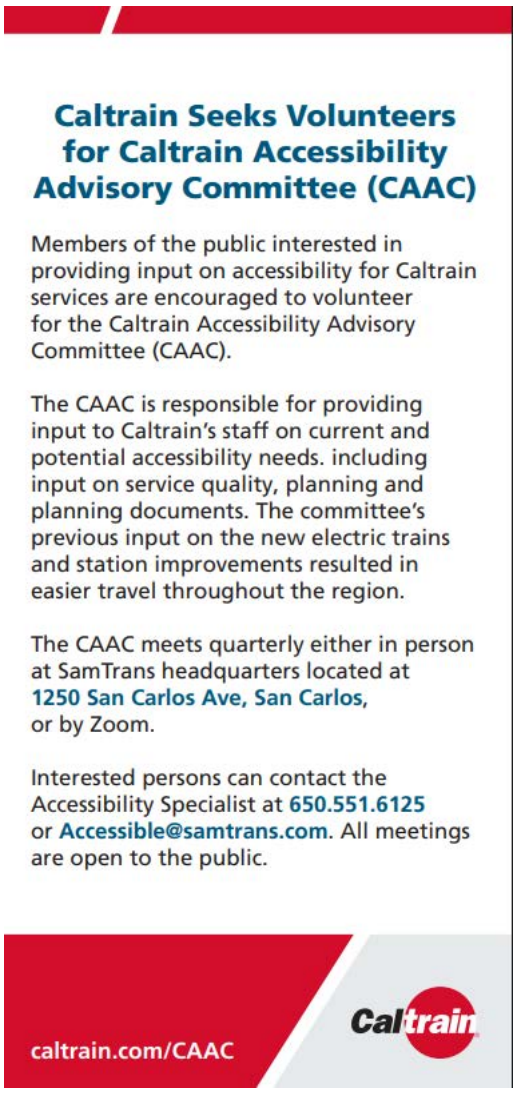
Randol White (Public Information Officer)

Appendix 8: Inside Track: https://www.caltrain.com/





Appendix 9: Caltrain Take One (Notices)



Caltrain Seeks Volunteers for Caltrain Accessibility Advisory Committee (CAAC)

Members of the public interested in providing input on accessibility for Caltrain services are encouraged to volunteer for the Caltrain Accessibility Advisory Committee (CAAC).

The CAAC is responsible for providing input to Caltrain's staff on current and potential accessibility needs. including input on service quality, planning and planning documents. The committee's previous input on the new electric trains and station improvements resulted in easier travel throughout the region.

The CAAC meets quarterly either in person at SamTrans headquarters located at **1250 San Carlos Ave, San Carlos,** or by Zoom.

Interested persons can contact the Accessibility Specialist at **650.551.6125** or **Accessible@samtrans.com**. All meetings are open to the public.

caltrain.com/CAAC

Caltrain



加州火車公司招募加州火車無障礙諮詢委員會 (CAAC) 志願者

我們鼓勵有興趣為加州火車服務無障礙設施提供意見的公眾自願加入加州火車無障礙設施諮詢委員會 (CAAC).

CAAC 負責向 Caltrain 員工提供有關當前和潛在無障礙需求的意見。該小組還對服務品質和規劃文件提出意見. 該集團對新電動火車和車站改進的投入使整個地區的旅行更加便捷.

CAAC 每季度在 SamTrans 總部（**聖卡洛斯市聖卡洛斯大道 1250 號**）舉行一次面對面會議，或透過 Zoom 舉行會議。

有興趣的人士可以聯絡無障礙專家，電話：**650.551.6125 · 分機 7**, 或發送電子郵件至 **Accessible@samtrans.com**. 所有會議均對公眾開放.

Administrative Office
1250 San Carlos Ave.
San Carlos, CA 94070
caltrain.com

E. LANGUAGE ACCESS PLAN

The following document is Caltrain's Language Access Plan (LAP), updated in advance of this 2025 program submission.

Limited English Proficiency (LEP) Language Access Plan (LAP)



Prepared by
NWC Partners, Inc.
with
CDM Smith, Inc.
October 2013
Revised by Camille C. Williams Consulting January 2026

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Executive Summary

Title VI prohibits discrimination by recipients of Federal financial assistance on the basis of race, color, or national origin, including the denial of meaningful access for limited English proficient (LEP) people. As a recipient of Federal funds, the Peninsula Corridor Joint Powers Board (JPB), owner and operator of the Caltrain commuter rail service, must "take reasonable steps to ensure meaningful access to their programs and activities by LEP persons."[1]

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

On March 1, 2025, the President signed Executive Order (EO) 14224, "Designating English as the Official Language of the United States," which revoked Executive Order 13166. The EO also states that, "nothing in this order, however, requires or directs any change in the services provided by any agency. Agency heads should make decisions as they deem necessary to fulfill their respective agencies' mission and efficiently provide Government services to the American people. Agency heads are not required to amend, remove, or otherwise stop production of documents, products, or other services prepared or offered in languages other than English."[3]

The United States Department of Transportation (US DOT) published specific guidance regarding Limited English Proficiency and Title VI compliance on its website dated July 3, 2025, and July 9, 2025, after EO 14224 was issued:

About Limited English Proficiency (LEP)

"Communication is a paramount component of DOT's statutory purpose to develop a safe, efficient, and convenient transportation system and to ensure the coordinated and effective administration of the transportation programs of the United States Government.

Proficiency and communication in English has been legally required for some of our most complex modes of transportation such as aviation, maritime, rail, and freight operations. While English is a requirement for many of our transportation professionals, the public we serve does not have an English proficiency obligation.

[1] Federal Register Volume 70, Number 239 (Wednesday, December 14, 2005)
[2] FTA Circular 4702.1B- TITLE VI REQUIREMENTS AND GUIDELINES FOR FEDERAL TRANSIT ADMINISTRATION RECIPIENTS, October 1, 2012.
[3] Federal Register Doc. 2025-03694 (90 FR 11363), March 1, 2025

Individuals with limited English proficiency (LEP) often face significant limitations in understanding vital transportation safety information, whether it be signage, announcements, emergency procedures, or public safety campaigns, creating weaknesses that can lead to collisions, fatalities and injuries, miscommunication during emergencies, and difficulty accessing essential services. Access to safety information to individuals with limited English proficiency increases safety for all."[4]

Title VI & LEP

"In certain circumstances, a failure by a recipient of Federal financial assistance to ensure that individuals with limited English proficiency (LEP) can effectively participate in or benefit from federally assisted programs and activities may violate the prohibition against national origin discrimination under Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d) and the U.S. Department of Transportation's (DOT) Title VI regulations at 49 CFR Part 21."[5]

Last updated: Wednesday, July 9, 2025

California-Specific Civil Rights Laws

California Code 11135

California Government Code Section 11135 states that "no person in the State of California shall, on the basis of *race*, national origin, ethnic group identification, religion, age, sex, sexual orientation, color, genetic information, or disability, be unlawfully denied full and equal access to the benefits of, or be unlawfully subjected to discrimination under, any program or activity that is conducted, operated, or administered by the state or by any state agency, is funded directly by the state, receives any financial assistance from the state."[6]

Dymally-Alatorre Bilingual Services Act of 1973

To effectively communicate with government or public agencies, this Act requires those agencies to provide language assistance services to persons who do not speak, write, or read English at all because their primary language is other than English.

Language Access Plan Update

The update to this Language Access Plan was completed in compliance with the current administration's Executive Orders, new and existing guidance from the United States Department of Transportation, and California laws and regulations.

Guidance for Developing a Language Access Plan

As a means of ensuring this access, the FTA Office of Civil Rights created a handbook, "Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons: A Handbook for Public Transportation Providers," published December 14, 2005, provides step-by-step instructions for conducting the

[4] US DOT Webpage July 3, 2025
[5] US DoT Webpage July 9, 2025
[6] California Code 11135

required LEP needs assessment and developing a Language Access Plan. The Language Access Plan becomes a blueprint for ensuring that language does not present a barrier to access to the agency's programs and activities.

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

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

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

Agency Background

Caltrain provides commuter rail service along the San Francisco Peninsula, through the South Bay to San Jose and Gilroy. The San Francisco and San Jose Railroad Company began passenger rail service on the Peninsula in 1863. The system known today as Caltrain had its start in 1992, when the Peninsula Corridor Joint Powers Board took over the operation of the train. It operates within three diverse counties: San Francisco, San Mateo, and Santa Clara. Caltrain is governed by the Peninsula Corridor Joint Powers Board (JPB), which consists of agencies from the three Caltrain counties. The member agencies are the City and County of San Francisco, San Mateo County Transit District, and the Santa Clara Valley Transportation Authority (VTA). Caltrain's service area population is over 3 million and approximately 625 square miles.

Caltrain has 29 regular stops, one special event-only stop (Stanford Stadium), and one weekend-only stop (Broadway). In 2024, Caltrain implemented the electrification of its train system, which significantly increased the speed of its service and resulted in changes to its service design. In addition to providing Local service, which stops along all the 29 regular stations, and Limited-stop service that operates in the peak periods and bypasses some of the local stops, it rebranded "Baby Bullet" service as "Express" service which stops at 6 stations in the peak period between San Francisco and San Jose Diridon station. Caltrain also added a new "South County Connector." This diesel service operates between Gilroy and San Jose Diridon, providing a timed, three-minute cross-platform transfer to and from electric trains at San Jose Diridon. Including the transfer at San Jose Diridon, travel time from southern Santa Clara County to San Francisco was reduced by up to 20 minutes. As in the previous schedule, the South County Connector runs four daily round trips—northbound in the morning and southbound in the evening. Caltrain also more than doubled its weekend service to 66 trains per day, with half-hourly service at stations for the majority of the day. Caltrain provides special service for football games at Stanford Stadium. Currently, Caltrain operates 104 weekday trains and 64 weekend trips. According to the FY 2025 Annual Ridership Report, Caltrain carried approximately 9.1 million passengers per year.

Plan Methodology

A variety of data for the three counties within the Caltrain service area was combined to form the basis of the Caltrain LAP development. To provide a current and comprehensive LAP, data from the 2024 American Community Survey was used, as well as, and not limited to, information from the California Department of Education Language Learner data set, the 2024 Caltrain Origin and Destination Survey, 2025 Caltrain Triennial Customer Satisfaction Survey, the 2024 Caltrain Annual Ridership Report, and the 2023 National Equity Atlas.

Because Caltrain provides commuter rail service within three counties—each with their own robust bus and rail transit operators [San Francisco Municipal Transportation Agency (SFMTA), SamTrans, and Santa Clara Valley Transportation Authority (VTA)]—the original Caltrain Four-Factor analysis considered the significant level of outreach that had already been undertaken by the transit operators in the service area to complete their individual LAPs. The three transit

agencies' outreach represents a comprehensive engagement with LEP communities who use transit in the service area and there was extensive information available directly from LEP communities about the importance of transit and the methods of outreach and communication that they would prefer.

The plan was also informed by the existing translations being provided through the Caltrain website, onboard the trains and at the stations, through the call-center Language Line, and through the customer service and train personnel that provide front line interaction with Caltrain riders. These employees were also consulted to help assess prior experiences with LEP individuals through an employee survey devised to seek information about the frequency of contact with LEP individuals.

Plan Key Findings

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

- Tier One Languages: Spanish and Chinese (Mandarin and Cantonese)
- Tier Two Languages: Vietnamese, Tagalog, Korean, and Russian
- Tier Three "Safe Harbor" Languages for vital document translation in addition to those listed above: Arabic, French, and German

Spanish remains the most predominantly spoken language within the service area and within the Caltrain rider population. However, Chinese, including both Mandarin and Cantonese, is also widely used and above the 5% threshold for Safe Harbor.[7] As a result, while other languages should be considered for translation assistance, as reflected in the Language Access Plan, continued care should be taken to translate information into Spanish and Chinese to ensure that these language speakers are not presented with barriers to access Caltrain's services and programs based on their English language ability. Other languages, including those falling under the "Safe Harbor" provision, should be provided translation services as funding permits or if required by federal regulations.

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

[7] Chinese includes Cantonese and Mandarin and can include the same written text. Currently, Caltrain uses Simplified Chinese, but will also use Traditional Chinese with community input or communities that are known to only read Traditional Chinese.

LIMITED ENGLISH PROFICIENCY

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

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

Caltrain Service Area Station Map

Map 1: Caltrain Service Area and Station



Service Area Boundaries

In attempting to isolate the likely populations for consideration, the 2025 Caltrain Customer Satisfaction Survey (Triennial Survey) was consulted to determine the catchment areas of Caltrain riders. The fieldwork was conducted from October 9 - November 13, 2025.

The following shows the question and responses from the Triennial Survey that detail how far Caltrain customers travel, in minutes, from their starting location to a Caltrain station in total minutes, by weekday peak, weekday off-peak, and weekend travel times; and how far customers travel, in minutes, from a Caltrain Station to their destination.

Distance From Starting Location to Caltrain Station

Q9. Estimated number of minutes to get to boarding station?*

Nearly half of riders (49%) travel 10 minutes or less to get to the Caltrain station where they boarded. The average trip time is 15 minutes, and the median trip time is 12 minutes.

The average travel time to get to Caltrain has decreased significantly since 2022 (15 minutes in 2025 vs. 21 minutes in 2022).

Table 1: Distance from Starting Location to Station (Q9)

	2025 Total	2022 Total
Base (All Respondents)	3,622	1,920^
	%	%
1 – 5 Minutes	18	14
6 – 10 Minutes	32	29
11 – 20 Minutes	35	32
21 – 30 Minutes	10	10
31 – 59 Minutes	4	8
60 minutes or more	2	7
Total	100	100
Average Number of Minutes:	15.0	**21.0**
Median Number of Minutes:	12.0	**15.0**

	Weekday Peak		Weekday Off-peak		Weekend	
	2025	2022	2025	2022	2025	2022
Base (All Respondents)	2,129	1,165^	935	461^	558	294^
	%	%	%	%	%	%
1 – 5 Minutes	19%	14	16%	15	16%	12
6 – 10 Minutes	32%	29	31%	29	32%	29
11 – 20 Minutes	34%	33	36%	34	35%	30
21 – 30 Minutes	10%	10	10%	10	11%	11
31 – 59 Minutes	3%	8	5%	8	4%	10

60 minutes or more	1%	6	2%	5	2%	8
Total	**100**	**100**	**100**	**100**	**100**	**100**
Average Number of Minutes:	**14.5**	**18.9**	**15.8**	**24.0**	**15.8**	**24.8**
Median Number of Minutes:	**10.0**	**15.0**	**12.0**	**15.0**	**12.0**	**15.0**

Question was not asked in 2019
^In 2022, when asked boarding and alighting stations, some respondents indicated reversed stations on the survey instrument (ex. NB stations on a SB trip), typically these stations are placed in correct order during data cleaning. In 2022, it was impossible in these cases to know which station was indicated for this question, so respondents who indicated a "reverse trip" were not included in this table.

Q9. Estimated number of minutes from exiting station to destination?*

Nearly half of riders (47%) travel 10 minutes or less to get to their destination from the Caltrain station where they alighted. The average trip time is 16 minutes, and the median trip time is 12 minutes.

	2025 Total	2025 Weekday Peak	2025 Weekday Off-peak	2025 Weekend
Base (All Respondents)	**3,622**	**2,129**	**935**	**558**
	%	%	%	%
1 – 5 Minutes	17	18	17	16
6 – 10 Minutes	30	30	29	30
11 – 20 Minutes	35	35	36	31
21 – 30 Minutes	11	11	11	14
31 – 59 Minutes	4	4	5	3
60 minutes or more	2	2	2	5
Total	**100**	**100**	**100**	**100**
Average Number of Minutes:	**15.7**	**15.2**	**15.9**	**17.5**
Median Number of Minutes:	**12.0**	**12.0**	**14.0**	**15.0**

*Question was not asked in 2022 or 2019

Table 2, taken from the 2024 Annual Ridership Report, shows the average mid-week ridership by station based on 2019 and 2024 annual passenger counts. The stations with the highest ridership remained in the top 10 for 2019 and 2024; however, with the exception of the San Francisco (#1) and Palo Alto (#2), stations that ranked the same in both 2019 and 2024, most of the stations rounding out the top 10 moved up or down in the rankings.

Table 2: Average Mid-Week Ridership by Station

Caltrain

Fiscal Year 2024 Annual Ridership Report

Table 5, below, summarizes AMWR by station from the 2019 Annual Passenger Count and the available months of FY2024.

Table 5: Average Mid-Week Ridership by Station, FY2024 & 2019 Passenger Count

Origin Station	2019 Count Rank	2019 Count AMWR	FY2024 Rank	FY2024 AMWR	Difference in Rank
San Francisco	1	15,027	1	4,803	0
Palo Alto	2	7,384	2	2,889	0
Mountain View	4	4,560	3	1,703	+1
Redwood City	5	4,220	4	1,624	+1
San Jose Diridon	3	4,795	5	1,547	-2
Millbrae	8	3,194	6	1,222	+2
Hillsdale	6	3,217	7	1,212	-1
Sunnyvale	7	3,208	8	1,140	-1
San Mateo	9	2,324	9	914	0
22nd Street	10	1,872	10	854	0
Menlo Park	11	1,639	11	646	0
Santa Clara	16	1,074	12	595	+4
Lawrence	18	1,004	13	513	+5
Burlingame	15	1,131	14	474	+1
San Carlos	14	1,341	15	471	-1
California Ave	12	1,634	16	458	-4
Belmont	20	718	17	454	+3
South San Francisco	22	453	18	418	+4
San Antonio	17	1,017	19	414	-2
San Bruno	19	751	20	233	-1
Hayward Park	21	506	21	225	0
Tamien	13	1,422	22	211	-9
Morgan Hill	24	251	23	100	+1
Gilroy	25	187	24	95	+1
Bayshore	23	260	25	95	-2
Blossom Hill	26	159	26	57	0
College Park	27	103	27	43	0
Capitol	29	71	28	38	+1
San Martin	28	84	29	29	-1

In addition to the stations listed in the above table, Caltrain operated weekend-only service at Broadway station in the city of Burlingame. Broadway averaged 43 boardings per weekend day in FY2024.

Table 6, below, compares Average Mid-Week Ridership by the three counties Caltrain serves, Santa Clara County, San Mateo County, and San Francisco County. Santa Clara County had the highest share of total AMWR in both 2019 and FY2024. San Mateo County's share of total AMWR from 2019 to FY2024

Data Sources

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

- United States Census
- 2023 National Equity Atlas
- 2024 American Community Survey
- 2024 American Community Survey Public Use Microdata Sample
- 2020-2025 School Years California Department of Education English Learner Data
- Caltrain 2024 Origin and Destination Survey
- Caltrain 2024 Annual Ridership Report
- 2023-2025 Caltrain and SamTrans Language Line Data
- Caltrain 2025 Customer Satisfaction Survey

Data Analysis

The 2025 Customer Satisfaction Survey results are consistent over the six-year period that the three triennial surveys were taken in 2019, 2022, and 2025, which show that only 1%, 2%, and 2%, respectively, are limited English proficient or that speak English "not well". Table 3 presents the results of the survey question, "How Well Do You Speak English?".

Table 3: Caltrain 2025 Customer Satisfaction Survey Results: How Well Do You Speak English?

	2025 Total	2022 Total	2019 Total	2025 Weekday Peak	2025 Weekday Off-peak	2025 Weekend
Base (All Respondents)	3,622	2,838	5,501	2,129	935	558
	%	%	%	%	%	%
Very well	89	86	88	91	86	88
Well	9	12	11	7	11	9
Not well	2	2	1	1	2	3
Not at all	<1	<1	<1	<1	1	<1
Total	100	100	100	100	100	100

Table 4 depicts Languages Spoken at Home and shows that the top 5 languages spoken by Caltrain customers, other than English, are:

1. Spanish
2. Mandarin
3. Hindi
4. Cantonese
5. Tagalog

The Department of Transportation (DOT) has specific guidelines, known as the Safe Harbor Provision, that require transit agencies to provide language assistance services, including translation of written materials for Safe Harbor Languages. The identification of Safe Harbor Languages requires attention to the absolute numbers as well as the percentage of the population that do not speak English in the development of the LEP Plan. FTA Circular 4702.1B states the following with respect to the Safe Harbor Provision:

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

According to federal guidance, vital written documents include, but are not limited to, consent and complaint forms; intake and application forms with the potential for important consequences; written notices of rights; notices of denials, losses, or decreases in benefits or services; and notices advising LEP individuals of free language assistance services.[8]

Table 4 depicts languages spoken at home in the three-county Caltrain service area, including those that meet the Safe Harbor Provision and which do not meet the provision but may warrant interpretations or translations upon request. It is important to note that due to the size of the service area, the 1,000-person Safe Harbor threshold can sometimes represent a very small percentage of the total population in the service area. For instance, while almost 2,725 French speakers speak English "Less Than Very Well," this equates to about 0.08% of the total population in the service area. Regardless, this language constitutes more than 1,000 individuals and would qualify for the Safe Harbor Provision along with other languages that represent less than 1% of the service area population.

[8] FTA Circular 4702.1B

Table 4: Caltrain Service Area Language Spoken at Home by Ability to Speak English

Table: ACSDT1Y2024.B16001

	ACS 2024 B16001 Language Spoken at Home by Ability to Speak English	California	San Francisco County, California	San Mateo County, California	Santa Clara County, California
	Label	Estimate	Estimate	Estimate	Estimate
	Total:	37,348,109	795,144	705,462	1,832,328
	Speak only English	20,412,952	446,434	380,207	810,961
1	Spanish:	10,754,818	89,338	123,586	305,493
	Speak English "very well"	6,520,752	56,332	63,368	180,119
	Speak English less than "very well"	4,234,066	33,006	60,218	125,374
2	French (incl. Cajun):	131,065	9,968	5,972	6,748
	Speak English "very well"	114,110	8,951	5,040	5,972
	Speak English less than "very well"	16,955	1,017	932	776
3	Haitian:	8,899	264	126	42
	Speak English "very well"	7,211	133	126	42
	Speak English less than "very well"	1,688	131	0	0
4	Italian:	53,246	3,861	2,814	3,609
	Speak English "very well"	45,142	3,353	2,340	2,701
	Speak English less than "very well"	8,104	508	474	908
5	Portuguese:	90,179	1,395	4,127	8,017
	Speak English "very well"	68,114	1,238	2,939	5,619
	Speak English less than "very well"	22,065	157	1,188	2,398
6	German:	84,819	5,118	2,779	5,605
	Speak English "very well"	76,556	4,974	2,611	4,286
	Speak English less than "very well"	8,263	144	168	1,319
7	Yiddish, Pennsylvania Dutch or other West Germanic languages:	23,516	893	820	2,134
	Speak English "very well"	21,739	893	820	1,843
	Speak English less than "very well"	1,777	0	0	291
8	Greek:	16,678	798	908	1,419
	Speak English "very well"	13,619	798	826	1,156
	Speak English less than "very well"	3,059	0	82	263
9	Russian:	188,555	7,754	8,018	19,015
	Speak English "very well"	106,241	4,965	5,528	11,640

Table: ACSDT1Y2024.B16001

	ACS 2024 B16001 Language Spoken at Home by Ability to Speak English	California	San Francisco County, California	San Mateo County, California	Santa Clara County, California
	Label	Estimate	Estimate	Estimate	Estimate
	Speak English less than "very well"	82,314	2,789	2,490	7,375
10	Polish:	24,033	536	998	1,356
	Speak English "very well"	18,333	285	902	1,165
	Speak English less than "very well"	5,700	251	96	191
11	Serbo-Croatian:	23,633	725	756	4,820
	Speak English "very well"	17,835	657	684	2,915
	Speak English less than "very well"	5,798	68	72	1,905
12	Ukrainian or other Slavic languages:	69,231	1,661	704	4,565
	Speak English "very well"	37,210	960	613	2,328
	Speak English less than "very well"	32,021	701	91	2,237
13	Armenian:	222,071	178	224	291
	Speak English "very well"	124,701	143	115	291
	Speak English less than "very well"	97,370	35	109	0
14	Persian (incl. Farsi, Dari):	263,138	2,761	3,385	19,731
	Speak English "very well"	166,228	2,025	2,443	14,630
	Speak English less than "very well"	96,910	736	942	5,101
15	Gujarati:	56,203	1,500	878	9,421
	Speak English "very well"	42,518	1,443	741	6,923
	Speak English less than "very well"	13,685	57	137	2,498
16	Hindi:	253,073	8,731	9,739	64,537
	Speak English "very well"	205,185	7,352	8,655	55,166
	Speak English less than "very well"	47,888	1,379	1,084	9,371
17	Urdu:	63,560	503	367	6,527
	Speak English "very well"	46,180	442	367	5,188
	Speak English less than "very well"	17,380	61	0	1,339
18	Punjabi:	186,435	209	1,045	14,602
	Speak English "very well"	105,887	57	864	8,457
	Speak English less than "very well"	80,548	152	181	6,145
19	Bengali:	34,232	704	658	5,632

Table: ACSDT1Y2024.B16001

	ACS 2024 B16001 Language Spoken at Home by Ability to Speak English	California	San Francisco County, California	San Mateo County, California	Santa Clara County, California
	Label	Estimate	Estimate	Estimate	Estimate
	Speak English "very well"	23,879	704	633	4,413
	Speak English less than "very well"	10,353	0	25	1,219
20	Nepali, Marathi, or other Indic languages:	71,650	3,115	1,863	12,356
	Speak English "very well"	50,826	1,531	1,017	10,445
	Speak English less than "very well"	20,824	1,584	846	1,911
21	Other Indo-European languages:	83,842	3,290	3,166	5,303
	Speak English "very well"	60,695	2,854	2,823	3,371
	Speak English less than "very well"	23,147	436	343	1,932
22	Telugu:	77,429	1,035	1,220	18,749
	Speak English "very well"	65,677	1,035	1,101	14,924
	Speak English less than "very well"	11,752	0	119	3,825
23	Tamil:	67,236	1,215	3,382	25,031
	Speak English "very well"	58,504	1,007	3,106	21,443
	Speak English less than "very well"	8,732	208	276	3,588
24	Malayalam, Kannada, or other Dravidian languages:	45,529	714	1,039	13,965
	Speak English "very well"	37,221	714	920	11,933
	Speak English less than "very well"	8,308	0	119	2,032
25	Chinese (incl. Mandarin, Cantonese):	1,334,399	131,407	70,984	197,041
	Speak English "very well"	648,890	57,050	40,017	114,314
	Speak English less than "very well"	685,509	74,357	30,967	82,727
26	Japanese:	132,602	6,842	5,750	15,269
	Speak English "very well"	80,672	4,200	3,367	7,587
	Speak English less than "very well"	51,930	2,642	2,383	7,682
27	Korean:	350,520	8,185	3,860	30,069
	Speak English "very well"	167,669	6,016	2,974	16,426
	Speak English less than "very well"	182,851	2,169	886	13,643
28	Hmong:	66,170	0	111	909

Table: ACSDT1Y2024.B16001

	ACS 2024 B16001 Language Spoken at Home by Ability to Speak English	California	San Francisco County, California	San Mateo County, California	Santa Clara County, California
	Label	Estimate	Estimate	Estimate	Estimate
	Speak English "very well"	36,424	0	111	674
	Speak English less than "very well"	29,746	0	0	235
29	Vietnamese:	559,609	14,043	3,935	123,953
	Speak English "very well"	226,348	5,360	1,896	48,932
	Speak English less than "very well"	333,261	8,683	2,039	75,021
30	Khmer:	63,945	265	111	2,376
	Speak English "very well"	28,781	0	81	1,272
	Speak English less than "very well"	35,164	265	30	1,104
31	Thai, Lao, or other Tai-Kadai languages:	71,808	1,479	1,839	3,257
	Speak English "very well"	35,707	794	968	2,119
	Speak English less than "very well"	36,101	685	871	1,138
32	Other languages of Asia:	72,213	2,749	6,768	6,169
	Speak English "very well"	41,318	2,140	3,167	4,725
	Speak English less than "very well"	30,895	609	3,601	1,444
33	Tagalog (incl. Filipino):	820,806	24,788	42,793	47,136
	Speak English "very well"	554,146	14,885	28,263	30,991
	Speak English less than "very well"	266,660	9,903	14,530	16,145
34	Ilocano, Samoan, Hawaiian, or other Austronesian languages:	113,411	3,386	3,683	8,220
	Speak English "very well"	76,764	2,923	2,356	6,298
	Speak English less than "very well"	36,647	463	1,327	1,922
35	Arabic:	223,882	3,528	3,841	7,635
	Speak English "very well"	144,014	2,689	2,683	6,367
	Speak English less than "very well"	79,868	839	1,158	1,268
36	Hebrew:	43,046	1,397	954	7,409
	Speak English "very well"	37,316	1,397	731	6,270
	Speak English less than "very well"	5,730	0	223	1,139
37	Amharic, Somali, or other Afro-Asiatic languages:	67,710	1,856	363	8,860

Table: ACSDT1Y2024.B16001

	ACS 2024 B16001 Language Spoken at Home by Ability to Speak English	California	San Francisco County, California	San Mateo County, California	Santa Clara County, California
	Label	Estimate	Estimate	Estimate	Estimate
	Speak English "very well"	44,602	1,792	226	6,151
	Speak English less than "very well"	23,108	64	137	2,709
38	Yoruba, Twi, Igbo, or other languages of Western Africa:	48,768	287	848	427
	Speak English "very well"	42,184	287	848	394
	Speak English less than "very well"	6,584	0	0	33
39	Swahili or other languages of Central, Eastern, and Southern Africa:	19,954	1,027	266	740
	Speak English "very well"	16,166	884	266	638
	Speak English less than "very well"	3,788	143	0	102
40	Navajo:	1,190	39	0	0
	Speak English "very well"	919	39	0	0
	Speak English less than "very well"	271	0	0	0
41	Other Native languages of North America:	7,036	168	0	1,369
	Speak English "very well"	6,310	168	0	1,369
	Speak English less than "very well"	726	0	0	0
42	Other and unspecified languages:	45,018	998	575	1,560
	Speak English "very well"	23,268	766	513	1,237
	Speak English less than "very well"	21,750	232	62	323

Table 5 below provides a list of languages spoken in the household by limited English speaking status. The data source for this information is ACS Table ID B16002 (2024). The table divides languages into two categories “limited English speaking household” and “not a limited English speaking household.”

Table 5: Three County Limited English Speaking Status

2024 ACS Table ID B16002	Detailed Language by Household Limited English Speaking Status			
	California	San Francisco County, California	San Mateo County, California	Santa Clara County, California
	Estimate	Estimate	Estimate	Estimate
Total:	13,797,638	371,841	266,249	672,426
English only	7,210,860	198,957	132,810	264,557
Spanish:	3,832,934	43,530	42,034	102,240
Limited English speaking household	625,712	8,162	10,805	17,064
Not a limited English speaking household	3,207,222	35,368	31,229	85,176
French, Haitian, or Cajun:	83,324	6,522	3,139	3,885
Limited English speaking household	5,189	273	109	199
Not a limited English speaking household	78,135	6,249	3,030	3,686
German or other West Germanic languages:	71,785	4,126	2,249	4,837
Limited English speaking household	2,313	40	44	452
Not a limited English speaking household	69,472	4,086	2,205	4,385
Russian, Polish, or other Slavic languages:	146,865	5,896	4,999	14,107
Limited English speaking household	35,471	1,537	728	3,869
Not a limited English speaking household	111,394	4,359	4,271	10,238
Other Indo-European languages:	608,354	14,880	14,652	67,611
Limited English speaking household	91,482	1,123	1,088	5,840
Not a limited English speaking household	516,872	13,757	13,564	61,771
Korean:	174,961	4,818	2,618	13,766
Limited English speaking household	61,936	907	236	4,071
Not a limited English speaking household	113,025	3,911	2,382	9,695
Chinese (incl. Mandarin, Cantonese):	587,532	62,091	31,808	87,483
Limited English speaking household	186,393	22,879	8,797	23,186
Not a limited English speaking household	401,139	39,212	23,011	64,297
Vietnamese:	209,040	5,075	2,126	43,209
Limited English speaking household	63,683	2,024	477	14,047
Not a limited English speaking household	145,357	3,051	1,649	29,162
Tagalog (incl. Filipino):	355,302	10,804	16,742	17,564
Limited English speaking household	35,438	1,303	1,979	1,666
Not a limited English speaking household	319,864	9,501	14,763	15,898
Other Asian and Pacific Island languages:	312,423	9,562	10,016	41,717
Limited English speaking household	48,648	1,878	1,347	5,737
Not a limited English speaking household	263,775	7,684	8,669	35,980
Arabic:	90,730	2,238	1,595	2,929
Limited English speaking household	14,938	0	378	90
Not a limited English speaking household	75,792	2,238	1,217	2,839
Other and unspecified languages:	113,528	3,342	1,461	8,521
Limited English speaking household	15,360	232	0	609
Not a limited English speaking household	98,168	3,110	1,461	7,912

In addition to obtaining data from the American Community Survey, other sources of language data include Caltrain's 2025 Triennial Customer Service Satisfaction Survey. Table 6 shows responses to Question 24 of the survey, languages spoken at home for Caltrain customers. The top five languages spoken by Caltrain customers, other than English, are Spanish, Mandarin, Hindi, Cantonese, and Tagalog.

Languages Spoken in the Home*

Q24. Which languages are spoken in your home? (Multiple responses accepted)

Riders speak 70 languages in their homes. While 89% of riders speak English in their homes, 15% speak Spanish, 10% speak Mandarin, and 7% Hindi.

Table 6: Languages Spoken at Home

	2025 Total	2025 Weekday Peak	2025 Weekday Off-peak	2025 Weekend
Base (All Respondents)	3,622	2,129	935	558
	%	%	%	%
English	89	90	87	88
Spanish	15	14	16	16
Mandarin	10	9	10	15
Hindi	7	5	8	8
Cantonese	4	4	4	4
Tagalog	2	2	3	2
Vietnamese	2	2	2	1
Korean	2	2	2	1
French	1	2	1	1
Japanese	1	1	1	1
German	1	1	1	1
Tamil	1	1	1	1
Russian	1	1	1	1
Portuguese	1	1	1	-
Telugu	1	1	<1	1
Arabic	1	<1	1	1
Farsi	1	<1	1	<1

*Only responses with 1% or greater overall are shown, see statistical tables for a complete list. (See Statistical Table Q24)

Additional data points were also analyzed using the National Equity Atlas for the State of California's three county Caltrain service area for the year 2023. To help understand the percentage of the community that may be affected by language barriers. The Census defines a "linguistically isolated" household as one in which no member over the age of 14 years old speaks English only or the household members speak a non-English language and don't speak English "very well." Individuals in these households may face significant language barriers because they may not be able to rely on an adult relative who speaks English well to provide translation assistance. The following tables show linguistic isolation by ancestry in California compared to the Caltrain service area. Table 7 shows linguistic isolation for the State of California. Table 8 shows linguistic isolation for San Francisco County; Chinese (45%) and Vietnamese (36%) language speakers are the most linguistically isolated communities in San Francisco County. Table 9 shows linguistic isolation for San Mateo County; Chinese (28%) and Salvadoran (29%) language speakers are the most isolated in San Mateo County. Table 10 show linguistic isolation for Santa Clara County; Japanese (36%) and Vietnamese (38%) language speakers are the most linguistically isolated communities in Santa Clara County.

Table 7: Linguistic Isolation by Ancestry in California



Table 8: Linguistic Isolation by Ancestry in the Caltrain Service Area (San Francisco County)



Table 9: Linguistic Isolation by Ancestry in the Caltrain Service Area (San Mateo County)

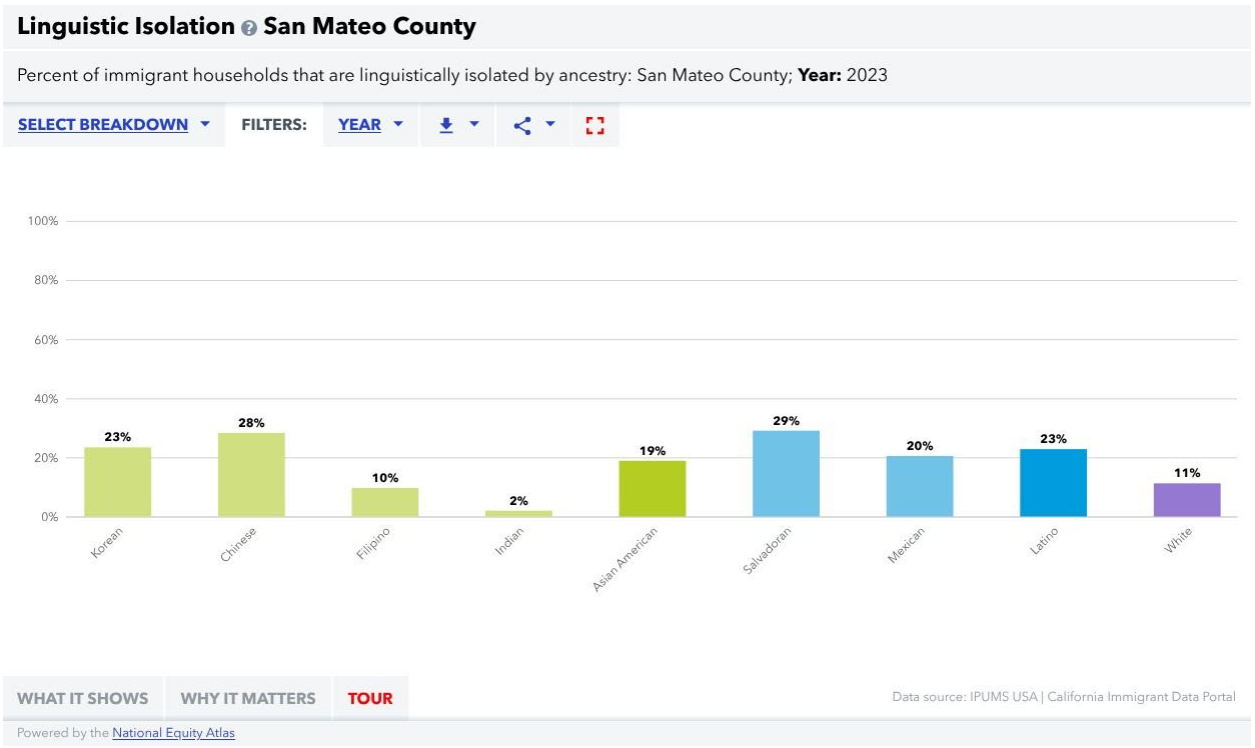
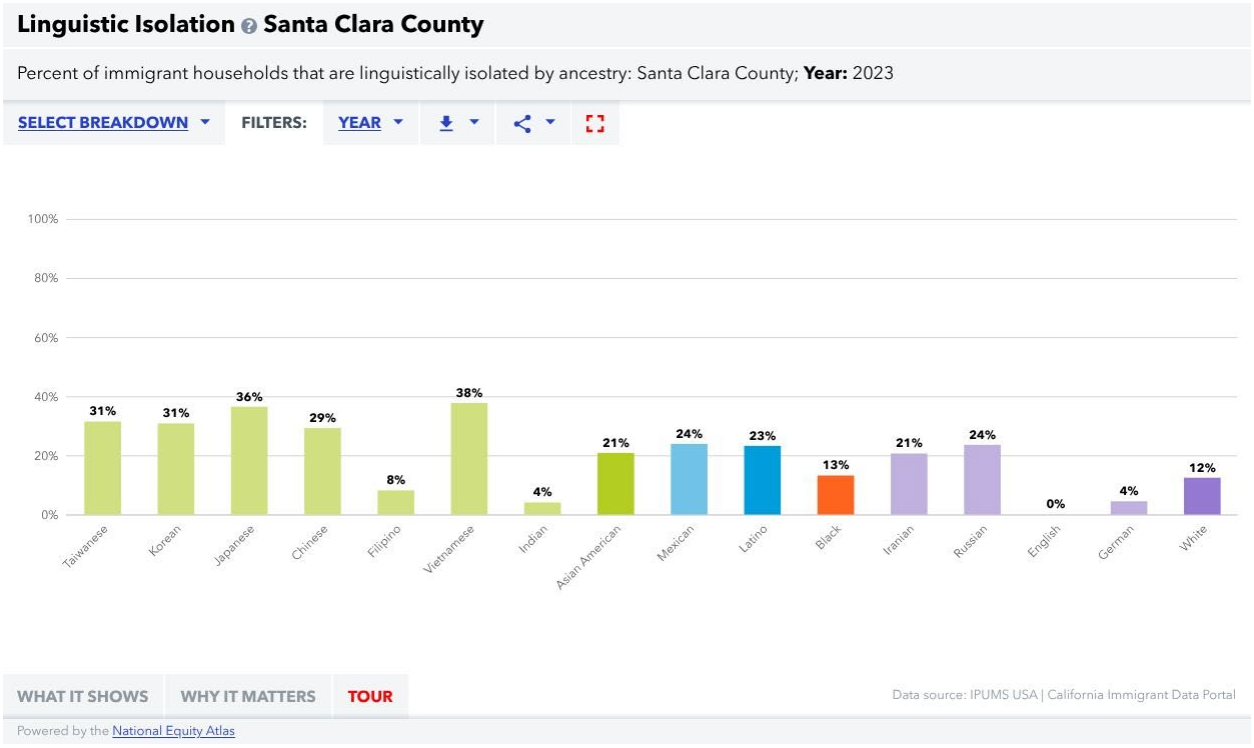


Table 10: Linguistic Isolation by Ancestry in the Caltrain Service Area (Santa Clara County)

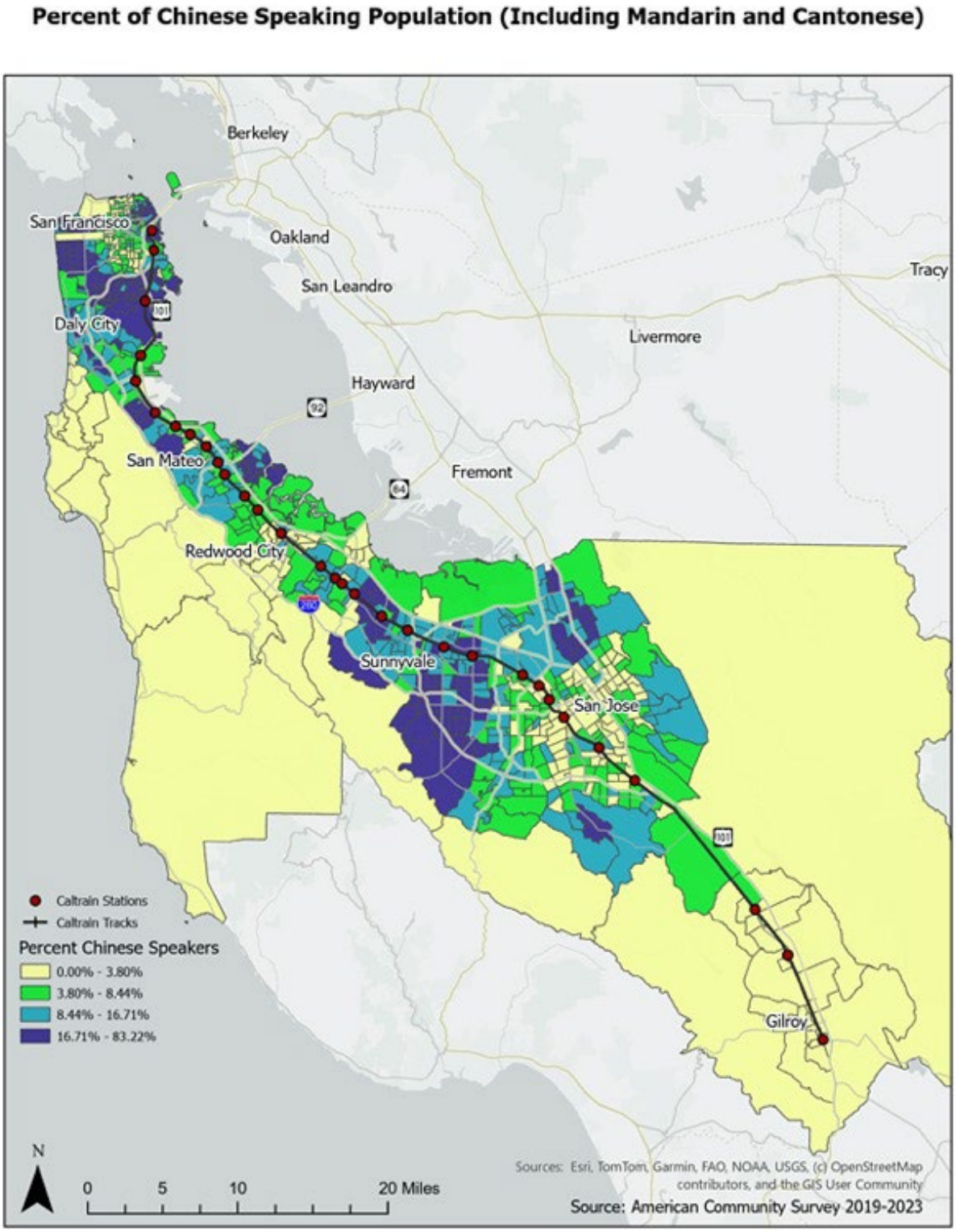


GIS Analysis of the American Community Survey 2019-2023

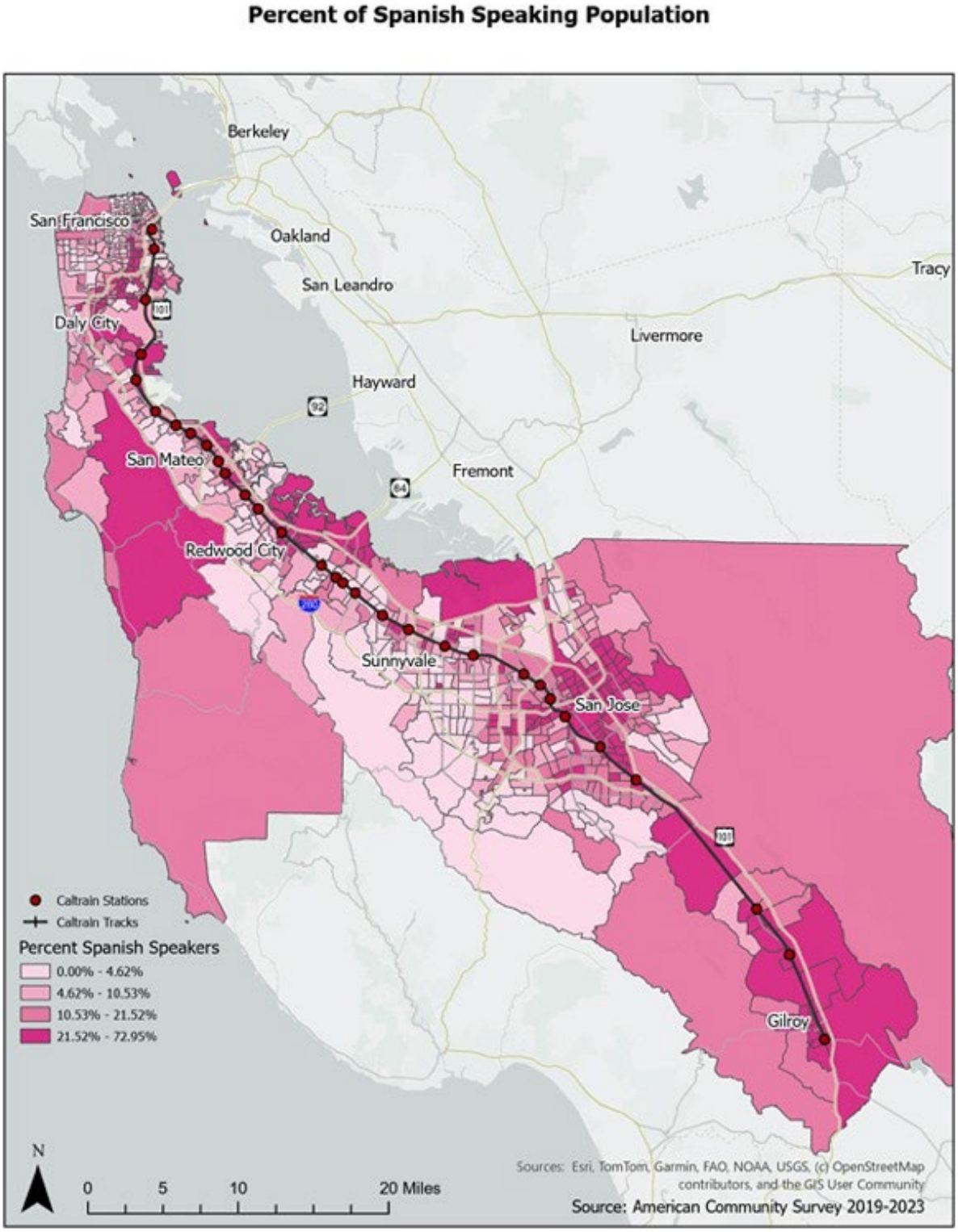
To better understand the location of the LEP concentrations, the analysis also includes a Geographic Information Systems (GIS) analysis of the ACS survey data. The data provides tract-level information to provide a geographic picture of where concentrations of LEP individuals live within the service area. The following Maps 2 through 7 provide a GIS view of the concentrations of LEP populations for the following top six discrete languages from the ACS data that represent greater than 15,000 individuals per language who speak English "Less Than Very Well":

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

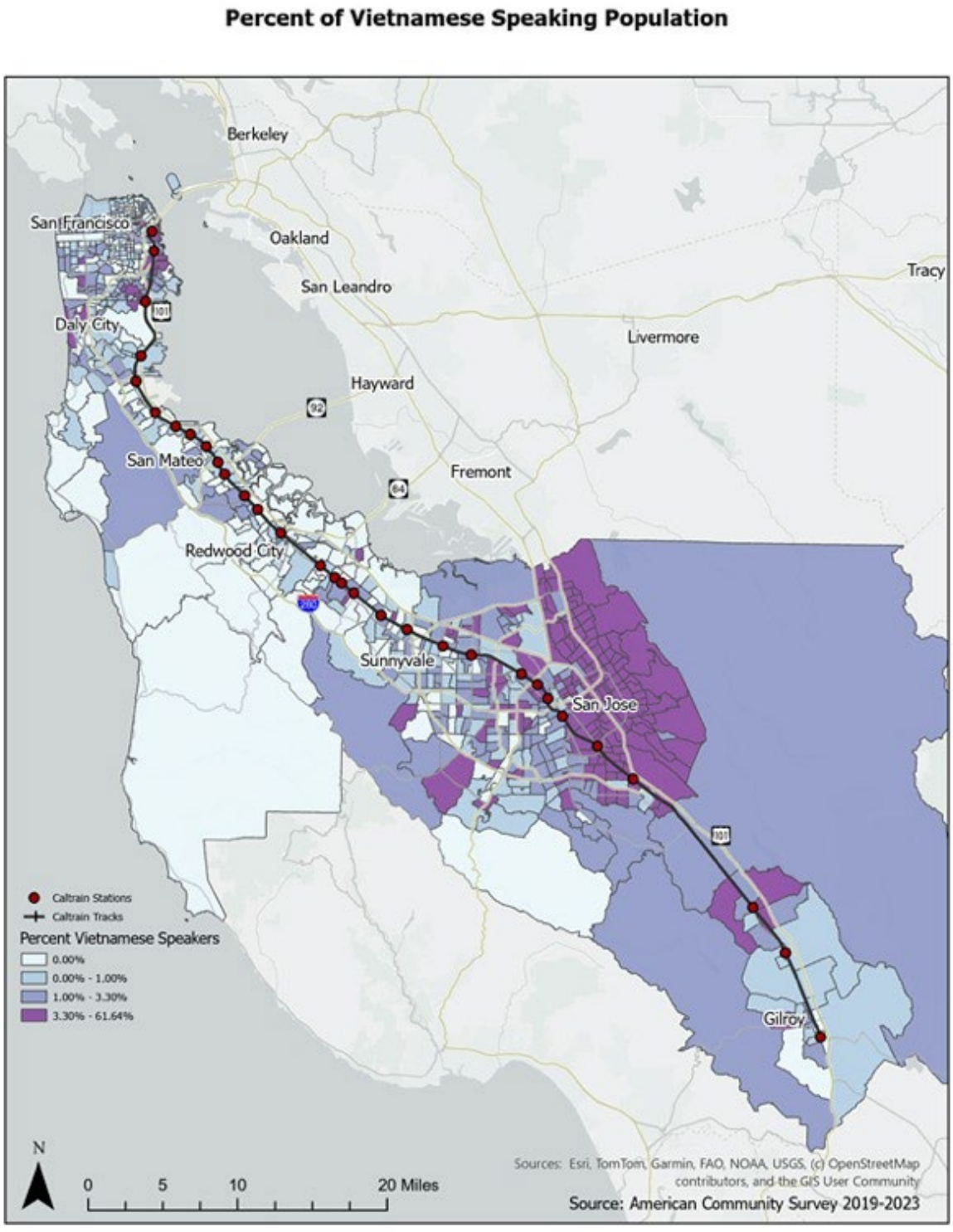
Map 2: Caltrain Service Area Chinese Speaking LEP Concentrations



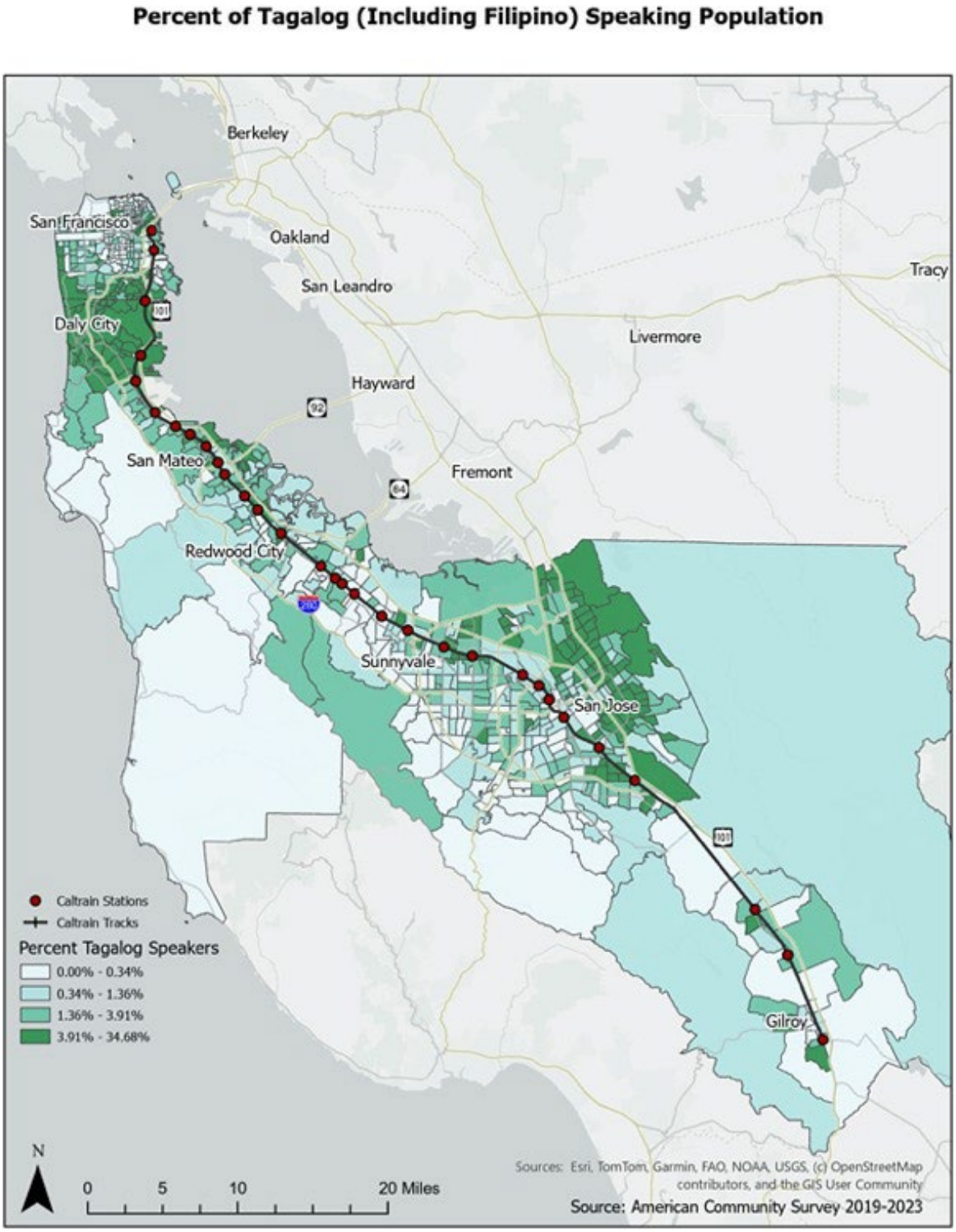
Map 3: Caltrain Service Area Spanish Speaking LEP Concentrations



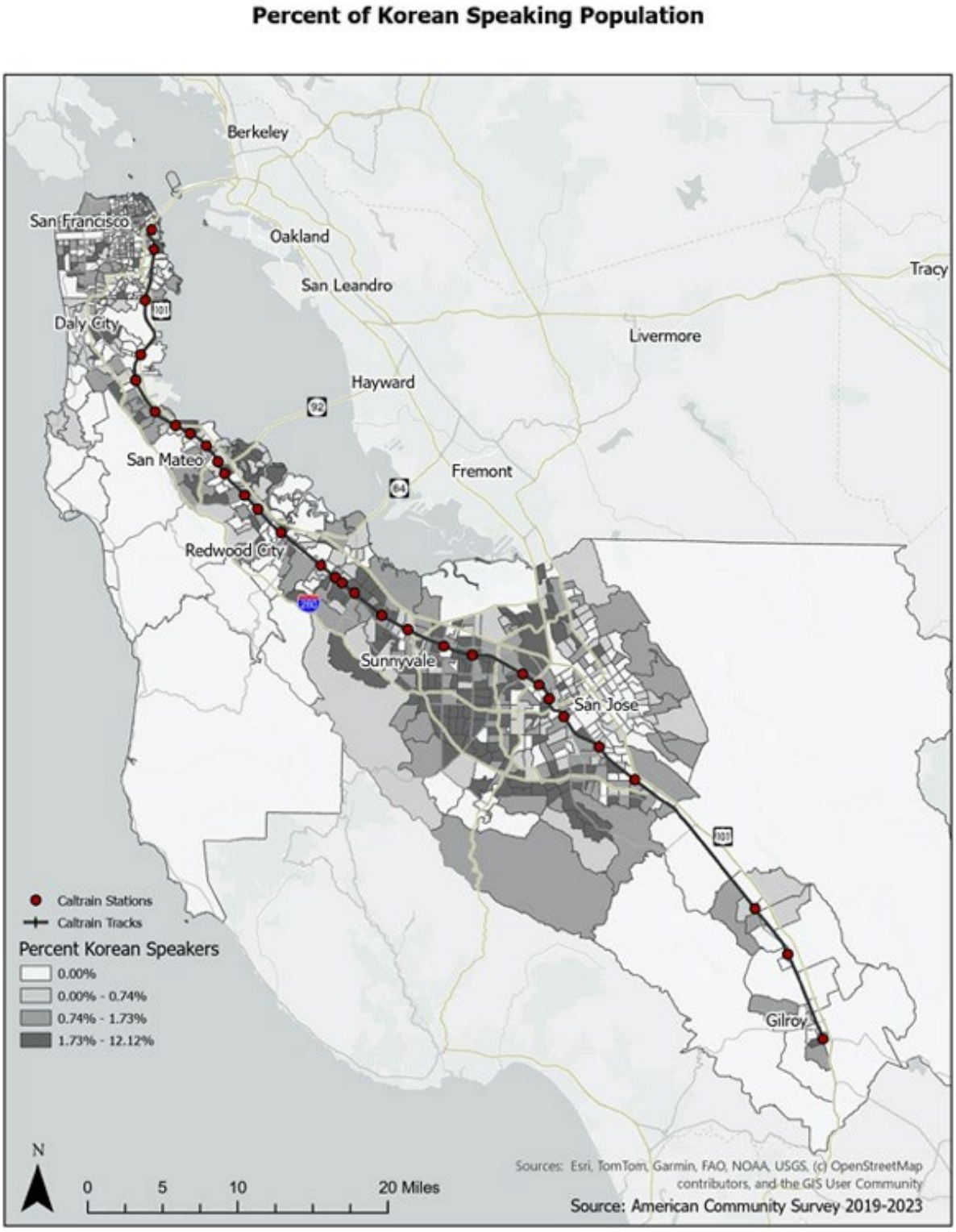
Map 4: Caltrain Service Area Vietnamese Speaking LEP Concentrations



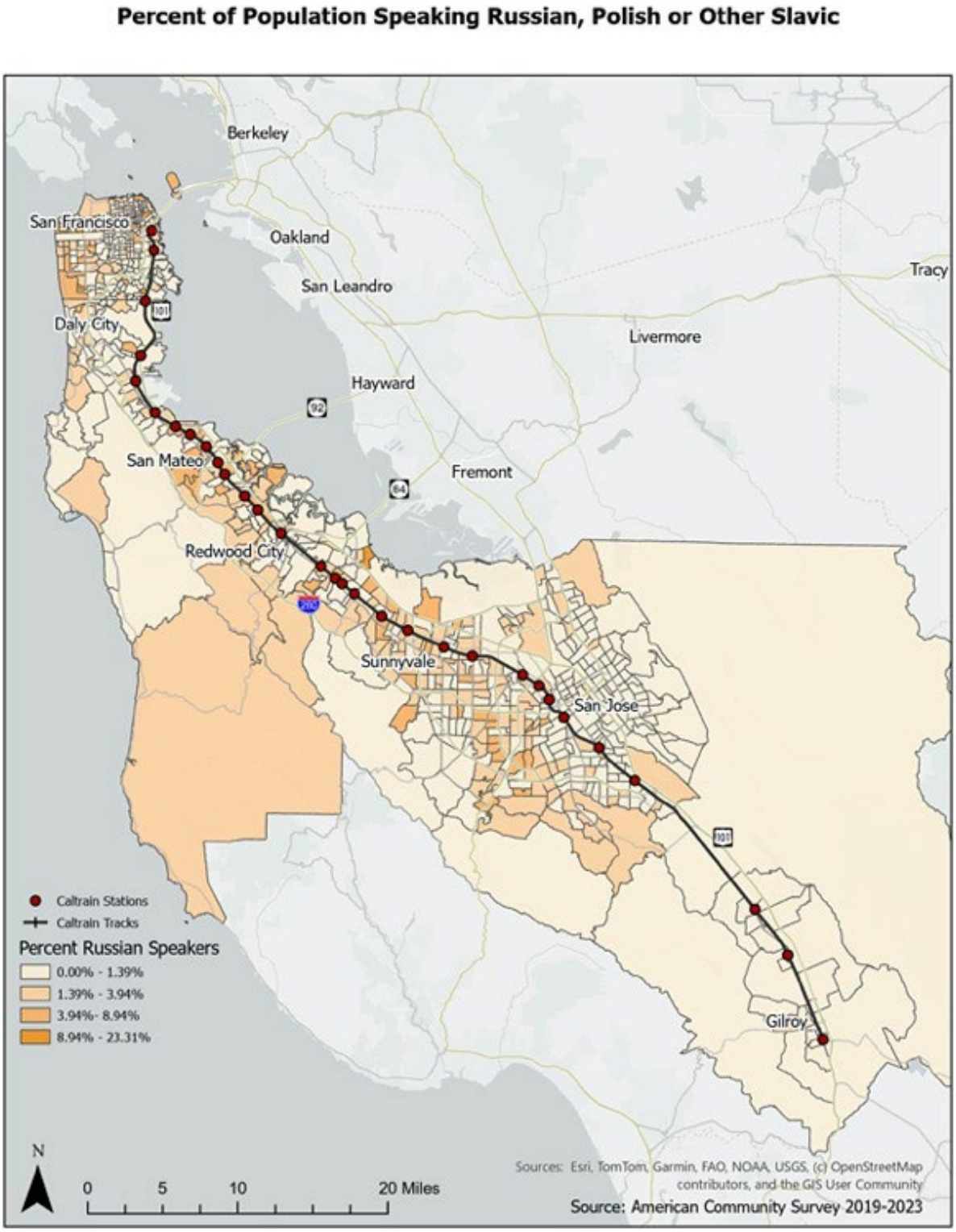
Map 5: Caltrain Service Area Tagalog Speaking LEP Concentrations



Map 6: Caltrain Service Area Korean Speaking LEP Concentrations



Map 7: Caltrain Service Area Russian, Polish, Other Slavic Language Speaking LEP Populations

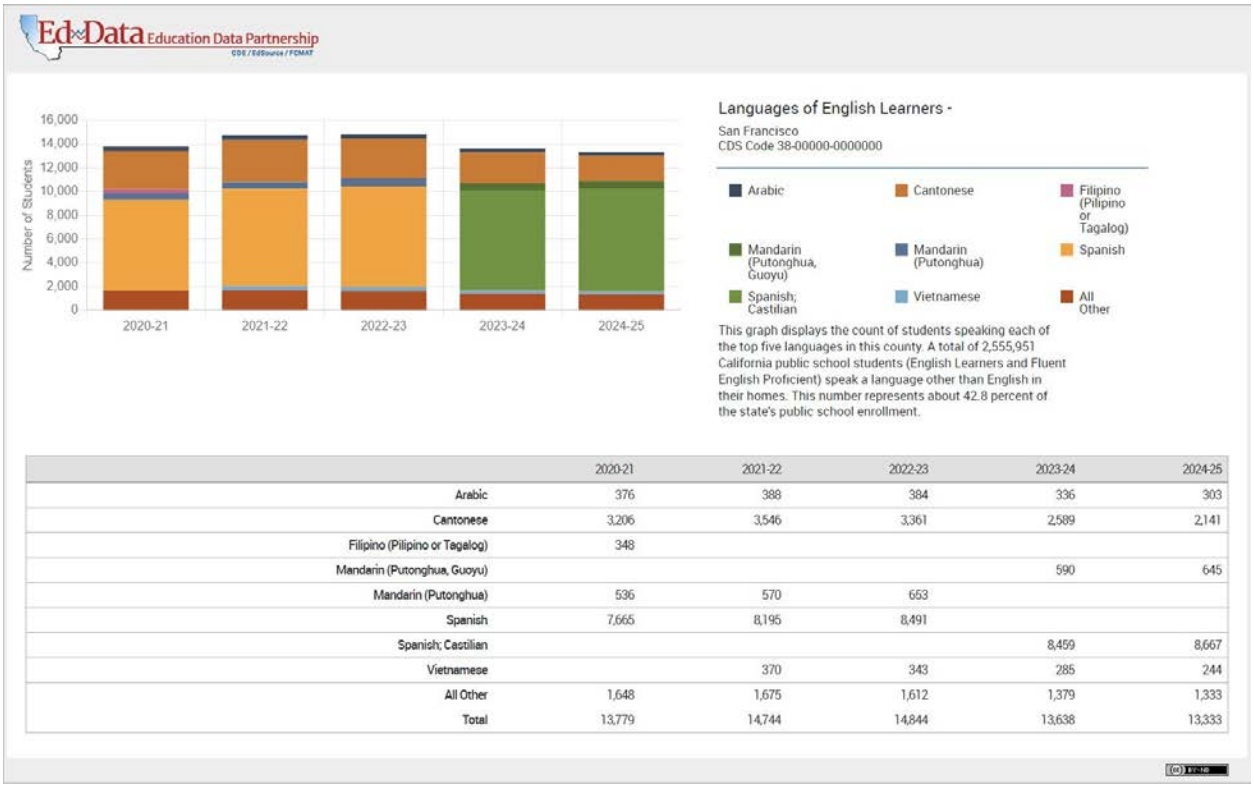


LEP Concentrations

According to the guidelines set forward by the FTA, the LEP analysis should also review alternate and local sources of data. For this analysis, the California Department of Education (DOE) 2020-2025 Census of English Learners provides an overview of the primary languages of the English Learners in the service area. The English Learner survey does not provide the most useful data for the LEP analysis, as it is collected among students and not the population as a whole. However, it provides another means of cross-checking Census data analyses. It will be noted that the most common spoken languages reported are within the Safe Harbor languages identified by the Census data analysis.

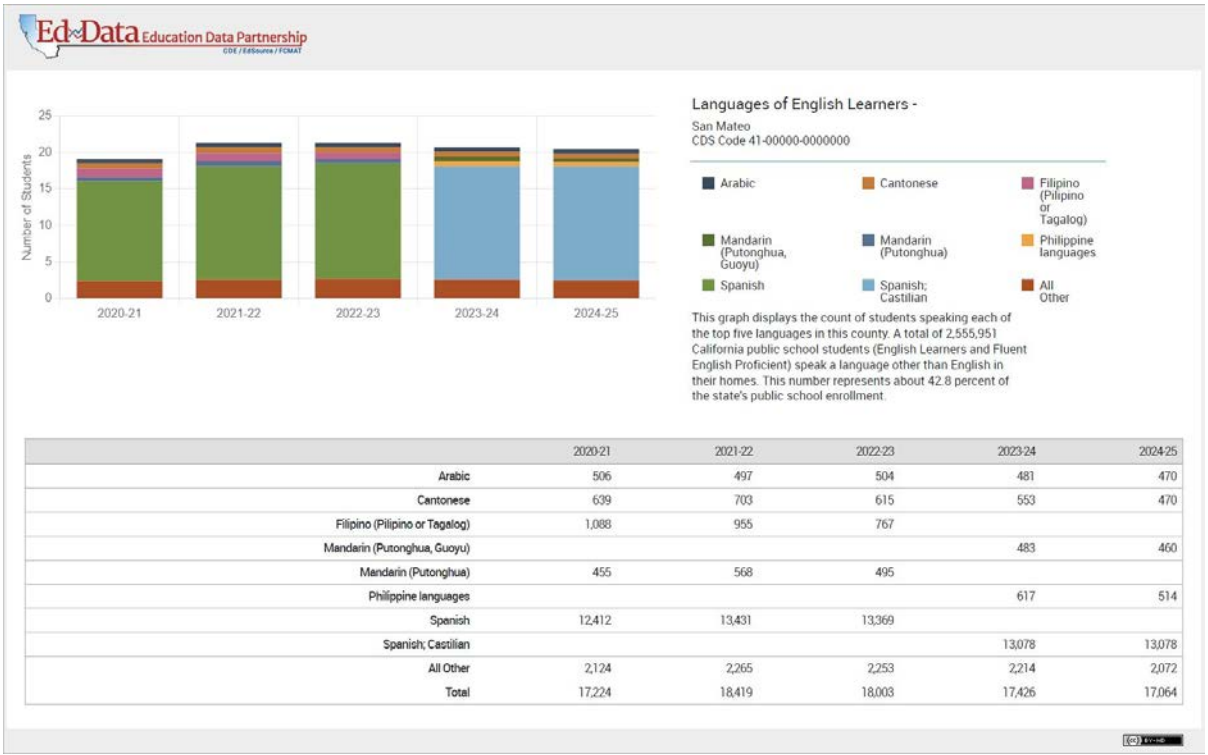
Tables 11 to 13 provide a breakdown of the primary language of the DOE English Learners reported for the school districts in all three counties of the Caltrain service area.

Table 11: Department of Education English Learners for Caltrain Service Area (San Francisco County 2020-2025 School Years)



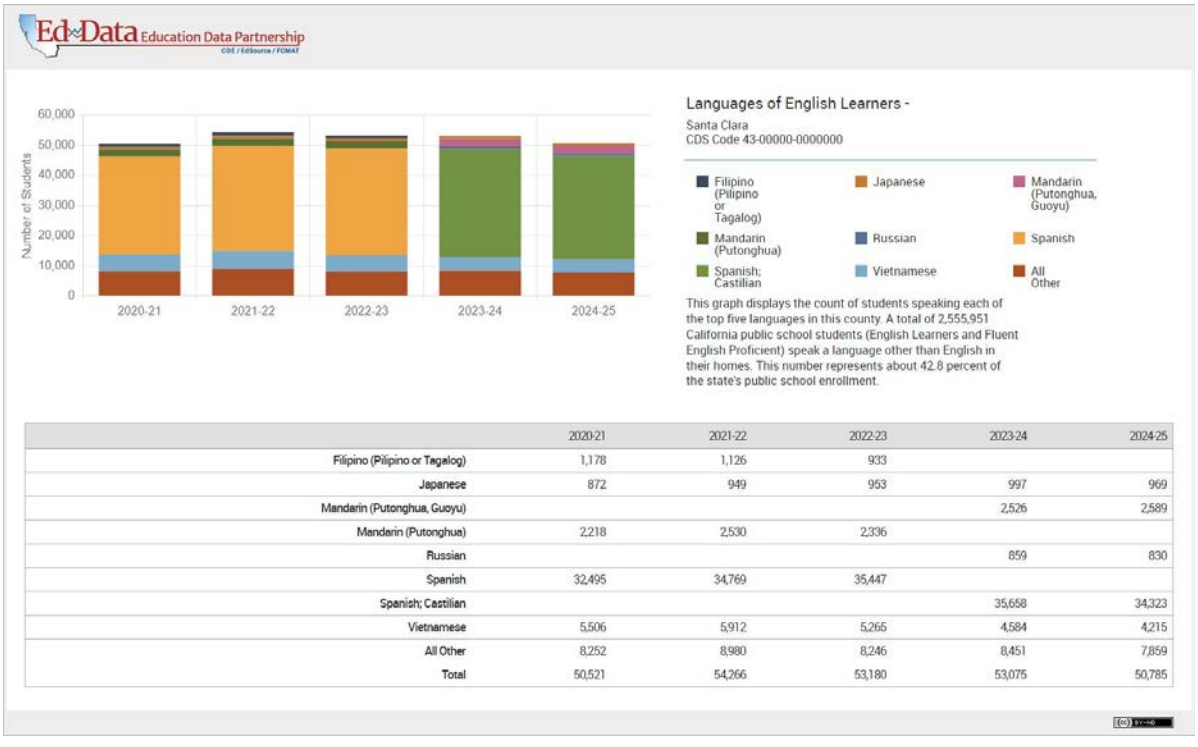
	2020-21	2021-22	2022-23	2023-24	2024-25
Arabic	376	388	384	336	303
Cantonese	3,206	3,546	3,361	2,589	2,141
Filipino (Pilipino or Tagalog)	348				
Mandarin (Putonghua, Guoyu)				590	645
Mandarin (Putonghua)	536	570	653		
Spanish	7,665	8,195	8,491		
Spanish; Castilian				8,459	8,667
Vietnamese		370	343	285	244
All Other	1,648	1,675	1,612	1,379	1,333
Total	13,779	14,744	14,844	13,638	13,333

Table 12: Department of Education English Learners for Caltrain Service Area (San Mateo County 2020-2025 School Years)



	2020-21	2021-22	2022-23	2023-24	2024-25
Arabic	506	497	504	481	470
Cantonese	639	703	615	553	470
Filipino (Pilipino or Tagalog)	1,088	955	767		
Mandarin (Putonghua, Guoyu)				483	460
Mandarin (Putonghua)	455	568	495		
Philippine languages				617	514
Spanish	12,412	13,431	13,369		
Spanish; Castilian				13,078	13,078
All Other	2,124	2,265	2,253	2,214	2,072
Total	17,224	18,419	18,003	17,426	17,064

Table 13: Department of Education English Learners for Caltrain Service Area (Santa Clara County 2020-2025 School Years)



	2020-21	2021-22	2022-23	2023-24	2024-25
Filipino (Pilipino or Tagalog)	1,178	1,126	933		
Japanese	872	949	953	997	969
Mandarin (Putonghua, Guoyu)				2,526	2,589
Mandarin (Putonghua)	2,218	2,530	2,336		
Russian				859	830
Spanish	32,495	34,769	35,447		
Spanish; Castilian				35,658	34,323
Vietnamese	5,506	5,912	5,265	4,584	4,215
All Other	8,252	8,980	8,246	8,451	7,859
Total	50,521	54,266	53,180	53,075	50,785

Caltrain Rider Data

In addition to reviewing Census and other pertinent available data, it is also helpful to view any available data collected by Caltrain about its ridership regarding its prior experience with LEP individuals and their needs. Two important sources are the Language Line Usage data and the Caltrain ridership surveys.

Rider data is important because it provides comprehensive information to agencies that is specific to their ridership as opposed to Census data, which involves a larger populace who may or may not be riders. Data from the most recent Caltrain rider surveys are used in this LAP. These on-board surveys include:

- 2024 Caltrain Origin and Destination Survey
- 2024 Annual Ridership Report
- 2025 Caltrain Triennial Customer Service Satisfaction Survey

The following questions and chart results were taken from the 2024 Origin and Destination (O&D) Survey. Fieldwork for the O&D survey was conducted May 4-15, 2024 with make-up days June 5-6, 2024.

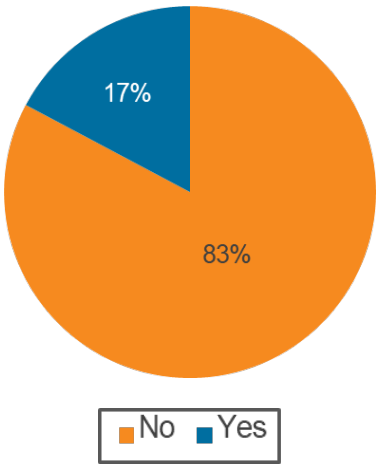
Chart 1: Ethnicity

Figure 21: Question: Are you Hispanic, Latino, or Spanish origin?

- Yes
- No

Respondents to the question indicate that 17% identify as Hispanic, Latino, or Spanish origin.

FIGURE 21: HISPANIC, LATINO, OR SPANISH ORIGIN



n = 2,381

Chart 2: Language Spoken at Home

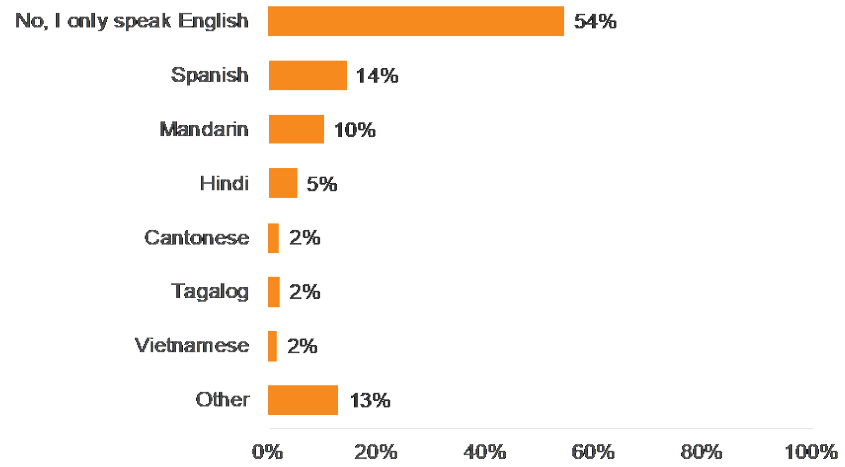
Figure 23:
Question: Do you speak a language other than English at home?

- Spanish
- Cantonese
- Mandarin
- Hindu
- Tagalog
- Vietnamese
-
- No, I don't speak a language other than English
- Other, please specify

According to the report, Figure 23 shows that respondents predominately speak English (54%) at home, with the top five languages other than English spoken at home being: Spanish (14%), Mandarin (10%), Hindi (5%), Cantonese (5%), and Tagalog (2%).

The majority of respondents (54%) speak only English at home, with Spanish (14%) and Mandarin (10%) being the next most common languages (Figure 23).

FIGURE 23: LANGUAGES SPOKEN AT HOME OTHER THAN ENGLISH (SELECT ALL THAT APPLY)



n = 2,380

Chart 3: English Proficiency

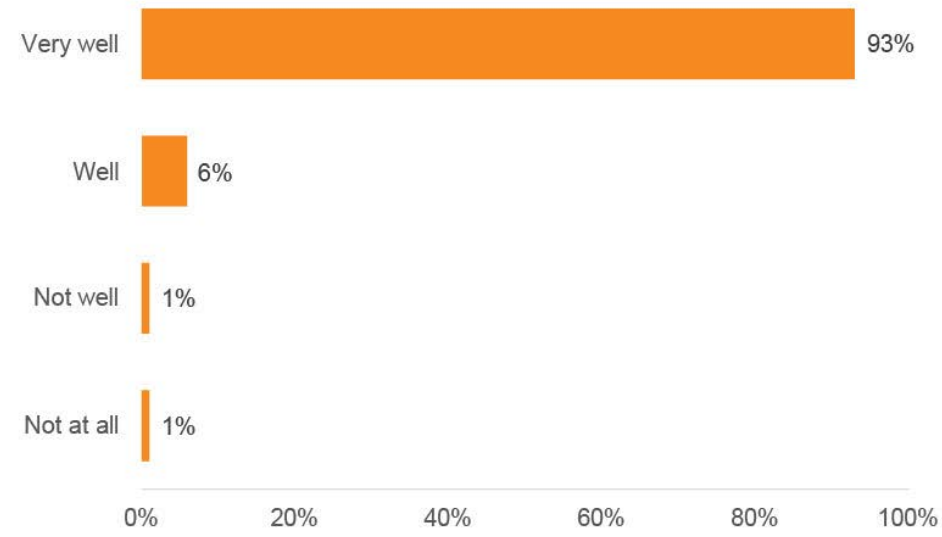
Figure 24:
Question: How well do you speak English?

- Very well
- Well
- Not well
- Not at all

According to the report, Figure 24 shows that 93% of the respondents who speak a language other than English at home, speak English very well, 6% speak English well, and 1% are limited English proficient or do not speak English at all.

Among those respondents who speak a language other than English at home, almost all speak English very well or well (99%, Figure 24).

FIGURE 24: ENGLISH ABILITY



n = 2,380

Note: Only respondents who speak a language other than English at home. Total does not add to 100% due to rounding.

Language Line Data

Caltrain's call-in Customer Service provides Language Line assistance for those needing translation services. The information contained in Table 12 below, provides the number of calls that used Language Line services. This provides a good corroboration of the languages that are most often used by individuals seeking language assistance.

Language Line data from January 2023 to September 2025, indicate that 7,741 customers called to request language assistance. Both Caltrain and SamTrans customers' calls are received at the same Customer Service Center, and Language Line calls are not differentiated between the two transit providers. When viewing these numbers in total, 75% of the calls for telephonic interpretations are requested by customers who speak Spanish, followed by 11% of Mandarin speakers, 6% of Cantonese speakers, 2% of Russian speakers, and 1% of Tagalog speakers. For the most part, this data matches language data taken from the 2024 O&D survey where the top five languages other than English spoken at home are: Spanish (14%), Mandarin (10%), Hindi (5%), Cantonese (5%), and Tagalog (2%). Russian was not specifically listed in the language spoken at home question in the O&D Study like the other languages were.

Table 14: Caltrain and SamTrans Language Line Data January 2023 – September 2025

Languages	Translations	% of Translations
Spanish	5,797	74.89%
Mandarin	818	10.57%
Cantonese	494	6.38%
Russian	130	1.68%
Tagalog	107	1.38%
Burmese	106	1.37%
Arabic	77	0.99%
Farsi	44	0.57%
Vietnamese	36	0.47%
Japanese	31	0.40%
Hindi	24	0.31%
Korean	23	0.30%
Portuguese	17	0.22%
Tongan	8	0.10%
Armenian	4	0.05%
Indonesian	4	0.05%
Punjabi	3	0.04%
Turkish	3	0.04%
Urdu	3	0.04%
Dari	2	0.03%
Gujarati	2	0.03%

Thai	2	0.03%
German	1	0.01%
Latvian	1	0.01%
Nepali	1	0.01%
Portuguese Brazilian	1	0.01%
Shanghainese	1	0.01%
Toisanese	1	0.01%

Factor 1 Findings:
Factor 1 of the LEP Plan was studied to assess the proportion of LEP individuals that may encounter or use the Caltrain services. Several data sources were used to inform the conclusions, including the American Community Survey (Census), the California Department of Education English Learners data, and information from the most recent Caltrain surveys. Additionally, Language Line data on use of existing real-time interpretation services provided through the combined Caltrain and SamTrans customer service department was also viewed to verify the top languages. Although various data sources were used to obtain information for Factor 1, the findings highlighted below are from customer surveys and language line data. The findings reveal the following information about ridership such as how long it takes customers to travel to a station, which stations are most frequently used, what languages are spoken, and which language speakers requested interpretation services from the customer service department.

Factor 1 Findings:

- According to the Fall 2025 Caltrain Triennial Customer Satisfaction Survey, nearly half of riders (49%) travel 10 minutes or less to get to the Caltrain station where they boarded.

  Nearly half of riders (47%) travel 10 minutes or less to get to their destination from the Caltrain station where they alighted.

- According to the 2024 Annual Ridership Report, in 2019 and 2024, the following stations had the highest average mid-week ridership:
  - San Francisco
  - Palo Alto
  - Mountain View
  - Redwood City
  - San Jose Diridon

- 17 languages represent those predominantly spoken in the home by Caltrain riders

- According to the 2025 Caltrain Triennial Customer Satisfaction Survey, the top 5 languages spoken by riders in the Caltrain service area are:
  - Spanish
  - Mandarin
  - Hindi

  - Cantonese
  - Tagalog

- According to January 2023 – September 2025, Language Line data, the top 5 languages where speakers requested real-time interpretation services are:
  - Spanish
  - Mandarin
  - Cantonese
  - Russian
  - Tagalog

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

Assessing the frequency with which LEP populations come in contact with Caltrain's programs, activities, and service helps the agency determine which languages need to be considered for language services. Generally, "the more frequent the contact, the more likely enhanced language services will be needed."[9] Strategies that help serve an LEP person on a one-time basis will be very different than those that may that serve LEP persons daily. For purposes of estimating the frequency of contact with LEP individuals, Caltrain reviewed the programs and services, and analyzed data from the following sources:

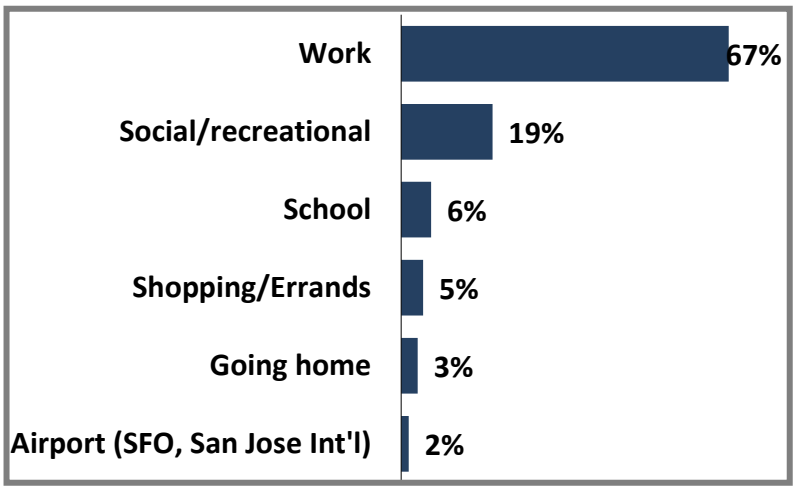
- United States Census
- 2024 American Community Survey
- 2024 American Community Survey Public Use Microdata Sample
- 2024 Caltrain Origin and Destination Survey
- 2024 Annual Ridership Report
- 2020-2025 School Years California Department of Education English Learner Data
- Fall 2025 Caltrain Triennial Customer Satisfaction Survey

Trip Purpose (2025 Caltrain Triennial Customer Satisfaction Survey)

10. What is the main purpose of your trip today? (Multiple responses accepted)

Over two-thirds of riders (67%) use Caltrain for commuting to work. This was highest among the Weekday Peak riders, of whom 84% were traveling for work-related reasons, and lowest among Weekend riders.

Chart 4: Trip Purpose



[9] Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons--A Handbook for Public Transportation Providers, 2007

Table 15: Trip Purpose

	2025 Total	2022 Total	2019 Total
Base (All Respondents)	3,622	2,838	5,501
	%	%	%
Work	67	61	81
Social/recreational/cultural	19	22	9
School	6	9	6
Shopping/errands/personal business	5	4	2
"Going home"	3	6	4
Airport	2	2	1
Other (not specified)	-	<1	<1

	Weekday Peak			Weekday Off-peak			Weekend		
	2025	2022	2019	2025	2022	2019	2025	2022	2019
Base (All Respondents)	2,129	1,733	4,332	935	694	789	558	411	380
	%	%	%	%	%	%	%	%	%
Work	84	72	89	61	57	69	15	17	17
Social/recreational/cultural	8	12	4	18	21	13	64	66	61
School	5	9	5	10	13	9	2	2	3
Shopping/errands/personal business	2	2	1	7	5	4	12	8	6
"Going home"	2	4	2	5	8	6	7	9	13
Airport	1	1	1	2	2	2	3	2	1
Other (not specified)	-	<1	<1	-	1	1	-	-	2

(See Statistical Table Q10)

In 2025, the vast majority of Caltrain riders, 67%, used the service to get to work, followed by 19% percent of riders who use the service for social, recreational, or cultural activities. These figures are a change from 2019 data, which showed that 81% of riders used Caltrain for work, followed by 9% of the riders who used it for social, recreational, or cultural purposes. The change was less significant for customers who use the service for school, which was 6% in both 2025 and 2019.

Table 16 shows the means of transportation to work based on language spoken at home. Modes of transportation include:

- Car, truck, or van - drove alone
- Car, truck, or van - carpooled
- Public transportation
- Walked
- Taxi or ride-hailing services, motorcycle, bicycle, or other means
- Worked from home

In all three counties in the Caltrain service area, Spanish speaking residents and individuals who speak languages other than English less than "very well" used a car, truck, or van and drove alone as their primary mode of transportation to work. Working from home was the 2nd most commonly used mode of transportation to work, with the exception of San Francisco County where public transportation is the 2nd highest mode used to get to work. Walking to work followed using public transportation in San Francisco. Carpooling ranked as the 3rd mode frequently used mode of transportation to work in San Mateo and Santa Clara Counties.

Table 16: Caltrain Service Area by Means of Transportation to Work by Language Spoken at Home and Ability to Speak English

Table: ACSDT1Y2024.B08113

ACS 2024 B08113	California	San Francisco County, California	San Mateo County, California	Santa Clara County, California
Label	Estimate	Estimate	Estimate	Estimate
Total:	**18,893,770**	**468,430**	**394,856**	**996,180**
Speak only English	9,867,957	278,423	197,084	403,421
Speak Spanish:	5,701,441	50,490	73,481	168,968
Speak English "very well"	3,474,435	36,107	37,449	92,785
Speak English less than "very well"	2,227,006	14,383	36,032	76,183
Speak other languages:	3,324,372	139,517	124,291	423,791
Speak English "very well"	2,193,613	89,730	89,342	294,187
Speak English less than "very well"	1,130,759	49,787	34,949	129,604
Car, truck, or van - drove alone:	**12,708,552**	**142,260**	**243,914**	**649,283**
Speak only English	6,585,942	83,964	123,861	262,511
Speak Spanish:	4,009,130	15,138	46,289	111,140
Speak English "very well"	2,522,237	11,343	23,733	60,912
Speak English less than "very well"	1,486,893	3,795	22,556	50,228
Speak other languages:	2,113,480	43,158	73,764	275,632
Speak English "very well"	1,373,498	26,436	53,118	187,665
Speak English less than "very well"	739,982	16,722	20,646	87,967
Car, truck, or van - carpooled:	**1,919,788**	**27,865**	**37,968**	**108,726**
Speak only English	736,172	11,513	13,017	31,739
Speak Spanish:	805,455	3,159	11,481	30,008
Speak English "very well"	418,326	2,234	4,745	14,147
Speak English less than "very well"	387,129	925	6,736	15,861
Speak other languages:	378,161	13,193	13,470	46,979
Speak English "very well"	215,996	6,485	9,097	30,812
Speak English less than "very well"	162,165	6,708	4,373	16,167
Public transportation:	**623,078**	**117,279**	**23,263**	**28,793**
Speak only English	273,894	63,025	8,755	11,497
Speak Spanish:	210,479	16,470	3,832	5,817
Speak English "very well"	102,115	11,128	2,298	2,333
Speak English less than "very well"	108,364	5,342	1,534	3,484

Table: ACSDT1Y2024.B08113

ACS 2024 B08113	California	San Francisco County, California	San Mateo County, California	Santa Clara County, California
Label	Estimate	Estimate	Estimate	Estimate
Speak other languages:	138,705	37,784	10,676	11,479
Speak English "very well"	96,475	23,774	7,163	8,767
Speak English less than "very well"	42,230	14,010	3,513	2,712
Walked:	**465,020**	**46,917**	**7,666**	**24,321**
Speak only English	255,359	27,382	3,151	9,793
Speak Spanish:	125,269	5,170	2,019	6,370
Speak English "very well"	66,475	3,535	1,464	3,816
Speak English less than "very well"	58,794	1,635	555	2,554
Speak other languages:	84,392	14,365	2,496	8,158
Speak English "very well"	54,695	9,874	1,576	5,335
Speak English less than "very well"	29,697	4,491	920	2,823
Taxi or ride-hailing services, motorcycle, bicycle, or other means:	**505,226**	**33,762**	**13,355**	**38,501**
Speak only English	263,709	22,474	6,126	16,628
Speak Spanish:	153,517	3,034	3,598	2,930
Speak English "very well"	78,768	1,679	1,333	1,531
Speak English less than "very well"	74,749	1,355	2,265	1,399
Speak other languages:	88,000	8,254	3,631	18,943
Speak English "very well"	56,342	5,416	2,759	13,190
Speak English less than "very well"	31,658	2,838	872	5,753
Worked from home:	**2,672,106**	**100,347**	**68,690**	**146,556**
Speak only English	1,752,881	70,065	42,174	71,253
Speak Spanish:	397,591	7,519	6,262	12,703
Speak English "very well"	286,514	6,188	3,876	10,046
Speak English less than "very well"	111,077	1,331	2,386	2,657
Speak other languages:	521,634	22,763	20,254	62,600
Speak English "very well"	396,607	17,745	15,629	48,418
Speak English less than "very well"	125,027	5,018	4,625	14,182

Language Line and Website

In addition to the Language Line information presented in Factor 1 that indicated that Spanish was the predominant language requested for translation, the JPB also compiles information from the Caltrain website regarding numbers of translations sought through the website, which offers a Google Translate option. In 2022, 94.5% of views were English. Other languages such as Chinese (0.9%) and Spanish (0.85%) had minimal interaction with the website. This could also be due to the fact that many individuals prefer to use Google Maps for transit information.

Caltrain App Data

The Caltrain mobile app was managed by a third-party company and allows riders to purchase tickets directly from their mobile phone. As of Fall 2022, there are approximately 66,000 users. In FY 2022, non-English speakers account for approximately 18% of new users. In contrast to Census, ELL, and Ridership data, German is the predominant non-English language used on the app (31,754 users) and account for 6% of new users. French is the second highest language at (21,092 users). Spanish accounts for 3% of users and Chinese at 1.5%.

CBO and LEP Outreach

In previous years, CBO and LEP outreach was conducted by all three of the main transit systems within the Caltrain service area (SFMTA, SamTrans, and VTA) and the Caltrain LEP Plan capitalized on the work completed by these agencies. This helped to ensure that the information collected and reviewed represents the best understanding of the needs of the LEP population.

For this update, Caltrain reviewed the 2022 Go Pass Community Service Organization (CSO) Donation Program survey. In 2020, Caltrain began a pilot program for private institution Go Pass users to donate unused Go Passes to a list CSOs in the Caltrain Service Area. CSOs were identified based on their type of service provision, ties with each county's population, and Board recommendations. Each selected CSO distributed the Go Passes to their constituents. As with all Go Pass users, a survey is completed that requests information on income, English fluency, and language spoken in their home. In 2022, an evaluation was completed with feedback from CSOs on how to improve the program for their constituents.

The CSOs were identified based on their intimate ties with the counties' populations that were considered language-isolated or underrepresented for cultural, language, or income-related reasons. The outreach helped to identify the issues that LEP populations face, as well as to brainstorm ideas to improve their riding experience (as addressed in Factor 3).

CBOS have also been instrumental in outreach for the Spanish-speaking community. *Promotoras* were used in a collaborative effort with Caltrain, Redwood City, and Nuestra Casa to increase survey response and lead Spanish language outreach. Caltrain provided Spanish language training materials and received feedback from *promotoras* on materials.

Table 17 provides the CBOs that were contacted for feedback on improving language access for LEP ridership. Appendix B provides addresses for the CBOs consulted and Appendix C provides the data received from the Go Pass Survey.

Table 17: CBOs Contacted and Language Constituency

CSO Name	Language Constituency
Alta Housing	Spanish, Russian, Swahili French, Filipino
Commute.org	Spanish, Filipino, Japanese, Vietnamese, Indonesian, Mandarin, Tongan, Russian
CORA - Community Overcoming Relationship Abuse	Spanish
Five Keys School and Programs	Spanish, Filipino, Swahili
Manzanita Works	Spanish, Portuguese
Nuestra Casa	Spanish, Tongan, Samoan
Palo Alto TMA	Spanish
Razing the Bar	Spanish, Pattawa, Kenyan
Sacred Heart	Spanish, Vietnamese
Samaritan House	Spanish, Cantonese, Tagalog, Hindi, Mandarin, Tongan, Samoan,

CSO Name	Language Constituency
Sunnyvale	Spanish
TMASF Connects	Spanish, Cantonese, Filipino, Burmese, Vietnamese, Mandarin, Hindi

Factor 2 Findings:
2025 Caltrain Trip Purpose

- Most, 67%, of Caltrain riders use the service for commuting to work.
- 19% use it for social, recreational, and cultural purpose
- 6% use it to get to school
- 5% use it for shopping, errands, personal business
- 3% going home
- 2% for airport

Means of transportation to work based on language spoken at home. Modes of transportation include:

- Car, truck, or van-drove alone
- Car, truck, or van-carpooled
- Public transportation
- Walked
- Taxi or ride-hailing services, motorcycle, bicycle, or other means
- Worked from home

In all three counties in the Caltrain service area, Spanish speaking residents and individuals who speak languages other than English less than "very well" used a car, truck, or van and drove alone as their primary mode of transportation to work. Working from home was the 2nd most commonly used mode of transportation to work, with the exception of San Francisco County where public transportation is the 2nd highest mode used to get to work. Walking to work followed using public transportation in San Francisco. Carpooling ranked as the 3rd mode frequently used mode of transportation to work in San Mateo and Santa Clara Counties.

CBO Outreach Findings
The Go Pass survey and evaluation results underscored the need for Caltrain to re-envision how CBO outreach and partnership can change to better serve limited English proficient staff. Feedback was received from throughout the Caltrain Corridor. The most common recommendations are summarized below:

- Overall, access to technology is limited. The reliance of information online creates gaps in information for individuals who are low-income and also LEP.
- Of primary importance to LEP individuals are the following: transit service, information on service changes, fare changes, and additional services, including native language

information at the Customer Service call center. They desire this information in their native language whenever possible.
- The use of instructional videos in multiple languages is preferred over text-heavy info sheets.
- Increase inclusion of simple language graphics or multi-use graphics to communicate with the community.
- Use of the service was not difficult, but it could be improved by native language information.
- Partnering with community leaders for advice and direction on how to best approach LEP constituencies will improve access for LEP communities.
- In-person information when requesting for input is more easily accessed with working and incorporating community centers or community leaders.
- Native-language or bilingual information in signage and brochures in stations and on vehicles (at point-of-travel) is favored as an information source.
- Conducting outreach to CBOs on an ongoing basis to determine language assistance needs would render the most comprehensive information.
- Create and fund an advisory group of CBOs to help inform and disseminate information.
- Maps and timetables in multiple languages are preferred.
- Increased multilingual community outreach events in all major cities along Caltrain corridor to gather feedback from the population on any upcoming changes. This also includes meetings at faith-based organizations or partnerships with respected community organizations.
- Audible announcements on-board vehicles and at stations should be interpreted.

Language-Specific Input

The following provides language-specific information for the top three language groups that were heard most often in the outreach with CBOs and LEP individuals. In FY 2022, rider guides were translated into Spanish and Chinese. Caltrain will seek to get additional input from the Vietnamese, Korean, and Russian speaking communities.

Those who indicated preferences for communicating in Spanish include:
- Preference for translated schedules, although LEP Spanish speakers could read the timetables.
- Preference for word-of-mouth or printed timetables.
- Prefer interpretation at public meetings if held to talk about service or fare changes.
- Prefer to receive information by the following resources/methods:
    - Newspaper: Gilroy Newspaper, El Observador, El Tecolote
    - Radio Station(s): 93.3 La Preciosa
    - TV Station(s): Univision and Telemundo
    - Other: *Promotoras* - This is a model that is used in the public health sector where laypersons are trained to provide medical information to members of their community. The same model could be applied to transit where laypersons would

be used to educate residents of their respective communities about public transit issues and using public transportation.

Those who indicated preferences for communicating in Chinese include:

- Preference for translated schedules.
- Prefer interpretation at public meetings if held to talk about service or fare changes.
- Preference for Cantonese, Simplified and Traditional translations
- Prefer to receive information by the following resources/methods:
    - Newspaper: Sing Tao Daily, World Journal
    - Radio Station(s): 1400 AM
    - TV Station(s): KTSF Channel 26
    - Other: Website (Internet), Maps, Mobile Phone
    - Interface with community-based organizations that do regular outreach

Those who indicated preferences for communicating in Tagalog include:

- Preference for verbal interpretation in Tagalog; however, Tagalog speakers prefer written information in English.
- Prefer to receive information through watching the Filipino News Channel that broadcasts in Tagalog and may be a good tool to communicate important information.

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

"The more important the activity, information, service, or program, or the greater the possible consequences of the contact to the LEP individuals, the more likely language services are needed."[10]

In addition to the input from outreach conducted with the CBOs, using the 2025 Caltrain Triennial Survey also helps the agency understand the nature and importance of the Caltrain service to its riders. Approximately 29% of the riders that come from households where English is spoken less than "Very Well" take Caltrain more than 5 days a week; 55% use Caltrain 3 or more days a week. It also appears that individuals from households that speak English less than "Well" have limited car availability. Table 18 presents those who indicate that they speak English less than "Very Well" along with their car availability. Table 19 shows in greater detail car availability among households where a language other than English is spoken at home.

Table 18: Car Availability for Riders in Household based on English Proficiency

In Your Home, is English Spoken:	Percentage	Car Availability	
		Yes	No
Very Well	78.4%	82.7%	70.0%
Well	14.5 %	11.9%	19.5%
Not Well	4.6%	3.8%	6.1%
Not At All	2.5%	1.6%	4.4%
Total	**100%**	**100%**	**100%**

Source: 2025 Caltrain Triennial Survey, Question 23

Table 19: Car Availability for Riders in Household based on Household Language

Language Spoken at Home	Car Availability		
	Yes	No	Percentage
English	91.3%	83.9%	88.8%
Spanish	14.0%	15.6%	14.6%
Mandarin	9.7%	11.7%	10.4%
Hindi	6.1%	7.6%	6.6%
Cantonese	3.4%	4.8%	3.9%
Tagalog	1.5%	3.6%	2.2%
Vietnamese	2.3%	1.6%	2.1%
Korean	1.4%	1.8%	1.6%
French	1.5%	1.3%	1.4%

[10] Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons--A Handbook for Public Transportation Providers, 2007

Japanese	0.8%	1.3%	1.0%
German	1.0%	0.7%	0.9%
Tamil	0.9%	0.8%	0.8%
Russian	1.0%	0.4%	0.8%
Portuguese	0.7%	0.6%	0.7%
Telugu	0.4%	1.1%	0.6%
Arabic	0.7%	0.9%	0.6%
Farsi	0.7%	0.2%	0.5%
Marathi	0.3%	0.8%	0.5%
Gujarati	0.3%	0.3%	0.5%
Italian	0.2%	0.7%	0.3%
Bengali	0.2%	0.3%	0.3%
Hebrew	0.3%	0.2%	0.3%
Thai	0.3%	0.3%	0.3%
Punjabi	0.3%	0.2%	0.2%
Dutch	0.2%	0.3%	0.2%
Kannada	0.2%	0.1%	0.2%
Polish	0.2%	0.3%	0.2%
Greek	0.2%	0.2%	0.2%
Nepali	0.1%	0.3%	0.2%
Swedish	0.2%	0.2%	0.2%
Urdu	0.2%	0.1%	0.2%
Indonesian	0.1%	0.3%	0.1%
Romanian	0.2%	0.1%	0.1%
Turkish	0.0%	0.3%	0.1%
American Sign Language	0.1%	0.2%	0.1%
Amharic	0.1%	0.1%	0.1%
Burmese	0.1%	0.1%	0.1%
Malay	0.2%	-	0.1%
Hokkien	0.0%	0.2%	0.1%
Bulgarian	0.1%	-	0.1%
Czech	0.1%	-	0.1%
Danish	0.0%	0.1%	0.1%
Hmong	0.0%	0.1%	0.1%
Khmer	0.1%	-	0.1%
Samoan	0.1%	-	0.1%
Tigrinya	0.1%	-	0.1%
Tongan	0.0%	0.1%	0.1%
Ukrainian	0.1%	-	0.1%
Total	**100%**	**100%**	**100%**

Source: 2025 Caltrain Triennial Survey, Question 24

Caltrain Critical Services

Caltrain provides commuter rail service along the San Francisco Peninsula, through the South Bay to San Jose and Gilroy. Caltrain is governed by the Peninsula Corridor Joint Powers Board (JPB), which consists of three member agencies: the City and County of San Francisco, San Mateo County Transit District, and the Santa Clara Valley Transportation Authority.

"On Saturday, September 21, 2024, Caltrain transitioned to fully electrified service along the main line between San Francisco and San Jose. To capitalize on the superior acceleration and deceleration of the new electric trains, Caltrain introduced a new schedule featuring faster travel times and 20% more service to stations on weekdays. The updated schedule also featured predictable 'clock-face' departures and 30-minute off-peak frequencies. Furthermore, the new electric trains run in fixed seven car sets, which have a higher carrying capacity than the four to five car diesel sets that operated prior to electrification. The former Baby Bullet service was rebranded as the 'Express,' with additional stops at South San Francisco, San Mateo, and Sunnyvale. The new Express service was scheduled to run between San Francisco and San Jose in under an hour. Local service end-to-end travel times were also significantly reduced, from 100 minutes to 77 minutes. Because the new electric trains cannot operate on Union Pacific Railroad-owned track south of Tamien Station, Caltrain implemented a new 'South County Connector' service. This diesel shuttle operates between Gilroy and San Jose Diridon, providing a timed, three-minute cross-platform transfer to and from electric trains at San Jose Diridon. Including the transfer at San Jose Diridon, travel time from southern Santa Clara County to San Francisco was cut by up to 20 minutes."[11]

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

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

To better understand the needs of the LEP community, the 2025 Caltrain Triennial Survey was examined to see how LEP individuals may access Caltrain information or services. Table 20 provides an overview of how different language groups receive Caltrain materials.

[11] Fiscal Year 2025 Caltrain Annual Ridership Report, pp 7-8

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

- Caltrain Mobile App
- Printed Materials
- Caltrain website
- Station information boards
- Caltrain and Mobile Apps
- Conductor/Engineer

Table 20: Access to Caltrain Information by Language Spoken Less than "Very Well"

Access to Caltrain Information	English	Spanish	Cantonese	Mandarin	Hindi	Tagalog	Vietnamese	Other	Korean	Russian	Percent of All LEP Responses
Printed Material on Train	12.65%	12.82%	6.25%	11.11%	18.75%	16.67%	30.00%	0.00%	7.14%	8.70%	11.83%
Conductor	1.51%	0.00%	0.00%	2.78%	12.50%	0.00%	0.00%	0.00%	0.00%	8.70%	2.00%
Social Media	7.53%	0.00%	0.00%	8.33%	6.25%	0.00%	0.00%	12.50%	0.00%	8.70%	6.45%
Caltrain App	29.52%	38.46%	37.50%	16.67%	25.00%	33.33%	30.00%	0.00%	42.86%	26.09%	27.80%
Station Information Board	2.41%	2.56%	0.00%	0.93%	6.25%	0.00%	10.00%	0.00%	7.14%	0.00%	2.30%
Caltrain Customer Service	0.30%	2.56%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.31%
Caltrain Website	40.96%	33.33%	56.25%	52.78%	31.25%	50.00%	30.00%	75.00%	42.86%	30.43%	42.86%
Other	0.90%	2.56%	0.00%	0.93%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.92%
Apple/ Google Maps	2.11%	2.56%	0.00%	1.85%	0.00%	0.00%	0.00%	12.50%	0.00%	13.04%	3.23%
Coworkers/ Friends/ Relatives	0.30%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.15%
Grand Total	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100.00%**	**100.00%**

Source: Caltrain 2019 Triennial On-board Survey – In this survey, riders were able to choose multiple languages spoken in the home and some responses may refer to multiple riders.

Factor 3 Findings

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

- Station information, including safety and security signage
- Payment information (when to "tag on" and "tag off")
- Website information
- Participation in the public comment and public hearing process
- On-board proof-of-payment checks
- Service and fare change information
- Onboard vehicle information (audible announcements or printed materials)
- Customer Service Call-in Center

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

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

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

Language translation of the website is provided by Google Translate, and currently provides translations for 71 languages, though the JPB recognizes that the FTA does not consider Google Translate as a sufficient translation tool for vital documents. Caltrain also has a number of bilingual staff that can provide translation services for public events when requested in advance, as well as in the Customer Call Center, where representatives are provided an extra stipend to provide translations in languages that they speak besides English. Caltrain uses the Language Line when needed for telephonic interpretation and contracts. Caltrain contracts with a vendor for public meeting and public hearing interpretation requests. Caltrain's Office of Civil Rights maintains a list of on-site and for-hire bilingual resources available for LEP services.

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







Caltrain provides real-time interpretation services for customers who need language assistance. It also translates documents into languages in accordance with its vital documents plan. In fiscal years 2023 and 2024, Caltrain spent $67,818 and $67,742, respectively, to provide interpretation and translation services. In fiscal year 2025, it spent $77,335.

Table 21: Language Line and Translation Expenses

Fiscal Year 2023		Fiscal Year 2024		Fiscal Year 2025	
22-Jul	$9,177.44	23-Jul	$7,279.56	24-Jul	$6,849.69
22-Aug	$9,364.68	23-Aug	$6,657.49	24-Aug	$4,929.32
22-Sep	$8,156.22	23-Sep	$4,979.14	24-Sep	$5,972.63
22-Oct	$4,912.69	23-Oct	$4,417.24	24-Oct	$6,740.50
22-Nov	$5,526.98	23-Nov	$4,936.11	24-Nov	$4,531.10
22-Dec	$3,809.95	23-Dec	$4,165.33	24-Dec	$5,417.52
23 Jan	$3,471.36	24 Jan	$5,087.73	25-Jan	$6,221.06
23-Feb	$4,495.27	24-Feb	$5,220.72	25-Feb	$8,233.86
23-Mar	$4,896.33	24-Mar	$6,221.81	25-Mar	$8,514.10
23-Apr	$5,277.02	24-Apr	$6,007.71	25-Apr	$6,505.69
23-May	$3,665.07	24-May	$6,792.69	25-May	$6,798.81
23-Jun	$5,064.97	24-Jun	$5,976.50	25-Jun	$6,620.88
Total	$67,817.98	Total	$67,742.23	Total	$77,335.16
Month Average	$5,651.50	Month Average	$5,645.19	Month Average	$6,444.60

Translated documents include mailers, customer "take ones," surveys, meeting notices, brochures, and other customer outreach materials, such as construction-related notices and information documents. Historically, most translation has been from English into Spanish and Simplified Chinese, which covers the predominant language of Caltrain's customer base. As there may be a need for more materials in written Tagalog and Vietnamese given the changing demographics, the JPB will revisit which documents it may need to translate. Additional languages – Arabic, Russian, Farsi, Hindi, and other Safe Harbor provision languages – are translated as resources allow and circumstances dictate. Appendix E provides current examples of materials and pictographs.

Factor 4 Findings

Caltrain has made great strides in ensuring that language does not represent a barrier to Caltrain use. In addition to the "I Speak" cards using Safe Harbor languages, additional information in Spanish and Chinese, such as Clipper pass purchase videos, have been made to assist riders. In 2013, Caltrain implemented "I Speak" cards that depict all Safe Harbor languages. These cards assist employees in providing language assistance through the use of the Language Line

telephone number. Increasing the use of “I Speak” cards on board the trains and increasing the use of pictograms for safety signage on board trains and at grade crossings, evidences the JPB's continued commitment to LEP access. Additionally, the JPB plans to improve LEP services over the next few years, including budgeting for additional language services for anticipated Caltrain fare and service plans.

However, there also are additional LEP-based elements that Caltrain should implement to strengthen its practice and improve LEP services. Translation is one of the budgetary assumptions given to all departments to help guide cost estimates for the fiscal year. This will also help establish practices that get the greatest result in the most cost-effective manner.

The following are recommendations that will be implemented or will continue within the next year:

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

Limited English Proficiency Language Access Plan

Language Access Plan Overview

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

1. Identifying LEP Individuals Who Need Language Assistance

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

The Four-Factor analysis considered a number of data sets to determine the languages that would require "Safe Harbor" consideration, in addition to languages predominantly used by Caltrain riders. These data included Census data, the Department of Education English Learners data, and the Caltrain 2025 Triennial Survey. Approximately 20% of the population in the three-county service area speak English less than "Very Well" and would be considered part of the LEP population.

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

- Tier One Languages: Spanish and Chinese (Mandarin and Cantonese)
- Tier Two Languages: Vietnamese, Tagalog, Korean, and Russian
- Tier Three "Safe Harbor" Languages for vital document translation in addition to those listed above: Hindi, Japanese, Tamil, French, Farsi, Telugu, Portuguese, Marathi, German, and Arabic

Through analysis of the most recent Census data and 2025 Triennial Survey, there are seven languages that have been added to the Tier Three "Safe Harbor" Languages from 2022. These additional Tier Three languages include Hindi, Japanese, Tamil, Farsi, Telugu, Portuguese, and Marathi.

Both Spanish and Chinese exceed the 5% Safe Harbor Threshold and exceed the 1,000-person population threshold. Caltrain will continue to provide language assistance in Spanish and Chinese language support. There is a need for more language translations beyond Spanish and Chinese for vital documents.

Caltrain also provides taglines indicating oral interpretation is available in primary languages for all press releases and notices.

2. Providing Language Assistance Measures

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

Currently, Caltrain's primary language assistance tools include:

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

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

- Providing complaint forms in all "Safe Harbor" languages
- Increasing use of universal pictograms or other symbols at stations or trains
- Increasing frontline employee training about methods of accessing language assistance
- Providing more translated material on board trains, such as information regarding fares and service, or FAQs that would address general questions
- Increasing translation of safety signage within Caltrain Right of Way
- Use of Social Media in other languages and publicize language assistance
- Increase translation services at key locations where LEP individuals board
- Using "language name badges" on trains for employees that indicate additional languages spoken
- Conducting Customer Satisfaction Surveys in multiple languages beyond Spanish
- Increasing the translations of documents, such as train schedules or rider newsletters

- Conducting more language-specific outreach to assess Caltrain's efforts to engage non-English speaking populations
- Improving signage associated with construction projects to ensure LEP consideration
- Continue to work with CBOs to serve multilingual communities
- Continue partnering with regional and other agencies to produce shared multilingual customer information materials (511.org and Clipper)

Vital Documents and Translation Policy:
An effective Language Access Plan includes the translation of vital and other documents into the languages of frequently encountered LEP customers. According to federal guidance, vital written documents include, but are not limited to, consent and complaint forms; intake and application forms with the potential for important consequences; written notices of rights; notices of denials, losses, or decreases in benefits or services; and notices advising LEP individuals of free language assistance services.[12]

Table 22 below lists both vital and non-vital documents and categories of documents (such as promotional materials) and identifies the language category into which they should be translated. Caltrain may provide a summary of a vital document and/or notice of free language assistance in the "Safe Harbor" languages, rather than a word-for-word translation of the vital document. Caltrain may reserve the right to translate documents into more languages as circumstances dictate and resources allow. For example, community outreach may provide translated construction notices in languages other than Spanish, depending on the area and particular concentrations of LEP individuals, as is the current practice. Due to the critical nature of safety and security information, Caltrain may rely on pictographs to the extent possible, so that information is communicated regardless of language spoken.

[12] FTA Circular 4702.1B

Table 22: Vital and Non-Vital Document List

Document	Languages	Examples	Vital Document?
Title VI Notices	All Safe Harbor Languages	On-Board Take Ones	Yes
Safety and Security Information	All Safe Harbor Languages / Icons and Symbols to reach as many LEP riders as possible, regardless of language spoken and literary levels.	Emergency Safety Procedures	Depends on subject matter
Notice of Free Language Assistance	All Safe Harbor Languages		Yes
Legal Notices	All Safe Harbor Languages		Yes
Title VI Complaint Form and Procedures	All Safe Harbor Languages		Yes
Instructional or Informational Ridership Brochures	Primary Tier 2 and Tier 3 when requested	Take ones, Traveling Tips, Rider Guides	Yes
Applications to Participate in Programs, Benefits, and Services	Primary Tier 2 and Tier 3 when requested		Yes
Fare and Major Service Change Notices	Primary Tier 2 and Tier 3 when requested		Yes
Select Other Fare and Major Service Change Documentation	Primary Tier 2 and Tier 3 as requested		No
Project Fact Sheets	Primary Tier 2 and Tier 3 determined by location and/or as requested	Translated Fact Sheets/Summaries may be created in lieu of large document translations depending on the subject matter and cost.	Depends on Subject Matter
Public Hearings	Primary (Meeting Notices) Tier 2 and Tier 3 as requested	Formal Notices, protocols to submit comments, presentation materials	Yes
Public Outreach	Primary (Meeting Notices) Tier 2 and Tier 3 as determined by location and as funding permits	Formal Notices, Documents that require public input, fact sheets, informational brochures with key information	Depends on Subject Matter
General Promotional Materials/ Promotional Events	Primary Tier 2 and Tier 3 languages as determined by location and as funding permits	Flyers, brochures	No
Construction and Other Courtesy Notices	Primary Tier 2 and Tier 3 languages determined by location and as funding permits	Service Disruptions, Retrofits, Special Events	No
Surveys	Primary as determined by location and as funding permits. Oral interpretation by request		No

Caltrain will review to ensure the following documents are available in the most recent Safe Harbor languages and available to the public using the Vital Document table above:

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

3. Training Staff

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

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

Caltrain employees received Title VI specific training following the submission of the 2022 Title VI Program. Caltrain will continue to train front line and other employees on accessing language assistance measures within the organization. Additional or "refresher" training, along with clear direction on translations and language assistance, would help employees become more familiar with translation requirements. Caltrain will continue to provide training to front line and other employee staff on overall Title VI procedures and interacting with limited English proficient individuals.

4. Providing Notice to LEP Persons of Language Assistance Measures

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

- Post Language Assistance Notification on Caltrain website, in lobby, and at stations

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

5. Monitoring and Updating the Plan

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

Monitoring methods include:

- Review new customer outreach materials prior to production to determine whether the document can be considered “vital” and what translation is needed.
- Review existing customer documentation to assess whether the document is “vital” and what translation is needed.
- Evaluate and analyze outreach efforts pertaining to LEP populations.
- Review translation and language assistance efforts to determine whether they are adequate and/or effective.
- Analyze demographic data from the U.S. Census, the ACS, and most recent Caltrain Triennial Survey.
- Gather information from CBOs, front line employees and regional agencies and partners through ongoing coordination.
- Gather feedback from LEP customers (public outreach, CBO meetings, etc.).

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

Appendix A: Examples of Translated Materials and Pictographs

Caltrain "I Speak" Card



TRANSLATIONS

FREE LANGUAGE ASSISTANCE

FOR TRANSLATIONS
Please Call 1.800.660.4287

Arabic
للترجمة، أتصل علي 1.800.660.4287.

Armenian
Թարգմանության համար զանգահարել 1.800.660.4287.

Chinese
如需翻譯,請電 1.800.660.4287.

French
Pour traduction, appelez au 1.800.660.4287.

German
Übersetzung unter +1.800.660.4287.

Gujarati
અનુવાદ માટે, 1.800.660.4287 પર ફોન કરો.

Hebrew
לתרגום יש להתקשר לטלפון 1.800.660.4287

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
សម្រាប់សេវាកម្មបកប្រែ សូមទាក់ទងតាមទូរស័ព្ទលេខ 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

Clipper Machine in Spanish and Chinese



Clipper Machine in Spanish and Chinese



Translation of Public Comment Forms

CHINESE FORM



Caltrain 拟议票价调整 - 公众意见表

请标明您是赞同、反对或无意见，并就您对每项拟议的票价调整的立场提供补充意见。

1) 将月票的 20% 折扣延长至 2023 年 6 月 30 日。
☐ 赞同 ☐ 反对 ☐ 无意见
意见:

2) 将成人单程 Clipper 折扣减少 30 美分。新的生效日期为 2022 年 4 月 1 日。
☐ 赞同 ☐ 反对 ☐ 无意见
意见:

3) 自 2022 年 7 月 1 日起将基本票价提高 50 美分。
☐ 赞同 ☐ 反对 ☐ 无意见
意见:

4) 自 2023 年 1 月 1 日起将 Go Pass 价格提高 5%。
☐ 赞同 ☐ 反对 ☐ 无意见
意见:

5) 自 2024 年 7 月 1 日起将区间票价提高 25 美分。
☐ 赞同 ☐ 反对 ☐ 无意见
意见:

6) 自 2025 年 1 月 1 日起将 Go Pass 价格提高 5%。
☐ 赞同 ☐ 反对 ☐ 无意见
意见:

7) 自 2026 年 1 月 1 日起将基本票价提高 50 美分。
☐ 赞同 ☐ 反对 ☐ 无意见
意见:

8) 请在此提供补充意见:



9) 您是如何得知 Caltrain 的拟议票价调整的？（请勾选所有适用的选项）
☐ Caltrain 理事会或公众听证会
☐ 社区会议 - 在哪里？
☐ Caltrain 外展活动 - 在哪里？
☐ 通过 Caltrain 网站
☐ 通过报纸广告
☐ 社交媒体
☐ 在火车上
☐ 其他 - 请具体说明：

10) 您住在哪里？
☐ Atherton ☐ Belmont ☐ Brisbane ☐ Burlingame ☐ Campbell ☐ Colma ☐ Cupertino ☐ Daly City
☐ East Palo Alto ☐ Foster City ☐ Gilroy ☐ Half Moon Bay ☐ Hillsborough ☐ Los Altos
☐ Los Altos Hills ☐ Los Gatos ☐ Menlo Park ☐ Millbrae ☐ Milpitas ☐ Monte Sereno
☐ Morgan Hill ☐ Mountain View ☐ Pacifica ☐ Palo Alto ☐ Portola Valley ☐ San Mateo
☐ Redwood City ☐ San Bruno ☐ San Carlos ☐ San Francisco ☐ San Jose
☐ Santa Clara ☐ Saratoga ☐ South San Francisco ☐ Sunnyvale ☐ Woodside ☐ 其他城市:

11) 请提供您的姓名和电子邮箱地址。（可选的）
姓名：
电子邮箱：
☐ 勾选此框，以接收来自 Caltrain 的新闻和更新
☐ 勾选此框，以参加未来的 Caltrain 调查问卷

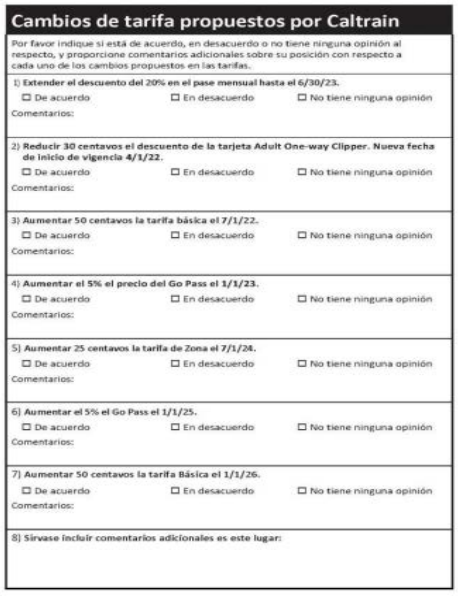
12) 以下哪项最能说明您的种族/族裔背景。（请勾选所有适用的选项）（可选的）
☐ 美洲印第安人或阿拉斯加原住民
☐ 亚裔/亚裔美国人
☐ 黑人/非裔美国人
☐ 西班牙裔/拉丁裔
☐ 其他（请具体说明）：
☐中东人/阿拉伯人/波斯人
☐混血儿
☐太平洋岛民或夏威夷原住民
☐白人/高加索人

13) 包括您自己在内，您家里共住有多少人？(可选的)
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 人或更多

14) 家庭年收入（税前）。(可选的):
☐ 低于 $15,000/年
☐ $15,000 -$24,999
☐ $25,000 - $29,999
☐ $30,000-$39,999
☐ $40,000-$49,999
☐ $50,000- $74,999
☐ $75,0000-$99,999
☐ $100,000-$124,999
☐ $125,000 - $149,999
☐ $150,000-$199,999
☐ $200,000-$249,999
☐ $250,000 或更多

感谢您提供有关Caltrain拟议票价变更的反馈。

SPANISH FORM



Cambios de tarifa propuestos por Caltrain

Por favor indique si está de acuerdo, en desacuerdo o no tiene ninguna opinión al respecto, y proporcione comentarios adicionales sobre su posición con respecto a cada uno de los cambios propuestos en las tarifas.

1) **Extender el descuento del 20% en el pase mensual hasta el 6/30/23.**
☐ De acuerdo ☐ En desacuerdo ☐ No tiene ninguna opinión
Comentarios:

2) **Reducir 30 centavos el descuento de la tarjeta Adult One-way Clipper. Nueva fecha de inicio de vigencia 4/1/22.**
☐ De acuerdo ☐ En desacuerdo ☐ No tiene ninguna opinión
Comentarios:

3) **Aumentar 50 centavos la tarifa básica el 7/1/22.**
☐ De acuerdo ☐ En desacuerdo ☐ No tiene ninguna opinión
Comentarios:

4) **Aumentar el 5% el precio del Go Pass el 1/1/23.**
☐ De acuerdo ☐ En desacuerdo ☐ No tiene ninguna opinión
Comentarios:

5) **Aumentar 25 centavos la tarifa de Zona el 7/1/24.**
☐ De acuerdo ☐ En desacuerdo ☐ No tiene ninguna opinión
Comentarios:

6) **Aumentar el 5% el Go Pass el 1/1/25.**
☐ De acuerdo ☐ En desacuerdo ☐ No tiene ninguna opinión
Comentarios:

7) **Aumentar 50 centavos la tarifa Básica el 1/1/26.**
☐ De acuerdo ☐ En desacuerdo ☐ No tiene ninguna opinión
Comentarios:

8) **Sírvase incluir comentarios adicionales es este lugar:**



9) **¿Cómo se enteró de los cambios propuestos en las tarifas de Caltrain? (marque TODAS las que correspondan)**
☐ Reunión de la Junta o Audiencia Pública
☐ Reunión comunitaria - ¿dónde?:
☐ Evento de difusión comunitaria de Caltrain - ¿dónde?:
☐ A través del sitio web de Caltrain
☐ A través de un anuncio en el periódico
☐ Redes sociales
☐ En el tren
☐ Otro - por favor, especifique:

10) **¿Dónde vive usted?**
☐ Atherton ☐ Belmont ☐ Brisbane ☐ Burlingame ☐ Campbell ☐ Colma ☐ Cupertino ☐ Daly City
☐ East Palo Alto ☐ Foster City ☐ Gilroy ☐ Half Moon Bay ☐ Hillsborough ☐ Los Altos
☐ Los Altos Hills ☐ Los Gatos ☐ Menlo Park ☐ Millbrae ☐ Milpitas ☐ Monte Sereno
☐ Morgan Hill ☐ Mountain View ☐ Pacifica ☐ Palo Alto ☐ Portola Valley ☐ San Mateo
☐ Redwood City ☐ San Bruno ☐ San Carlos ☐ San Francisco ☐ San Jose
☐ Santa Clara ☐ Saratoga ☐ South San Francisco ☐ Sunnyvale ☐ Woodside ☐ Otra ciudad:

11) **Sírvase proporcionar su nombre y dirección de email. (opcional)**
Nombre:
Email:
☐ Marque este casillero para recibir noticias e información actualizada de Caltrain
☐ Marque este casillero para participar en encuestas de Caltrain en el futuro

12) **¿Cuál de las siguientes opciones describe mejor su raza u origen étnico? (Por favor marque todas las que aplican) (opcional)**
☐ Asiático /Asiático Americano
☐ Blanco / Caucásico
☐ Del Medio Oriente / Árabe / Persa
☐ Hispano / Latino
☐ Otro (por favor especifique):
☐ Indígena de las Islas del pacífico o hawaiano
☐ Indígena norteamericano o nativo de Alaska
☐ Mezcla
☐ Negro / Afroamericano

13) **Incluyéndose a sí mismo, ¿cuántas personas viven en su hogar? (opcional)**
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 personas o más

14) **Ingresos anuales en el hogar (antes de impuestos) (opcional):**
☐ Menos de $15,000 al año
☐ $15,000 -$24,999
☐ $25,000 - $29,999
☐ $30,000-$39,999
☐ $40,000-$49,999
☐ $50,000- $74,999
☐ $75,0000-$99,999
☐ $100,000-$124,999
☐ $125,000 - $149,999
☐ $150,000-$199,999
☐ $200,000-$249,999
☐ $250,000 o más

Gracias por compartir sus comentarios con respecto a los cambios de tarifas propuestos por Caltrain.

Translation of Website: Sunday Service Changes (Chinese)

变化摘要

English | Español

2021 年 8 月 30 日生效

平日时刻表 ▸ | 周末 时刻表 ▸

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

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

变化摘要 - 平日时刻表（8 月 30 日）

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

变化摘要 - 周末

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

See a Complete List of Changes.

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

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



"小子弹头"特快列车

平日 – 高峰时段

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

时刻表上的红色栏目表示"小子弹头"特快列车。

有限站点列车

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

平日 – 清晨、中午、傍晚

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

时刻表上的黄色栏目表示有限站点列车。

区间服务列车

平日 – 全天

服务车型 L1，列车型号 1XX 系列

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

周末 – 全天，周六和周日照常运行

服务车型：L2，列车型号 2XX 系列

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

时刻表上的白/灰色栏目表示区间服务列车。



Translations of Website: Sunday Service Changes (Spanish)

> caltrain.com > Schedules > Summary of Changes > Resumen de cambios

Resumen de cambios

English 汉语

Effective August 30, 2021

HORARIO DE LUNES A VIERNES ▸ HORARIO DE FIN DE SEMANA ▸

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

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

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

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

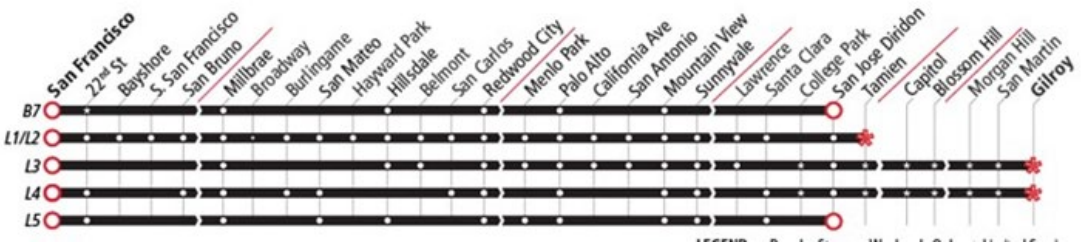
Resumen de cambios: fines de semana

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

See a Complete List of Changes.

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

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



SERVICIO BABY BULLET EXPRESS

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

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

SERVICIO CON PARADAS LIMITADAS

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

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

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

SERVICIO LOCAL

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

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

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





Appendix B: Example of Language Assistance Training Materials

TITLE VI LANGUAGE ASSISTANCE TRAINING FOR FRONT-LINE EMPLOYEES

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

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

- **Primary Language:** Spanish, Chinese (Mandarin & Cantonese)
- **Tier 2 Languages:** Vietnamese, Tagalog, Korean, Russian, Japanese, Persian and Hindi.
- **Tier 3 "Safe Harbor" Languages** for vital document translation include those listed above plus: Arabic, Persian, Portuguese, Punjabi, French, Mon-Khmer Cambodian, Telegu, Tamil, Italian, Urdu, Gujarati, and German

PROVIDING LANGUAGE ASSISTANCE

Caltrain Front-Line Employees

Caltrain Front-Line Employees are those who come into direct contact with members of the public. These employees include, but are not limited to: Train Conductors, Train Engineers, Trainmasters, Field Managers, Station Customer Service Agents, Station Maintenance Staff, Customer Service Staff, Ambassadors, Security Staff and Transit Police. All Caltrain Front-Line Employees are required to be trained in providing Language Assistance to LEP persons.

Scenario: When a front-line employee comes into contact with a customer needing Language Assistance

Procedure:

- ➔ Provide customer with the I-Speak card (see on reverse)
- ➔ Help determine the person's desired language
  - Have customer point to the specific language on I-Speak card or say the language
- ➔ Direct customer to call the Customer Service Line 1.800.660.4287 (TTY 650.508.6448) (Weekdays: 7 am - 7 pm / Weekends & Holidays: 8 am - 5 pm)
- ➔ Reminder: Be patient and kind to all LEP customers

Note:

- The Customer Service Line provides assistance to both SamTrans and Caltrain customers.
- When the customer calls the Customer Service Line, the customer must identify their desired language by either "saying the name of the language" or "speaking the

1 of 2

language" to the Customer Service agent -**or**- via touch tone options (which will be available in the coming months).

- The customer service agent will then call the Language Assistance Line, a service where translators of hundreds of languages are available 24 hours/7 days a week. The Customer Service agent will call the language line, identify the language needed and lead a three-way phone call to communicate with and assist the customer.

Refer to the I-Speak card with Caltrain's 22 Safe Harbor Languages (below):



Translations

Free Language Assistance

For translations, please call 1.800.660.4287

Arabic
للترجمة، أتصل علي 1.800.660.4287.

Armenian
Թարգմանության համար զանգահարել 1.800.660.4287.

Chinese
如需翻譯,請電 1.800.660.4287.

French
Pour traduction, appelez au 1.800.660.4287.

German
Übersetzung unter +1.800.660.4287.

Gujarati
અનુવાદ માટે, 1.800.660.4287 પર ફોન કરો.

Hebrew
לתרגום יש להתקשר לטלפון 1.800.660.4287

Hindi
अनुवाद के लिए, 1.800.660.4287 पर कॉल करें।

Italian
Per traduzioni chiamare 1.800.660.4287.

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

Korean
번역을 원하시면, 1.800.660.4287번으로 전화하십시오.

Mon-Khmer, Cambodian
សម្រាប់សេវាកម្បកម្រែ សូមទាក់ទងតាមទូរស័ព្ទលេខ 1.800.660.4287.

more on reverse

Translations

Free Language Assistance

For translations, please call 1.800.660.4287

Persian
برای ترجمه، با شماره 1.800.660.4287 تماس بگیرید.

Portuguese
Para tradução, ligue para 1.800.660.4287.

Polish
Po tłumaczenie proszę dzwonić na 1.800.660.4287.

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

Serbo-Croatian
Za prevodjenje nazovite 1.800.660.4287.

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

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

Thai
สำหรับการแปลภาษา โทร 1.800.660.4287.

Urdu
ترجمہ کے لیے، پر کال کریں 1.800.660.4287.

Vietnamese
Cần dịch thuật, xin gọi 1.800.660.4287.

more on reverse

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

Caltrain

I-Speak cards will be stocked on each train in every car. Additional cards will be posted on all Caltrain Station Information Boards and provided as pamphlets at key Caltrain Stations where there are Customer Service Agents (i.e. San Francisco 4th & King Station and San Jose Diridon Stations) and in the Central Office's lobby and customer service counter.

2 of 2 Last Updated: 12/30/19 by WL

F. EVIDENCE OF BOARD APPROVAL

The JPB Board of Directors adopted the JPB 2025 Title VI Program on March 5, 2026 as evidenced by the following resolution.

Resolution No. 2026-10

Board of Directors, Peninsula Corridor Joint Powers Board
State of California

*** * ***

Adopting the Peninsula Corridor Joint Powers Board's 2025 Title VI Program

Whereas, Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d *et seq*., (Title VI) prohibits recipients of federal financial assistance from subjecting any person to discrimination based on race, color, or national origin under any programs and activities receiving federal financial assistance; and

Whereas, the Peninsula Corridor Joint Powers Board (JPB) receives a variety of grants and other forms of federal financial assistance from the Federal Transit Administration (FTA); and

Whereas, the FTA issued Circular FTA C 4702.1B (Circular), effective October 1, 2012, setting forth requirements and guidelines for Title VI compliance; and

Whereas, the Circular details required elements of a Title VI Program, which each recipient of FTA financial assistance must submit to the FTA every three years to demonstrate compliance with Title VI; and

Whereas, the JPB received an extension from the FTA Region IX Title VI Officer to submit the JPB's 2025 Title VI Program by March 6, 2026; and

Whereas, the JPB's Title VI Program must include numerous elements, including but not limited to:

1. Information on numerous agency Title VI policies, procedures, and activities undertaken over the last three years;
2. A public participation plan;
3. Information on public outreach undertaken by the JPB over the last three years;
4. A language assistance plan for engaging populations with limited English proficiency;
5. Major Service Change, Disparate Impact, and Disproportionate Burden Policies, and Systemwide Service Standards and Policies;
6. Results of service monitoring analysis; and
7. Results of fare and service change equity analyses conducted over the last three years; and

Whereas, staff has developed a proposed Title VI Program (provided to the Board via online link), including the above-referenced items and demonstrating the JPB's compliance with Title VI, for Board consideration and approval; and

Whereas, staff has updated the JPB's Systemwide Service Standards and Policies with this 2025 Title VI Program to reflect changes from implementing Caltrain Electrification in September 2024;

Whereas, the JPB Technology, Operations, Planning, and Safety (TOPS) Committee recommends the Board approve the 2025 Title VI Program for submittal to the FTA.

Now, Therefore, Be It Resolved that the Board of Directors of the Peninsula Corridor Joint Powers Board hereby adopts the JPB's 2025 Title VI Program and approves the attached updated Systemwide Service Standards and Policies; and

Be It Further Resolved the Board of Directors authorizes the Executive Director to:

1. Include evidence of the Board's consideration and approval of the final JPB 2025 Title VI Program and updated Systemwide Service Standards and Policies;
2. Submit the final JPB 2025 Title VI Program to the FTA; and
3. Take any other steps necessary to give effect to this Resolution, including responding to any follow-up inquiries from the FTA.

Regularly passed and adopted this 5th day of March, 2026 by the following vote:

Ayes: Abe-Koga, Canepa, Cohen, Gee, Heminger, Wagner, Walton, Burt, Medina

Noes: None

Absent: None

Rico E Medina
_____
Chair, Peninsula Corridor Joint Powers Board

Attest:

_____
JPB Secretary

G. CONSTRUCTION FACILITIES INFORMATION

There have been no construction of facilities or siting of facilities since the last JPB Title VI Program submission in 2022.

H. SYSTEMWIDE SERVICE STANDARDS AND POLICIES

FTA requirements of Title VI of the Civil Rights Act of 1964 require each large public transportation provider's governing board to approve five standards and policies:

- Major Service Change Policy
- Disparate Impact Policy
- Disproportionate Burden Policy
- Systemwide Service Standards
- Systemwide Service Policies

The first 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 second and third 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 last two policies define service standards and policies to be used when determining whether service and amenities are distributed equitably to minority and non- minority routes and facilities.

The JPB's Major Service Change Policy, Disparate Impact Policy and Disproportionate Burden Policy were adopted by the Board on April 4, 2013, pursuant to JPB Resolution 2013-21. No changes are being made to these three policies.

The JPB's Systemwide Service Standards and Systemwide Service Policies are being updated with this 2025 Title VI Program to reflect changes from implementing Caltrain Electrification in September 2024.

MAJOR SERVICE CHANGE POLICY

SERVICE CHANGES

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

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

A. An adjustment of service that equates to a reduction of or addition of 25 percent or more in total revenue train miles per day for the service day of the week (weekday, Saturday or Sunday) for which the change is made.
B. A greater than 50 percent reduction or increase in the number of stops at a station per day for the service day of the week (weekday, Saturday or Sunday) for which the change is made.

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

DISPARATE IMPACT POLICY

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

> *Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin….*
>
> *The policy shall establish a threshold for determining when adverse effects of [fare/]service changes are borne disproportionately by minority populations. The disparate impact threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by minority populations compared to impacts borne by non-minority populations. The disparate impact threshold must be applied uniformly…and cannot be altered until the next Title VI Program submission.*

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

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

DISPROPORTIONATE BURDEN POLICY

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

> *The policy shall establish a threshold for determining when adverse effects of [fare/]service changes are borne disproportionately by low-income populations. The disproportionate burden threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by low-income populations as compared to impacts borne by non-low-income populations…. The disproportionate burden threshold must be applied uniformly…and cannot be altered until the next [Title VI] program submission.*
>
> *At the conclusion of the analysis, if the transit provider finds that low-income populations will bear a disproportionate burden of the proposed [fare/]service change, the transit provider should take steps to avoid, minimize or mitigate impacts where practicable. The provider should describe alternatives available to low-income populations affected by the [fare/]service changes.*

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

SYSTEMWIDE SERVICE STANDARDS

Pursuant to requirements set forth in Federal Transit Administration (FTA) Circular 4702.1B Caltrain must establish and monitor its performance under quantifiable Service Standards and qualitative Service Policies. The Service Standards contained herein are used to develop and maintain efficient and effective commuter rail service. In some cases, these standards differ from standards used by Caltrain for other purposes.

The FTA requires all fixed route transit providers of public transportation to develop quantitative standards for the following indicators. Individual public transportation providers set these standards; therefore, these standards will apply to each individual agency rather than across the entire transit industry:

A. Vehicle Load
B. Vehicle Headways
C. On-time Performance
D. Service Availability

STATION HIERARCHY

For purposes of determining weekday 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 service, ridership, ridership growth potential, and presence of traditionally underserved communities near each station.

The following chart shows the station type names and general service description of each station type:

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

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

Station	Station Type	Service 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	
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 José Diridon	A	Express, Limited, Local, South County Connector	Timed 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	Southy 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

A. VEHICLE LOAD

Vehicle load factor is described by the October 2012 FTA Circular 4702.1B:

> *Vehicle load can be expressed as the ratio of passengers to the total number of seats on a vehicle. For example, on a 40-seat bus, a vehicle load of 1.3 means all seats are filled and there are approximately 12 standees. A vehicle load standard is generally expressed in terms of peak and off-peak times. Transit providers that operate multiple modes of transit must describe the specific vehicle load standards for peak and off-peak times for each mode of fixed route transit service (i.e., bus, express bus, bus rapid transit, light rail, heavy rail, commuter rail, passenger ferry, etc., as applicable), as the standard may differ by mode.*

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

During peak hours Caltrain's standard is to not exceed a load factor of 1.2, which complies with the standard set by the Transit Cooperative Research Program's (TCRP) "Transit Capacity and Quality of Service Manual".

> *"5.4 square feet per standee represents a comfortable level without body contact, reasonably easy circulation, and similar space allocation as seated passengers."*

Caltrain's fixed 7-car Electric Multiple Units (EMUs) have a seated capacity of 675 (557 seats, 118 tip up seats) and can hold 72 bicycles. With Caltrain's applied passenger load factor of 1.2 to these trains during the peak hour, 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. Caltrain has historically applied a passenger load factor of 1.2 to these trains during peak hours, which equates to a target capacity range between 304 – 828 passengers. Given the South County Connector only runs during weekday peak hours, Caltrain will continue to use this standard to maximize passenger comfort.

Staff monitors vehicle loads from train crew reports, conductor counts, passenger comments, passenger counts of special event trains and fare media sales-based ridership.

Vehicle Load Service Standard

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

B. VEHICLE HEADWAY

Vehicle headway is described by the October 2012 FTA Circular 4702.1B:

> *Vehicle headway is the amount of time between two vehicles traveling in the same direction on a given line or combination of lines. A shorter headway corresponds to more frequent service. Vehicle headways are measured in minutes (e.g., every 15 minutes); service frequency is measured in vehicles per hour (e.g., 4 buses per hour). Headways and frequency of service are general indications of the level of service provided along a route. Vehicle headway is one component of the amount of travel time expended by a passenger to reach his/her destination. A vehicle headway standard is generally expressed for peak and off-peak service as an increment of time (e.g., peak: every 15 minutes; and off peak: every 30 minutes). Transit providers may set different vehicle headway standards for different modes of transit service. A vehicle headway standard might establish a minimum frequency of service by area based on population density. For example, service at 15-minute peak headways and 30-minute off-peak headways might be the standard for routes serving the most densely populated portions of the service area, whereas 30-minute peak headways and 45-minute off-peak headways might be the standard in less densely populated areas. Headway standards are also typically related to vehicle load. For example, a service standard might state that vehicle headways will be improved first on routes that exceed the load factor standard or on routes that have the highest load factors.*

Caltrain serves stations based on demand, ridership growth potential, service constraints, and presence of traditionally underserved communities. Peak service frequencies are typically greater than off-peak and weekend service frequencies. Supplemental service is provided for special events if estimated ridership demands exceed load factor targets.

Service Frequency corresponds with the station hierarchy designations listed in the introduction to the systemwide service standards.

Service Frequency

Station Type	AM Peak	PM Peak	Midday	Early Morning, Evenings, Weekends	Frequency Type
	0600-0900	1500-1900			
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

C. ON-TIME PERFORMANCE

On-time performance is described by the October 2012 FTA Circular 4702.1B:

> *On-time performance is a measure of runs completed as scheduled. This criterion first must define what is considered to be "on time." For example, a transit provider may consider it acceptable if a vehicle completes a scheduled run between zero and five minutes late in comparison to the established schedule. On-time performance can be measured against route origins and destinations only, or against origins and destinations as well as specified time points along the route. Some transit providers set an on-time performance standard that prohibits vehicles from running early (i.e., ahead of schedule) while others allow vehicles to run early within a specified window of time (e.g., up to five minutes ahead of schedule). An acceptable level of performance must be defined (expressed as a percentage). The percentage of runs completed system-wide or on a particular route or line within the standard must be calculated and measured against the level of performance for the system. For example, a transit provider might define on-time performance as 95 percent of all runs system-wide or on a particular route or line completed within the allowed "on-time" window.*

On-Time Performance Service Standard

A train is determined to be on-time if it reaches its final destination within five minutes and 59 seconds of the published station arrival time. Caltrain does not permit its trains to depart early, before the published station departure time. 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 the monthly Caltrain Executive Director's Report to the Caltrain Board of Directors.

D. SERVICE AVAILABILITY

Service availability is described by the October 2012 FTA Circular 4702.1B:

> *Service availability is a general measure of the distribution of routes within a transit provider's service area…A standard might also indicate the maximum distance between stops or stations…Commuter rail service or passenger ferry service availability standards might include a threshold of residents within a certain driving distance as well as within walking distance of the stations or access to the terminal.*

Caltrain station locations were inherited from the previous owner (the Southern Pacific Railroad) before the Peninsula Joint Powers Board (consisting of representatives from San Francisco, San Mateo, and Santa Clara counties) took over ownership and operations in 1992. The system has 31 stations: 20 stations are served daily, the South County stations (Capitol, Blossom Hill, Morgan Hill, San Martin, Gilroy) and College Park are served on weekdays only, one (Broadway) is served on weekends and holidays only, and one (Stanford) is used for Special Event Service.

Caltrain stations' driveshed, bikeshed, and walkshed will be reviewed and monitored. Future station improvements should take into consideration Caltrain's Station Access Policy to ensure stations are accessible to everyone regardless of travel mode.

SYSTEMWIDE SERVICE POLICIES

FTA requires fixed-route transit providers to develop a policy for each of the following service indicators. Transit providers also may opt to set policies for additional indicators as appropriate. The following systemwide policies differ from service standards in that they are not necessary based on meeting quantitative thresholds, but rather qualitative evaluation results:

A. Vehicle Assignment
B. Transit Amenities

A. VEHICLE ASSIGNMENT

According to the October 2012 FTA Circular 4702.1B:

> *Vehicle assignment refers to the process by which transit vehicles are placed into service in depots and on routes throughout the transit provider's system. Policies for vehicle assignment may be based on the age of the vehicle, where age would be a proxy for condition. For example, a transit provider could set a policy to assign vehicles to depots so that the age of the vehicles at each depot does not exceed the system-wide average. The policy could also be based on the type of vehicle. For example, a transit provider may set a policy to assign vehicles with more capacity to routes with higher ridership and/or during peak periods. The policy could also be based on the type of service offered. For example, a transit provider may set a policy to assign specific types of vehicles to express or commuter service. Transit providers deploying vehicles equipped with technology designed to reduce emissions could choose to set a policy for how these vehicles will be deployed throughout the service area.*

The Caltrain revenue fleet currently consists of 19 Stadler Kiss Electric Multiple Units (EMUs); 6 MPI MP36PH-3C diesel locomotives; 3 EMD F40 diesel locomotives; and 41 Bombardier passenger cars. All 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. All 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.

Caltrain EMUs are all of the same make, model, and relative age with identical features and onboard amenities. EMUs are used to service 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 utilizes its diesel fleet to service the segment south of Tamien Station on the Union Pacific-owned corridor. 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.

B. TRANSIT AMENITIES

According to the October 2012 FTA Circular 4702.1B:

> *Transit amenities refer to items of comfort, convenience, and safety that are available to the general riding public. Fixed route transit providers must set a policy to ensure equitable distribution of transit amenities across the system. Transit providers may have different policies for the different modes of service that they provide. Policies in this area address how these amenities are distributed within a transit system, and the manner of their distribution determines whether transit users have equal access to these amenities. This subparagraph is not intended to impact funding decisions for transit amenities. Rather, this subparagraph applies after a transit provider has decided to fund an amenity.*

Caltrain provides a variety of amenities at stations to attract and retain customers. The amenities distributed correspond with the station hierarchy designations listed in the introduction to the systemwide service standards.

The "Core" set of amenities include bike e-lockers, bike racks, shelters/canopies, benches, trash cans, station signage, regional smart card fare validation equipment, and ticket vending machines (TVMs). It is standard for each station to have a posted system map and schedule, visual message signs (VMS), and public announcement systems (PA). Station Types A, B and C have core amenities. South County stations (Capitol, Blossom Hill, Morgan Hill, San Martin and Gilroy) have legacy infrastructure constraints and were not designed and constructed with VMS and PA. These stations have core amenities without VMS and 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 others when a station is constructed or reconstructed.

Other amenities that are provided at some stations include customer service agents, restrooms, parking lots, bike facilities and pay phones.

Broadway, College Park and Stanford are limited use stations. Broadway station is only used on weekends and holidays. College Park is only used on weekdays. Stanford is used for Special Event service and is closed to the public when not in use. Broadway and College Park stations have core amenities without bike e-lockers, bike racks, VMS and PA. Stanford station does not require any amenities.

Amenities Policy

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

I. DEMOGRAPHIC AND SERVICE PROFILE MAPS

This section provides general demographics and service profiles as well as information on minority and low-income populations located within the Caltrain service area. Caltrain's fixed transit rail line, located in San Francisco, San Mateo, and Santa Clara Counties, spans 77.4 miles and serves 31 stations.

Demographic and service profile maps and overlays are based on the US Census and 2019 – 2023 5-year American Community Survey (ACS) Data. The following maps are included:

System Map

- Caltrain System Map

Base Maps

- Caltrain Base Maps - Containing major streets, highways, fixed transit facilities (Caltrain and JPB facilities). Major activity centers such as schools, hospitals, etc. are also included.

Race and Ethnicity Demographic Maps

- American Indian / Native American Population by Tract Group
- Asian Population by Tract Group
- Black / African American Population by Tract Group
- Hispanic / Latino/a Population by Tract Group
- Native Hawaiian / Pacific Islander Population by Tract Group
- White / Caucasian Population by Tract Group
- "Other Races" Population by Tract Group (excludes Native Americans, Asians, African Americans / Blacks, Hispanics, Pacific Islanders, and Caucasians / Whites)

Combined Minority Demographic Maps

- Minority population broken out by Tract Group using 2019 – 2023 5-year American Community Survey (ACS) Data. Minority Tract Groups are defined as those in which the minority population exceeds the systemwide minority average of 65%.

Low-Income Population Demographic Maps

- Low-income population broken out by census tract using the 2020 5-year American Community Survey (ACS) Data. Low-income Tract Groups are defined as those in which more than 13% of

the households in the tract that have an income that is 200% of the federal poverty threshold ($31,300 a year).

Exhibit 1. Caltrain System Map



Exhibit 2. Caltrain Base Map

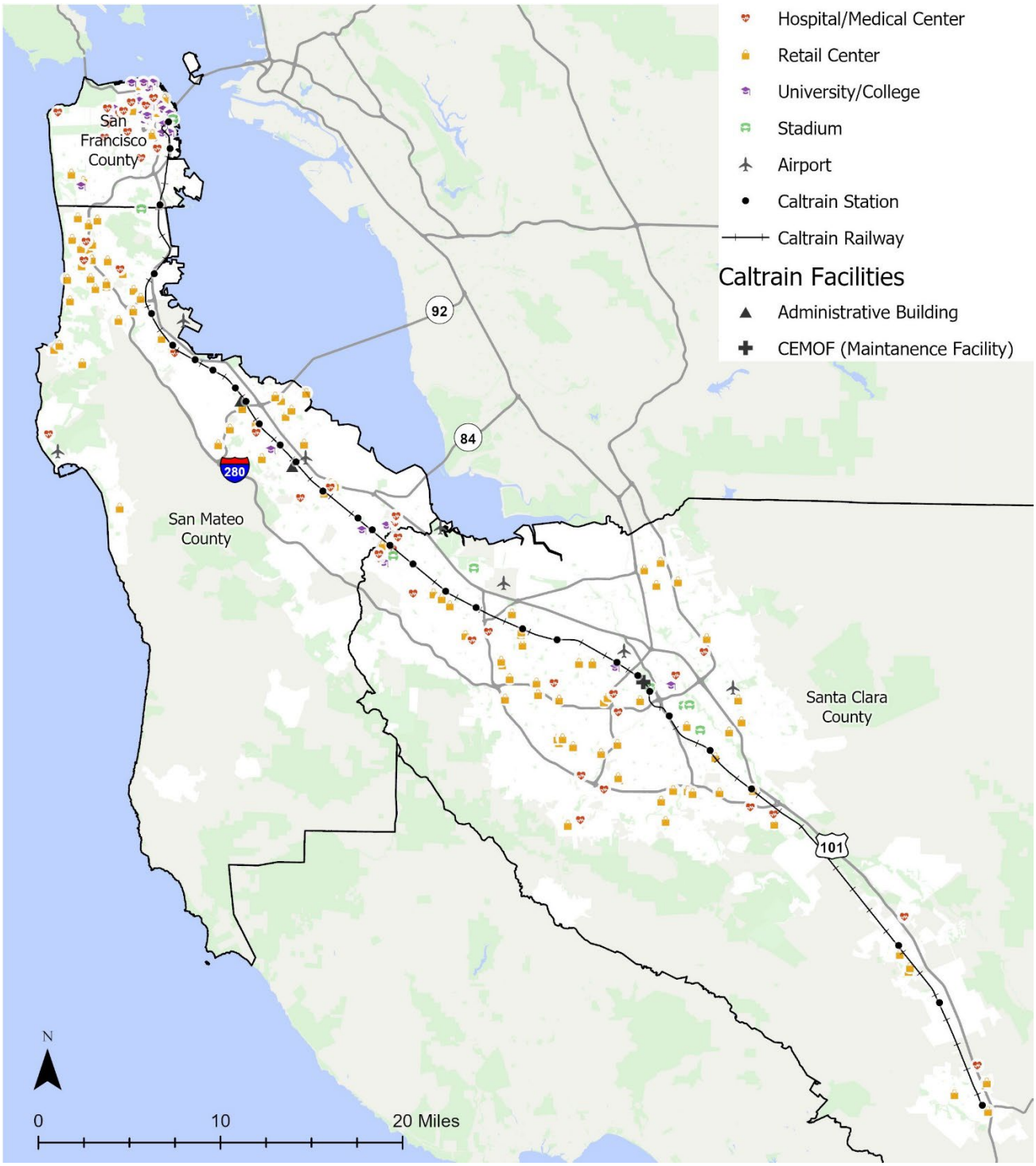


Exhibit 3. American Indian / Native American Population by Tract Group

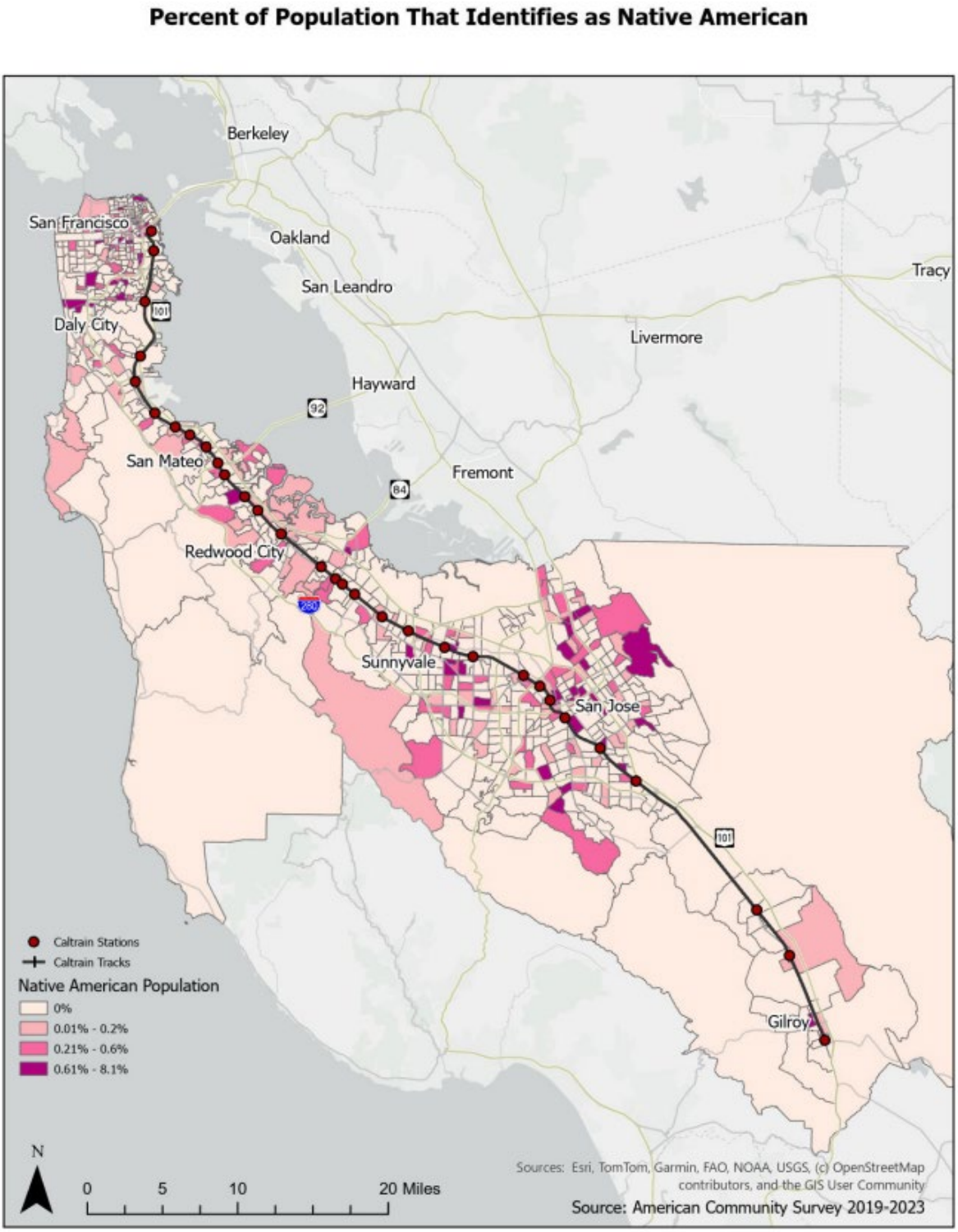


Exhibit 4. Asian Population by Tract Group

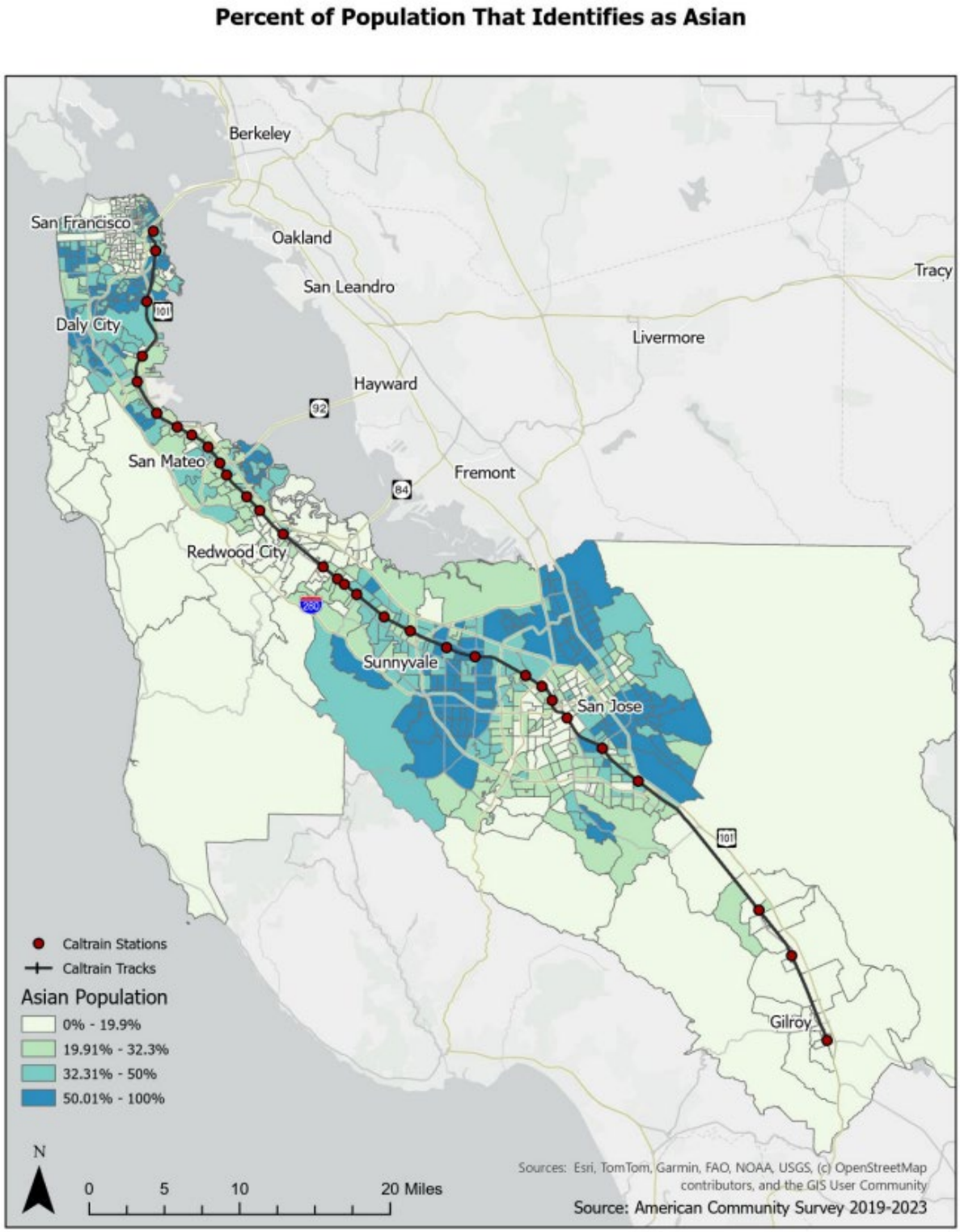


Exhibit 5. Black / African American Population by Tract Group

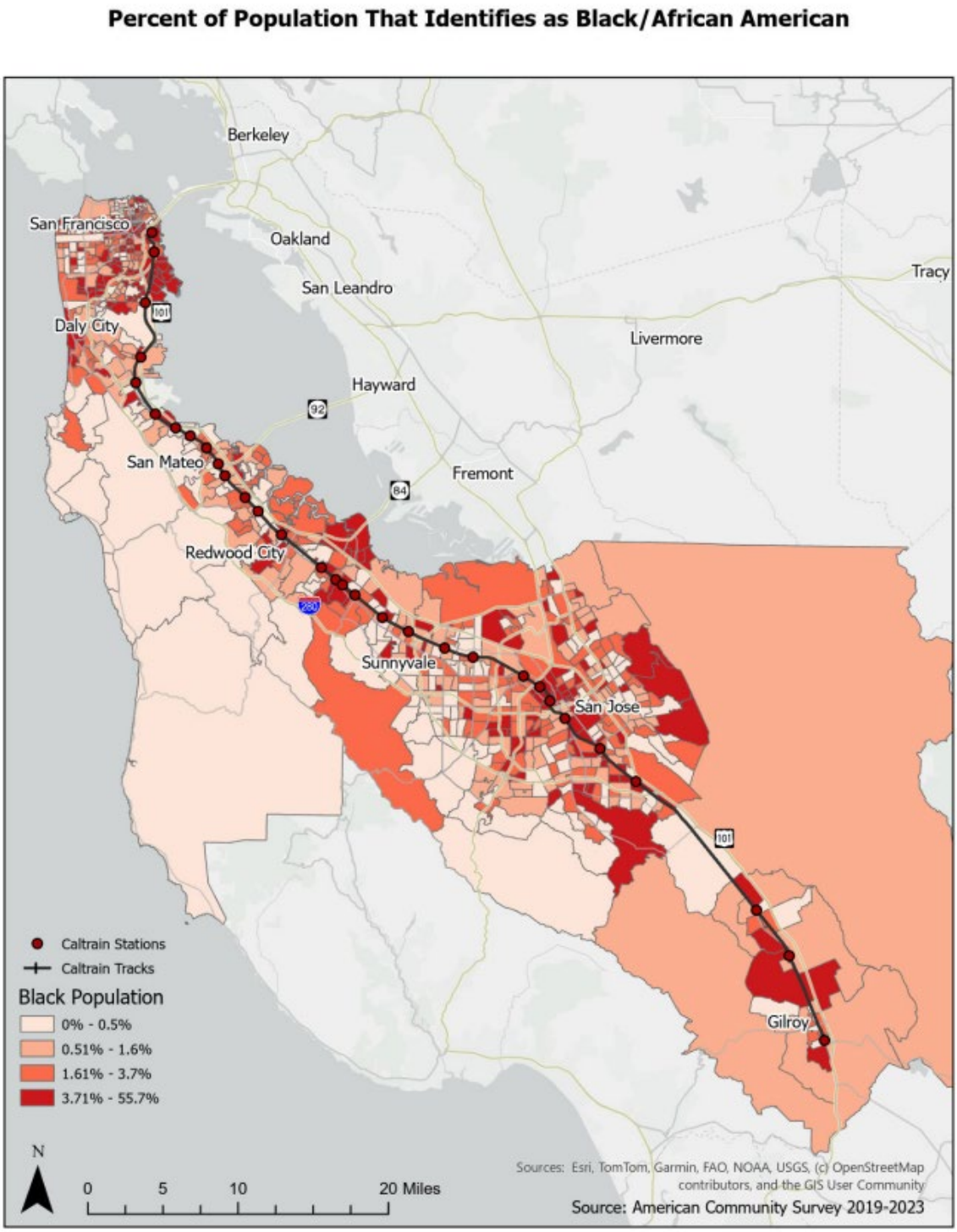


Exhibit 6. Hispanic/Latino/a Population by Tract Group

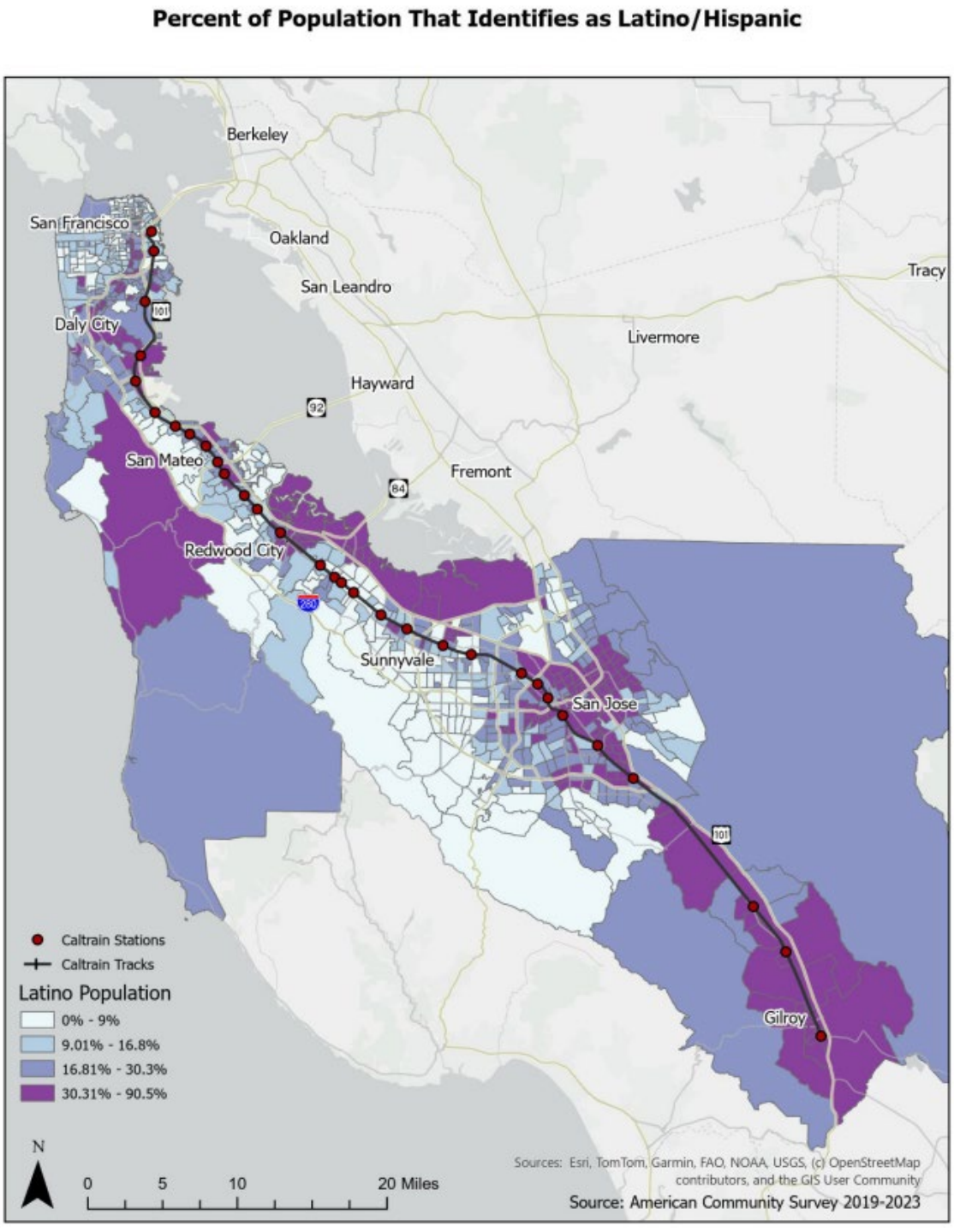


Exhibit 7. Native Hawaiian / Pacific Islander Population by Tract Group

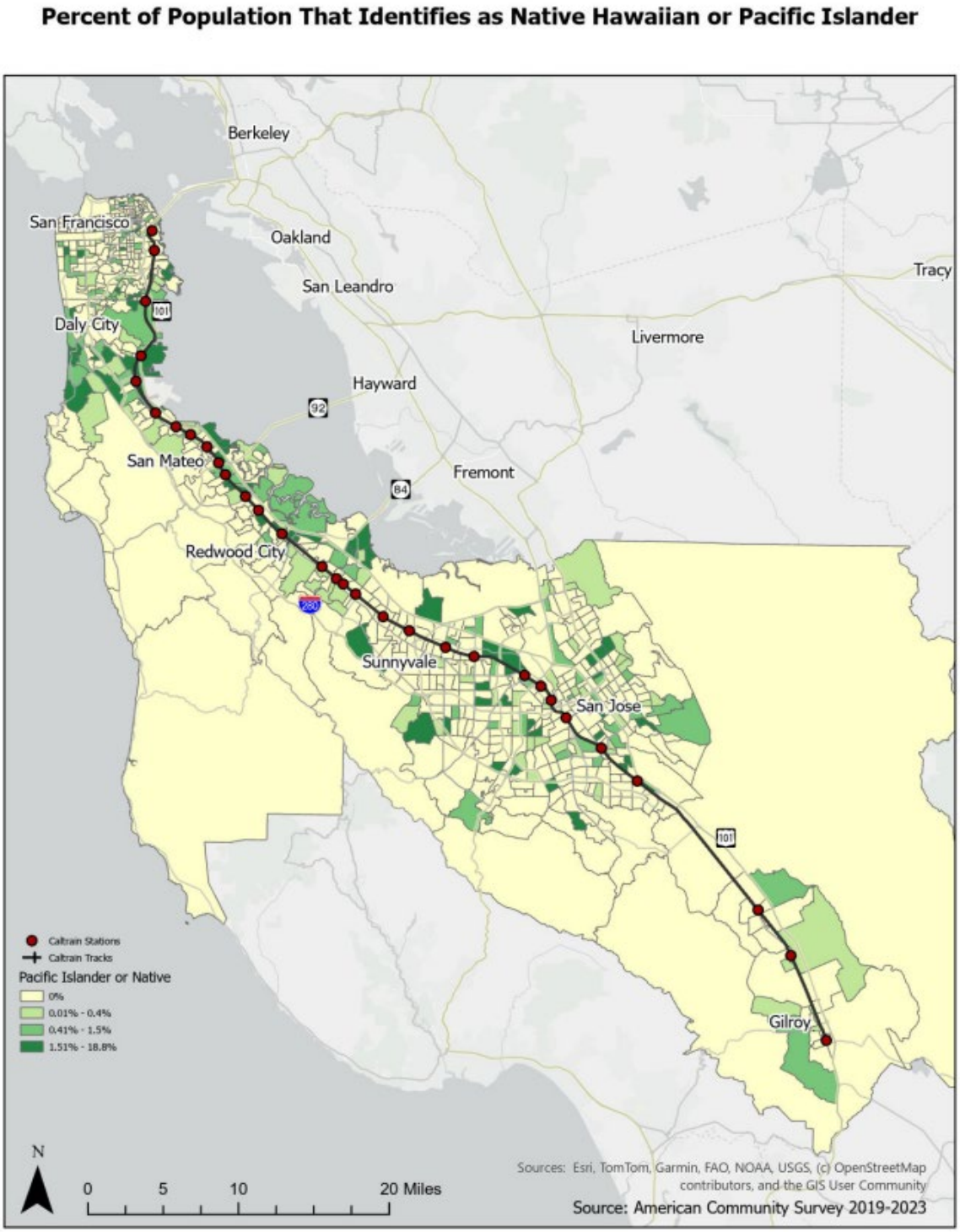


Exhibit 8. White / Caucasian Population by Tract Group

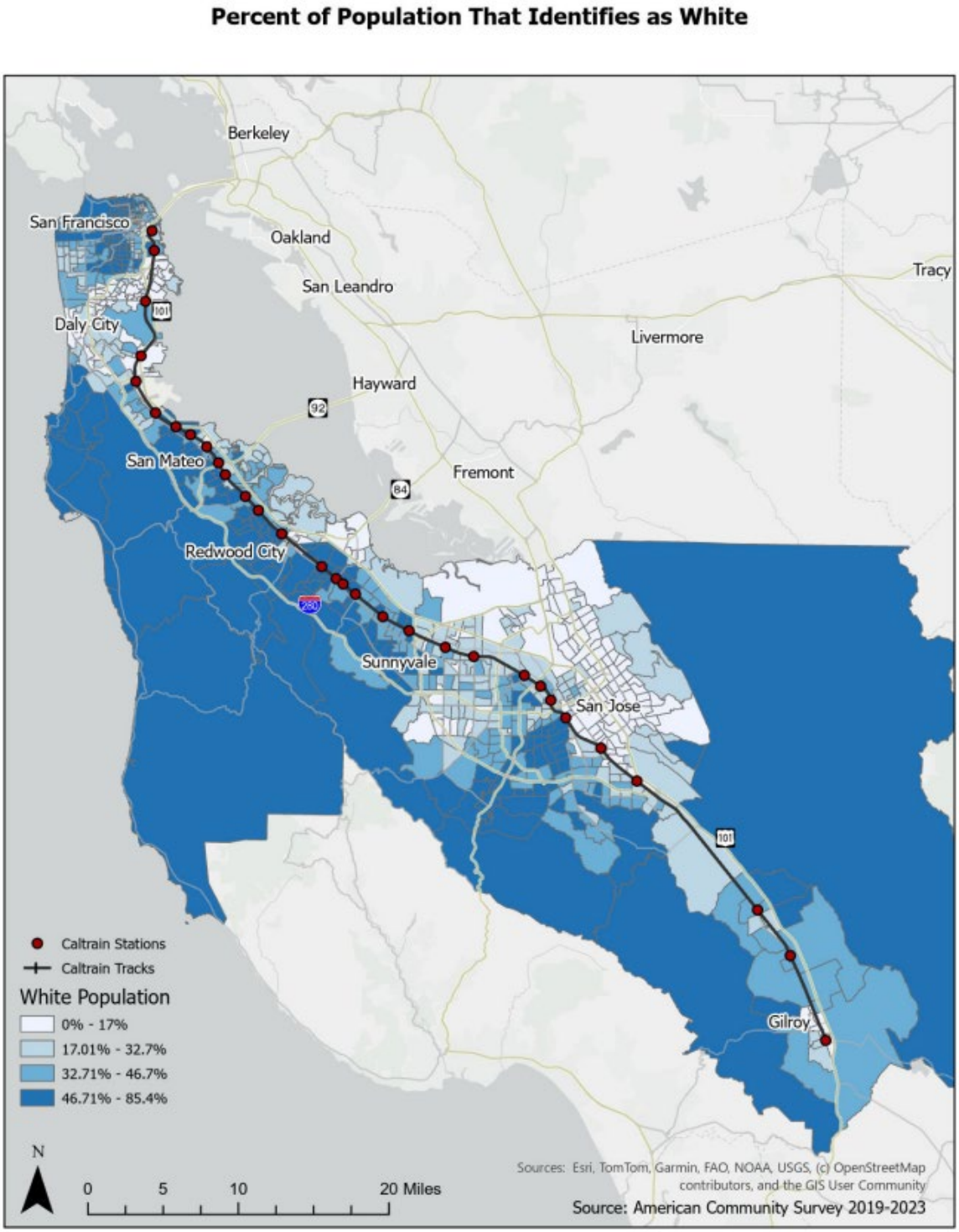


Exhibit 9. Other Races by Tract Group

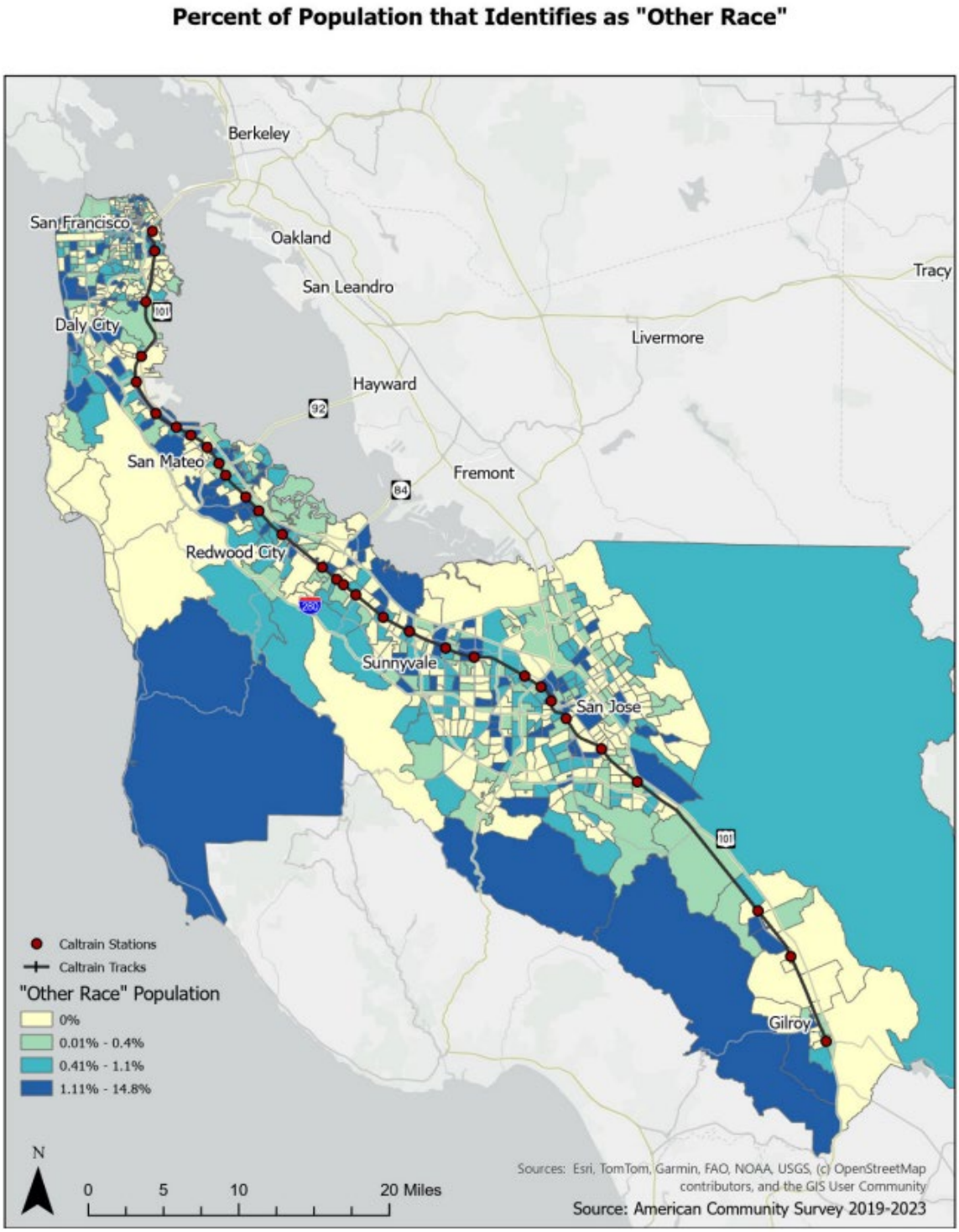
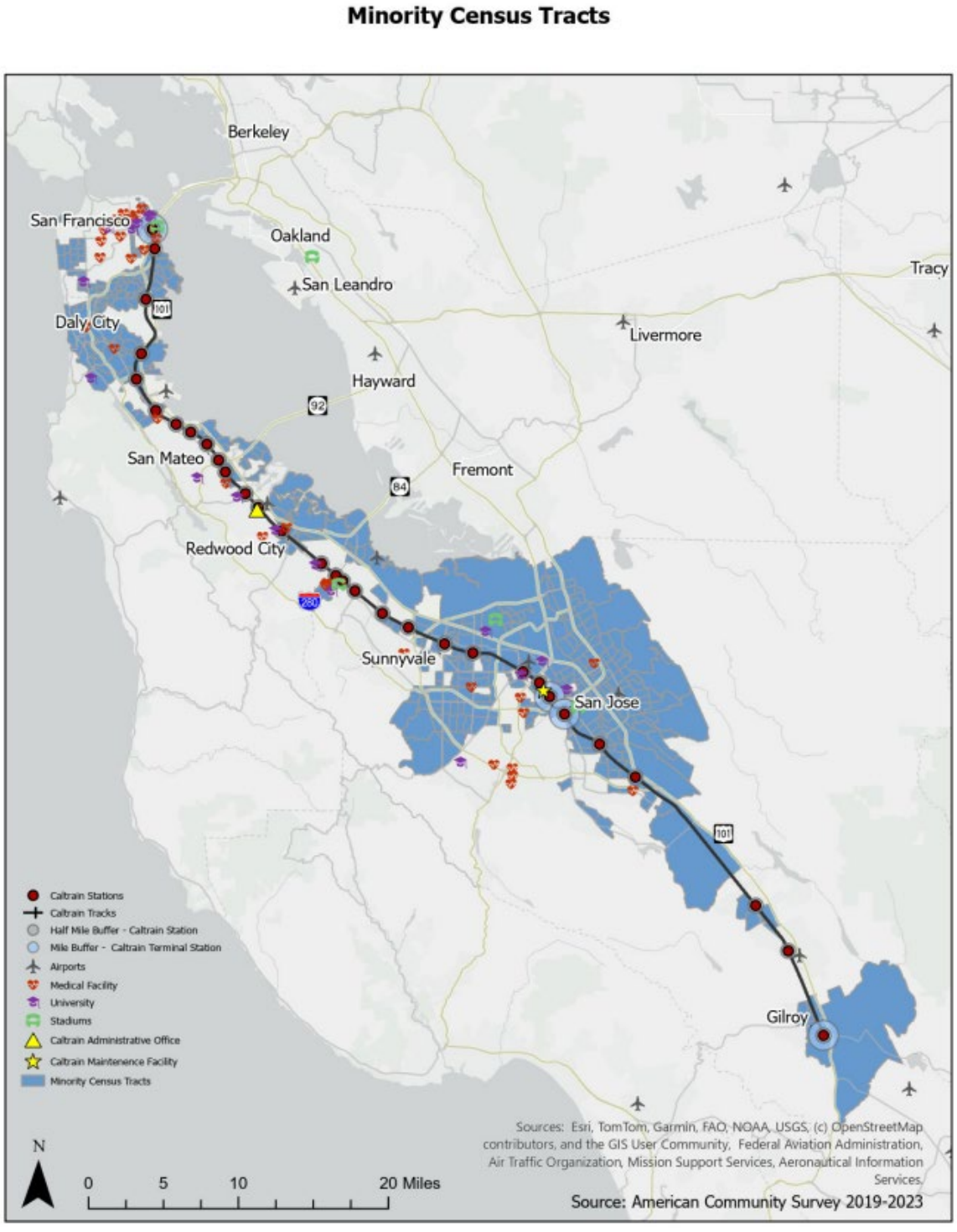
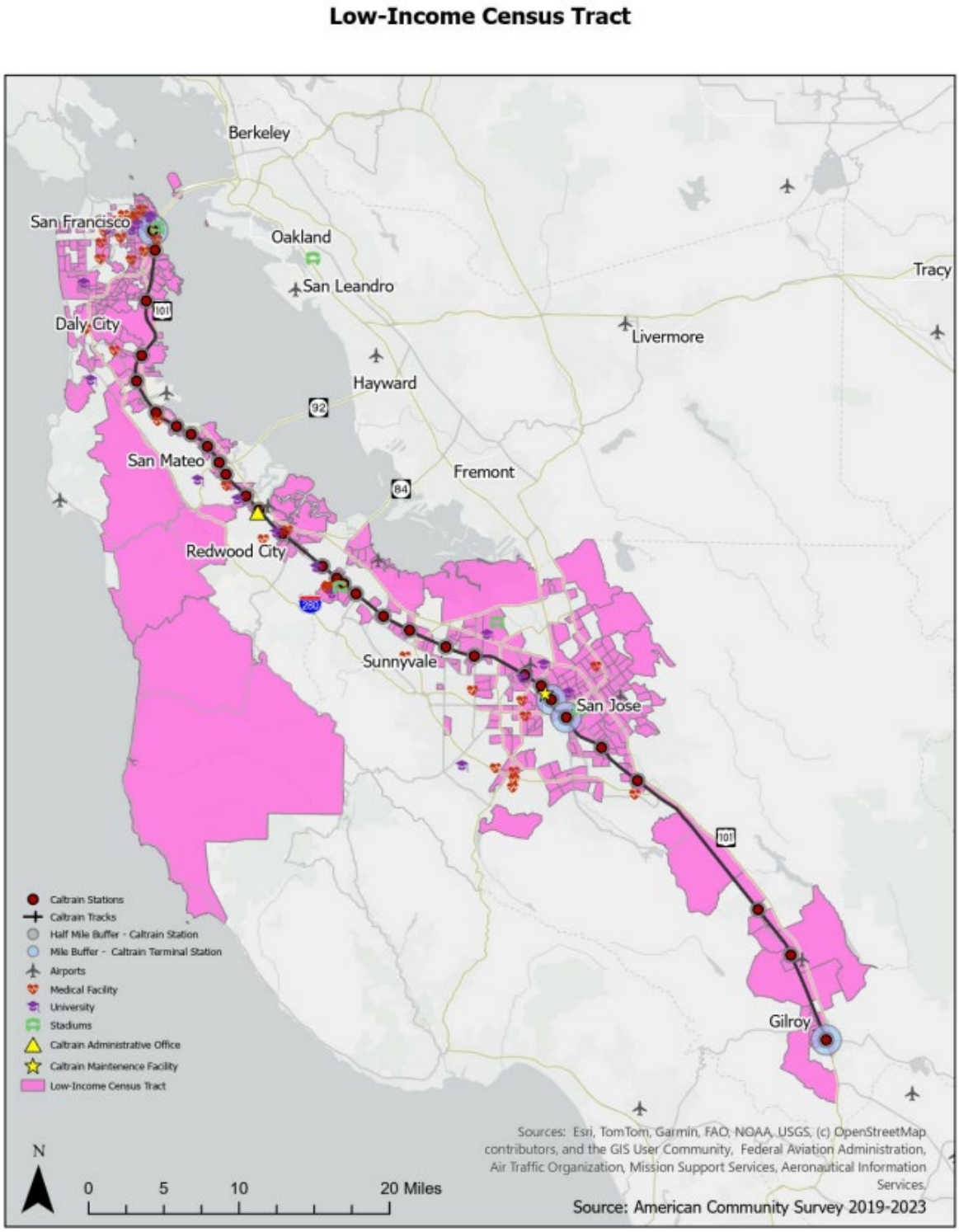


Exhibit 10. Minority Population by Tract Group



Minority tract groups are defined as those in which the minority population exceeds the systemwide minority average of 65%

Exhibit 11. Low-Income Population by Tract Group



Low-income Tract Groups are defined as those in which more than 13% of the households in the tract that have an income that is 200% of the federal poverty threshold ($31,300 a year).

J. RIDERSHIP AND TRAVEL PATTERNS

Caltrain gathers ridership and travel pattern information through its own triennial survey and as a participant in a broader regional survey effort by the Metropolitan Transportation Commission (MTC), the Bay Area's metropolitan planning organization.

The Caltrain Triennial Customer Survey is conducted systemwide every three years using a market research on-call contractor. Paper surveys are distributed onboard vehicles and collected by surveyor staff. Customers complete an extensive questionnaire and 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 Caltrain to use at its discretion. The results are also provided in a summary report, which Caltrain makes available to the public online at: http://www.caltrain.com/surveys. Additional surveys may be administered on a variety of topics. The most recent Triennial Customer Survey was completed in Fall 2022 and was conducted in English, Spanish, and Chinese.

In 2024, Caltrain and MTC conducted a comprehensive origin and destination customer survey to understand Caltrain rider travel patterns, including mode of travel to and from Caltrain, as well as origin and destination locations and time of travel.

The executive summaries of both surveys are provided for this 2025 Title VI Program.

1. Caltrain Triennial Customer Survey, Fall 2022 Summary Report
2. Caltrain Origin and Destination Customer Survey Report, 2024

FALL 2022

Caltrain Triennial Customer Survey

SUMMARY REPORT

Prepared by
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INTRODUCTION

This report provides findings from an onboard survey of Caltrain riders. The fieldwork was conducted October 8 – December 1, 2022; 2,838 surveys were completed.

Key objectives of the survey include:

- Reporting trip characteristics, such as peak/off-peak/weekend use.
- Reporting personal travel characteristics, such as frequency of Caltrain use and primary reasons for riding Caltrain.
- Reporting demographic characteristics, such as race/ethnicity, national origin, age, income, etc.
- Ratings of six specific service characteristics, including one overall assessment of the entire Caltrain experience.

This report includes the following key sections: Executive Overview, Charts/Key Findings, Detailed Results, and the Appendix. The Appendix of this report includes a copy of the questionnaire, interviewer training instructions, and information on trains sampled. Additional information is provided in the Verbatim Comments Report and Statistical Tables.

Percentages included in this report may not total 100% due to statistical rounding.

Questions regarding this project may be directed to: Julian Jest, Caltrain, 650.508.6245.

Changes in Caltrain Service Since Last Survey

Since the previous survey the COVID-19 Pandemic has had a significant impact on Caltrain ridership, which decreased by as much as 98 percent compared to pre-Pandemic ridership. At the time of the 2022 Caltrain Triennial Customer Survey ridership had recovered to around 30 percent of pre-Pandemic ridership. In response to lower ridership, Caltrain temporarily reduced its weekday service and removed the Baby Bullet Service.

Since then, significant changes have been made to the schedule. These included running 104 weekday trains - the highest number of trains ever run by Caltrain, and the resumption of Baby Bullet Service. Caltrain also adjusted its weekday and weekend timetables to better align with BART connections at the Millbrae Transit Center.

Temporary reductions in Caltrain service during the months of March and May 2022, from 104 to 88 weekday trains, were made in order to accommodate Caltrain electrification work. Additional Electrification Work led to Caltrain suspending weekend service between Bayshore and San Francisco stations, between February 22 and March 29, 2020, and for two weekends in April, 2021. Free SamTrans bus service between Bayshore, 22nd and San Francisco stations was provided.

A project to improve the South San Francisco station was completed, resulting in a fully accessible station, center boarding platform, and a new pedestrian and bicycle underpass. Grade crossing projects were completed in Menlo Park and San Mateo, improving public safety for pedestrians and access to Hillsdale and Menlo Park stations.

Hillsdale station closed for almost 12 months as part of the 25th Avenue Grade Separation Project. Hillsdale station service was moved to Belmont station, free connecting SamTrans bus and shuttle service, and free station parking for Caltrain customers was also provided. The new Hillsdale station re-opened, four blocks north of its previous location. Features of the new station include an elevated center-boarding platform, allowing for safer, more convenient pedestrian access, on-demand bicycle eLockers and traditional bike racks, two parking lots and six connecting SamTrans routes.

Construction began at Bayshore Station for overpass rehabilitation, resulting in the partial closure of platforms impacting how riders board and disembark from the train.

Caltrain installed over 300 eLocker spaces at 19 Caltrain stations and upgraded its Ticket Vending Machines (TVMs) to allow people the ability to purchase an adult Clipper card or add cash value or Caltrain Monthly Pass to their card at various stations along the corridor. The TVMs accept Apple and Google Pay and can be operated via the new touchscreen. Caltrain provided free train rides to and from COVID-19 vaccination sites for people living or working along the corridor within San Francisco, San Mateo and Santa Clara counties.

A new Caltrain website was launched, providing customers with real-time maps, alerts and trip planning.

Several fare related changes were made, including a 20% discount for all riders who use a Caltrain Monthly Pass, an increase in the cost of Caltrain's single-ride Adult fare and the Adult Monthly Pass, implementation of the Clipper START program, providing a 50% discount off single-ride adult Clipper fares to eligible low-income riders, and daily parking was added to the Caltrain Mobile Ticketing App. The Metropolitan Transportation Commission (MTC) launched a Clipper Mobile app. Caltrain customers can add cash value to the app or a monthly pass to pay for their trip on Caltrain.

Various promotional efforts were launched, with all fares discounted by 50% in September 2021 and again in April 2022.

Methodology and Response Rate

The survey was conducted mainly on board. A self-administered questionnaire was distributed to Caltrain riders. Surveyors boarded pre-selected trains and attempted to distribute questionnaires to all passengers on a randomly selected car of the assigned train. Completed surveys were also collected by these surveyors (who stayed onboard during the train route).

Specific steps were taken to ensure the highest possible response rate. This included using professional, experienced onboard surveyors on the project, making the questionnaire available in English and Spanish, and providing business reply mail-back and online options for persons who did

not have time to complete the survey onboard. The online option included questionnaires in Chinese, Japanese, and Korean, as well as English and Spanish.

The overall response rate (66%) was high for a system-wide survey of this type. The response rate was calculated by dividing the total number of completes (2,838) by all *eligible* passengers riding on the sampled trains (4,293). The survey target sample size of 2,000 completes was significantly exceeded by that number.

Field interviewing on this project was conducted from October 8 – December 1, 2022. Weekday shifts were allocated to allow for surveying during morning and afternoon peak periods, as well as off-peak periods. Saturday and Sunday trains were also surveyed at various times of the day. The dates of the fieldwork were scheduled to avoid surveying during special events that would unduly impact ridership.

Surveyors returned completed questionnaires to Corey, Canapary & Galanis' office following the completion of the fieldwork. Editing, coding, and inputting were done in-house once the questionnaires were returned.

Sampling

In total, 2,838 surveys were completed by riders. This total equates to a system-wide margin of error of +/- 1.73% (at the 95% confidence level).

The sampling on the study was designed to achieve a cross section of riders utilizing trains at various times of the day. Surveys were conducted on weekdays, as well as on Saturday and Sunday. CC&G sampled a total of 62 weekday routes and 10 weekend routes. Of the 62 weekday routes surveyed, 32 were Limited-stop trains, 22 were Local service trains, and 8 were Baby Bullet express service trains. For each train sampled, two cars were selected, and CC&G attempted to survey every passenger in the selected cars. In some cases where this was impractical, such during peak periods, interviewers were told which car to concentrate on.

Statistically Significant Differences

As was mentioned previously, for the total number of respondents (n = 2,838) who participated in the survey, the margin of error is +/- 1.73% at the 95% confidence level. The margin of error for some other key sub-groups which are shown in this report:

- Weekday Peak (n =1,630 unweighted, 1,733 weighted). +/- 2.27% at the 95% confidence level;
- Weekday Offpeak (n =740 unweighted, 694 weighted). +/- 3.65% at the 95% confidence level;
- Weekend (n =468 unweighted, 411 weighted). +/- 4.79% at the 95% confidence level.

Weighting

Most survey responses in this report are weighted to show a proportional response for the true percentage of weekday/weekend and peak/off-peak ridership. Responses were weighted in accordance with data from recent ridership counts as follows:

Segment	Average Weekly Riders*	Percentage of Total Ridership
Weekday Peak	47,844	61.07%
Weekday Off-peak	19,169	24.47%
Saturday	6,039	7.71%
Sunday	5,297	6.76%
TOTAL	78,348	100.0%

* Ridership is from Caltrain's 2022 Station Ridership Count for the months of October and November 2022.

EXECUTIVE SUMMARY

Length of Time Using Caltrain

- In 2022, 37% of riders have been riding Caltrain less than one year.
- This is slightly higher than in 2019 (31%) and 2016 (34%).

Frequency of Riding Caltrain

- Just over one-third of riders (38%) ride Caltrain at least four days per week.
- This is down significantly from 2019 when 68% rode Caltrain at least 4 days per week and 2016 when 67% rode at least four days a week.
- While the share of riders riding 6 or more days a week is relatively consistent since 2016 and those riding 4 days a week only shows a slight decrease, there is a significant decrease in the share of riders riding 5 days a week (23% in 2022 vs. 48% in 2019 and in 2016). This is matched with a significant increase in riders riding 3 days a week or less (62% in 2022 vs. 31% in 2019 and 34% in 2016).

Fare Media

- More than one third of respondents (34%) used a Clipper one-way ticket for their Caltrain trip. One-quarter (24%) used a Monthly Pass on Clipper, and 16% were traveling on a Go Pass.
- Over two-thirds (66%) of riders use a credit or debit card, 17% use a Go Pass, and 8% use cash to pay their fare.
- While the majority of riders (61%) are not enrolled in a fare program, one quarter (28%) are enrolled in an employee benefit plan, 2% in Clipper Start, <1% in Clipper Bay Pass, and 9% in an unspecified program.

Distance from Starting Location to Caltrain Station

- Most respondents (83%) travel 10 miles or less to reach the Caltrain station where they boarded. The average number of miles traveled to reach an origin Caltrain station is 7 miles, and the median is 2 miles.
- Nearly half of respondents (42%) travel 10 minutes or less to get to the Caltrain station where they boarded. The average trip time is 21 minutes, and the median trip time is 15 minutes.

Incentives for Caltrain Use

- Nearly half of respondents (48%) said a schedule change (either a specific change or a general "more frequency") would make them more likely to use Caltrain more. Lower fares (19%) and Increased reliability (12%) were also stated.
    - Weekday peak riders were most likely to cite specific schedule changes (27%), Off-peak and weekend riders were most likely to cite more frequency (22% and 32% respectively).

Stations Used

- Half of all riders boarded Caltrain in San Francisco (23%), Palo Alto (13%), San Jose Diridon (9%), and Mountain View (7%) stations
- San Francisco was the most common boarding station across all major time periods.
- San Francisco is the most commonly cited station where riders exit the Caltrain system as well (19%).
- After San Francisco, riders most commonly exited the train at Palo Alto (10%), San Jose Diridon (8%), or Mountain View (7%).

Access/Egress on Caltrain

- Private vehicle-based options (drive, picked up/dropped off, company shuttle, Uber/Lyft, Taxi) accounted for 31% of access and 26% of egress.
- One-third (34%) of respondents walked all the way to reach Caltrain and 37% will walk from Caltrain to their destination.
- Bicycle/scooter- based options accounted for 19% of both access and 18% for egress.
- Transit (including free shuttle) options were used by 17% of riders for access and 20% for egress.

Car Availability

- Choice riders (who have a vehicle they could use for the Caltrain trip) continues to decrease since 2016 (39% in 2022, 51% in 2019, and 60% in 2016).

Satisfaction with Caltrain

- Respondents rated their overall satisfaction in 2022 higher than in 2019, rating it 4.12 (compared to 3.99 previously
- Nearly three-quarters of respondents (70%) were satisfied with how Caltrain is meeting their needs, rating it 3.94 out of 5.0.
- Just over half (59%) were satisfied with the current Caltrain schedule, rating the attribute 3.71 out of 5.0. Other rated attributes also declined from 2016, although a new attribute in 2019 – ease of use (of Caltrain) – was rated an average of 4.19 out of 5.00. (This was the highest rated attribute.)
    - "*Satisfaction with current schedule*" was rated 3.71, the same as the 3.73 rating in the June 2022 Customer Satisfaction survey. On the 2019 Triennial Survey, a similar attribute, "*Convenience of schedule*," was rated at 3.26.

Information Sources

- Half of riders (48%) cite mobile apps as their main source for local news and events. One-third (31%) use social media, and 26% of riders use new media websites as their main source for local news and events.
- Nearly two-thirds of riders (60%) receive information about Caltrain from the Caltrain website. Also cited were a general web search (22%), the Google or Apple Maps app (20%), and a third party Caltrain app (12%).

Rider Demographics

- Among all Caltrain riders, 57% are male, 41% female, and 2% other.

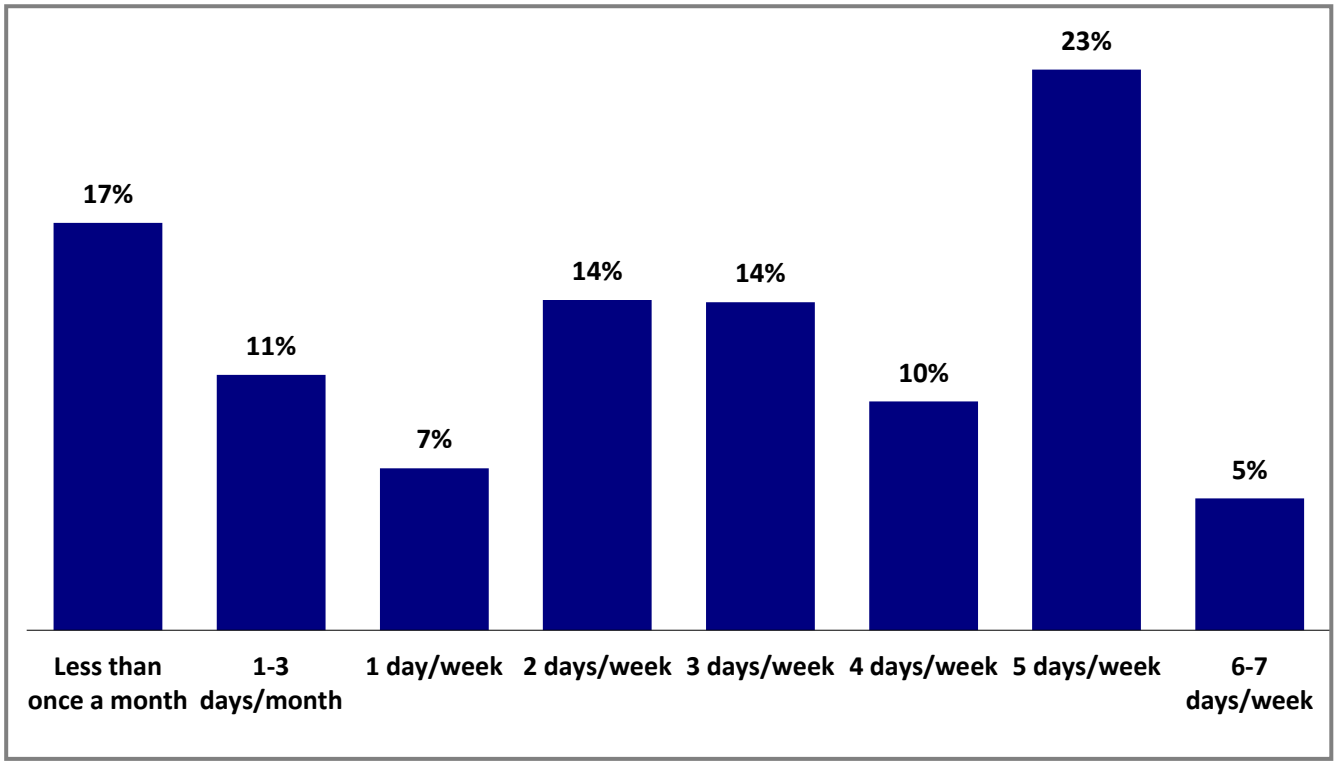
- Nearly all riders (94%) have a high school diploma, while 77% have graduated college.
- Caltrain riders are a diverse audience. They speak 69 languages in their homes, nearly half (45%) are white, 38% are Asian, and 17% are Hispanic.

CHARTS – KEY FINDINGS

Note: Percentages included in this section may not add to 100% due to statistical rounding.

Frequency of Riding Caltrain

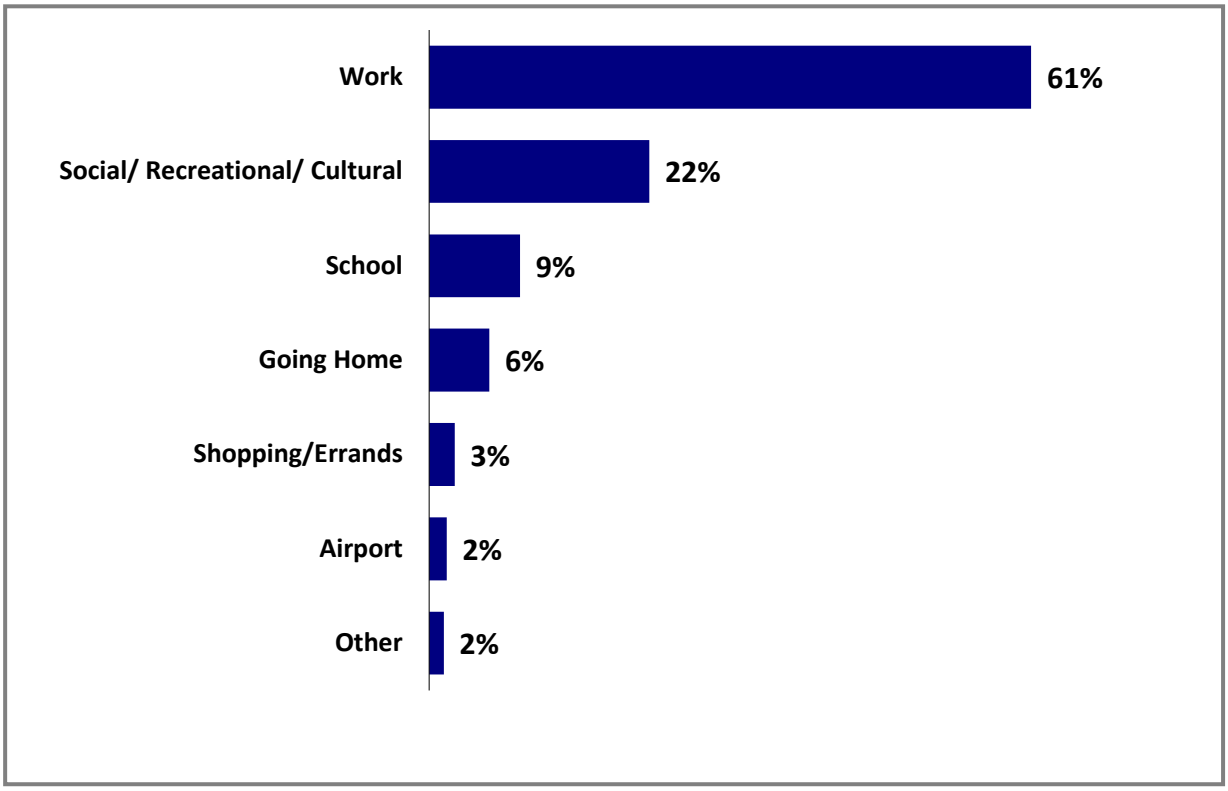
2. How often do you usually ride Caltrain?



Base: Total (2,838)

Trip Purpose

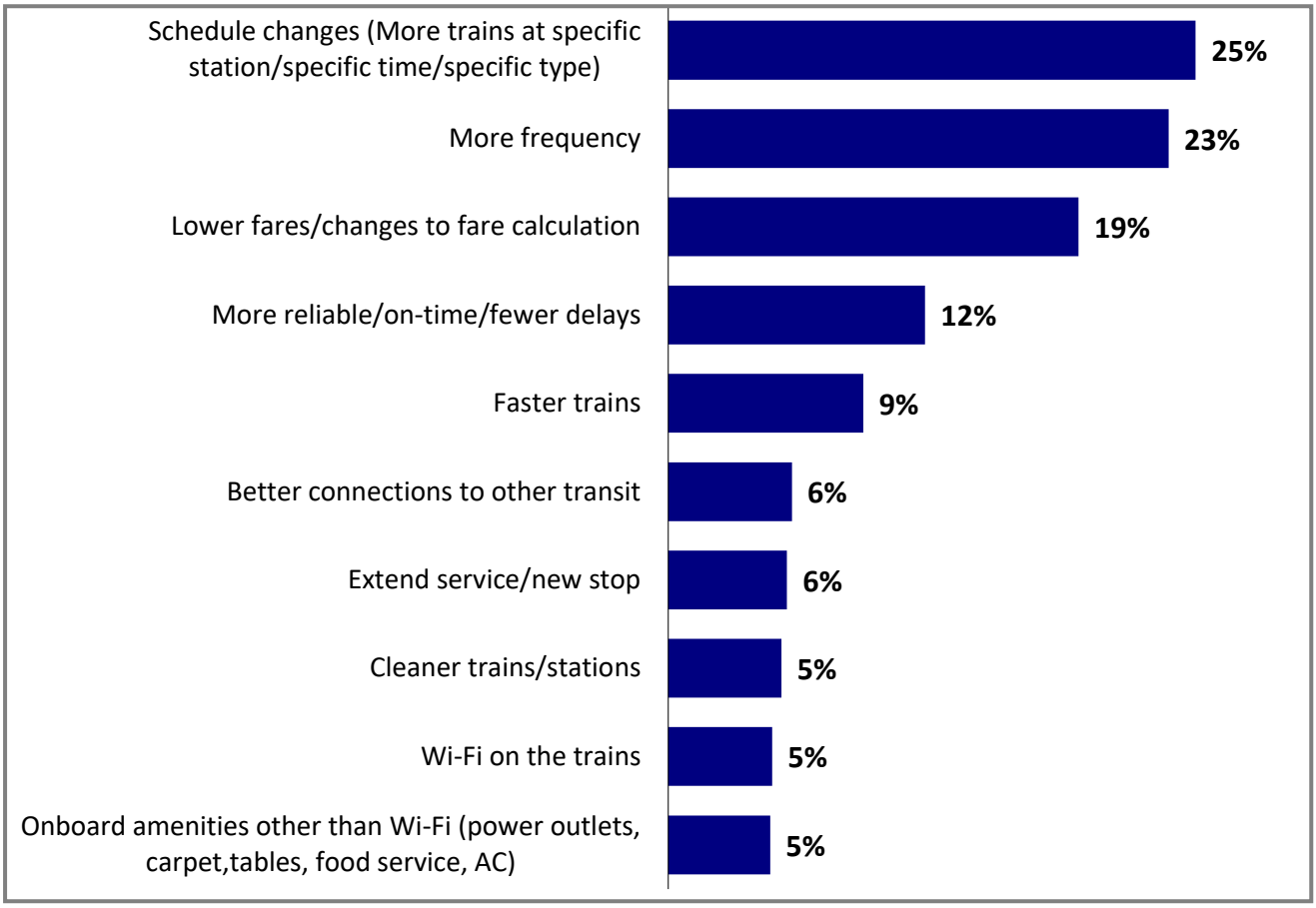
6. What is the main purpose of your trip today?



Base: Total (2,838)
[Multiple answers accepted]

Incentives for Caltrain Use

7. What would encourage you to ride Caltrain more often?*

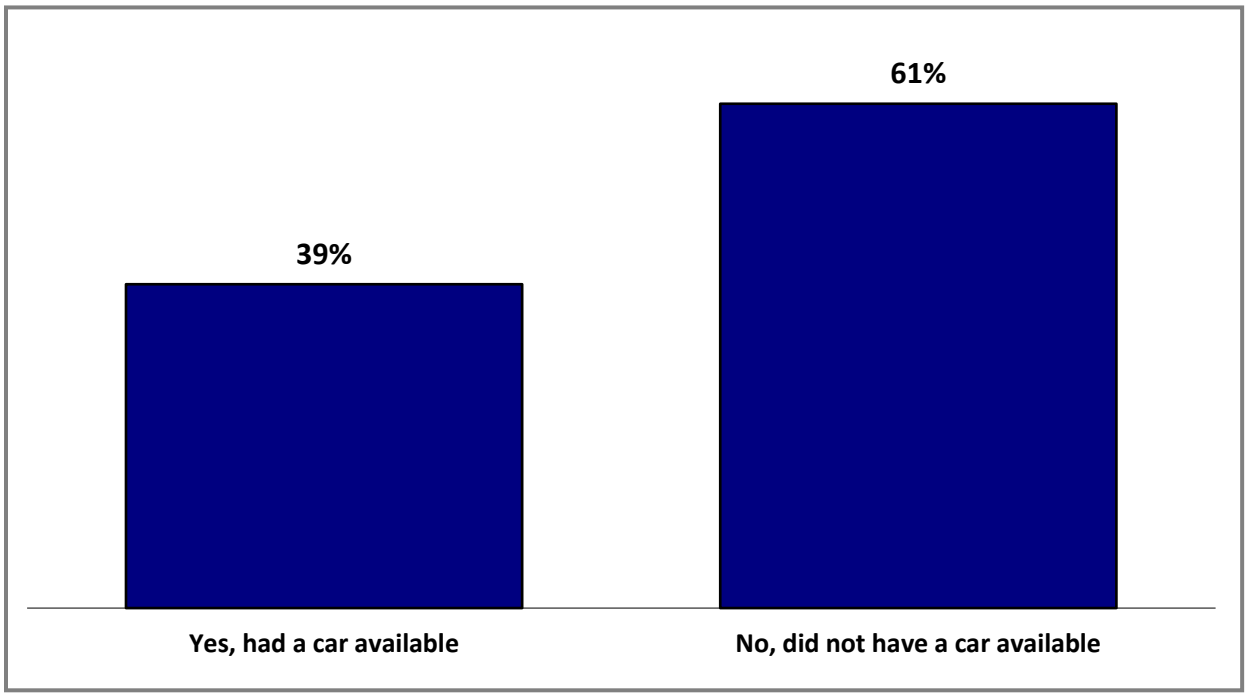


Base: Respondents who left a comment (1,754)
[Multiple answers accepted]

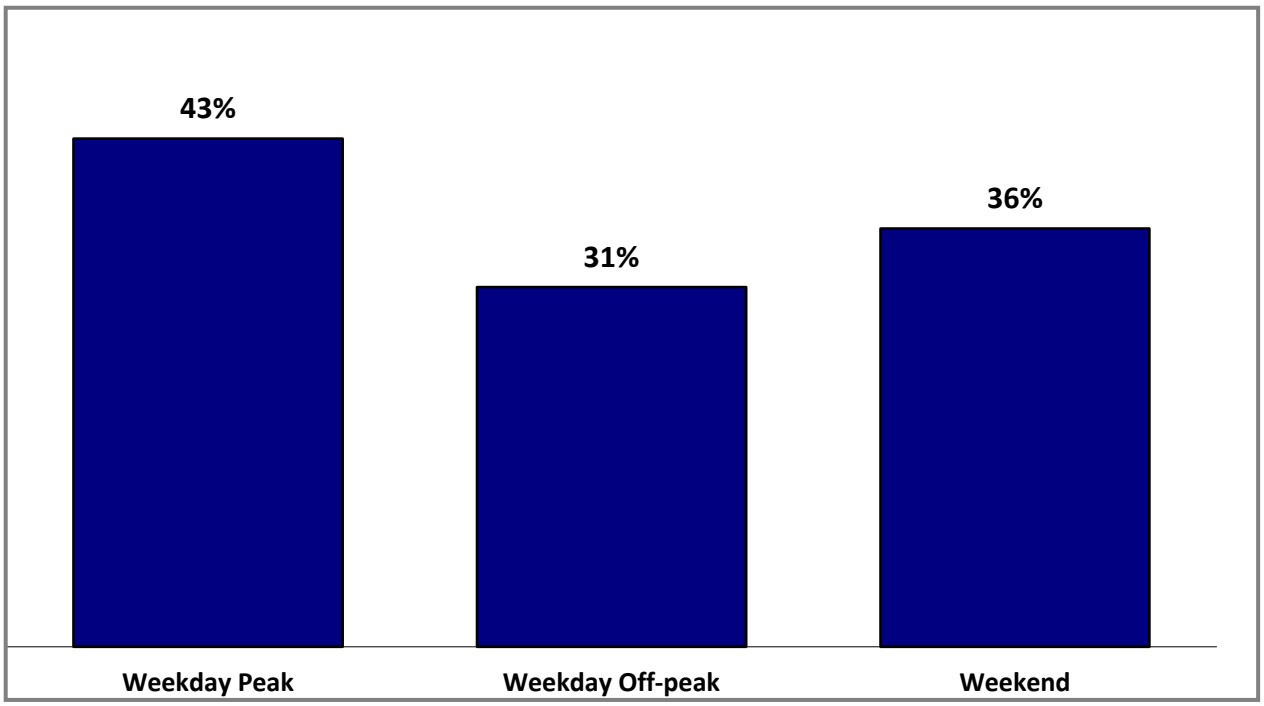
***Partial list, only responses cited by 5% or greater of respondents shown, see crosstabulated tables for complete list**

Car Availability

12. Did you have a car available to take this particular trip?



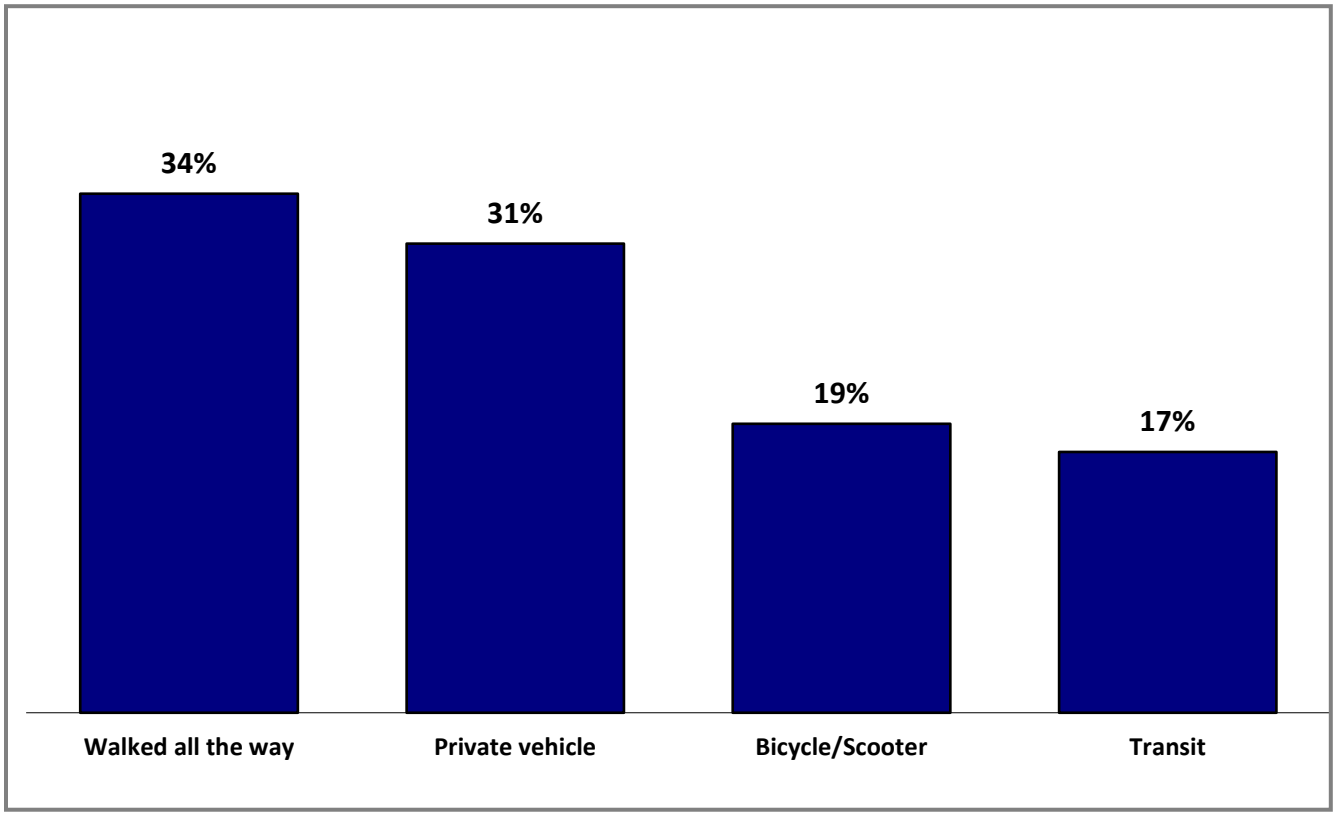
Those who stated that they had a car available, by time period



Base: Total (2,838)

Station Access by Mode

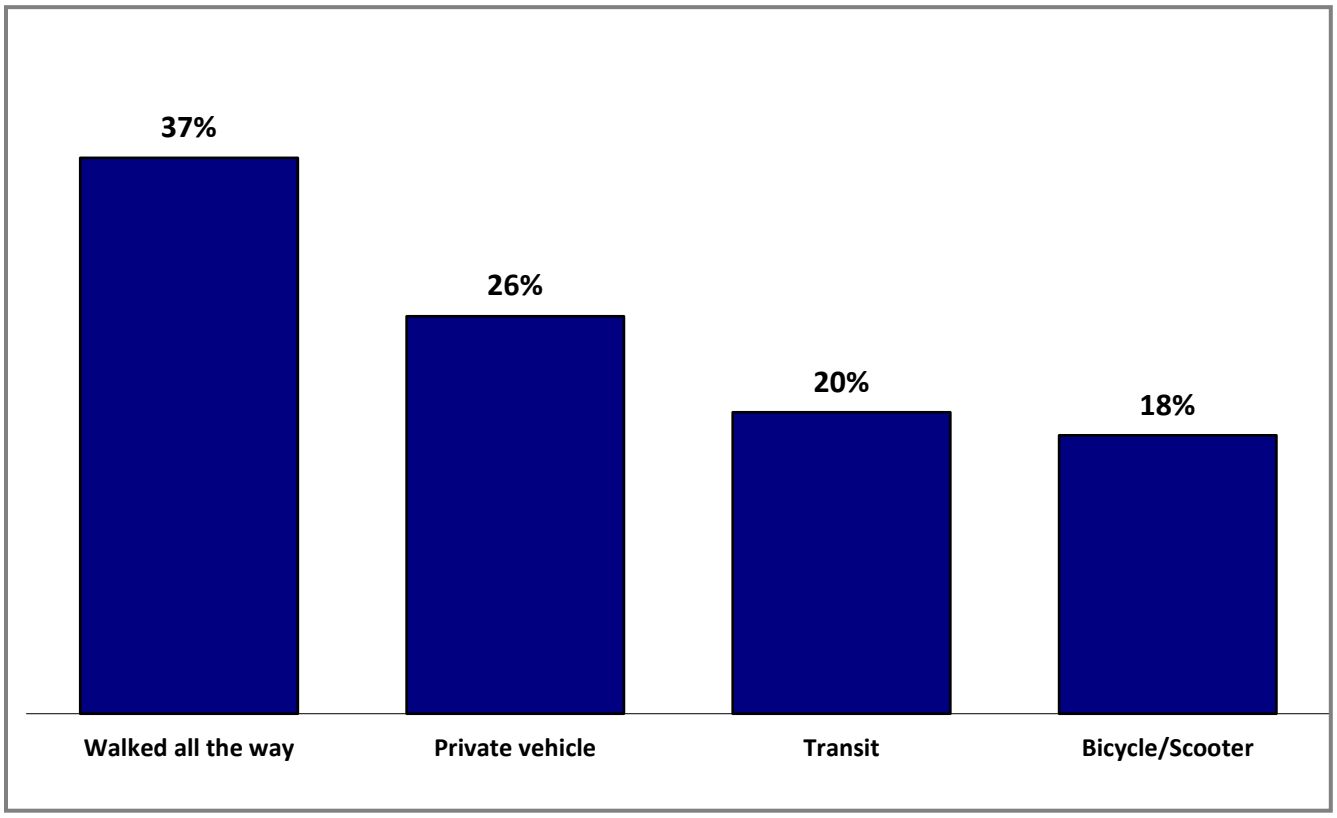
10a. How did you get to Caltrain today?



Base: Total (2,838)
[Multiple answers accepted]

Station Egress by Mode

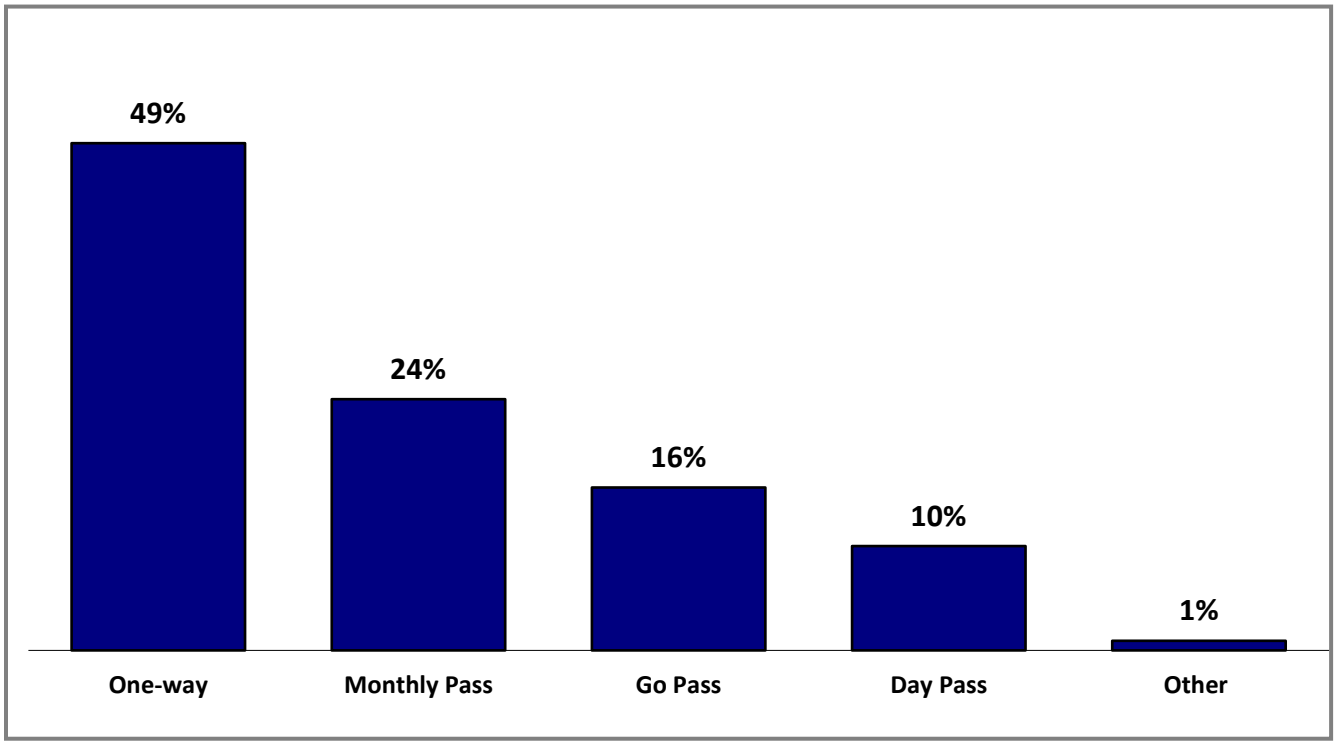
10b. How will you get from Caltrain to your destination today?



Base: Total (2,838)
[Multiple answers accepted]

Fare Payment

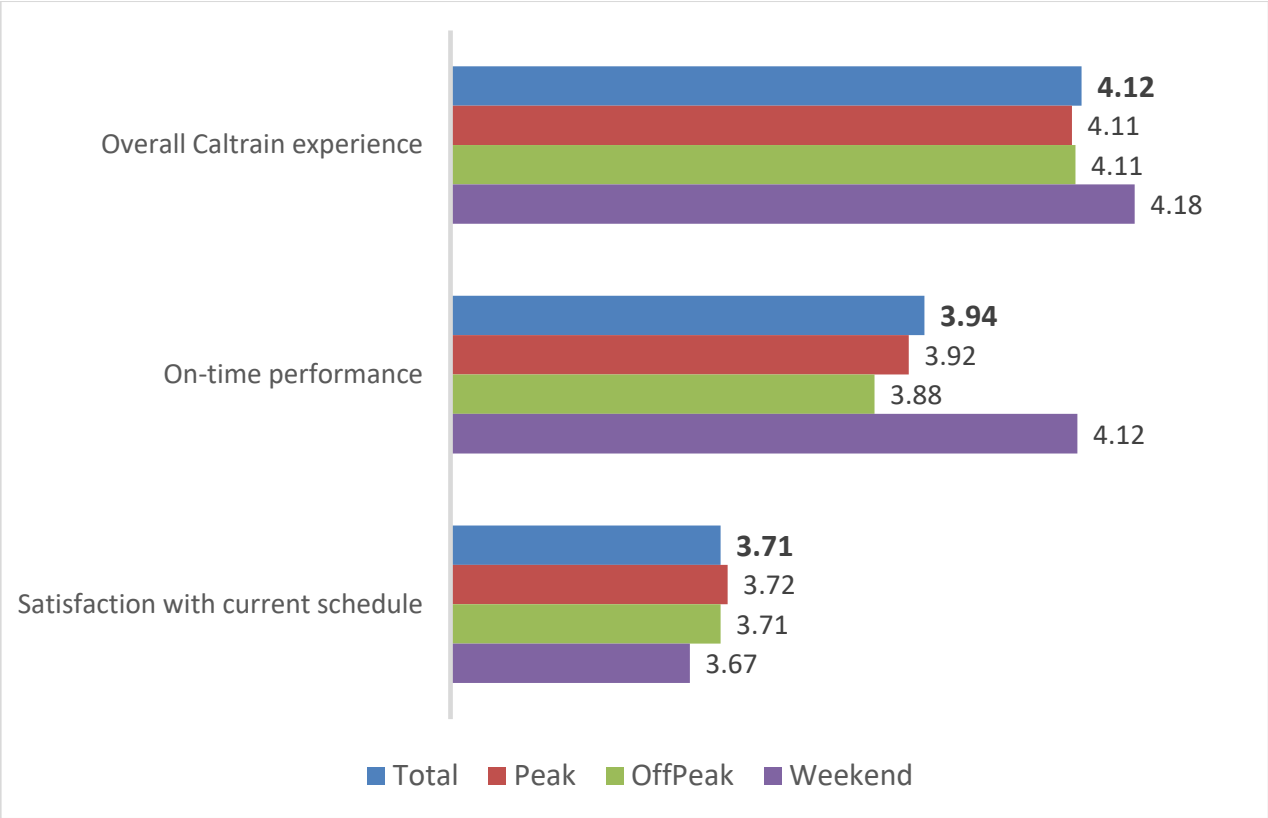
3. What ticket/card did you use today?



Base: Total (2,838)

Attribute Ratings (Mean Scores)

14. How well is Caltrain meeting your needs?



Base: Total (2,838)

Note: Mean score based on a 5 point scale. 5.00 is the optimal positive score and 1.00 is the lowest score.

DETAILED RESULTS

Note: Percentages included in this section may not add to 100% due to statistical rounding.

TRIP-SPECIFIC INFORMATION

Rider Longevity

1. How long have you been riding Caltrain?

Nearly four in 10 riders (37%) have been riding Caltrain less than one year. This is slightly higher than in 2019 (31%) and 2016 (34%).

	2022 Total	2019 Total	2016 Total
Base (All Respondents)	2,838	5,501	5,554
Range [Midpoint Used to Determine Average]	%	%	%
This is my first trip [0 years]	7	3	5
Less than 6 months [0.25 years]	21	17	19
6 months to less than 1 year [0.5 years]	9	11	10
1 year to less than 2 years [1.5 years]	12	15	18
2 years to less than 4 years [3 years]	12	20	19
4 years or more [7 years]	39	33	31
Total	100	100	100
Average Tenure (In Years)	3	**3**	**3**

	Weekday Peak			Weekday Off-peak			Weekend		
	2022	2019	2016	2022	2019	2016	2022	2019	2016
Base (All Respondents)	1,733	4,332	4,212	694	789	890	411	380	452
Range [Midpoint Used to Determine Average]	%	%	%	%	%	%	%	%	%
This is my first trip [0 years]	4	2	3	7	6	9	15	13	18
Less than 6 months [0.25 years]	22	17	19	20	18	17	21	18	17
6 months to less than 1 year [0.5 years]	9	11	10	10	9	9	8	6	8
1 year to less than 2 years [1.5 years]	12	16	19	12	15	15	12	10	11
2 years to less than 4 years [3 years]	12	21	19	13	16	18	10	20	12
4 years or more [7 years]	40	33	30	38	35	33	34	32	35
Total	100	100	100	100	100	100	100	100	100
Average Tenure (In Years)	**3.5**	**3.3**	**3.0**	**3.3**	**3.2**	**3.2**	**2.9**	**3.1**	**3.1**

(See Statistical Table Q1)

Frequency of Riding Caltrain

2. How often do you usually ride Caltrain?

While the overall frequency has only decreased slightly (3 days a week in 2022 vs. 4 days per week in 2019 and 2016), in 2022, one-third (38%) rode Caltrain at least four days a week. This is down significantly from 2019 when 68% rode Caltrain at least 4 days per week and 2016 when 67% rode at least four days a week.

While the share of riders riding 6 or more days a week is relatively consistent since 2016 and those riding 4 days a week only shows a slight decrease, there is a significant decrease in the share of riders riding 5 days a week (23% in 2022 vs. 48% in 2019 and in 2016). This is matched with a significant increase in riders riding 3 days a week or less (62% in 2022 vs. 31% in 2019 and 34% in 2016).

Among strata, weekday peak riders remain the most frequent at an average of 3 times per week.

	2022 Total	2019 Total*	2016 Total
Base (All Respondents)	2,838	5,501	5,554
Range [Midpoint Used to Determine Average]	%	%	%
6-7 days /week {6.5 days/week]	5	4	5
5 days /week {5 days/week]	23	48	48
4 days /week {4 days/week]	10	15	14
3 days /week {3 days/week]	14	10	9
2 days /week {2 days/week]	14	6	5
1 day /week {1 days/week]	7	3	3
1 – 3 days /month {0.25 days/week]	11	5	6
Less than once a month {0.1 days/week]	17	8	11
Total	100	100	100
Average Frequency (Days per Week)	3	**4**	**4**

	Weekday Peak			Weekday Off-peak			Weekend		
	2022	2019*	2016	2022	2019*	2016	2022	2019*	2016
Base (All Respondents)	1,733	4,332	4,212	694	789	890	411	380	452
Range [Midpoint Used to Determine Average]	%	%	%	%	%	%	%	%	%
6-7 days /week {6.5 days/week]	5	4	5	7	6	5	5	7	6
5 days /week {5 days/week]	27	54	55	23	36	31	7	13	8
4 days /week {4 days/week]	10	17	15	12	14	13	3	4	3
3 days /week {3 days/week]	16	10	9	12	10	11	5	5	4
2 days /week {2 days/week]	16	6	4	11	7	7	8	9	5
1 day /week {1 days/week]	5	2	2	8	4	5	10	7	8
1 – 3 days /month {0.25 days/week]	8	4	4	11	9	9	20	23	21
Less than once a month {0.1 days/week]	11	8	6	16	13	20	43	30	45
Total	100	100	100	100	100	100	100	100	100
Average Frequency (Days per Week)	3.0	4.0	4.0	2.8	3.2	2.8	1.3	1.7	1.3

*Previously published 2019 data for this question contained a tabulation error. This has been corrected for this report, these figures may not match previously published figures.

(See Statistical Table Q2)

Fare Payment

3. What ticket/card did you use today?*

More than one third of respondents (34%) paid for their Caltrain trip with a Clipper one way ticket.

	2022 Total	2019 Total	2016 Total
Base (All Respondents)	2,838	5,501	5,554
	%	%	%
Clipper – One Way^	34	-	-
Clipper – Monthly Pass	24	34	36
Go Pass	16	25	21
One-way Ticket	15	7	12
Day Pass	10	5	10
Clipper – Bay Pass^	<1	-	-
Clipper (General)	<1	-	-
Clipper – Cash Value	-	23	16
Mobile App – One Way^^	-	4	-
Mobile App – Day Pass^^	-	2	-
Other	<1	<1	<1
Total	100	100	100

	Weekday Peak			Weekday Off-peak			Weekend		
	2022	2019	2016	2022	2019	2016	2022	2019	2016
Base (All Respondents)	1,733	4,332	4,212	694	789	890	411	380	452
	%	%	%	%	%	%	%	%	%
Clipper – One Way^	32	-	-	33	-	-	45	-	-
Clipper – Monthly Pass	28	38	43	23	26	22	12	10	6
Go Pass	19	26	23	15	22	18	5	10	8
One-way Ticket	11	5	8	18	12	20	24	29	29
Day Pass	9	4	6	10	8	15	14	12	32
Clipper – Bay Pass^	<1	-	-	<1	-	-	<1	-	-
Clipper (General)	<1	-	-	<1	-	-	-	-	-
Clipper Cash Value	-	22	14	-	24	20	-	27	22
Mobile App – One Way^^	-	3	-	-	5	-	-	9	-
Mobile App – Day Pass^^	-	2	-	-	2	-	-	2	-
Other	<1	<1	<1	<1	1	1	-	-	1
Total	100	100	100	100	100	100	100	100	100

*In 2019 and 2016, this question was worded, " How did you pay for this train trip (today)? "
^Response was not available in 2019 and 2016
^^Response was not available in 2022 or 2016
"Other" category includes those traveling on an employee pass, law enforcement, active duty military, and those who simply said they did not pay.

(See Statistical Table Q3)

Fare Category

4. What is your fare category?

Most respondents (87%) paid an adult fare on their Caltrain trip.

	2022 Total	2019 Total	2016 Total
Base (All Respondents)	2,838	5,501	5,554
	%	%	%
Adult	87	92	93
Youth	7	4	3
Senior	4	3	3
Disabled	1	1	1
Medicare cardholder	1	<1	<1
Total	100	100	100

	Weekday Peak			Weekday Off-peak			Weekend		
	2022	2019	2016	2022	2019	2016	2022	2019	2016
Base (All Respondents)	1,733	4,332	4,212	694	789	890	411	380	452
	%	%	%	%	%	%	%	%	%
Adult	88	93	94	85	90	91	88	84	88
Youth	7	4	3	8	4	3	6	9	6
Senior	4	3	2	4	5	5	5	5	5
Disabled	1	1	<1	2	1	1	1	1	1
Medicare cardholder	<1	<1	<1	1	1	1	1	1	<1
Total	100	100	100	100	100	100	100	100	100

(See Statistical Table Q4)

Round Trip vs. One-way Trip

5. Are you making a round trip on Caltrain today?

Most riders on Caltrain (79%) are making a round-trip.

Weekday Peak riders are most likely to be making a round trip (84%), while Weekend riders are least likely to do so (71%).

	2022 Total	2019 Total	2016 Total
Base (All Respondents)	2,838	5,501	5,554
	%	%	%
Yes (Making a Round-trip)	79	87	87
No	21	13	13
Total	100	100	100

	Weekday Peak			Weekday Off-peak			Weekend		
	2022	2019	2016	2022	2019	2016	2022	2019	2016
Base (All Respondents)	1,733	4,332	4,212	694	789	890	411	380	452
	%	%	%	%	%	%	%	%	%
Yes (Making a Round-trip)	84	90	90	75	80	81	62	57	71
No	16	10	10	25	20	19	38	43	29
Total	100	100	100	100	100	100	100	100	100

(See Statistical Table Q5)

Trip Purpose

6. What is the main purpose of your trip today? (Multiple responses accepted)

Nearly two-thirds of riders (61%) use Caltrain for commuting to work. This was highest among the Weekday Peak riders, of whom 72% were traveling for work-related reasons, and lowest among Weekend riders.

	2022 Total	2019 Total	2016 Total
Base (All Respondents)	2,838	5,501	5,554
	%	%	%
Work	61	81	77
Social/recreational/cultural	22	9	13
School	9	6	6
"Going home"	6	4	3
Shopping/errands/personal business	4	2	2
Airport	2	1	1
Other (not specified)	<1	<1	<1

	Weekday Peak			Weekday Off-peak			Weekend		
	2022	2019	2016	2022	2019	2016	2022	2019	2016
Base (All Respondents)	1,733	4,332	4,212	694	789	890	411	380	452
	%	%	%	%	%	%	%	%	%
Work	72	89	87	57	69	63	17	17	11
Social/recreational/cultural	12	4	5	21	13	23	66	61	72
School	9	5	6	13	9	7	2	3	3
"Going home"	4	2	2	8	6	5	9	13	10
Shopping/errands/personal business	2	1	1	5	4	3	8	6	5
Airport	1	1	1	2	2	1	2	1	1
Other (not specified)	<1	<1	<1	1	1	1	-	2	1

(See Statistical Table Q6)

Incentives for Caltrain Use (Multiple responses accepted)

7. What would encourage you to ride Caltrain more often? (Multiple responses accepted)*

Nearly half of respondents (48%) said a schedule change (either a specific change or a general "more frequency") would make them more likely to use Caltrain more. While Weekday peak riders were most likely to cite specific schedule changes (27%), Off-peak and weekend riders were most likely to cite more frequency (22% and 32% respectively).

	2022 Total	2022 Weekday Peak	2022 Weekday Off-peak	2022 Weekend
Base (Respondents who left a comment)	1,754	1,080	425	249
	%	%	%	%
Specific schedule changes (More trains at specific station/specific time/specific type)	25	27	20	20
More frequency	23	22	22	32
Lower fares/changes to fare calculation	19	17	22	22
More reliable/on-time/fewer delays	12	13	12	9
Faster trains	9	9	7	13
Better connections to other transit	6	6	5	5
Extend service/new stop	6	5	7	5
Cleaner trains/stations	5	4	9	5
Wi-Fi on the trains	5	5	5	3
Onboard amenities other than Wi-Fi (power outlets, carpet, tables, food service, AC)	5	4	5	7

***Question was not asked in 2019 and 2016. Partial list, only responses cited by 5% or greater of respondents shown, see crosstabulated tables for complete list**

(See Statistical Table Q7)

Boarding Station

8. At which station did you get on Caltrain?

Half of all riders boarded Caltrain at one of four stations: San Francisco (23%), Palo Alto (13%), San Jose Diridon (9%), and Mountain View (7%) stations. San Francisco was the most commonly cited boarding station among all time periods.

	2022 Total	2019 Total	2016 Total		2022 Weekday Peak	2022 Weekday Off-peak	2022 Weekend
Base (All Respondents)	2,838	5,501	5,554		1,733	694	411
	%	%	%		%	%	%
San Francisco	23	25	25		24	17	28
Palo Alto	13	10	8		13	14	11
San Jose Diridon	9	8	11		9	10	10
Mountain View	7	7	7		7	6	7
Millbrae	6	4	5		5	8	6
Redwood City	6	6	6		5	7	5
Sunnyvale	4	5	7		4	4	5
Hillsdale	4	4	4		5	4	1
22nd Street	3	4	3		4	3	2
Santa Clara	3	2	2		2	4	5
Menlo Park	3	3	2		2	5	2
San Mateo	3	3	3		3	3	2
California Avenue	2	3	2		2	2	3
Lawrence	2	2	2		2	1	3
Belmont	2	1	1		2	2	2
San Carlos	2	2	2		2	2	2
Burlingame	2	1	2		1	3	1
South San Francisco	2	1	1		1	2	1
San Antonio	1	2	1		1	2	2
San Bruno	1	1	1		1	2	1
Tamien	1	2	3		1	1	1
Hayward Park	1	1	1		1	1	-
Bayshore	1	<1	<1		1	<1	1
College Park (weekday only)	<1	<1	<1		1	-	-
Blossom Hill (weekday only)	<1%	1	<1		<1		-
Gilroy (weekday only)	<1%	1	<1		<1	-	-
Morgan Hill (weekday only)	<1%	1	<1		<1	-	-
Capitol (weekday only)	-	<1	<1		-	-	-
San Martin (weekday only)	-	<1	<1		-	-	-
Broadway (weekend only)	-	<1	<1		-	-	-
Total %	**100**	**100**	**100**		**100**	**100**	**100**

(See Statistical Table Q8)

Distance From Starting Location to Caltrain Station

Q11. What is the approximate distance between your starting point to the Caltrain station where you boarded?

Most respondents (83%) travel 10 miles or less to reach the Caltrain station where they boarded. About one in 10 (10%) travel more than 20 miles. The average number of miles traveled to reach an origin Caltrain station is 7 miles, and the median is 2 miles.

Nearly half of respondents (42%) travel 10 minutes or less to get to the Caltrain station where they boarded. The average trip time is 21 minutes, and the median trip time is 15 minutes.

Distance in Miles	2022 Total	2022 Weekday Peak	2022 Weekday Off-peak	2022 Weekend
Base (All Respondents Who Didn't Indicate a Reverse Trip)^	1,705	1,031	413	261
	%	%	%	%
Less than 1 mile	19	20	18	17
1 to 5 miles	56	57	55	53
6 to 10 miles	8	8	7	11
11 to 20 miles	6	5	8	8
21 Miles or more	10	9	12	11
Total	**100**	**100**	**100**	**100**
Average Number of Miles:	**7.1**	**6.2**	**9.0**	**7.6**
Median Number of Miles:	**2.0**	**2.0**	**2.0**	**2.0**

Distance in Minutes	2022 Total	2022 Weekday Peak	2022 Weekday Off-peak	2022 Weekend
Base (All Respondents Who Didn't Indicate a Reverse Trip)^	1,920	1,165	461	294
	%	%	%	%
Less than 1 minute	1	1	1	<1
1 – 5 Minutes	13	13	14	12
6 – 10 Minutes	29	29	29	29
11 – 20 Minutes	32	33	34	30
21 – 30 Minutes	10	10	10	11
31 – 59 Minutes	8	8	8	10
1 – 2 Hours	6	6	5	7
More than 2 Hours	1	<1	<1	1
Total	**100**	**100**	**100**	**100**
Average Number of Minutes:	**21.0**	**18.9**	**24.0**	**24.8**
Median Number of Minutes:	**15.0**	**15.0**	**15.0**	**15.0**

^When asked boarding and alighting stations, some respondents indicated reversed stations on the survey instrument (ex. NB stations on a SB trip), typically these stations are placed in correct order during data cleaning. As it is impossible in these cases to know which station was indicated for this question, respondents who indicated a "reverse trip" were not included in this table.

(See Statistical Table Q11)

Alighting Station

9. At which station will you get off Caltrain?

Nearly half of all riders exited the train at San Francisco (19%), Palo Alto (10%), San Jose Diridon (8%), or Mountain View (7%).

	2022 Total	2019 Total	2016 Total		2022 Weekday Peak	2022 Weekday Off-peak	2022 Weekend
Base (All Respondents)	2,838	5,501	5,554		1,733	694	411
		%	%		%	%	%
San Francisco	19	20	28		17	18	28
Palo Alto	10	11	14		9	13	11
San Jose Diridon	8	10	6		8	9	8
Mountain View	7	7	8		8	6	5
Redwood City	7	7	7		7	7	4
Millbrae	6	4	4		6	5	9
Sunnyvale	6	5	5		6	7	7
Hillsdale	5	5	4		6	5	2
22nd Street	5	3	2		6	3	3
San Mateo	4	3	3		4	3	3
Menlo Park	3	3	3		3	2	2
Santa Clara	2	2	2		2	3	3
San Antonio	2	1	1		2	2	3
Burlingame	2	1	1		2	3	1
California Avenue	2	3	3		2	2	2
San Carlos	2	2	2		2	2	1
Lawrence	2	2	1		2	1	1
Belmont	2	1	1		1	2	2
South San Francisco	1	2	1		2	1	2
Tamien	1	2	1		1	2	
San Bruno	1	1	1		1	1	0
Bayshore	1	<1	<1		1	1	1
Hayward Park	1	1	1		1	1	1
Gilroy (weekday only)	1	<1	<1		1	<1	-
Morgan Hill (weekday only)	1	1	<1		1	<1	-
College Park (weekday only)	<1	<1	<1		<1	-	-
San Martin (weekday only)	<1	<1	<1		<1	<1	-
Capitol (weekday only)	<1	<1	<1		<1		-
Broadway (weekend only)	<1	<1	<1		-	-	<1
Blossom Hill (weekday only)	<1	<1	<1		<1	-	-
Total %	100	100	100		100	100	100

(See Statistical Table Q9)

Access and Egress

10a. Getting to the station – How did you get to Caltrain today?
10b. Leaving the station – How will you get from Caltrain to your final destination?
Multiple responses accepted (both questions)

Private vehicle-based options (drive, picked up/dropped off, company shuttle, Uber/Lyft, Taxi) accounted for 31% of access and 26% of egress. One-third (34%) of respondents walked all the way to reach Caltrain and 37% will walk from Caltrain to their destination. Bicycle/scooter- based options accounted for 19% of both access and 18% for egress. Transit (including free shuttle) options were used by 17% of riders for access and 20% for egress.

While most modes for access and egress in 2022 were used comparably to 2019, the share of respondents who said they would use a car based vehicle to access Caltrain has decreased sharply from 40% in 2019 to 31% in 2022. This is matched by an increase in those who used transit in 2022 (17%) vs those who used transit in 2019 (13%) and those who used a bicycle or scooter (19% in 2022 vs. 16% in 2019).

	Access			Egress		
	2022 Total	2019 Total	2016 Total	2022 Total	2019 Total	2016 Total
Base (All Respondents)	2,838	5,501	5,554	2,838	5,501	5,554
	%	%	%	%	%	%
Walk all the way (exclusive)	34	34	32	37	40	36
Drive car/motorcycle	15	24	23	9	14	18
Bicycle	14	13	15	14	13	15
Dropped off (picked up) by car	10	10	9	9	7	8
Uber, Lyft, or similar	6	7	3	8	7	3
BART	4	2	3	4	2	3
Muni	4	3	5	5	5	5
VTA	4	4	3	4	3	-
Scooter (kick or electric)	3	3	-	4	3	-
Free shuttle	3	3	5	5	9	8
Bicycle or scooter share*	2	1	-	1	1	-
SamTrans	2	1	1	2	1	1
Transit (not specified)	<1	<1	<1	<1	<1	<1
ACE/Amtrak/Capitol Corridor	<1	<1	<1	<1	<1	<1
MST/Hwy 17/Santa Cruz bus	<1	<1	<1	<1	<1	<1
Taxi	<1	<1	<1	-	-	<1
Company bus/shuttle	<1	<1	-	<1	<1	-
Golden Gate Transit/Ferry	-	<1	<1	<1	<1	<1
Other (unspecified)	-	<1	-	<1	<1	-

*Choice was not offered in 2016

(See Statistical Tables Q10a and Q10b)

Weekend riders were most likely to walk to reach Caltrain. Weekday peak riders were the most likely to drive a car or motorcycle to get to both Caltrain and their destination.

Weekday riders (both Peak and Off-peak) were much more likely to bike to access Caltrain, as well as to reach their destination, than Weekend riders.

	Access			Egress		
	Weekday Peak	Weekday Off-peak	Weekend	Weekday Peak	Weekday Off-peak	Weekend
	2022	2022	2022	2022	2022	2022
Base (All Respondents)	1,733	694	411	1,733	694	411
	%	%	%	%	%	%
Walk all the way (exclusive)	34	33	37	37	35	37
Drive car/motorcycle	17	10	13	10	7	7
Bicycle	15	17	6	14	17	5
Dropped off (picked up) by car	10	10	12	9	9	11
Uber, Lyft, or similar	4	6	17	6	8	18
BART	3	6	5	4	4	7
Muni	4	3	6	5	4	6
VTA	4	5	3	4	5	3
Scooter (kick or electric)	3	4	2	4	5	2
Free shuttle	4	3	<1	6	4	1
Bicycle or scooter share*	2	2	1	1	2	<1
SamTrans	2	2	-	1	3	2
Transit (not specified)	<1	1	-	<1	<1	<1
ACE/Amtrak/Capitol Corridor	<1	1	<1	<1	1	<1
MST/Hwy 17/Santa Cruz bus	<1	<1	<1	<1	<1	<1
Taxi	<1	-	-	-	-	-
Company bus/shuttle	<1	<1	-	<1		-
Golden Gate Transit/Ferry	-	-	-	-	-	<1
Other (unspecified)	-	-	-	<1	-	-

(See Statistical Tables Q10a and 10b)

Car Availability

12. Did you have a car available for this particular trip?

Choice riders (who have a vehicle they could use for the Caltrain trip) continues to decrease since 2016 (39% in 2022, 51% in 2019, and 60% in 2016).

	2022 Total	2019 Total	2016 Total
Base (All Respondents)	2,838	5,501	5,554
	%	%	%
Yes	39	51	60
No	61	49	40
Total	100	100	100

	Weekday Peak			Weekday Off-peak			Weekend		
	2022	2019	2016	2022	2019	2016	2022	2019	2016
Base (All Respondents)	1,733	4,332	4,212	694	789	890	411	380	452
	%	%	%	%	%	%	%	%	%
Yes	43	54	63	31	41	51	36	35	49
No	57	46	37	69	59	49	64	65	51
Total	100	100	100	100	100	100	100	100	100

(See Statistical Table Q12)

SATISFACTION WITH CALTRAIN

Satisfaction Ratings

14. How well is Caltrain meeting your needs? Please rate . . .

Respondents rated their overall satisfaction in 2022 higher than in 2019, rating it 4.12 (compared to 3.99 previously.

Nearly three-quarters of respondents (70%) were satisfied with how Caltrain is meeting their needs, rating it 3.94 out of 5.0.

Just over half (59%) were satisfied with the current Caltrain schedule, rating the attribute 3.71 out of 5.0.

N=base of survey participants

FALL 2022 **N=2,838** NOV 2019 N=5,501 OCT 2016 N=5,554	VERY SATISFIED 5	4	3	2	VERY DISSATISFIED 1	NOT APPLICABLE [ ]	MEAN SCORE (5 Pt. Scale)
	%	%	%	%	%	%	
Overall Caltrain experience							
Fall 2022	**35**	**46**	**16**	**2**	**1**	**<1**	**4.12**
November 2019	28	49	19	3	1	<1	3.99
October 2016	33	46	18	2	1	<1	4.09
On-time performance*							
Fall 2022	**35**	**35**	**21**	**7**	**2**	**<1**	**3.94**
Satisfaction with current schedule*							
Fall 2022	**29**	**31**	**27**	**10**	**4**	**1**	**3.71**

*Attribute was not asked in 2019 or 2016

(See Statistical Tables Q14a-Q14c)

Satisfaction with Caltrain by Rider Segments

N=base of survey participants (2,838)

By time period, Weekend riders gave higher ratings in every attribute except "Satisfaction with Current Schedule."

	VERY SATISFIED 5	4	3	2	VERY DISSATISFIED 1	NOT APPLICABLE [ ]	MEAN SCORE (5 Pt. Scale)
Overall Caltrain experience	**35**	**46**	**16**	**2**	**1**	**<1**	**4.12**
Weekday Peak	33	48	16	2	1	-	4.11
Weekday Off-peak	36	43	17	2	1	<1	4.11
Weekend	39	43	13	3	1	1	4.18
On-time performance	**35**	**35**	**21**	**7**	**2**	**<1**	**3.94**
Weekday Peak	32	38	21	7	2	<1	3.92
Weekday Off-peak	35	32	23	7	3	<1	3.88
Weekend	48	28	15	6	3	<1	4.12
Satisfaction with current schedule	**29**	**31**	**27**	**10**	**4**	**1**	**3.71**
Weekday Peak	27	32	28	10	3	<1	3.72
Weekday Off-peak	29	31	24	11	4	1	3.71
Weekend	32	24	27	9	6	2	3.67

(See Statistical Tables Q14a-Q14c)

INFORMATION AND FARE PAYMENT CHOICES

Sources for Local News and Events

15. What is your main source for local news and events? (Multiple responses accepted)

Half of riders (48%) cite mobile apps as their main source for local news and events. One-third (31%) use social media, and 26% of riders use new media websites as their main source for local news and events.

	2022 Total	2019 Total		2022 Weekday Peak	2022 Weekday Off-peak	2022 Weekend
Base (All Respondents)	2,838	5,501		1,733	694	411
	%	%		%	%	%
Mobile Apps	48	20		49	49	44
Social Media	31	35		31	30	34
News Media Website	26	-		26	26	27
TV News	12	15		12	13	12
Radio	7	12		7	6	7
Newspaper	6	10		7	6	5
Coworkers/Friends/Relatives	1	1		1	1	1
Podcasts	<1	1		<1	1	<1
Other (Unspecified)	<1	<1		<1	1	<1
Signs/Flyer in The Community	<1	<1		<1	-	-
Internet (General)	-	53		-	-	-

(See Statistical Table Q15)

Caltrain Information

16. How do you get schedules and other Caltrain information? (Multiple responses accepted)

Nearly two-thirds of riders (60%) receive information about Caltrain from the Caltrain website. Also cited were a general web search (22%), the Google or Apple Maps app (20%), and a third party Caltrain app (12%).

	2022 Total	2019 Total		2022 Weekday Peak	2022 Weekday Off-peak	2022 Weekend
Base (All Respondents)	2,838	5,501		1,733	694	411
	%	%		%	%	%
Caltrain Website (www.caltrain.com)	60	56		64	56	50
Web Search (Google, Bing, etc.)*	22	-		21	21	27
Google/Apple Maps	20	3		17	21	28
Third Party Caltrain App	12	44		13	12	10
Station Information Boards	10	10		10	10	9
Printed Material on Train	9	12		10	10	6
Social Media (Twitter, Facebook, etc.)	7	9		8	5	4
Conductor	2	3		2	2	2
Caltrain Mobile	1	-		1	1	<1
Caltrain Customer Service (1-800-660-4287)	1	1		1	2	1
Coworkers/Friends/Relatives	1	<1		1	1	1
SF Bay Transit	<1	-		-	<1	-
Other (Unspecified)	<1	<1		<1	<1	<1

*** This was not offered as a selection on the 2019 Survey Instrument**

(See Statistical Table Q16)

Fare Programs

13. Which of the following programs are you currently enrolled in?

While the majority of riders (61%) are not enrolled in a fare program, one quarter (28%) are enrolled in an employee benefit plan, 2% in Clipper Start , <1% in Clipper Bay Pass, and 9% in an unspecified program.

Of respondents enrolled in a fare program, weekday peak riders were the most likely to be enrolled in an employee benefit program.

	2022 Total	2022 Weekday Peak	2022 Weekday Off-peak	2022 Weekend
Base (All Respondents)	2,838	1,733	694	411
	%	%	%	%
None of these	61	57	62	74
Employee benefit program that helps pay your Caltrain fare	28	33	25	11
Clipper Start Program	2	2	3	2
Unspecified program*	9	8	10	13
Clipper Bay Pass*	<1	<1	<1	<1
Total	**100**	**100**	**100**	**100**

***11% of respondents selected "Clipper Bay Pass" for this question. Caltrain planned around 50,000 passes for distribution, starting in August 2022. As only a selection of universities and affordable housing groups were invited to participate across the Bay Area, this share (11%) appears high. Respondents categorized as Clipper Bay Pass in the table above were respondents who wrote "Clipper Bay Pass" as an answer in Q3 "What ticket/card did you use today." The remainder of respondents were coded as "Unspecified program."**

(See Statistical Table Q13)

Typical Fare Payment

20. How do you usually pay your Caltrain fare?

Over two-thirds (66%) of riders use a credit or debit card, 17% use a Go Pass, and 8% use cash to pay their fare.

	2022 Total		2022 Weekday Peak	2022 Weekday Off-peak	2022 Weekend
Base (All Respondents)	**2,838**		**1,733**	**694**	**411**
	%		%	%	%
Credit/Debit Card	66		64	64	77
GO Pass	17		20	16	5
Cash	8		7	11	9
Clipper Card (General)	6		5	6	6
Employer/Commuter Check	3		4	3	3
Other (Unspecified)	<1		1	<1	-
Total	**100**		**100**	**100**	**100**

(See Statistical Table Q20)

RIDER DEMOGRAPHICS

Gender

Overall, 57% of respondents are male, 41% female, and 2% identify as other.

	2022 Total	2019 Total	2016 Total
Base (All Respondents)	2,838	5,501	5,554
	%	%	%
Male	57	55	58
Female	41	44	41
Other	2	1	<1
Total	100	100	100

	Weekday Peak			Weekday Off-peak			Weekend		
	2022	2019	2016	2022	2019	2016	2022	2019	2016
Base (All Respondents)	1,733	4,332	4,212	694	789	890	411	380	452
	%	%	%	%	%	%	%	%	%
Male	56	55	58	58	59	64	57	53	58
Female	42	45	42	40	40	36	42	46	42
Other	2	<1	<1	3	1	<1	1	2	<1
Total	100	100	100	100	100	100	100	100	100

(See Statistical Table Q18)

Education

Q21. What is the highest level of education you have completed?

Nearly all riders (94%) have a high school diploma, while 77% have graduated college.

	2022 Total	2019 Total	2016 Total
Base (All Respondents)	2,838	5,501	5,554
	%	%	%
College Graduate	39	43	43
Post-Graduate Degree	38	42	38
Some College or Tech School	11	9	10
Some High School	6	4	4
High School Graduate	6	3	4
Total	100	100	100

	Weekday Peak			Weekday Off-peak			Weekend		
	2022	2019	2016	2022	2019	2016	2022	2019	2016
Base (All Respondents)	1,733	4,332	4,212	694	789	890	411	380	452
	%	%	%	%	%	%	%	%	%
College Graduate	39	43	44	38	41	43	43	42	40
Post-Graduate Degree	39	43	39	35	36	37	34	33	29
Some College Or Tech School	11	7	9	13	14	12	10	11	20
Some High School	5	3	5	7	3	3	8	5	4
High School Graduate	6	2	3	6	6	6	5	9	7
Total	100	100	100	100	100	100	100	100	100

(See Statistical Table Q21)

Employment Status

Q22. What is your current employment status?

Most respondents (74%) are employed full-time. By time period:

78% of Weekday Peak riders are employed full-time.
66% of Weekday Off-peak riders are employed full-time.
68% of Weekend riders are employed full-time.

	2022 Total	2019 Total	2016 Total
Base (All Respondents)	2,838	5,501	5,554
	%	%	%
Employed Full Time	74	83	85
Student	14	7	7
Employed Part Time	9	4	4
Unemployed	3	1	2
Retired	2	2	2
Disabled	<1	3	<1
Other (Unspecified)	<1	-	-
Total	100	100	100

	Weekday Peak			Weekday Off-peak			Weekend		
	2022	2019	2016	2022	2019	2016	2022	2019	2016
Base (All Respondents)	1,733	4,332	4,212	694	789	890	411	380	452
	%	%	%	%	%	%	%	%	%
Employed Full Time	78	87	89	66	70	77	68	64	67
Student	12	6	6	17	10	9	17	16	14
Employed Part Time	8	3	4	11	8	7	10	7	8
Unemployed	2	1	1	5	4	3	4	4	4
Retired	2	1	1	3	5	4	3	5	7
Disabled	<1	3	<1	<1	3	<1	<1	3	<1
Other (Unspecified)	<1	-	-	<1	-	-	-	-	-
Total	100	100	100	100	100	100	100	100	100

(See Statistical Table Q22)

Age*

The age of the average Caltrain rider remained relatively steady, at 36.1 years.

	2022 Total	2019 Total	2016 Total
Base (All Respondents)	2,838	5,501	5,554
Range [Midpoint Used to Determine Average]	%	%	%
13-18 Years [15.5]	7	4	3
19-24 Years [21.5]	14	10	12
25-34 Years [29.5]	35	42	41
35-44 Years [39.5]	17	20	20
45-54 Years [49.5]	12	13	12
55-64 Years [59.5]	10	8	8
65 Years or Older [70]	4	3	3
Total	100	100	100
Average Age (In Years)	36.1	36.4	36.2^

	Weekday Peak			Weekday Off-peak			Weekend		
	2022	2019	2016	2022	2019	2016	2022	2019	2016
Base (All Respondents)	9,999	4,332	4,212	9,999	789	890	9,999	380	452
Range [Midpoint Used to Determine Average]	%	%	%	%	%	%	%	%	%
13 To 18 Years [15.5]	7%	4	3	8%	4	2	7%	10	4
19 To 24 Years [21.5]	12%	8	11	16%	14	15	22%	20	22
25 To 34 Years [29.5]	36%	42	41	32%	41	43	36%	36	34
35 To 44 Years [39.5]	19%	21	22	17%	17	17	12%	15	13
45 To 54 Years [49.5]	13%	14	12	12%	11	11	10%	8	9
55 To 64 Years [59.5]	10%	8	8	11%	8	6	8%	6	10
65 Years and Older [69.5]	4%	3	2	4%	5	5	5%	6	8
Total	100	100	100	100	100	100	100	100	100
Average Age (In Years)	36.5	36.7	36.3^	36.0	36.2	35.8^	34.4	33.8	36.8^

***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.**
^Range midpoints used for the 2016 report differed slightly than those used in 2022 and 2019. For this report, 2016 averages were recalculated using 2019 midpoint

(See Statistical Table Q19)

Annual Household Income

Q27. What is your annual household income (before taxes)?

The average income per year among Caltrain riders is around $148,000.

Weekday peak riders have the highest average household income, at about $156,000, while weekday off- peak riders have the lowest average household income, at about $134,000.

Overall, average income among Caltrain riders has decreased by nearly $10,000 per year, to around $148,000 (from about $158,000 in 2019). This is largely driven by a decrease in the average income of Weekday Peak Riders.

- Among Weekday Peak riders, income decreased from about $166,000 in 2019 to about $156,000 in 2022.
- Among Weekday Off-peak riders, income stayed about the same from about $133,000 in 2019 to about $134,000 in 2022.
- Among Weekend riders, income rose from about $122,000 in 2019 to about $140,000 in 2022.

	2022 Total		2022 Weekday Peak	2022 Weekday Off-peak	2022 Weekend
Base (All Respondents)	2,838		1,733	694	411
Range [Midpoint Used to Determine Average]	%		%	%	%
Less than $25,000/year [$12,500]	7		7	6	9
$25,000-$29,999 [$27,499.5]	3		3	3	3
$30,000-$39,999 [$34,999.5]	3		2	2	4
$40,000-$49,999 [$44,999.5]	4		4	3	6
$50,000 - $59,999 [$54,999.5]	3		3	3	4
$60,000 - $69,999 [$64,999.5]	4		4	4	5
$70,000 - $79,999 [$74,999.5]	5		4	4	5
$80,000 - $89,999 [$84,999.5]	5		5	5	3
$90,000 - $99,999 [$94,999.5]	5		5	5	5
$100,000 - $149,999 [$124,999.5]	18		17	18	16
$150,000 - $249,999 [$199,999.5]	21		22	22	23
$250,000 or more [$275,000]	23		23	25	17
Total	100		100	100	100
Average Income (2022)*	$148,218		$155,651	$134,302	$140,329
Average Income (2019)*	$158,030		$165,771	$132,582	$121,578
Average Income (2016)*	$129,208		$135,615	$116,057	$94,826

*As income ranges differed on the 2022, 2029, and 2016 survey instruments, only the average incomes are shown.

(See Statistical Table Q27)

Household Size*

Q28. Including yourself, how many people live in your household?

The average household size among Caltrain riders is three people; the median size is two people.

	2022 Total	2019 Total		2022 Weekday Peak	2022 Weekday Off-peak	2022 Weekend
Base (Respondents who provided a number)	2,6,40	5,212		1,621	642	376
	%	%		%	%	%
1 Person	22	18		20	22	27.3
2 People	36	39		38	33	33.1
3-4 People	16	34		17	17	15.4
5-6 People	17	8		16	18	14.8
7 or More People	6	<1		6	6	4.4
Total	100	100		100	100	100
Average Number of People	**2.62**	2.60		**2.62**	**2.69**	**2.53**
Median Number of People	**2.00**	2.00		**2.00**	**2.00**	**2.00**

*This question was not asked in 2016

(See Statistical Table Q28)

English Proficiency

Most respondents say they speak English very well (86%), and 75% say English is spoken very well in their homes.

Q23. How well do you speak English?

	2022 Total	2019 Total	2016 Total
Base (All Respondents)	2,838	5,501	5,554
	%	%	%
Very well	86	88	88
Well	12	11	10
Not well	2	1	2
Not at all	<1	<1	<1
Total	100	100	100

	Weekday Peak			Weekday Off-peak			Weekend		
	2022	2019	2016	2022	2019	2016	2022	2019	2016
Base (All Respondents)	1,733	4,332	4,212	694	789	890	411	380	452
	%	%	%	%	%	%	%	%	%
Very well	87	90	89	84	85	87	83	80	82
Well	11	10	10	13	13	11	13	16	15
Not well	2	1	1	3	2	2	4	3	3
Not at all	<1	<1	<1	1	<1	1	<1	1	<1
Total	100	100	100	100	100	100	100	100	100

(See Statistical Table Q23)

Q24. In your home, is English spoken…

	2022 Total	2019 Total	2016 Total
Base (All Respondents)	2,838	5,501	5,554
	%	%	%
Very well	75	78	79
Well	15	13	12
Not well	5	4	4
Not at all	4	4	5
Total	100	100	100

	Weekday Peak			Weekday Off-peak			Weekend		
	2022	2019	2016	2022	2019	2016	2022	2019	2016
Base (All Respondents)	1,733	4,332	4,212	694	789	890	411	380	452
	%	%	%	%	%	%	%	%	%
Very well	77	80	80	71	74	77	71	72	71
Well	14	13	12	17	14	12	18	15	16
Not well	5	4	4	7	7	4	6	7	7
Not at all	4	4	4	5	6	6	5	5	7
Total	100	100	100	100	100	100	100	100	100

(See Statistical Table Q24)

Languages Spoken in the Home

Q25. Which languages are spoken in your home? (Multiple responses accepted)

Respondents speak 69 languages in their homes. While 87% of respondents speak English in their homes, 16% speak Spanish, 10% speak Mandarin, and 6% Hindi.

	2022 Total		2022 Weekday Peak	2022 Weekday Off-peak	2022 Weekend
Base (All Respondents)	**2,838**		**1,733**	**694**	**411**
	%		%	%	%
English	87		88	86	84
Spanish	16		16	16	18
Mandarin	10		9	10	10
Hindi	6		6	5	5
Cantonese	3		3	3	4
Tagalog	3		3	3	1
French	1		1	2	1
Vietnamese	1		1	2	1
Russian	1		1	2	2
Japanese	1		1	1	1
Korean	1		1	2	2
German	1		1	<1	2
Portuguese	1		1	1	1
Tamil	1		1	1	1
Italian	1		<1	1	<1
Farsi	1		1	<1	1

*Only responses with 1% or greater overall are shown, see statistical tables for a complete list.

(See Statistical Table Q25)

Ethnicity

Q26. Which of the following best describes your race/ethnic background? (Multiple responses accepted)

	2022 Total	2022 Weekday Peak	2022 Weekday Off-peak	2022 Weekend
Base (All Respondents)	**2,838**	**1,733**	**694**	**411**
	%	%	%	%
White/Caucasian	45	46	43	43
Asian	38	36	41	39
Hispanic/Latino	17	17	16	16
Black/African American	6	6	5	7
Native Hawaiian or Other Pacific Islander	1	2	2	1
American Indian or Alaska Native	1	1	1	2
Mixed (Unspecified)	<1	<1	<1	-
Other (Unspecified)	1%	1	2	1

(See Statistical Table Q26)

Home Region (Based on ZIP Code)

Q17. What is your 5-digit home Zip Code?

Most Caltrain riders live in the Bay Area (94%) – particularly Santa Clara County (39%), San Mateo County (29%), and San Francisco (23%).

On the next page is a breakdown by Bay Area city. The most common home cities among Caltrain riders are San Francisco (23%), San Jose (18%), San Mateo (9%), and Mountain View (6%).

	2022 Total	2022 Weekday Peak	2022 Weekday Off-peak	2022 Weekend
Base (All Respondents)	2,838	1,733	694	411
	%	%	%	%
Santa Clara County	39	39	39	41
San Mateo County	29	30	31	20
San Francisco County	23	24	20	22
Alameda County	2	1	2	2
Contra Costa County	1	1	1	1
Marin County	<1	<1	-	-
Solano County	<1	<1	-	-
Sonoma County	<1	-	-	<1
Northern CA (Outside Bay Area)	2	1	3	2
Other CA	1	1	1	3
Outside CA	4	3	4	9

(See Statistical Table CITY BY COUNTY)

	2022 Total	2022 Weekday Peak	2022 Weekday Off-peak	2022 Weekend
Base (All Respondents)	2,838	1,733	694	411
	%	%	%	%
SANTA CLARA COUNTY (NET)	**39**	**39**	**39**	**41**
San Jose	14	14	15	12
Mountain View	6	7	5	7
Sunnyvale	6	6	7	8
Palo Alto	4	4	4	3
Santa Clara	3	3	3	4
Stanford	1	<1	1	4
Los Altos	1	1	1	1
Morgan Hill	1	1	<1	<1
Gilroy	1	1	<1	<1
Cupertino	1	1	1	1
Campbell	1	<1	1	1
Milpitas	<1	<1	1	-
Saratoga	<1	<1	<1	<1
Los Gatos	<1	<1	-	-
San Martin	<1	<1	-	-
SAN MATEO COUNTY (NET)	**29**	**30**	**31**	**20**
San Mateo	9	10	9	6
Redwood City	6	6	7	5
Burlingame	3	3	4	2
Menlo Park	3	3	2	2
San Carlos	2	2	2	3
Belmont	1	2	1	1
San Bruno	1	1	1	1
South San Francisco	1	1	1	1
Millbrae	1	1	1	<1
Daly City	1	1	<1	<1
Pacifica	<1	<1	-	-
La Honda	<1	<1	-	-
Portola Valley	<1	<1	<1	-
Atherton	<1	<1	<1	-
Moss Beach	<1	<1	-	-
Half Moon Bay	<1	<1	-	-
San Gregorio	<1	-	<1	-
Brisbane	<1	-	<1	-
Pescadero	<1	-	-	<1
SAN FRANCISCO COUNTY (NET)	**23**	**24**	**20**	**22**
SAN FRANCISCO	23	24	20	22

	2022 Total	2022 Weekday Peak	2022 Weekday Off-peak	2022 Weekend
Base (All Respondents)	2,838	1,733	694	411
	%	%	%	%
ALAMEDA COUNTY (NET)	**2**	**1**	**2**	**2**
Berkeley	<1	<1	1%	1%
Oakland	<1	<1	1%	<1
Alameda	<1	<1	-	<1
Emeryville	<1	<1	<1	-
Fremont	<1	<1	-	1%
Livermore	<1	<1	<1	-
Newark	<1	<1	<1	-
Hayward	<1	<1	-	-
Castro Valley	<1	<1	-	-
Dublin	<1	<1	-	-
San Leandro	<1	-	<1	-
CONTRA COSTA COUNTY (NET)	**1**	**1**	**1**	**1**
Concord	<1	<1	<1	<1
Antioch	<1	<1	-	-
Orinda	<1	<1	-	-
Hercules	<1	-	<1	-
Richmond	<1	<1	-	<1
Pittsburg	<1	-	-	<1
Walnut Creek	<1	<1	-	-
Lafayette	<1	<1	-	-
San Ramon	<1	<1	-	-
San Pablo	<1	<1	-	-
Discovery Bay	<1	-	<1	-
MARIN COUNTY (NET)	**<1**	**<1**	**-**	**-**
Novato	<1	<1	-	-
Mill Valley	<1	<1	-	-
Sausalito	<1	<1	-	-
SOLANO COUNTY (NET)	**<1**	**<1**	**-**	**-**
Fairfield	<1	<1	-	-
SONOMA COUNTY (NET)	**<1**	**-**	**-**	**<1**
Windsor	<1	-	-	<1
OUTSIDE BAY AREA	**6**	**4**	**7**	**14**

(See Statistical Table CITY BY COUNTY)

APPENDICES

Survey Distribution and Response

2022 Caltrain Triennial Customer Survey

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

Children under 13	11
Language barrier	4
Sleeping	31
Left train	17
Refused	741
Already Participated	112
Qst. distributed and not returned	695
TOTAL NON-RESPONSE (less already participated)	1,499
Completes collected or mailed in:	2,838
PASSENGERS ON SAMPLED CARS	4,337
(Total completes + Total Non-response)	

Response Rate & % of Riders Who Completed Survey

PASSENGERS ON SAMPLED CARS	4,337
Less:	
Children Under 13	11
Language Barrier	4
Sleeping	31
POTENTIAL RESPONDENTS	4,291
TOTAL COMPLETES	2,838
Response Rate [1]	**66.14%**
% Of Riders Who Completed Survey [2]	**66.14%**

Distribution Rate

PASSENGERS ON SAMPLED CARS	4,337
Less:	
Children Under 13	11
Language Barrier	4
Sleeping	31
POTENTIAL RESPONDENTS	4,291
TOTAL COMPLETES	2,838
Qst. taken home /not returned	695
TOTAL QST. DISTRIBUTED	3,533
Distribution Rate [3]	**82.34%**

[1] Total Completes divided by Potential Respondents
[2] Total Completes divided by Passengers on Sampled Cars
[3] 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 17 respondents (out of 2,838) 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 nor Spanish. Potential respondents were shown a card that stated "I speak ___" with responses in Hindi, Tagalog, French, German, Vietnamese, Russian, and Italian. Responses are tabulated below:

Language	#
Hindi	**0**
Tagalog	**0**
French	**0**
German	**0**
Vietnamese	**0**
Russian	**0**
Italian	**0**
Arabic	**1**
Unknown (did not complete card)	**1**

Additionally, the online survey was programmed in Chinese, Japanese, and Korean as well as English and Spanish. Passengers wished to complete the survey in Chinese, Japanese, or Korean were provided a link to this online version of the survey. Of the 54 online responses, all were completed in English

Interviewer Instructions

Caltrain Triennial Survey 2022 | Interviewer Instructions

INTERVIEWER NAME: _____

PROJECT OVERVIEW

This project is a passenger survey that seeks to learn who rides Caltrain. It is a self-administered questionnaire to be distributed onboard Caltrain trains. The questionnaires will be handed out and collected on sampled Caltrain routes. The field work will take place October/November 2022. You can learn more about Caltrain at www.caltrain.com. The primary goals of this survey are to:

- Assess key passenger satisfaction components.
- Understand ridership characteristics, such as demographics and trip purpose.
- Analyze usage patterns, including access mode, frequency of using Caltrain, and type of ticket used.

Part 1: How to conduct the survey on Caltrain

SAFETY
Working on a moving train can be challenging at times. Your safety and the safety of the passengers around you is your most important priority. Please hold on to a handrail or bar at all times when you are standing or walking on the train. Allow passengers the time to find a seat or a safe place to stand before offering them a survey. Do not block passengers entering or exiting the train.

To help prevent the spread of COVID, wear a mask while surveying on board trains and/or whenever you are in stations or near/on the platform. While physical distancing may not always be possible, maintain distance when you can while conducting the survey. Hand sanitizer, gloves, and masks are available from CC&G. (All CC&G staff are also fully vaccinated against COVID-19.) When eating/drinking/using your phone during a break, try to use an outside area and position yourself away from others.

Distributing (and collecting) questionnaires from passengers is your primary task on this project. For each of your trains, you should strive to **get the questionnaire into the hands of every (or nearly every) passenger in the assigned car(s). You will cover up to two assigned cars on each train.** Your approach as a surveyor will make a tremendous difference in whether or not riders agree to complete the survey.

BEFORE EACH RUN: SURVEY CONTROL SHEET
It is very important that you enter information accurately on your survey control sheet. A separate survey control sheet will be used for each train.

AT THE START OF EACH RUN YOU SHOULD ENTER ON SURVEY CONTROL SHEET:

- The current date and day
- Your last name
- Train #
- Trainset type – **circle the type of train equipment being used (Bombardier or Gallery).** Be sure you know the difference between the two types before you leave training today.
- Circle car(s) covered. **It is VERY important that you first attempt to cover your PRIMARY car ("SURVEY CAR #" on schedule) and be sure you are in this car at the beginning of your survey work on that train.** Once the train gets ready to leave the first station, determine if you can cover the ALTERNATE ("Cover if Able" on schedule). If you determine you will be able to cover the additional car, circle this one as well. **DO NOT survey ANY train cars which are not assigned to you for that train. If you run into a problem covering the assigned car(s), call Jon/Carol immediately.**
- The specific station where you are boarding the train to start the run ("Trip Start Location").
- The time the train departed (**actual time** the train left the station – **do not just copy the scheduled time**)

It is important that you enter the time departed accurately. Late trains are a key component in rider satisfaction. The delay time (if any) will be used as a factor in evaluating the rider trip satisfaction data.

Write the TRAIN NUMBER in the lower left hand corner of the questionnaire. ALL questionnaires distributed MUST have the train number written on them so we can determine which train they are from if the survey is mailed.

In order to be sure every questionnaire you distribute has the proper train number, you will need to pre-number questionnaires BEFORE entering the train. If you exhaust all of the pre-numbered questionnaires, you MUST write the train number on EVERY questionnaire you distribute – BEFORE they are in the passengers' hands. Unused surveys with the train number written in can be reused – cross out the prior **train** and write in the correct **train.**

AS YOU BOARD THE TRAIN . . . REMEMBER YOU ARE A GUEST OF CALTRAIN.

DISTRIBUTING QUESTIONNAIRES

Caltrain trains have five or six cars (mostly 5 cars). Be sure to only survey the assigned car(s). **Do not substitute another car for the one you are assigned. Refer to the "Caltrain Information Section" for instructions on how to find your car.**

Attempt to distribute surveys to all passengers who appear to be 13 or older. All riders traveling in a group should be given a questionnaire. Do NOT ask anyone their age.

Do not distribute questionnaires to:

- Passengers who appear to be under 13 years of age (use your judgment – NEVER ask someone their age);
- Employees of the Caltrain;
- Passengers who tell you that they have already participated in this survey on a previous trip (within the last week or so). But do include passengers that may have participated in other previous surveys; and
- Sleeping passengers.

As you hand out surveys, give a short introduction about the survey. Be easygoing and friendly.

Do not ask riders **if they want to fill out the survey!** Rather, use a positive approach. Phrases we have found to work well include: "We need your opinions on this Caltrain survey." If they hesitate you might add: "We want to know what you think."

Be sure to tell the patrons to fill in all pages of the survey. Check surveys as you collect them. If at all possible, hand the survey to passengers *unfolded* so they can readily see there are multiple pages.

Instruct passengers to return completed surveys to you.

Passengers who do not have the time or inclination to complete the questionnaire on board have several options.
*They can take the survey online (see QR Code and link at top of first page); or
*They can complete it later, seal it, and mail it back (postage already paid).
Mention the mail-in option as a last resort. We have found that when a potential respondent takes the questionnaire home with him/her or says they will do it later, they are less likely to complete and return the questionnaire.

Note that when you show respondents the questionnaire, have in your hand:

- **An English questionnaire; and**
- **A post card. The post card shows basic information in Spanish, Chinese, Japanese, and Korean.**
    - You have Spanish paper surveys. If a respondent indicates they would like a Spanish survey, provide them with either a paper survey, or a post card (so they can do it online).
    - If they would like to do the survey in Chinese, Japanese, or Korean, hand them the post card. These languages are available in the online version only.
    - IMPORTANT: All survey versions AND postcards distributed should be noted on your survey control sheet. (Use hash marks).

Keep a tally of all non-responses (passengers under 13, refusals, already participated, etc.) on your survey control sheet.

After surveys are distributed, walk through the train car every few minutes and watch for people who may have questions or are finished. Be polite: "I'll take the survey if you are done", or "I can take that for you". Attempt to collect every survey you distribute. **Attempt to collect every paper survey you distribute.**

CROWDED TRAINS
On crowded trains, make every attempt to distribute questionnaires to all patrons. When this is not possible, distribute questionnaires to all patrons in the areas of the train car you can access. Those who you cannot access should be recorded under "left train" on your Survey Control sheet. **Note the limitations in reaching everyone on your survey control sheet.** We do not expect many 'left train' situations on this survey.

Should you encounter very crowded trains where you cannot reach everyone personally, you may ask other passengers to help you by passing surveys to those standing/sitting next to them.

LANGUAGE BARRIER - Passengers who speak English, Spanish, Chinese, Japanese, or Korean, and who refuse a questionnaire are tallied as "refusals," since we have the survey in these languages. Only passengers who speak a language other than these 5 languages should be recorded as a Language Barrier.

Caltrain also wants to discover what languages (other than the 5 noted above) their passengers speak. **Only when you have a passenger who is classified as a Language Barrier, give the passenger a Spoken Language Card to allow the passenger to denote what language it is that they speak. Collect these cards when complete and include with your completed surveys. (If they note a language where we offer the survey it is a refusal.)**

AT THE END OF EACH RUN – ENTER ON THE SURVEY CONTROL SHEET:

- Station where you exited the train
- The time when the train arrived and the run ended.
- **Double check you have noted which car(s) you surveyed in, and that the trainset was recorded.**
- The total **number of paper questionnaires DISTRIBUTED** for English and Spanish passengers
- The total **number of paper questionnaires RETURNED** (collected by you and in your possession).
- The total **number of postcards distributed to those speaking Spanish, Chinese, Japanese, or Korean. (No need to keep track by language – just a total number of postcards is fine.)**
- Note how many **Spoken Language Cards RETURNED** (collected by you and in your possession) under the "Language Barrier" category.
- All returned surveys and the completed survey control sheet should be **placed in the "Completed Questionnaire" envelope**.
- **Use one return envelope per train. If the envelope for one train becomes too full, use additional envelope(s) and label each (i.e. "envelope 1 of 2", "envelope 2 of 2", etc).**

AT THE END OF THE SHIFT

Each run will have a separate Completed Questionnaire Envelope. Make sure that all completed work from all the run is placed in the appropriate "Completed Questionnaire Envelope." Make sure that all the information requested is filled out on the survey control sheet, including:

1. If the train was MORE THAN FIVE MINUTES EARLY OR LATE from the train's scheduled times on the schedule write how many minutes the train was early or late
2. The number of questionnaires distributed, the number completed/returned, and the non-responses for each (from survey control sheet)
3. Any unusual happenings that may have affected surveying/ridership on this shift. Be brief. Examples: Unruly passenger; extremely hot/cold car; extreme crowding (e.g. you could not reach every passenger). These notes should go on the back of the Survey Control sheet.

Important: DO NOT write notes on the completed questionnaire envelope – the envelope only needs sufficient information to identify what is inside, and the envelope will be separated from the completed work during processing. Make all notations on the Survey Control sheet.

Part 2 – Logistics, General Conduct, and Communication

Even if you are very good at conducting surveys on-board . . . behaving unprofessionally, failing to be prepared, or not communicating significant events can take away from otherwise excellent work. Conversely, paying attention to your travel arrangement details, managing your time well, and maintaining timely communication and record-keeping can help keep you organized – and actually make you a better interviewer!

Make Sure You are Off to a Good Start! Be Prepared and On Time!

- You should be at the train station where you board your first train **at least 15 minutes prior to the scheduled departure time**. IF you are covering rush hour trains, arriving a bit earlier than that is strongly recommended. **Your early arrival to the station IS TO ENSURE YOU BOARD THE TRAIN AS SOON AS YOU ARE ABLE TO DO SO – it is the start of work time.**
- Have all of your supplies with you and ready (see the **Supplies Checklist**).
- Before you leave for your shift, **know what trains you are surveying and when they arrive and depart.**
- **Also note whether your train begins/ends at Tamien station. You will NOT travel to/from Tamien – so if your train begins there, you will need to be sure you are waiting to board the train on the right track, and count the cars as the train pulls into the station. If your train ends at Tamien, be sure you EXIT your train at Diridon (NOT AT TAMIEN).**
- **All interviewers should bring a watch**. You may also consider wearing clothes with pockets since you will have to carry a good deal of material. **Your cell phone is NOT a substitute for a watch and should not be used for this purpose. Phones should be put away while surveying.**
- All surveyors **must wear their ID badges and have a valid photo ID at all times** while surveying.
- Please **act professionally at all times**. Passengers, Caltrain employees, and others are observing your behavior.
- **Always introduce yourself to at least one of the conductors if at all possible, and as early as possible.** We are guests on their trains.
- The **average number of passengers will vary significantly** by run and time of day. You will be provided with pens for use by passengers who need them. Do not try to collect pens from passengers once they are done – we do not need them back, and will supply you with more pens.

Conduct Yourself Professionally

- Under our contract with Caltrain, the badge/access letter which allows you to ride free of charge may only be used when working on this study. Any misuse will be embarrassing to all and is cause for immediate dismissal.
- As representatives of CC&G and Caltrain, interviewers are expected to act professionally at all times.
- **Professional 'business casual'** attire is a must. Your overall appearance should be neat and professional. This also means:
    - Long trousers and collared shirts for men (jacket optional).
    - For women, slacks and a blouse/shirt are acceptable. Skirts or dresses may also be worn.
    - Wear comfortable, closed toed shoes. You will be standing/walking most of your shift.
    - **NO** t-shirts, sweatshirts/sweat pants/other workout wear, open-toed shoes, or denim.
    - **NO** hats.
    - **NO** clothing with logos/messages prominently displayed.
- All surveyors **must** wear their name badge while surveying, and have a valid photo ID at all times. **Notify CC&G immediately if your name badge is lost so that it can be replaced immediately.**
- All survey data collected is confidential and must be treated with care. Any sharing or use of data is cause for immediate dismissal.
- Backpacks, aprons, Clipper cards, and other materials used on this project should be returned to CC&G at the end of the study.

Scheduling

- You will receive a schedule for the project today. This schedule is based on your availability (as noted on ScheduleBase) and the study needs. **Prior to leaving training today, it is your responsibility to review the schedule and be sure you can make all your shift. Ask ANY questions regarding your schedule BEFORE leaving today. Once you leave training today, IT IS ASSUMED YOU CAN MAKE ALL SHIFTS AS SCHEDULED.**
- Once the fieldwork begins, it is important to adhere to the shifts as assigned. **If you cannot make any shift, notify Carol immediately.**
- Starting shifts late or missed shifts may be cause for dismissal.

End of Shift – Checking In and Returning Work

It is very important to check in and return all completed work as soon as possible. **For the first two to three (2-3) days you work on this project, check in immediately after your shift.** You will be given instructions today on how/when to do that.

Once you are told you do not have to check in (generally after the first 2 shifts), it is still very important to return work soon after completing a shift. You *must turn in work after each shift (within 24 hours). If you cannot turn in your work, notify CC&G immediately (via phone call).*

Remember, CC&G's building is open 24/7. Drop off work within 24 hours after completing a shift. Materials can be left in the wooden trunk outside the office if the office is not open. Supplies will be available right outside the office at all times.

Wrapping Up – A Few Other Items

- **"What do I do if . . . . a conductor doesn't want me on a train?"** Exit the train. Do not argue with the conductor. Call CC&G immediately (Carol/Jon depending who is on call) – and be ready to describe the exact details of what happened, as well as what the conductor looked like.
- **"What if I get off schedule?"** You cannot substitute trains on this study. **If your train is running late and you feel it is likely that you will miss your next train, it is OK to exit the train one or two stops prior to the final station in order to make your connection *– but be sure BOTH trains stop at that station*!** Be sure to collect all surveys prior to exiting the train. We have tried to design the schedule to avoid this situation, but it is possible. ALSO let CC&G know by phone (Jon/Carol) as soon as possible that you needed to do this.
- **Remember – your demeanor reflects on CC&G – including the condition of the questionnaires you hand out.** Do not allow your questionnaires to get ragged, stained, or grubby. Keep your backpack neat so coffee, candy, gum, etc. does not come in contact with your questionnaires. Dirty/stained questionnaires look unattractive and deter riders from participating.
- **Always make sure the TRAIN NUMBER is written in – and make sure it is the CORRECT train. It makes a large difference.** When a survey is mailed in, the train number also provides other key pieces of information, including the day, the date, time, etc. If these pieces of information are missing, the collected information is not as valuable.

CONTACT INFORMATION

COREY, CANAPARY & GALANIS RESEARCH

The regular office number is 415-397-1200 – Voicemail 24/7. DO NOT use this for urgent communication. DO provide this number to respondents with questions if needed.

Jon Canapary (415) 577-2428 (urgent matters after 12 noon, 7 days/week)
Carol Anne Carroll (415) 200-5277 (urgent matters before 12 noon, 7 days/week)

CALTRAIN

Agency Contact – Julian Jest, Caltrain Marketing, 650-508-6245

(**Let CC&G know ASAP if you provide this name/contact to ANYONE and the reasons they requested the number**)

SUPPLIES CHECKLIST

USE THIS TO GATHER SUPPLIES TODAY AFTER TRAINING, AND USE IT AS A REMINDER TO BE SURE YOU HAVE WHAT YOU NEED BEFORE YOU LEAVE FOR YOUR SHIFT

- Backpack
- Surveyor badge
- Photo ID
- Surveyor schedule
- Caltrain schedule (including any info you need on how to get to the start of a shift)
- Apron
- Pens
- Questionnaires (English & Spanish) – be sure you have the number of English surveys indicated on the schedule for each shift; always have a supply of at least 20 Spanish questionnaires per shift.
- Post cards for Spanish/Chinese/Japanese/Korean speakers (with online link and QR Code)
- Spoken Language Cards for other languages – take at least 10
- Completed Questionnaire Envelope(s) – one per train
- Survey control sheets – one per train
- Rubber bands
- Interviewer Instructions (this document)
- Clipboard
- A watch

INFORMATION ABOUT CALTRAIN TRAINS

TRAINSET TYPE

Caltrain operates two types of equipment, Gallery and Bombardier.

Gallery equipment looks like the picture below and has a **center car entry**:



Bombardier equipment looks like the picture below and has **two entry doors**, one on either end of the car:



All runs end either at San Francisco at 4th & King, Gilroy, or San Jose Diridon stations. **If your run ends at San Jose Diridon, the train MAY be continuing past this station. Be sure you exit the train at San Jose Diridon. Check your Caltrain schedule before your run.**

TRAIN IDENTIFICATION

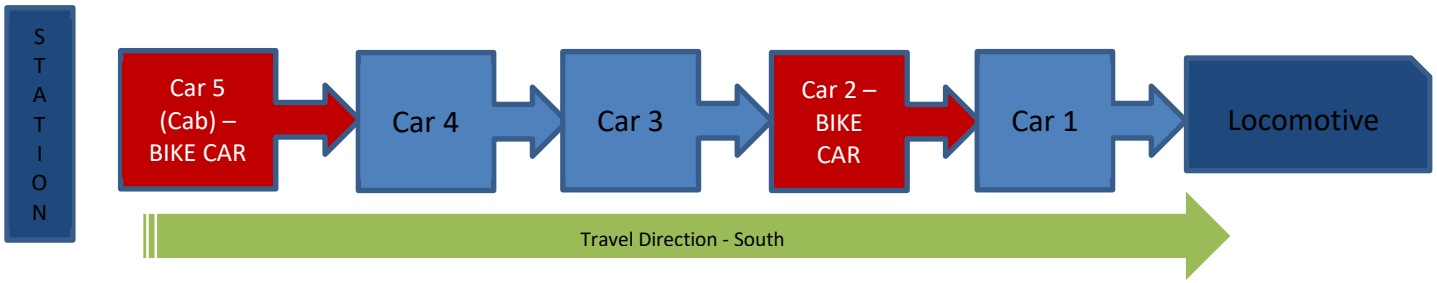
While train arrivals and departures are listed on the electronic signs at the stations, trains also carry a small sign on the front of the train (the rear-view mirror by the engineer's cab) with the last two numbers of the train number.



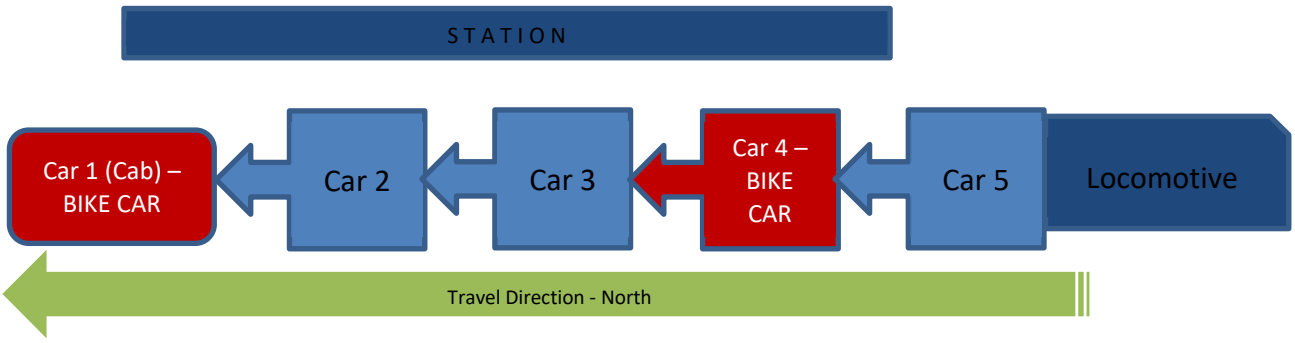
CAR ORIENTATION, E.G. "WHICH CAR IS MY ASSIGNED CAR?"

Car #1 is always at the FRONT of the train, depending on the direction of travel. When travelling south, the locomotive is in front of the train and PULLS the train. Car #1 is directly behind the locomotive. When travelling north, the locomotive is at the back of the train and PUSHES the train. Car #1 is on the opposite end of the train from the locomotive.

At San Francisco/4th & King – 5 cars:



At San Jose/Diridon – 5 cars:



Survey Questionnaires

25. Which **languages** are spoken in your home?
(Check ALL that apply)

- ☐ English
- ☐ Spanish
- ☐ Cantonese
- ☐ Mandarin
- ☐ Hindi
- ☐ Tagalog
- ☐ Vietnamese
- ☐ Other - *specify:*_____

26. 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.* _____

27. Annual household income *(before taxes)*.

- ☐ Less than $25,000/year
- ☐ $25,000 - $29,999
- ☐ $30,000 - $39,999
- ☐ $40,000 - $49,999
- ☐ $50,000 - $59,999
- ☐ $60,000 - $69,999
- ☐ $70,000 - $79,999
- ☐ $80,000 - $89,999
- ☐ $90,000 - $99,999
- ☐ $100,000 - $149,999
- ☐ $150,000 - $249,999
- ☐ $250,000 or more

28. Including yourself, how many people live in your household?
☐ 1 (just you) ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6+ _____
(Please specify)

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. November 30, 2022
(No postage necessary. Please fold, then tape the side where indicated; no staples.)

[5] 09/27/22

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 15 SAN CARLOS CA
POSTAGE WILL BE PAID BY ADDRESSEE

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

Dear Caltrain Rider,

Please take a moment to complete this survey to help Caltrain serve you better. You can hand the survey back, mail it, or complete online at: www.caltrain2022.com.

Responses are confidential, one survey per passenger.

1. How **long** have you been riding Caltrain?

- ☐ This is my first trip
- ☐ Less than 6 months
- ☐ 6 months to less than 1 year
- ☐ 1 year to less than 2 years
- ☐ 2 years to less than 4 years
- ☐ 4 years or more

2. How **often** do you usually ride Caltrain?

- ☐ 6-7 days/week
- ☐ 5 days/week
- ☐ 4 days/week
- ☐ 3 days/week
- ☐ 2 days/week
- ☐ 1 day/week
- ☐ 1-3 days/month
- ☐ Less than once a month

3. What ticket/card did you use *(today)*?

- ☐ One-way ticket
- ☐ Clipper: one way
- ☐ Clipper: Caltrain Monthly
- ☐ Day Pass
- ☐ Go Pass
- ☐ Other – *specify:*_____

4. What is your **fare category**?

- ☐ Adult *(Age 19 through 64)*
- ☐ Senior *(Age 65 & older)*
- ☐ Medicare cardholder
- ☐ Youth *(Age 18 & younger)*
- ☐ Disabled

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
- ☐ School
- ☐ Social/recreational
- ☐ Other - *specify:* _____
- ☐ Airport *(SFO, San Jose Int'l)*
- ☐ Shopping
- ☐ Going home

Train #_____

(Please tape closed here)

[1] *Please open →*

7. What would encourage you to ride Caltrain more often?

_____

_____

_____

8. Which station did you get ON Caltrain?

_____*(station)*

9. Which station will you get OFF Caltrain?

_____*(station)*

10a. Getting to the station How did you **get to** Caltrain today? *(Please check one main mode)*	**10b. Leaving the station** How will you get from Caltrain to your final destination? *(Please check one main mode)*
☐ Walked all the way	☐ Walk all the way
☐ Drove car	☐ Drive car
☐ Got dropped off by car	☐ Get picked up by car
☐ Uber, Lyft, or similar	☐ Uber, Lyft, or similar
☐ BART	☐ BART
☐ SamTrans	☐ SamTrans
☐ Muni	☐ Muni
☐ VTA	☐ VTA
☐ ACE	☐ ACE
☐ Capitol Corridor	☐ Capitol Corridor
☐ Bicycle	☐ Bicycle
☐ Scooter (kick or electric)	☐ Scooter (kick or electric)
☐ Bicycle or scooter share	☐ Bicycle or scooter share
☐ Free shuttle	☐ Free shuttle
☐ Other – specify _____	☐ Other – specify _____

[2]

11. Estimated distance from your starting point to the Caltrain station where you boarded:

Approximate # of miles: _____

Approximate # of minutes: _____

12. Did you have access to a car for **this particular trip**?

☐ Yes ☐ No

13. Which of the following programs are you currently enrolled in? *(Check ALL that apply)*

- ☐ Clipper Bay Pass
- ☐ Clipper Start Program
- ☐ Employee benefit program that helps pay your Caltrain fare
- ☐ None of these

14. 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**.

a. Overall Caltrain experience	5	4	3	2	1	NA
b. On-time performance	5	4	3	2	1	NA
c. Satisfaction with current schedule	5	4	3	2	1	NA

15. What is your **main source** for local news and events?

- ☐ Mobile app
- ☐ News media website
- ☐ Newspaper
- ☐ Radio
- ☐ Social media
- ☐ TV news
- ☐ Other – specify_____

[3]

16. How do you get **schedules** and other Caltrain **information**? *(Check ALL that apply)*

- ☐ Printed material on train
- ☐ Conductor
- ☐ Twitter
- ☐ Facebook
- ☐ Google/Apple maps app
- ☐ Third party Caltrain app
- ☐ Web search (Google, Bing, etc.)
- ☐ Caltrain site (www.caltrain.com)
- ☐ Station information boards
- ☐ Caltrain customer service (1.800.660.4287)
- ☐ Other – specify _____

17. What is your **home ZIP code**?_____

18. Gender

☐ Male ☐ Female ☐ Other/Non-binary

19. Age

- ☐ Under 13
- ☐ 13 - 18
- ☐ 19 - 24
- ☐ 25 - 34
- ☐ 35 - 44
- ☐ 45 – 54
- ☐ 55 - 64
- ☐ 65 or older

20. How do you usually pay your Caltrain fare?

- ☐ Cash
- ☐ Credit Card
- ☐ Other (specify): _____

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

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

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

- ☐ Employed full time*
- ☐ Employed part time
- ☐ Student
- ☐ Retired
- ☐ Unemployed
- ☐ Other – *specify*_____

**35 or more hours per week*

23. How well do **you** speak English?

☐ Very well ☐ Well ☐ Not well ☐ Not at all

24. In **your home**, is English spoken:

☐ Very well ☐ Well ☐ Not well ☐ Not at all

[4] *Continued on back* ➔

25. ¿Qué **idiomas** se hablan en su casa?
(Marque TODOS los que correspondan)

- ☐ Inglés
- ☐ Español
- ☐ Cantonés
- ☐ Mandarín
- ☐ Hindi
- ☐ Tagalo
- ☐ Vietnamita
- ☐ Otro - *especificar:*_____

26. ¿Cuál de las siguientes descripciones se ajusta mejor a su **perfil étnico/raza**? *(Marque TODAS las que correspondan)*

- ☐ Asiático/a
- ☐ Indio/a americano/a o nativo/a de Alaska
- ☐ Negro/a/Africano/a americano/a
- ☐ Hispano/a/Latino/a
- ☐ Nativo hawaiiano/a o de otras islas del Pacífico
- ☐ Blanco/a/Caucásico/a
- ☐ Otra raza - *especificar:* _____

27. Ingresos anuales del conjunto familiar *(antes de pagar impuestos)*:

- ☐ Inferiores a $25,000/año
- ☐ $25,000 - $29,999
- ☐ $30,000 - $39,999
- ☐ $40,000 - $49,999
- ☐ $50,000 - $59,999
- ☐ $60,000 - $69,999
- ☐ $70,000 - $79,999
- ☐ $80,000 - $89,999
- ☐ $90,000 - $99,999
- ☐ $100,000 - $149,999
- ☐ $150,000 - $249,999
- ☐ $250,000 o superiores

28. Incluyéndole a usted, ¿cuántas personas viven en su casa?
☐ 1 (sólo usted) ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6+ _____
(Favor de especificar)

Comentarios o sugerencias para Caltrain

_____

_____

_____

_____

_____

¡Gracias por completar esta encuesta! Por favor, entréguesela al encuestador de a bordo o envíenosla por correo antes del 30 de noviembre, 2022
(No necesita sello. Por favor, doble y pegue con cinta adhesiva en el lugar indicado; no usar grapas.)

[5] 09/27/22

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 15 SAN CARLOS CA
POSTAGE WILL BE PAID BY ADDRESSEE

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

Apreciado/a Pasajero/a de Caltrain,

Por favor, tome un momento para completar esta encuesta para ayudar a Caltrain a servirle de la mejor forma posible. Puede entregarnos la encuesta, enviarla por correo o completarla online visitando: www.caltrain2022.com.

Sus respuestas son confidenciales; una encuesta por pasajero/a.

1. ¿**Cuánto tiempo hace** que usted usa Caltrain?

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

2. ¿Con **cuánta frecuencia** suele usted utilizar Caltrain?

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

3. ¿Qué tipo de boleto/tarjeta usó usted *(hoy)*?

- ☐ Boleto de ida
- ☐ Clipper: ida
- ☐ Clipper: Caltrain mensual
- ☐ Pase diario
- ☐ Go Pass
- ☐ Otro – *especificar:* _____

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

- ☐ Adulto *(19 a 64 años de edad)*
- ☐ Joven *(18 años de edad & menor)*
- ☐ Mayor *(65 años de edad &mayor).*
- ☐ Discapacitado
- ☐ Usuario de Medicare

5. ¿Está usted realizando un **viaje de ida y vuelta** en el día de hoy? *(O sea, usted agarró Caltrain más temprano o lo agarrará más tarde hoy día.)*

- ☐ Sí
- ☐ No

6. ¿Cuál es el motivo **principal** de su viaje en el día de hoy?
(Marque sólo UNA opción)

- ☐ Trabajo
- ☐ Escuela
- ☐ Social/recreativo
- ☐ Otro – *especificar:* _____
- ☐ Aeropuerto *(SFO, San Jose Int'l)*
- ☐ Compras
- ☐ Yendo a casa

Train #_____

(Por favor, pegue con cinta adhesiva aquí)

[1] *Favor de abrir →*

7. ¿Qué le animaría a usar Caltrain con más frecuencia?

_____
_____
_____

8. ¿En qué estación **abordó** usted Caltrain?

_____*(estación)*

9. ¿En qué estación se **apeará** usted de Caltrain?

_____*(estación)*

10a. Llegando a la estación ¿Cómo **llegó** usted a la estación de Caltrain hoy? *(Por favor marque el modo principal)*	**10b. Saliendo de la estación** ¿Cómo llegará usted de Caltrain a su destino final? *(Por favor marque el modo principal)*
☐ Hice todo el camino a pie	☐ Haré todo el camino a pie
☐ Conduciendo en auto	☐ Conduciré en auto
☐ Me llevaron en auto	☐ Me vendrán a buscar
☐ Uber, Lyft, o similar	☐ Uber, Lyft, o similar
☐ BART	☐ BART
☐ SamTrans	☐ SamTrans
☐ Muni	☐ Muni
☐ VTA	☐ VTA
☐ ACE	☐ ACE
☐ Corredor del Capitolio	☐ Corredor del Capitolio
☐ En bicicleta	☐ En bicicleta
☐ Scooter (de pedal o eléctrico)	☐ Scooter (de pedal o eléctrico)
☐ Bicicleta o scooter compartido	☐ Bicicleta o scooter compartido
☐ Servicio de shuttle gratuito	☐ Servicio de shuttle gratuito
☐ Otra forma – especificar _____	☐ Otra forma – especificar _____

11. Distancia aproximada desde su punto de partida hasta la estación de Caltrain donde abordó:

Número aproximado de millas: _____

Número aproximado de minutos: _____

12. ¿Tenía usted acceso a un auto para **este viaje en concreto**?

☐ Sí ☐ No

13. ¿En cuál de los siguientes programa está usted inscrito/a en la actualidad? *(Marque TODOS los que correspondan)*

☐ Pase Clipper Bay
☐ Programa Clipper Start
☐ Programa de beneficios para empleados que ayuda a pagar sus tarifas de Caltrain
☐ Ninguno de los anteriores

14. ¿Qué tal está satisfaciendo sus necesidades Caltrain?

Por favor, califique cada una de los siguientes asuntos, en una escala **5=Muy satisfecho/a** y **1=Muy insatisfecho/a**. Si la pregunta no es relevante, marque **NA (No aplica)**.

a. Experiencia general en Caltrain	5	4	3	2	1	NA
b. Puntualidad del servicio	5	4	3	2	1	NA
c. Satisfacción con el horario actual	5	4	3	2	1	NA

15. ¿Cuál es su **fuente principal** de noticias y eventos locales?

☐ Aplicación móvil
☐ Página web de medios informativos
☐ Periódico
☐ Radio
☐ Redes sociales
☐ Noticiero en televisión
☐ Otra forma – especificar_____

16. ¿Cómo obtiene usted **horarios** y otra ***información*** sobre Caltrin? *(Marque TODAS las que correspondan)*

☐ Material impreso a bordo
☐ Conductor
☐ Twitter
☐ Facebook
☐ Aplicación Google/Apple de mapas
☐ Aplicación externa de Caltrain
☐ Búsqueda online (Google, Bing, etc.)
☐ Sitio web de Caltrain (www.caltrain.com)
☐ Tableros de anuncios en la estación
☐ Servicio de atención al cliente de Caltrain (1.800.660.4287)
☐ Otra forma – especificar_____

17. ¿Cuál es al **código postal de su vivienda**?_____

18. Género

☐ Masculino ☐ Femenino ☐ Otro/No-binario/a

19. Edad

☐ Menor de 13 ☐ 13 - 18 ☐ 19 - 24
☐ 25 - 34 ☐ 35 - 44 ☐ 45 – 54
☐ 55 - 64 ☐ 65 o mayor

20. ¿Cómo suele usted pagar su tarifa de Caltrain?

☐ En efectivo
☐ Tarjeta de crédito
☐ Otra forma (especificar): _____

21. ¿Cuál es el nivel más alto de **educación** que usted completó?

☐ Algo de escuela secundaria
☐ Graduado/a de escuela secundaria
☐ Algo de universidad o escuela técnica
☐ Graduado/a de universidad
☐ Estudios de posgrado

22. ¿Cuál es su **estado actual de empleo**?

☐ Trabaja a tiempo completo *
☐ Trabaja a tiempo parcial
☐ Estudiante
☐ Jubilado/a
☐ Desempleado/a
☐ Otro – especificar_____

**35 o más horas por semana*

23. ¿Qué tal habla **usted** inglés?

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

24. En ***su casa*** se habla inglés:

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

 Continúa al dorso ➔

Chinese Questionaire

尊敬的加州火车乘客：

请花点时间完成本次调查，以帮助加州火车更好地服务您。您可以将调查问卷交回调查员，邮寄给我们，或者在线填写：www.caltrain2022.com。

所有回答均予以保密，每位乘客只需完成一份调查。

1. **您搭乘加州火**车有多久了？

   1 这是我首次搭乘
   2 **少于6个月**
   3 **6个月 - 1年**
   4 **1-2年**
   5 **3-4年**
   6 **4年或以上**

2. **您多久搭乘加州火**车一次？

   1 **6-7天/周**
   2 **5天/周**
   3 **4天/周**
   4 **3天/周**
   5 **2天/周**
   6 **1天/周**
   7 **1-3天/周**
   8 **少于每月一次**

3. **您（今天）使用什么**车票**/通行卡 ？**

   1 单程票
   2 **一卡通**：单程
   3 **一卡通**：**加州火**车月卡
   4 **一日票**
   5 **通票**
   6 **其他**–请具体说明

4. **您使用什么**类别的车票？

1 **成人票**（19-64岁）
2 **老人票**（65岁及以上）
3 Medicare**持卡人**
4 **儿童票**（18岁及以下）
5 **残疾人**专用票

5. **您今天是否搭乘加州火**车进行往返旅程 **？**（**即**，**您要么今天早些**时候已经搭乘过加州火车，要么晚些时候会再次搭乘）

1 **是**
2 **否**

6. **您今天旅程的主要目的是什么？**（**只勾**选一项）

1 **工作**
2 **上学**
3 **社交**/娱乐
4 **区机**场 （**旧金山国**际机场、圣何塞国际机场）
5 购物
6 **回家**
7 **其他**–请具体说明:

7. **是什么原因会使您更**频繁乘坐加州火车？

8. **您在哪个火**车站上车？

9. **您会在哪个火**车站下车？

10a. **您今天是怎**样去火车站的？
（请选择一种主要方式）

1 **全程步行**
2 **开**车
3 **搭乘出租**车
4 **使用**Uber、Lyft**或其他叫**车服务
5 **旧金山湾区捷运**
6 SamTrans
7 Muni
8 VTA
9 ACE
10 **首府通道**
11 骑自行车
12 骑滑板车（人力或电动）
13 骑共享单车或滑板车
14 **搭乘免**费穿梭巴士
15 **其他**–请具体说明 [Respondent Specify]

10b. **您会怎**样从火车站前往您的最终目的地？
（请选择一种主要方式）

1 **全程步行**
2 **开**车
3 **搭乘出租**车
4 **用**Uber、Lyft**或其他叫**车服务
5 **旧金山湾区捷运**
6 SamTrans
7 Muni
8 VTA
9 ACE
10 **首府通道**
11 骑自行车
12 骑滑板车（人力或电动）
13 骑共享单车或滑板车
14 **搭乘免**费穿梭巴士
15 **其他**–请具体说明 [Respondent Specify]

11.

从您的起点到您上车的加州火车站的估计距离:

概约分钟数：

12. 这次旅程您是否有使用汽车？

1 **是**
2 **否**

13. **您目前参与以下哪个**项目？（**勾**选所有适用项）

1 Clipper Bay Pass
2 Clipper Start Program
3 **可帮助您支付加州火**车车票的雇员福利计划
4 **以上都不是**

14. **加州火**车在多大程度上满足您的需求？请对以下每一项评分，其中5=**极**为满意， 1=**极**为不满。如果问题不适用，请圈出NA（**不适用**）。

14a. **加州火**车的整体体验
14b. **准点率**
14c. 对当前时间表的满意度

1 **极**为满意 (5)
2 4
3 3
4 2
5 **极**为不满 (1)
6 NA

15.**您了解当地新**闻及事件的主要来源是什么？

1 **移**动应用
2 **新**闻媒体网站
3 报纸
4 电台
5 **社交媒体**
6 电视新闻
7 **其他**–请具体说明

16. **您如何**获取加州火车的时间表和其他信息？（勾选所有适用项）

1 **列**车上的印刷材料
2 **售票**员
3 Twitter
4 Facebook
5 Google/Apple**地**图应用 ·
6 **第三方运**营的加州火车应用
7 **网站搜索**（Google、Bing**等**）
8 **加州火**车的网站（www.caltrain.com）
9 **火**车站信息栏
10 **加州火**车客服 (1.800.660.4287)
11 **其他**–请具体说明

17. **您家的**邮政编码是多少？

18. **性**别

1 **男**
2 **女**
3 **其他/非二元性**别

19. **年**龄

1 **未**满13岁
2 13 - 18 岁
3 19 - 24 岁
4 25 - 34 岁
5 35 - 44 岁
6 45 - 54 岁
7 55 - 64 岁
8 65岁或以上

20. **您通常如何支付加州火**车车票？

1 现金
2 **信用卡**
3 **其他**（请具体说明）

21. **您的 最高学**历 **是什么？**

1 **高中未**满
2 **高中**毕业
3 **大学未**满或技校
4 **大学**毕业
5 **研究生学位**

22. **您目前的就**业状态是什么？

1 **全**职工作*
2 **兼**职工作
3 **学生**
4 **退休**
5 **失**业
6 **其他–**请具体说明

23. **您英**语说得怎么样？

1 **非常好**
2 **很好**
3 **不太好**
4 **完全不会**

24. **您家人英**语说得怎么样？

1 **非常好**
2 **很好**
3 **不太好**
4 **完全不会**

25. **您家里**说哪种语言？（**勾**选所有适用项）

1 **英**语
2 **西班牙**语
3 **粤**语
4 **普通**话
5 **印度**语
6 **塔加拉族**语
7 **越南**语
8 **其他**–请具体说明:

26. **以下哪**项最能描述您的种族背景？（**勾**选所有适用项）

1 亚裔
2 **美洲印第安人或阿拉斯加土著人**
3 **黑人/非裔美国人**
4 **西班牙裔/拉丁裔**
5 **夏威夷土著人或其他太平洋**岛民
6 **白人/高加索人**
7 **其他种族**–请具体说明:

27. **家庭年度收入（税前）：**

1 **少于**$25,000/**年**
2 $25,000 - $29,999
3 $30,000 - $39,999
4 $40,000 - $49,999
5 $50,000 - $59,999
6 $60,000 - $69,999
7 $70,000 - $79,999
8 $80,000 - $89,999
9 $90,000 - $99,999
10 $100,000 - $149,999
11 $150,000 - $249,999
12 $250,000**或以上**

28. **包括您自己在内，您家里有多少人？**

对加州火车的评论或建议

谢谢你的答案在本次调查！现在

Japanese Questionaire

親愛なるカルトレインのご乗客へ：
カルトレインのサービス改善のため、このアンケートにどうかご回答ください。調査員に手渡し、郵送またはオンラインでも完了することができます: www.caltrain2022.com。
回答は機密扱いとされ、アンケート調査は乗客一人につき一回のみで実施しております。

1. カルトレインご利用期間はどれほどですか。

    1 今回が初めて
    2 6か月未満
    3 6か月から1年未満
    4 1年から2年未満
    5 2年から4年未満
    6 4年以上

2. カルトレインは通常どのくらいの頻度でご利用ですか。

    1 週6-7日
    2 週5日
    3 週4日
    4 週3日
    5 週2日
    6 週1日
    7 1か月1-3日
    8 1か月1日以下

3. 今日ご利用のチケット/カードの種類をお答えください

    1 片道切符
    2 クリッパー:片道
    3 クリッパー:カルトレイン定期券
    4 日帰り切符
    5 通行証
    6 他-具体的に:

4. 運賃の種別をお答えください。

1 大人 (19歳前後の64歳)
2 高齢者(65歳以上)
3 医療保険カード所持人
4 子供(18歳以下)
5 障害者

5. 今日はカルトレインで往復でのご利用ですか。(つまり、今日の早い時間にカルトレインにお乗りになった、または今日の遅い時間にお乗りになるかのどちら)

1 はい
2 いいえ

6. 今日のご利用の主な目的は何ですか。(一つだけチェックを入れてください)

1 仕事
2 学校
3 社交/余暇
4 空港(SFO,SanJoseInt'l)
5 ショッピング
6 帰宅
7 他-具体的に:

7. カルトレインをより頻繁にご利用なるとすればどんなことがあればいいと思いますか

8. カルトレイン乗車駅はどちらでしたか

9. 下車駅はどちらですか。

10a. 今日カルトレイン駅に到着するための交通手段は何でしたか (主な選択肢にチェックを入れてください)

1 徒歩
2 車を運転して
3 車で送ってもらった
4 ウーバーや、ライドシェアサービスなど
5 サンフランシスコの高速鉄道BART
6 サムトランス
7 一般市営交通手段
8 サンタクララバレー交通局
9 アルタモント通勤急行
10 キャピタル・コリドー号
11 自転車で
12 スクーター(キックや電気)
13 シェア自転車やスクーター
14 無料バス
15 他-具体的に [

10b. カルトレイン降車後は目的地までどの交通手段をご利用ですか。(主な選択肢にチェックを入れてください)

1 徒歩
2 車を運転して
3 迎車にて
4 ウーバーや、ライドシェアサービスなど
5 サンフランシスコの高速鉄道BART
6 サムトランス
7 一般市営交通手段
8 サンタクララバレー交通局
9 アルタモント通勤急行
10 キャピタル・コリドー号
11 自転車で
12 スクーター(キックや電気)
13 シェア自転車やスクーター
14 無料バス
15 他-具体的に

11. 出発点から乗車駅までの推定距離:

おおよその距離:

おおよその時間:

12. 今回の旅行では車を運転してのご利用機会がありますか。

1 はい
2 いいえ

13. 次のどのプログラムを選びますか。(適切な選択肢にチェックを入れてください)

1 クリッパー　ベイ　パス
2 クリッパー　スタート　プログラム
3 カルトレイン料金の支払いを支援する従業員の福利厚生プログラム
4 以上該当なし

14. カルトレインはご自身ニーズにどの程度応えていると思いますか。
以下、5=非常に満足、1=非常に満足していない項目ごとに点数を付けてください。該当しない場合、NA（「該当なし」）をお選びください。

14a. 全体的なカルトレインの体験
14b. 定刻運行能力
14c. 目下の予定に対する満足度

1 非常に満足 (5)
2 4
3 3
4 2
5 非常に不満 (1)
6 NA

15. ローカルニュースやイベントの主な情報源は何をご利用ですか。

1 モバイル　アプリ
2 ニュースメディア　ウェブサイト
3 新聞
4 ラジオ
5 ソーシャルメディア
6 テレビニュース
7 その他-具体的に

16. 時刻表やカルトレインの情報をどうやって入手していますか。(適切な選択肢にチェックを入れてください)

1 列車内の印刷物
2 車掌
3 ツイッター
4 フェイスブック
5 グーグル/アップルマップスアプリ
6 第三者カルトレインApp
7 インターネット検索(google、bingなど)
8 カルトレインサイト(www.caltrain.com)
9 駅情報板
10 カルトレイン　コール(1.800.660.4287)
11 その他他-具体的に

17. ご自宅の郵便番号

18. 性別

1 男性
2 女性
3 他/ Xジェンダー

19. 年齢

1 13歳未満
2 13 - 18
3 19 - 24
4 25 - 34
5 35 - 44
6 45 - 54
7 55 - 64
8 65歳以上

20. カルトレインの料金は通常どのようにお支払いですか。

1 現金
2 クレジットカード
3 他 (具体的に):

21.最終学歴をお答えいただけませんか。

1 高校中退
2 高卒
3 大学ないし専門学校中退
4 大卒
5 大学院卒

22. 現在の雇用状況をお答えいただけませんか。

1 正社員
2 パートタイム
3 学生
4 退職
5 失業
6 その他-具体的に

23. ご自身は英語でどの程度話せますか。

1 優秀
2 優
3 平均的
4 不可

24.ご自宅では英語が話されていますか:

1 優秀
2 優
3 平均的
4 不可

25. ご自宅でどの言語を話していますか。(適切な選択肢にチェックを入れてください)

1 英語
2 スペイン
3 広東語
4 北京語
5 ヒンディー語
6 タガログ族語
7 ベトナム語
8 他-具体的に:

26. あなたの人種・民族的背景を最もよく表しているものは次のどれですか。(適切な選択肢にチェックを入れてください)

1 アジア系
2 アメリカ・インディアンやアラスカ先住民
3 黒人/アフリカ系アメリカ人
4 ヒスパニック系/ラテン系
5 ハワイ先住民や他の太平洋の島民
6 白人/コーカサス系
7 他の人種-具体的に:

27. 年間合計世帯所得(税引き前):

1 年間 25,000ドル以下
2 25,000ドル-29,999ドル
3 30,000ドル-39,999ドル
4 40,000ドル-49,999ドル
5 50,000ドル-59,999ドル
6 60,000ドル-69,999ドル
7 70,000ドル-79,999ドル
8 80,000ドル-89,999ドル
9 90,000ドル-99,999ドル
10 100,000ドル-149,999ドル
11 150,000ドル-249,999ドル
12 250,000ドル以上

28. ご自身を含めて何人世帯ですか。

カルトレインへのご意見やご要望等

このアンケートにご回答いただきありがとうございます。 インターネット ブラウザを閉じてください

Korean Questionaire

칼트레인 라이더에게:

칼트레인이 보다 나은 서비스를 제공할 수 있도록 잠시 시간을 내어 이 설문조사를 완료해 주십시오. 설문조사는 완성 후 직접 돌려줄 수도 있고, 우편으로 발송하거나 www.caltrain2022.com에서 온라인으로 완료할 수 있습니다.

응답 내용은 기밀로 하며 승객당 1회 참가할 수 있습니다

1.칼트레인을 타신 지 얼마나 되셨는가요?

1 이번이 처음입니다
2 6개월 미만
3 6개월에서 1년 미만
4 1년에서 2년 미만
5 2년에서 4년 미만
6 4년 이상

2.귀하는 보통 얼마나 자주 칼트레인을 타시는가요?

1 6-7일/주
2 5 일/주
3 4 일/주
4 3 일/주
5 2 일/주
6 1 일/주
7 1-3 일/월
8 한 달에 1회 미만

3.(오늘) 무슨 표/카드를 사용하셨는가요?

1 편도 승차권
2 클리퍼카드: 단방향
3 클리퍼카드: 월간 칼트레인
4 데이 패스
5 고 패스
6 기타 – 구체적으로 명시해주세요

4.요금 카테고리는 어떻게 되세요?

1 성인(19~64세)
2 시니어(65세 이상)
3 메디케어 카드 소유자
4 소년(18세 이하)
5 장애인

5. 오늘 칼트레인은 왕복으로 타시는가요? (즉, 오늘 앞선 시간에 칼트레인을 타셨거나 혹은 후에 또 타실 예정인가요?)

1 네
2 아니요

6. 오늘 여행의 주된 목적은 무엇인가요? (하나만 선택하세요)

1 출근
2 학교
3 소셜/레크리에이션
4 공항 (SFO, 산호세 국제공항)
5 쇼핑
6 귀가
7 기타 - 구체적으로 명시해주세요.

7. 칼트레인을 더 자주 타게 되는 이유가 있다면 무엇일까요?

8. 칼트레인을 어느 역에서 타셨어요?

9.칼트레인에서 내릴 역은 어디입니까?

10a. 도착.오늘 칼트레인 출발역까지는 어떻게 오셨어요? (기본 방식 하나를 체크해주세요.)

1 전 구간 걸어서
2 운전해서
3 남이 차로 태워 줌
4 Uber, Lyft 또는 유사 수단 이용
5 바트(BART)
6 샘트랜스(SamTrans)
7 무니(Muni)
8 VTA
9 ACE
10 캐피톨 코리더
11 자전거
12 스쿠터(킥 또는 전동)
13 자전거 또는 스쿠터 공유
14 무료 셔틀
15 기타 – 구체적으로 명시해주세요

10b. 서 출발칼트레인 도착역에서 최종 목적지까지 어떻게 갈 건가요? (기본 방식 하나를 체크해주세요)

1 전 구간 걸어서
2 운전해서
3 픽업을 받고.
4 Uber, Lyft 또는 유사 수단 이용
5 바트(BART)
6 샘트랜스(SamTrans)
7 무니(Muni)
8 VTA
9 ACE
10 캐피톨 코리더
11 자전가
12 스쿠터(킥 또는 전동)
13 자전거 또는 스쿠터 공유
14 무료 셔틀
15 기타 – 구체적으로 명시해주세요

11. 출발지에서 탑승한 칼트레인 출발역까지의 예상 거리:

대략적인 마일 수:

대략적인 시간(분):

12. 오늘 여행에서는 출발역까지 차를 타고 오셨는가요?

1 네
2 아니요

13. 다음 중 현재 등록되어 있는 프로그램은 무엇입니까? (해당되는 모든 프로그램을 체크해주세요)

1 클리퍼 베이 패스
2 클리퍼 시작 프로그램
3 칼트레인 요금 지불을 도와주는 직원 혜택 프로그램
4 위에 해당 사항 없음

14. 칼트레인은 귀하의 요구를 얼마나 잘 충족시키고 있습니까? 아래의 각 항목에 대해 5=매우 만족, 1=매우 불만족으로 등급을 매겨 주세요. 질문이 해당되지 않으면 NA에 동그라미를 칩니다.

14a. 전반적인 칼트레인 경험
14b. 정시 운행
14c. 현재 일정에 대한 만족도

1 매우 만족 (5)
2 4
3 3
4 2
5 매우 불만족으로 (1)
6 NA

15. 지역 뉴스와 행사에 대한 소식은 주로 어디서 확인하세요?

1 모바일 앱
2 뉴스 미디어 웹사이트
3 신문
4 라디오
5 소셜 미디어
6 TV 뉴스
7 기타 – 구체적으로 명시해주세요

16.칼트레인의 일정과 기타 정보는 어떻게 얻으세요? (해당되는 모든 항목을 체크해주세요)

1 열차 내 인쇄물
2 차장
3 트위터
4 페이스북
5 구글/애플 지도 앱
6 제3자 칼트레인 앱
7 웹 검색(Google, Bing 등)
8 칼트레인 사이트(www.caltrain.com)
9 역 안내판
10 캘트레인 고객 서비스 (1.800.660.4287)
11 기타 – 구체적으로 명시해주세요 [Respondent Specify]

17. 집 우편번호가 어떻게 되세요?

18. 성별

1 남자
2 여자
3 기타/논바이너리

19. 나이

1 13세이하
2 13 - 18
3 19 - 24
4 25 - 34
5 35 - 44
6 45 - 54
7 55 - 64
8 65 세 이상

20. 보통 칼트레인 요금은 어떻게 지불하세요?

1 현금
2 신용 카드
3 기타(구체적으로 명시해주세요)

21. 귀하가 받은 가장 높은 교육은 무엇인가요?

1 고등학교
2 고졸
3 대학 또는 기술 학교
4 대졸
5 대학원 학위

22. 현재 귀하의 고용 상태는 어떻습니까?

1 정규직 채용
2 비정규직 채용
3 학생
4 퇴직
5 실업자
6 기타-구체적으로 명시해주세요

23. 귀하의 영어 회화 실력은 어느 정도인가요?

1 아주 ·좋음
2 좋음
3 좋지 못함
4 한심함

24.귀하의 가정에서는, 영어가 어떻게 사용되는가요?

1 아주 ·잘 ·사용됨
2 잘 사용됨
3 별로 사용 안 함
4 전혀 안 함

25. 귀하의 가정에서는 어떤 언어가 사용되는가요? (해당되는 모든 항목을 체크해주세요)

1 영어
2 스페인어
3 광둥어
4 표준 중국어
5 힌디어
6 타갈로그어
7 베트남의
8 기타-구체적으로 명시해주세요

26.다음 중 귀하의 인종/민족적 배경을 가장 잘 설명한 것은 무엇인가요? (해당되는 모든 항목을 체크해주세요)

1 아시아인
2 아메리칸 인디언 또는 알래스카 원주민
3 흑인/아프리카계 미국인
4 히스패닉/라틴계
5 하와이 원주민 또는 기타 태평양 섬 주민
6 백인/코카서스
7 기타 인종-구체적으로 명시해주세요

27.연간가구소득 (세전):

1	연간 $25,000 미만
2	$25,000 - $29,999
3	$30,000 - $39,999
4	$40,000 - $49,999
5	$50,000 - $59,999
6	$60,000 - $69,999
7	$70,000 - $79,999
8	$80,000 - $89,999
9	$90,000 - $99,999
10	$100,000 - $149,999
11	$150,000 - $249,999
12	25만 달러 이상

28.귀하를 포함해서, 귀하의 가족은 몇 명인가요?

칼트레인에 대한 의견 또는 제안

설문조사에 응해주셔서 감사합니다! 이제 인터넷 브라우저를 닫아도 됩니다

RSG
the science of insight®

Caltrain/MTC

2024 CALTRAIN OD SURVEY

January 17, 2025





55 Railroad Row, Suite 200
White River Junction, VT 05001
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2024 CALTRAIN OD SURVEY
Caltrain/MTC

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1.0 STUDY OVERVIEW AND OBJECTIVES

Caltrain and the Metropolitan Transportation Commission (MTC) conducted a survey in 2024 to gain a comprehensive understanding of how travel patterns have shifted, particularly in the wake of the COVID-19 Pandemic, and to support Title VI equity analyses. The survey gathered essential data on Caltrain riders, including: (a) socio-demographics, (b) fare media used, (c) trip purpose, (d) means of access and egress to/from the system, (e) time of travel, and (f) ultimate origins and destinations. This information is vital for improving regional transit ridership forecasts produced by MTC's travel demand model and planning for future transportation needs.

An On-to-Off (O2O) survey was conducted first to support the weighting and expansion of the weekday Origin Destination (OD) data during the later phase of the project. This brief, three-question survey asked riders where they boarded, how they accessed the station, and where they planned to alight. Over the course of fieldwork, 5,521 on-to-off survey pairs were collected—2,707 in the northbound and 2,814 in the southbound direction—representing 33.5% of the average weekday ridership in January 2023 (16,491 riders), far exceeding the FTA's recommended best practice of a 20% sample for On-to-Off surveys.

Subsequently, the OD survey was conducted using a tablet-based intercept approach, supplemented by postcard handouts. Survey teams of 4 to 8 staff members were deployed from Saturday through Thursday. Surveyors were randomly assigned to a train car and randomly approached riders using a random number generator, covering both the upstairs and downstairs sections of each train car. After data cleaning, a total of 2,974 OD responses were included in the final dataset, with 2,399 responses collected on weekdays and 575 on weekends.

2.0 ON-TO-OFF SURVEY

2.1 QUESTIONNAIRE

The On-to-Off survey was developed in collaboration with MTC and Caltrain. Included as questions were boarding and alighting stations, which are standard On-to-Off questions to determine the flow of riders. In addition, riders were asked about the mode used to reach the Caltrain boarding station, with a particular interest in the percentage of riders who access Caltrain with a bike. The list of access modes was simplified (compared to the OD survey) to four options—walking, biking, transit, and other–to keep the survey concise. Each response also captured the train number allowing for time of day and service type to be associated with the record as well.

The survey was programmed for tablet-based administration by surveyors, who conducted interviews without handing the tablet to riders. Stations displayed on the tablet were based on the recorded train number, ensuring accuracy. Once a respondent's boarding station was entered, the options for their alighting station updated to display only the stations that the train would stop at next. Figure 1 displays a screenshot of the survey as it appeared on the tablets.

FIGURE 1: SCREENSHOT OF THE ON-TO-OFF SURVEY



2.2 SAMPLING PLAN

Ridership data from January 2023 was used to create the sampling plan, providing counts broken down by train number. This allowed for calculations of ridership by direction (North and South), service type (L1, L3, L4, L5, and B7), and time period (early AM, AM peak, midday, PM peak, and evening), with time periods defined as follows:

- Early AM: before 6:00 a.m.
- AM Peak: 6:00 a.m. to 8:59 a.m.
- Midday: 9:00 a.m. to 2:59 p.m.
- PM Peak: 3:00 p.m. to 6:59 p.m.
- Evening: 7:00 p.m. and later

2.3 SURVEY ADMINISTRATION

The training for the On-to-Off survey was combined with that of the Origin-Destination study and took place on May 1st, 2024 at the TCU/IAM Advanced Training Program location in San Jose, California. More information about the training can be found under “Training” in the Origin-Destination Survey Administration section.

Field for the On-to-Off survey took place on weekdays only, Mondays through Thursdays, between May 2nd and May 14th, 2024. To ensure representative ridership data, shifts were strategically scheduled to avoid three-hour windows surrounding major events, such as San Francisco Giants games. Field supervisors from RSG and Ebony Marketing Systems supervised the field effort, collaborating daily with five to six local surveyors. At the start of each shift, the surveyors gathered at the scheduled station to meet with the Field Manager. They checked the functionality of their tablet computers and discussed best practices for intercepting riders.

Upon boarding the train, surveyors recorded the train number, which was entered only once per new train and applied to all responses until the next boarding. Both the train and specific train car for each surveyor were randomly assigned before each shift. Staff were instructed to continuously approach riders between the first boarding and final alighting stations. Depending on ridership, up to two surveyors were assigned to each train. On lower ridership routes, these surveyors were assigned to different, randomly selected cars. To ensure the most accurate and representative assessment of travel behavior and ridership, surveyors were instructed to stay in their assigned car for the entire trip and not change cars, even if ridership was low. Surveyors were further instructed to work their way through each train car, approaching every passenger and covering all areas, including bike cars (if assigned), standing areas and upper parts of double-deck train cars.

2.4 DATA CLEANING AND DATASET

RSG staff monitored the incoming data during field to ensure that the train numbers, board station, and alighting/exit station were accurately reported and that responses were recorded correctly. Following the completion of fielding, responses were checked again for accurate reporting. No responses were removed during this process.

Over the course of field, 5,521 completed On-to-Off surveys were collected (2,707 in the northbound direction and 2,814 in the southbound direction. Table 1 shows unweighted counts by direction, time period, and service type.

TABLE 1: BOARDING AND ALIGHTING COUNTS

Direction	Time Period	Service Type	Average Riders[1]	Target (20%)	Completes	Percent (%) of Target
Northbound	Early AM	Bullet	93	19	62	326%
		Limited Stop	611	122	29	24%
		Local	201	40	50	125%
	AM Peak	Bullet	534	107	138	129%
		Limited Stop	1,426	285	416	146%
		Local	733	147	318	216%
	Midday	Bullet[2]				-
		Limited Stop	871	174	293	168%
		Local	753	151	248	164%
	PM Peak	Bullet	414	83	225	271%
		Limited Stop	1,559	312	618	198%
		Local	598	120	197	164%
	Evening	Bullet[2]				-
		Limited Stop	135	27	34	126%
		Local	341	68	79	116%
Northbound Total			***8,269***	***1,654***	***2,707***	***164%***
Southbound	Early AM	Bullet[2]				-
		Limited Stop	30	6	25	417%
		Local	92	18	11	61%
	AM Peak	Bullet	627	125	182	146%
		Limited Stop	1,015	203	341	168%
		Local	597	119	213	179%
	Midday	Bullet[2]				-
		Limited Stop	714	143	237	166%
		Local	883	177	239	135%
	PM Peak	Bullet	806	161	248	154%
		Limited Stop	1,796	359	647	180%
		Local	825	165	408	247%
	Evening	Bullet[2]				-
		Limited Stop	239	48	137	285%
		Local	598	120	126	105%
Southbound Total			***8,222***	***1,644***	***2,814***	***171%***
Total			***16,491***	***3,298***	***5,521***	***167%***

[1]*Average Weekday Ridership, January 2023*

[2]*There are no bullet trains in the Northbound direction in the midday or evening, and there are no bullet trains in the Southbound direction in the early AM, midday, or evening.*

2.5 WEIGHTING

The On-to-Off survey was weighted and expanded to approximate the total Caltrain ridership during the survey period. This expansion was performed by dividing the total number of train cars run by the number of train cars surveyed. This method was applied to the joint totals of service type (L1, L3, L4, L5, and B7), time period (early AM, AM peak, midday, PM peak, and evening), and direction (North and South). This adjustment ensured that in cases where we sampled more or fewer cars than average in a certain weighting cell, the weighted totals were adjusted accordingly. During the On-to-Off study, all trains were run with four cars each, and the total number of cars in each group was therefore assumed to be four times the number of trains in each group. A further assumption was that interviewers were able to collect an On-to-Off survey from every passenger in their assigned car. In certain cases, RSG used their best judgment, based on results and notes from the field, to count a sampled car as less than one car, which occurred when the interviewer was unable to engage with everyone on the train. For example, this adjustment was made when an interviewer switched trains halfway through or in three instances where the interviewer's numbers were uncharacteristically low.

The overall average expansion factor was 4.09, meaning that the 5,521 On-to-Off surveys imply an average weekday ridership of 22,028 riders (Table 2). Caltrain's ridership estimates from May 2024 reported approximately 24,457 riders, indicating that RSG captured about 90% of the reported May ridership[1].

TABLE 2: AVERAGE EXPANSION FACTORS

Direction	Total Trains	Total Cars	Cars Sampled	Average Expansion Factor
Northbound	52	208	50.25	4.14
Southbound	52	208	51.5	4.04
Total	***104***	***416***	***101.75***	***4.09***

There was one weighting cell (Early AM-NB-L4) where the only car that was sampled likely did not engage with all passengers. In this case, we estimated the ridership by taking the average number of passengers from all early AM and AM peak L4 trains, assuming this particular train (which was close to the AM peak) has a ridership somewhere between the two. This estimation is corroborated by the 2023 ridership counts for this train. Consequently, the Early AM-NB-L4

[1] Fare Media Sales-Based Ridership Estimates | Caltrain

surveys resulted in a high expansion factor (18.78), but the implied ridership in this cell aligns well with the January 2023 ridership counts. In general, the expanded On-to-Off ridership numbers align well with the January 2023 ridership counts and are, on average, 33% higher.

2.6 SURVEY RESULTS

Table 3 shows the weighted data aggregated by board and alighting/exit zone. While the data exist and were delivered in a more granular fashion (by boarding/alighting station), they are presented in this table aggregated by zone for better readability.

TABLE 3: BOARDING TO ALIGHTING- WEIGHTED

Board Group	Alighting/Exit Group									
	Group 1: San Francisco	Group 2: 22nd Street to San Bruno	Group 3: Millbrae to Hayward Park	Group 4: Hillsdale to Redwood City	Group 5: Menlo Park to California Ave.	Group 6: San Antonio to Sunnyvale	Group 7: Lawrence to Tamien	Group 8: Capitol and Blossom	Group 9: Morgan Hill to Gilroy	*Total*
Group 1: San Francisco	0	181	676	1,190	989	1,180	720	0	21	***4,956***
Group 2: 22nd Street to San Bruno	237	184	325	358	425	311	186	0	0	***2,027***
Group 3: Millbrae to Hayward Park	528	235	340	422	421	254	255	0	0	***2,454***
Group 4: Hillsdale to Redwood City	978	279	584	260	436	305	334	0	11	***3,187***
Group 5: Menlo Park to California Ave.	851	306	453	462	102	535	607	5	16	***3,337***
Group 6: San Antonio to Sunnyvale	1,022	263	315	344	537	184	266	0	0	***2,931***
Group 7: Lawrence to Tamien	686	241	298	433	739	272	189	0	5	***2,865***
Group 8: Capitol and Blossom	8	0	0	0	12	4	0	0	5	***29***
Group 9: Morgan Hill to Gilroy	8	0	31	27	74	8	72	19	4	***242***
Total	***4,319***	***1,689***	***3,022***	***3,495***	***3,736***	***3,052***	***2,628***	***24***	***63***	***22,028***

3.0 ORIGIN DESTINATION SURVEY

3.1 QUESTIONNAIRE

Questionnaire Design

The OD survey questionnaire was designed in collaboration with Caltrain and MTC and intended to provide a detailed profile of current Caltrain riders. As shown in Table 4, the questionnaire asked riders to provide information about trip behavior as well as demographic information.

TABLE 4: QUESTION OVERVIEW ORIGIN - DESTINATION 2024 CALTRAIN STUDY

Trip Behavior	Demographics
Train number (recorded)	Bay Area resident status
Time of day (recorded)	Age
Other transit routes used and number of transfers	Household income
Origin location and type	Race and Ethnicity
Boarding station	Household size
Alighting station	Number of employed individuals in household
Destination location and type	Number of household vehicles
Access and egress mode	Employment status
If riding a bike, type, and parking information	Student status
Opposite trip and opposite trip mode	Method of fare payment, including fare level
Frequency of Caltrain use	English proficiency
Work or school attendance on day of Caltrain trip	Language spoken at home
	Disability status
	Home address or nearest intersection, and visitor status
	Gender
	Name and email (for future research and incentive lottery)

Online Programming

The survey instrument was designed to be administered via a tablet or to be completed via a personal device by scanning a QR code or following a link provided by a postcard. To ensure that each rider could only complete the survey once, each postcard had a unique password. Staff tracked which password ranges were handed out on which trains. Both the postcard and the online survey were translated into Spanish. An example of a postcard can be seen in Figure 2.

FIGURE 2: POSTCARD USED FOR CALTRAIN OD STUDY



The survey was programmed to have an on-screen mapping feature that allowed for real-time geocoding of addresses and places based on either the address, intersection, or place searches. The respondents could then confirm the geocoded location based on the on-screen map that showed the searched address/location via a Bing Maps indicator icon.

Additionally, branching techniques were employed to present only relevant questions to respondents, avoiding unnecessary inquiries. For example, questions about how a rider stores their bike were only displayed to riders that reported their access mode as biking. Logic checks were also implemented throughout the survey; for instance, if a rider selected that they are the only member of their household, they were not asked how many children live in the household. In addition to these features, the programmed survey also allowed RSG staff to check the quality of the data as it was being collected. Screenshots of the programmed survey are shown in Appendix A.

3.2 SAMPLING PLAN

The sampling plan was based on a goal of collecting 1,500 weekday and 380 weekend surveys aboard trains. The overall sampling goals were proportionally distributed based on ridership by direction (North and South), service type (L1, L2, L3, L4, L5, and B7), and time period (early AM, AM peak, midday, PM peak, and evening). The time periods were defined as:

- Early AM: before 6:00 a.m. (Weekday only)
- AM Peak: 6:00 a.m. to 8:59 a.m.
- Midday: 9:00 a.m. to 2:59 p.m.
- PM Peak: 3:00 p.m. to 6:59 p.m.
- Evening: 7:00 p.m. and later

Weekday surveying was conducted on Mondays through Thursdays, and weekend surveying occurred on Saturdays and Sundays.

3.3 SURVEY ADMINISTRATION

Training

A comprehensive, 4-hour surveyor training was held on May 1st, 2024 at the TCU/IAM Advanced Training Program location in San Jose, California. Eleven surveyors attended the training, and procedures regarding both the On-to-Off and the Origin-Destination surveys were discussed, including:

- An overview of the study and Caltrain's system;
- Instructions on how to find the assigned train and car;
- Guidance on recording whether a train car was a bike car;
- Training on setting up and using the tablet;
- Strategies for randomly approaching riders and determining when to hand a rider a postcard instead of a tablet;
- Instructions on how to record passwords on postcards when they are distributed;
- An overview of the survey content, including directing riders to respond to questions about their one-way trip, using the geocoder, and answering questions about transfers;
- A roleplay session with peers simulating real interactions with riders on trains.

Before being allowed on the train, all surveyors needed to demonstrate mastery of survey administration through a practical training session. Surveyors were instructed to direct all

survey-related questions to field supervisors and instructed to bring their training manual to each of their assigned shifts for reference.

Pretest Origin Destination

On May 1st, 2024, immediately following the training, the RSG Team conducted a small pretest prior to the main survey administration. During the pretest, surveyors rode select trains with field supervisors (Table 5).

TABLE 5: TRAINS RIDDEN DURING THE OD PRETEST

Train Number	Service Type	Direction
709	B7	NB
514	L5	SB
516	L5	SB

The pretest ensured that the survey instrument was working as intended and replicated the general tasks of the main survey, with the goal of assessing the feasibility of the sampling and completion approach (i.e., tablet, postcards). It also provided confirmation of response rate assumptions and allowed for an evaluation of the respondent selection procedure. Given that the pretest went smoothly, no major changes were necessary.

Across all three trains, surveyors collected a total of 187 completed surveys. Of these, 174 were completed using tablets, and 13 were completed using postcards (out of a total of 45 postcards that were distributed on the trains).

TABLE 6: COMPLETES BY HANDOUT METHOD (OD PRETEST)

Method of Completion	Number of Completes	Total Approached	% of Completion
Tablet	174	200*	87%
Postcard	13	45**	29%
Total	187	245	76%

**Note: This number represents recorded refusals + total completes.*

***Note: This number represents total postcards handed out.*

Main Administration Origin Destination

The main Origin-Destination survey administration began with fielding on weekends in May (May 4th - 5th, 2024 and May 11th - 13th, 2024), which was followed by the first weekday shift on May 15th, 2024. Fielding concluded on June 6th, 2024, with the last two days designated as make-up days to gather additional survey completes where desirable. Surveying was avoided during holidays and an attempt was made to avoid three-hour windows around San Francisco

Giants games. Field supervisors from RSG and Ebony Marketing Systems supervised the field effort, working alongside four to eight local surveyors each day. At the beginning of each shift, the surveyors met the Field Manager at the scheduled station, checked the functionality of the tablet computers, and discussed best practices for intercepting riders. Survey staff were also provided with postcards to give to riders who were willing to take the survey but did not have enough time on the train or preferred not to use the tablet. The median completion time for respondents was 7 minutes, less than the maximum targeted duration of 10 minutes set during the questionnaire design phase and a typical length for onboard surveys.

For each selected train, up to two survey staff boarded, each carrying one to three tablet computers. If two staff members boarded the same train car, one was expected to cover the upper level and the other the lower level. In cases of low ridership, where one surveyor could reasonably approach all the riders in a train car on their own, the second surveyor was instructed to inform the Field Manager and move to a new train car assigned by the Field Manager. The train cars were randomly assigned to eliminate any selection bias, using a previously assigned random number to select a number between one and four (the total number of train cars per train). If a train had more than four cars, surveyors contacted the Field Manager to receive a new random train car assignment. Only a few trains with more than four cars were encountered during the later part of the field effort. Surveyors counted backward from the first car facing the direction the train would depart, with the first car being designated as “one.” Each surveyor also noted whether the car allowed bicycles. A random number generator in the programmed survey determined which rider the survey staff was supposed to approach.

Following the provided script, each surveyor introduced themselves and asked the rider whether they would be staying on the train for at least five minutes. If the rider affirmed, they were asked whether they would be willing to participate in the survey. If the rider agreed, the surveyor handed them the tablet to take the survey. If the rider had less than five minutes before alighting the train, the surveyor gave them a postcard with a link to the survey and unique password and marked down on a distribution sheet the train on which the postcard was handed out. Survey staff were instructed to cover all sections of the car, including standing areas.

Makeup Days

On the makeup days (June 5th and 6th, 2024), a modified surveying approach was implemented. Surveyors were instructed to stand at stations instead of riding trains and to focus on riders going to targeted stations. Stations were chosen by determining gaps, to-date, in board and alight/exit stations in the OD data compared to the On-to-Off data. Since many riders arrive just before their train departs, field supervisors emphasized handing out postcards during the makeup days.

3.4 DATA CLEANING

During the data cleaning process, several steps were taken to ensure that the dataset contained valid responses. Transfers were carefully examined to identify instances where respondents reported the same transfer more than once in a single trip. The reasonableness of transfers was also assessed, ensuring that the reported lines were close to the origin or destination and made sense in the context of the journey. Additionally, the total trip distance was analyzed to flag any unusually long or short trips that might indicate data entry errors or improbable routes.

Those records flagged for potential issues underwent an additional data cleaning process using an online tool developed by RSG. The tool visualized each trip by mapping the origin, destination, first boarding, and last alighting locations, allowing for a clearer assessment of whether the transit path was logical. For a trip to be considered logical, all locations and routes had to align properly, access and egress modes needed to make sense based on reported distances, and the transit path had to follow a correct sequence (origin, boarding, alighting, destination). Records with illogical trip paths were excluded from the dataset.

Dataset

After data cleaning, a total of 2,974 responses were included in the OD dataset, comprising 2,399 weekday responses and 575 weekend responses. This surpassed the weekday sample target of 1,500 and weekend target of 380. The overall completion rate for the survey was 61%, as shown in Table 7. Among the weekday surveys, 2,185 were collected via tablet and 214 via postcard, while for the weekend surveys, 562 were collected via tablet and 13 via postcard (Table 8).

TABLE 7: COMPLETES BY HAND OUT METHOD AND NUMBER OF RIDERS APPROACHED

Method of Completion	Total Approached	Total Completes	Percent (%) of Completion
Tablet	3,535*	2,747	78%
Postcard	1,318**	227	18%
Total	***4,853***	***2,974***	***61%***

**Note: This number represents recorded refusals + total completes.*

***Note: This number represents total postcards handed out.*

TABLE 8: COMPLETES BY HAND OUT METHOD (WEEKDAY AND WEEKEND)

Method of Completion	Weekday Completes	Weekend Completes	Total Completes
Tablet	2,185	562	2,747
Postcard	214	13	227
Total	***2,399***	***575***	***2,974***

Weekday

Table 9 presents the breakdown of trains by direction, time period, and service type for weekday records. The “Number of Trains” column indicates how many trains were boarded by surveyor groups for each combination, while the “Completes” column shows the number of survey completions received for each. There were 1,213 completions in the northbound direction and 1,186 in the southbound direction.

TABLE 9: SAMPLED TRAINS WITH RIDERSHIP AND RESPONSE (WEEKDAY ONLY)

DIRECTION	TIME PERIOD	SERVICE TYPE	AVERAGE WEEKDAY RIDERS[1]	TARGET	NUMBER OF TRAINS	COMPLETES
Northbound	Early AM	Bullet	93	8	1	19
		Limited	611	56	4	64
		Local	201	18	2	14
	AM Peak	Bullet	534	49	4	74
		Limited	1,426	130	7	226
		Local	733	67	2	98
	Midday	Bullet[2]				-
		Limited	871	79	7	142
		Local	753	69	4	140
	PM Peak	Bullet	414	38	2	103
		Limited	1,559	142	7	189
		Local	598	54	3	97
	Evening	Bullet[2]				
		Limited	135	12	1	19
		Local	341	31	3	28
Northbound Total			***8,269***	***753***	***47***	***1,213***
Southbound	Early AM	Bullet[2]				-
		Limited	30	3	1	5
		Local	92	8	1	12
	AM Peak	Bullet	627	57	4	63
		Limited	1,015	92	4	82
		Local	597	54	3	86
	Midday	Bullet[2]				-
		Limited	714	65	9	192
		Local	883	80	8	150
	PM Peak	Bullet	806	73	6	105
		Limited	1,796	163	10	280
		Local	825	75	3	89
	Evening	Bullet[2]				-
		Limited	239	22	1	39
		Local	598	55	7	83
Southbound Total			***8,222***	***747***	***57***	***1,186***
Total			***16,491***	***1,500***	***104***	***2,399***

[1] *Average Weekday Boardings, January 2023.*

[2] *There are no bullet trains in the Northbound direction in the midday or evening, and there are no bullet trains in the Southbound direction in the early AM, midday, or evening.*

Weekend

On the weekend, 575 surveys were collected. Table 10 provides the number of trains sampled by surveyors and the completions collected, broken down by direction and time of day. Note that only one service type operates on weekends.

TABLE 10: SAMPLED TRAINS WITH RIDERSHIP AND RESPONSE (WEEKEND ONLY)

Direction	Time Period	Average Weekend Day Riders[1]	Target	Number of Trains	Completes
Northbound	Early AM[2]				-
	AM Peak	220	13	1	37
	Midday	1,923	111	5	148
	PM Peak	837	48	3	76
	Evening	420	24	2	40
Northbound Total		***3,400***	***196***	***11***	***301***
Southbound	Early AM[2]				-
	AM Peak	193	11	1	18
	Midday	1,474	85	7	124
	PM Peak	1,164	67	3	83
	Evening	565	32	3	49
Southbound Total		**3,396**	**195**	***14***	***274***
Total		***6,796***	***391***	***25***	***575***

[1]*Average weekend day boardings, from one weekend in January 2023.*

[2]*There is no early AM service during the weekend in either direction.*

3.5 WEIGHTING

Weekday

Once the dataset was cleaned and finalized, RSG weighted the data using the On-to-Off survey as control data for weekdays. The OD data were weighted to the most disaggregated level possible, covering boarding/alighting station zones, Service Type (L1, L3, L4, L5, and B7), Time Period (early AM, AM peak, midday, PM peak, and evening), and Direction (North and South). The station zones were defined as follows:

- Zone 1: San Francisco
- Zone 2: 22nd Street to San Bruno
- Zone 3: Millbrae to Hayward Park

- Zone 4: Hillsdale to Redwood City
- Zone 5: Menlo Park to California Ave.
- Zone 6: San Antonio to Sunnyvale
- Zone 7: Lawrence to Tamien
- Zone 8: Capitol and Blossom
- Zone 9: Morgan Hill to Gilroy

Depending on the time period, local and limited trains were grouped together. The study team aimed to weight the data at the most disaggregated zone level possible, but some zone aggregation was necessary to ensure sufficient sample sizes for the weighting process. Where On-to-Off or OD surveys were missing, exit station zones were combined. If this was not feasible, boarding station zones were combined. When possible, distinct transit markets were preserved—for example, efforts were made to avoid combining Zone 1 (San Francisco) with subsequent zones. The weights were then expanded to match overall Caltrain average weekday ridership in May 2024.

Weekend

Since no On-to-Off data was collected during the weekend, the weighting of weekend survey data relied on boarding and alighting counts from an average weekend day in January 2023, which were provided by Caltrain. The weighting process included weighting to match these boarding and alighting counts, as well as direction (North and South), and time period (AM peak, midday, PM peak, and evening).

Iterative Proportional Fit (IPF) was used to assign weights to each joint boarding and alighting zone combination by direction and time period. This process ensures that the sum of each dimension matches the targeted marginal totals for boardings and alightings. The initial step uses the raw origin-destination flows captured in the weekend survey data as a “seed” boarding and alighting matrix. This matrix is then adjusted iteratively in two steps:

1. The total number of boardings is matched to the January 2023 weekend count data.
2. The total number of alightings is matched to the January 2023 weekend count data.

These adjustments are repeated until the matrix converges, resulting in a boarding and alighting matrix where the totals align to the count data collected in January 2023. The weights were then expanded to match an average weekend day in May 2024.

3.6 SURVEY RESULTS

The following section presents the survey results, organized into three parts: weekday results, weekend results, and select results comparing commuter versus non-commuter trips.

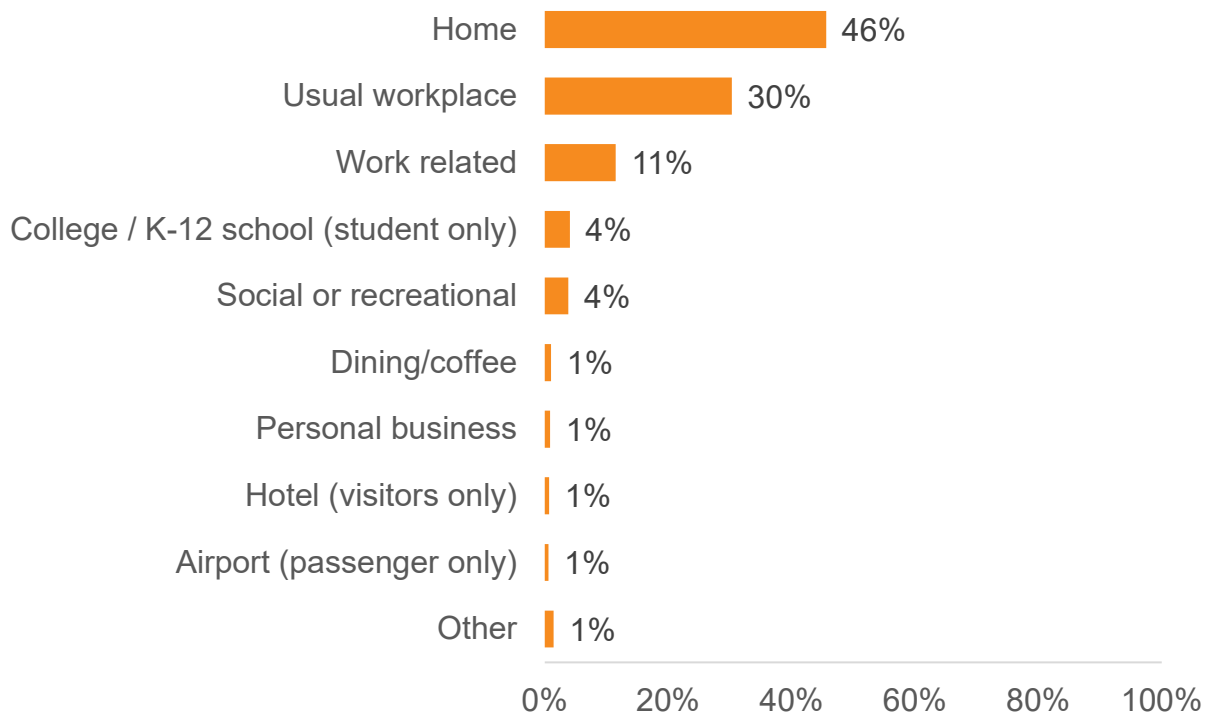
Weekday Results

This section outlines the results of the weekday survey, which are divided into two categories: trip characteristics and demographics.

Trip Characteristics

Figure 3 shows that nearly half (46%) of respondents are traveling from home, while over a quarter (30%) are traveling from their usual workplace.

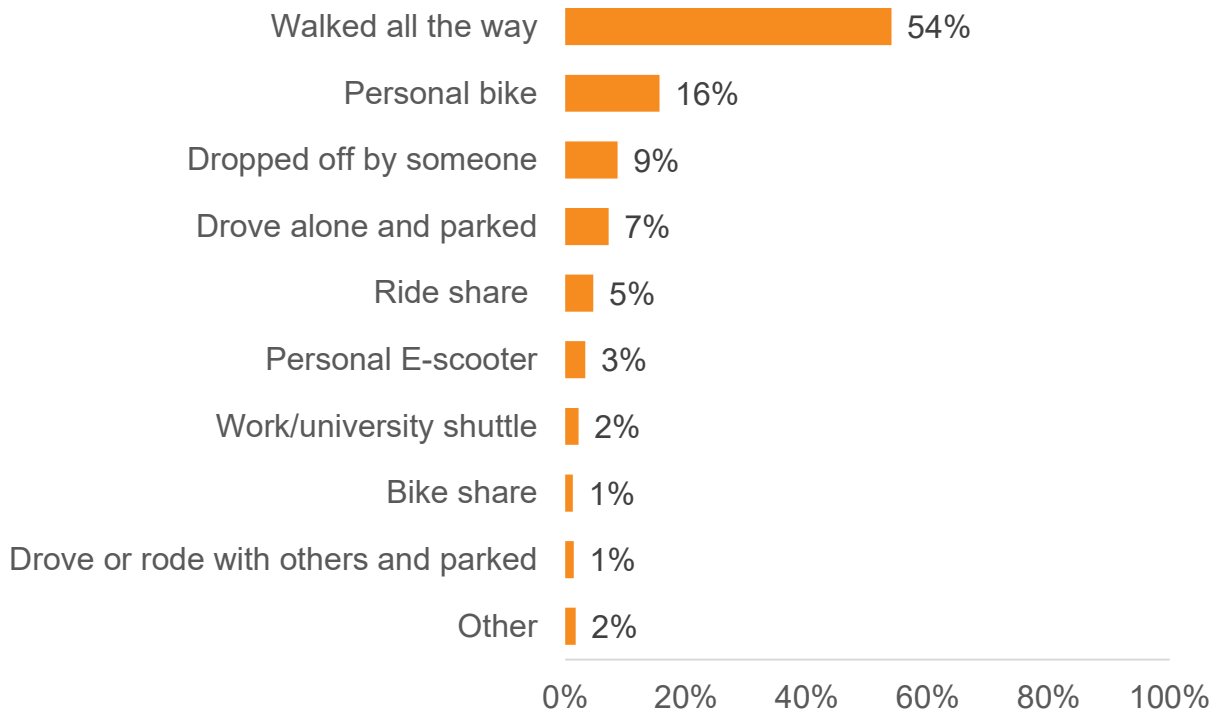
FIGURE 3: TRIP ORIGIN



n = 2,399

Over half (54%) of respondents reported walking all the way to their first bus or train from their origin (Figure 4). The second most common access mode was a personal bike (16%).

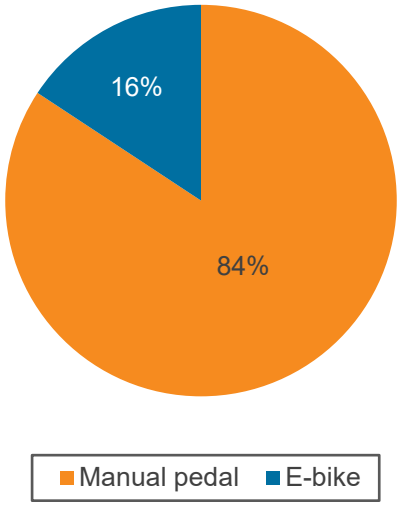
FIGURE 4: ACCESS MODE TO FIRST BUS OR TRAIN



n = 2,359

Among those 17% of respondents who use a bike (personal or bike share) to access their first bus or train, a majority (84%) reported that their bike was a manual pedal bike (Figure 5).

FIGURE 5: TYPE OF BIKE USED TO ACCESS FIRST BUS OR TRAIN

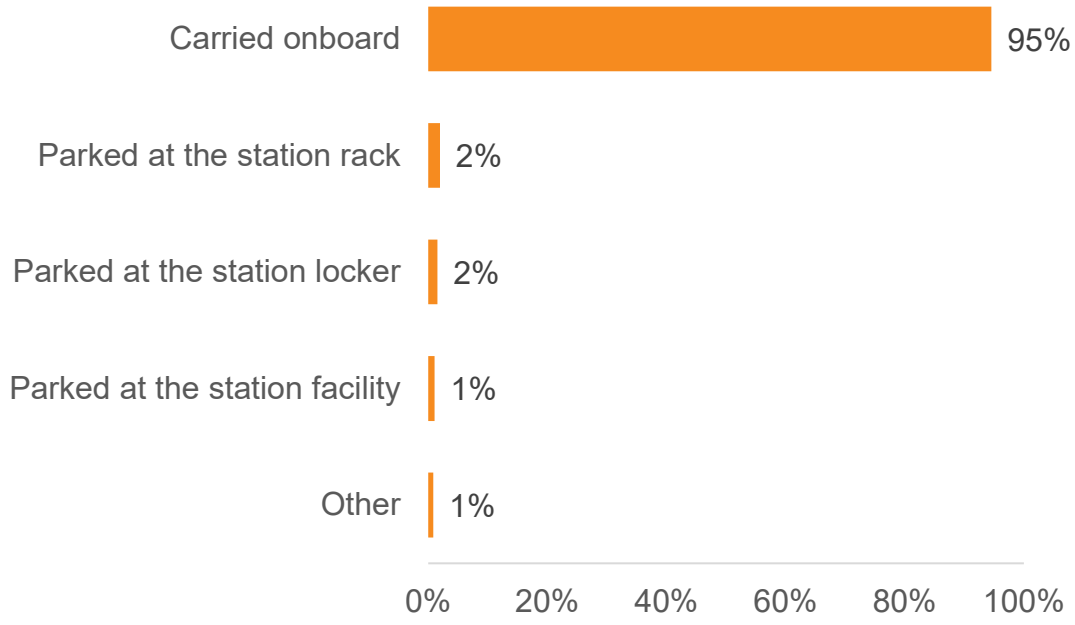


n = 398

Note: Only respondents who took a personal bike or bike share as their access mode.

Of respondents who accessed their first bus or train with a personal bike or scooter, almost all (95%) reported that they carried their bike or scooter onto their Caltrain train (Figure 6).

FIGURE 6: CARRIED OR PARKED BIKE/SCOOTER

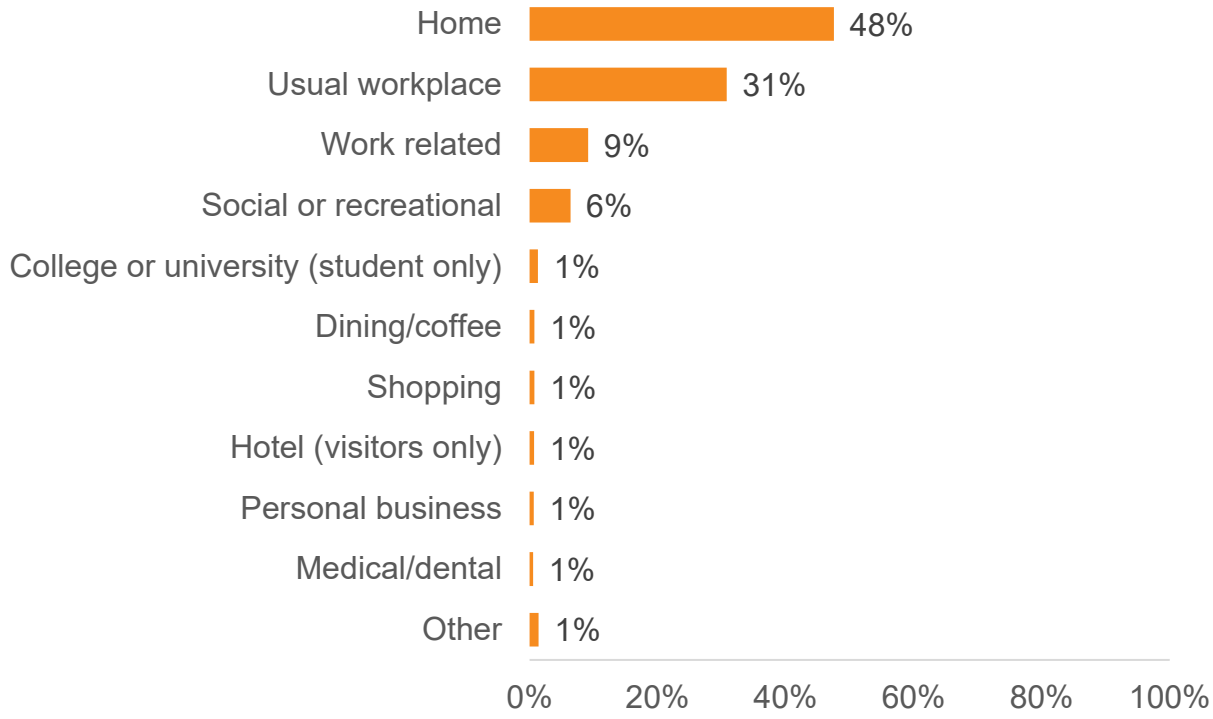


n = 444

Note: Only respondents who took a personal bike or scooter as their access mode.

The most reported trip destination among respondents was home (48%) while almost a third (31%) report their destination as their usual workplace (Figure 7).

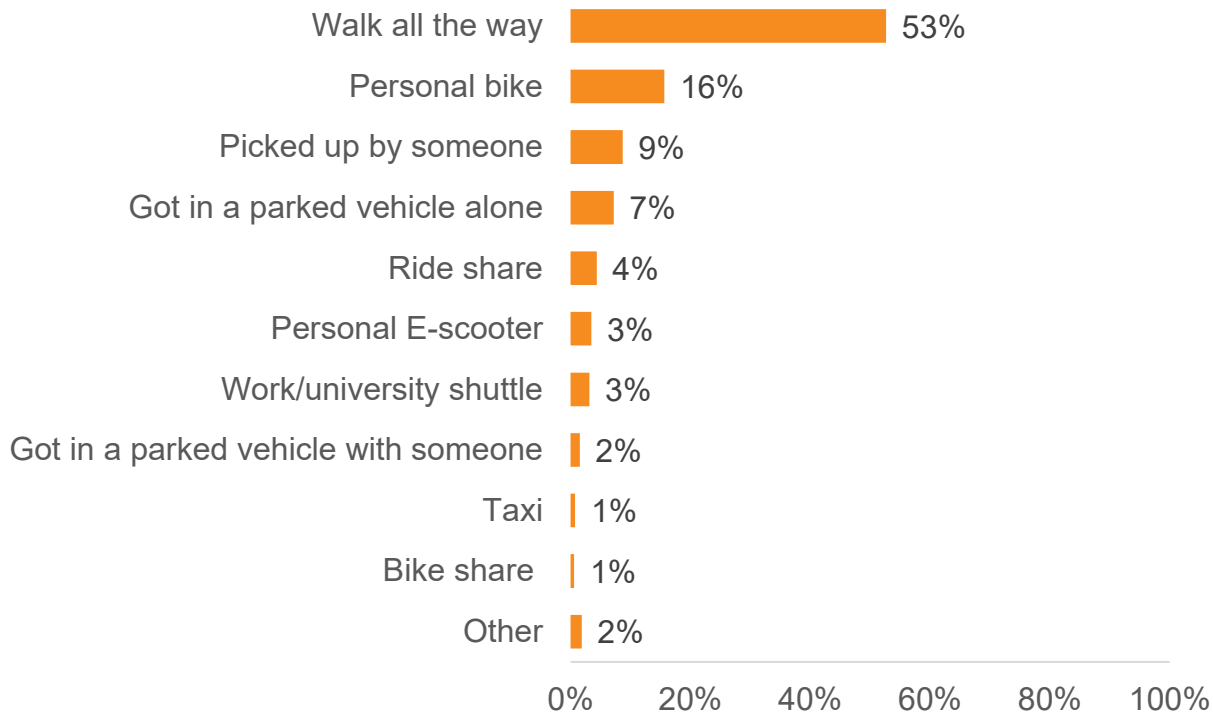
FIGURE 7: TRIP DESTINATION



n = 2,399

Figure 8 shows that half (53%) of respondents, walked all the walk to their destination from their last bus or train.

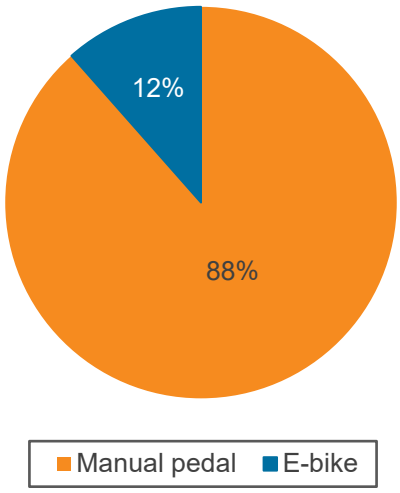
FIGURE 8: EGRESS MODE FROM LAST BUS OR TRAIN



n = 2,328

Among respondents who used a personal bike or bike share to get to their destination from their last bus or train, 88% reported that this bike was a manual pedal (Figure 9).

FIGURE 9: TYPE OF BIKE USED TO EGRESS FROM LAST BUS OR TRAIN

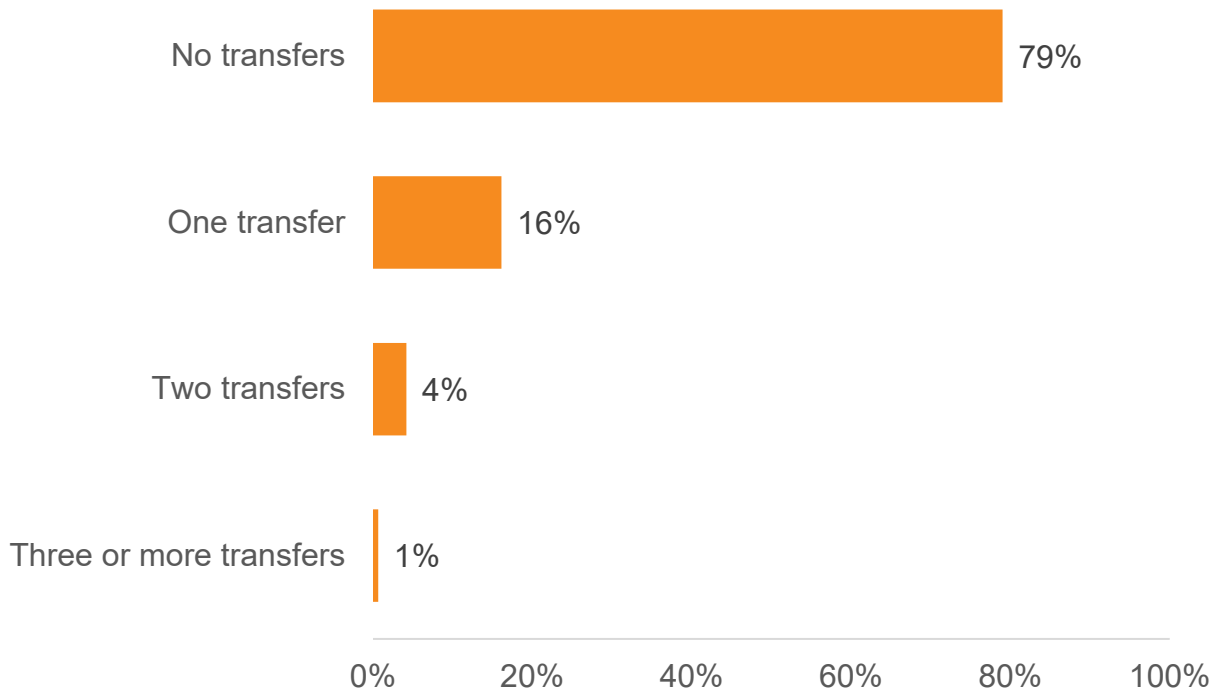


n = 379

Note: Only respondents who took a personal bike or bike share as their egress mode.

Most respondents (79%) reported making no transfers before or after riding Caltrain (Figure 10).

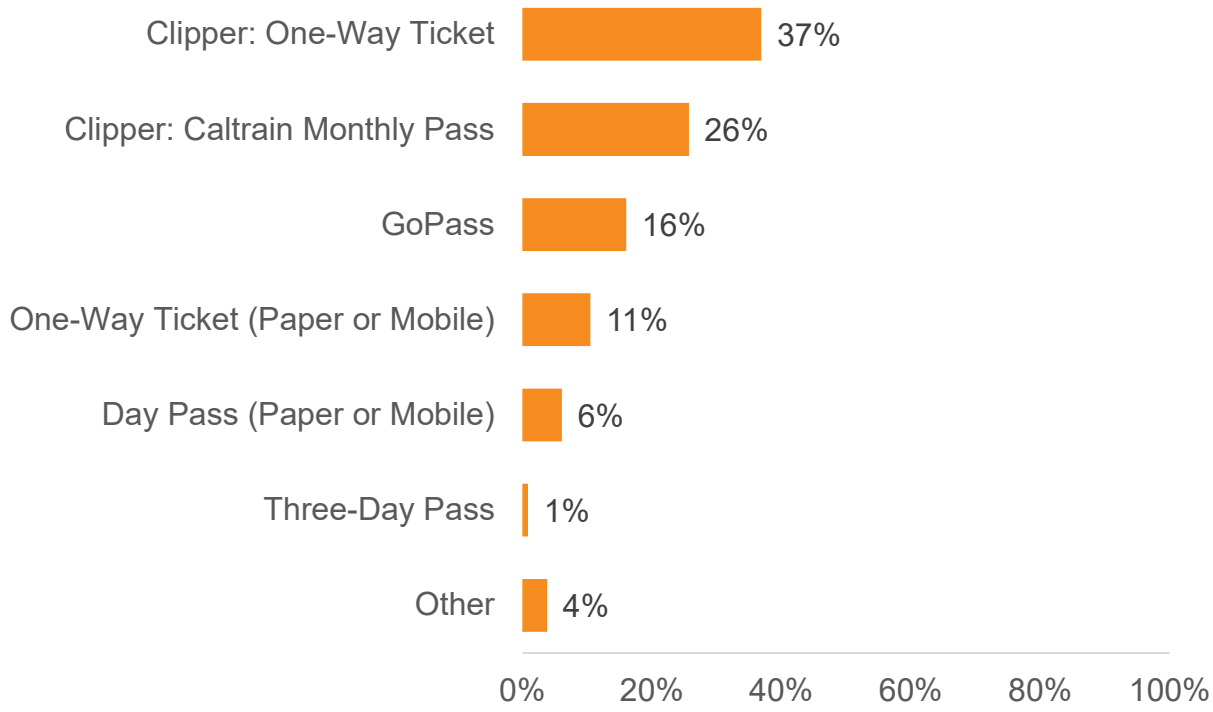
FIGURE 10: TOTAL NUMBER OF TRANSFERS MADE BEFORE AND AFTER CALTRAIN



n = 2,399

The most common ticket type was the Clipper One-Way Ticket (37%), followed by the Clipper Caltrain Monthly Pass (26%) and the GoPass (16%). Less common options include One-Way Tickets (Paper or Mobile) at 11%, Day Passes at 6%, Three-Day Passes at 1%, and “Other” ticket types at 4% (Figure 11).

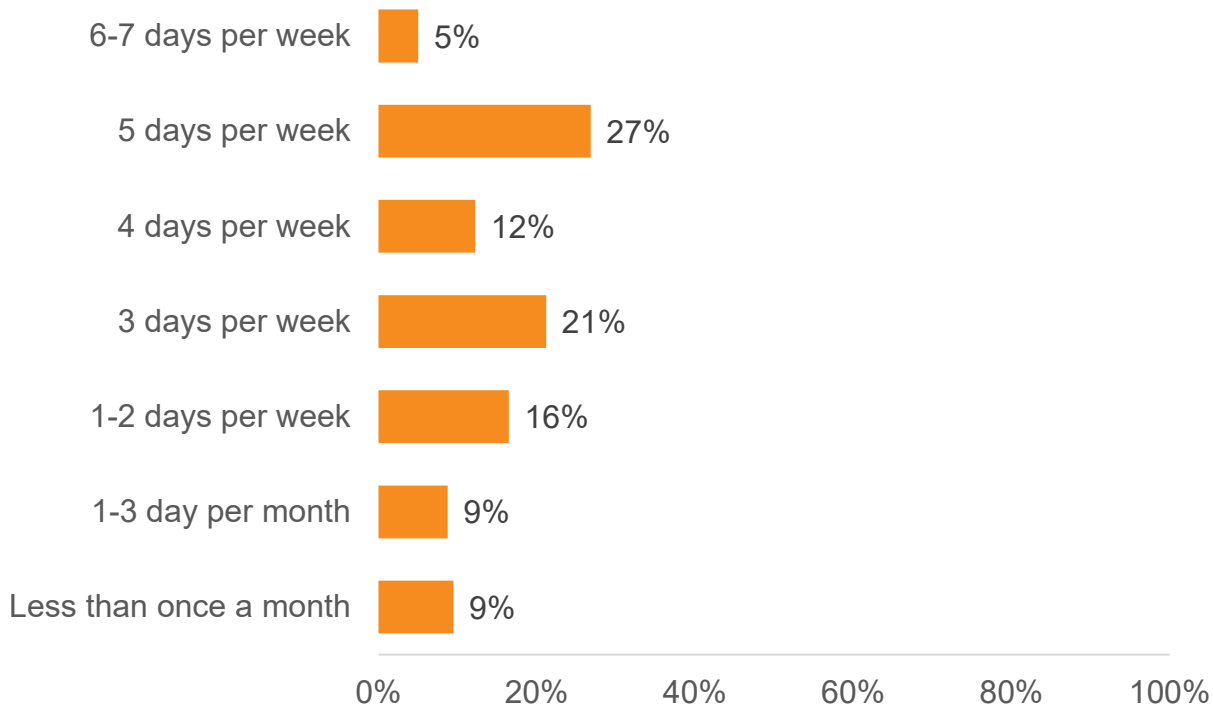
FIGURE 11: METHOD OF PAYING FOR CALTRAIN



n = 2,399

Figure 12 shows that most respondents (65%) use Caltrain 3 days a week or more.

FIGURE 12: FREQUENCY OF RIDING CALTRAIN



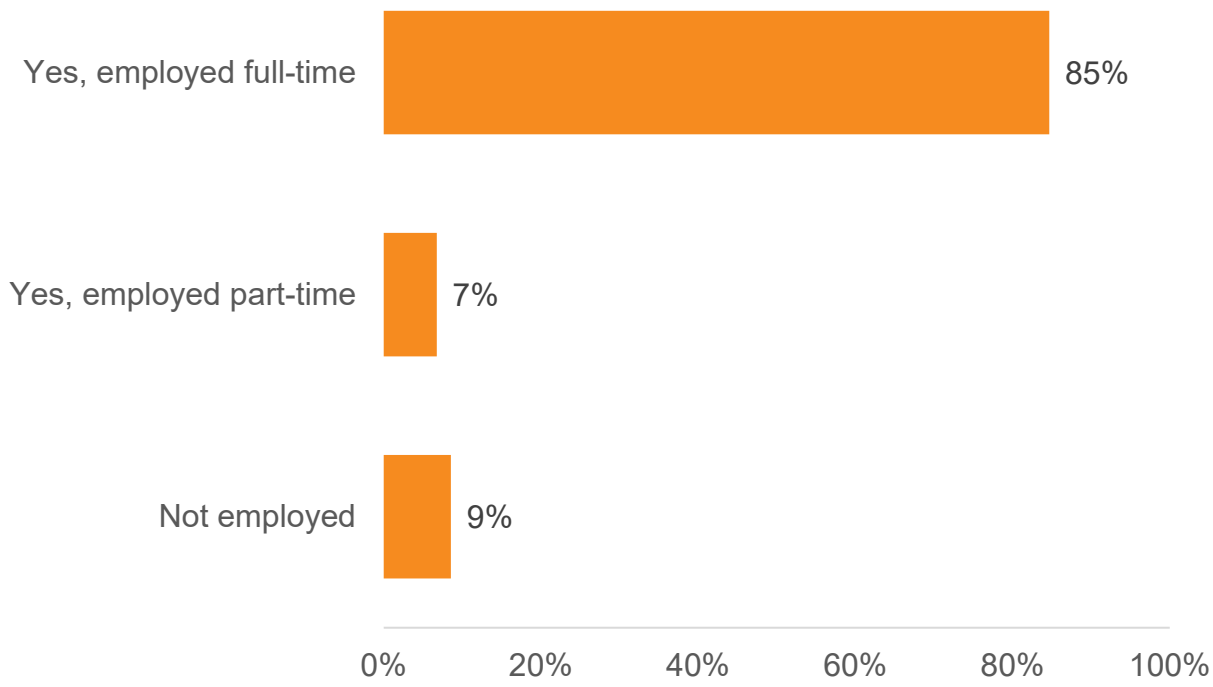
n = 2,394

Demographics

The section below presents the demographics of respondents, including age, income, and other key characteristics.

A majority (85%) of respondents are employed full-time (Figure 13).

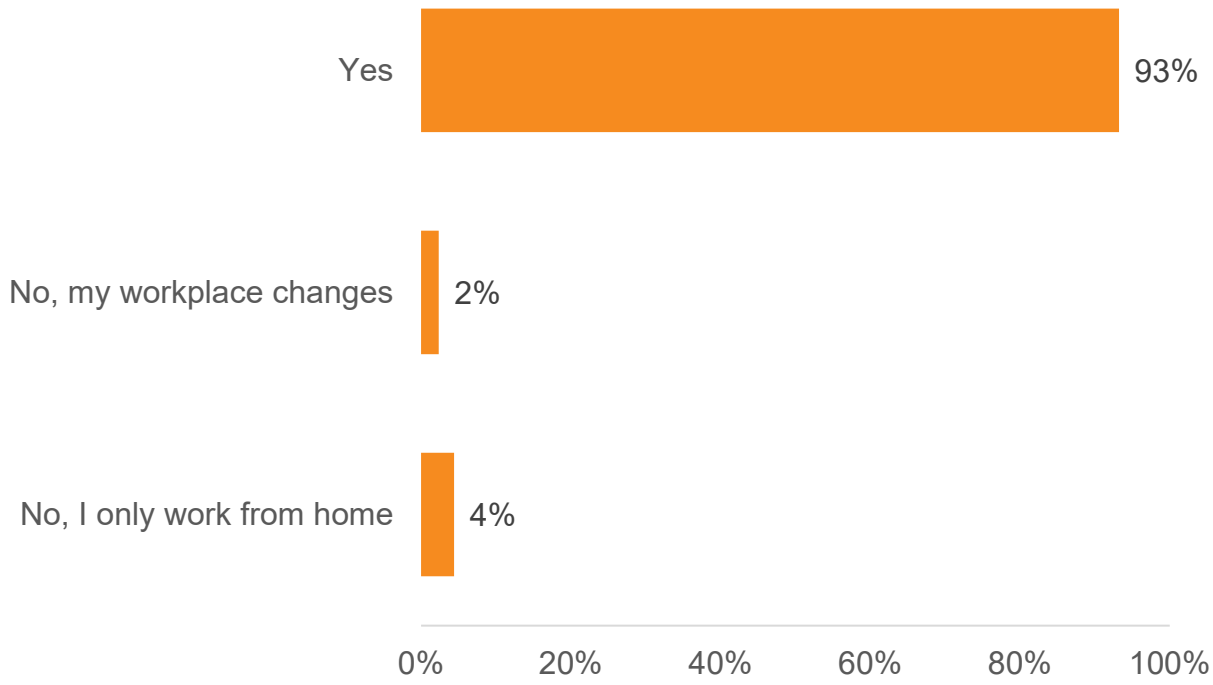
FIGURE 13: EMPLOYMENT STATUS



n = 2,391

Ninety-three percent of respondents reported that they commute to a regular workplace. Only 4% of respondents reported that they only work from home (Figure 14).

FIGURE 14: WORKPLACE STATUS

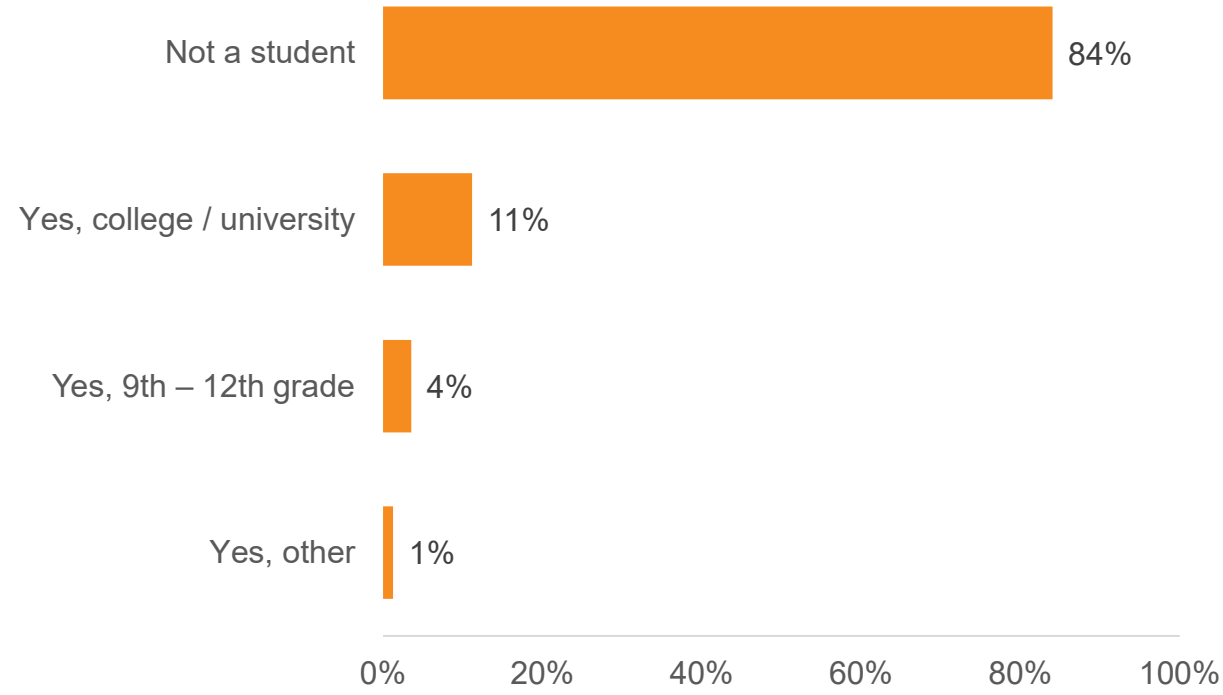


n = 2,180

Note: Only respondents who are employed full or part time.

Most respondents (84%) reported that they are not students. Of those who are students, college and university students were the most common student type (Figure 15).

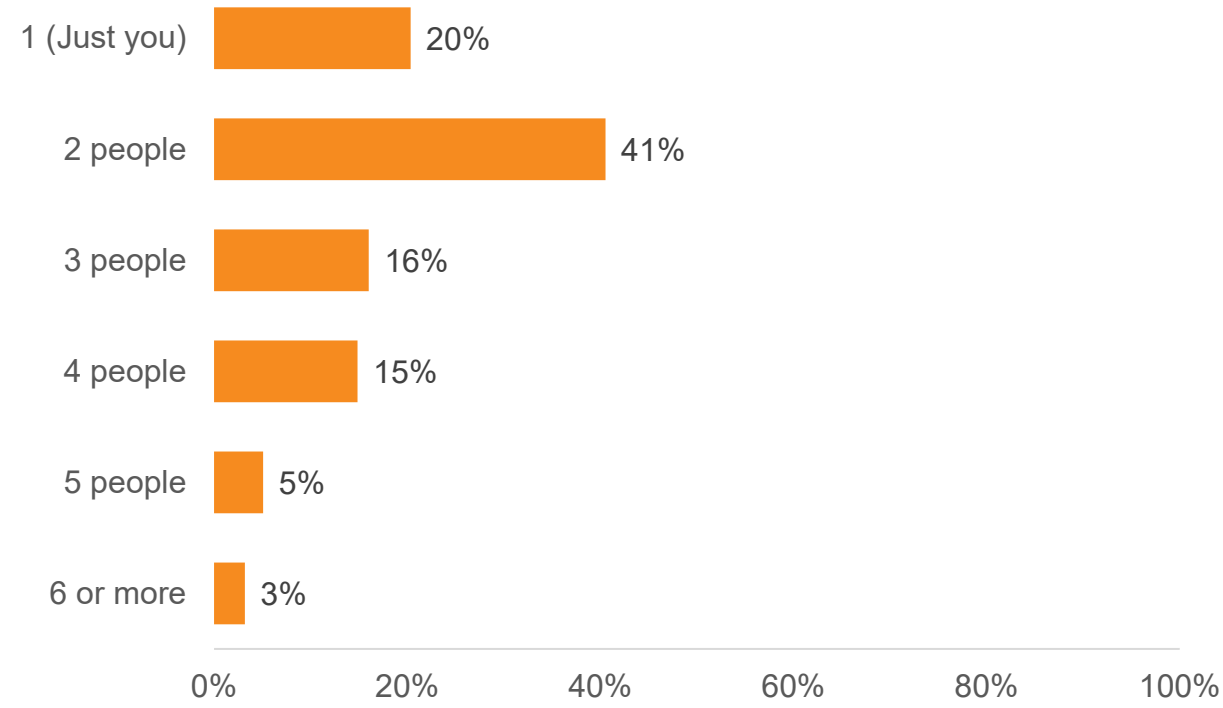
FIGURE 15: STUDENT STATUS



n = 2,389

Over 40% of respondents live with one other person (Figure 16).

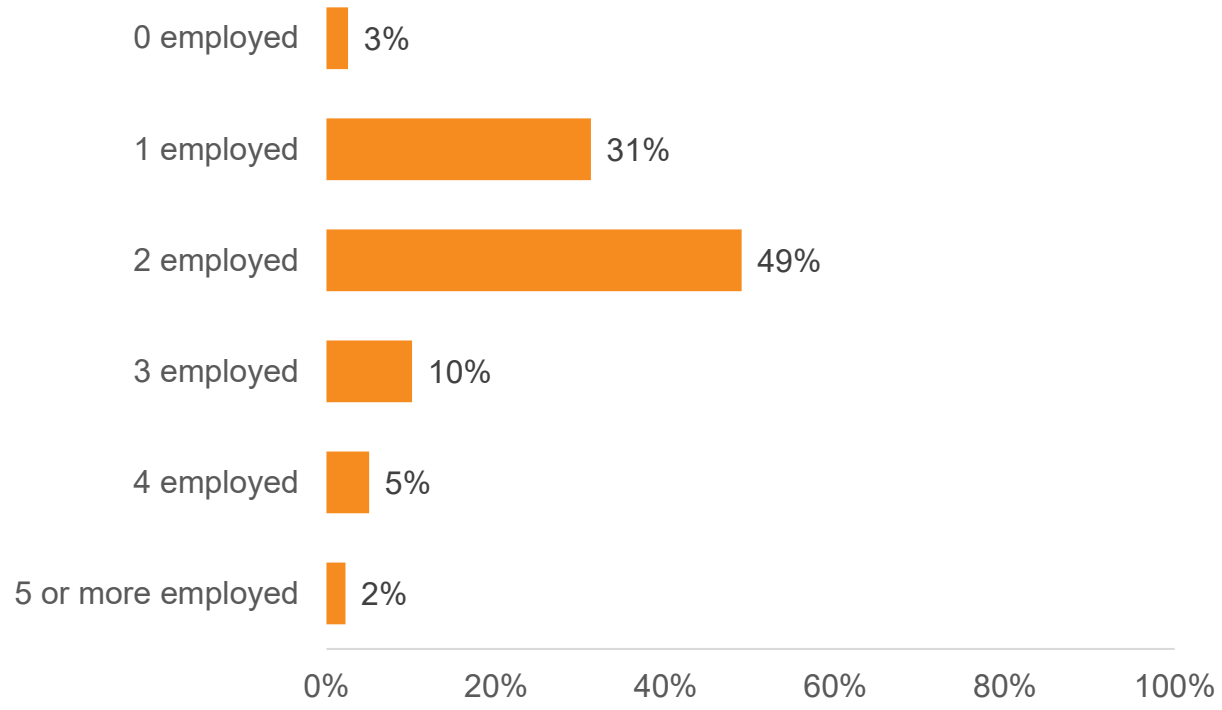
FIGURE 16: HOUSEHOLD SIZE



n = 2,387

Figure 17 illustrates that more than half of respondents indicated that two or more individuals in their household are employed, while 31% reported having one employed household member, and 3% reported no employment within their household.

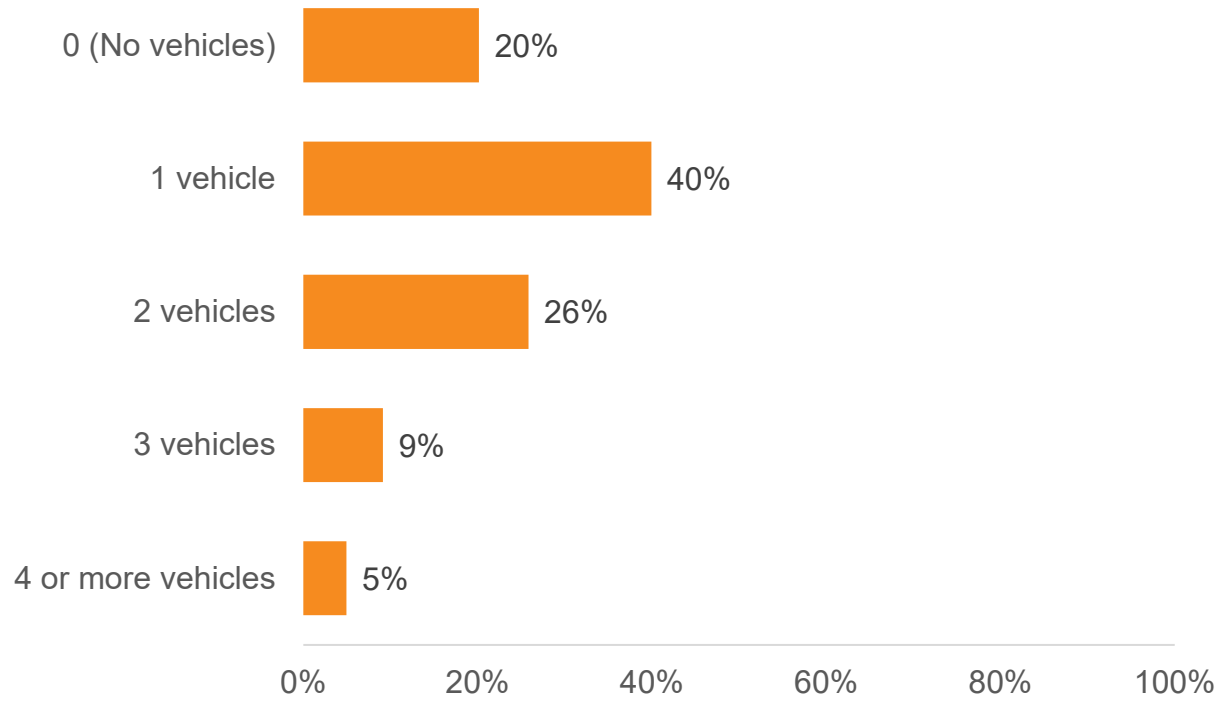
FIGURE 17: NUMBER OF PEOPLE EMPLOYED IN HOUSEHOLD



n = 2,385

Twenty percent reported having no cars available in their household. Forty percent of respondents reported having 1 car available in their household, 26% reported having 2 cars available, and 14% reported having 3 or more cars available in their household (Figure 18).

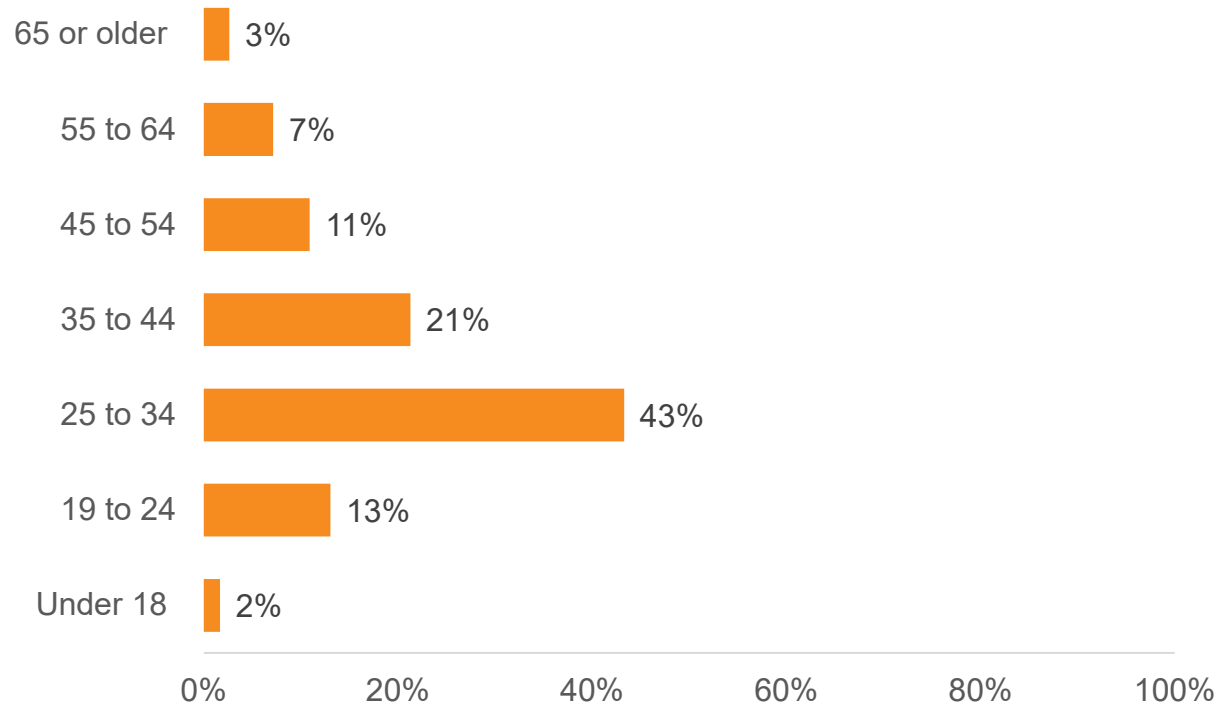
FIGURE 18: NUMBER OF DRIVABLE VEHICLES IN HOUSEHOLD



n = 2,385

Most respondents are between the ages of 25 to 34 (43%). An almost equal number of respondents (42%) are 35 years or older (Figure 19).

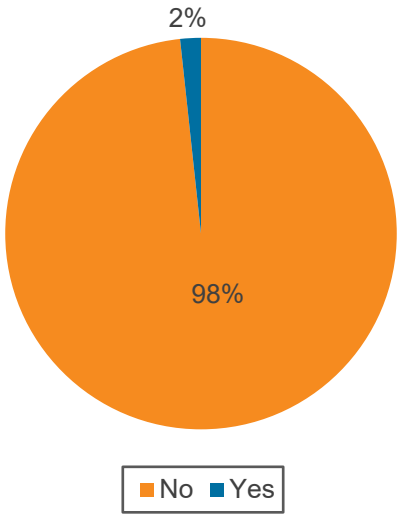
FIGURE 19: AGE



n = 2,370

A plurality (98%) of respondents reported not having a disability that limits their ability to travel (Figure 20).

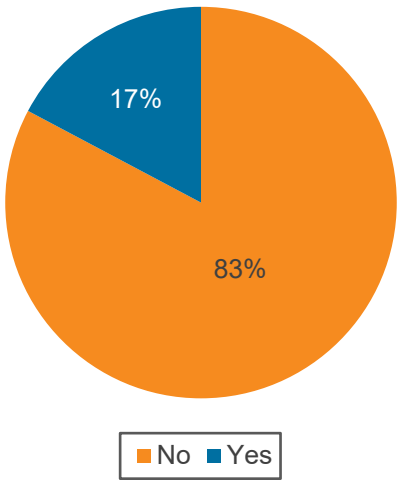
FIGURE 20: DISABILITY LIMITING ABILITY TO TRAVEL



n = 2,381

Seventeen percent of respondents identify as being of Hispanic, Latino, or Spanish origin (Figure 21).

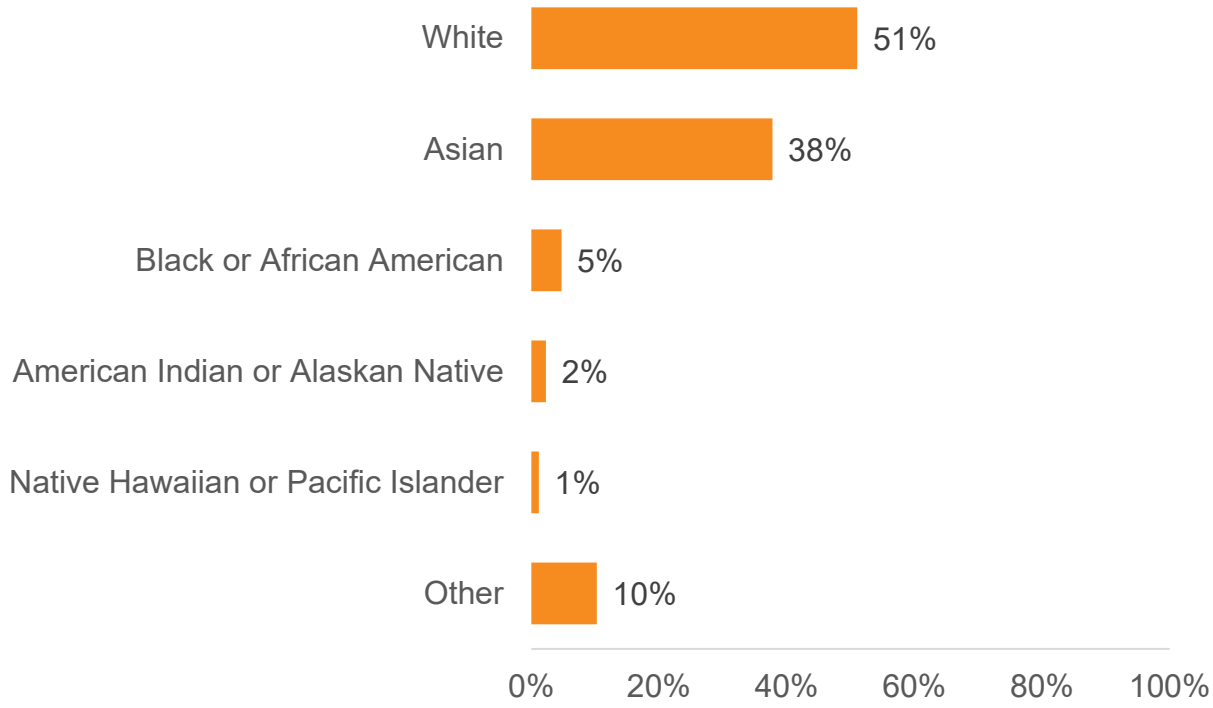
FIGURE 21: HISPANIC, LATINO, OR SPANISH ORIGIN



n = 2,381

Figure 22 shows that most respondents identify as White (51%), with Asian respondents making up 38%. Smaller groups include Black or African American (5%), American Indian or Alaskan Native (2%), Native Hawaiian or Pacific Islander (1%), and “Other” (10%).

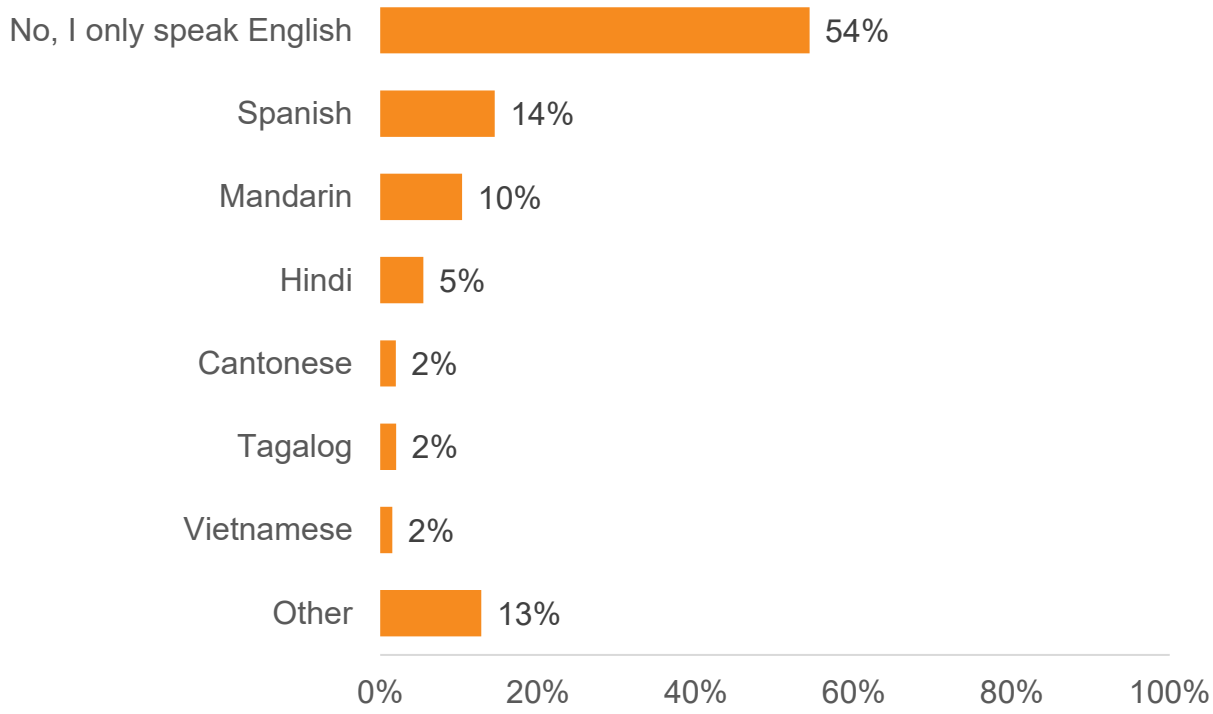
FIGURE 22: RACE (SELECT ALL THAT APPLY)



n = 2,381

The majority of respondents (54%) speak only English at home, with Spanish (14%) and Mandarin (10%) being the next most common languages (Figure 23).

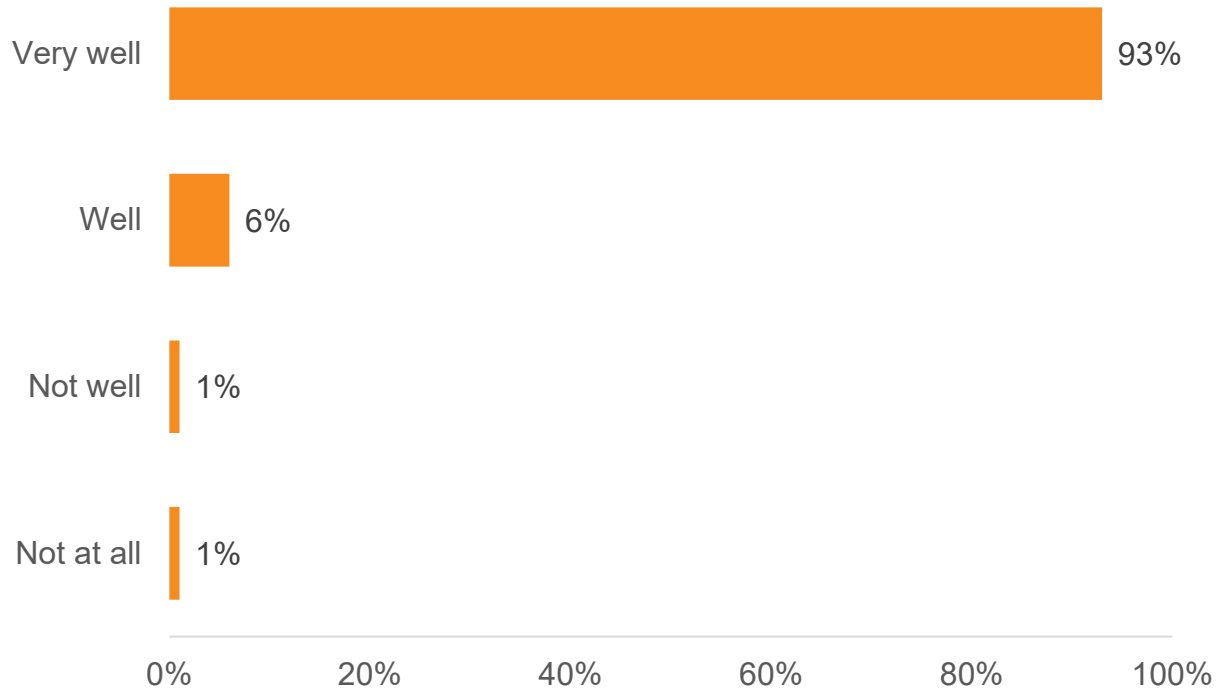
FIGURE 23: LANGUAGES SPOKEN AT HOME OTHER THAN ENGLISH (SELECT ALL THAT APPLY)



n = 2,380

Among those respondents who speak a language other than English at home, almost all speak English very well or well (99%, Figure 24).

FIGURE 24: ENGLISH ABILITY

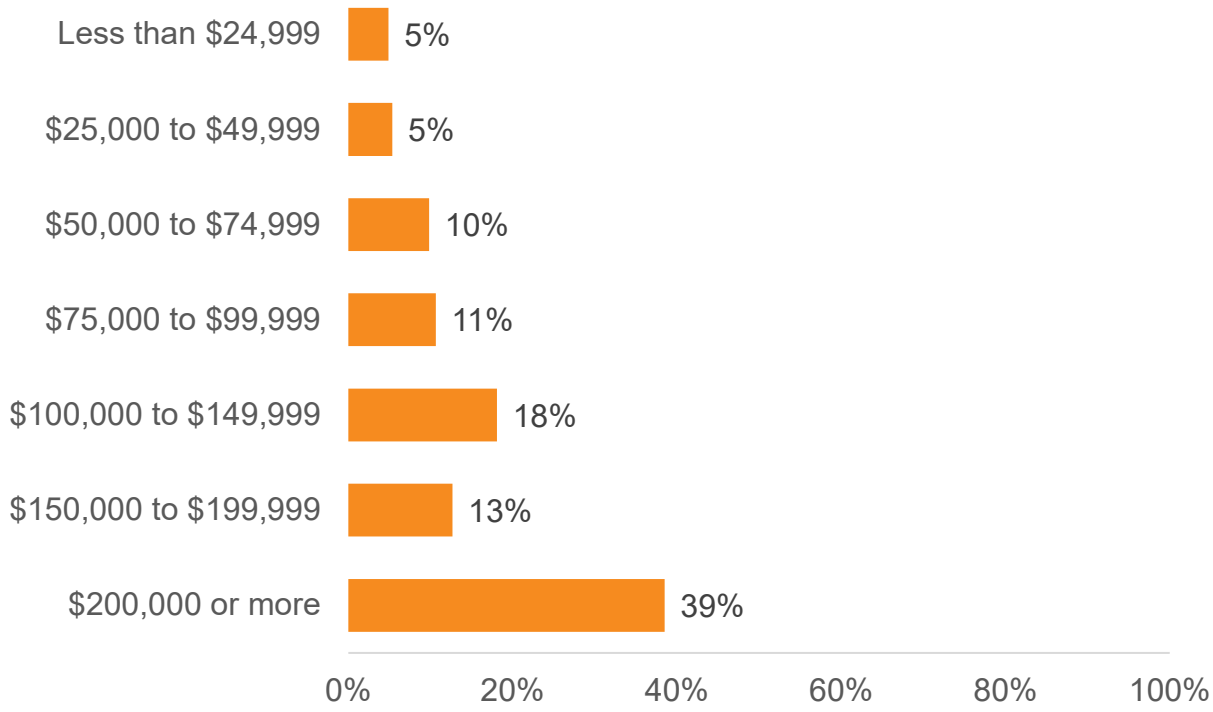


n = 2,380

Note: Only respondents who speak a language other than English at home. Total does not add to 100% due to rounding.

Seven in ten respondents reported a total annual household income of $100,000 or more. An additional 22% reported an income between $50,000 to $99,999, and 10% reported and income of less than $49,999 (Figure 25).

FIGURE 25: TOTAL ANNUAL HOUSEHOLD INCOME BEFORE TAXES

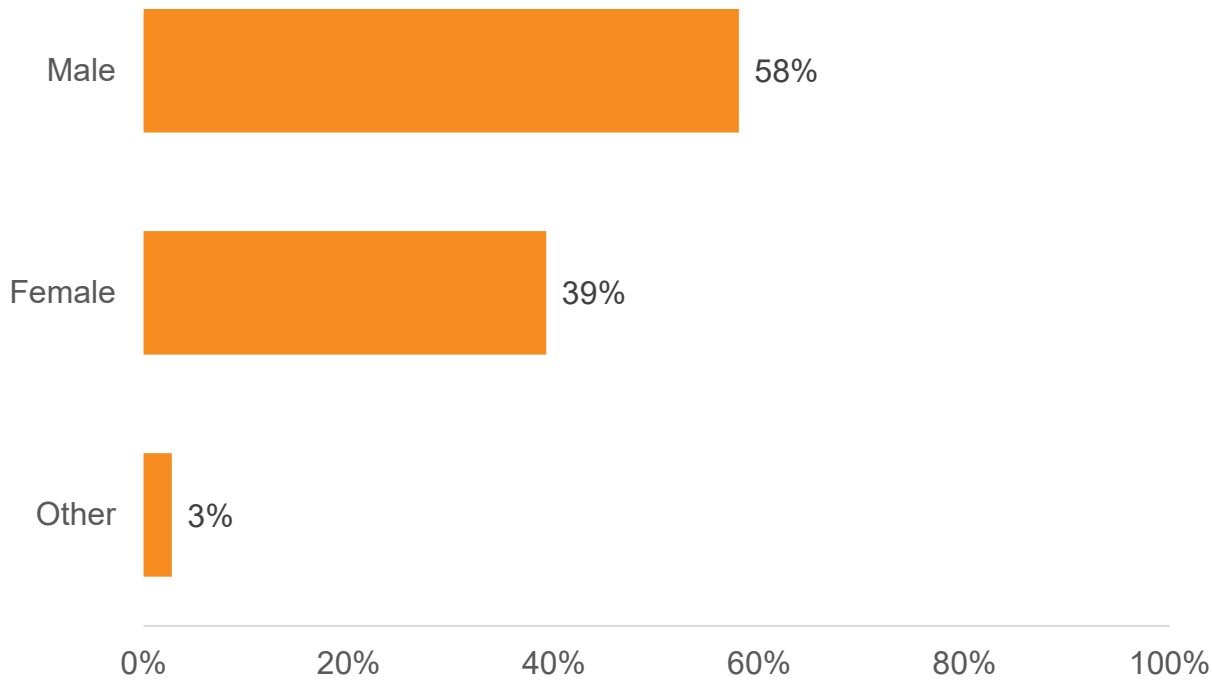


n = 2,291

Note: Respondents could complete the survey without answering this question.

A majority (58%) of respondents were male, and 39% were female. Those who identify as neither male nor female made up 3% of respondents (Figure 26).

FIGURE 26: GENDER



n = 2,376

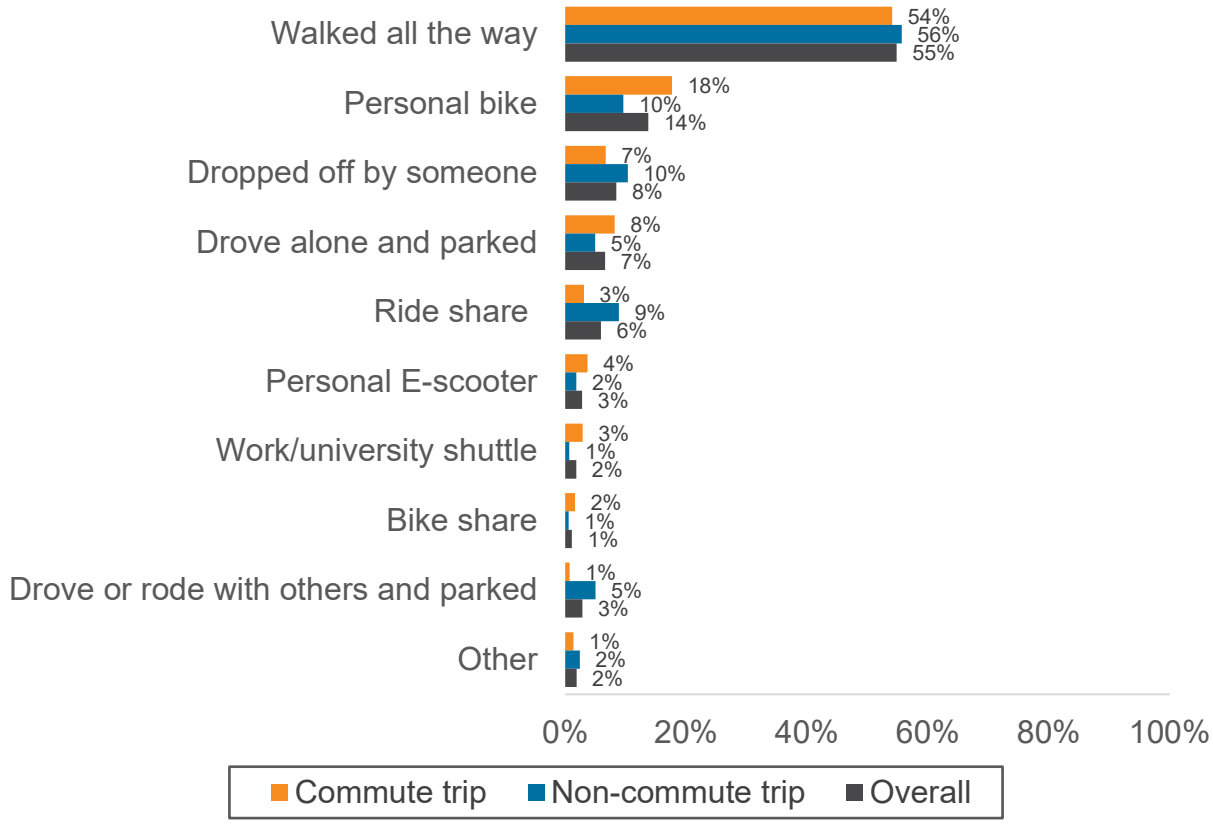
Weekday Commute vs. Non-Commute

This section highlights key findings from weekday commute versus non-commute trips. A commute trip is defined as a trip in which the respondent's origin or destination was their usual workplace. Weekend data is excluded, as it is unlikely to represent typical commuter travel patterns.

Trip Characteristics

Figure 27 shows how respondents accessed their first bus or train. Commuters and non-commuters did not substantially differ in their access modes, except for slightly higher personal bike access for commuters vs. non-commuters (18% vs. 10%, respectively).

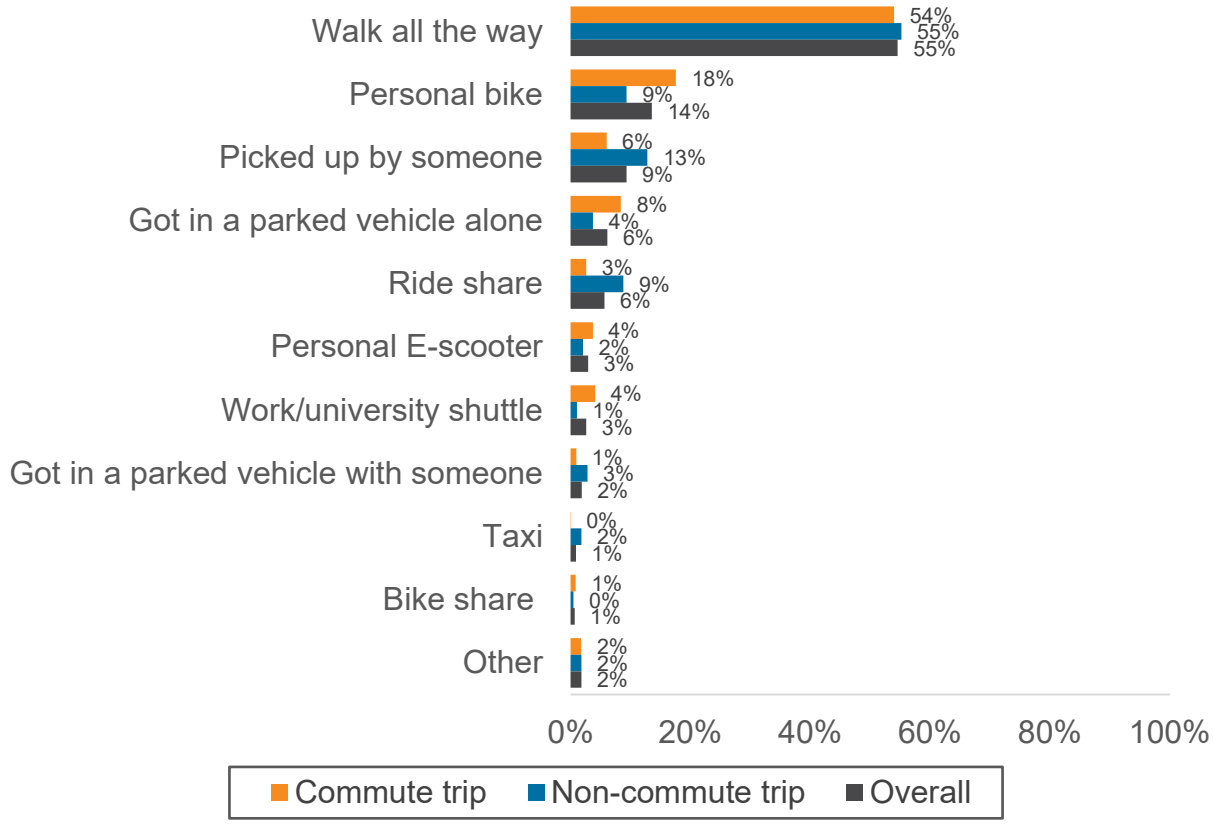
FIGURE 27: ACCESS MODE TO FIRST BUS OR TRAIN BY TRIP TYPE



Overall, n = 2,922; Commuter, n = 1,442; Non-commuter, n = 1,480

Similar to access mode, egress modes did not substantially differ between commuting and non-commuting trips, except for slightly higher personal bike use among commuters (18% for commuting vs. 9% for non-commuting trips). Likewise, commuters were less likely to be picked up by someone (6% for commuters vs. 13% non-commuters, see Figure 28).

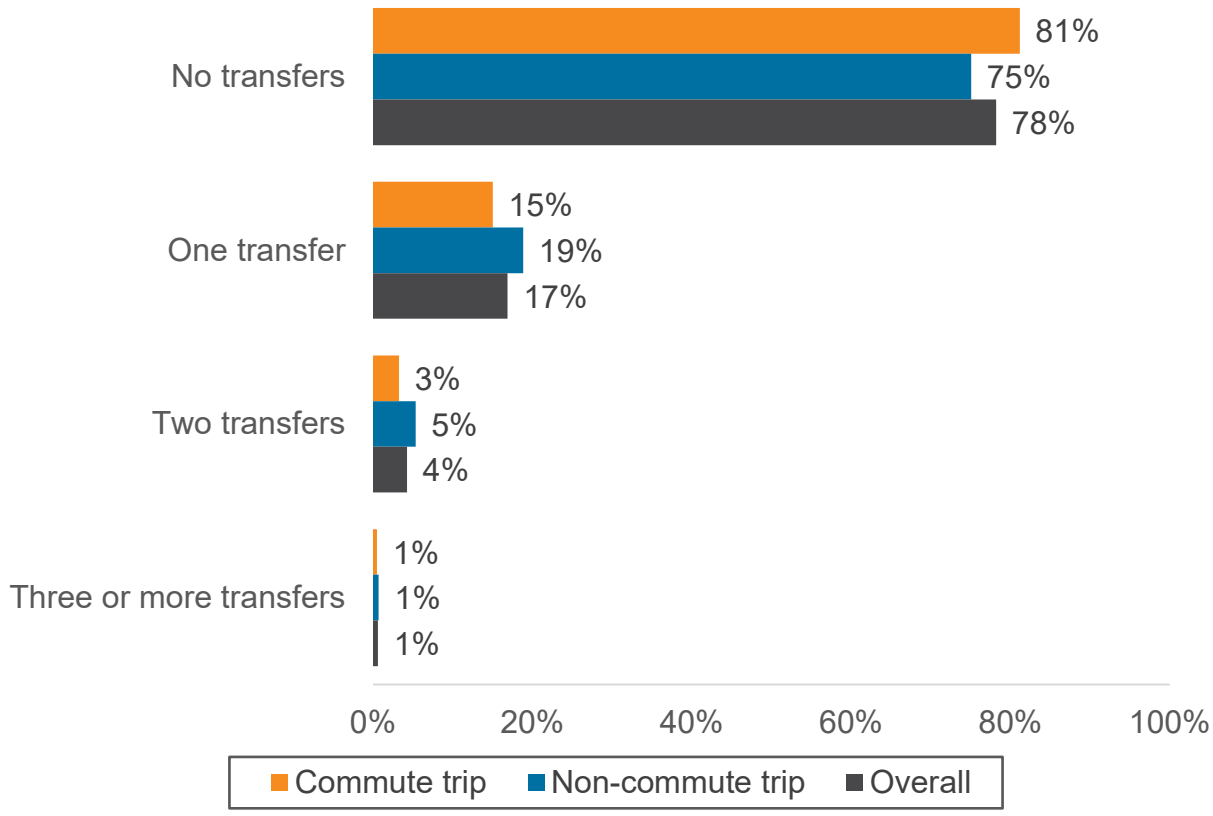
FIGURE 28: EGRESS MODE FROM LAST BUS OR TRAIN BY TRIP TYPE



Overall, n = 2,881; Commuter, n = 1,424; Non-commuter, n = 1,456

The majority of both commuters and non-commuters did not make any transfers during their one-way trip (81% and 75%, respectively). Commuters were slightly more likely to have no transfers (81% vs. 75%), while non-commuters were somewhat more likely to make one transfer (19% vs. 15%, see Figure 29).

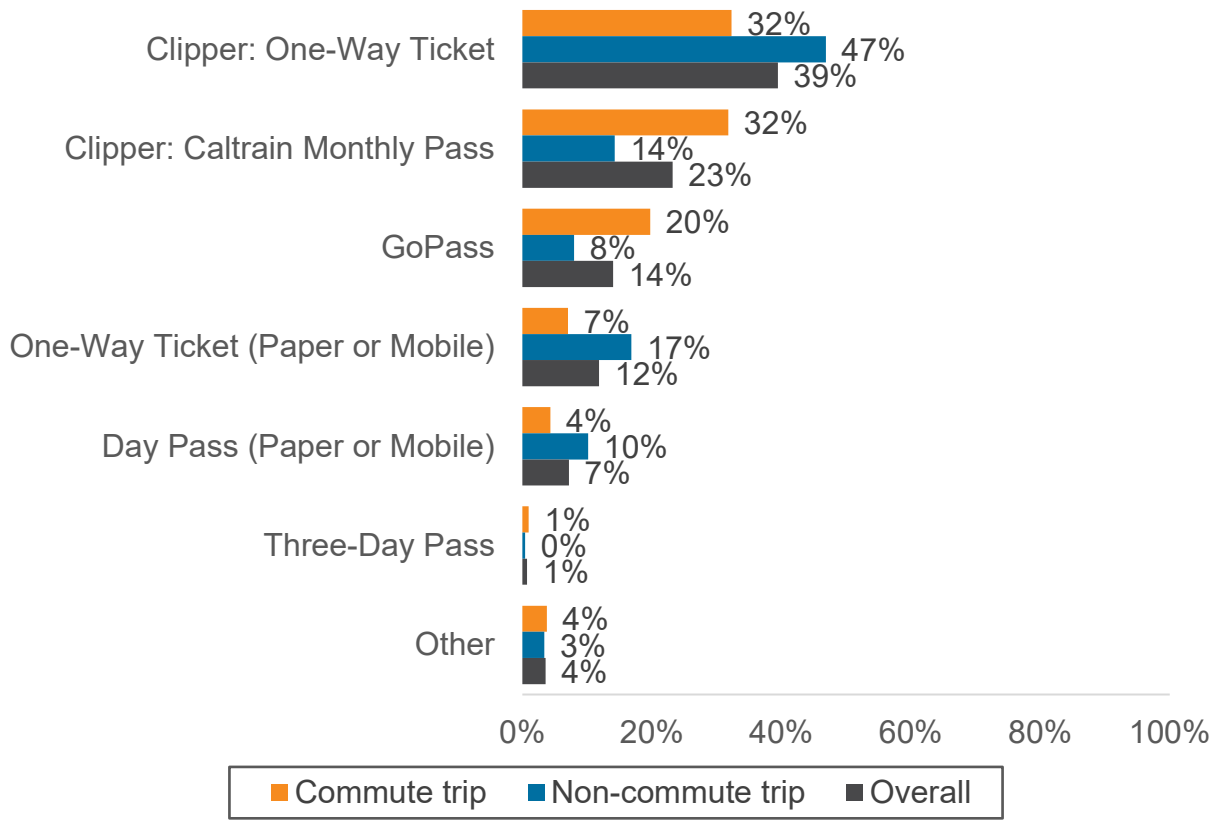
FIGURE 29: NUMBER OF TRANSFERS BY TRIP TYPE



Overall, n = 2,974; Commuter, n = 1,464; Non-commuter, n = 1,510

Figure 30 shows the way commuters and non-commuters paid for their Caltrain trip. Commuters were more likely than non-commuters to use a monthly pass or GoPass, but less likely to use a one-way clipper ticket.

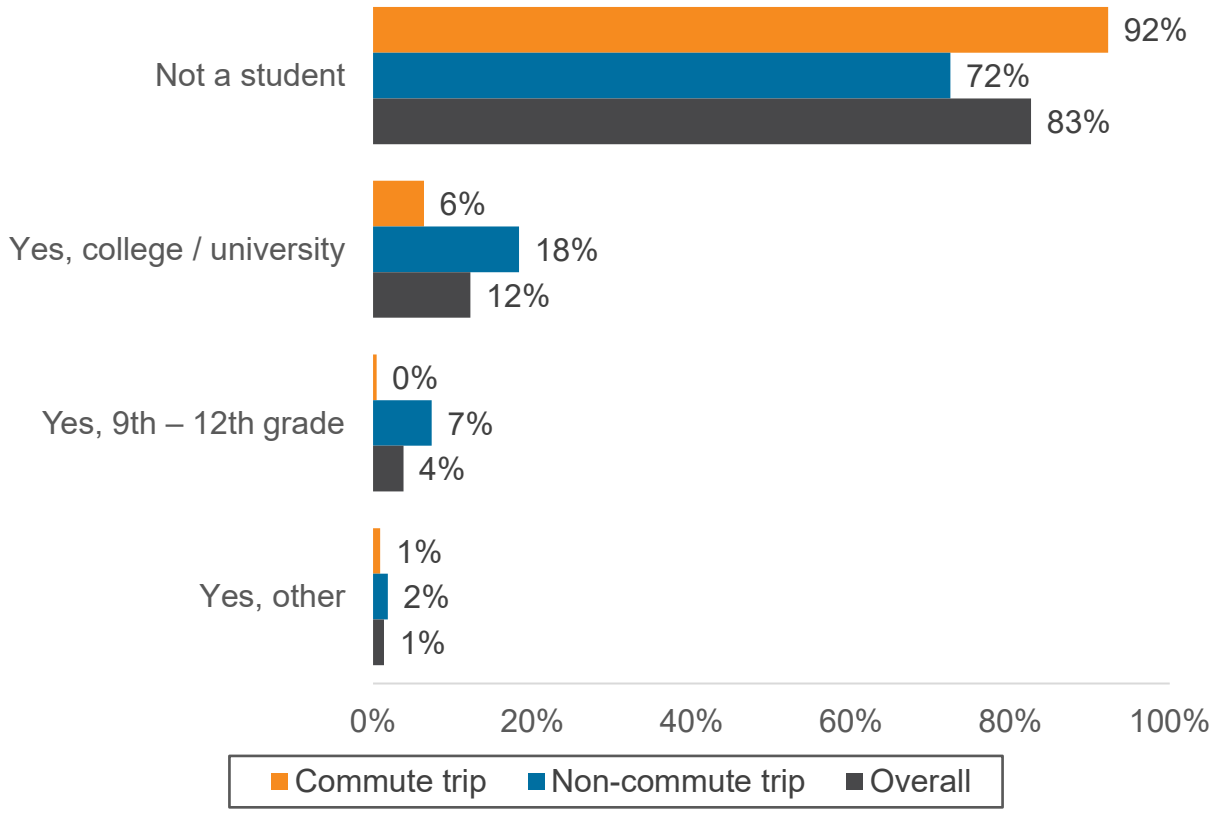
FIGURE 30: METHOD OF PAYING FOR CALTRAIN BY TRIP TYPE



Overall, n = 2,974; Commuter, n = 1,464; Non-commuter, n = 1,510

Respondents making a commute trip were more likely to report not being students (92% vs. 72%), while non-commuters were more likely to identify as university or college students or as 9th through 12th grade students (Figure 31).

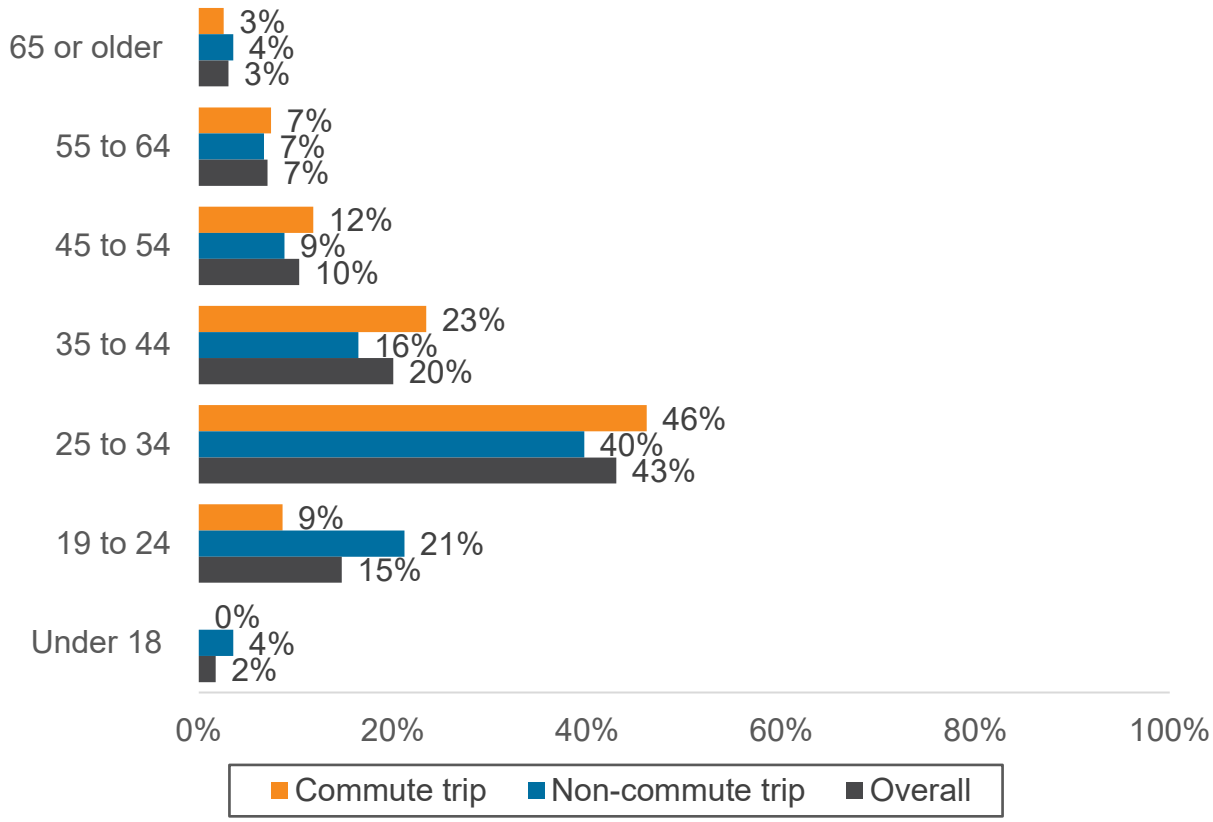
FIGURE 31: STUDENT STATUS BY TRIP TYPE



Overall, n = 2,963; Commuter, n = 1,460; Non-commuter, n = 1,503

Respondents making non-commute trips tended to be younger than those making commute trips. However, most of commuter and non-commuter respondents are between the ages of 25 and 34 years old (46% and 40%, Figure 32).

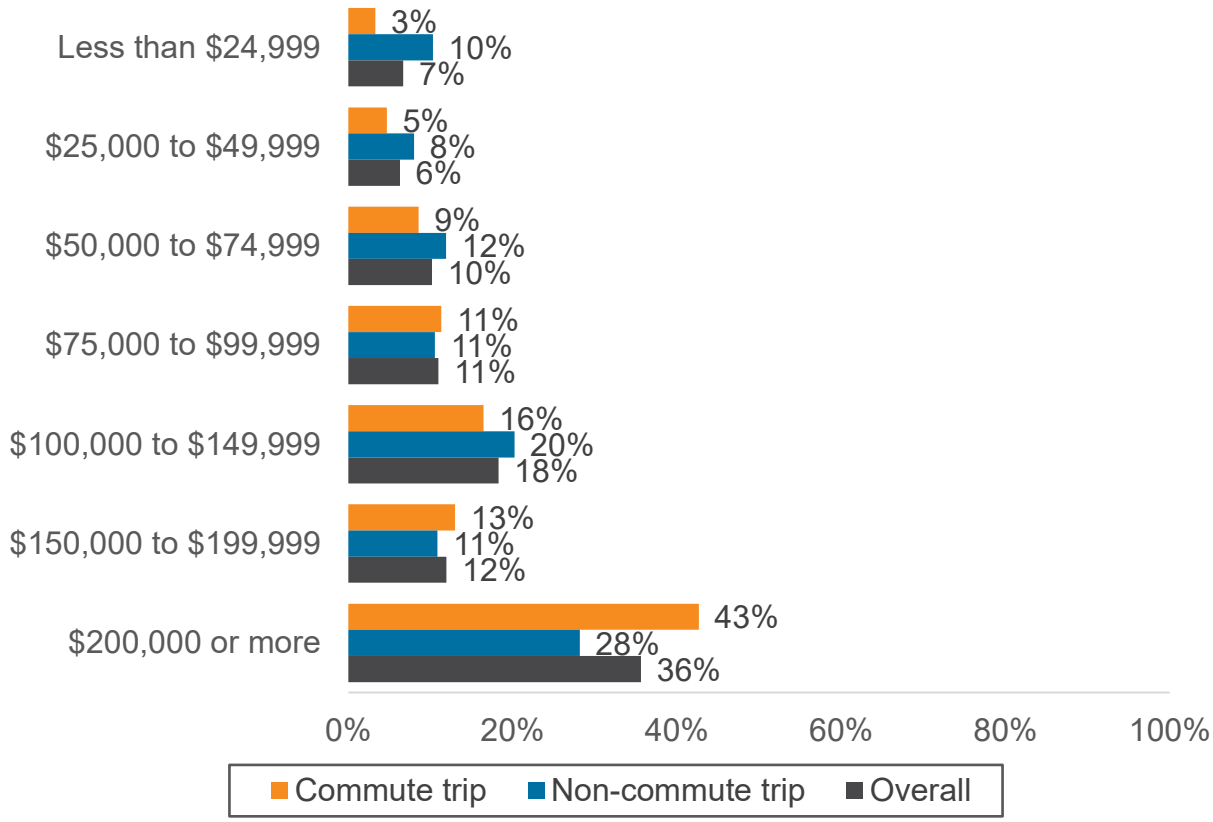
FIGURE 32: AGE BY TRIP TYPE



Overall, n = 2,941; Commuter, n = 1,454; Non-commuter, n = 1,487

Commuters were 15-percentage points more likely than non-commuters to report a total annual household income over $200,000 (43% vs. 28%). Non-commuters were more likely than commuters to report an income of less than $50,000 (18% vs. 8%, Figure 33).

FIGURE 33: ANNUAL HOUSEHOLD INCOME BY TRIP TYPE

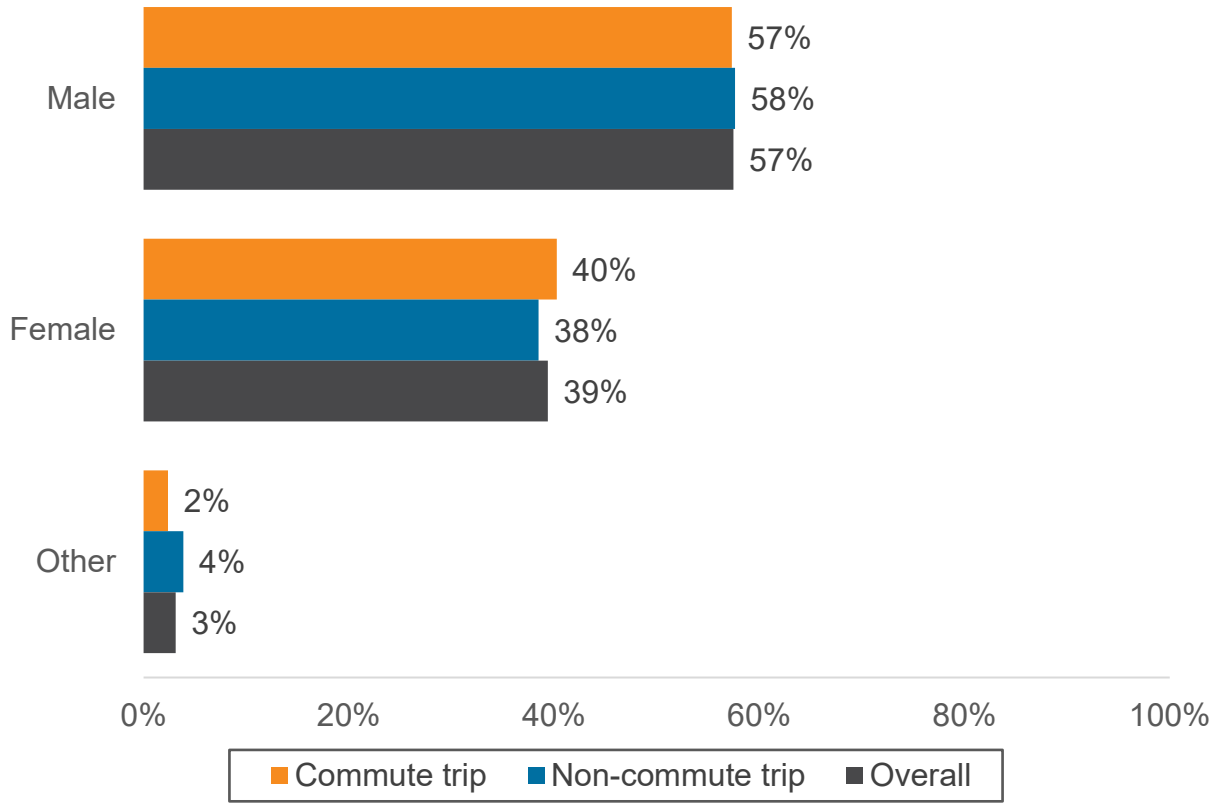


Overall, n = 2,865; Commuter, n = 1,416; Non-commuter, n = 1,449

Note: Respondents could complete the survey without answering this question.

Commuters and non-commuters were roughly equally likely to identify as male (57% vs. 58%) and as female (40% vs. 38%, Figure 34).

FIGURE 34: GENDER BY TRIP TYPE



Overall, n = 2,950; Commuter, n = 1,458; Non-commuter, n = 1,492

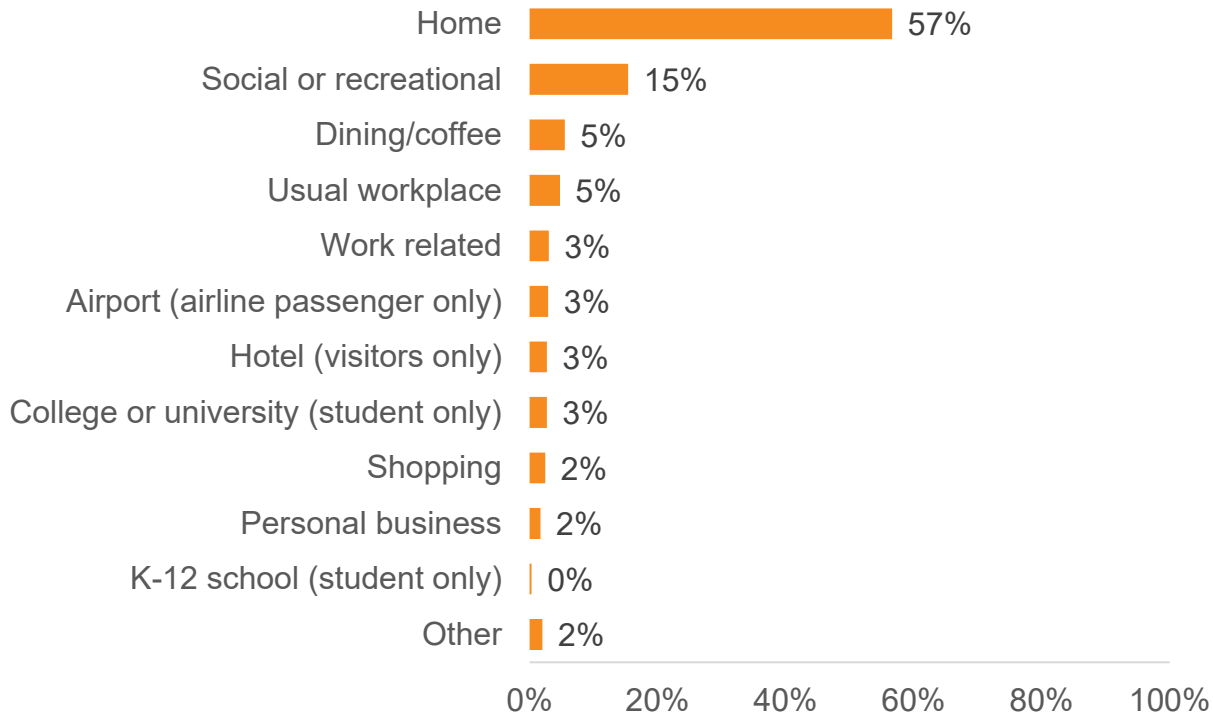
Weekend Results

Trip characteristics and demographics for weekend data are shown in the section below.

Trip Characteristics

For weekend trips, 57% of respondents reported their trip origin as being their home. Social or recreational places accounted for 15% of respondents trip origins (Figure 35). For weekend trips only 5% of respondents report their usual workplace as their origin.

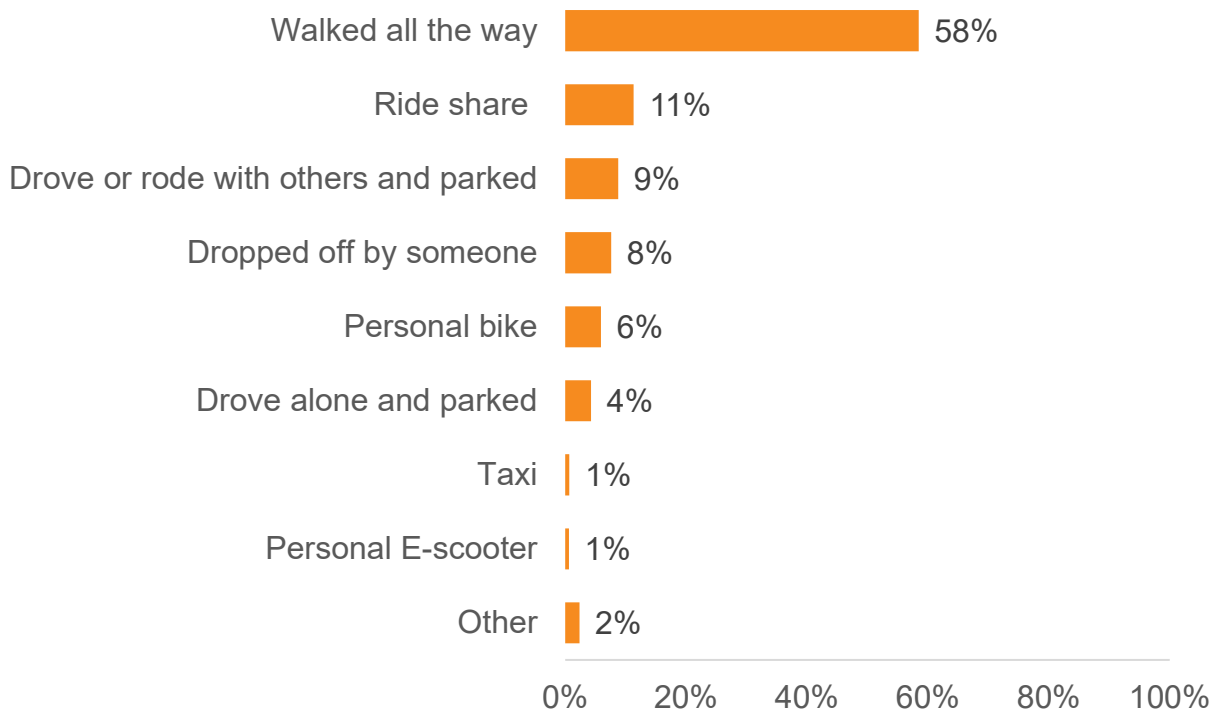
FIGURE 35: TRIP ORIGIN



n = 575

As shown in Figure 36, over half (58%) of respondents reported walking all the way to their first bus or train.

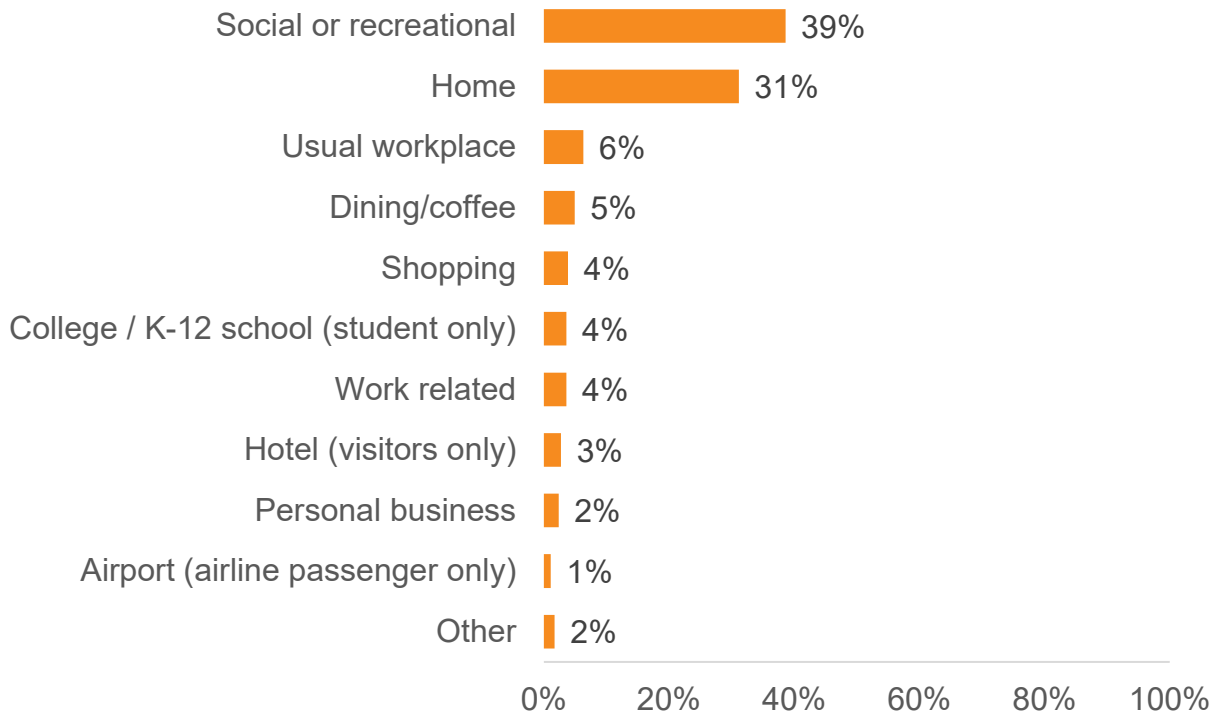
FIGURE 36: ACCESS MODE TO FIRST TRAIN OR BUS



n = 563

Figure 37 shows that social or recreational places made up the majority of trip destinations during weekend trips (39%). The second most popular trip destination was a respondent's home (31%).

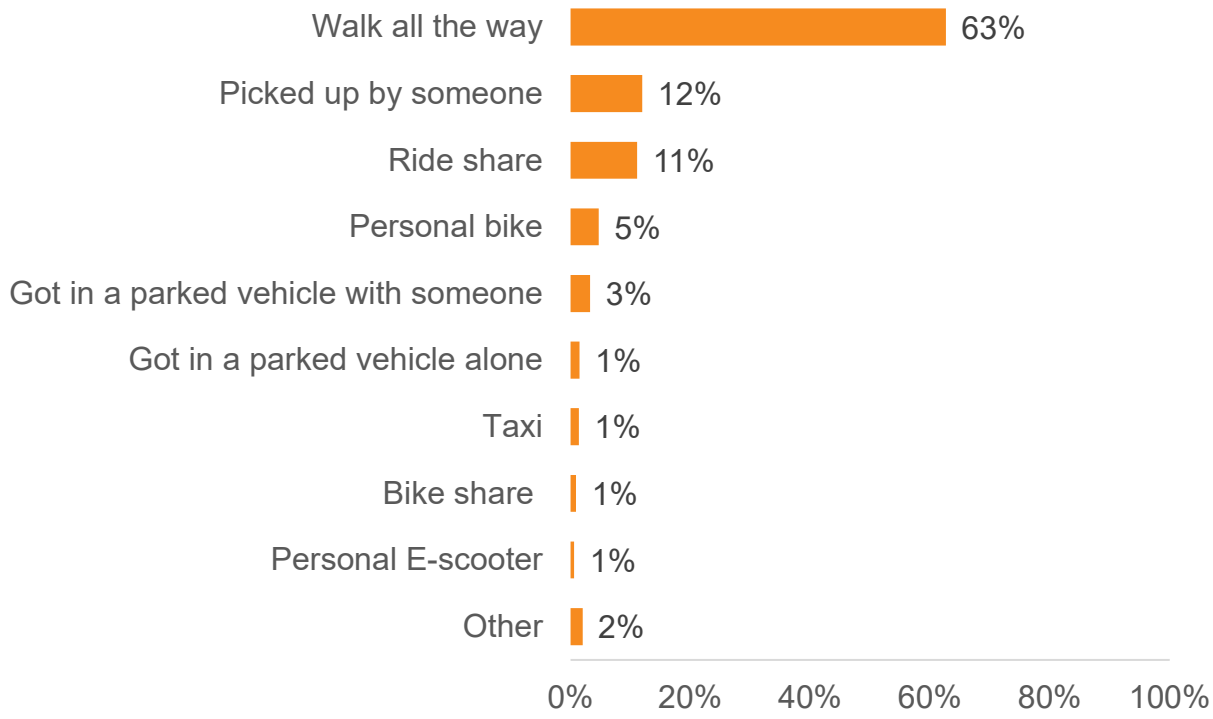
FIGURE 37: TRIP DESTINATION



n = 575

Walking all the way from a respondents last train or bus to their destination was the most popular egress mode (63%, Figure 38).

FIGURE 38: EGRESS MODE FROM LAST TRAIN OR BUS

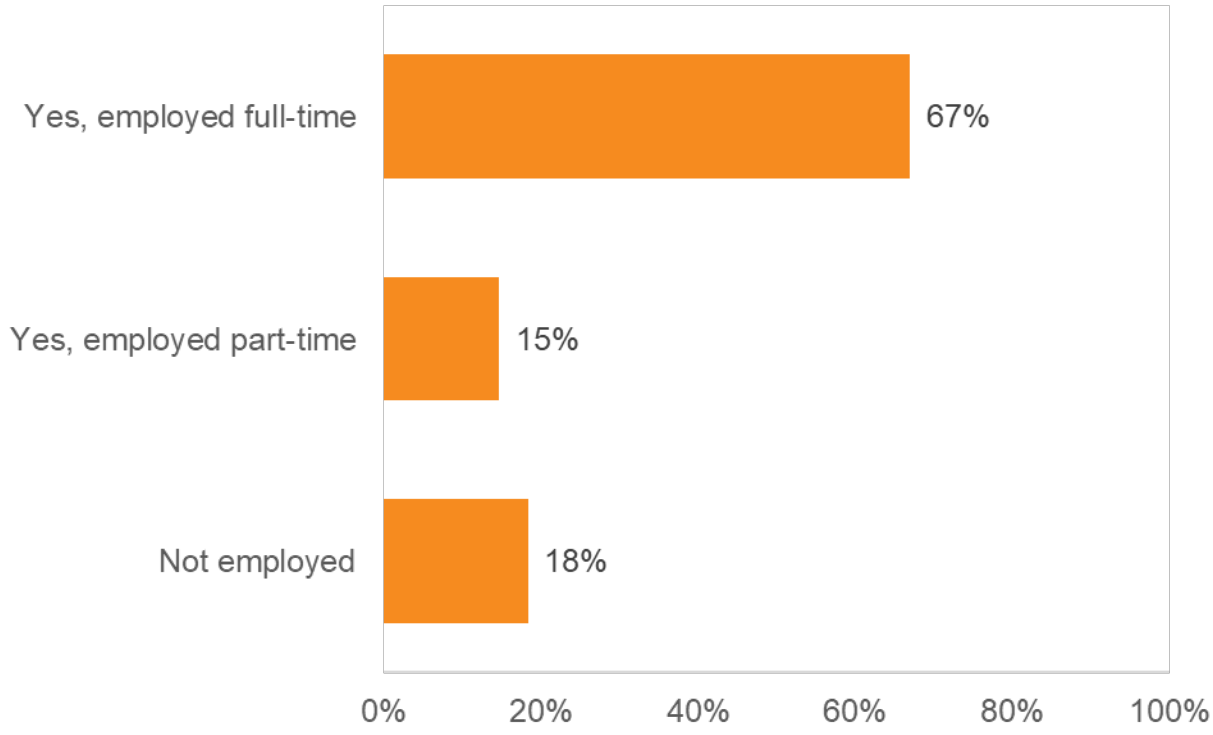


n = 553

Demographics

About two-thirds (67%) of respondents reported being employed full-time, 15% employed half-time, and 18% not employed at all (Figure 39).

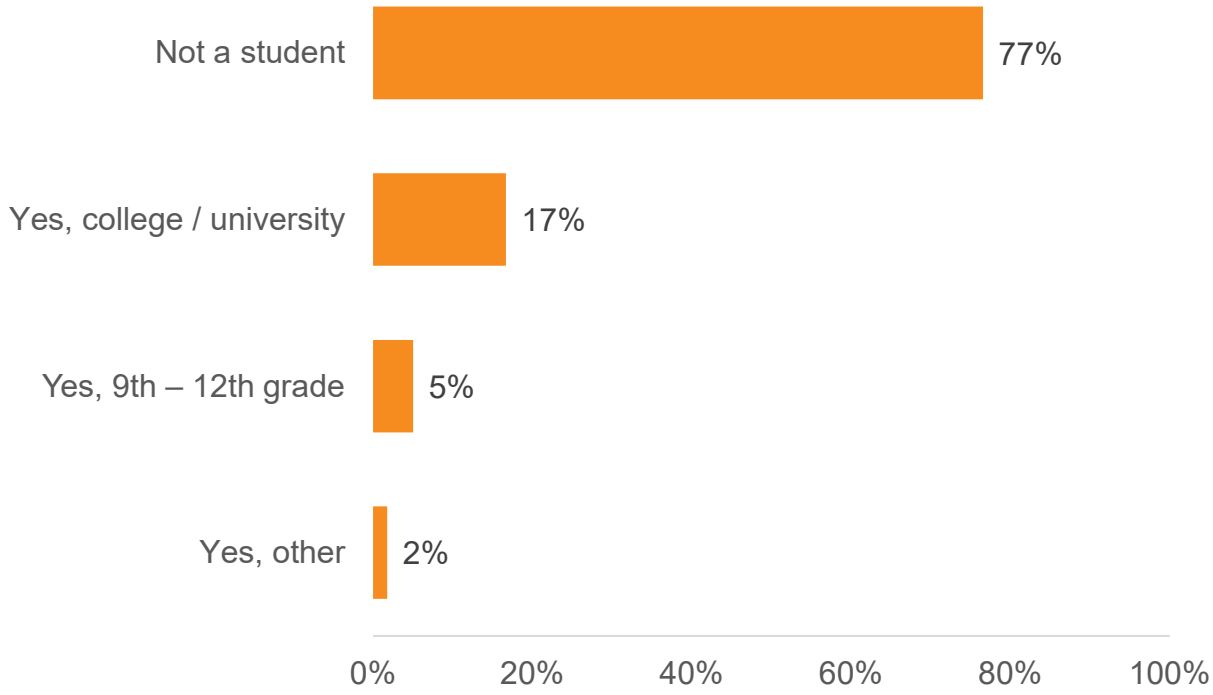
FIGURE 39: EMPLOYMENT STATUS



n = 574

Almost 80% of respondents reported not being a student. Of those who are students, being a college or university student was the most common (17%, Figure 40).

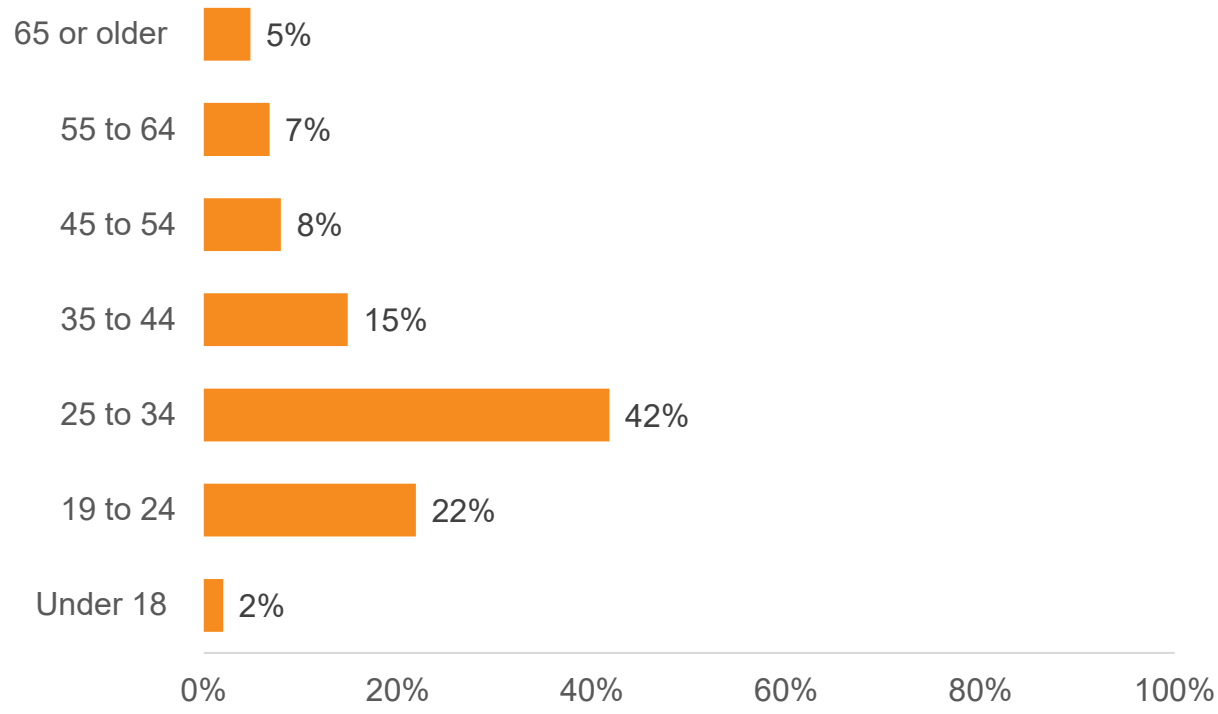
FIGURE 40: STUDENT STATUS



n = 574

A majority (42%) of respondents are between the ages of 25 and 34 years old (Figure 41).

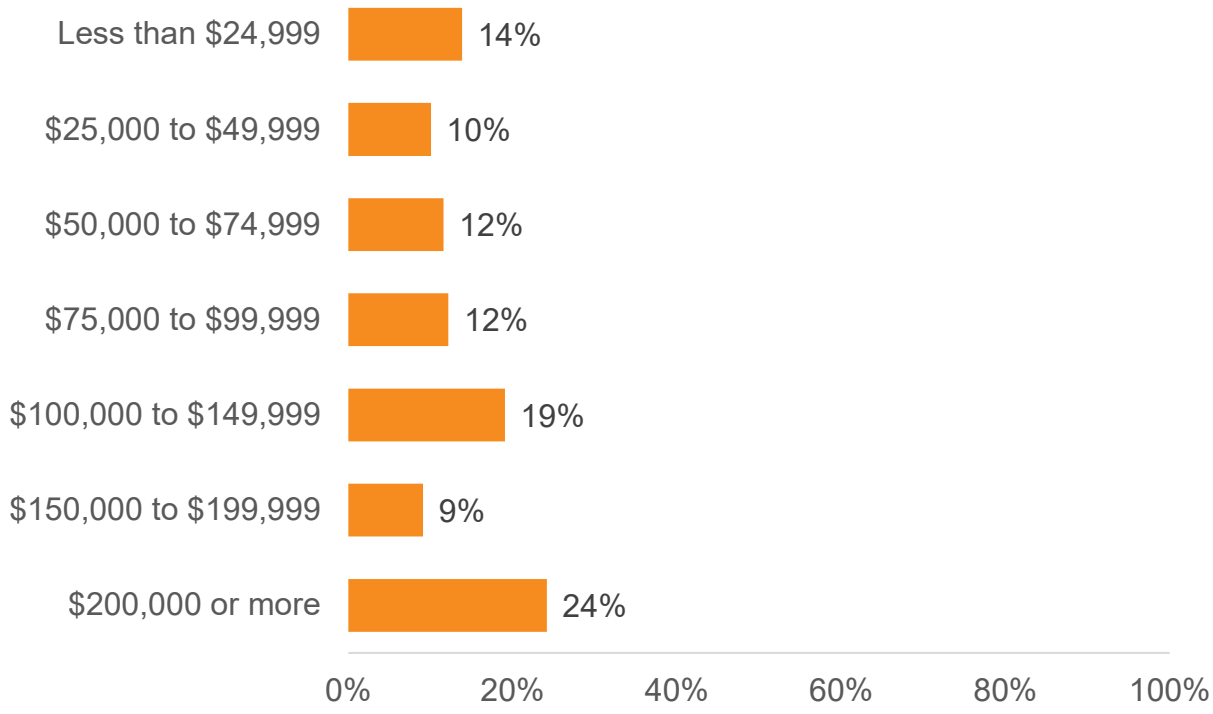
FIGURE 41: AGE



n = 571

Almost 25% of respondents reported an annual household income of $200,000 or more per year, 28% reported an income between $100,000 and $199,999 per year, 24% between $50,000 and $99,999 per year, and 24% under $50,000 per year (Figure 42).

FIGURE 42: TOTAL ANNUAL HOUSEHOLD INCOME BEFORE TAXES

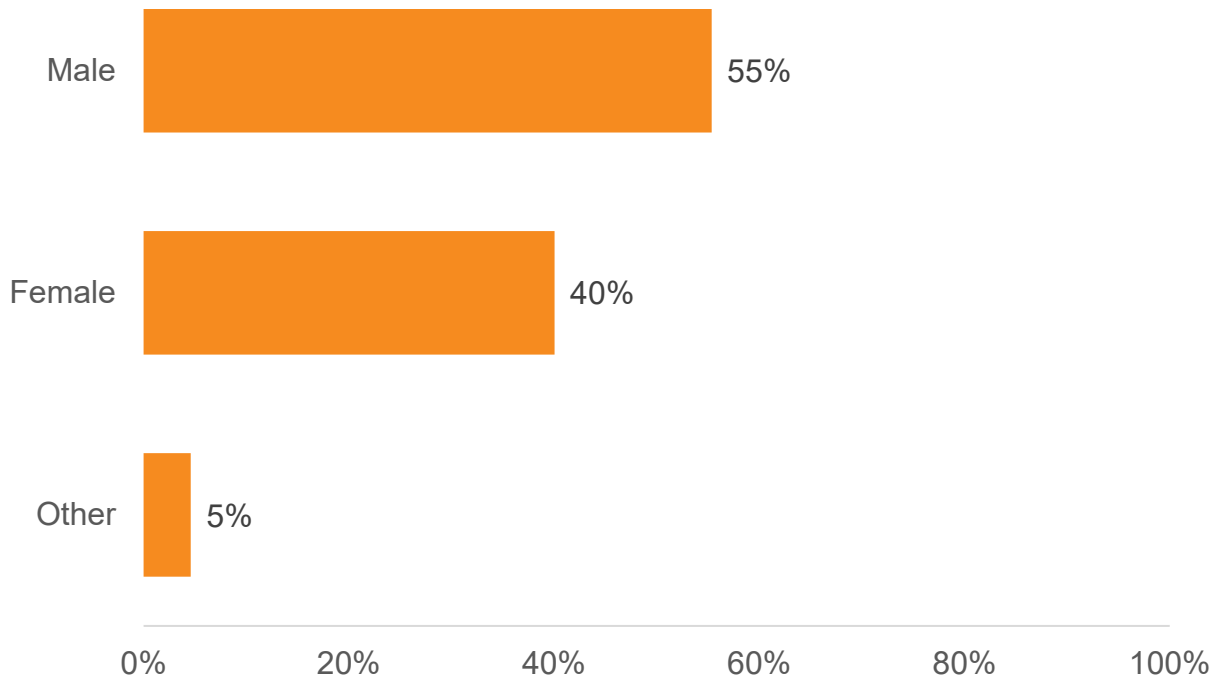


n = 574

Note: Respondents could complete the survey without answering this question.

Over half (55%) of respondents were male, 40% of respondents were female, and 5% of respondents identify as another gender (Figure 43).

FIGURE 43: GENDER



n = 574

APPENDIX A. SURVEY SCREENSHOTS

FIGURE 44: SURVEY LANGUAGE

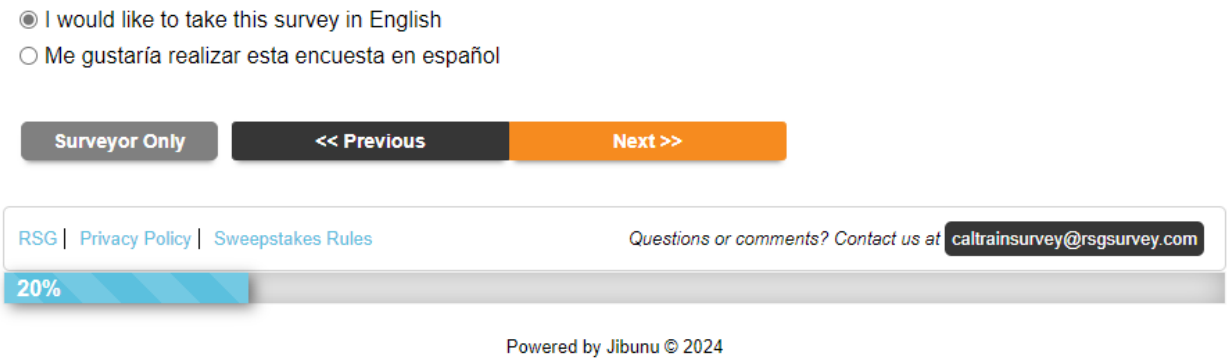


FIGURE 45: SURVEY INTRODUCTION

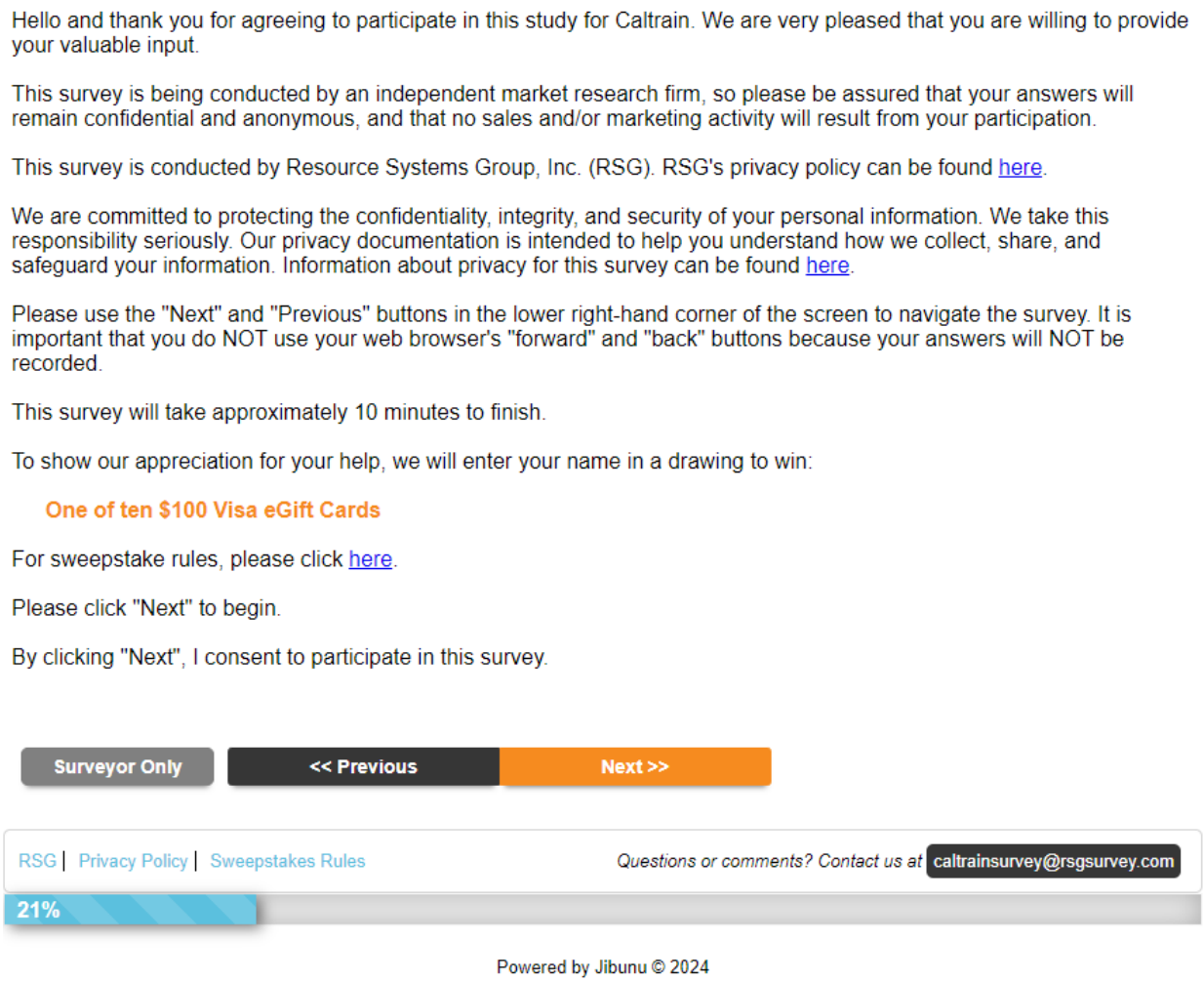


FIGURE 46: ORIGIN TYPE

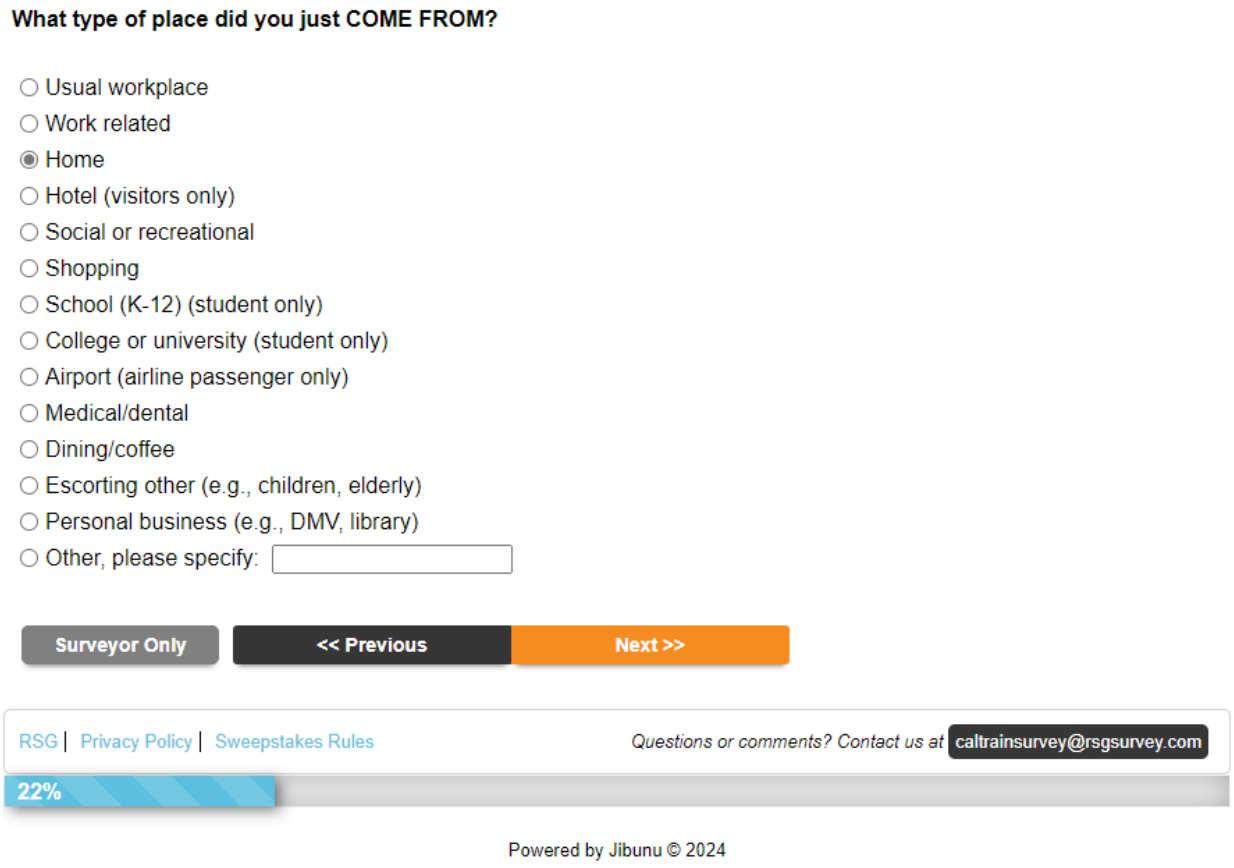


FIGURE 47: ORIGIN ADDRESS

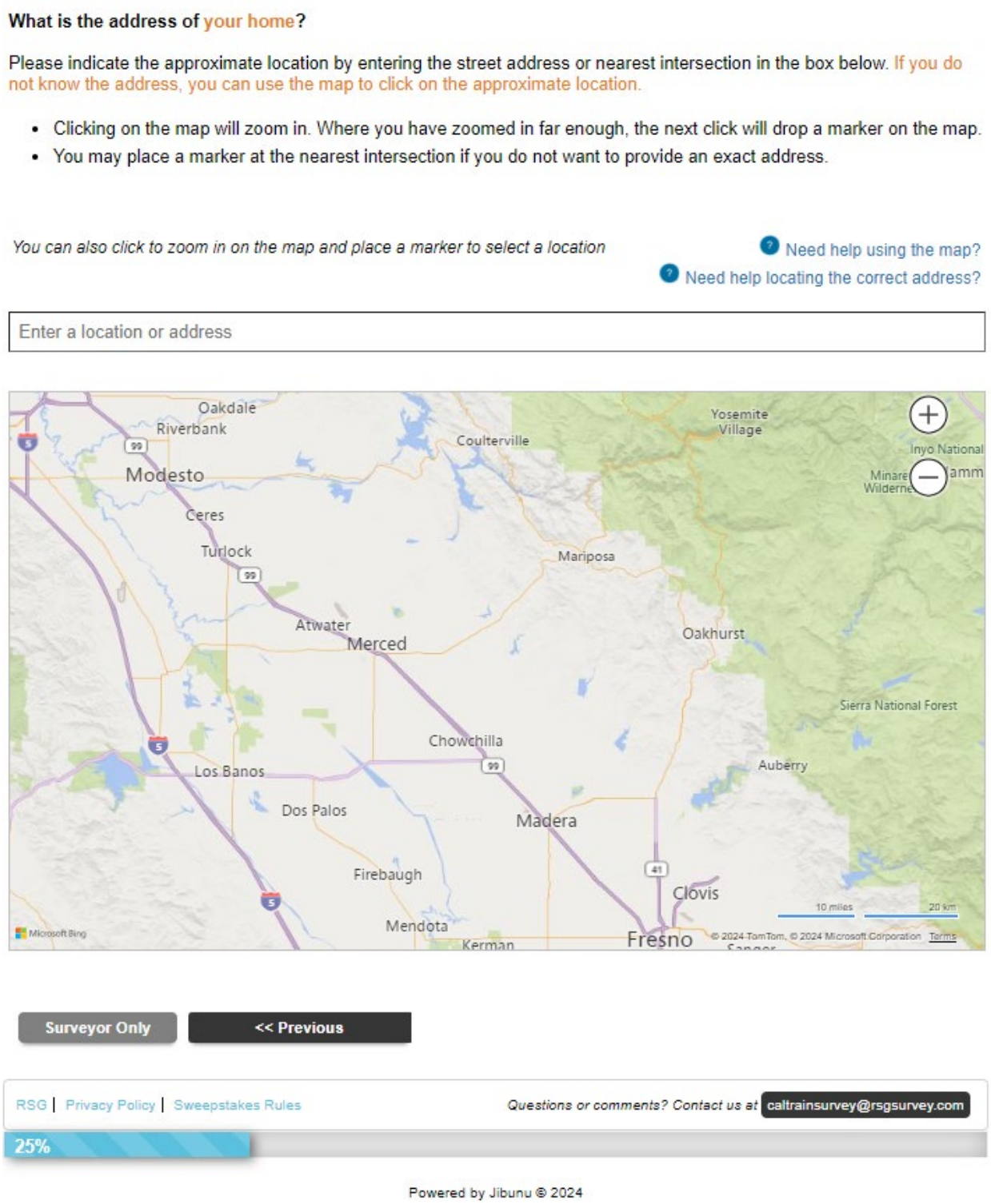


FIGURE 48: ACCESS TYPE TO FIRST BUS OR TRAIN

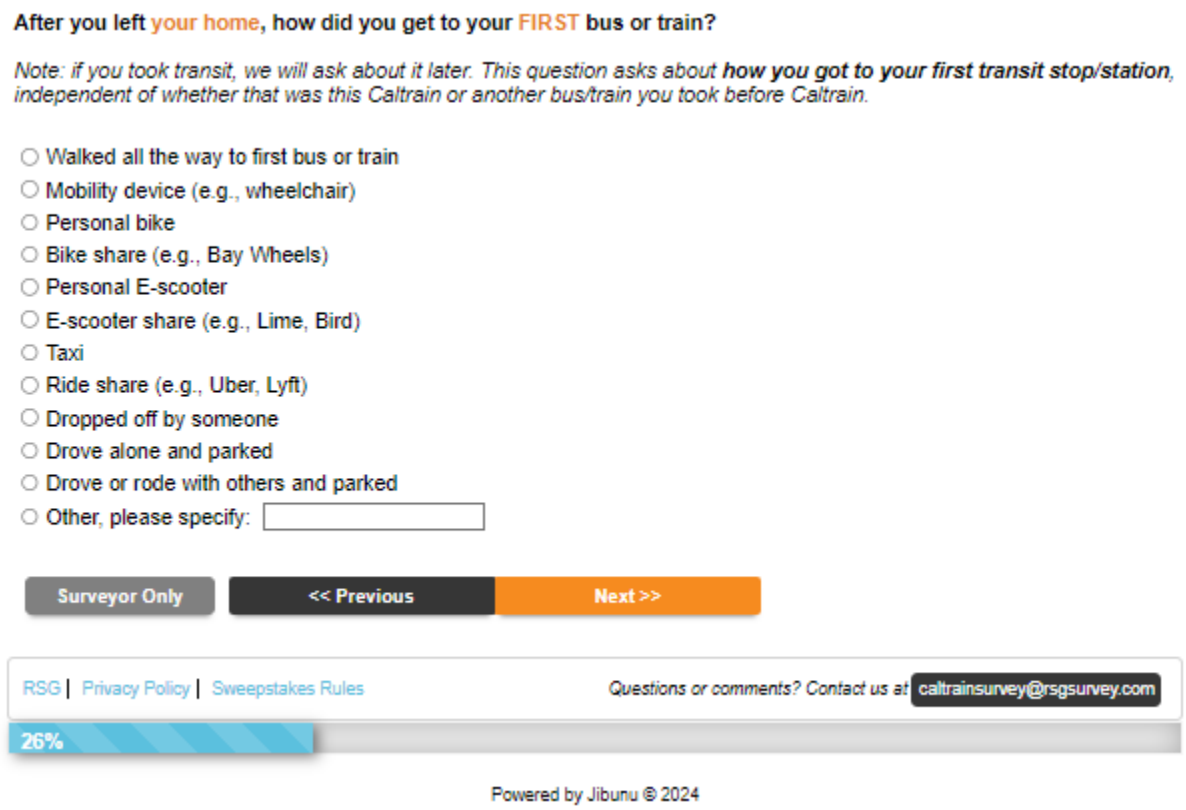


FIGURE 49: BIKE TYPE

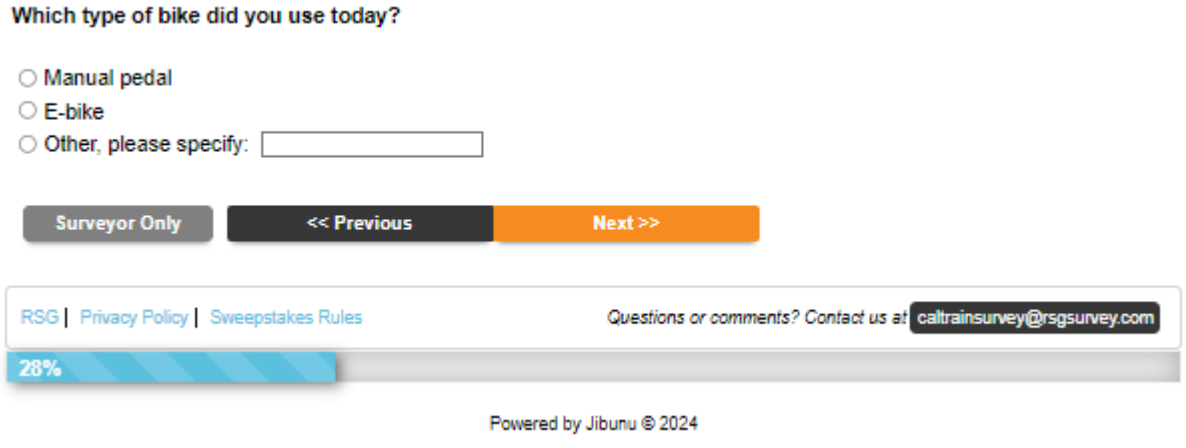


FIGURE 50: BIKE OR E-SCOOTER

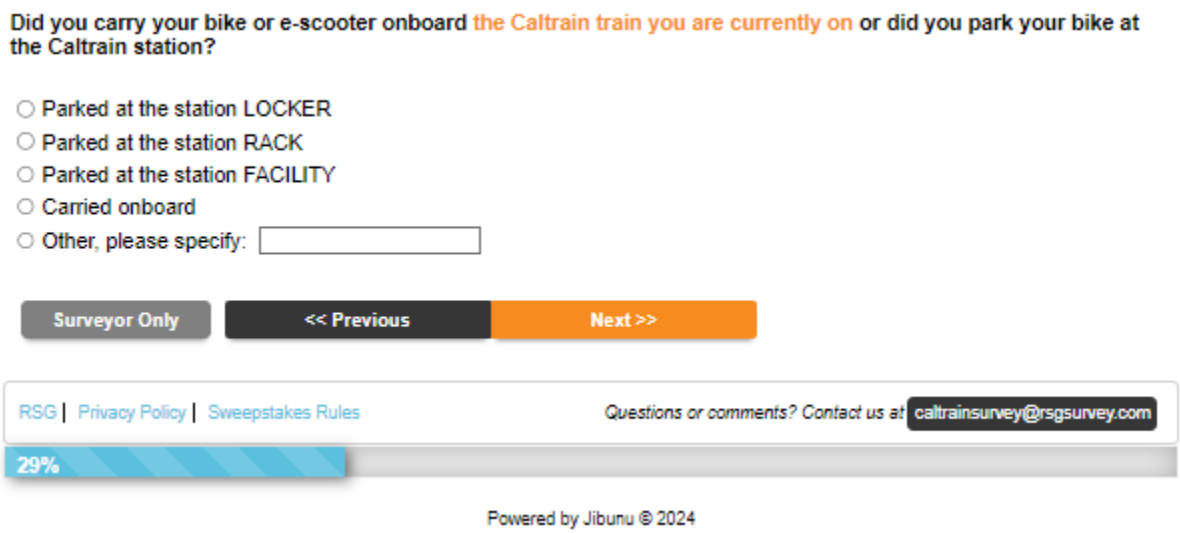


FIGURE 51: DESTINATION TYPE

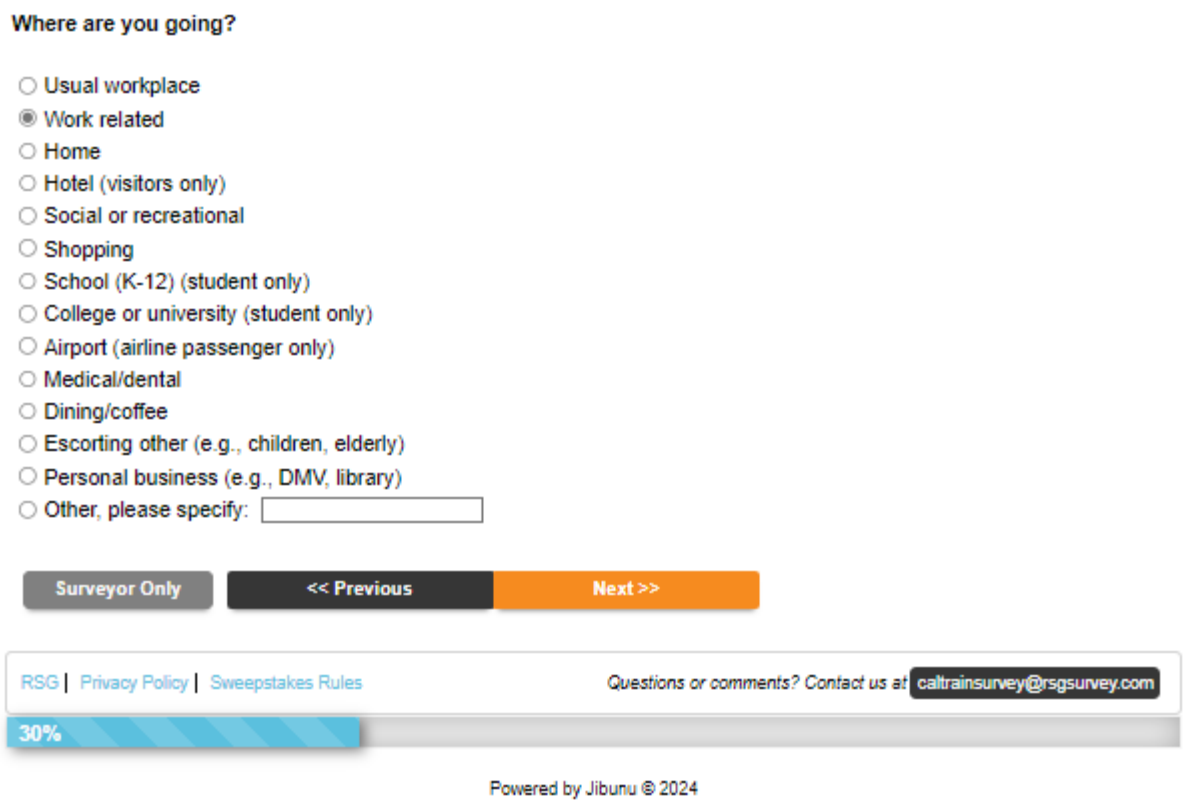


FIGURE 52: EGRESS MODE FROM LAST BUS OR TRAIN

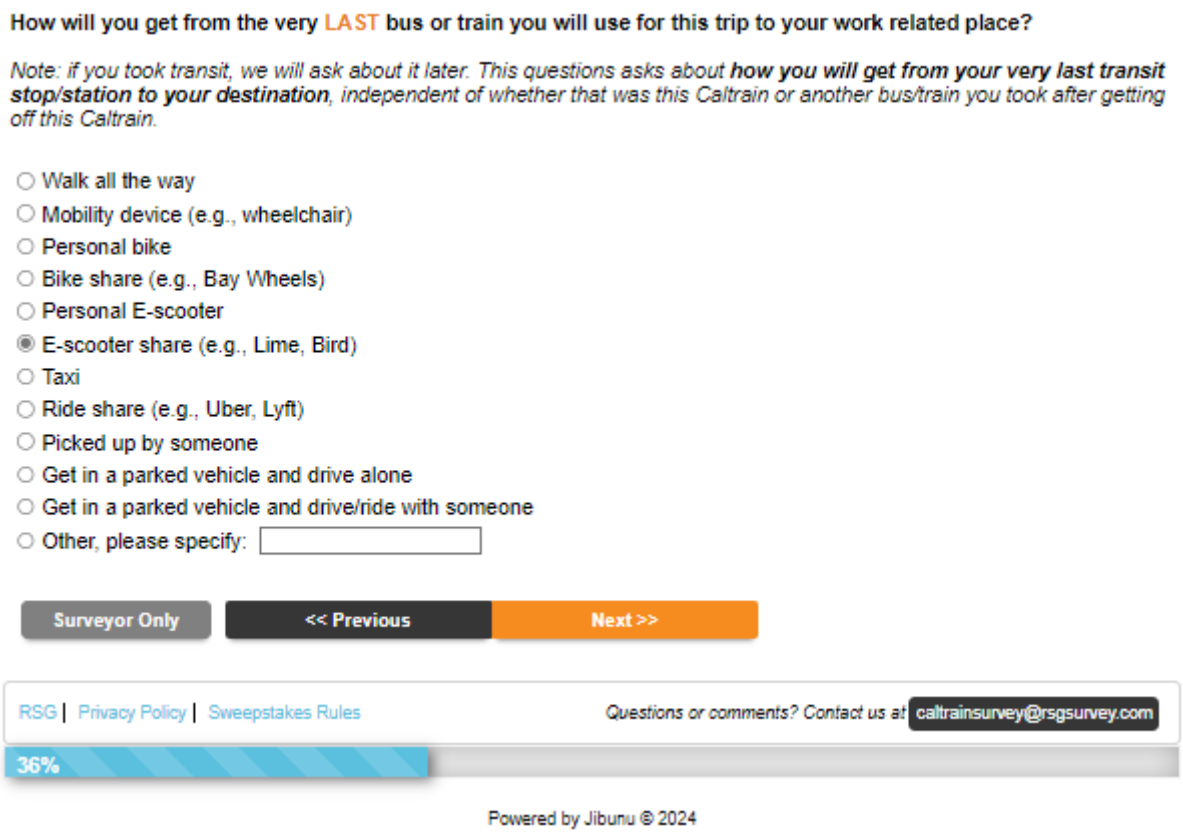


FIGURE 53: EGRESS MODE BIKE TYPE

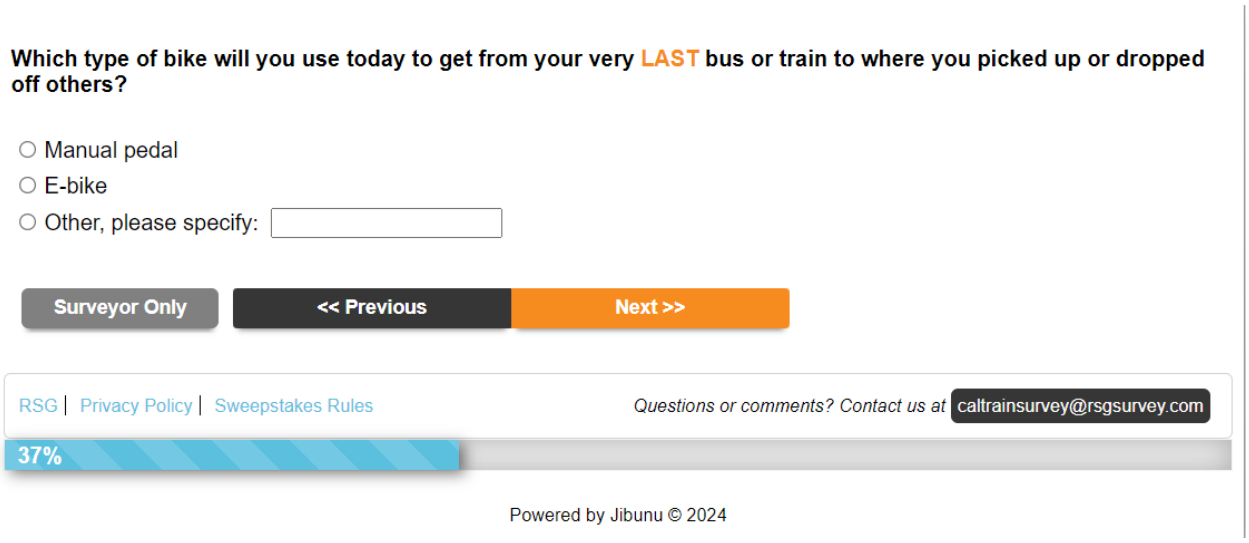


FIGURE 54: BOARDING STATION

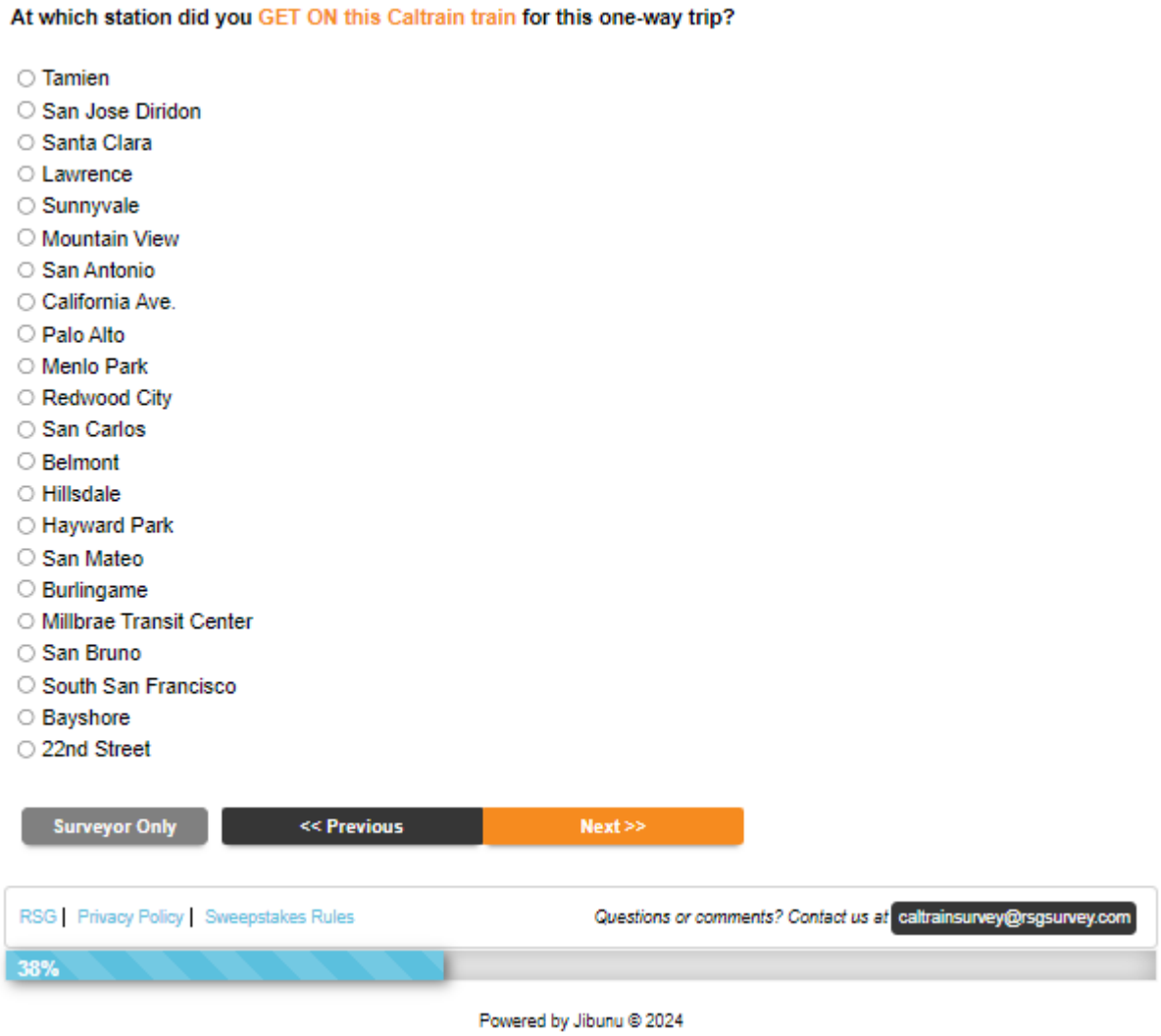


FIGURE 55: EXIT STATION



FIGURE 56: OTHER TRANSIT SERVICES USED

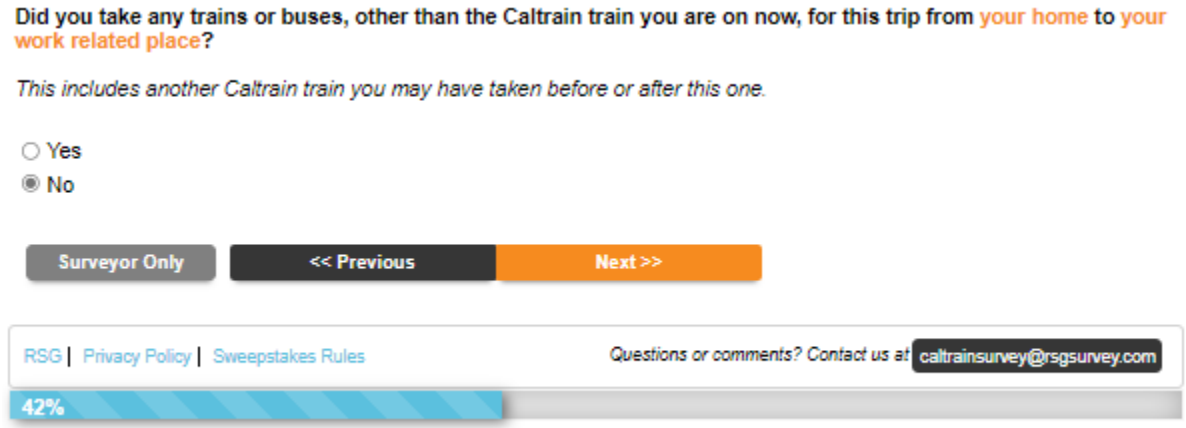


FIGURE 57: NUMBER OF TRANSFERS BEFORE CALTRAIN

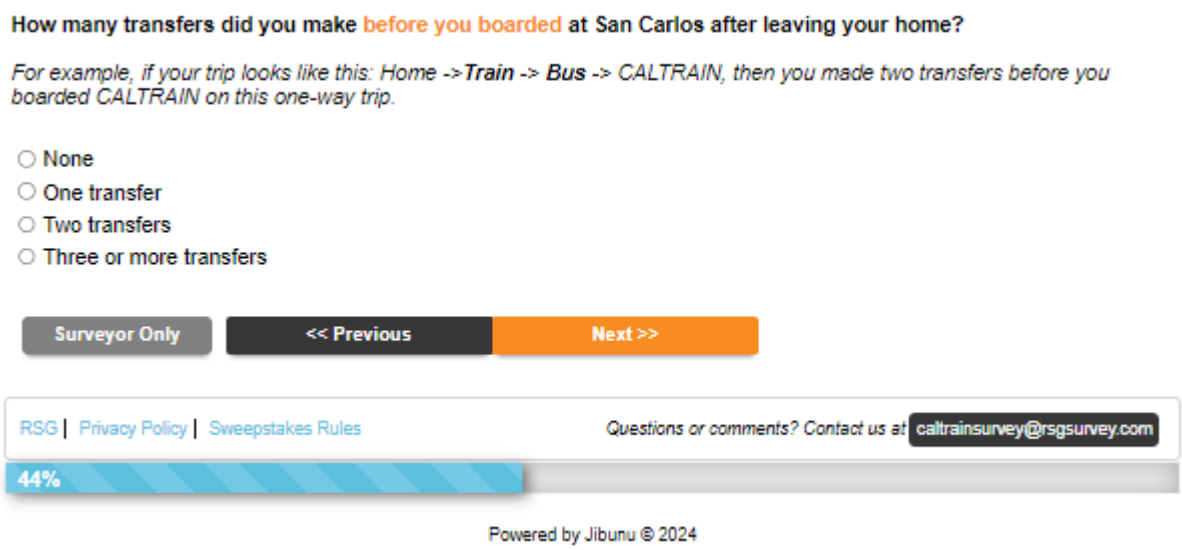


FIGURE 58: TRANSFERS BEFORE CALTRAIN

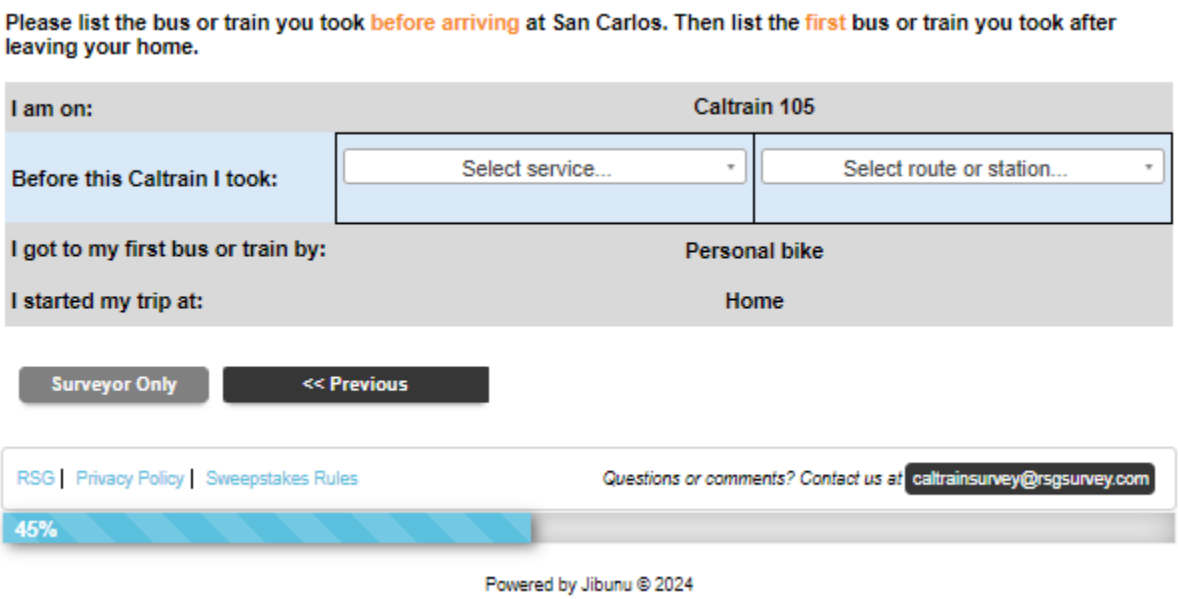


FIGURE 59: ADDRESS OR NEAREST INTERSECTION OF FIRST BOARDING LOCATION

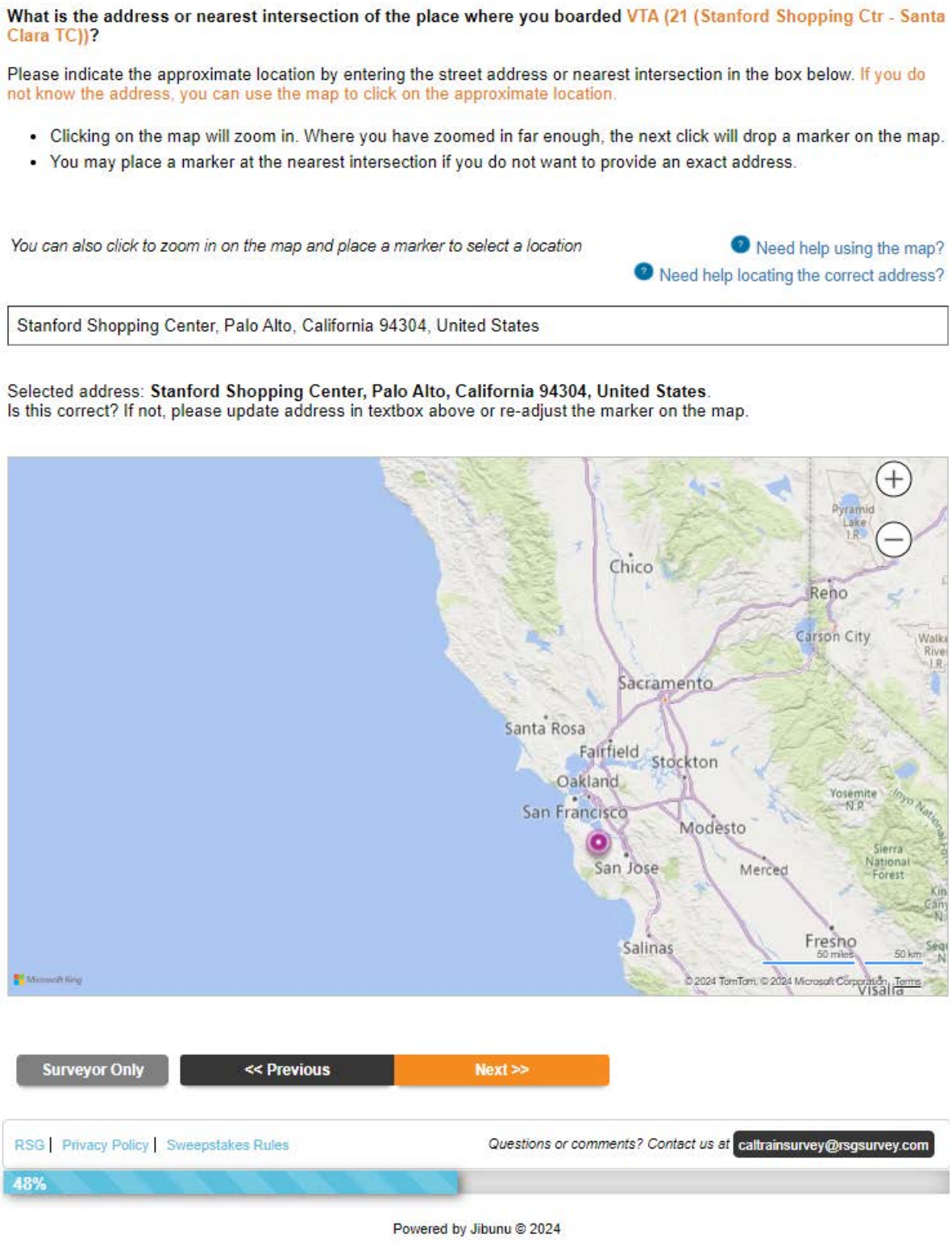


FIGURE 60: NUMBER OF TRANSFERS MADE AFTER CALTRAIN

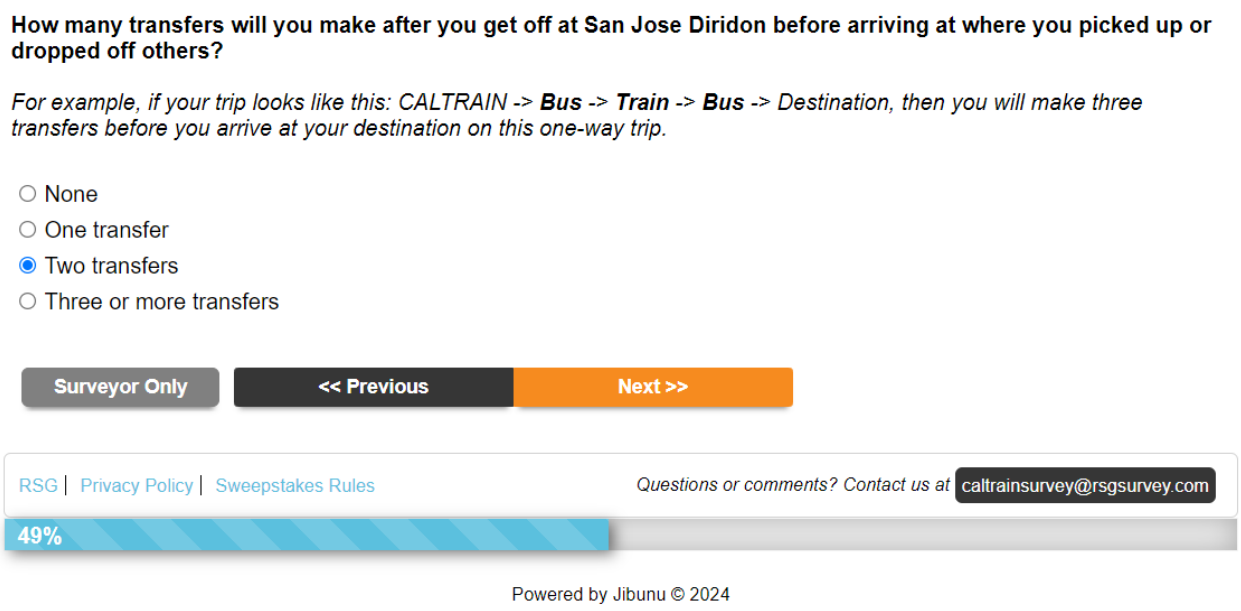


FIGURE 61: TRANSFERS AFTER CALTRAIN

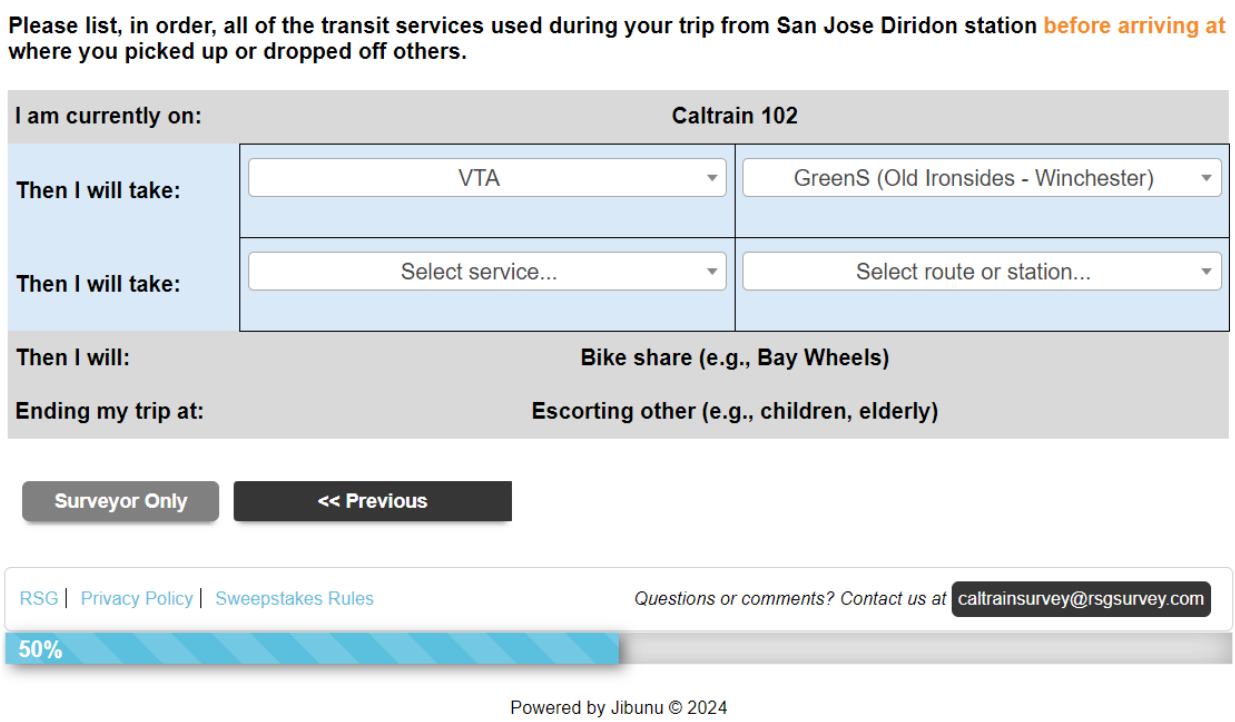


FIGURE 62: ADDRESS OR NEAREST INTERSECTION OF LAST EXIT LOCATION

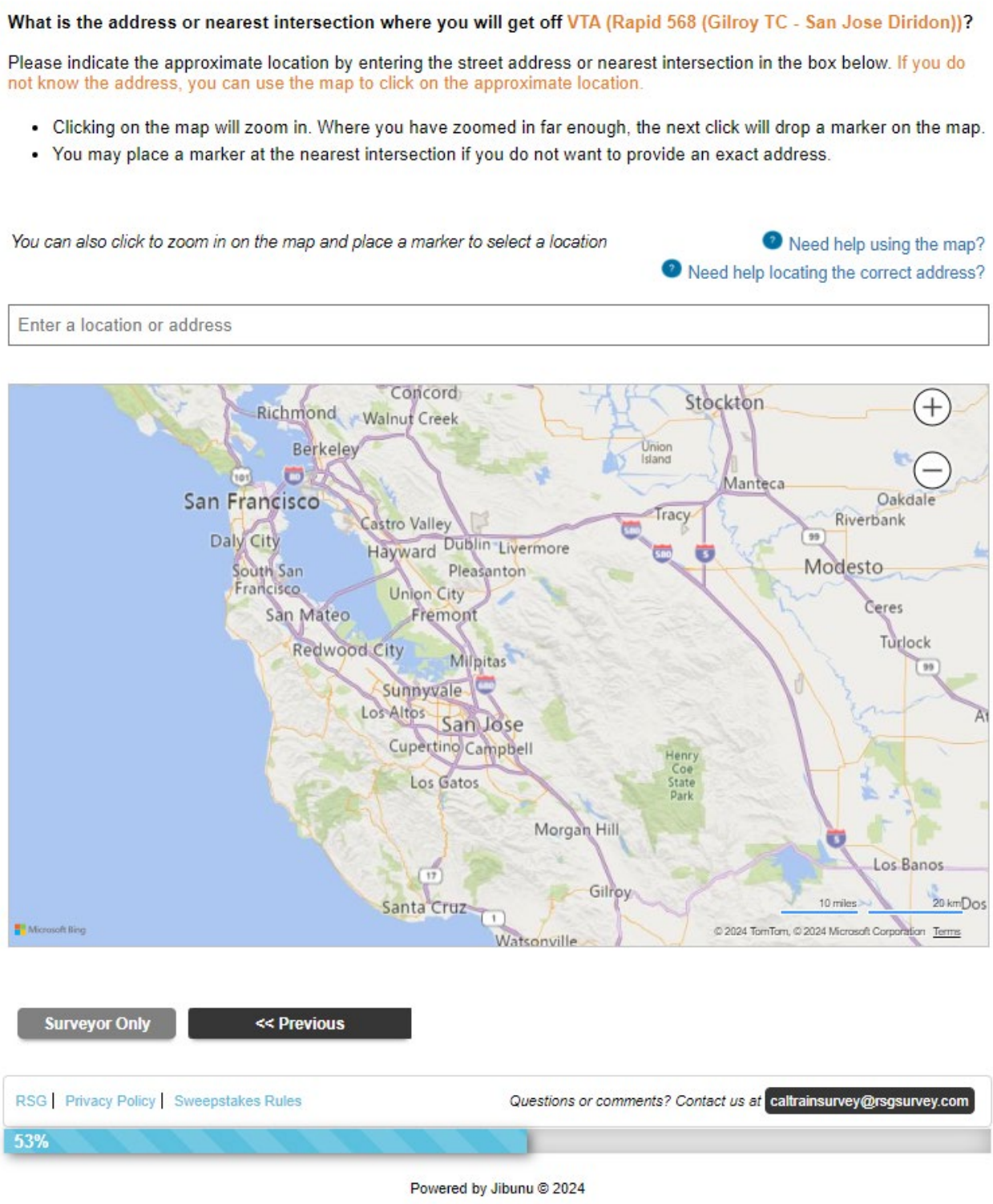
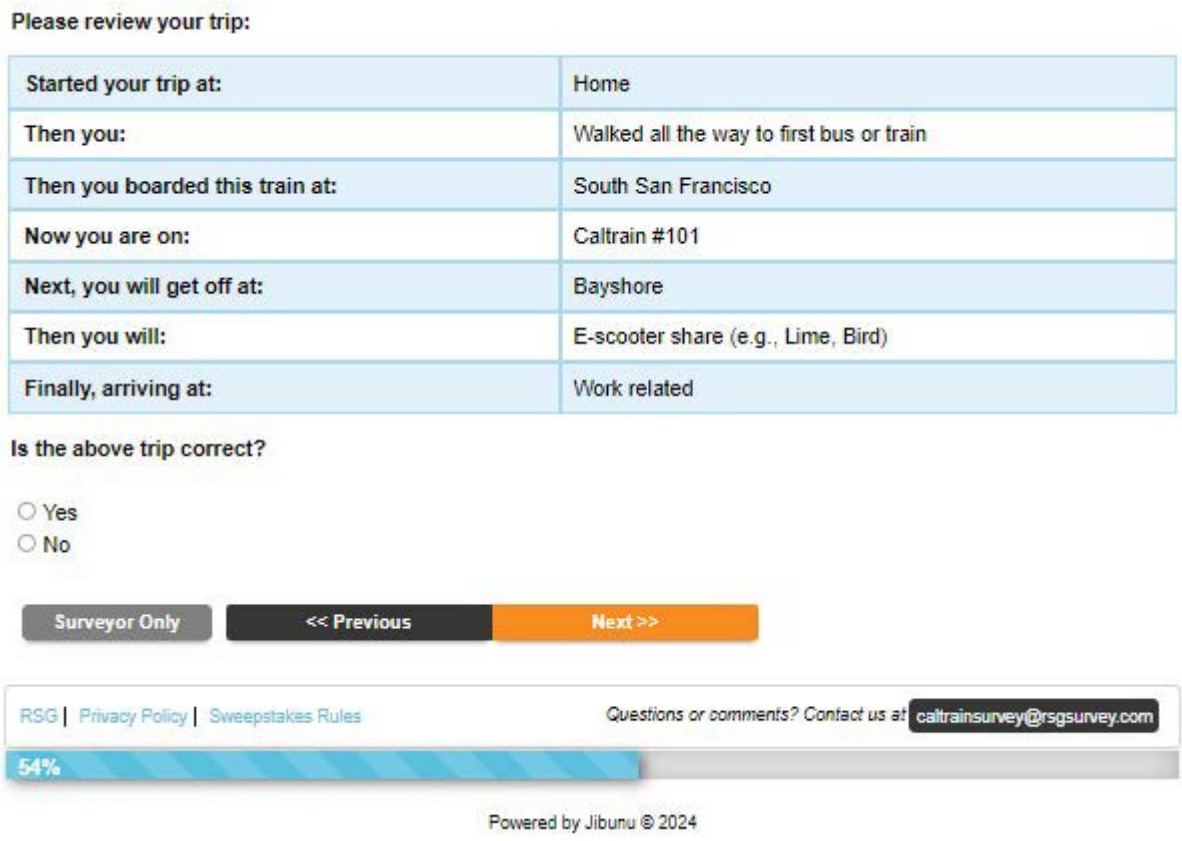


FIGURE 63: TRIP REVIEW



Please review your trip:

Started your trip at:	Home
Then you:	Walked all the way to first bus or train
Then you boarded this train at:	South San Francisco
Now you are on:	Caltrain #101
Next, you will get off at:	Bayshore
Then you will:	E-scooter share (e.g., Lime, Bird)
Finally, arriving at:	Work related

Is the above trip correct?

○ Yes
○ No

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FIGURE 64: OPPOSITE DIRECTION TRIP



Will you, or did you, make this same trip in the opposite direction today?

○ Yes
○ No

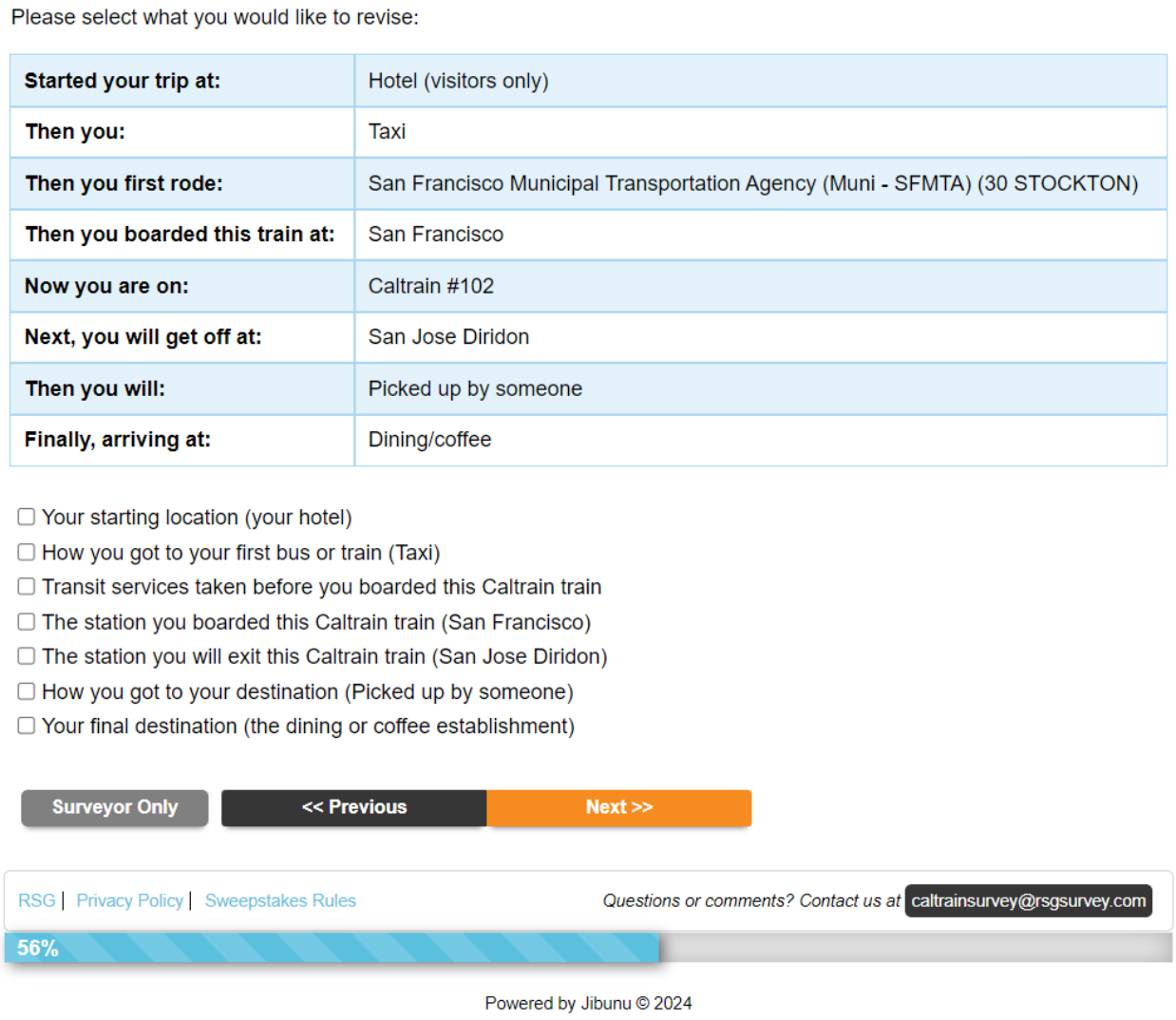
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FIGURE 65: TRIP REVISION



Please select what you would like to revise:

Started your trip at:	Hotel (visitors only)
Then you:	Taxi
Then you first rode:	San Francisco Municipal Transportation Agency (Muni - SFMTA) (30 STOCKTON)
Then you boarded this train at:	San Francisco
Now you are on:	Caltrain #102
Next, you will get off at:	San Jose Diridon
Then you will:	Picked up by someone
Finally, arriving at:	Dining/coffee

- ☐ Your starting location (your hotel)
- ☐ How you got to your first bus or train (Taxi)
- ☐ Transit services taken before you boarded this Caltrain train
- ☐ The station you boarded this Caltrain train (San Francisco)
- ☐ The station you will exit this Caltrain train (San Jose Diridon)
- ☐ How you got to your destination (Picked up by someone)
- ☐ Your final destination (the dining or coffee establishment)

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FIGURE 66: MODE OF TRAVEL IN MAJORITY OF OPPOSITE DIRECTION



FIGURE 67: TRANSIT IN OPPOSITE DIRECTION



FIGURE 68: PAYMENT METHOD

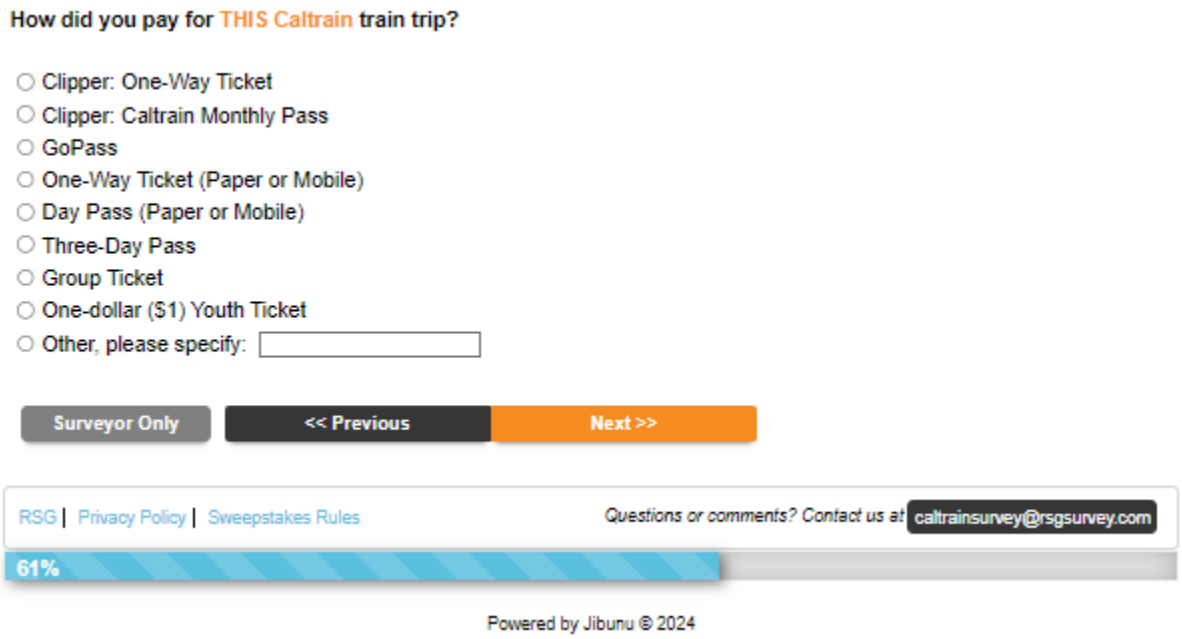


FIGURE 69: FARE TYPE

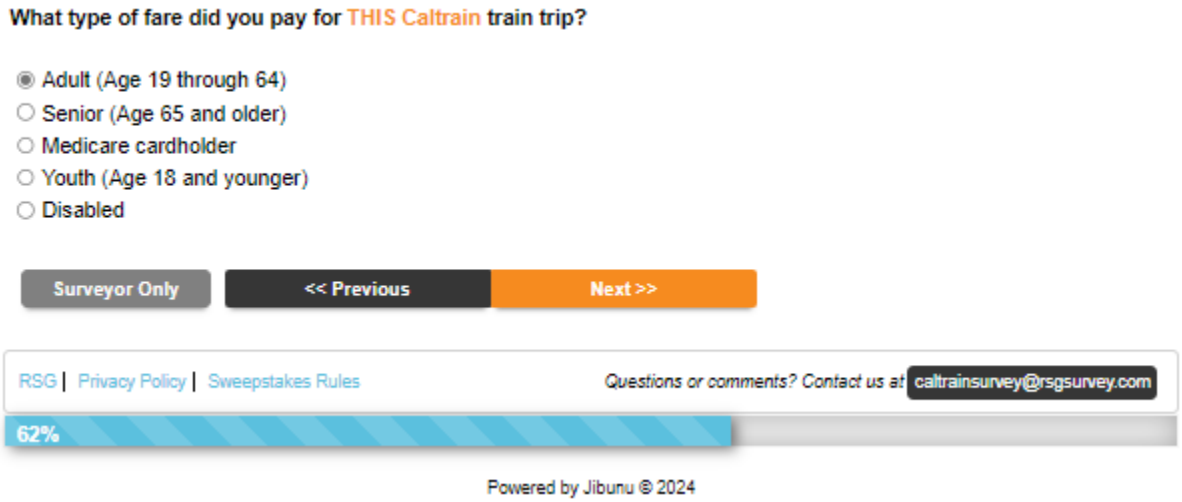


FIGURE 70: FREQUENCY OF CALTRAIN USE

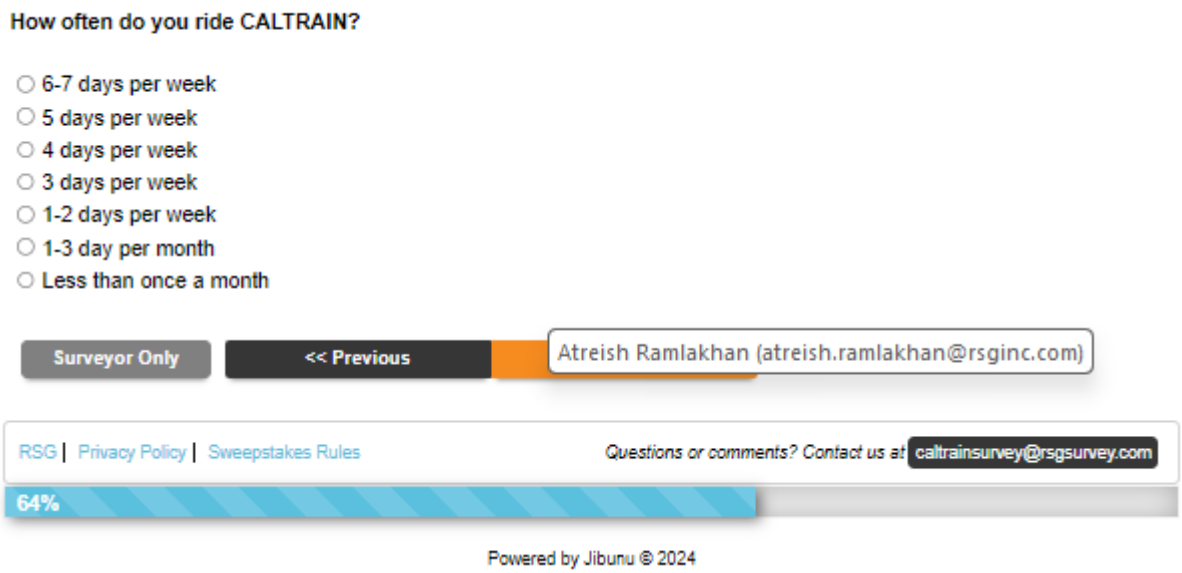


FIGURE 71: VISITOR STATUS

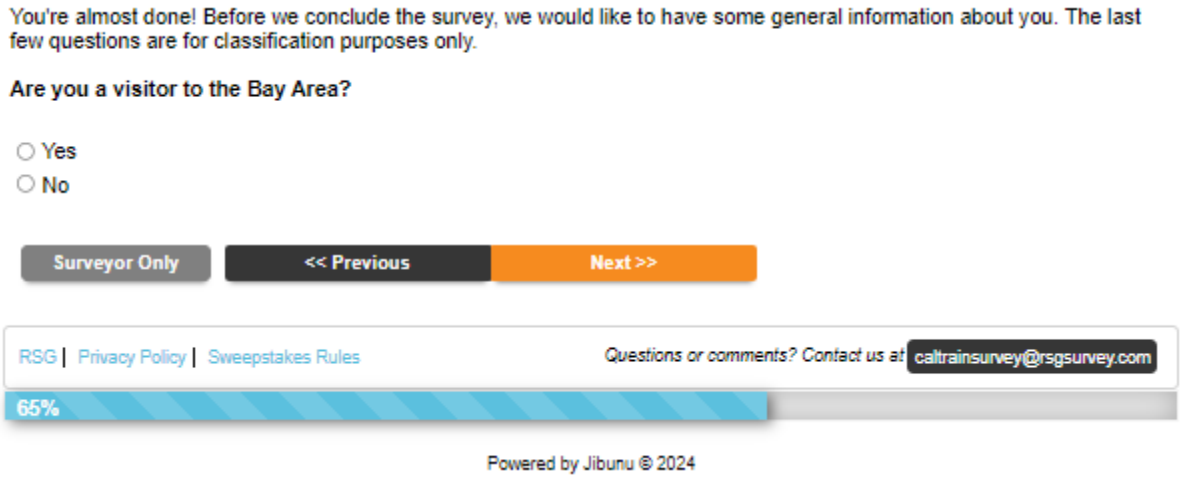


FIGURE 72: HOME ADDRESS

What is your home address?

Please indicate the approximate location by entering the street address or nearest intersection in the box below. If you do not know the address, you can use the map to click on the approximate location.

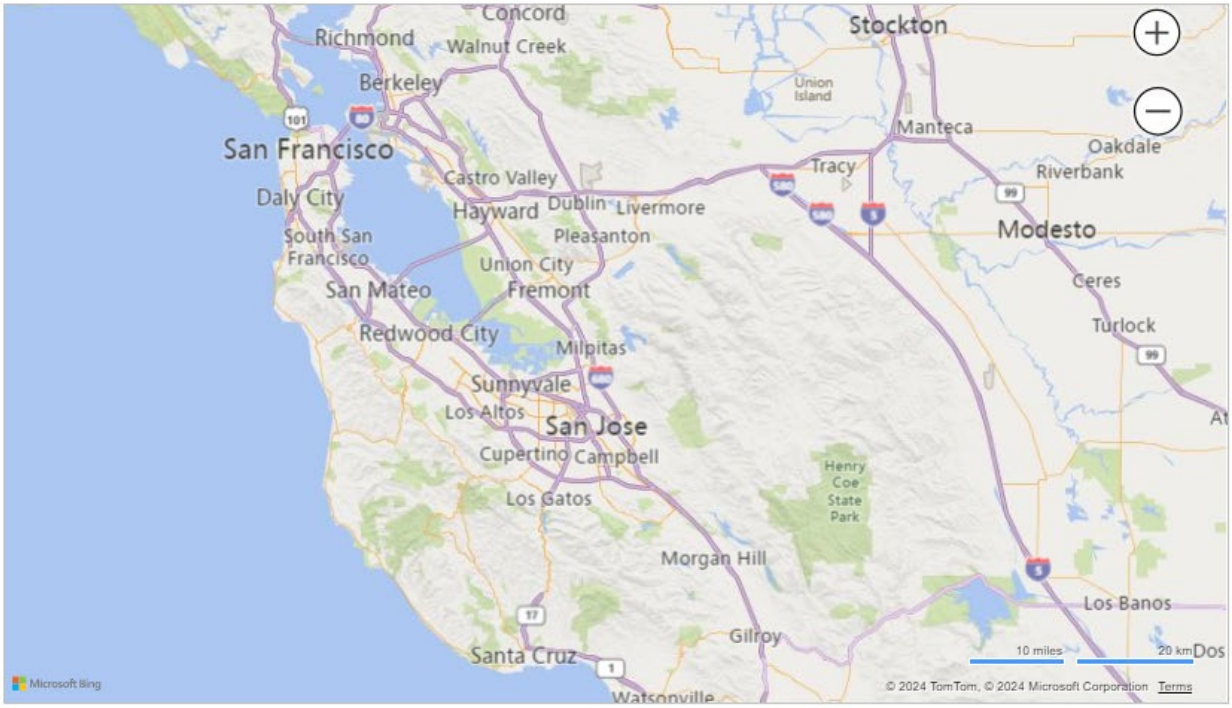
- Clicking on the map will zoom in. Where you have zoomed in far enough, the next click will drop a marker on the map.
- You may place a marker at the nearest intersection if you do not want to provide an exact address.

You can also click to zoom in on the map and place a marker to select a location

Need help using the map?

Need help locating the correct address?

Enter a location or address



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FIGURE 73: EMPLOYMENT STATUS

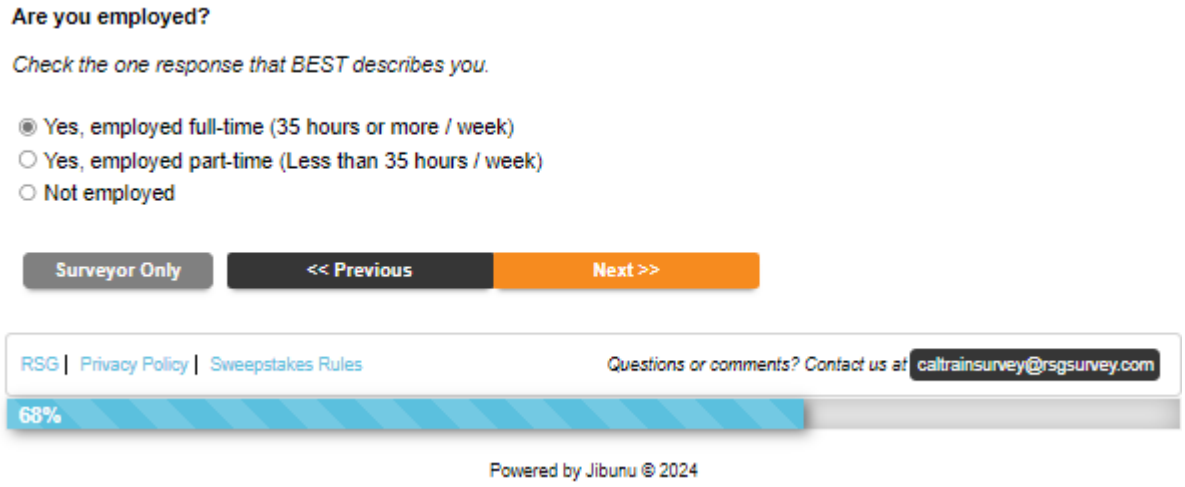


FIGURE 74: COMMUTE STATUS



FIGURE 75: WORK ADDRESS

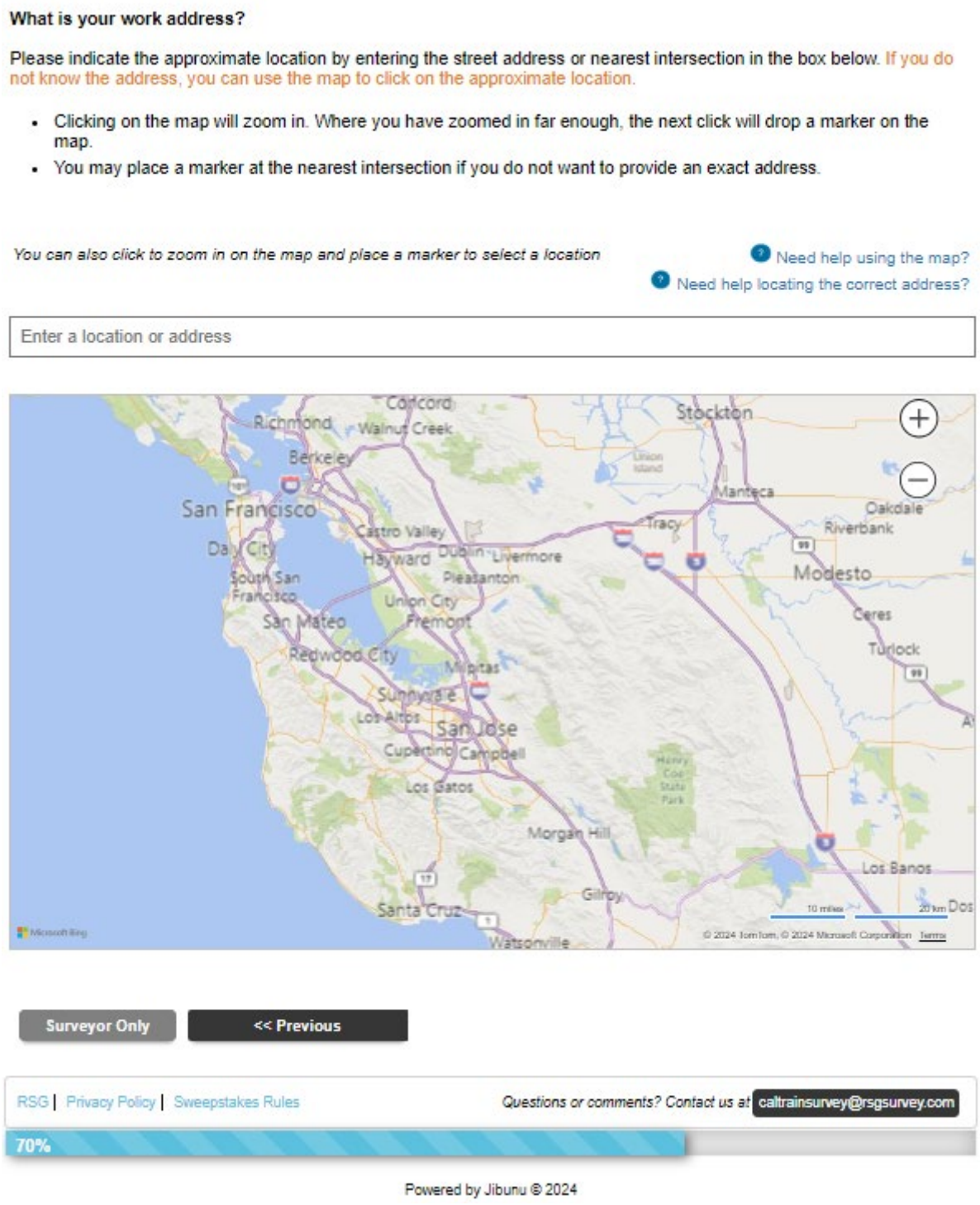


FIGURE 76: WORK BEFORE

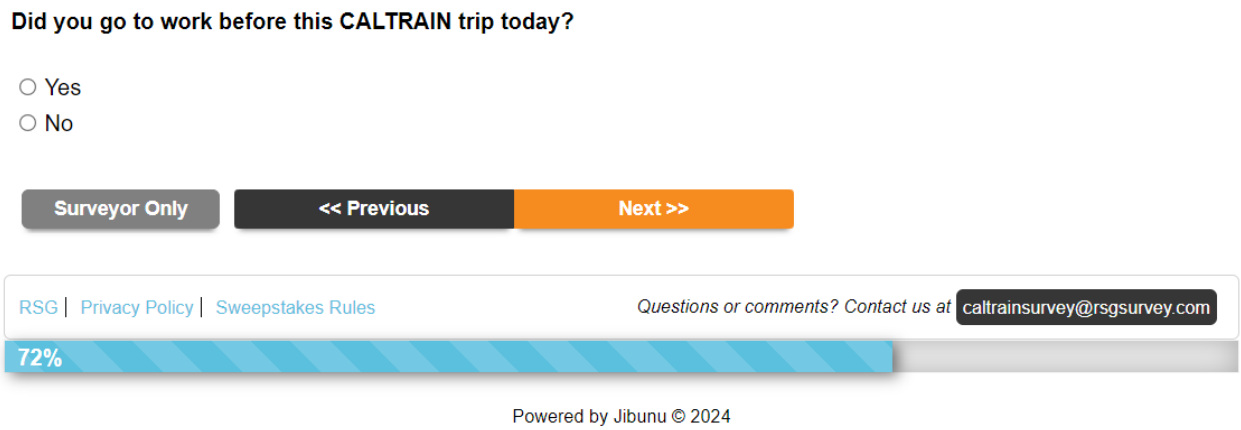


FIGURE 77: WORK AFTER

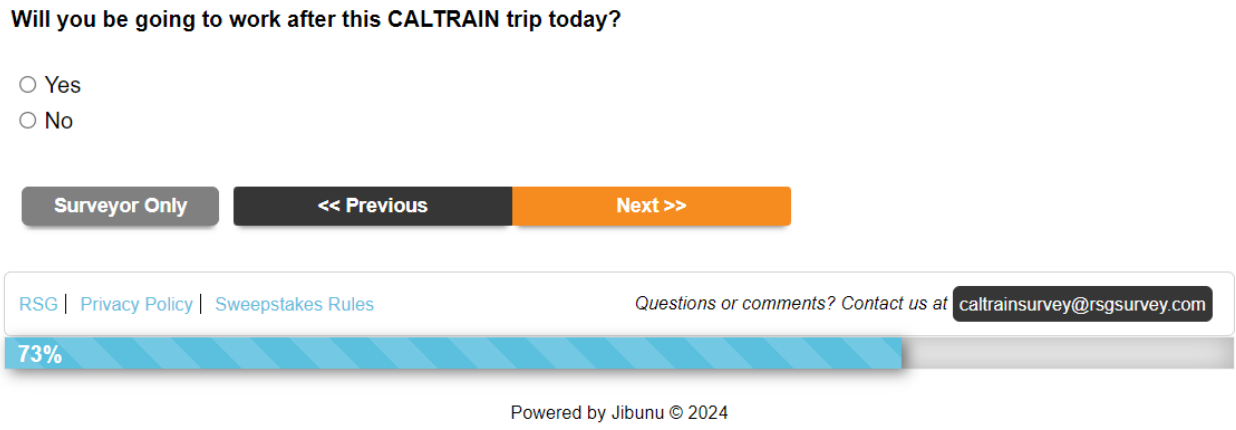


FIGURE 78: STUDENT STATUS



FIGURE 79: SCHOOL ADDRESS

What is the address of your school or university?

Please indicate the approximate location by entering the street address or nearest intersection in the box below. If you do not know the address, you can use the map to click on the approximate location.

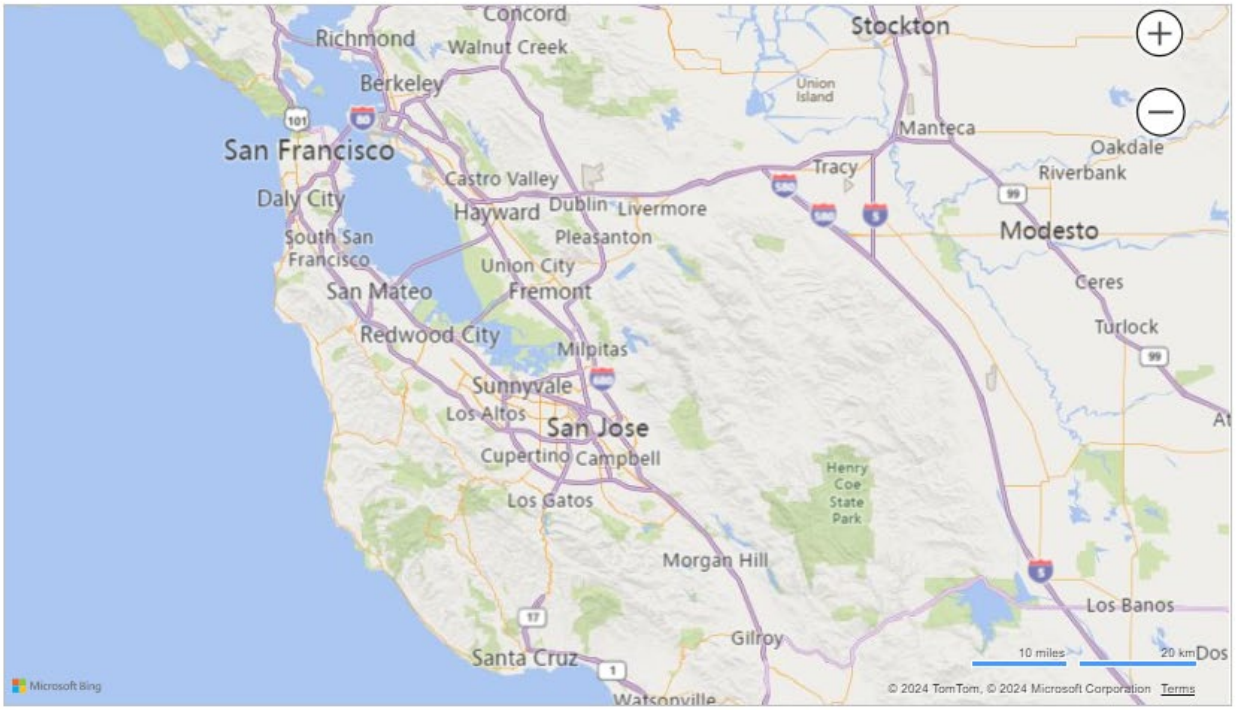
- Clicking on the map will zoom in. Where you have zoomed in far enough, the next click will drop a marker on the map.
- You may place a marker at the nearest intersection if you do not want to provide an exact address.

You can also click to zoom in on the map and place a marker to select a location

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Need help locating the correct address?

Enter a location or address



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FIGURE 80: SCHOOL BEFORE

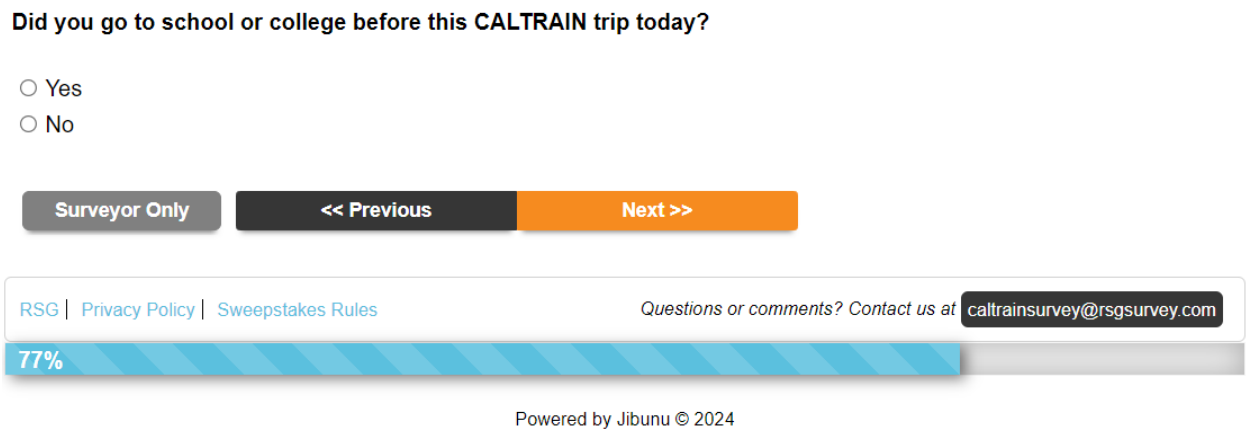


FIGURE 81: SCHOOL AFTER

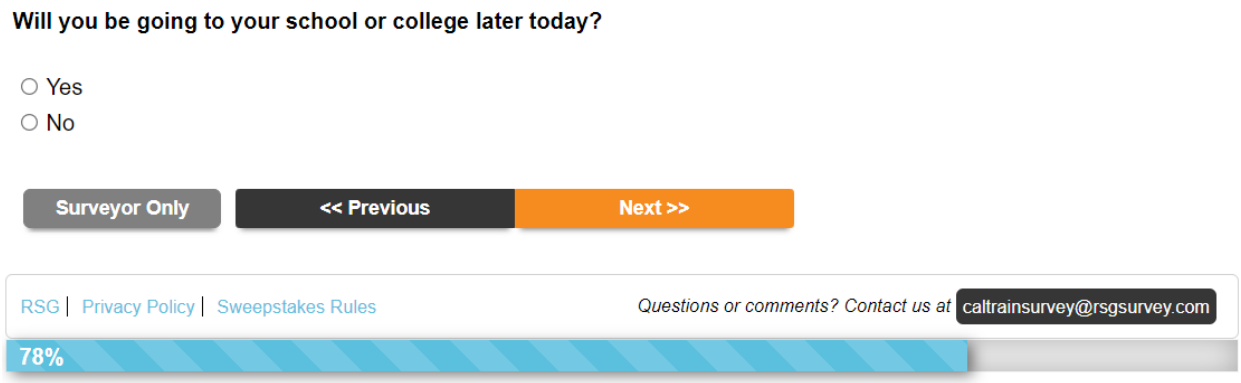


FIGURE 82: HOUSEHOLD SIZE



FIGURE 83: EMPLOYED IN HOUSEHOLD



FIGURE 84: DRIVABLE VEHICLES IN HOUSEHOLD

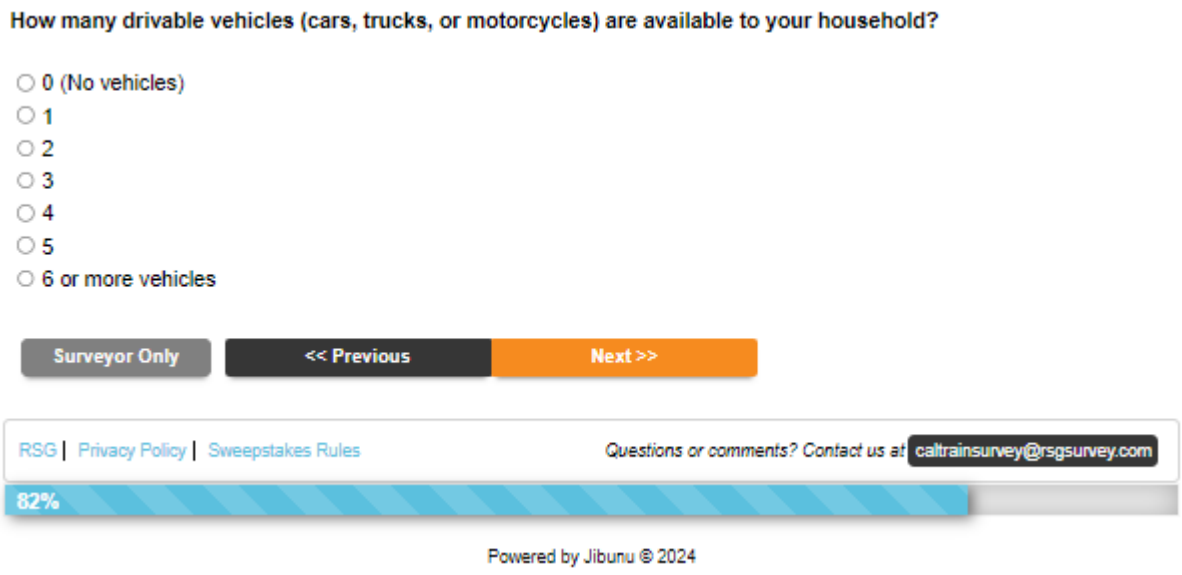


FIGURE 85: BIRTH YEAR

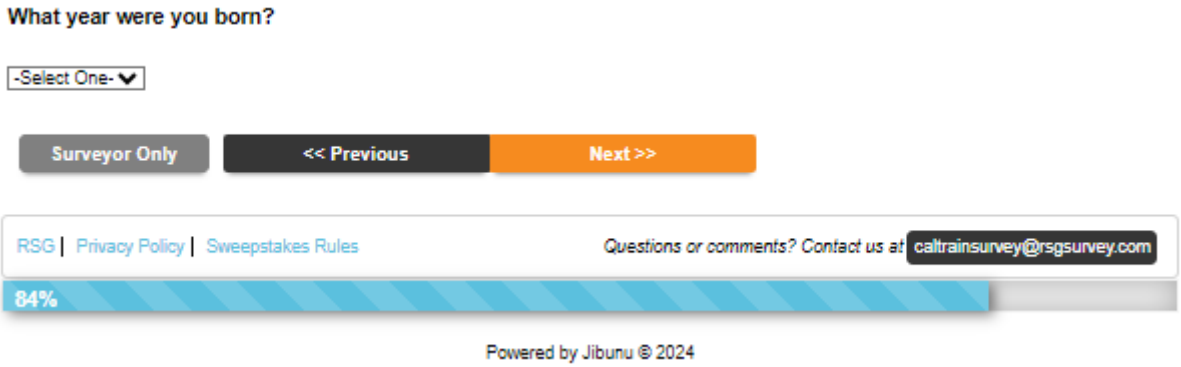


FIGURE 86: HISPANIC, LATINO, OR SPANISH ORIGIN



FIGURE 87: RACE

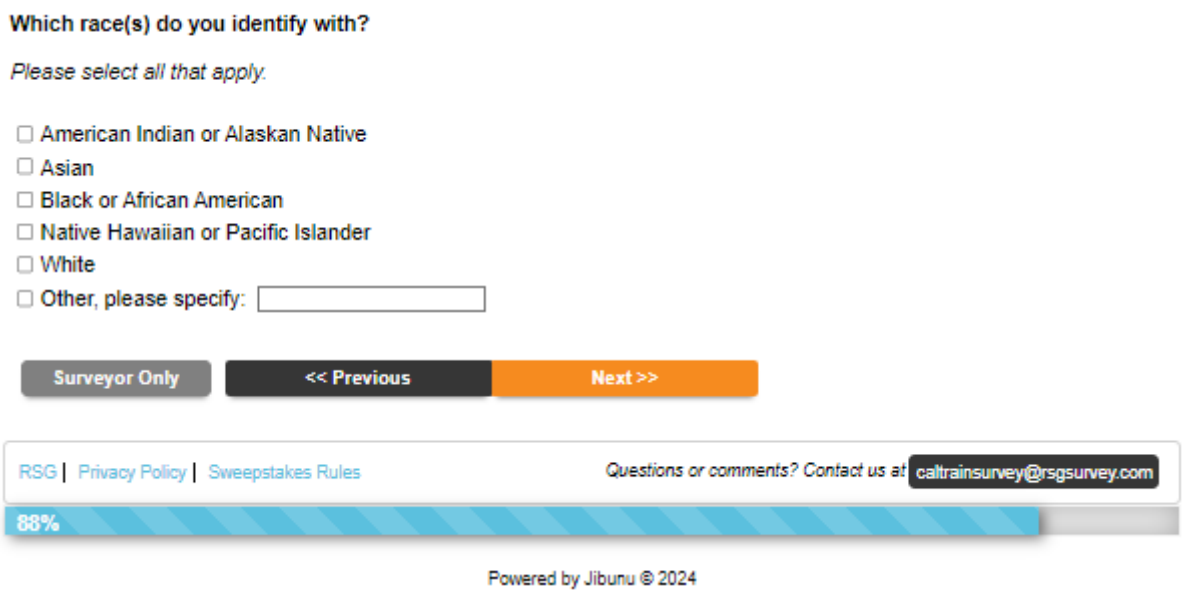


FIGURE 88: LANGUAGE(S) SPOKEN

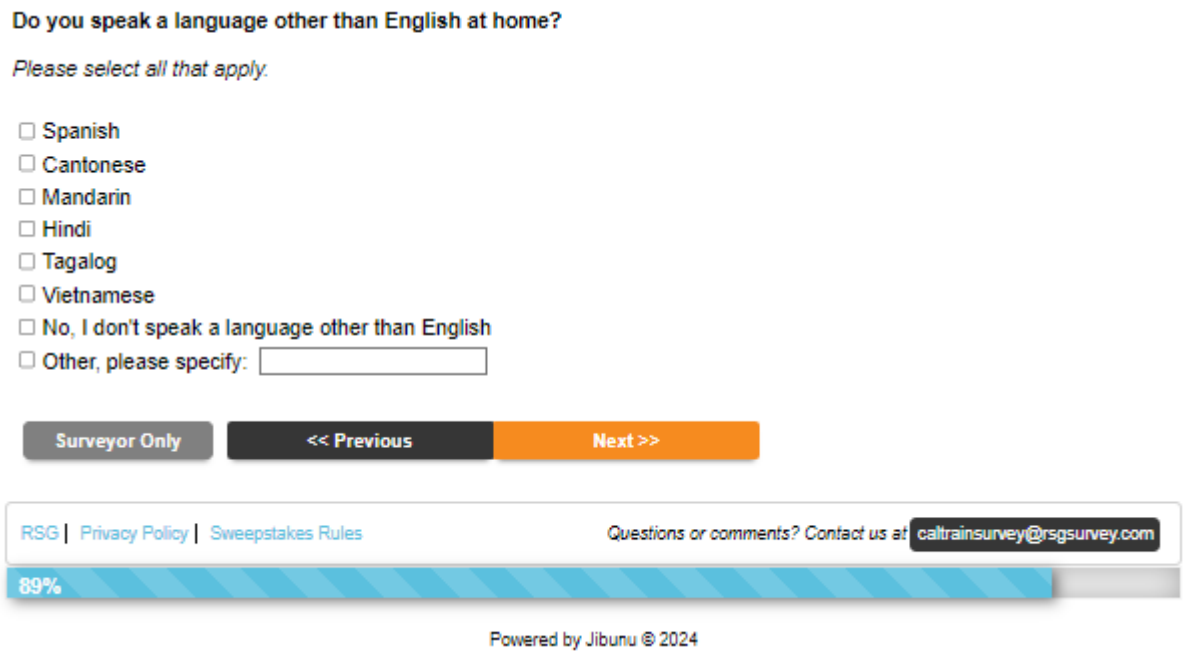


FIGURE 89: ENGLISH ABILITY



FIGURE 90: ANNUAL HOUSEHOLD INCOME BEFORE TAXES

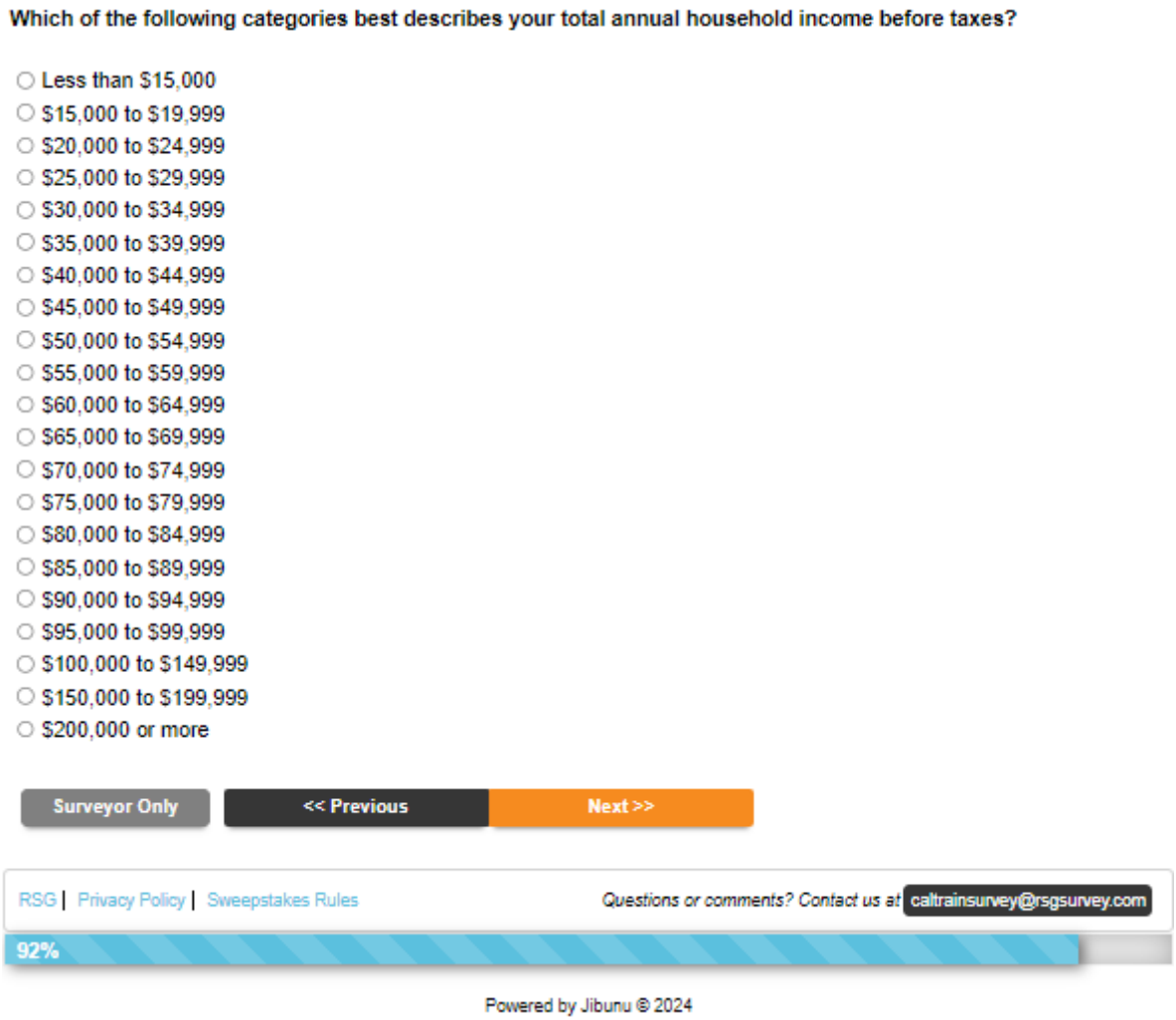


FIGURE 91: GENDER



FIGURE 92: INCENTIVE OPT-IN



FIGURE 93: FUTURE RESEARCH PARTICIPATION

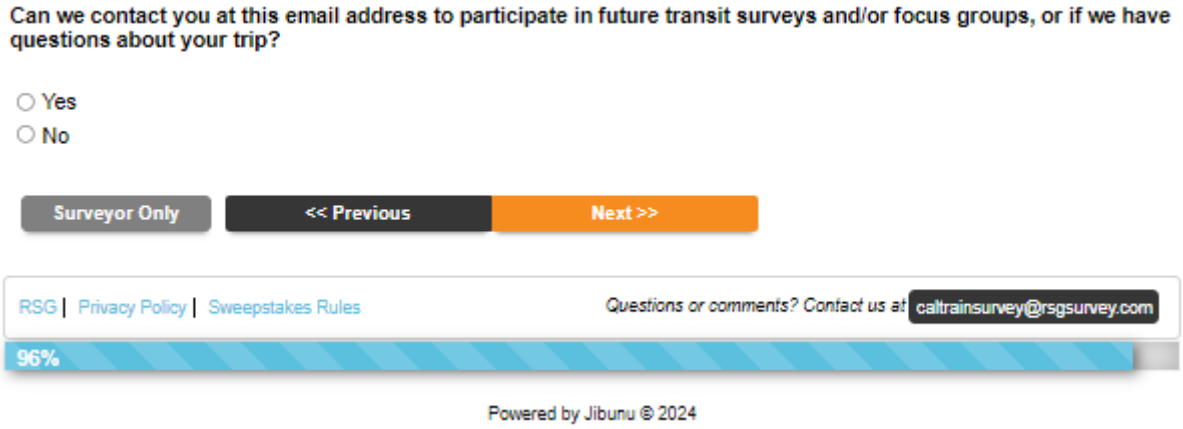


FIGURE 94: EMAIL ADDRESS



FIGURE 95: COMMENT

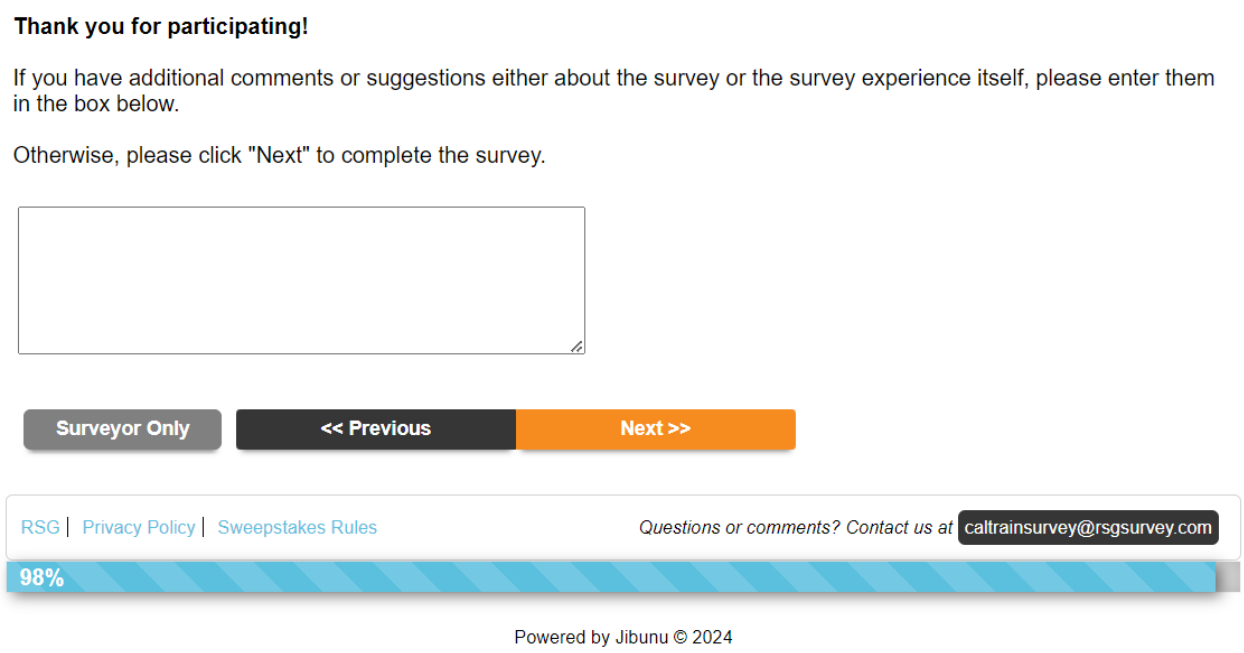
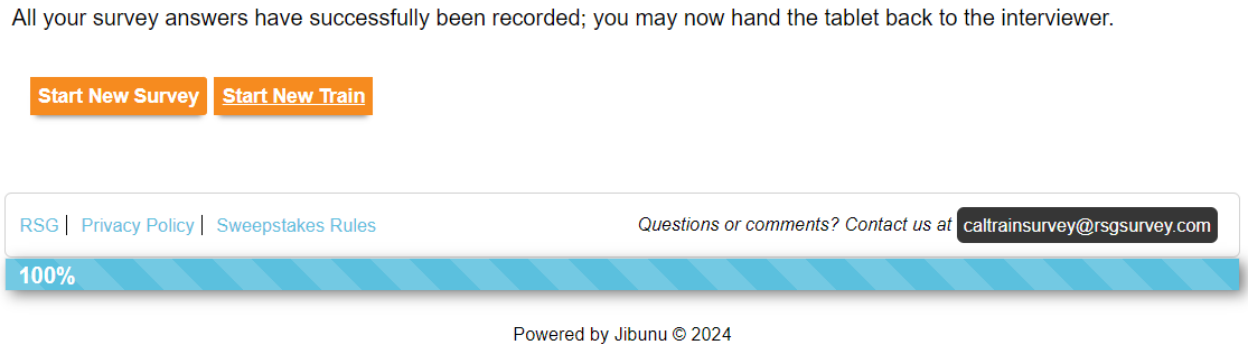


FIGURE 96: END SCREEN



K. MONITORING PROGRAM

SYSTEMWIDE 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 DESCRIPTION

Caltrain is a single route service with 31 stations. The JPB provides different types of service. Caltrain's service plan was updated with the implementation of electrified service in September 2024.

Service Type	Service Description
Local Service	Serves every station between San Francisco and San Jose Diridon, with weekend service including Broadway Station and select weekday trains serving College Park Station. Some trains begin/end at Tamien Station.
Limited-Stop Service	Limited service operates between San Francisco and San Jose Diridon and offers more frequent service at key stations and faster travel times.
Express Service	The fastest travel option, connecting San Francisco to San Jose in an hour with stops at the most popular stations.
South County Connector Service	Diesel trains serve South Santa Clara County passengers with weekday peak round-trip trains between San Jose Diridon and Gilroy (except Holidays and Modified Schedule days). A three-minute cross-platform transfer at the San Jose Diridon Station makes it easy for passengers to transfer between the electric and diesel trains.
Special Service	Provided for occasional service for events on weekdays, weekends, and holidays.

STATION HIEARCHY

For purposes of determining weekday 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 service, ridership, ridership growth potential, and presence of traditionally underserved communities near each station.

The following chart shows the station type names and general service description of each station type:

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

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

Station	Station Type	Service 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	
California Avenue	B	Limited, Local	
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 José Diridon	A	Express, Limited, Local, South County Connector	Timed Connection 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	Southy 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

SERVICE AREA MINORITY AND LOW-INCOME POPULATIONS

Pursuant to the 2019-2023 five-year American Community Survey (ACS) data, the minority population in all three counties in the JPB service area is 1,978,077 people, or 65% of the total service area population (3,393,237 people). For the 2025 Title VI Program monitoring of Caltrain's systemwide 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 entire service area 65% is considered a "minority station." Similarly, any station area buffer that contains a percentage of low-income population that is greater than the low-income population of the entire service area is considered a "low-income station." A station-by-station analysis reveals that 21 out of 31 stations in the Caltrain service area are minority stations and 24 of 31 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 center 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 systemwide average, those stations were determined to be Minority Stations.

In addition, in order to confirm the census data, the 2025 Caltrain Triennial Survey found that approximately 60% of the riders would be classified as minority. A summary of the Caltrain ridership ethnicity from 2025 compared to 2022 is provided in **Table 1**, below. As multiple responses were accepted for this question, the total percentages may not total 100.

Table 1: Ridership Ethnicity Summary in 2025 and 2022

	2025 Total	2022 Total
Base (All Respondents)	**3,503**	**2,838**
	%	%
White	41	45
Asian	43	38
Hispanic or Latino	16	17
Black or African American	5	6
Native Hawaiian or Other Pacific Islander	2	1
American Indian or Alaska Native	1	1
Middle Eastern or North African	2.5	N/A
Mixed (Unspecified) / Other	<1.0	1

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 2019-2023 five-year ACS data for low-income populations in the JPB service area shows that approximately 13% of the population in all three counties is at or below 200% of the federal poverty level (i.e. individual earning less than $31,300), which is the metropolitan planning organization's definition for low-income populations in the Bay Area. This broader definition is also used to account for the region's high cost of living when compared to other regions.

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 center 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 systemwide average were determined to be Low-Income Stations.

To support a better understanding of the low-income riders, the 2025 Caltrain Triennial Survey found that approximately 12% of riders have annual household incomes of less than $50,000 - less than the percentage in the 2022 Triennial Survey. A summary of rider income distribution, as found in the 2025 and 2022 onboard surveys is provided in **Table 2**.

Table 2: Ridership Annual Household Income in 2025 and 2022

	2025 Total	2022 Total
Base (All Respondents)	**3,224**	**2,838**
	%	%
Less than $25,000	5	7
$25,000-$29,999 a year	2	3
$30,000 to $39,999	2	3
$40,000 to $49,999	3	4
$50,000 to $59,999	3	3
$60,000 to $69,999	3	4
$70,000 to $79,999	4	5
$80,000 to $89,999	4	5
$90,000 to $99,999	3	5
$100,000 to $149,999	15	18
$150,000 to $249,999	24	21
$250,000 or more	32	23
Total	**100**	**100**

SYSTEMWIDE STATION DESIGNATION

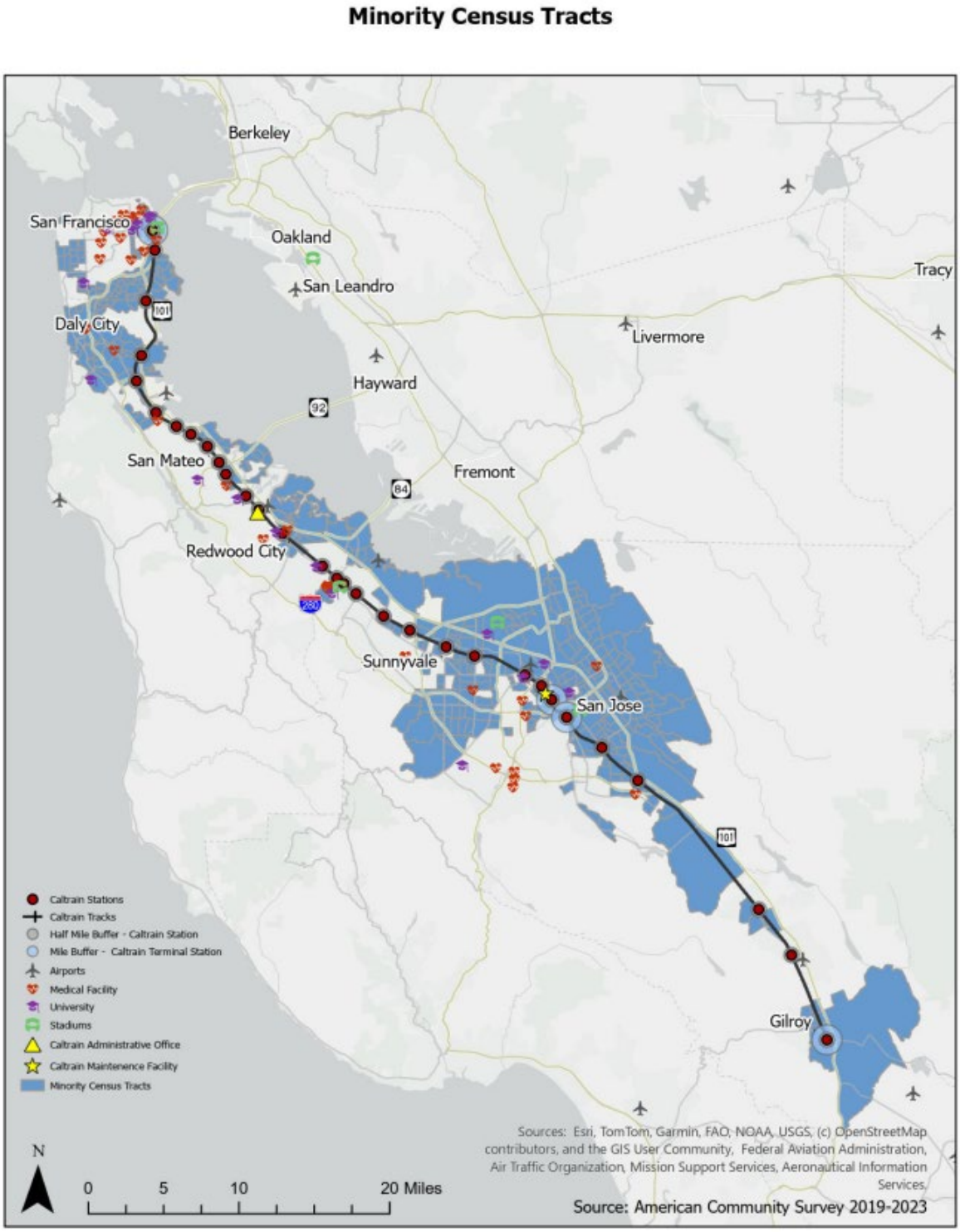
The FTA Circular 4702.1B does not define a rail system station service area (as it did in previous FTA Circular 4702.1A or UTMA Circular 4702.1). For monitoring purposes, the JPB defined it to be:

> *(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 station.*

Figure 1 displays minority populations by census tract group and how stations are designated to be minority or non-minority using the station buffer with the defined threshold. **Figure 2** displays low-income populations by census tract and how stations are designated to be low-income or non-low-income using the station buffer with the defined threshold.

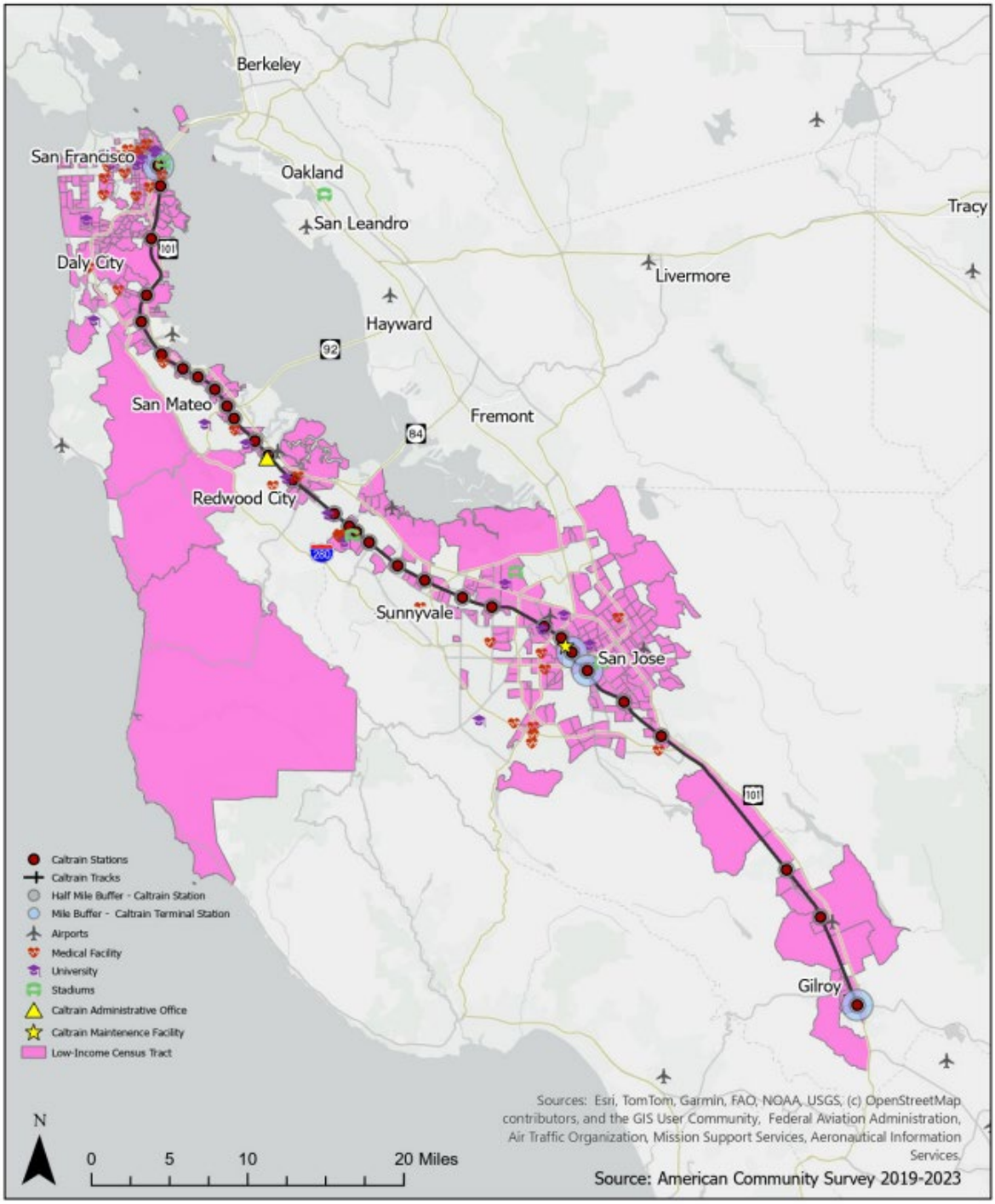
Table 3 summarizes all Caltrain stations and their designations as minority or low-income based on the 2019-2023 five-year ACS data. Additionally, minority and low-income maps without station area buffers are provided in Appendix I Demographic and Service Profile Maps.

Figure 1: Minority Population with Station Area Buffers



Minority tracts are defined as those in which the minority population exceeds the systemwide minority average of 65%.

Figure 2: Low-Income Population with Station Area Buffers



Low-income tracts are defined as those in which the low-income population exceed the systemwide low-income average of 13.%. Low-income is defined as any household earning under $31,300 for a household of 1.

The designation of Minority Stations and Low-Income Stations below is used for the JPB's 2025 monitoring of Caltrain's systemwide service standards and policies.

Table 3: Caltrain Station Designation (Northbound to Southbound)

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

SYSTEMWIDE SERVICE STANDARDS MONITORING PROCESS

A. VEHICLE LOAD

Service Standard:

Providing sufficient seating capacity to meet demand is a priority for Caltrain. However, during the weekday peak hours because of high passenger loads and limited capacity before the COVID-19 pandemic, it was 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 during peak travel times, the standard is to not exceed a load factor of 1.2, which complies with the standard set by the Transit Cooperative Research Program's (TCRP) "Transit Capacity and Quality of Service Manual." While ridership on Caltrain has drastically declined due to the COVID-19 pandemic, this service standard remains unchanged in anticipation of ridership recovery prior to the introduction of electric service.

Table 4: Vehicle Load Service Standard

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

Monitoring:

- Staff monitors vehicle loads from train crew reports, passenger comments, passenger counts of special event trains and fare media sales-based ridership.
- Caltrain operates fixed 7-car Electric Multiple Units (EMUs) with a seated capacity of 675 and standing room capacity of 810 from San Jose to San Francisco.
- For South County stations, Caltrain currently operates 3-car Bombardier trains. The seated capacity of the South County Connector trains as configured currently (3 cars, including 1 bike car) is 394-402, with space for 24 bikes. Each car has a seating capacity between 114 and 144. Standing room capacity ranges from 472 - 482.
- South County Stations and trains are monitored via a daily headcount. Conductors will conduct a single manual count after departing from Capitol station and before arriving at Tamien station for northbound trains, and a single manual count after departing from Tamien Station and before arriving at Capitol Station for southbound trains.
- From Spring to Fall when San Francisco Giants baseball games at Oracle Park drive higher ridership, the special event ridership counts are monitored to assess capacity needs. Special Event trains may be scheduled or deployed the day of (as a field-call) for post-game crowds.
- Other year-round special events (i.e. Levi's Stadium Events, Oracle Park Events, Chase Center Events, SAP Center Events, PayPal Park Events, Stanford Stadium Events, Warriors Basketball, 49ers football, Pride Weekend, Fleet Weekend) are also monitored to assess capacity needs. Special Event trains may be scheduled or deployed the day of as needed.
- Caltrain's revised electrified service plan (which include local train service every 30 minutes on

weekdays and weekends) has reduced the number of special event trains.

Findings:

Due to the COVID-19 pandemic and the impact of Caltrain ridership and its ridership recovery, Caltrain has not performed an Annual Count since 2019. Ridership during the pandemic was estimated with limited conductor counts and Clipper card usage data. Since November 2023, Caltrain uses a revised Fare Media Sale Based Ridership model which yields a monthly estimate for Average Weekday, Saturday, and Sunday systemwide ridership. The effect of the COVID-19 pandemic on Caltrain's ridership was dramatic. Currently the railroad has reached approximately 60% of its pre-pandemic baseline for weekdays, with a boost in ridership from electrified service implemented in September 2024. Caltrain currently operates 112 trains per weekday (104 electric trains between San Jose to San Francisco and 8 diesel trains between Gilroy and San Jose) and 66 trains (between San Jose and San Francisco) per weekend day.

Although Caltrain's new electric trains has automated passenger counters (APCs) onboard, ridership reporting from APCs is in the process of being implemented. Train-specific information is not available to monitor train loads. Therefore, a throughput analysis can be conducted to ensure Caltrain is achieving its service standard of providing at least 1 seat for every 1.2 passengers during the peak and 1 seat for every passenger during off-peak times. On a typical day before the COVID-19 pandemic, Caltrain's morning commute period (in both directions) accounted for roughly 40% of Caltrain's average weekday ridership, this three-hour period that includes all trains originating between 6:00 am and 9:00 am. The most recent data (using reported Fare Media Sales based ridership and APC data) for Caltrain shows that Average Weekday Ridership for the month of September 2025 was 41,065, with a morning peak demand which is roughly 12,320 (30% of Average Weekday Ridership). The current schedule provides 4 trains per hour during the peak, for a total of 24 trains provided in both directions for the morning peak. The tables below show the balance between capacity and demand to calculate estimated peak loads.

Table 5a: Weekday Estimated Peak Load – Electric Trains

Capacity/Demand Elements	Capacity/ Ridership/ Load Factor
Average 7-car EMU Seating Capacity	675
Total Trains Operated AM Peak	24
Estimated Seats Provided – AM Peak	16,200
Reported Average Weekday Ridership (Sep 2025)	41,065
Estimated AM Peak Demand	12,320
Standard Peak Load Factor	1.2
Estimated Current Peak Load	0.8

Table 5b: Weekday Estimated Peak Load – Diesel Trains

Capacity/Demand Elements	Capacity/ Ridership/ Load Factor
Average 3-car Bi-Level Seating Capacity*	~400
Total Trains Operated AM Peak	4
Estimated Seats Provided – AM Peak*	~1,600

Reported AM Peak Ridership (Sep 2025)	455
Standard Peak Load Factor	1.2
Estimated Current Peak Load	0.3

**3-car diesel train configuration varies*

A similar exercise can be provided for Saturday and Sunday service, using average ridership counts and estimated seated capacity for regularly scheduled service.

Table 5c: Weekend Estimated Peak Load

Capacity/Demand Elements	Capacity/ Ridership/ Load Factor
Average 7-car EMU Seating Capacity	675
Total Trains Operated per day Saturday/Sunday	66
Estimated Seats Provided Per Weekend Day	44,550
Reported Average Saturday Ridership (Sep 2022)	24,557
Reported Average Sunday Ridership (Sep 2022)	18,838
Standard Off-Peak Load Factor	1.0
Estimated Current Peak Load Saturday	0.6
Estimated Current Peak Load Sunday	0.4

Given that Caltrain trains run on a single fixed-route guideway, there is no disparate impact or disproportionate burden on minority and low-income communities. Vehicle loads are not specific to stations, but to particular times, with trains making all stops regardless of load. Caltrain will continue to monitor any vehicle load trends to identify any possible impacts and needs to increase capacity.

B. VEHICLE HEADWAY

Due to Caltrain's nature as a fixed-route guideway, headways are primarily determined by station type, based on the type of route service (Express, Limited, Local, South County, or Special).

Service Provided:

With Caltrain's implemented electrified service plan, Caltrain operates 4 trains per hour, per direction during peak hours in a variety of service patterns, with the highest ridership stations receiving more frequent service. Caltrain operates 2 trains per hour, per direction during early morning, evenings, and weekend periods. During peak and surrounding (shoulder) times, Caltrain serves stations largely based on demand. Supplemental service is often provided for special events based on estimated ridership demand.

Table 6a: Service Frequency by Station Type

Station Type	AM Peak	PM Peak	Midday	Early Morning, Evenings, Weekends	Frequency Type
	0600-0900	1500-1900			
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

Monitoring:

For specific monitoring sample, refer to **Table 7a**, Station Type Designations and Headways. Also see Headway Monitoring & Analysis Section **Table 7b** (below).

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

Station Type Designations differ depending on AM Peak service, PM Peak service, Early Morning service, Midday service, Evening service, and Weekend Service. **Table 7a** (below) shows each station type designation for four categories:

- AM Peak service (NB in AM)
- PM Peak service (SB in PM)
- Midday service
- Early morning, evening, and weekend service

Caltrain reviewed headways at each station based on each of the service categories. For South County stations, 4 trains are provided during peak and reverse peak service. No train service is provided to South County stations during the early mornings, midday, evenings, and weekend. All South County station services meet the service standard. For special stations, service is only provided as needed for special events and emergencies, which meets the service standard.

Findings:

As shown in the Headway Monitoring & Analysis below, all Caltrain stations met headway standards for each service period. Train headway performance were reviewed for each station based on which of the four time period categories (AM peak, PM peak, midday, and early morning/evening/weekend) each arriving train was scheduled to depart its origin station. If a station was found to be non-compliant in any one of the six categories, it was marked non-compliant for headways.

All stations met headway standards as trains depart according to Caltrain's new electrified service schedule. As a result, headway performance of minority stations did not differ from non-minority stations. Minority populations do not have any disparate impact (0%) in comparison to non-minority stations, and the results are below the burden threshold of 10%. Likewise, there is also no disparate impact (0%) for low-income populations as low-income station headway performance matches those of non low-income stations. These calculations can be found in **Table 7b and Table 7c**: Headway Monitoring and Analysis.

As previously noted, differences in headways at a given station are primarily a function of the station's type, which dictate what types of service Caltrain provides at that station. The type of service available at any given station is determined primarily by demand. Additionally, the Caltrain system has limited places where overtakes (points on the route where one train can pass another) can occur. This limits the JPB's ability to alter the types of service provided at stations.

Based on this result, Caltrain will continue to monitor how minority stations are affected by headways. This information will help create the new train schedule for electrification and reduce the disparity as different schedules, trains, and tracks will improve headways for all stations.

Table 7a: Station Type Designations and Headways

Station	Caltrain Annual FY-2025 Average Mid-Week Boardings AMWR	Station Type	Service Provided	Headway Standard - **AM Peak** (Trains Per Hour)	Headway Standard - **PM Peak** (Trains Per Hour)	Headway Standard - **Midday** (Trains Per Hour)	Headway Standard - **Early Morning, Evenings, Weekends** (Trains Per Hour)	Headway Standard Met - **AM Peak**	Headway Standard Met - **PM Peak**	Headway Standard Met - **Midday**	Headway Standard Met - **Early Morning, Evenings, Weekends**	All Headway Standards Met	Title VI Designation (Minority Station)	Title VI Designation (Low-Income Station)
San Francisco	6,874	A	Express, Limited, Local	4	4	2	2	Yes	Yes	Yes	Yes	Yes	Yes	Yes
22nd Street	1,261	A	Express, Limited, Local	4	4	2	2	Yes	Yes	Yes	Yes	Yes	Yes	yes
Bayshore	168	C	Local	2	2	2	2	Yes	Yes	Yes	Yes	Yes	Yes	yes
South SF	692	A	Express, Limited, Local	4	4	2	2	Yes	Yes	Yes	Yes	Yes	Yes	yes
San Bruno	377	C	Local	2	2	2	2	Yes	Yes	Yes	Yes	Yes	Yes	No
Millbrae	1,489	A	Express, Limited, Local	4	4	2	2	Yes	Yes	Yes	Yes	Yes	Yes	No
Broadway	N/A	Special	Weekend Only	-	-	-	-	N/A	N/A	N/A	N/A	N/A	No	No
Burlingame	620	C	Local	2	2	2	2	Yes	Yes	Yes	Yes	Yes	No	Yes
San Mateo	1,270	A	Express, Limited, Local	4	4	2	2	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Hayward Park	366	C	Local	2	2	2	2	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Hillsdale	1,596	A	Express, Limited, Local	4	4	2	2	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Belmont	654	C	Local	2	2	2	2	Yes	Yes	Yes	Yes	Yes	No	No
San Carlos	644	C	Local	2	2	2	2	Yes	Yes	Yes	Yes	Yes	No	No
Redwood City	2,111	A	Express, Limited, Local	4	4	2	2	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Menlo Park	863	B	Limited, Local	3	3	2	2	Yes	Yes	Yes	Yes	Yes	No	No
Palo Alto	3,603	A	Express, Limited, Local	4	4	2	2	Yes	Yes	Yes	Yes	Yes	No	Yes
Stanford Stadium	N/A	Special	Special Event Service	-	-	-	-	N/A	N/A	N/A	N/A	N/A	No	Yes
California Avenue	817	B	Limited, Local	3	3	2	2	Yes	Yes	Yes	Yes	Yes	No	Yes
San Antonio	655	B	Limited, Local	3	3	2	2	Yes	Yes	Yes	Yes	Yes	No	No
Mountain View	2,288	A	Express, Limited, Local	4	4	2	2	Yes	Yes	Yes	Yes	Yes	No	Yes
Sunnyvale	1,770	A	Express, Limited, Local	4	4	2	2	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Lawrence	686	B	Limited, Local	3	3	2	2	Yes	Yes	Yes	Yes	Yes	Yes	No
Santa Clara	839	B	Limited, Local	3	3	2	2	Yes	Yes	Yes	Yes	Yes	No	Yes
College Park	41	Special	Weekday Only	2 Trains Per Peak Period	2 Trains Per Peak Period	-	-	Yes	Yes	N/A	N/A	N/A	Yes	Yes
San Jose Diridon	2,136	A	Express, Limited, Local	4	4	2	2	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Tamien	243	C	Local	2	2	2	2	Yes	Yes	N/A	N/A	Yes	Yes	Yes
Capitol	49	South County	South County Connector	4 Trains Per Peak Period	4 Trains Per Peak Period	-	-	Yes	Yes	N/A	N/A	Yes	Yes	Yes
Blossom Hill	71	South County	South County Connector	4 Trains Per Peak Period	4 Trains Per Peak Period	-	-	Yes	Yes	N/A	N/A	Yes	Yes	Yes
Morgan Hill	130	South County	South County Connector	4 Trains Per Peak Period	4 Trains Per Peak Period	-	-	Yes	Yes	N/A	N/A	Yes	Yes	Yes
San Martin	25	South County	South County Connector	4 Trains Per Peak Period	4 Trains Per Peak Period	-	-	Yes	Yes	N/A	N/A	Yes	No	Yes
Gilroy	110	South County	South County Connector	4 Trains Per Peak Period	4 Trains Per Peak Period	-	-	Yes	Yes	N/A	N/A	Yes	Yes	Yes

Table 7b: Headway Monitoring and Analysis

Minority Vs. Non-Minority Stations								
	Minority				Non-Minority			
	Headway Standard - **AM Peak**	Headway Standard - **PM Peak**	Headway Standard - **Midday**	Headway Standard - **Early Morning, Evenings, Weekends**	Headway Standard - **AM Peak**	Headway Standard - **PM Peak**	Headway Standard - **Midday**	Headway Standard - **Early Morning, Evenings, Weekends**
# of Stations Considered (Excluding Special Type Stations)	18	18	13	13	10	10	9	9
# of Stations Meeting All Standards	18	18	13	13	10	10	9	9
# of Stations Not Meeting All Standards	0	0	0	0	0	0	0	0
Percent of Stations Not Meeting All Standards	0%	0%	0%	0%	0%	0%	0%	0%

Low-Income Vs. Non-Low-Income Stations								
	Low-Income				Non-Low-Income			
	Headway Standard - **AM Peak**	Headway Standard - **PM Peak**	Headway Standard - **Midday**	Headway Standard - **Early Morning, Evenings, Weekends**	Headway Standard - **AM Peak**	Headway Standard - **PM Peak**	Headway Standard - **Midday**	Headway Standard - **Early Morning, Evenings, Weekends**
# of Stations Considered (Excluding Special Type Stations)	21	21	15	15	7	7	7	7
# of Stations Meeting All Standards	21	21	15	15	7	7	7	7
# of Stations Not Meeting All Standards	0	0	0	0	0	0	0	0
Percent of Stations Not Meeting All Standards	0%	0%	0%	0%	0%	0%	0%	0%

Table 7c: Headway Monitoring & Analysis

Minority Vs. Non-Minority Stations			
	Minority Stations	Non-Minority Stations	All Stations
# of Stations Considered (Excluding Special Type Stations)	18	10	28
# of Stations Meeting All Standards	18	10	28
# of Stations Not Meeting All Standards	0	0	0
Percent of Stations Not Meeting All Standards	0%	0%	0%

Low-Income Vs. Non-Low-Income Stations			
	Low Income Stations	Non-Low-Income Stations	All Stations
# of Stations Considered (Excluding Special Type Stations)	21	7	28
# of Stations Meeting All Standards	21	7	28
# of Stations Not Meeting All Standards	0	0	0
Percent of Stations Not Meeting All Standards	0%	0%	0%

Table 8a: Caltrain Weekday NB AM Service

Printer–Friendly WEEKDAY Caltrain Schedule

Morning to Early Afternoon – Page 1 of 2

Northbound – WEEKDAY SERVICE to SAN FRANCISCO

	Train No.	101	103	401	105	503	107	805	405	109	807	507	111	809	409	113	811	511	115	413	117	119	121	123	125	127	129	131	133
ZONE 6	Gilroy							5:52a			6:31a			6:52a			7:31a												
	San Martin							6:04a			6:43a			7:04a			7:43a												
	Morgan Hill							6:10a			6:49a			7:10a			7:49a												
ZONE 5	Blossom Hill							6:23a			7:02a			7:23a			8:02a												
	Capitol							6:29a			7:08a			7:29a			8:08a												
ZONE 4	Tamien	*Replacement bus service available.*						6:35a			7:14a			7:35a			8:14a	*Replacement bus service available. Visit caltrain.com/status for details.*											
	San Jose Diridon	4:43a	5:08a	5:43a	5:58a	6:22a	6:28a	6:40a	6:43a	6:58a	7:19a	7:22a	7:28a	7:40a	7:43a	7:53a	8:19a	8:22a	8:28a	8:43a	8:58a	9:28a	9:58a	10:28a	10:58a	11:28a	11:58a	12:28p	12:58p
	College Park	–	–	–	–	–	–	–	–	–	–	–	–	–	–	8:01a	–	–	–	–	–	–	–	–	–	–	–	–	–
	Santa Clara	4:49a	5:14a	5:49a	6:04a	–	6:34a	–	6:49a	7:04a	–	–	7:34a	–	7:49a	8:04a	–	–	8:34a	8:49a	9:04a	9:34a	10:04a	10:34a	11:04a	11:34a	12:04p	12:34p	1:04p
	Lawrence	4:54a	5:19a	5:54a	6:09a	–	6:39a	–	6:54a	7:09a	–	–	7:39a	–	7:54a	8:09a	–	–	8:39a	8:54a	9:09a	9:39a	10:09a	10:39a	11:09a	11:39a	12:09p	12:39p	1:09p
ZONE 3	Sunnyvale	4:57a	5:22a	5:57a	6:12a	6:32a	6:42a	–	6:57a	7:12a	–	7:32a	7:42a	–	7:57a	8:12a	–	8:32a	8:42a	8:57a	9:12a	9:42a	10:12a	10:42a	11:12a	11:42a	12:12p	12:42p	1:12p
	Mountain View	5:01a	5:26a	6:01a	6:16a	6:36a	6:46a	–	7:01a	7:16a	–	7:36a	7:46a	–	8:01a	8:16a	–	8:36a	8:46a	9:01a	9:16a	9:46a	10:16a	10:46a	11:16a	11:46a	12:16p	12:46p	1:16p
	San Antonio	5:04a	5:29a	6:04a	6:19a	–	6:49a	–	7:04a	7:19a	–	–	7:49a	–	8:04a	8:19a	–	–	8:49a	9:04a	9:19a	9:49a	10:19a	10:49a	11:19a	11:49a	12:19p	12:49p	1:19p
	California Avenue	5:07a	5:32a	6:07a	6:22a	–	6:52a	–	7:07a	7:22a	–	–	7:52a	–	8:07a	8:22a	–	–	8:52a	9:07a	9:22a	9:52a	10:22a	10:52a	11:22a	11:52a	12:22p	12:52p	1:22p
	Palo Alto	5:10a	5:35a	6:10a	6:25a	6:43a	6:55a	–	7:10a	7:25a	–	7:43a	7:55a	–	8:10a	8:25a	–	8:43a	8:55a	9:10a	9:25a	9:55a	10:25a	10:55a	11:25a	11:55a	12:25p	12:55p	1:25p
	Menlo Park	5:13a	5:38a	6:13a	6:28a	–	6:58a	–	7:13a	7:28a	–	–	7:58a	–	8:13a	8:28a	–	–	8:58a	9:13a	9:28a	9:58a	10:28a	10:58a	11:28a	11:58a	12:28p	12:58p	1:28p
ZONE 2	Redwood City	5:18a	5:43a	6:18a	6:33a	6:49a	7:03a	–	7:18a	7:33a	–	7:49a	8:03a	–	8:18a	8:34a	–	8:49a	9:03a	9:18a	9:33a	10:03a	10:33a	11:03a	11:33a	12:03p	12:33p	1:03p	1:33p
	San Carlos	5:22a	5:47a	–	6:37a	–	7:07a	–	–	7:37a	–	–	8:07a	–	–	8:37a	–	–	9:07a	–	9:37a	10:07a	10:37a	11:07a	11:37a	12:07p	12:37p	1:07p	1:37p
	Belmont	5:24a	5:49a	–	6:39a	–	7:09a	–	–	7:39a	–	–	8:09a	–	–	8:39a	–	–	9:09a	–	9:39a	10:09a	10:39a	11:09a	11:39a	12:09p	12:39p	1:09p	1:39p
	Hillsdale	5:27a	5:52a	6:25a	6:42a	6:56a	7:12a	–	7:25a	7:42a	–	7:56a	8:12a	–	8:25a	8:43a	–	8:56a	9:12a	9:25a	9:42a	10:12a	10:42a	11:12a	11:42a	12:12p	12:42p	1:12p	1:42p
	Hayward Park	5:30a	5:55a	–	6:45a	–	7:15a	–	–	7:45a	–	–	8:15a	–	–	8:45a	–	–	9:15a	–	9:45a	10:15a	10:45a	11:15a	11:45a	12:15p	12:45p	1:15p	1:45p
	San Mateo	5:32a	5:57a	6:28a	6:47a	6:59a	7:17a	–	7:28a	7:47a	–	7:59a	8:17a	–	8:28a	8:47a	–	8:59a	9:17a	9:28a	9:47a	10:17a	10:47a	11:17a	11:47a	12:17p	12:47p	1:17p	1:47p
	Burlingame	5:35a	6:00a	–	6:50a	–	7:20a	–	–	7:50a	–	–	8:20a	–	–	8:50a	–	–	9:20a	–	9:50a	10:20a	10:50a	11:20a	11:50a	12:20p	12:50p	1:20p	1:50p
	Millbrae	5:39a	6:04a	6:33a	6:54a	7:04a	7:24a	–	7:33a	7:54a	–	8:04a	8:24a	–	8:33a	8:54a	–	9:04a	9:24a	9:33a	9:54a	10:24a	10:54a	11:24a	11:54a	12:24p	12:54p	1:24p	1:54p
ZONE 1	San Bruno	5:42a	6:07a	–	6:57a	–	7:27a	–	–	7:57a	–	–	8:27a	–	–	8:57a	–	–	9:27a	–	9:57a	10:27a	10:57a	11:27a	11:57a	12:27p	12:57p	1:27p	1:57p
	S. San Francisco	5:45a	6:10a	6:39a	7:00a	7:09a	7:30a	–	7:39a	8:00a	–	8:09a	8:30a	–	8:39a	9:00a	–	9:09a	9:30a	9:39a	10:00a	10:30a	11:00a	11:30a	12:00p	12:30p	1:00p	1:30p	2:00p
	Bayshore	5:50a	6:15a	–	7:05a	–	7:35a	–	–	8:05a	–	–	8:35a	–	–	9:05a	–	–	9:35a	–	10:05a	10:35a	11:05a	11:35a	12:05p	12:35p	1:05p	1:35p	2:05p
	22nd Street	5:55a	6:20a	6:47a	7:10a	7:16a	7:40a	–	7:47a	8:10a	–	8:16a	8:40a	–	8:47a	9:10a	–	9:16a	9:40a	9:47a	10:10a	10:40a	11:10a	11:40a	12:10p	12:40p	1:10p	1:40p	2:10p
	San Francisco	6:01a	6:26a	6:53a	7:16a	7:22a	7:46a		7:53a	8:16a		8:22a	8:46a		8:53a	9:16a		9:22a	9:46a	9:53a	10:16a	10:46a	11:16a	11:46a	12:16p	12:46p	1:16p	1:46p	2:16p

1XX Local | 4XX Limited | 5XX Express | — Train bypasses station

8XX South County Connector | 6:40a 6:43a Timed transfers for South County Connector service

Timetable subject to change without notice

See Page 2 For Afternoon and Evening Times

EFFECTIVE June 16, 2025

Table 8b: Caltrain Weekday NB PM Service

Printer–Friendly WEEKDAY Caltrain Schedule

Afternoon to Evening – Page 2 of 2

Northbound – WEEKDAY SERVICE to SAN FRANCISCO

	Train No.	135	137	139	141	515	143	417	145	519	147	421	149	523	151	425	153	527	155	429	157	159	161	163	165	167	169	171	173
ZONE 6	Gilroy																												
	San Martin																												
	Morgan Hill																												
ZONE 5	Blossom Hill																												
	Capitol																												
ZONE 4	Tamien	*Replacement bus service available. Visit caltrain.com/status for details.*																											
	San Jose Diridon	1:28p	1:58p	2:28p	2:53p	3:22p	3:28p	3:43p	3:58p	4:22p	4:28p	4:43p	4:58p	5:22p	5:28p	5:43p	5:58p	6:22p	6:28p	6:43p	6:58p	7:28p	7:58p	8:28p	8:58p	9:28p	9:58p	10:30p	11:30p
	College Park	–	–	–	3:01p	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
	Santa Clara	1:34p	2:04p	2:34p	3:04p	–	3:34p	3:49p	4:04p	–	4:34p	4:49p	5:04p	–	5:34p	5:49p	6:04p	–	6:34p	6:49p	7:04p	7:34p	8:04p	8:34p	9:04p	9:34p	10:04p	10:36p	11:36p
	Lawrence	1:39p	2:09p	2:39p	3:09p	–	3:39p	3:54p	4:09p	–	4:39p	4:54p	5:09p	–	5:39p	5:54p	6:09p	–	6:39p	6:54p	7:09p	7:39p	8:09p	8:39p	9:09p	9:39p	10:09p	10:41p	11:41p
ZONE 3	Sunnyvale	1:42p	2:12p	2:42p	3:12p	3:32p	3:42p	3:57p	4:12p	4:32p	4:42p	4:57p	5:12p	5:32p	5:42p	5:57p	6:12p	6:32p	6:42p	6:57p	7:12p	7:42p	8:12p	8:42p	9:12p	9:42p	10:12p	10:44p	11:44p
	Mountain View	1:46p	2:16p	2:46p	3:16p	3:36p	3:46p	4:01p	4:16p	4:36p	4:46p	5:01p	5:16p	5:36p	5:46p	6:01p	6:16p	6:36p	6:46p	7:01p	7:16p	7:46p	8:16p	8:46p	9:16p	9:46p	10:16p	10:48p	11:48p
	San Antonio	1:49p	2:19p	2:49p	3:19p	–	3:49p	4:04p	4:19p	–	4:49p	5:04p	5:19p	–	5:49p	6:04p	6:19p	–	6:49p	7:04p	7:19p	7:49p	8:19p	8:49p	9:19p	9:49p	10:19p	10:51p	11:51p
	California Avenue	1:52p	2:22p	2:52p	3:22p	–	3:52p	4:07p	4:22p	–	4:52p	5:07p	5:22p	–	5:52p	6:07p	6:22p	–	6:52p	7:07p	7:22p	7:52p	8:22p	8:52p	9:22p	9:52p	10:22p	10:54p	11:54p
	Palo Alto	1:55p	2:25p	2:55p	3:25p	3:43p	3:55p	4:10p	4:25p	4:43p	4:55p	5:10p	5:25p	5:43p	5:55p	6:10p	6:25p	6:43p	6:55p	7:10p	7:25p	7:55p	8:25p	8:55p	9:25p	9:55p	10:25p	10:57p	11:57p
	Menlo Park	1:58p	2:28p	2:58p	3:28p	–	3:58p	4:13p	4:28p	–	4:58p	5:13p	5:28p	–	5:58p	6:13p	6:28p	–	6:58p	7:13p	7:28p	7:58p	8:28p	8:58p	9:28p	9:58p	10:28p	11:00p	12:00a
ZONE 2	Redwood City	2:03p	2:33p	3:03p	3:34p	3:49p	4:03p	4:18p	4:33p	4:49p	5:03p	5:18p	5:33p	5:49p	6:03p	6:18p	6:33p	6:49p	7:03p	7:18p	7:33p	8:03p	8:33p	9:03p	9:33p	10:03p	10:33p	11:05p	12:05a
	San Carlos	2:07p	2:37p	3:07p	3:37p	–	4:07p	–	4:37p	–	5:07p	–	5:37p	–	6:07p	–	6:37p	–	7:07p	–	7:37p	8:07p	8:37p	9:07p	9:37p	10:07p	10:37p	11:09p	12:09a
	Belmont	2:09p	2:39p	3:09p	3:39p	–	4:09p	–	4:39p	–	5:09p	–	5:39p	–	6:09p	–	6:39p	–	7:09p	–	7:39p	8:09p	8:39p	9:09p	9:39p	10:09p	10:39p	11:11p	12:11a
	Hillsdale	2:12p	2:42p	3:12p	3:43p	3:56p	4:12p	4:25p	4:42p	4:56p	5:12p	5:25p	5:42p	5:56p	6:12p	6:25p	6:42p	6:56p	7:12p	7:25p	7:42p	8:12p	8:42p	9:12p	9:42p	10:12p	10:42p	11:14p	12:14a
	Hayward Park	2:15p	2:45p	3:15p	3:45p	–	4:15p	–	4:45p	–	5:15p	–	5:45p	–	6:15p	–	6:45p	–	7:15p	–	7:45p	8:15p	8:45p	9:15p	9:45p	10:15p	10:45p	11:17p	12:17a
	San Mateo	2:17p	2:47p	3:17p	3:47p	3:59p	4:17p	4:28p	4:47p	4:59p	5:17p	5:28p	5:47p	5:59p	6:17p	6:28p	6:47p	6:59p	7:17p	7:28p	7:47p	8:17p	8:47p	9:17p	9:47p	10:17p	10:47p	11:19p	12:19a
	Burlingame	2:20p	2:50p	3:20p	3:50p	–	4:20p	–	4:50p	–	5:20p	–	5:50p	–	6:20p	–	6:50p	–	7:20p	–	7:50p	8:20p	8:50p	9:20p	9:50p	10:20p	10:50p	11:22p	12:22a
	Millbrae	2:24p	2:54p	3:24p	3:54p	4:04p	4:24p	4:33p	4:54p	5:04p	5:24p	5:33p	5:54p	6:04p	6:24p	6:33p	6:54p	7:04p	7:24p	7:33p	7:54p	8:24p	8:54p	9:24p	9:54p	10:24p	10:54p	11:26p	12:26a
ZONE 1	San Bruno	2:27p	2:57p	3:27p	3:57p	–	4:27p	–	4:57p	–	5:27p	–	5:57p	–	6:27p	–	6:57p	–	7:27p	–	7:57p	8:27p	8:57p	9:27p	9:57p	10:27p	10:57p	11:29p	12:29a
	S. San Francisco	2:30p	3:00p	3:30p	4:00p	4:09p	4:30p	4:39p	5:00p	5:09p	5:30p	5:39p	6:00p	6:09p	6:30p	6:39p	7:00p	7:09p	7:30p	7:39p	8:00p	8:30p	9:00p	9:30p	10:00p	10:30p	11:00p	11:32p	12:32a
	Bayshore	2:35p	3:05p	3:35p	4:05p	–	4:35p	–	5:05p	–	5:35p	–	6:05p	–	6:35p	–	7:05p	–	7:35p	–	8:05p	8:35p	9:05p	9:35p	10:05p	10:35p	11:05p	11:37p	12:37a
	22nd Street	2:40p	3:10p	3:40p	4:10p	4:16p	4:40p	4:47p	5:10p	5:16p	5:40p	5:47p	6:10p	6:16p	6:40p	6:47p	7:10p	7:16p	7:40p	7:47p	8:10p	8:40p	9:10p	9:40p	10:10p	10:40p	11:10p	11:42p	12:42a
	San Francisco	2:46p	3:16p	3:46p	4:16p	4:22p	4:46p	4:53p	5:16p	5:22p	5:46p	5:53p	6:16p	6:22p	6:46p	6:53p	7:16p	7:22p	7:46p	7:53p	8:16p	8:46p	9:16p	9:46p	10:16p	10:46p	11:16p	11:48p	12:48a

1XX Local | 4XX Limited | 5XX Express | — Train bypasses station

Timetable subject to change without notice

See Page 1 For Morning and Early Afternoon Times

EFFECTIVE June 16, 2025

Table 8c: Caltrain Weekday SB AM Service

Printer–Friendly WEEKDAY Caltrain Schedule

Morning to Early Afternoon – Page 1 of 2

Southbound – WEEKDAY SERVICE to SAN JOSE / GILROY

	Train No.	102	104	502	106	404	108	506	110	408	112	510	114	412	116	118	120	122	124	126	128	130	132	134	136	138	140	514	814
ZONE 1	San Francisco	4:55a	5:30a	6:20a	6:25a	6:48a	6:55a	7:20a	7:25a	7:48a	7:55a	8:20a	8:25a	8:48a	8:55a	9:25a	9:55a	10:25a	10:55a	11:25a	11:55a	12:25p	12:55p	1:25p	1:55p	2:25p	2:55p	3:20p	
	22nd Street	5:00a	5:35a	6:24a	6:30a	6:53a	7:00a	7:24a	7:30a	7:53a	8:00a	8:24a	8:30a	8:53a	9:00a	9:30a	10:00a	10:30a	11:00a	11:30a	12:00p	12:30p	1:00p	1:30p	2:00p	2:30p	3:00p	3:24p	
	Bayshore	5:04a	5:39a	–	6:34a	–	7:04a	–	7:34a	–	8:04a	–	8:34a	–	9:04a	9:34a	10:04a	10:34a	11:04a	11:34a	12:04p	12:34p	1:04p	1:34p	2:04p	2:34p	3:04p	–	
	S. San Francisco	5:10a	5:46a	6:32a	6:40a	7:01a	7:10a	7:32a	7:40a	8:01a	8:10a	8:32a	8:40a	9:01a	9:10a	9:40a	10:10a	10:40a	11:10a	11:40a	12:10p	12:40p	1:10p	1:40p	2:10p	2:40p	3:10p	3:32p	
	San Bruno	5:13a	5:49a	–	6:43a	–	7:13a	–	7:43a	–	8:13a	–	8:43a	–	9:13a	9:43a	10:13a	10:43a	11:13a	11:43a	12:13p	12:43p	1:13p	1:43p	2:13p	2:43p	3:13p	–	
ZONE 2	Millbrae	5:16a	5:52a	6:38a	6:46a	7:07a	7:16a	7:38a	7:46a	8:07a	8:16a	8:38a	8:46a	9:07a	9:16a	9:46a	10:16a	10:46a	11:16a	11:46a	12:16p	12:46p	1:16p	1:46p	2:16p	2:46p	3:16p	3:38p	
	Burlingame	5:20a	5:56a	–	6:50a	–	7:20a	–	7:50a	–	8:20a	–	8:50a	–	9:20a	9:50a	10:20a	10:50a	11:20a	11:50a	12:20p	12:50p	1:20p	1:50p	2:20p	2:50p	3:20p	–	
	San Mateo	5:23a	5:59a	6:43a	6:53a	7:12a	7:23a	7:43a	7:53a	8:12a	8:23a	8:43a	8:53a	9:12a	9:23a	9:53a	10:23a	10:53a	11:23a	11:53a	12:23p	12:53p	1:23p	1:53p	2:23p	2:53p	3:23p	3:43p	
	Hayward Park	5:25a	6:02a	–	6:55a	–	7:25a	–	7:55a	–	8:25a	–	8:55a	–	9:25a	9:55a	10:25a	10:55a	11:25a	11:55a	12:25p	12:55p	1:25p	1:55p	2:25p	2:55p	3:25p	–	
	Hillsdale	5:27a	6:05a	6:46a	6:57a	7:15a	7:27a	7:46a	7:57a	8:15a	8:27a	8:46a	8:57a	9:15a	9:27a	9:57a	10:27a	10:57a	11:27a	11:57a	12:27p	12:57p	1:27p	1:57p	2:27p	2:57p	3:27p	3:46p	
	Belmont	5:31a	6:09a	–	7:01a	–	7:31a	–	8:01a	–	8:31a	–	9:01a	–	9:31a	10:01a	10:31a	11:01a	11:31a	12:01p	12:31p	1:01p	1:31p	2:01p	2:31p	3:01p	3:31p	–	
	San Carlos	5:33a	6:12a	–	7:03a	–	7:33a	–	8:03a	–	8:33a	–	9:03a	–	9:33a	10:03a	10:33a	11:03a	11:33a	12:03p	12:33p	1:03p	1:33p	2:03p	2:33p	3:03p	3:33p	–	
	Redwood City	5:37a	6:16a	6:53a	7:07a	7:22a	7:37a	7:53a	8:07a	8:22a	8:37a	8:53a	9:07a	9:22a	9:37a	10:07a	10:37a	11:07a	11:37a	12:07p	12:37p	1:07p	1:37p	2:07p	2:37p	3:07p	3:37p	3:53p	
ZONE 3	Menlo Park	5:41a	6:20a	–	7:11a	7:26a	7:41a	–	8:11a	8:26a	8:41a	–	9:11a	9:26a	9:41a	10:11a	10:41a	11:11a	11:41a	12:11p	12:41p	1:11p	1:41p	2:11p	2:41p	3:11p	3:41p	–	
	Palo Alto	5:44a	6:24a	6:59a	7:14a	7:29a	7:44a	7:59a	8:14a	8:29a	8:44a	8:59a	9:14a	9:29a	9:44a	10:14a	10:44a	11:14a	11:44a	12:14p	12:44p	1:14p	1:44p	2:14p	2:44p	3:14p	3:44p	3:59p	
	California Avenue	5:47a	6:27a	–	7:17a	7:32a	7:47a	–	8:17a	8:32a	8:47a	–	9:17a	9:32a	9:47a	10:17a	10:47a	11:17a	11:47a	12:17p	12:47p	1:17p	1:47p	2:17p	2:47p	3:17p	3:47p	–	
	San Antonio	5:51a	6:31a	–	7:21a	7:36a	7:51a	–	8:21a	8:36a	8:51a	–	9:21a	9:36a	9:51a	10:21a	10:51a	11:21a	11:51a	12:21p	12:51p	1:21p	1:51p	2:21p	2:51p	3:21p	3:51p	–	
	Mountain View	5:54a	6:34a	7:06a	7:24a	7:39a	7:54a	8:06a	8:24a	8:39a	8:54a	9:06a	9:24a	9:39a	9:54a	10:24a	10:54a	11:24a	11:54a	12:24p	12:54p	1:24p	1:54p	2:24p	2:54p	3:24p	3:54p	4:06p	
	Sunnyvale	5:58a	6:38a	7:09a	7:28a	7:43a	7:58a	8:09a	8:28a	8:43a	8:58a	9:09a	9:28a	9:43a	9:58a	10:28a	10:58a	11:28a	11:58a	12:28p	12:58p	1:28p	1:58p	2:28p	2:58p	3:28p	3:58p	4:09p	
ZONE 4	Lawrence	6:01a	6:41a	–	7:31a	7:46a	8:01a	–	8:31a	8:46a	9:01a	–	9:31a	9:46a	10:01a	10:31a	11:01a	11:31a	12:01p	12:31p	1:01p	1:31p	2:01p	2:31p	3:01p	3:31p	4:01p	–	
	Santa Clara	6:06a	6:46a	–	7:36a	7:51a	8:06a	–	8:36a	8:51a	9:06a	–	9:36a	9:51a	10:06a	10:36a	11:06a	11:36a	12:06p	12:36p	1:06p	1:36p	2:06p	2:36p	3:06p	3:36p	4:06p	–	
	College Park	–	–	–	–	–	8:08a	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	4:08p	–	
	San Jose Diridon	6:12a	6:52a	7:20a	7:42a	7:58a	8:14a	8:20a	8:42a	8:58a	9:13a	9:20a	9:42a	9:58a	10:13a	10:42a	11:13a	11:42a	12:13p	12:42p	1:13p	1:42p	2:13p	2:42p	3:13p	3:42p	4:14p	4:20p	4:23p
	Tamien	*Replacement bus service available. Visit caltrain.com/status for details.*																											4:28p
ZONE 5	Capitol																												4:34p
	Blossom Hill																												4:40p
ZONE 6	Morgan Hill																												4:53p
	San Martin																												5:00p
	Gilroy																												5:11p

1XX Local | 4XX Limited | 5XX Express | — Train bypasses station

8XX South County Connector | 4:20p | 4:23p Timed transfers for South County Connector service

Timetable subject to change without notice

See Page 2 For Afternoon and Evening Times

EFFECTIVE June 16, 2025

Table 8d: Caltrain Weekday SB PM Service

Printer–Friendly WEEKDAY Caltrain Schedule

Afternoon to Evening – Page 2 of 2

Northbound – WEEKDAY SERVICE to SAN FRANCISCO

	Train No.	135	137	139	141	515	143	417	145	519	147	421	149	523	151	425	153	527	155	429	157	159	161	163	165	167	169	171	173
ZONE 6	Gilroy																												
ZONE 6	San Martin																												
ZONE 6	Morgan Hill																												
ZONE 5	Blossom Hill																												
ZONE 5	Capitol																												
ZONE 4	Tamien	*Replacement bus service available. Visit caltrain.com/status for details.*																											
ZONE 4	San Jose Diridon	1:28p	1:58p	2:28p	2:53p	3:22p	3:28p	3:43p	3:58p	4:22p	4:28p	4:43p	4:58p	5:22p	5:28p	5:43p	5:58p	6:22p	6:28p	6:43p	6:58p	7:28p	7:58p	8:28p	8:58p	9:28p	9:58p	10:30p	11:30p
ZONE 4	College Park	–	–	–	3:01p	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
ZONE 4	Santa Clara	1:34p	2:04p	2:34p	3:04p	–	3:34p	3:49p	4:04p	–	4:34p	4:49p	5:04p	–	5:34p	5:49p	6:04p	–	6:34p	6:49p	7:04p	7:34p	8:04p	8:34p	9:04p	9:34p	10:04p	10:36p	11:36p
ZONE 4	Lawrence	1:39p	2:09p	2:39p	3:09p	–	3:39p	3:54p	4:09p	–	4:39p	4:54p	5:09p	–	5:39p	5:54p	6:09p	–	6:39p	6:54p	7:09p	7:39p	8:09p	8:39p	9:09p	9:39p	10:09p	10:41p	11:41p
ZONE 3	Sunnyvale	1:42p	2:12p	2:42p	3:12p	3:32p	3:42p	3:57p	4:12p	4:32p	4:42p	4:57p	5:12p	5:32p	5:42p	5:57p	6:12p	6:32p	6:42p	6:57p	7:12p	7:42p	8:12p	8:42p	9:12p	9:42p	10:12p	10:44p	11:44p
ZONE 3	Mountain View	1:46p	2:16p	2:46p	3:16p	3:36p	3:46p	4:01p	4:16p	4:36p	4:46p	5:01p	5:16p	5:36p	5:46p	6:01p	6:16p	6:36p	6:46p	7:01p	7:16p	7:46p	8:16p	8:46p	9:16p	9:46p	10:16p	10:48p	11:48p
ZONE 3	San Antonio	1:49p	2:19p	2:49p	3:19p	–	3:49p	4:04p	4:19p	–	4:49p	5:04p	5:19p	–	5:49p	6:04p	6:19p	–	6:49p	7:04p	7:19p	7:49p	8:19p	8:49p	9:19p	9:49p	10:19p	10:51p	11:51p
ZONE 3	California Avenue	1:52p	2:22p	2:52p	3:22p	–	3:52p	4:07p	4:22p	–	4:52p	5:07p	5:22p	–	5:52p	6:07p	6:22p	–	6:52p	7:07p	7:22p	7:52p	8:22p	8:52p	9:22p	9:52p	10:22p	10:54p	11:54p
ZONE 3	Palo Alto	1:55p	2:25p	2:55p	3:25p	3:43p	3:55p	4:10p	4:25p	4:43p	4:55p	5:10p	5:25p	5:43p	5:55p	6:10p	6:25p	6:43p	6:55p	7:10p	7:25p	7:55p	8:25p	8:55p	9:25p	9:55p	10:25p	10:57p	11:57p
ZONE 3	Menlo Park	1:58p	2:28p	2:58p	3:28p	–	3:58p	4:13p	4:28p	–	4:58p	5:13p	5:28p	–	5:58p	6:13p	6:28p	–	6:58p	7:13p	7:28p	7:58p	8:28p	8:58p	9:28p	9:58p	10:28p	11:00p	12:00a
ZONE 2	Redwood City	2:03p	2:33p	3:03p	3:34p	3:49p	4:03p	4:18p	4:33p	4:49p	5:03p	5:18p	5:33p	5:49p	6:03p	6:18p	6:33p	6:49p	7:03p	7:18p	7:33p	8:03p	8:33p	9:03p	9:33p	10:03p	10:33p	11:05p	12:05a
ZONE 2	San Carlos	2:07p	2:37p	3:07p	3:37p	–	4:07p	–	4:37p	–	5:07p	–	5:37p	–	6:07p	–	6:37p	–	7:07p	–	7:37p	8:07p	8:37p	9:07p	9:37p	10:07p	10:37p	11:09p	12:09a
ZONE 2	Belmont	2:09p	2:39p	3:09p	3:39p	–	4:09p	–	4:39p	–	5:09p	–	5:39p	–	6:09p	–	6:39p	–	7:09p	–	7:39p	8:09p	8:39p	9:09p	9:39p	10:09p	10:39p	11:11p	12:11a
ZONE 2	Hillsdale	2:12p	2:42p	3:12p	3:43p	3:56p	4:12p	4:25p	4:42p	4:56p	5:12p	5:25p	5:42p	5:56p	6:12p	6:25p	6:42p	6:56p	7:12p	7:25p	7:42p	8:12p	8:42p	9:12p	9:42p	10:12p	10:42p	11:14p	12:14a
ZONE 2	Hayward Park	2:15p	2:45p	3:15p	3:45p	–	4:15p	–	4:45p	–	5:15p	–	5:45p	–	6:15p	–	6:45p	–	7:15p	–	7:45p	8:15p	8:45p	9:15p	9:45p	10:15p	10:45p	11:17p	12:17a
ZONE 2	San Mateo	2:17p	2:47p	3:17p	3:47p	3:59p	4:17p	4:28p	4:47p	4:59p	5:17p	5:28p	5:47p	5:59p	6:17p	6:28p	6:47p	6:59p	7:17p	7:28p	7:47p	8:17p	8:47p	9:17p	9:47p	10:17p	10:47p	11:19p	12:19a
ZONE 2	Burlingame	2:20p	2:50p	3:20p	3:50p	–	4:20p	–	4:50p	–	5:20p	–	5:50p	–	6:20p	–	6:50p	–	7:20p	–	7:50p	8:20p	8:50p	9:20p	9:50p	10:20p	10:50p	11:22p	12:22a
ZONE 2	Millbrae	2:24p	2:54p	3:24p	3:54p	4:04p	4:24p	4:33p	4:54p	5:04p	5:24p	5:33p	5:54p	6:04p	6:24p	6:33p	6:54p	7:04p	7:24p	7:33p	7:54p	8:24p	8:54p	9:24p	9:54p	10:24p	10:54p	11:26p	12:26a
ZONE 1	San Bruno	2:27p	2:57p	3:27p	3:57p	–	4:27p	–	4:57p	–	5:27p	–	5:57p	–	6:27p	–	6:57p	–	7:27p	–	7:57p	8:27p	8:57p	9:27p	9:57p	10:27p	10:57p	11:29p	12:29a
ZONE 1	S. San Francisco	2:30p	3:00p	3:30p	4:00p	4:09p	4:30p	4:39p	5:00p	5:09p	5:30p	5:39p	6:00p	6:09p	6:30p	6:39p	7:00p	7:09p	7:30p	7:39p	8:00p	8:30p	9:00p	9:30p	10:00p	10:30p	11:00p	11:32p	12:32a
ZONE 1	Bayshore	2:35p	3:05p	3:35p	4:05p	–	4:35p	–	5:05p	–	5:35p	–	6:05p	–	6:35p	–	7:05p	–	7:35p	–	8:05p	8:35p	9:05p	9:35p	10:05p	10:35p	11:05p	11:37p	12:37a
ZONE 1	22nd Street	2:40p	3:10p	3:40p	4:10p	4:16p	4:40p	4:47p	5:10p	5:16p	5:40p	5:47p	6:10p	6:16p	6:40p	6:47p	7:10p	7:16p	7:40p	7:47p	8:10p	8:40p	9:10p	9:40p	10:10p	10:40p	11:10p	11:42p	12:42a
ZONE 1	San Francisco	2:46p	3:16p	3:46p	4:16p	4:22p	4:46p	4:53p	5:16p	5:22p	5:46p	5:53p	6:16p	6:22p	6:46p	6:53p	7:16p	7:22p	7:46p	7:53p	8:16p	8:46p	9:16p	9:46p	10:16p	10:46p	11:16p	11:48p	12:48a

1XX Local | 4XX Limited | 5XX Express | — Train bypasses station

See Page 1 For Morning and Early Afternoon Times

Timetable subject to change without notice

EFFECTIVE June 16, 2025

Table 9a: Caltrain Weekend NB AM Service

Printer Friendly WEEKEND Caltrain Schedule

Morning to Early Afternoon Page 1 of 2

Northbound – WEEKEND SERVICE to SAN FRANCISCO

6XX Local

	Train No.	601	603	605	607	609	611	613	615	617	619	621	623	625	627	629	631
	Tamien	*Replacement bus service available. Visit caltrain.com/status for details.*															
ZONE 4	San Jose Diridon	6:56a	7:26a	7:56a	8:26a	8:56a	9:26a	9:56a	10:26a	10:56a	11:26a	11:56a	12:26p	12:56p	1:26p	1:56p	2:26p
ZONE 4	Santa Clara	7:02a	7:32a	8:02a	8:32a	9:02a	9:32a	10:02a	10:32a	11:02a	11:32a	12:02p	12:32p	1:02p	1:32p	2:02p	2:32p
ZONE 4	Lawrence	7:07a	7:37a	8:07a	8:37a	9:07a	9:37a	10:07a	10:37a	11:07a	11:37a	12:07p	12:37p	1:07p	1:37p	2:07p	2:37p
ZONE 3	Sunnyvale	7:11a	7:41a	8:11a	8:41a	9:11a	9:41a	10:11a	10:41a	11:11a	11:41a	12:11p	12:41p	1:11p	1:41p	2:11p	2:41p
ZONE 3	Mountain View	7:15a	7:45a	8:15a	8:45a	9:15a	9:45a	10:15a	10:45a	11:15a	11:45a	12:15p	12:45p	1:15p	1:45p	2:15p	2:45p
ZONE 3	San Antonio	7:18a	7:48a	8:18a	8:48a	9:18a	9:48a	10:18a	10:48a	11:18a	11:48a	12:18p	12:48p	1:18p	1:48p	2:18p	2:48p
ZONE 3	California Ave	7:21a	7:51a	8:21a	8:51a	9:21a	9:51a	10:21a	10:51a	11:21a	11:51a	12:21p	12:51p	1:21p	1:51p	2:21p	2:51p
ZONE 3	Palo Alto	7:24a	7:54a	8:24a	8:54a	9:24a	9:54a	10:24a	10:54a	11:24a	11:54a	12:24p	12:54p	1:24p	1:54p	2:24p	2:54p
ZONE 3	Menlo Park	7:26a	7:56a	8:26a	8:56a	9:26a	9:56a	10:26a	10:56a	11:26a	11:56a	12:26p	12:56p	1:26p	1:56p	2:26p	2:56p
ZONE 2	Redwood City	7:32a	8:02a	8:32a	9:02a	9:32a	10:02a	10:32a	11:02a	11:32a	12:02p	12:32p	1:02p	1:32p	2:02p	2:32p	3:02p
ZONE 2	San Carlos	7:35a	8:05a	8:35a	9:05a	9:35a	10:05a	10:35a	11:05a	11:35a	12:05p	12:35p	1:05p	1:35p	2:05p	2:35p	3:05p
ZONE 2	Belmont	7:38a	8:08a	8:38a	9:08a	9:38a	10:08a	10:38a	11:08a	11:38a	12:08p	12:38p	1:08p	1:38p	2:08p	2:38p	3:08p
ZONE 2	Hillsdale	7:41a	8:11a	8:41a	9:11a	9:41a	10:11a	10:41a	11:11a	11:41a	12:11p	12:41p	1:11p	1:41p	2:11p	2:41p	3:11p
ZONE 2	Hayward Park	7:43a	8:13a	8:43a	9:13a	9:43a	10:13a	10:43a	11:13a	11:43a	12:13p	12:43p	1:13p	1:43p	2:13p	2:43p	3:13p
ZONE 2	San Mateo	7:46a	8:16a	8:46a	9:16a	9:46a	10:16a	10:46a	11:16a	11:46a	12:16p	12:46p	1:16p	1:46p	2:16p	2:46p	3:16p
ZONE 2	Burlingame	7:48a	8:18a	8:48a	9:18a	9:48a	10:18a	10:48a	11:18a	11:48a	12:18p	12:48p	1:18p	1:48p	2:18p	2:48p	3:18p
ZONE 2	Broadway	7:51a	8:21a	8:51a	9:21a	9:51a	10:21a	10:51a	11:21a	11:51a	12:21p	12:51p	1:21p	1:51p	2:21p	2:51p	3:21p
ZONE 2	Millbrae	7:54a	8:24a	8:54a	9:24a	9:54a	10:24a	10:54a	11:24a	11:54a	12:24p	12:54p	1:24p	1:54p	2:24p	2:54p	3:24p
ZONE 1	San Bruno	7:57a	8:27a	8:57a	9:27a	9:57a	10:27a	10:57a	11:27a	11:57a	12:27p	12:57p	1:27p	1:57p	2:27p	2:57p	3:27p
ZONE 1	S. San Francisco	8:00a	8:30a	9:00a	9:30a	10:00a	10:30a	11:00a	11:30a	12:00p	12:30p	1:00p	1:30p	2:00p	2:30p	3:00p	3:30p
ZONE 1	Bayshore	8:05a	8:35a	9:05a	9:35a	10:05a	10:35a	11:05a	11:35a	12:05p	12:35p	1:05p	1:35p	2:05p	2:35p	3:05p	3:35p
ZONE 1	22nd Street	8:10a	8:40a	9:10a	9:40a	10:10a	10:40a	11:10a	11:40a	12:10p	12:40p	1:10p	1:40p	2:10p	2:40p	3:10p	3:40p
ZONE 1	San Francisco	8:16a	8:46a	9:16a	9:46a	10:16a	10:46a	11:16a	11:46a	12:16p	12:46p	1:16p	1:46p	2:16p	2:46p	3:16p	3:46p

EFFECTIVE June 16, 2025

Timetable subject to change without notice

See Page 2 For Afternoon and Evening Times

Table 9b: Caltrain Weekend NB PM Service

Printer Friendly WEEKEND Caltrain Schedule

Afternoon to Evening Page 2 of 2

Northbound – WEEKEND SERVICE to SAN FRANCISCO

6XX Local

	Train No.	633	635	637	639	641	643	645	647	649	651	653	655	657	659	661	663	665
	Tamien	*Replacement bus service available. Visit caltrain.com/status for details.*																
ZONE 4	San Jose Diridon	2:56p	3:26p	3:56p	4:26p	4:56p	5:26p	5:56p	6:26p	6:56p	7:26p	7:56p	8:26p	8:56p	9:26p	9:56p	10:30p	11:30p
	Santa Clara	3:02p	3:32p	4:02p	4:32p	5:02p	5:32p	6:02p	6:32p	7:02p	7:32p	8:02p	8:32p	9:02p	9:32p	10:02p	10:36p	11:36p
	Lawrence	3:07p	3:37p	4:07p	4:37p	5:07p	5:37p	6:07p	6:37p	7:07p	7:37p	8:07p	8:37p	9:07p	9:37p	10:07p	10:41p	11:41p
ZONE 3	Sunnyvale	3:11p	3:41p	4:11p	4:41p	5:11p	5:41p	6:11p	6:41p	7:11p	7:41p	8:11p	8:41p	9:11p	9:41p	10:11p	10:45p	11:45p
	Mountain View	3:15p	3:45p	4:15p	4:45p	5:15p	5:45p	6:15p	6:45p	7:15p	7:45p	8:15p	8:45p	9:15p	9:45p	10:15p	10:49p	11:49p
	San Antonio	3:18p	3:48p	4:18p	4:48p	5:18p	5:48p	6:18p	6:48p	7:18p	7:48p	8:18p	8:48p	9:18p	9:48p	10:18p	10:52p	11:52p
	California Ave	3:21p	3:51p	4:21p	4:51p	5:21p	5:51p	6:21p	6:51p	7:21p	7:51p	8:21p	8:51p	9:21p	9:51p	10:21p	10:55p	11:55p
	Palo Alto	3:24p	3:54p	4:24p	4:54p	5:24p	5:54p	6:24p	6:54p	7:24p	7:54p	8:24p	8:54p	9:24p	9:54p	10:24p	10:58p	11:58p
	Menlo Park	3:26p	3:56p	4:26p	4:56p	5:26p	5:56p	6:26p	6:56p	7:26p	7:56p	8:26p	8:56p	9:26p	9:56p	10:26p	11:00p	12:00a
ZONE 2	Redwood City	3:32p	4:02p	4:32p	5:02p	5:32p	6:02p	6:32p	7:02p	7:32p	8:02p	8:32p	9:02p	9:32p	10:02p	10:32p	11:06p	12:06a
	San Carlos	3:35p	4:05p	4:35p	5:05p	5:35p	6:05p	6:35p	7:05p	7:35p	8:05p	8:35p	9:05p	9:35p	10:05p	10:35p	11:09p	12:09a
	Belmont	3:38p	4:08p	4:38p	5:08p	5:38p	6:08p	6:38p	7:08p	7:38p	8:08p	8:38p	9:08p	9:38p	10:08p	10:38p	11:12p	12:12a
	Hillsdale	3:41p	4:11p	4:41p	5:11p	5:41p	6:11p	6:41p	7:11p	7:41p	8:11p	8:41p	9:11p	9:41p	10:11p	10:41p	11:15p	12:15a
	Hayward Park	3:43p	4:13p	4:43p	5:13p	5:43p	6:13p	6:43p	7:13p	7:43p	8:13p	8:43p	9:13p	9:43p	10:13p	10:43p	11:17p	12:17a
	San Mateo	3:46p	4:16p	4:46p	5:16p	5:46p	6:16p	6:46p	7:16p	7:46p	8:16p	8:46p	9:16p	9:46p	10:16p	10:46p	11:20p	12:20a
	Burlingame	3:48p	4:18p	4:48p	5:18p	5:48p	6:18p	6:48p	7:18p	7:48p	8:18p	8:48p	9:18p	9:48p	10:18p	10:48p	11:22p	12:22a
	Broadway	3:51p	4:21p	4:51p	5:21p	5:51p	6:21p	6:51p	7:21p	7:51p	8:21p	8:51p	9:21p	9:51p	10:21p	10:51p	11:25p	12:25a
	Millbrae	3:54p	4:24p	4:54p	5:24p	5:54p	6:24p	6:54p	7:24p	7:54p	8:24p	8:54p	9:24p	9:54p	10:24p	10:54p	11:28p	12:28a
ZONE 1	San Bruno	3:57p	4:27p	4:57p	5:27p	5:57p	6:27p	6:57p	7:27p	7:57p	8:27p	8:57p	9:27p	9:57p	10:27p	10:57p	11:31p	12:31a
	S. San Francisco	4:00p	4:30p	5:00p	5:30p	6:00p	6:30p	7:00p	7:30p	8:00p	8:30p	9:00p	9:30p	10:00p	10:30p	11:00p	11:34p	12:34a
	Bayshore	4:05p	4:35p	5:05p	5:35p	6:05p	6:35p	7:05p	7:35p	8:05p	8:35p	9:05p	9:35p	10:05p	10:35p	11:05p	11:39p	12:39a
	22nd Street	4:10p	4:40p	5:10p	5:40p	6:10p	6:40p	7:10p	7:40p	8:10p	8:40p	9:10p	9:40p	10:10p	10:40p	11:10p	11:44p	12:44a
	San Francisco	4:16p	4:46p	5:16p	5:46p	6:16p	6:46p	7:16p	7:46p	8:16p	8:46p	9:16p	9:46p	10:16p	10:46p	11:16p	11:50p	12:50a

EFFECTIVE June 16, 2025

Timetable subject to change without notice

See Page 1 For Morning and Early Afternoon Times

Table 9c Caltrain Weekend SB AM Service

Printer Friendly WEEKEND Caltrain Schedule

Morning to Early Afternoon Page 1 of 2

Southbound – WEEKEND SERVICE to SAN JOSE

6XX Local

	Train No.	602	604	606	608	610	612	614	616	618	620	622	624	626	628	630	632
ZONE 1	San Francisco	7:55a	8:25a	8:55a	9:25a	9:55a	10:25a	10:55a	11:25a	11:55a	12:25p	12:55p	1:25p	1:55p	2:25p	2:55p	3:25p
	22nd Street	8:00a	8:30a	9:00a	9:30a	10:00a	10:30a	11:00a	11:30a	12:00p	12:30p	1:00p	1:30p	2:00p	2:30p	3:00p	3:30p
	Bayshore	8:04a	8:34a	9:04a	9:34a	10:04a	10:34a	11:04a	11:34a	12:04p	12:34p	1:04p	1:34p	2:04p	2:34p	3:04p	3:34p
	S. San Francisco	8:10a	8:40a	9:10a	9:40a	10:10a	10:40a	11:10a	11:40a	12:10p	12:40p	1:10p	1:40p	2:10p	2:40p	3:10p	3:40p
	San Bruno	8:13a	8:43a	9:13a	9:43a	10:13a	10:43a	11:13a	11:43a	12:13p	12:43p	1:13p	1:43p	2:13p	2:43p	3:13p	3:43p
ZONE 2	Millbrae	8:16a	8:46a	9:16a	9:46a	10:16a	10:46a	11:16a	11:46a	12:16p	12:46p	1:16p	1:46p	2:16p	2:46p	3:16p	3:46p
	Broadway	8:19a	8:49a	9:19a	9:49a	10:19a	10:49a	11:19a	11:49a	12:19p	12:49p	1:19p	1:49p	2:19p	2:49p	3:19p	3:49p
	Burlingame	8:21a	8:51a	9:21a	9:51a	10:21a	10:51a	11:21a	11:51a	12:21p	12:51p	1:21p	1:51p	2:21p	2:51p	3:21p	3:51p
	San Mateo	8:24a	8:54a	9:24a	9:54a	10:24a	10:54a	11:24a	11:54a	12:24p	12:54p	1:24p	1:54p	2:24p	2:54p	3:24p	3:54p
	Hayward Park	8:26a	8:56a	9:26a	9:56a	10:26a	10:56a	11:26a	11:56a	12:26p	12:56p	1:26p	1:56p	2:26p	2:56p	3:26p	3:56p
	Hillsdale	8:29a	8:59a	9:29a	9:59a	10:29a	10:59a	11:29a	11:59a	12:29p	12:59p	1:29p	1:59p	2:29p	2:59p	3:29p	3:59p
	Belmont	8:32a	9:02a	9:32a	10:02a	10:32a	11:02a	11:32a	12:02p	12:32p	1:02p	1:32p	2:02p	2:32p	3:02p	3:32p	4:02p
	San Carlos	8:34a	9:04a	9:34a	10:04a	10:34a	11:04a	11:34a	12:04p	12:34p	1:04p	1:34p	2:04p	2:34p	3:04p	3:34p	4:04p
	Redwood City	8:38a	9:08a	9:38a	10:08a	10:38a	11:08a	11:38a	12:08p	12:38p	1:08p	1:38p	2:08p	2:38p	3:08p	3:38p	4:08p
ZONE 3	Menlo Park	8:42a	9:12a	9:42a	10:12a	10:42a	11:12a	11:42a	12:12p	12:42p	1:12p	1:42p	2:12p	2:42p	3:12p	3:42p	4:12p
	Palo Alto	8:46a	9:16a	9:46a	10:16a	10:46a	11:16a	11:46a	12:16p	12:46p	1:16p	1:46p	2:16p	2:46p	3:16p	3:46p	4:16p
	California Avenue	8:49a	9:19a	9:49a	10:19a	10:49a	11:19a	11:49a	12:19p	12:49p	1:19p	1:49p	2:19p	2:49p	3:19p	3:49p	4:19p
	San Antonio	8:52a	9:22a	9:52a	10:22a	10:52a	11:22a	11:52a	12:22p	12:52p	1:22p	1:52p	2:22p	2:52p	3:22p	3:52p	4:22p
	Mountain View	8:55a	9:25a	9:55a	10:25a	10:55a	11:25a	11:55a	12:25p	12:55p	1:25p	1:55p	2:25p	2:55p	3:25p	3:55p	4:25p
	Sunnyvale	8:59a	9:29a	9:59a	10:29a	10:59a	11:29a	11:59a	12:29p	12:59p	1:29p	1:59p	2:29p	2:59p	3:29p	3:59p	4:29p
ZONE 4	Lawrence	9:03a	9:33a	10:03a	10:33a	11:03a	11:33a	12:03p	12:33p	1:03p	1:33p	2:03p	2:33p	3:03p	3:33p	4:03p	4:33p
	Santa Clara	9:07a	9:37a	10:07a	10:37a	11:07a	11:37a	12:07p	12:37p	1:07p	1:37p	2:07p	2:37p	3:07p	3:37p	4:07p	4:37p
	San Jose Diridon	9:15a	9:44a	10:15a	10:44a	11:15a	11:44a	12:15p	12:44p	1:15p	1:44p	2:15p	2:44p	3:15p	3:44p	4:15p	4:44p
	Tamien	*Replacement bus service available. Visit caltrain.com/status for details.*															

EFFECTIVE June 16, 2025

Timetable subject to change without notice

See Page 2 For Afternoon and Evening Times

Table 9d: Caltrain Weekend SB PM Service

Printer Friendly WEEKEND Caltrain Schedule

Afternoon to Evening Page 2 of 2

Southbound – WEEKEND SERVICE to SAN JOSE

6XX Local

	Train No.	634	636	638	640	642	644	646	648	650	652	654	656	658	660	662	664	668
ZONE 1	San Francisco	3:55p	4:25p	4:55p	5:25p	5:55p	6:25p	6:55p	7:25p	7:55p	8:25p	8:55p	9:25p	9:55p	10:25p	10:55p	11:25p	12:05a
	22nd Street	4:00p	4:30p	5:00p	5:30p	6:00p	6:30p	7:00p	7:30p	8:00p	8:30p	9:00p	9:30p	10:00p	10:30p	11:00p	11:30p	12:10a
	Bayshore	4:04p	4:34p	5:04p	5:34p	6:04p	6:34p	7:04p	7:34p	8:04p	8:34p	9:04p	9:34p	10:04p	10:34p	11:04p	11:34p	12:14a
	S. San Francisco	4:10p	4:40p	5:10p	5:40p	6:10p	6:40p	7:10p	7:40p	8:10p	8:40p	9:10p	9:40p	10:10p	10:40p	11:10p	11:40p	12:20a
	San Bruno	4:13p	4:43p	5:13p	5:43p	6:13p	6:43p	7:13p	7:43p	8:13p	8:43p	9:13p	9:43p	10:13p	10:43p	11:13p	11:43p	12:23a
ZONE 2	Millbrae	4:16p	4:46p	5:16p	5:46p	6:16p	6:46p	7:16p	7:46p	8:16p	8:46p	9:16p	9:46p	10:16p	10:46p	11:16p	11:46p	12:26a
	Broadway	4:19p	4:49p	5:19p	5:49p	6:19p	6:49p	7:19p	7:49p	8:19p	8:49p	9:19p	9:49p	10:19p	10:49p	11:19p	11:49p	12:29a
	Burlingame	4:21p	4:51p	5:21p	5:51p	6:21p	6:51p	7:21p	7:51p	8:21p	8:51p	9:21p	9:51p	10:21p	10:51p	11:21p	11:51p	12:31a
	San Mateo	4:24p	4:54p	5:24p	5:54p	6:24p	6:54p	7:24p	7:54p	8:24p	8:54p	9:24p	9:54p	10:24p	10:54p	11:24p	11:54p	12:34a
	Hayward Park	4:26p	4:56p	5:26p	5:56p	6:26p	6:56p	7:26p	7:56p	8:26p	8:56p	9:26p	9:56p	10:26p	10:56p	11:26p	11:56p	12:36a
	Hillsdale	4:29p	4:59p	5:29p	5:59p	6:29p	6:59p	7:29p	7:59p	8:29p	8:59p	9:29p	9:59p	10:29p	10:59p	11:29p	11:59p	12:39a
	Belmont	4:32p	5:02p	5:32p	6:02p	6:32p	7:02p	7:32p	8:02p	8:32p	9:02p	9:32p	10:02p	10:32p	11:02p	11:32p	12:02a	12:42a
	San Carlos	4:34p	5:04p	5:34p	6:04p	6:34p	7:04p	7:34p	8:04p	8:34p	9:04p	9:34p	10:04p	10:34p	11:04p	11:34p	12:04a	12:44a
	Redwood City	4:38p	5:08p	5:38p	6:08p	6:38p	7:08p	7:38p	8:08p	8:38p	9:08p	9:38p	10:08p	10:38p	11:08p	11:38p	12:08a	12:48a
ZONE 3	Menlo Park	4:42p	5:12p	5:42p	6:12p	6:42p	7:12p	7:42p	8:12p	8:42p	9:12p	9:42p	10:12p	10:42p	11:12p	11:42p	12:12a	12:52a
	Palo Alto	4:46p	5:16p	5:46p	6:16p	6:46p	7:16p	7:46p	8:16p	8:46p	9:16p	9:46p	10:16p	10:46p	11:16p	11:46p	12:16a	12:56a
	California Avenue	4:49p	5:19p	5:49p	6:19p	6:49p	7:19p	7:49p	8:19p	8:49p	9:19p	9:49p	10:19p	10:49p	11:19p	11:49p	12:19a	12:59a
	San Antonio	4:52p	5:22p	5:52p	6:22p	6:52p	7:22p	7:52p	8:22p	8:52p	9:22p	9:52p	10:22p	10:52p	11:22p	11:52p	12:22a	1:02a
	Mountain View	4:55p	5:25p	5:55p	6:25p	6:55p	7:25p	7:55p	8:25p	8:55p	9:25p	9:55p	10:25p	10:55p	11:25p	11:55p	12:25a	1:05a
	Sunnyvale	4:59p	5:29p	5:59p	6:29p	6:59p	7:29p	7:59p	8:29p	8:59p	9:29p	9:59p	10:29p	10:59p	11:29p	11:59p	12:29a	1:09a
ZONE 4	Lawrence	5:03p	5:33p	6:03p	6:33p	7:03p	7:33p	8:03p	8:33p	9:03p	9:33p	10:03p	10:33p	11:03p	11:33p	12:03a	12:33a	1:13a
	Santa Clara	5:07p	5:37p	6:07p	6:37p	7:07p	7:37p	8:07p	8:37p	9:07p	9:37p	10:07p	10:37p	11:07p	11:37p	12:07a	12:37a	1:17a
	San Jose Diridon	5:15p	5:44p	6:15p	6:44p	7:15p	7:44p	8:15p	8:44p	9:15p	9:44p	10:15p	10:44p	11:15p	11:44p	12:15a	12:44a	1:25a
	Tamien	*Replacement bus service available. Visit caltrain.com/status for details.*																

EFFECTIVE June 16, 2025

Timetable subject to change without notice

See Page 1 For Morning and Early Afternoon Times

C. ON-TIME PERFORMANCE

Service Standard:

A train is determined to be on-time if it reaches its final destination within five minutes and 59 seconds of the published schedule time. Caltrain does not permit its trains to depart early, before the published station departure time. 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 the monthly Caltrain Executive Director's Report to the Caltrain Board of Directors.

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 measured at the end of line. The JPB measures OTP at San Francisco (4th and King), San Jose Diridon, Tamien, and Gilroy stations.

Findings:

As of December 31, 2025, Caltrain's Month to date OTP was 96.03% and Caltrain's Fiscal Year to date is 94.85%. In December 2025, Caltrain met its monthly OTP goal (to have 95% of trains reach its final destination with in five minutes and fifty-nine seconds of the published time) by over 1.03%. and was just shy of its OTP fiscal year goal by 0.15%. for Fiscal Year (2026) to Date Performance.

Several factors contribute to train delays including passenger incidents, equipment delays, construction delays, and passenger boarding times. Passenger incidents, including trespasser and vehicle strikes, may require hours of investigation, bringing trains to a halt and leading to hours of delay for multiple trains. JPB staff continues to educate the public on rail safety to help minimize occurrences and incidents within the Caltrain right of way (ROW) that can cause delays. Additionally, equipment issues, positive train control (PTC), and JPB-related construction also cause delays. JPB continues to improve maintenance performance and incident management to mitigate delays and improve OTP. JPB Rail Operations management has worked closely with TASI (Caltrain's Rail Operator) management and incident responders to provide direction and improve both response actions and times to minimize train delays.

Incidents of delay are reported daily and reviewed by appropriate staff. Caltrain tracks monthly delays attributed to the following categories: Crossing & Signals, Mechanical Issues, Equipment Issues (for the new electric trains), Traction Electrification System (TES), Track, Weather/Nature, JPB Capital Projects (Construction), Bikes (Boarding/Alighting), Wheelchairs/ Passengers Needing Assistance (PNAs), Special Events and Vehicle/Trespasser Issues.

As a single route service, OTP delays at any point in the route affect all subsequent stations on the route. In the Caltrain service area, 19 out of 31 stations are minority stations and 23 of 31 stations are low-income stations. Minority stations and low-income stations are distributed throughout the route. As a result, delays that occur anywhere on the route do not have a disparate impact on minority stations relative to non-minority stations, or a disproportionate burden on low-income stations relative to non low-income stations.

D. SERVICE AVAILABILITY

Service Standard:

Caltrain station locations were inherited from the previous owner (the Southern Pacific Railroad) before the Peninsula Joint Powers Board (consisting of representatives from San Francisco, San Mateo, and Santa Clara counties) took over ownership and operations in 1992. The system has 31 stations: 20 stations are served daily, the South County stations (Capitol, Blossom Hill, Morgan Hill, San Martin, Gilroy) and College Park are served on weekdays only, one (Broadway) is served on weekends and holidays only, and one (Stanford) is used for Special Event Service.

Caltrain stations' walkshed, bikeshed, and driveshed will be reviewed and monitored. Future station improvements should take into consideration Caltrain's Station Access Policy to ensure stations are accessible to everyone regardless of travel mode.

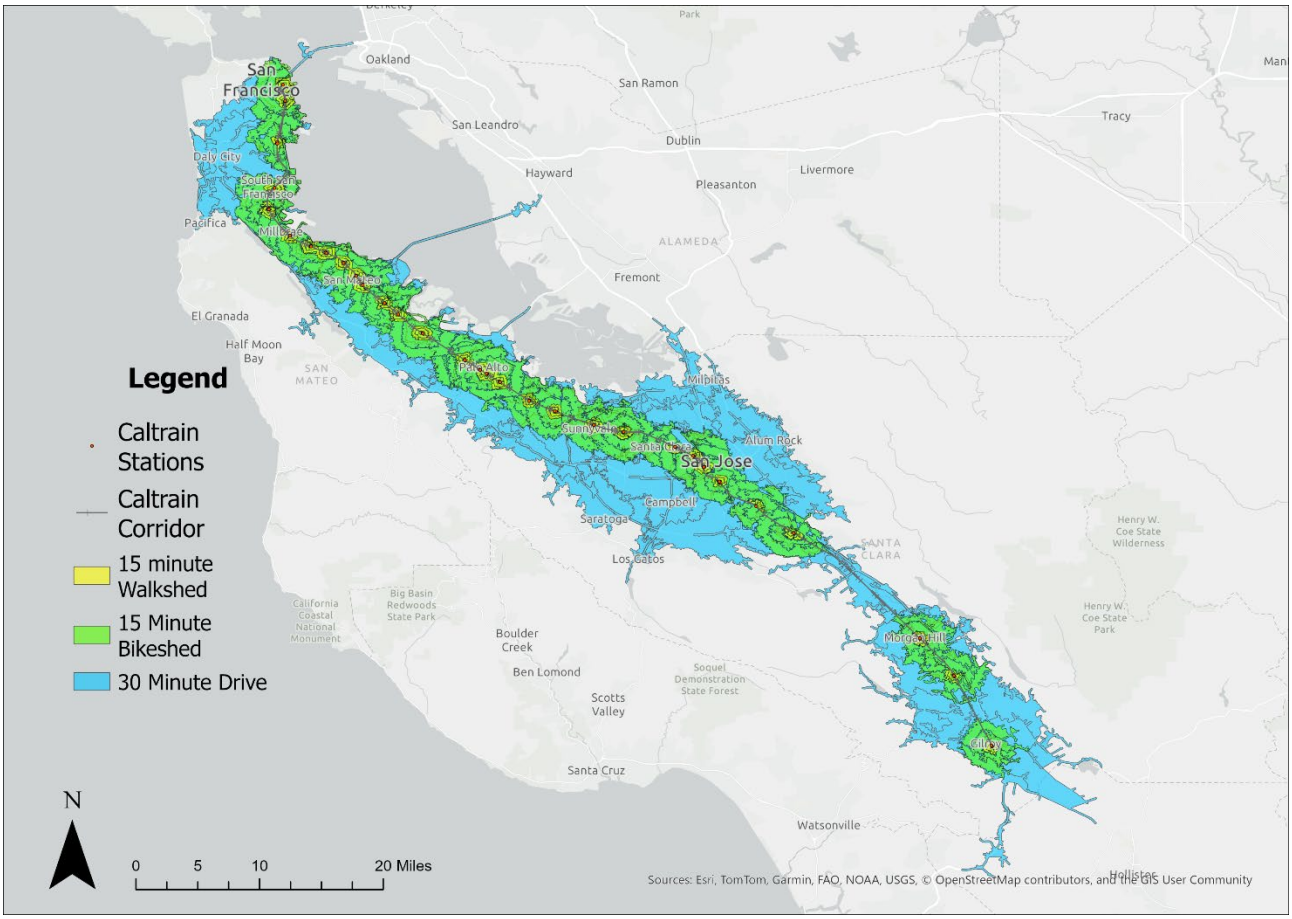
Monitoring:

Table 10 below shows Caltrain's walkshed, bikeshed, and driveshed population to its stations by county. **Figure 3** shows Caltrain's walkshed, bikeshed, and driveshed population map.

Table 10: Caltrain Walkshed, Bikeshed, and Driveshed Population Percentages

County	Total County Population	Walkshed Population	Walkshed % of Population	Bikeshed Population	Bikeshed % of Population	Driveshed Population	Driveshed % of Population
San Francisco	885,932	59,655	7%	400,801	45%	614,874	69%
San Mateo	773,404	153,849	20%	510,410	66%	715,828	93%
Santa Clara	1,976,551	172,644	9%	873,338	44%	1,855,155	94%
Total	3,635,887	386,148	11%	1,784,549	49%	3,185,857	88%

Figure 3: Caltrain Walkshed, Bikeshed, and Driveshed Population Map



Findings:

Because the JPB purchased the Caltrain system from a previous operator, its ability to add or move stations is highly limited. If plans are made for new stations or station improvements, Caltrain's Station Access Policy will be reviewed.

Caltrain's current Station Access Policy was adopted by the Joint Powers Board on September 5, 2024 and outlines Caltrain's goals for improving how people get to and from Caltrain stations. Caltrain serves a diverse range of individuals and community types that have varying access needs. People may use a number of modes of transport to complete their journey to Caltrain facilities. Motivations for travel vary and are constantly evolving in response to commute patterns, the job market and housing trends, and desires for connectivity to major attractions throughout the region. The Station Access Policy emphasizes safe, universally accessible, well-maintained, and seamless connections to Caltrain facilities, integration with the local station area and community, and promotes excellent customer experience for our riders.

The Station Access Policy supports Caltrain's vision of being a vital link in the statewide rail network by

improving connectivity, contributing to the region's economic vitality, and partnering with local communities to ensure that diverse constituencies receive a world class travel experience. The Policy is a tool for both Caltrain staff and external partners to use in making access-related decisions and prioritizing investments that align with Caltrain's overall mission, vision, and core values.

Accordingly, there is no disparate impact on minority populations or disproportionate burdens on low-income populations based on service availability.

SYSTEMWIDE SERVICE POLICIES MONITORING PROCESS

A. VEHICLE ASSIGNMENT

Policy Standard:

The Caltrain revenue fleet currently consists of 19 Stadler Kiss Electric Multiple Units, 6 MPI MP36PH-3C diesel locomotives, 3 EMD F40 diesel locomotives, and 41 Bombardier passenger cars. All EMUs are comprised of 7 ADA accessible fixed passenger cars, two of which are bicycle cars that accommodate 74 bicycles total, and one being a bathroom car. All diesel trains include ADA accessible strain cars, of which, there is at least one bathroom and one bicycle car which can accommodate 24 bicycles.

Caltrain EMUs are of the same make, model, and relative age with identical features and amenities. EMUs are used to service 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, Caltrain utilizes its diesel fleet to service stations that were not electrified. The diesel passenger cars were built between 1997 – 2008 and are maintained to the same standard in the same facility as the EMUs.

Monitoring:

- Staff monitors the vehicle assignment daily. The Daily Operations Report (DOR) includes a section that discusses consist deviations and equipment swaps.
- Caltrain's Service Operator (Transit America Services Inc.) provides a daily equipment availability update.

Fleet Overview:

Caltrain's revenue fleet consists of electric multiple units (EMUs) and diesel-powered locomotives and passenger cars. All passenger cars have low-level boarding at 22 inches above top of rail.

Caltrain's current EMU fleet includes 19 fixed, bi-directional, seven-car Stadler KISS sets, for a total of 133 cars. EMUs have a total seated capacity of 675, with 72 spaces for bicycles, and four spaces for wheelchairs. Caltrain has exercised an option to order four more seven-car EMU sets, which are scheduled to begin service in 2027, followed by a four-car Battery Electric Multiple Unit (BEMU) scheduled to arrive in 2028.

The diesel fleet consists of six MP36 locomotives, three F40 locomotives, nine Bombardier bi-level cab cars and 32 Bombardier bi-level passenger cars. Diesel trains currently operate in three-car consists between San Jose Diridon and Gilroy.

The current peak-period requirement, by territory and fleet type, is four diesel trains and 14 EMUs. This excludes two uncrewed 'protect' trains staged at each end of the electrified territory. The current fleet is sufficient to meet this requirement.

The Centralized Equipment Maintenance and Operations Facility (CEMOF), located in San Jose, is the maintenance and operating base for the fleet. Storage, cleaning and inspection takes place at CEMOF, San Francisco terminal yard and in Gilroy.

Electric Multiple Units (EMUs)

Caltrain's EMU fleet consists of 19 bi-directional, fixed seven-car trains, with four additional sets on order to begin service in 2027.

Figure 4: Caltrain EMU at Station

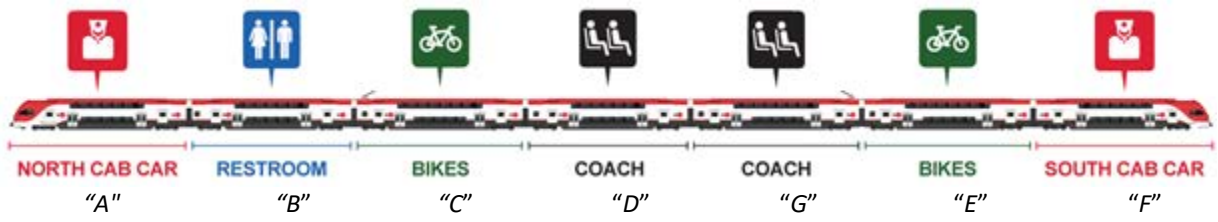


Caltrain's EMU passenger amenities and other data by car type. See **Table 11** below. It is followed by similar information in visual format. See **Figure 5** below.

Table 11: Caltrain EMU Trainset Configuration of Cars

Car Type	Car Description	Seats	Toilet	Bike Capacity	Priority ADA Spaces*	Powered Trucks
B	Cab Car (North)	102	0	0	2	1
C	Restroom Car	85	1	0	2	2
D	Bike Coach	93	0	36	1	0
G	Passenger Car	100	0	0	2	2
E	Passenger Car	100	0	0	2	2
F	Bike Coach	93	0	36	1	0
A	Cab Car (South)	102	0	0	2	1
*Caltrain can board four passengers using mobility devices on the C car, which aligns with mini-high platforms at most stations.						

Figure 5: Caltrain EMU Arrangement and Car Designation



Diesel Locomotives and Passenger Fleet

Caltrain has retained its fleet of Bombardier bi-level equipment for service on the un-electrified portion of the corridor on UPRR right-of-way, south of San Jose. The fleet consists of nine locomotives, nine cab cars and 32 coaches of various configurations. Boarding from Caltrain's 8" high platforms requires passengers to step up to floor level. Boarding for those using mobility devices or otherwise needing assistance is accomplished either via mini-high platform with conductor-assisted bridging device or via wayside mechanical lift, depending on location. Photos of Caltrain's diesel locomotives, and bi-level cabs and coaches are below.

Figure 6: Caltrain Bi-level Cab Car and Coach



Figure 7: Caltrain F40PH-2 Locomotive



Figure 8: Caltrain MP36PH-3C Locomotive



This fleet is of ample size for the South County Connector service, which operates four daily round trips between San Jose and Gilroy. Caltrain previously owned a substantial number of Nippon Sharyo gallery cars and F-40 locomotives, which were disposed following the electrification of the main line. Some of the remaining diesel push-pull fleet will be disposed in trade for EMUs in the near-term, and the remainder will be disposed after new rolling stock to replace them is procured. Disposal is a requirement when federal funds are used to purchase replacement rolling stock.

Table 12 lists all diesel push-pull rolling stock on site at Caltrain. **Table 13** lists the existing rolling stock scheduled for disposal in trade for the four EMU sets currently being manufactured (note this is a partial list; some cars listed in "trade" for the four option EMUs have already been disposed and are no longer on site). These are eligible for sale, lease or scrap as Caltrain determines is most beneficial. Any federal interest remaining from grants used for overhaul at the time of disposal will be reimbursed.

Table 12: Diesel Push-Pull Fleet

Numbers	Qty	Model	Seats	Builder	Year Built	Overhauled	25-year Retire Eligible
923-928	6	MP36PH-3C	N/A	Motive Power, Inc.	2003	2022-2025	2028
920-922	3	F40PH-2C	N/A	Boise Locomotive	1998	2019-2022	2023
112-118	7	Bi-level Cab (bike)	114	Bombardier	2001-2002	2016	2026-2027
119-120	2	Bi-level Cab (bike)	114	Bombardier	2008	2023	2033
219	1	Bi-level Cab (bike)	127	Bombardier	2002	2017	2027
220-230 (a)	9	Bi-level Coach	144	Bombardier	2002	2017	2027
231-236	6	Bi-level Coach	140	Bombardier	2008	2023	2033
164-182 (b)	16	Bi-level Coach (Bike)	(c)	Bombardier	1997	N/A	2022

(a) Except 227 and 228
(b) Except 166, 168, and 175
(c) Vehicles 164-167, 169, 171, 175, and 178-182 are bike cars with 116 seats each. The rest are coaches with 137 seats

Table 13: Rolling Stock Pending Disposal in 2027

Number	Model	Seats	Builder	Year Built
920-922	F40PH-2C	N/A	Boise Locomotive	1998
172	Coach	137	Bombardier	1997
173	Coach	137	Bombardier	1997
176	Coach	137	Bombardier	1997
177	Coach	137	Bombardier	1997

Findings:

Since Caltrain is a fixed transit guideway system, all stations from Tamien to San Francisco are serviced by the entire EMU fleet (the electrified portion of the system along Caltrain right of way) and all stations south of Tamien are serviced by Caltrain's diesel fleet (along UPRR right of way). The same vehicle is not used for the same train number every day.

There is no distinction between the fleet vehicles that stop at low-income vs. non-low-income stations and minority vs. non-minority stations. In addition, all types of service are serviced by the same EMU fleet or diesel fleet. Vehicles are rotated based on a maintenance schedule. Fleet average age for rolling stock and locomotives is provided for reference only. As a result, there are no disparate impacts or disproportionate burdens based on vehicle assignment.

B. TRANSIT AMENITIES

Policy Standard:

Caltrain provides a variety of amenities at stations to attract and retain customers. The amenities distributed correspond with the station hierarchy designations listed in the introduction to the system-wide service standards.

The "Core" set of amenities include bike e-lockers, bike racks, shelters/canopies, benches, trash cans, station signage, regional smart card fare validation equipment, and ticket vending machines (TVMs). It is standard for each station to have a posted system map and schedule, visual message signs (VMS), and public announcement systems (PA). Station Types A, B and C have core amenities. South County stations (Capitol, Blossom Hill, Morgan Hill, San Martin and Gilroy) have legacy infrastructure constraints and were not designed and constructed with VMS and PA. These stations have core amenities without VMS and 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 others when a station is constructed or reconstructed.

Other amenities that are provided at some stations include customer service agents, restrooms, parking lots, bike facilities and pay phones.

Broadway, College Park and Stanford are limited use stations. Broadway station is only used on weekends and holidays. College Park is only used on weekdays. Stanford is used for Special Event service and is closed to the public when not in use. Broadway and College Park stations have core amenities without bike e-lockers, bike racks, VMS and PA. Stanford station does not require any amenities.

Table 14: Amenities by Station Type

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

Monitoring:

- Station amenities are largely static. All stations from San Francisco and Gilroy have semi-annual Stations Condition Assessments.
- Stations that require access permissions (e.g. Stanford station) are inspected every 3 years to comply with FTA reporting.
- Any station issues are addressed as needed. However, not all amenities are within Caltrain's decision making power. In some cases, city transportation agencies or local authorities install and maintain amenities.
- For specific monitoring of transit amenities, refer to **Table 15** – Transit Amenities Monitoring.

Findings:

Evaluating whether disparate impacts or disproportionate burdens exist in station amenities is a four-step process. The first step is to evaluate each station for compliance with its station amenities policy. The second step is to calculate compliance percentage for minority stations, non-minority stations, low-income stations, and non low-income stations by amenity category. The third step is calculating the average compliance percentage for minority stations, non-minority stations, low-income stations, and non low-income stations type using the compliance percentage for each amenity category. The fourth step is to compare the compliance percentage for minority stations versus non-minority stations, and low-income stations versus non low-income stations to determine whether the differential exceeds the disparate impact / disproportionate burden threshold of 10%.

The results of station amenities monitoring are shown in **Table 16**. Only Stanford station requires no amenities. All other 30 stations require 'Core' amenities or 'Core' amenities with exceptions. Each 'Core'

amenity was monitored for every station. Shelters/Canopies, Benches, Trash Cans, Smart Card Far Validation Equipment (Clipper), TVMs, Poster Map and System Schedule, Station Signage, VMS and PA were compliant with the amenities policies.

Based on 2019-2023 five-year ACS data, there are 19 minority stations and 12 non-minority stations along the Caltrain System **(Table 16a)**. For **E-Bike Lockers**, there was 1 minority station (San Francisco) and 1 non-minority station (San Martin) that does not have them installed, thus 18 of 19 minority stations vs. 11 of 12 non-minor stations have them installed (95% vs. 92% which is a positive difference of 3%). For **Bike Racks,** 8 of 8 minority stations compared with 1 non-minority station (San Martin) that does not have them installed, thus 22 of 23 non-minority stations have them installed (100% vs. 92% which is a positive difference of 8%). For VMS and For VMS There is no disparate impact on minority stations since the differentials of 3% and 8% are positive and within the disparate impact threshold of 10%.

Based on 2019-2023 five-year ACS data, there are 23 low-income stations and 8 non-low-income stations along the Caltrain System **(Table 16b)**. For **E-Bike Lockers**, there were 2 low-income stations (San Francisco and San Martin) that does not have them installed, thus 21 of 23 low-income stations have them installed vs. 8 of 8 non low-income stations (91% vs. 100% which is a negative difference of 9%). For **Bike Racks**, there was 1 low-income station (San Martin) that does not have them installed, thus 22 of 23 low-income stations have them installed vs. 8 of 8 non low-income stations (96% vs. 100% which is a negative difference of 4%). There is no disproportionate burden on low-income stations since the negative differential of 9% and 3% is within the disproportionate burden threshold of 10%.

Table 15 below displays the percentage breakdown of station compliance by amenity type.

Amenities Improvements

In 2025, Caltrain installed new digital displays at all South County stations (1 per station) to keep riders informed with real-time train schedules, service alerts, and announcements. Each display also includes Text-to-Speech functionality—at the push of a button, riders can hear important information read aloud, making it easier for all riders to stay updated. These Simulcast digital displays **(Figure 9)** are provided as a stop gap measure in lieu of VMS and PA at South County stations.

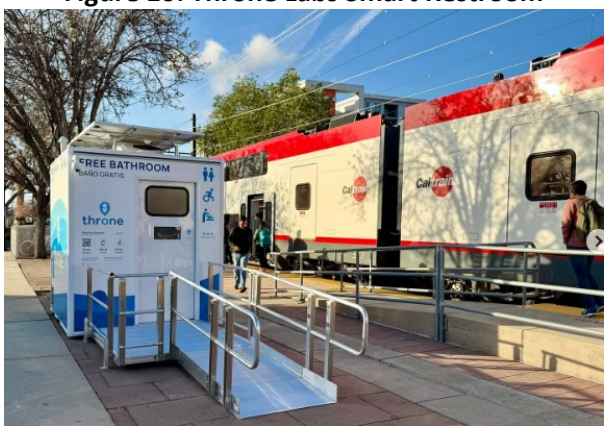
Figure 9: Simulcast Digital Displays



In 2025, as part of a pilot program, Caltrain installed Throne Labs smart restrooms (**Figure 10**) at three stations: Redwood City Station; Sunnyvale Station; Palo Alto Station. The ADA-compliant, tech-enabled restrooms are designed to enhance cleanliness, safety, and convenience for riders.

In early 2026, Caltrain will be installing bike e-lockers at San Francisco. This will bring the bike e-locker compliance at minority stations to 100% and compliance at low-income stations threshold up 91% to 96%.

Figure 10: Throne Labs Smart Restroom



Some amenities are provided by the city in which the station is located and the availability of those amenities are determined by the city. Some amenities are provided by the JPB and the JPB has limited ability to determine what the city decides. The JPB uses the station to provide service pursuant to an operating agreement with the city.

The JPB will continue to monitor how amenities are distributed to ensure there is no disparate impact on minority communities or disproportionate burden on low-income communities.

Table 15: Transit Amenities Monitoring

CALTRAIN 2025 TITLE VI COMPLIANCE PROGRAM
TRANSIT AMENITIES MONITORING

Last Updated: 1/22/26

Station	Title VI (Minority vs. Non-Minority)	Title VI (Low-Income)	Station Type	Station Service Provided	"Core" Station Amenities											Other Station Amenities						
					Bike E-Lockers	Bike Racks	Shelters/ Canopies	Benches	Trash Cans	Smart Card Fare Validation Equipment	TVM's	Posted Map & System Schedule	Station Signage	VMS	PA	Customer Service Agents	Restrooms	Station Parking Lot	Elevators	Escalators	Pay Phone	Bike Valet & Garage (Bike Facility)
San Francisco (4th & King)	Minority	Low Income	A	Express, Limited, Local	0	X	X	X	X	X	X	X	X	X	X	X	X	-	-	-	X	X
22nd Street	Minority	Low Income	A	Express, Limited, Local	X	X	X	X	X	X	X	X	X	X	X	-	-	-	-	-	-	-
Bayshore	Minority	Low Income	C	Local	X	X	X	X	X	X	X	X	X	X	X	-	-	X	X	-	X	-
So. San Francisco	Minority	Low Income	A	Express, Limited, Local	X	X	X	X	X	X	X	X	X	X	X	-	-	X	-	-	-	-
San Bruno	Minority	Non-Low Income	C	Local	X	X	X	X	X	X	X	X	X	X	X	-	-	X	X	-	X	-
Millbrae	Minority	Non-Low Income	A	Express, Limited, Local	X	X	X	X	X	X	X	X	X	X	X	-	-	X	X	X	X	-
Broadway**	Non-Minority	Non-Low Income	Special	Weekend Only	-	X	X	X	X	X	X	X	X	-	X	-	-	-	-	-	X	-
Burlingame	Non-Minority	Low Income	C	Local	X	X	X	X	X	X	X	X	X	X	X	-	-	X	-	-	X	-
San Mateo	Minority	Low Income	A	Express, Limited, Local	X	X	X	X	X	X	X	X	X	X	X	-	-	X	X	-	X	-
Hayward Park	Minority	Low Income	C	Local	X	X	X	X	X	X	X	X	X	X	X	-	-	X	-	-	-	X
Hillsdale	Minority	Low Income	A	Express, Limited, Local	X	X	X	X	X	X	X	X	X	X	X	-	-	X	-	-	-	-
Belmont	Non-Minority	Non-Low Income	C	Local	X	X	X	X	X	X	X	X	X	X	X	-	-	X	X	-	-	-
San Carlos	Non-Minority	Non-Low Income	C	Local	X	X	X	X	X	X	X	X	X	X	X	-	-	X	-	-	X	-
Redwood City	Minority	Low Income	A	Express, Limited, Local	X	X	X	X	X	X	X	X	X	X	X	-	-	X	-	-	-	-
Menlo Park	Non-Minority	Non-Low Income	B	Limited, Local	X	X	X	X	X	X	X	X	X	X	X	-	-	X	-	-	X	X
Palo Alto	Non-Minority	Low Income	A	Express, Limited, Local	X	X	X	X	X	X	X	X	X	X	X	-	-	X	-	-	X	X
Stanford Stadium**	Non-Minority	Low Income	Special	Special Event Service	-	-	-	-	-	-	-	-	X	-	-	-	-	-	-	-	-	-
California Avenue	Non-Minority	Low Income	B	Limited, Local	X	X	X	X	X	X	X	X	X	X	X	-	-	X	-	-	-	-
San Antonio	Non-Minority	Non-Low Income	B	Limited, Local	X	X	X	X	X	X	X	X	X	X	X	-	-	X	-	-	-	-
Mountain View	Non-Minority	Low Income	A	Express, Limited, Local	X	X	X	X	X	X	X	X	X	X	X	-	-	X	-	-	-	X
Sunnyvale	Minority	Low Income	A	Express, Limited, Local	X	X	X	X	X	X	X	X	X	X	X	-	-	X	-	-	X	-
Lawrence	Minority	Non-Low Income	B	Limited, Local	X	X	X	X	X	X	X	X	X	X	X	-	-	X	-	-	X	-
Santa Clara	Non-Minority	Low Income	B	Limited, Local	X	X	X	X	X	X	X	X	X	X	X	-	-	X	-	-	-	-
College Park**	Minority	Low Income	Special	Weekday Only	-	-	X	X	X	X	X	X	X	-	X	-	-	-	-	-	-	-
San Jose Diridon	Minority	Low Income	A	Express, Limited, Local	X	X	X	X	X	X	X	X	X	X	X	-	X	X	X	-	X	-
Tamien	Minority	Low Income	C	Local	X	X	X	X	X	X	X	X	X	X	X	-	-	X	-	-	X	-
Capitol	Minority	Low Income	South County	South County Connector	X	X	X	X	X	X	X	X	X	-	-	-	-	X	-	-	-	-
Blossom Hill	Minority	Low Income	South County	South County Connector	X	X	X	X	X	X	X	X	X	-	-	-	-	X	-	-	X	-
Morgan Hill	Minority	Low Income	South County	South County Connector	X	X	X	X	X	X	X	X	X	-	-	-	-	X	-	-	-	-
San Martin	Non-Minority	Low Income	South County	South County Connector	0	0	X	X	X	X	X	X	X	-	X	-	-	X	-	-	-	-
Gilroy	Minority	Low Income	South County	South County Connector	X	X	X	X	X	X	X	X	X	-	-	-	-	X	-	-	X	-

"0" = Does not have amenity and Below Standard | "-" = Does not have amentity but meets Standard | "X" = Has Amenitity and meets Standard

**College Park currently has 1 weekday trip each way during peak, Broadway currently has weekend service only, Stanford is used only for Stanford Stadium special events (no scheduled stops)

Notes:
-Broadway station is only served on Weekends and Holidays
-Inventory Station Parking Lot only includes designated Caltrain parking. It does not include street parking or parking owned by others

Table 16a: Number of Minority vs. Non-Minority Stations

Minority Stations	19
Non-Minority Stations	12
Check	31

Low Income Stations	23
Non Low Income Stations	8
Check	31

Table 16b: Number of Low-Income vs. Non Low-Income Stations

Minority Stations	19
Non-Minority Stations	12
Check	31

Low Income Stations	23
Non Low Income Stations	8
Check	31

Table 17: Percentage Breakdown of Station Compliance by Amenity Type

	Bike E-Lockers	Bike Racks	Shelters/ Canopies	Benches	Trash Cans	Smart Card Fare Validation Equipment	TVM's	Posted Map & System Schedule	Station Signage	VMS	PA
Minority	18	19	19	19	19	19	19	19	19	19	19
Non-Minority	11	11	12	12	12	12	12	12	12	12	12
% Minority Compliance	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
% Non-Minority Compliance	92%	92%	100%	100%	100%	100%	100%	100%	100%	100%	100%
% Difference	3%	8%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Low Income	21	22	23	23	23	23	23	23	23	23	23
Non-Low Income	8	8	8	8	8	8	8	8	8	8	8
% Low Income	91%	96%	100%	100%	100%	100%	100%	100%	100%	100%	100%
% Non-Low Income	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
% Difference	-9%	-4%	0%	0%	0%	0%	0%	0%	0%	0%	0%

L. POLICY DEVELOPMENT OUTREACH

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

- Systemwide Service Standards
- Systemwide 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. For this 2025 Title VI program submission, updates were made to the Systemwide Service Standards and Service Policies to align with new electrified service that was launched after the last Title VI program submission in 2022. No changes were made to the Major Service Change, Disparate Impact, and Disproportionate Burden policies for this 2025 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, 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 Community groups/members including:

San Francisco County

Potrero Hill/Dogpatch Merchants Association
Keith Goldstein
keith@everestsf.com

Potrero Boosters
Tony Kelly
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

Brite/4800 Third St Neighbors
Anna DeJesus
britesf@googlegroups.com
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

Bayview Hill Neighborhood Association
Shirley Moore
sammy988@aol.com

Better Bayview
Chris Waddling
415-810-7556
cawaddling@gmail.com

Visitacion Valley Planning Alliance

Fran Martin
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

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

Dan Dodt
dodt@mac.com

San Mateo County

- All City Managers
- All Mayors

Santa Clara County

- Transform: Manolo Gonzalez-Estay (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

NEWS

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
- 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.

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 and follow us on twitter @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							120.40
	1	RITA HASKIN	SAMTRANS TITLE VI MEETINGS HRG NOTICE OF HEARING 25102 EXAMINER - SAN BRUNO 02/04/2013	LEGAL SECTION, SET 1 COL WIDE, 6 PT. MIN. TYPE, SET MIN. LINES NEEDED				
			*8.600 Inches * 1 Inst.*	*120.40*		120.40		
02/12/13	B2438385 -IN							233.20
	1	RITA HASKIN	SAMTRANS TITLE VI MEETINGS HRG NOTICE OF HEARING 51840 PACIFICA TRIBUNE 02/06/2013	LEGAL SECTION, SET 1 COL WIDE, 6 PT. MIN. TYPE, SET MIN. LINES NEEDED				
			*11.000 Inches * 1 Inst.*	*233.20*		233.20		
02/13/13	B2439010 -IN							120.82
	1	RITA HASKIN	CALTRAIN TITLE VI COMMUNITY MEETINGS (ENGLISH) GPN GOVT PUBLIC NOTICE 21480 DISPATCH 02/08/2013	LEGAL SECTION SET 1 COL. WIDE X MIN. TYPE				
			Publication	*120.82*		120.82		
02/14/13	B2438530 -IN							435.88
	1	RITA HASKIN	SAMTRANS TITLE VI MEETINGS (SPANISH) HRG NOTICE OF HEARING 24101 EL OBSERVADOR 02/08/2013	LEGAL SECTION SET 1 COL. WIDE X MIN. TYPE				
			*13 Col Inches @ $33.53 per col. inch *1 insert*	*435.88*		435.88		
02/14/13	B2439001 -IN							402.35
	1	RITA HASKIN	CALTRAIN TITLE VI COMMUNITY MEETINGS (SPANISH) HRG NOTICE OF HEARING 24101 EL OBSERVADOR 02/08/2013	LEGAL SECTION SET 1 COL. WIDE X MIN. TYPE				
			*12 Col. Inches @ $33.53 per col. inch * 1 insert*	*402.35*		402.35		
02/14/13	B2439011 -IN							116.20
	1	RITA HASKIN	CALTRAIN TITLE VI COMMUNITY MEETINGS (ENGLISH) GPN GOVT PUBLIC NOTICE 25102 EXAMINER - SAN BRUNO 02/14/2013					
			*8.300 Inches * 1 Inst.*	*116.20*		116.20		
02/15/13	B2439012 -IN							1,142.99
	1	RITA HASKIN	CALTRAIN TITLE VI COMMUNITY MEETINGS (ENGLISH) GPN GOVT PUBLIC NOTICE 42380 MERCURY NEWS 02/11/2013	LEGAL SECTION SET 1 COL. WIDE X MIN. TYPE				
			137 Lines @ $8.27 + $10.00 online	*1,142.99*		1,142.99		
02/18/13	B2439014 -IN							652.50
	1	RITA HASKIN	CALTRAIN TITLE VI COMMUNITY MEETINGS (ENGLISH) GPN GOVT PUBLIC NOTICE 65042 SAN MATEO DAILY JOURNAL 02/13/2013	LEGAL SECTION SET 1 COL. WIDE X MIN. TYPE				
			1x14.5 @ $45.00	*652.50*		652.50		
02/28/13	B2438384 -IN							194.12
	1	RITA HASKIN	SAMTRANS TITLE VI MEETINGS HRG NOTICE OF HEARING 29180 HALF MOON BAY REVIEW 02/06/2013	LEGAL SECTION, SET 1 COL WIDE, 6 PT. MIN. TYPE, SET MIN. LINES NEEDED				
			*15.000 Inches * 1 Inst.*	*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							553.81
	1	RITA HASKIN	CALTRAIN TITLE VI COMMUNITY MEETINGS (ENGLISH) GPN GOVT PUBLIC NOTICE 61960 SAN FRANCISCO CHRONICLE 02/15/2013	LEGAL SECTION SET 1 COL. WIDE X MIN. TYPE				
			73 lines x 1 pubs - ad 5739613	*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**

/S/ Marie Baeta
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A00000297613 9

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
- 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 650-508-6370at 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
2/8/13
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GILROY DISPATCH
G/11546573

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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
13th day of **February** 2013

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"

Rev. 11/09 Daily Journal Corporation, 915 East First Street, Los Angeles, CA 90012

★A0000029772 94★

CALTRAIN BUSCA LA OPINIÓN PÚBLICA SOBRE CAMBIOS EN LAS POLÍTICAS

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

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

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

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

- correo electrónico: TitleVI@caltrain.com

- U.S. Postal Service: Caltrain, c/o Operations Planning, P.O. Box 3006, San Carlos, CA 94070-1306

- 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**

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 el:

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, 6:30 p.m. a 8 p.m.
Mountain View City Hall
Plaza Conference Room
500 Castro St., Mountain View

2/8/13
CNS-2439001#
EL OBSERVADOR

Public Meeting Handout

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 affected 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 _____

_____

_____

_____

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

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Español al otro lado

Comment Card (Spanish)

Tarjeta de Comentarios para Criterios que Cumplan con el Titulo VI

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

Nombre (opcional) _____

Comentarios _____

_____

_____

_____

Favor de completer 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

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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. Walter 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. Walter said staff is working on that and it will be known by the end of January. Chair Yeager asked that Mr. Walter 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)

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.

Page 9 of 12

Board Meeting Minutes (February 7, 2013 - continued)

- Final adoption at the April Board meeting.
- Public meetings will be in Gilroy, San Carlos, San Francisco and Mountain View.
- 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 Wolffe, 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.

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 disproportionally 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

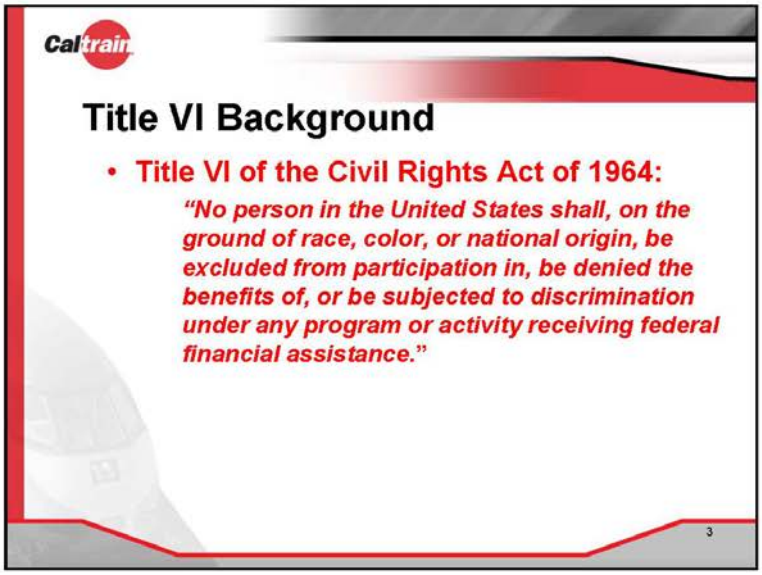




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Board Meeting Presentation (April 4, 2013 - Continued)

4/4/2013





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Board Meeting Presentation (April 4, 2013 - Continued)

4/4/2013





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Board Meeting Presentation (April 4, 2013 - Continued)

4/4/2013

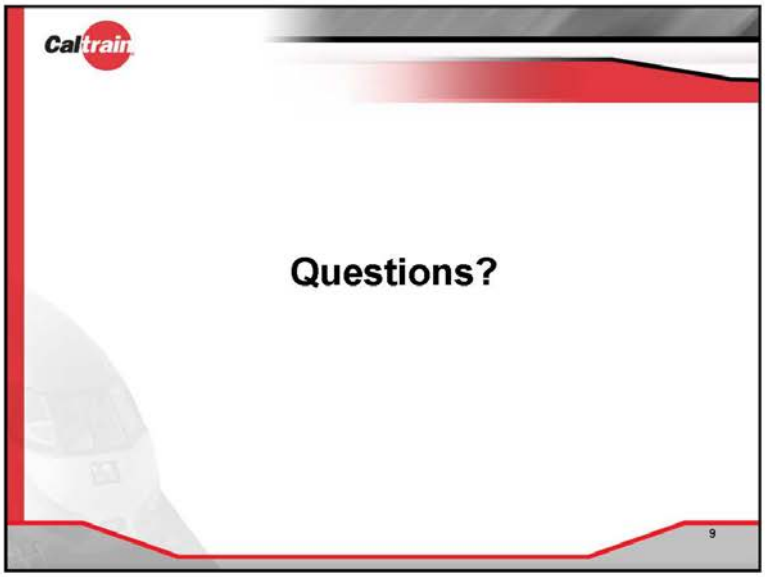




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Board Meeting Presentation (April 4, 2013 - Continued)

4/4/2013



5

M. TITLE VI EQUITY ANALYSES

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 Corridor Joint Powers Board (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.

In the past three years, the JPB has conducted the following three equity analyses:

- JPB Title VI Fare Equity Analysis: Proposed Fare Changes – FY 2024-2028, September 2023
- JPB Title VI Service Equity Analysis: 2024 JPB Electrification Service Changes, June 2024
- JPB Title VI Fare Equity Analysis: $1 Youth Fares, September 2024

These analyses and evidence of Board approval are included in this Appendix.

PENINSULA CORRIDOR JOINT POWERS BOARD



Title VI Equity Analysis
Proposed Fare Changes – FY 2024-2028
September 2023

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ATTACHMENTS

ATTACHMENT 1 – CALTRAIN SYSTEM MAP

ATTACHMENT 2 – BOARD APPROVAL OF DISPARATE IMPACT AND DISPROPORTIONATE BURDEN POLICIES

ATTACHMENT 3 – SERVICE AREA DEMOGRAPHICS: LOW-INCOME AND MINORITY

ATTACHMENT 4 – EXISTING FARE CHART

ATTACHMENT 5 – NOTICES OF PUBLIC HEARING AND MEETING

ATTACHMENT 6 – PRINT ADVERTISEMENTS OF NOTICES OF PUBLIC HEARING AND MEETING

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ATTACHMENT 8 – PUBLIC COMMENTS

ATTACHMENT 9 – BOARD APPROVAL OF ADOPTION OF FY24-28 CALTRAIN FARE STRUCTURE AND TITLE VI EQUITY ANALYSIS

Caltrain Title VI Fare Equity Analysis
Proposed Fare Changes – Fiscal Year 2024-2028

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 Corridor Joint Powers Board (JPB) operates the Caltrain commuter rail service serving San Francisco, San Mateo, and Santa Clara counties. The service spans 77.3 miles and includes 31 stations, 29 of which are weekday service, 24 which are weekend service (including one weekend-only station), and one special event service station which serves Stanford Stadium. Caltrain has committed to the Federal Transit Administration (FTA) Title VI objectives set forth in Circular 4702.1B ensuring that FTA-assisted benefits and related services are made available and are equitably distributed without regard to race, color, or national origin.

As a federal grant recipient, Caltrain is required to maintain and provide to the FTA information on Caltrain's compliance with Title VI regulations. At a minimum, Caltrain conducts periodic compliance assessments to determine whether its services are provided in a nondiscriminatory manner consistent with the law. Normally, Caltrain 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 the proposal of a new fare structure that will be subject to Board of Directors approval on September 7, 2023. Included in this Title VI analysis is a description of the proposed fare adjustments to occur over the next four years, and an analysis of any potential impacts on minority and low-income passengers. It includes public outreach including materials provided for Limited English proficient populations and public comments.

❖ BACKGROUND

CALTRAIN OVERVIEW

Caltrain provides commuter rail service between Santa Clara, San Mateo, and San Francisco Counties. The service area – extending from Gilroy in the south to San Francisco in the north – is geographically and ethnically diverse, containing both dense urban cores and suburban landscapes with residents from an array of different demographics. These factors make the Caltrain service area unique. To serve the region in Fiscal Year 2022 (during the COVID-19 pandemic), Caltrain operated 104 weekday trains and 32 Weekend trains carrying approximately 4.7 million passengers per year. **Attachment 1** displays the Caltrain Service Map. **Attachment 3** contains combined minority demographic maps where the minority population is broken out by tract group using the U.S. Census Bureau's 2020 American Community Survey (ACS) Data. Minority Census tracts are defined as those in which the

minority population exceeds the systemwide minority average of 65%. **Attachment 3** also contains low-income demographic maps where the service area's low-income population is broken out by tract group using ACS data. Low-income tract groups are defined under Caltrain's Title VI Program as those in which more than 13% of households have incomes under $25,000.

❖ FARE PROPOSAL

CURRENT FARES

Caltrain fares are based on the number of zones that are partially or wholly traveled through by the passenger. A matrix of Caltrain's existing fare chart is shown in **Attachment 4**.

Caltrain has a proof-of-payment fare enforcement 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 Categories and Fare Types is listed below.

FARE CATEGORIES	
Full Fare	Full Fares apply to all customers, except those who qualify for an Eligible Discount or Clipper START, the regional means-based fare program
Eligible Discount	Discounted fare products priced at 50% or less of full fares are available to: • **Seniors**: customers 65 years of age or older. • **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. • **Disabled**: customers holding any of the following valid identification: Regional Transit Connection (RTC) Discount Card; registration for a permanent Disabled Person Placard Identification Card or California license plate issued by the Department of Motor Vehicles. • **Medicare Cardholder**: customers who have a Medicare card.
Clipper START	The Clipper START program is the regional means-based fare program administered by the Metropolitan Transportation Commission (MTC). Clipper START offers at least a 50% discount compared to Clipper full fares for adult low-income riders (i.e., those with an annual household income at or below 200 percent of the Federal Poverty Level).

Clipper Bay Pass: Regional All Agency Pass	Available to passengers who are selected to participate in the Clipper Bay Pass Pilot Program, part of the Regional Fare Coordination and Integration Study administered by the Bay Area Integration Task Force. Clipper Bay Pass is managed by MTC and Bay Area Rapid Transit (BART) in close coordination with regional transit operators and Caltrain.
Group Travel Discount	Groups traveling together with 25 or more passengers (e.g., for school field trips) can purchase tickets at a 10 % discount over regular cash fares.

FARE TYPES	
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(s) indicated.
Day Pass	Valid for use on a single day, through the last train on the service day on which the pass is sold. It is honored for unlimited travel within the zone(s) indicated.
Monthly Pass	Available only on the Clipper Card, the Monthly Pass is valid for use for the calendar month for which the pass is issued. Monthly Passes are honored for unlimited weekday trips between the zone(s) 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. Caltrain service operates across six zones. The current increase in fare between zones is $2.25 for Adult fares, and $1.00 for Eligible Discount fares.
Go Pass	Valid for use within the calendar year for which it is issued, the Go Pass is an annual transit pass sold to employers, schools, and residential complexes that offers 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, students, or residents, whether the individuals use Caltrain or not. The Go Pass fare is based on the cost of a monthly pass for three zones, which is the average distance traveled by a Go Pass customer. Entities participating in the Go Pass program are required to purchase passes for all employees/students/residents at the specified location.

In May of 2022, the Board implemented changes to the Fare Structure that were delayed due to the COVID-10 pandemic. The Board adopted an updated Fare Structure that included the following schedule of fare increases and changes:

- An increase of the base fare of $0.50 on July 1, 2023
- An increase to the Monthly Pass Trip Multiplier from 12 days (24 trips) to 15 days (30 trips on July 1, 2023
- An increase to the Zone Upgrade from $2.25 to $2.50 for Adult riders, and a Zone Upgrade from $1.00 to $1.25 for Eligible Discount riders on July 1, 2025
- An increase to the Base Fare of $0.50 on July 1, 2027
- A reduction of the Clipper discount on Adult fares from $0.55 to $0.25 on July 1, 2028

Additionally, the August 2022 Fare Structure ended Caltrain's participation in Clipper START, the regional means-based fare program, on June 30, 2023, based on the MTC's previous end date for the pilot.

Over the past three years, due to the COVID-19 pandemic, Caltrain experienced a significant decline in ridership, resulting in a less than optimal time to increase fares. Pursuant to the Caltrain Fare Structure as adopted in Resolution 2019-32, and FTA Circular 4702.1B, which grant the Caltrain Executive Director the authority to implement special and promotional fare discounts lasting up to six months, on May 24, 2023, the Executive Director authorized a promotional fare reduction, which postponed the approved May 2022 fare changes scheduled to begin July 1, 2023, to alleviate the economic effects of the COVID-19 pandemic on riders, incentivize Caltrain ridership, and potentially increase overall fare revenue. The promotional fare will remain in effect until December 31, 2023. After the promotional fare, the adopted changes would begin on January 1, 2024.

PROPOSED FARE CHANGES

Caltrain staff proposes a new fare structure that aligns with the regional program updates by MTC and are consistent with the agency's strategic financial plan and FY 24-25 Budget. This new fare structure considers Caltrain rider needs, the changed travel patterns developed over the pandemic, lower post-pandemic ridership, and larger regional fare changes. A fare equity analysis must be performed when a permanent fare change is implemented. The FTA considers fare reductions longer than six months permanent and a fare equity analysis must be conducted. The proposed fare changes affect the fare types of One-Way Ticket, Day Pass, Zone Upgrade, and Monthly Pass, across both Adult and Eligible Discount fare categories. With Board adoption, the changes will replace the May 2022 Fare Structure.

It is recommended that Caltrain increase its fares gradually, beginning in FY26 (July 1, 2025), as follows:

Fiscal Years 2024-2025

- Fares remain unchanged to focus on electrified service and growing ridership.

Fiscal Year 2026 (July 1, 2025)

- Base Fares for Adult and Eligible Discount categories increase by $0.25.
    - $3.75 to $4.00 for Adult, and $1.75 to $2.00 for Eligible Discount

Fiscal Year 2027 (July 1, 2026)

- Zone Upgrade for Adult and Eligible Discount categories increase by $0.25.
    - $2.25 to $2.50 for Adult, and $1.00 to $1.25 for Eligible Discount

Fiscal Year 2028 (July 1, 2027)

- Base Fare for Adult category increases by $0.25.
    - $4.00 to $4.25 for Adult

Throughout the four-year fare adjustment period, Caltrain proposes that the Monthly Pass Trip Multiplier remains priced at 24 trips, or 12 roundtrips. It is also recommended that the Group Travel Discount have its minimum group size reduced from 25 to 15 people.

With regards to Go Pass, it is recommended to reduce the current price of $342/pass by 20 percent, down to $273.60/pass. It is additionally recommended that the agency consider creating a Student Pass Program within Go Pass, at a reduced price compared to the regular Go Pass price. The precise price recommendation for the proposed Students program is still under consideration, but may be reduced by up to 80 percent.

The new fare structure also extends Caltrain's participation in the MTC Clipper Start pilot program. MTC has extended the program for an additional two years, through June 2025, with the possibility of a permanent program continuing after completion of the pilot.

If approved, all sets of fare changes will be reflected in the Caltrain Fare Structure, a legal document that establishes the specific fare categories and types for the train system.

Tables 1.1 – 3 outline the specific changes in the Adult and Eligible Discount categories during each phase of the fare adjustment period.

Table 1.1. Caltrain Proposed Fare Adjustment FY26 – Base Fare Increase by $0.25 (Adult)

Adult Fares	How to Buy	Travel Within					
		1 Zone	2 Zones	3 Zones	4 Zones	5 Zones	6 Zones
One Way	TVM	~~$3.75~~ $4.00	~~$6.00~~ $6.25	~~$8.25~~ $8.50	~~$10.50~~ $10.75	~~$12.75~~ $13.00	~~$15.00~~ $15.25
	Clipper	~~$3.20~~ $3.45	~~$5.45~~ $5.70	~~$7.70~~ $7.95	~~$9.95~~ $10.20	~~$12.20~~ $12.45	~~$14.45~~ $14.70
Day Pass	TVM	~~$7.50~~ $8.00	~~$12.00~~ $12.50	~~$16.50~~ $17.00	~~$21.00~~ $21.50	~~$25.50~~ $26.00	~~$30.00~~ $30.50
Zone Upgrade	TVM	**$2.25 per zone**					
Monthly Pass	Clipper	~~$76.80~~ $82.80	~~$130.80~~ $136.80	~~$184.80~~ $190.80	~~$238.80~~ $244.80	~~$292.80~~ $298.80	~~$346.80~~ $352.80

Effective 7/1/2025

Table 1.2. Caltrain Proposed Fare Adjustment FY26 – Base Fare Increase by $0.25 (Eligible Discount)

Eligible Discount Fares	How to Buy	Travel Within					
		1 Zone	2 Zones	3 Zones	4 Zones	5 Zones	6 Zones
One Way	TVM	~~$1.75~~ $2.00	~~$2.75~~ $3.00	~~$3.75~~ $4.00	~~$4.75~~ $5.00	~~$5.75~~ $6.00	~~$6.75~~ $7.00
	Clipper	~~$1.60~~ $1.85	~~$2.60~~ $2.85	~~$3.60~~ $3.85	~~$4.60~~ $4.85	~~$5.60~~ $5.85	~~$6.60~~ $6.85
Day Pass	TVM	~~$3.50~~ $4.00	~~$5.50~~ $6.25	~~$7.50~~ $8.50	~~$9.50~~ $10.75	~~$11.50~~ $13.00	~~$13.50~~ $15.25
Zone Upgrade	TVM	**$1.00 per zone**					
Monthly Pass	Clipper	~~$38.40~~ $44.40	~~$62.40~~ $68.40	~~$86.40~~ $92.40	~~$110.40~~ $116.40	~~$134.40~~ $140.40	~~$158.40~~ $164.40

Effective 7/1/2025

Table 2.1. Caltrain Proposed Fare Adjustment FY27 – Zone Upgrade Increase by $0.25 (Adult)

Adult Fares	How to Buy	Travel Within					
		1 Zone	2 Zones	3 Zones	4 Zones	5 Zones	6 Zones
One Way	TVM	$4.00	~~$6.25~~ $6.50	~~$8.50~~ $9.00	~~$10.75~~ $11.50	~~$13.00~~ $14.00	~~$15.25~~ $16.50
	Clipper	$3.45	~~$5.70~~ $5.95	~~$7.95~~ $8.45	~~$10.20~~ $10.95	~~$12.45~~ $13.45	~~$14.70~~ $15.95
Day Pass	TVM	$8.00	~~$12.50~~ $13.00	~~$17.00~~ $18.00	~~$21.50~~ $23.00	~~$26.00~~ $28.00	~~$30.50~~ $33.00
Zone Upgrade	TVM	~~**$2.25 per zone**~~ **$2.50 per zone**					
Monthly Pass	Clipper	$82.80	~~$136.80~~ $142.80	~~$190.80~~ $202.80	~~$244.80~~ $262.80	~~$298.80~~ $322.80	~~$352.80~~ $382.80

Effective 7/1/2026

Table 2.2. Caltrain Proposed Fare Adjustment FY27 – Zone Upgrade Increase by $0.25 (Eligible Discount)

Eligible Discount Fares	How to Buy	Travel Within					
		1 Zone	2 Zones	3 Zones	4 Zones	5 Zones	6 Zones
One Way	TVM	$2.00	~~$3.00~~ $3.25	~~$4.00~~ $4.50	~~$5.00~~ $5.75	~~$6.00~~ $7.00	~~$7.00~~ $8.25
	Clipper	$1.85	~~$2.85~~ $3.10	~~$3.85~~ $4.35	~~$4.85~~ $5.60	~~$5.85~~ $6.85	~~$6.85~~ $8.10
Day Pass	TVM	$4.00	~~$6.25~~ $6.50	~~$8.50~~ $9.00	~~$10.75~~ $11.50	~~$13.00~~ $14.00	~~$15.25~~ $16.50
Zone Upgrade	TVM	~~**$1.00 per zone**~~ **$1.25 per zone**					
Monthly Pass	Clipper	$44.40	~~$68.40~~ $74.40	~~$92.40~~ $104.40	~~$116.40~~ $134.40	~~$140.40~~ $164.40	~~$164.40~~ $194.40

Effective 7/1/2026

Table 3. Caltrain Proposed Fare Adjustment FY28 – Base Fare Increase by $0.25 (Adult)

Adult Fares	How to Buy	Travel Within					
		1 Zone	2 Zones	3 Zones	4 Zones	5 Zones	6 Zones
One Way	TVM	~~$4.00~~ $4.25	~~$6.50~~ $6.75	~~$9.00~~ $9.25	~~$11.50~~ $11.75	~~$14.00~~ $14.25	~~$16.50~~ $16.75
	Clipper	~~$3.45~~ $3.70	~~$5.95~~ $6.20	~~$8.45~~ $8.70	~~$10.95~~ $11.20	~~$13.45~~ $13.70	~~$15.95~~ $16.20
Day Pass	TVM	~~$8.00~~ $8.50	~~$13.00~~ $13.50	~~$18.00~~ $18.50	~~$23.00~~ $23.50	~~$28.00~~ $28.50	~~$33.00~~ $33.50
Zone Upgrade	TVM	**$2.50 per zone**					
Monthly Pass	Clipper	~~$82.80~~ $88.80	~~$142.80~~ $148.80	~~$202.80~~ $208.80	~~$262.80~~ $268.80	~~$322.80~~ $328.80	~~$382.80~~ $388.80

Effective 7/1/2027

❖ 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

Caltrain adopted its policies based on several factors, including existing policies already in use, consultation with other transit agencies, and analysis of impacts of past service and fare change decisions. Caltrain held its policies for public review in February 2013 and conducted significant public outreach to solicit input. Following public engagement, Caltrain 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 Major Service Change Policy) 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. 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 Major Service Change Policy) 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. Caltrain requested comments be made through mail, telephone, and a dedicated e-mail address (TitleVI@caltrain.com).

The Title VI Policies 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

Caltrain 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.

Applying Caltrain's Title VI Policies, this analysis confirms the fare structure changes from fiscal years 2024 to 2028 **will not have a disparate impact on minority riders nor impose a disproportionate burden on low-income riders.**

FARE EQUITY METHODOLOGY OVERVIEW

Based on FTA C 4702.1B, for proposed changes that increase fares by payment type or fare media, Caltrain should analyze any available information generated from ridership surveys that indicates whether minority and low-income passengers are more likely to use the payment types subject to the proposed change and the associated fare changes resulting from the change.

If the difference in the percentage change experienced between minority riders and non-minority riders is greater than 10%, the fare change would result in Disparate Impacts on minority populations. Similarly, if the percentage difference in the change experienced between low-income riders and non-low-income riders is greater than 10%, the fare change would result in a Disproportionate Burden to low-income populations.

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. Determining data sources.

2. Analyzing the percentage of each proposed fare adjustment for each fare payment method compared with the breakdown of the system-wide fare payment method.

3. Defining the term low-income as those with an annual household income at or below 200 percent of the U.S. Department of Health and Human Services (HHS) poverty guidelines in 2022. Using the HHS poverty guidelines of $13,590 for a household of one in 2022, those with an annual household income less than $27,000 a year were defined as low-income.

4. Defining the term "Minority" to mean those who self-identified as any ethnicity other than "White / Caucasian" alone in the 2022 Caltrain Triennial Customer Survey.

5. Using 2022 Caltrain Triennial Customer Survey data, current and proposed fare changes, and 2022 systemwide ridership 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.

POTENTIAL ADVERSE EFFECTS

Potential adverse effects associated with the proposed fare changes are the cost increase of all fare types for all fare categories over the course of several years. These changes could have a greater impact on minority and low-income users, but without a disparate impact of disproportionate burden. In addition, Caltrain's participation in the MTC Clipper START pilot will allow low-income customers to pay discounted prices.

DATA USE AND ANALYSIS

For purposes of examining the fare payment behavior, the following data was used:

- 2022 Caltrain Triennial Customer Survey, which contains data on customers' riding behavior including fare usage, zones traveled, ethnicity, income, and other relevant information.

- 2022 calendar year Caltrain ridership.

- Current and proposed fare structure based on most updated fare categories and fare prices (as of July 2023).

The fieldwork for the 2022 Caltrain Triennial Customer Survey was conducted from October to December 2022. A total of 2,838 surveys were completed by Caltrain riders. Given the size and scope of the 2022 Caltrain systemwide onboard customer survey (2,838 total respondents with a margin of error of +/- 1.73% at a confidence level of 95%), 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.

Data Assumptions:

- Although the Customer Survey data is a robust set, some passengers preferred not to reveal either their ethnicity, income, zones traveled, fare type, or fare category. Based on the unavailable data, the usable data set includes only those who responded to all questions. For travel Zones 5 and 6, there were limited number of responses that captured both stations boarded and alighted for those traveling among one of these zones; as a result, the dataset used for Zones 5 and 6 is sparser than those used for other zones. While it would have been ideal for all the riders to have responded to all the questions, the data that was excluded from evaluation is not a significant detriment to a comprehensive evaluation.

- This analysis compared income and ethnicity status across all fare categories and fare types for the number of zones traveled. Usable data for this question includes the fare product, the type of fare category (Adult or Eligible Discount), the station boarded and alighted to determine number of zones traveled, and selection of ethnicity and annual income. Go Pass figures were included for comparison only.

- Given this data, percentages of minority riders were compared to non-minority riders, and low-income riders were compared to non-low-income riders, by fare type, fare category, and systemwide. Out of the 2,838 total survey respondents for the 2022 Caltrain Triennial Customer Survey, 2,196 (77% of respondents) responded to all questions required for this Title VI Fare Equity Analysis.

- Survey responses included the fare category of Go Pass, but this category will not be included in the analysis because the Go Pass is paid by the employer, school, residential, commercial, or mixed-use development. It will not generate any rider impacts. Almost all Go Pass users do not pay for their pass.

ANALYSIS METHODOLOGY

This equity analysis uses an Average Fare Analysis to assess the impacts of the fare increases on minority and low-income communities. The proposed changes would affect all fare types of One-Way ticket, Day Pass, and Monthly Pass for both fare categories of Adult and Eligible Discount. This analysis assesses: 1) whether the proposed fare increases would lead to an overall Disparate Impact or Disproportionate Burden; and 2) how the proposed fare increases would be distributed amongst minority, non-minority, low-income and non-low-income users.

The Average Fare Analysis is the comparative tool to determine the impact to minority and low-income riders, by analyzing specific ridership and fare changes along with the impacts associated with changes in each fare type and fare category. The model compares "unit fares" among all of the fare types. This analysis used the Average Fare Analysis to incorporate the Adult fare category and Eligible Discount fare category users among all fare products.

The analysis provides a disaggregation of ethnicity and income within each fare category, fare type, and zone usage. This includes a comparison of the current fare with the proposed fare. The Average Fare Analysis also provides the percentage change between the existing and proposed fare structures by fare type for minority and income status of riders to assess whether the proposed fare change will fall within the thresholds established by Caltrain for a Disparate Impact or Disproportionate Burden.

To determine the comparative percentage change for each fare type and rider group, the actual number of riders in each fare type and rider group must first be calculated using 2022 ridership and approximate ratios of survey respondents in each fare type and rider group.

This number is then multiplied by both the existing fare as well as the proposed fare so that the difference between the two can be examined.

Next, those totals are added up respectively and the difference between the total existing fare and the total proposed fare for each group (i.e., minority riders, non-minority riders, low-income riders, and non-low-income riders), is translated into a percent change of impact.

These percent changes are finally compared between each passenger group (i.e., minority vs. non-minority riders and low-income vs. non-low-income riders) to determine whether the impact of the fare increase falls within the established 10 percent threshold, or rather, whether a Disparate Impact and/or Disproportionate Burden exists.

The same methodology was conducted three times according to each subsequent fiscal year with proposed fare changes: FY26, FY27, and FY28.

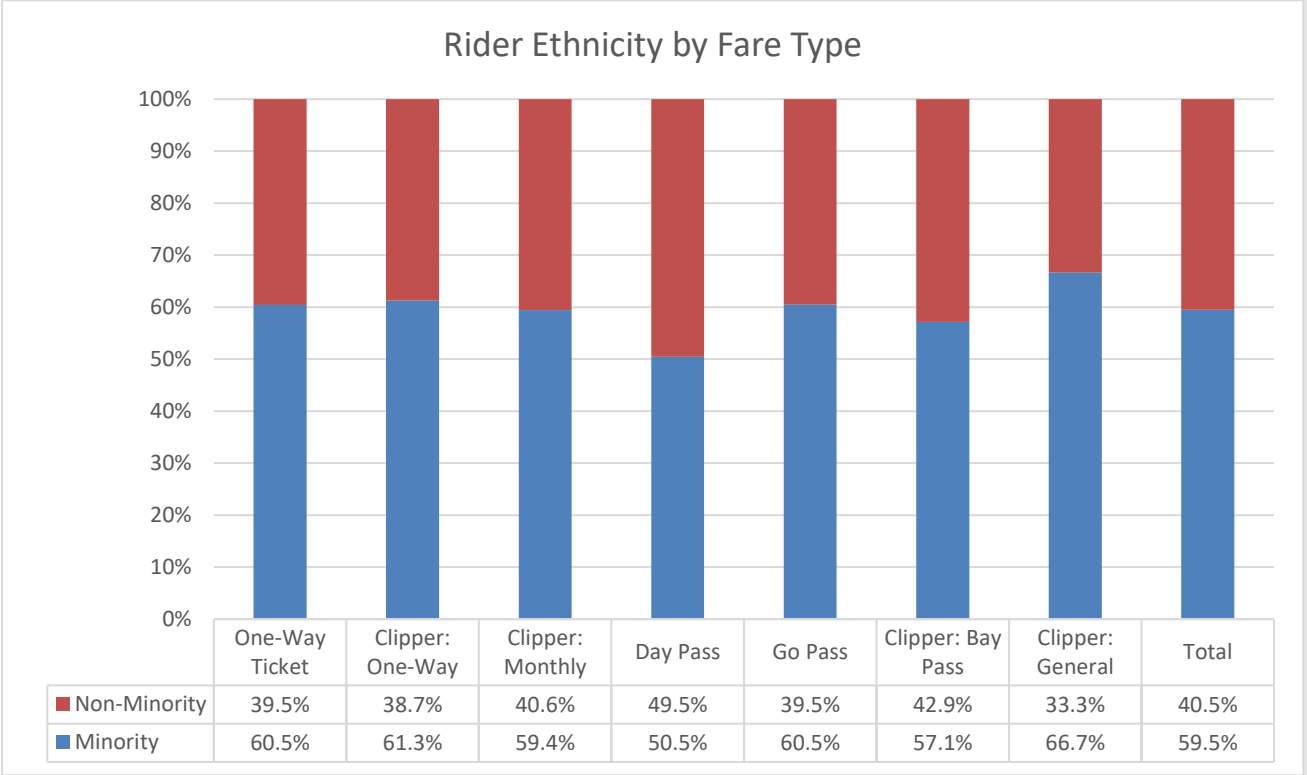
RIDERSHIP DEMOGRAPHICS OVERVIEW

Overall, Caltrain riders in the survey self-identified as 59.5% minority and 40.5% non-minority. **Table 4** and **Figure 1** below display a detailed breakdown of fare product usage by minority vs. non-minority riders.

Table 4. Fare Product Usage Survey Data - Minority vs. Non-Minority Riders

Minority Status	One-Way Ticket	Clipper: One-Way	Clipper: Monthly Pass	Day Pass	Go Pass	Clipper: Bay Pass	Clipper: General	Total
Non-Minority	123	298	213	110	139	3	3	889
Minority	188	472	312	112	213	4	6	1,307
Total	**311**	**770**	**525**	**222**	**352**	**7**	**9**	**2,196**

Figure 1: Fare Product Usage by Percentage – Minority vs. Non-Minority

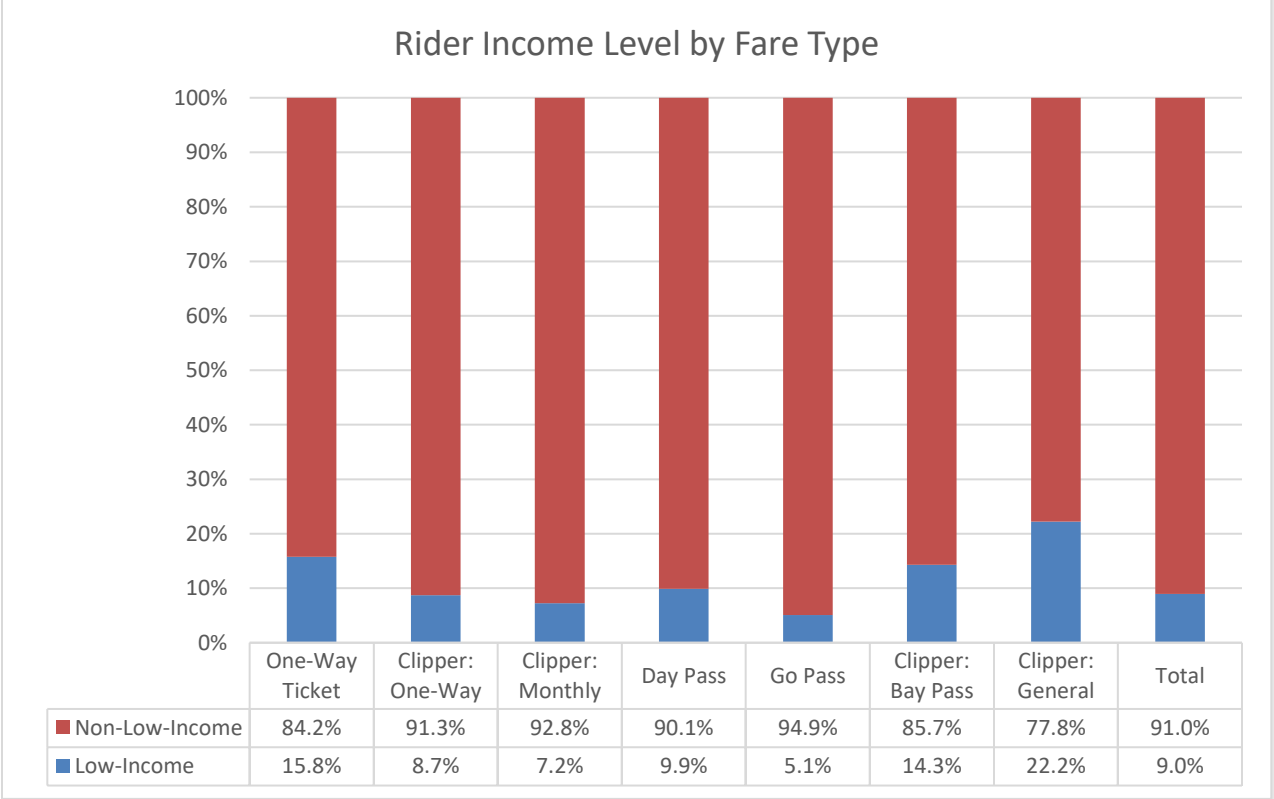


Of the 2,196 survey respondents (77% of those surveyed) who provided complete responses to the 2022 Caltrain Triennial Customer Survey, 9.0% were low-income, and 91.0% were non-low-income. See **Table 5** and **Figure 2** below for details of fare product usage by low-income vs. non-low-income riders.

Table 5. Fare Product Usage Survey Data - Low-Income vs. Non-Low-Income Riders

Income Status	One-Way Ticket	Clipper: One-Way	Clipper: Monthly Pass	Day Pass	Go Pass	Clipper: Bay Pass	Clipper: General	Total
Non-Low-Income	262	703	487	200	334	6	7	1,999
Low-Income	49	67	38	22	18	1	2	197
Total	**311**	**770**	**525**	**222**	**352**	**7**	**9**	**2,196**

Figure 2. Fare Product Usage by Percentage – Low-income vs. Non-Low-income



ZONE DEMOGRAPHICS OVERVIEW

A review of the rider characteristics by zones traveled was further conducted to determine whether zone usage would influence disparate impacts or disproportionate burdens.

Figures 3 and 4 below present the breakdown of rider characteristics by zones traveled. Most Caltrain passengers travel within 2 to 3 zones.

With minimal data responses for Zones 5 and 6, this is likely a survey data gap resulting from a combination of proportionately fewer riders traveling among the two zones, incomplete responses from such riders, and the need to only use complete survey responses for this equity analysis, rather than a true reflection of ridership and fare usage patterns.

Figure 3. Minority vs. Non-Minority Riders by Zones Traveled

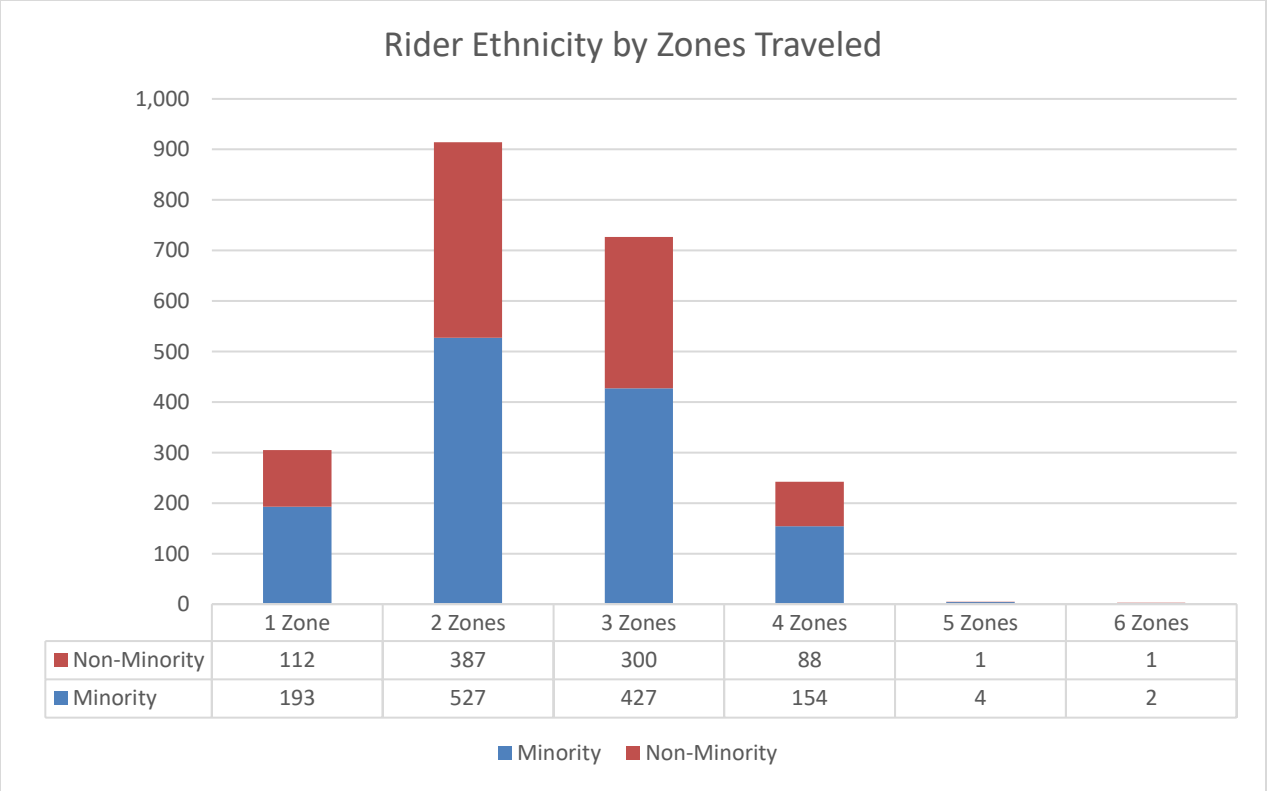
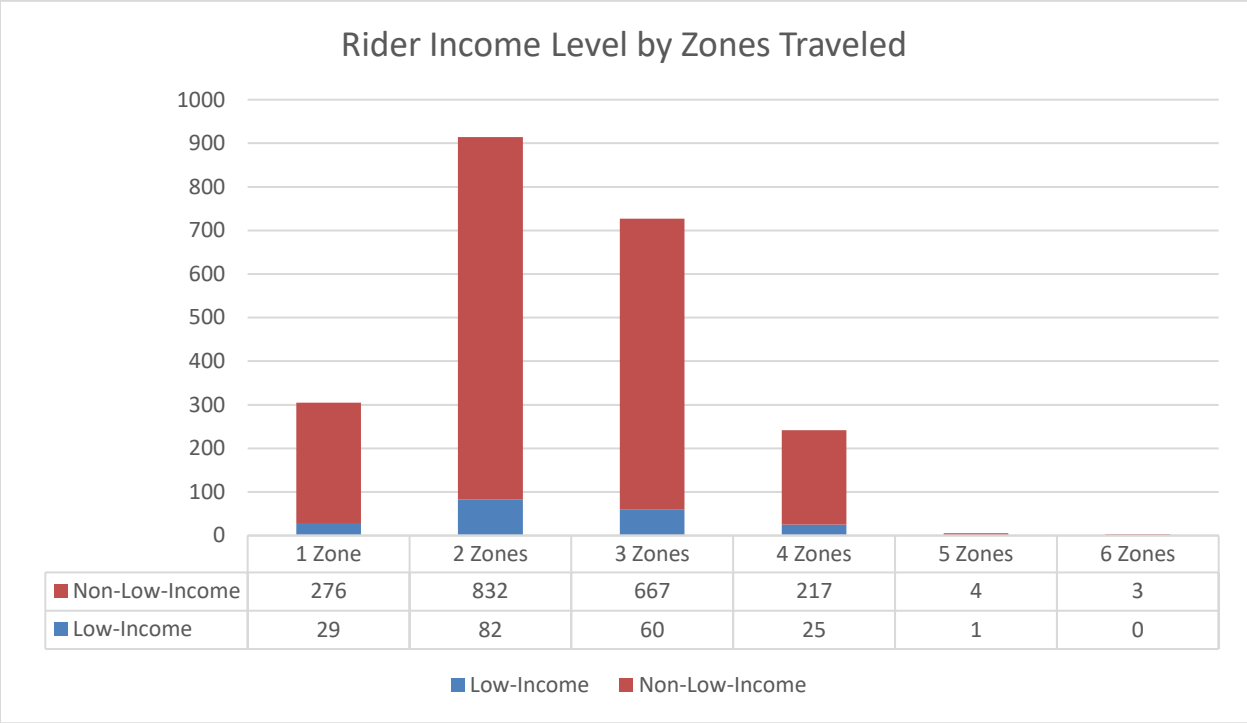


Figure 4. Low-Income vs. Non-Low-Income Riders by Zones Traveled



Based on the figures above, most Caltrain passengers travel within 2 to 3 zones. The number of zones traveled does not influence disparate impact or disproportionate burden across systemwide ridership.

FARE EQUITY ANALYSIS FINDINGS

Based on the analysis, and using the Caltrain Title VI policies, the recommended fare changes starting FY26 through FY28 in the revised Fare Structure do not result in either a Disparate Impact on minority populations, or a Disproportionate Burden on low-income populations. **Tables 6 – 8** below present a full analysis of the recommended fare changes for FY26 through FY28.

Table 6. FY26 Average Fare Calculation of Recommended Fare Changes

				FY24 (Eff 3/1/2024)		FY26 (7/1/25) Base increase +$0.25				Survey Usage by Group - Annual Ridership							Usage by Group										Cumulative Annual Current Fare				Cumulative Annual Proposed Fare				Annual Fare Change Experienced by Group							
			After Clipper 2.0			Cost		FY26 Change																																
Zones Traveled	Fare Type	Payment Option	Category	FY24 Current*	Unit Current	FY27 Proposed*	Unit Proposed	Absolute	Percent	Low-Income Survey	Non Low-Income Survey	Total Minority Survey	Minority Low Income	Minority Non-low Income	Non-Minority Survey	Overall Survey	Low-Income %	Low Income Number	Non Low-Income %	Non Low-Income Number	Minority %	Minority Number	Non Minority %	Non Minority Number	Overall Survey %	Overal Number	Low-Income	Non Low-Income	Minority	Non Minority	Low-Income	Non Low-Income	Minority	Non Minority	Low-Income	Low Income %	Non Low-Income	Non Low-Income %	Minority	Minority %	Non Minority	Non Minority %
1	One-Way	Ticket Machine, Mobile App	Adult	3.75	3.75	4	4	0.25	7%	3	23	18	2	15	9	29	1.54%	5,402	1.14%	41,412	1%	32,409	1%	16,205	1%	52,215	20255.78	155294.30	121534.67	60767.33	21606.16	165647.25	129636.98	64818.49	1350.39	7%	10352.95	7%	8102.31	7%	4051.16	7%
			Eligible Discount	1.75	1.75	2	2	0.25	14%	4	7	8	1	5	7	16	2.05%	7,202	0.35%	12,604	1%	14,404	1%	12,604	1%	28,808	12603.60	22056.29	25207.19	22056.29	14404.11	25207.19	28808.22	25207.19	1800.51	14%	3150.90	14%	3601.03	14%	3150.90	14%
		Clipper	Adult, Open Payment	3.2	3.2	3.45	3.45	0.25	8%	10	95	75	10	56	41	119	5.13%	18,005	4.70%	171,049	5%	135,039	4%	73,821	5%	214,261	57616.44	547356.14	432123.27	236227.39	62117.72	590118.34	465882.90	254682.65	4501.28	8%	42762.20	8%	33759.63	8%	18455.26	8%
			Clipper START	1.6	1.6	1.7	1.7	0.1	6%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
			Eligible Discount	1.6	1.6	1.7	1.7	0.1	6%	1	10	11	1	7	4	16	0.51%	1,801	0.49%	18,005	1%	19,806	0%	7,202	1%	28,808	2880.82	28808.22	31689.04	11523.29	3060.87	30608.73	33669.60	12243.49	180.05	6%	1800.51	6%	1980.56	6%	720.21	6%
	Day Pass	Ticket Machine, Mobile App	Adult	7.5	3.75	8	4	0.25	7%	1	12	6	1	4	8	16	0.51%	1,801	0.59%	21,606	0%	10,803	1%	14,404	1%	28,808	6751.93	81023.11	40511.56	54015.41	7202.05	86424.65	43212.33	57616.44	450.13	7%	5401.54	7%	2700.77	7%	3601.03	7%
			Eligible Discount	3.5	1.75	4	2	0.25	14%	0	4	5	0	3	1	6	0.00%	0	0.20%	7,202	0%	9,003	0%	1,801	0%	10,803	0.00	12603.60	15754.49	3150.90	0.00	14404.11	18005.14	3601.03	0.00	0%	1800.51	14%	2250.64	14%	450.13	14%
	Monthly Pass	Clipper	Adult	76.8	2.56	82.8	2.76	0.2	8%	6	61	49	5	36	31	82	3.08%	10,803	3.02%	109,831	3%	88,225	3%	55,816	3%	147,642	27655.89	281168.21	225856.43	142888.76	29816.51	303134.47	243501.46	154051.95	2160.62	8%	21966.27	8%	17645.03	8%	11163.18	8%
			Eligible Discount	38.4	1.28	40.8	1.36	0.08	6%	1	6	4	1	2	7	11	0.51%	1,801	0.30%	10,803	0%	7,202	1%	12,604	0%	19,806	2304.66	13827.94	9218.63	16132.60	2448.70	14692.19	9794.79	17140.89	144.04	6%	864.25	6%	576.16	6%	1008.29	6%
2	One-Way	Ticket Machine, Mobile App	Adult	6	6	6.25	6.25	0.25	4%	16	83	77	9	55	46	123	8.21%	28,808	4.10%	149,443	5%	138,640	5%	82,824	5%	221,463	172849.31	896655.79	831837.30	496941.76	180051.36	934016.44	866497.18	517647.67	7202.05	4%	37360.66	4%	34659.89	4%	20705.91	4%
			Eligible Discount	2.75	2.75	3	3	0.25	9%	4	17	12	3	4	18	32	2.05%	7,202	0.84%	30,609	1%	21,606	2%	32,409	1%	57,616	19805.65	84174.01	59416.95	89125.42	21606.16	91826.20	64818.49	97227.74	1800.51	9%	7652.18	9%	5401.54	9%	8102.31	9%
		Clipper	Adult, Open Payment	5.45	5.45	5.7	5.7	0.25	5%	17	265	189	13	153	121	320	8.72%	30,609	13.11%	477,136	12%	340,297	12%	217,862	12%	576,164	166817.59	2600391.81	1854619.06	1187348.71	174469.77	2719675.83	1939693.33	1241814.25	7652.18	5%	119284.03	5%	85074.27	5%	54465.54	5%
			Clipper START	2.6	2.6	2.7	2.7	0.1	4%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
			Eligible Discount	2.6	2.6	2.7	2.7	0.1	4%	3	21	12	2	6	20	35	1.54%	5,402	1.04%	37,811	1%	21,606	2%	36,010	1%	63,018	14044.01	98308.04	56176.03	93626.71	14584.16	102089.12	58336.64	97227.74	540.15	4%	3781.08	4%	2160.62	4%	3601.03	4%
	Day Pass	Ticket Machine, Mobile App	Adult	12	6	12.5	6.25	0.25	4%	9	55	30	7	20	36	68	4.62%	16,205	2.72%	99,028	2%	54,015	4%	64,818	3%	122,435	97227.74	594169.50	324092.45	388910.94	101278.89	618926.56	337596.31	405115.57	4051.16	4%	24757.06	4%	13503.85	4%	16204.62	4%
			Eligible Discount	5.5	2.75	6	3	0.25	9%	3	13	8	0	6	10	19	1.54%	5,402	0.64%	23,407	1%	14,404	1%	18,005	1%	34,210	14854.24	64368.36	39611.30	49514.12	16204.62	70220.03	43212.33	54015.41	1350.39	9%	5851.67	9%	3601.03	9%	4501.28	9%
	Monthly Pass	Clipper	Adult	130.8	4.36	136.8	4.56	0.2	5%	13	216	152	11	125	95	255	6.67%	23,407	10.68%	388,911	10%	273,678	10%	171,049	10%	459,131	102053.11	1695651.71	1193236.39	745772.74	106734.45	1773433.90	1247972.01	779982.50	4681.34	5%	77782.19	5%	54735.61	5%	34209.76	5%
			Eligible Discount	62.4	2.08	68.4	2.28	0.2	10%	5	22	19	3	10	21	40	2.56%	9,003	1.09%	39,611	1%	34,210	2%	37,811	2%	72,021	18725.34	82391.50	71156.30	78646.44	20525.86	90313.76	77998.25	86208.59	1800.51	10%	7922.26	10%	6841.95	10%	7562.16	10%
3	One-Way	Ticket Machine, Mobile App	Adult	8.25	8.25	8.5	8.5	0.25	3%	11	78	64	7	49	31	95	5.64%	19,806	3.86%	140,440	4%	115,233	3%	55,816	4%	171,049	163396.61	1158630.52	950671.20	460481.36	168348.02	1193740.54	979479.41	474435.34	4951.41	3%	35110.02	3%	28808.22	3%	13953.98	3%
			Eligible Discount	3.75	3.75	4	4	0.25	7%	3	7	7	1	3	8	15	1.54%	5,402	0.35%	12,604	0%	12,604	1%	14,404	1%	27,008	20255.78	47263.48	47263.48	54015.41	21606.16	50414.38	50414.38	57616.44	1350.39	7%	3150.90	7%	3150.90	7%	3601.03	7%
		Clipper	Adult, Open Payment	7.7	7.7	7.95	7.95	0.25	3%	16	231	189	14	140	98	297	8.21%	28,808	11.42%	415,919	12%	340,297	10%	176,450	11%	534,753	221823.28	3202573.59	2620287.48	1358867.58	229025.33	3306553.25	2705361.75	1402780.17	7202.05	3%	103979.66	3%	85074.27	3%	44112.58	3%
			Clipper START	3.6	3.6	3.7	3.7	0.1	3%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
			Eligible Discount	3.6	3.6	3.7	3.7	0.1	3%	3	17	11	3	8	8	20	1.54%	5,402	0.84%	30,609	1%	19,806	1%	14,404	1%	36,010	19445.55	110191.43	71300.34	51854.79	19985.70	113252.31	73280.90	53295.20	540.15	3%	3060.87	3%	1980.56	3%	1440.41	3%
	Day Pass	Ticket Machine, Mobile App	Adult	16.5	8.25	17	8.5	0.25	3%	6	69	47	5	36	33	84	3.08%	10,803	3.41%	124,235	3%	84,624	3%	59,417	3%	151,243	89125.42	1024942.38	698149.16	490189.84	91826.20	1056001.24	719305.19	505044.07	2700.77	3%	31058.86	3%	21156.04	3%	14854.24	3%
			Eligible Discount	7.5	3.75	8	4	0.25	7%	4	10	8	2	5	9	18	2.05%	7,202	0.49%	18,005	1%	14,404	1%	16,205	1%	32,409	27007.70	67519.26	54015.41	60767.33	28808.22	72020.55	57616.44	64818.49	1800.51	7%	4501.28	7%	3601.03	7%	4051.16	7%
	Monthly Pass	Clipper	Adult	184.8	6.16	190.8	6.36	0.2	3%	10	139	96	8	76	68	172	5.13%	18,005	6.87%	250,271	6%	172,849	7%	122,435	7%	309,688	110911.64	1541671.79	1064751.74	754199.15	114512.67	1591726.07	1099321.60	778686.13	3601.03	3%	50054.28	3%	34569.86	3%	24486.99	3%
			Eligible Discount	86.4	2.88	92.4	3.08	0.2	7%	2	10	7	0	4	8	17	1.03%	3,601	0.49%	18,005	0%	12,604	1%	14,404	1%	30,609	10370.96	51854.79	36298.35	41483.83	11091.16	55455.82	38819.07	44364.66	720.21	7%	3601.03	7%	2520.72	7%	2880.82	7%
4	One-Way	Ticket Machine, Mobile App	Adult	10.5	10.5	10.75	10.75	0.25	2%	5	42	33	4	23	23	56	2.56%	9,003	2.08%	75,622	2%	59,417	2%	41,412	2%	100,829	94526.97	794026.51	623877.97	434824.04	96777.61	812931.90	638732.21	445176.99	2250.64	2%	18905.39	2%	14854.24	2%	10352.95	2%
			Eligible Discount	4.75	4.75	5	5	0.25	5%	1	9	7	1	4	6	15	0.51%	1,801	0.45%	16,205	0%	12,604	1%	10,803	1%	27,008	8552.44	76971.96	59867.08	51314.64	9002.57	81023.11	63017.98	54015.41	450.13	5%	4051.16	5%	3150.90	5%	2700.77	5%
		Clipper	Adult, Open Payment	9.95	9.95	10.2	10.2	0.25	3%	13	68	62	12	43	29	92	6.67%	23,407	3.36%	122,435	4%	111,632	3%	52,215	4%	165,647	232896.44	1218227.52	1110736.86	519538.21	238748.11	1248836.25	1138644.82	532591.93	5851.67	3%	30608.73	3%	27907.96	3%	13053.72	3%
			Clipper START	4.6	4.6	4.7	4.7	0.1	2%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
			Eligible Discount	4.6	4.6	4.7	4.7	0.1	2%	2	6	3	1	1	1	7	1.03%	3,601	0.30%	10,803	0%	5,402	1%	12,604	0%	18,005	16564.73	49694.18	24847.09	57976.54	16924.83	50774.48	25387.24	59236.90	360.10	2%	1080.31	2%	540.15	2%	1260.36	2%
	Day Pass	Ticket Machine, Mobile App	Adult	21	10.5	21.5	10.75	0.25	2%	0	33	26	0	22	13	40	0.00%	0	1.63%	59,417	2%	46,813	1%	23,407	2%	72,021	0.00	623877.97	491540.22	245770.11	0.00	638732.21	503243.56	251621.78	0.00	0%	14854.24	2%	11703.34	2%	5851.67	2%
			Eligible Discount	9.5	4.75	10	5	0.25	5%	0	6	1	0	6	5	7	0.00%	0	0.30%	10,803	0%	1,801	1%	9,003	0%	12,604	0.00	51314.64	8552.44	42762.20	0.00	54015.41	9002.57	45012.84	0.00	0%	2700.77	5%	450.13	5%	2250.64	5%
	Monthly Pass	Clipper	Adult	238.8	7.96	244.8	8.16	0.2	3%	3	30	28	3	24	8	37	1.54%	5,402	1.48%	54,015	2%	50,414	1%	14,404	1%	66,619	42996.27	429962.65	401298.48	114656.71	44076.57	440765.74	411381.35	117537.53	1080.31	3%	10803.08	3%	10082.88	3%	2880.82	3%
			Eligible Discount	110.4	3.68	116.4	3.88	0.2	5%	0	4	6	0	3	1	7	0.00%	0	0.20%	7,202	0%	10,803	0%	1,801	0%	12,604	0.00	26503.56	39755.34	6625.89	0.00	27943.97	41915.96	6985.99	0.00	0%	1440.41	5%	2160.62	5%	360.10	5%
5	One-Way	Ticket Machine, Mobile App	Adult	12.75	12.75	13	13	0.25	2%	0	1	1	0	1	0	1	0.00%	0	0.05%	1,801	0%	1,801	0%	0	0%	1,801	0.00	22956.55	22956.55	0.00	0.00	23406.68	23406.68	0.00	0.00	0%	450.13	2%	450.13	2%	0.00	0%
			Eligible Discount	5.75	5.75	6	6	0.25	4%	0	0	0	0	0	0	0	0.00%	0	0.00%	0	0%	0	0%	0	0%	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0%	0.00	0%	0.00	0%	0.00	0%
		Clipper	Adult, Open Payment	12.2	12.2	12.45	12.45	0.25	2%	0	0	0	0	0	0	0	0.00%	0	0.00%	0	0%	0	0%	0	0%	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0%	0.00	0%	0.00	0%	0.00	0%
			Clipper START	5.6	5.6	5.7	5.7	0.1	2%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
			Eligible Discount	5.6	5.6	5.7	5.7	0.1	2%	1	0	1	1	0	0	1	0.51%	1,801	0.00%	0	0%	1,801	0%	0	0%	1,801	10082.88	0.00	10082.88	0.00	10262.93	0.00	10262.93	0.00	180.05	2%	0.00	0%	180.05	2%	0.00	0%
	Day Pass	Ticket Machine, Mobile App	Adult	25.5	12.75	26	13	0.25	2%	0	0	0	0	0	0	0	0.00%	0	0.00%	0	0%	0	0%	0	0%	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0%	0.00	0%	0.00	0%	0.00	0%
			Eligible Discount	11.5	5.75	12	6	0.25	4%	0	0	0	0	0	0	0	0.00%	0	0.00%	0	0%	0	0%	0	0%	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0%	0.00	0%	0.00	0%	0.00	0%
	Monthly Pass	Clipper	Adult	292.8	9.76	298.8	9.96	0.2	2%	0	2	1	0	1	1	2	0.00%	0	0.10%	3,601	0%	1,801	0%	1,801	0%	3,601	0.00	35146.03	17573.01	17573.01	0.00	35866.23	17933.12	17933.12	0.00	0%	720.21	2%	360.10	2%	360.10	2%
			Eligible Discount	134.4	4.48	140.4	4.68	0.2	4%	0	0	0	0	0	0	0	0.00%	0	0.00%	0	0%	0	0%	0	0%	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0%	0.00	0%	0.00	0%	0.00	0%
6	One-Way	Ticket Machine, Mobile App	Adult	15	15	15.25	15.25	0.25	2%	0	1	1	0	1	0	1	0.00%	0	0.05%	1,801	0%	1,801	0%	0	0%	1,801	0.00	27007.70	27007.70	0.00	0.00	27457.83	27457.83	0.00	0.00	0%	450.13	2%	450.13	2%	0.00	0%
			Eligible Discount	6.75	6.75	7	7	0.25	4%	0	0	0	0	0	0	0	0.00%	0	0.00%	0	0%	0	0%	0	0%	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0%	0.00	0%	0.00	0%	0.00	0%
		Clipper	Adult, Open Payment	14.45	14.45	14.7	14.7	0.25	2%	0	1	1	0	1	0	1	0.00%	0	0.05%	1,801	0%	1,801	0%	0	0%	1,801	0.00	26017.42	26017.42	0.00	0.00	26467.55	26467.55	0.00	0.00	0%	450.13	2%	450.13	2%	0.00	0%
			Clipper START	6.6	6.6	6.7	6.7	0.1	2%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
			Eligible Discount	6.6	6.6	6.7	6.7	0.1	2%	0	0	0	0	0	0	0	0.00%	0	0.00%	0	0%	0	0%	0	0%	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0%	0.00	0%	0.00	0%	0.00	0%
	Day Pass	Ticket Machine, Mobile App	Adult	30	15	30.5	15.25	0.25	2%	0	0	0	0	0	0	0	0.00%	0	0.00%	0	0%	0	0%	0	0%	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0%	0.00	0%	0.00	0%	0.00	0%
			Eligible Discount	13.5	6.75	14	7	0.25	4%	0	0	0	0	0	0	0	0.00%	0	0.00%	0	0%	0	0%	0	0%	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0%	0.00	0%	0.00	0%	0.00	0%
	Monthly Pass	Clipper	Adult	346.8	11.56	352.8	11.76	0.2	2%	0	1	1	0	0	1	2	0.00%	0	0.05%	1,801	0%	1,801	0%	1,801	0%	3,601	0.00	20813.94	20813.94	20813.94	0.00	21174.04	21174.04	21174.04	0.00	0%	360.10	2%	360.10	2%	360.10	2%
			Eligible Discount	158.4	5.28	164.4	5.48	0.2	4%	0	0	0	0	0	0	0	0.00%	0	0.00%	0	0%	0	0%	0	0%	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0%	0.00	0%	0.00	0%	0.00	0%
All Zones	Go Pass									19	347	252	13	188	157	428	9.74%	34,210	17.16%	624,778	16%	453,729	16%	282,681	16%	770,620																
Total										195	2,022	1,528			989	2,605	100.00%	351,100	100.00%	3,640,639	100.00%	2,751,185	100.00%	1,780,708	100.00%	4,690,338	$ 1,804,402.74	$ 17,865,416.42	$ 13,759,705.19	$ 8,460,163.41	$ 1,877,107.48	$ 18,559,298.36	$ 14,290,262.54	$ 8,800,928.62	$ 72,704.74	4.03%	$ 693,881.94	3.88%	$ 530,557.35	3.86%	$ 340,765.21	4.03%
										7.49%	77.62%	58.66%			37.97%												Low-Income	Non Low-Income	Minority	Non Minority										
										351,100	3,640,639	2,751,185			1,780,708	4,690,338											Total Current Annual Fare	$ 1,804,402.74	$ 17,865,416.42	$ 13,759,705.19	$ 8,460,163.41											
																											Average Current Annual Fare	$ 5.14	$ 4.91	$ 5.00	$ 4.75											
																													Total Proposed Annual Fare	$ 1,877,107.48	$ 18,559,298.36	$ 14,290,262.54	$ 8,800,928.62											
																													Average Proposed Annual Fare	$ 5.35	$ 5.10	$ 5.19	$ 4.94											

	Low-Income Cost Change	Low Income % Change	Non Low-Income Cost Change	Non Low-Income % Change	Minority Cost Change	Minority % Change	Non Minority Cost Change	Non Minority % Change
Total Change in Fare Per Group	$ 72,704.74	4.03%	$ 693,881.94	3.88%	$ 530,557.35	3.86%	$ 340,765.21	4.03%
Average Change in Fare Per Group	$ 0.21		$ 0.19		$ 0.19		$ 0.19	
Change as a Percent of Entire Fare Change	9.48%		90.52%		60.89%		39.11%	
Percent Ridership of Each Group (From 2021 survey total)	7.49%		77.62%		58.66%		37.97%	
Difference from Exact Proportional Impact of Fare Change	2.00%		12.90%		2.23%		1.14%	
Difference between Protected Class and Non Protected		0.15%				-0.17%		
Disparate Impact or Disproportionate Burden Finding	Low Income	No			Minority	No		

Table 7. FY27 Average Fare Calculation of Recommended Fare Changes

| | | | | FY26 (7/1/25) Base increase +$0.25 | | FY27 (7/1/26) Zone upgrade increase +$0.25 | | | |

Table 8. FY28 Average Fare Calculation of Recommended Fare Changes

| | | | | FY27 (7/1/26) Zone upgrade increase +$0.25 | | FY28 (7/1/27) Base increase +$0.25 for Adult | | | |

Disparate Impact and Disproportionate Burden Findings

For all average fare analyses, the differences for both categories based on ethnicity and income are well below the 10% threshold, at less than 1%. The proposed fare increases will not disparately impact minority passengers nor disproportionately burden low-income populations.

Table 9. Cumulative DI/DB Average Fare Analysis FY26

Minority Existing Avg. Fare	Minority Proposed Avg. Fare	Non-Minority Existing Avg. Fare	Non-Minority Proposed Avg. Fare	Low-Income Existing Avg. Fare	Low-Income Proposed Avg. Fare	Non-Low-Income Existing Avg. Fare	Non-Low-Income Proposed Avg. Fare
$5.00	$5.19	$4.75	$4.94	$5.14	$5.35	$4.91	$5.10
Avg. % Change	3.86%		4.03%	Avg. % Change	4.03%		3.88%
		Difference	(0.17%)			Difference	0.15%
		Disparate Impact	No			Disproportionate Burden	No

Table 10. Cumulative DI/DB Average Fare Analysis FY27

Minority Existing Avg. Fare	Minority Proposed Avg. Fare	Non-Minority Existing Avg. Fare	Non-Minority Proposed Avg. Fare	Low-Income Existing Avg. Fare	Low-Income Proposed Avg. Fare	Non-Low-Income Existing Avg. Fare	Non-Low-Income Proposed Avg. Fare
$5.19	$5.48	$4.94	$5.22	$5.35	$5.66	$5.10	$5.38
Avg. % Change	5.57%		5.64%	Avg. % Change	5.81%		5.55%
		Difference	(0.07%)			Difference	0.27%
		Disparate Impact	No			Disproportionate Burden	No

Table 11. Cumulative DI/DB Average Fare Analysis FY28

Minority Existing Avg. Fare	Minority Proposed Avg. Fare	Non-Minority Existing Avg. Fare	Non-Minority Proposed Avg. Fare	Low-Income Existing Avg. Fare	Low-Income Proposed Avg. Fare	Non-Low-Income Existing Avg. Fare	Non-Low-Income Proposed Avg. Fare
$5.48	$5.67	$5.22	$5.40	$5.66	$5.84	$5.38	$5.56
Avg. % Change	3.34%		3.35%	Avg. % Change	3.23%		3.38%
		Difference	(0.01%)			Difference	(0.15%)
		Disparate Impact	No			Disproportionate Burden	No

The Clipper 2.0 upgrade will allow Open Payment as a new method of fare collection. Riders have the option of tapping their contactless bank card or mobile device directly at the fare gate to pay for Adult One-Way Tickets. Staff projects that riders currently buying Adult One-Way Tickets will be able to use this new feature. Implementation of Open Payment will not have disparate impacts or disproportionate burdens on minority and low-income populations. **Tables 12 – 14** below show the average fare analysis of projected Adult One-Way Ticket fares compared to projected Adult One-Way Clipper Open Payment Ticket fares across minority, non-minority, low-income, and non-low-income rider demographics. After implementation, data will be collected to analyze how open payment has impacted ridership trends and populations.

Table 12. Clipper 2.0 Open Payment DI/DB Average Fare Analysis FY26

Minority Adult One-Way Avg. Fare	Minority Adult Open Payment Avg. Fare	Non-Minority Adult One-Way Avg. Fare	Non-Minority Adult Open Payment Avg. Fare	Low-Income Adult One-Way Avg. Fare	Low-Income Adult Open Payment Avg. Fare	Non-Low-Income Adult One-Way Avg. Fare	Non-Low-Income Adult Open Payment Avg. Fare
$7.63	$6.76	$7.65	$6.60	$7.41	$6.99	$7.69	$6.64
Avg. % Change	-11.47%		-13.83%	Avg. % Change	-5.69%		-13.65%
		Difference	2.36%			Difference	7.96%
		Disparate Impact	No			Disproportionate Burden	No

Table 13. Clipper 2.0 Open Payment DI/DB Average Fare Analysis FY27

Minority Adult One-Way Avg. Fare	Minority Adult Open Payment Avg. Fare	Non-Minority Adult One-Way Avg. Fare	Non-Minority Adult Open Payment Avg. Fare	Low-Income Adult One-Way Avg. Fare	Low-Income Adult Open Payment Avg. Fare	Non-Low-Income Adult One-Way Avg. Fare	Non-Low-Income Adult Open Payment Avg. Fare
$8.03	$7.12	$8.06	$6.94	$7.79	$7.38	$8.10	$7.00
Avg. % Change	-11.34%		-13.83%	Avg. % Change	-5.23%		-13.65%
		Difference	2.49%			Difference	8.42%
		Disparate Impact	No			Disproportionate Burden	No

Table 14. Clipper 2.0 Open Payment DI/DB Average Fare Analysis FY28

Minority Adult One-Way Avg. Fare	Minority Adult Open Payment Avg. Fare	Non-Minority Adult One-Way Avg. Fare	Non-Minority Adult Open Payment Avg. Fare	Low-Income Adult One-Way Avg. Fare	Low-Income Adult Open Payment Avg. Fare	Non-Low-Income Adult One-Way Avg. Fare	Non-Low-Income Adult Open Payment Avg. Fare
$8.28	$7.37	$8.31	$7.19	$8.04	$7.63	$8.35	$7.25
Avg. % Change	-11.00%		-13.42%	Avg. % Change	-5.07%		-13.24%
		Difference	2.42%			Difference	8.17%
		Disparate Impact	No			Disproportionate Burden	No

❖ PUBLIC OUTREACH AND ENGAGEMENT ACTIVITIES

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

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

Caltrain's public information campaign to announce the public hearing and solicit input began with the announcement for the Public Meeting on August 21, 2023 and the August 28, 2023 Public Hearing.

Caltrain's public participation process included measures to disseminate information on the proposed service changes to Limited English Proficient (LEP) persons, as well as at public hearings and meetings. The public notices note in Caltrain's 22 Safe Harbor Languages that translations are available 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 Caltrain included placing public notices (**Attachment 5**) for the Public Hearing and the Public Meetings on the Caltrain website and in print advertisements of regional newspapers. (**Attachment 6**)

Caltrain staff also reached out to Community-based Organizations to inform them of the proposed changes and communicated directly with organizations participating in the Go Pass program.

Caltrain reached out to the following Community groups and leaders:

San Francisco County

- **Arab Resource & Organizing Center**
- **Asian Pacific American Community Center**
- **Bayview Footprints (by Quesada Gardens Initiative)**
- **Bayview Hill Neighborhood Association**
- **Bayview Merchants Association**
- **Bernal Heights Housing Corporation**
- **BRITE (Bayview Residents Improving Their Environment)**
- **Castro/Upper Market Community Benefit District**
- **Catholic Charities**
- **Causa Justa Just Cause**
- **Central City Hospitality House**
- **Chinese Progressive Association**
- **Community Housing Partnership**
- **Compass Family Services**
- **Dogpatch Neighborhood Association**
- **Dolores Street Community Services**
- **Excelsior District Improvement Association**
- **Florence Fang Community Garden**
- **Green Benefit District (Dogpatch & Northwest Potrero Hill)**
- **GreenAction**
- **Greenbelt Alliance**
- **Hunters Point Family**
- **India Basin Neighborhood Association**
- **Mission Asset Fund**
- **Mujeres Unidas y Activas, San Francisco**
- **New Door Ventures**
- **Pomeroy Recreation and Rehabilitation Center**
- **Potrero Boosters**
- **Potrero Hill/Dogpatch Merchants Association**
- **Public Advocates**
- **Russian American Community Services**
- **San Francisco Bicycle Coalition**
- **San Francisco Rising**
- **San Francisco Transit Riders**
- **Senior and Disability Action, San Francisco**
- **SF Coalition on Homelessness**
- **SF Mission Bay Neighborhood Association**
- **SPUR**
- **Steppingstone, San Francisco**
- **Urban Land Institute (San Francisco)**
- **Visitacion Valley Planning Alliance (VVPA)**
- **Walk San Francisco**

San Mateo County

- **Anamatangi Polynesian Voices (APV)**
- **Bay Area Forward**
- **Belle Haven Action**
- **Catholic Charities Resettlement Program**
- **Chicana Latina Foundation**
- **Child Care Coord. Council**
- **Clean Coalition**
- **Coastside Hope**
- **College of San Mateo**
- **College Track**
- **College Track East Palo Alto**
- **Commission on Aging**
- **Daly City Community Service Center**
- **Daly City Partnership**
- **East Palo Alto Senior Center**
- **Ecumenical Hunger Program**
- **Fair Oaks Community Center**
- **Faith in Action**
- **Family Health Services**
- **Friends of Caltrain**
- **Housing Leadership Council**
- **Japanese American Community Center**
- **Japanese American Community Center**
- **Japanese Chamber of Commerce**
- **Language Pacifica**
- **Lesley Senior Communities, San Mateo**
- **LifeMoves,**
- **Menlo SPARK**
- **Mid-Peninsula Boys and Girls Club**
- **Midcoast Community Council**
- **Mid-Peninsula Housing**
- **Moon Ridge Apartments**
- **NAACP San Mateo County Chapter**
- **Next Step Veterans Resource Center**
- **Non-Profit Housing Association of Northern California**
- **Northern Peninsula Food Pantry and Dining Center**
- **Northern Peninsula Mandarin School**
- **Nuestra Casa**
- **One East Palo Alto,**
- **Our Lady of the Pillar Catholic Church**
- **Our Second Home**
- **Pacifica Resource Center**
- **PARS Equality Center**
- **Peninsula Family Service**
- **Peninsula Interfaith Action**
- **Pillar Ridge Manufactured Housing Community**
- **Project WeHope**
- **Redwood City 2020**
- **Renaissance Center Mid-Peninsula**
- **Safe Harbor Shelter**
- **Safe Routes to School Program at County Office of Education**
- **Samaritan House**
- **Sierra Club, Loma Prieta Chapter**
- **Sikh Gurdware of San Francisco**
- **Sitike Counseling Center**
- **Skyline College**
- **StarVista**
- **Yaseen Foundation**
- **Youth Leadership Institute**
- **Youth United for Community Action (YUCA)**
- **Zawaya**

Santa Clara County

- **Asian Pacific Islander American Public Affairs Association, Peninsula Chapter**
- **BayRail Alliance**
- **City Team**
- **Committee for Green Foothills**
- **Day Worker Center of Mountain View**
- **Destination Home**
- **Ethiopian Community Services**
- **Family Giving Tree**
- **Family Supportive Housing, Inc.**
- **First Community Housing**
- **Grail Family Services**
- **Heart of the Valley**
- **Home First**
- **India Community Center**
- **Joint Venture Silicon Valley**
- **Live Oak Adult Day Services**
- **Mayfair Neighborhood Advisory Coalition, San Jose**
- **Mountain View Coalition for Sustainable Planning**
- **Palo Alto Housing**
- **Project Hired**
- **Public Allies - San Francisco, Silicon Valley**
- **Rahima Foundation**
- **Sacred Heart Community Service**
- **Salvation Army Family Services - San Jose**
- **Santa Clara & San Benito Counties Building & Construction Trades Council**
- **Santa Clara County Central Labor Council (South Bay AFL-CIO Labor Council)**
- **Silicon Valley Community Foundation**
- **Stevenson House**
- **Sustainable Silicon Valley**
- **The Five Wounds/Brookwood Terrace Neighborhood Action Coalition**
- **Transportation Justice Alliance**
- **Upward Scholars**
- **Vietnamese American Community Center, San Jose**
- **Vista Center for the Blind and Visually Impaired**
- **Working Partnerships**

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 two community newspapers in different languages (**Attachment 6**). Notifications for the public hearing and public meetings appeared in the newspapers listed in **Table 15**. El Observador is published in Spanish, and Sing Tao is published in Chinese.

Table 15. Print Advertisement of Public Notices

	Newspaper	Run Date(s)
1	San Francisco Chronicle	8/10/2023, 8/14/2023
2	San Mateo Daily Journal	8/10/2023, 8/14/2023
3	San Jose Mercury News	8/11/2023, 8/14/2023
4	El Observador	8/11/2023
5	Sing Tao	8/10/2023

Staff also established multiple ways for customers and the public to provide their input: at the community meetings, public meetings, and interacting with the Caltrain website. For those without access to the internet or smart phones, through the postal service (by mail), by telephone call to the Customer Service Center's general number or one for those with hearing impairments, through the unique e-mail address, **changes@caltrain.com**, and via an online comment form on the dedicated webpage, **https://www.caltrain.com/fares/farechart**.

PUBLIC OUTREACH

Due to the COVID-19 pandemic, Caltrain staff held public meetings virtually. Three public meetings were held virtually: one at a Caltrain Advisory Committee meeting (July 19, 2023) and the second on August 21, 2023. Both events were held in the evening. Translation was provided in Mandarin, Cantonese, and Spanish for the public meeting. Recording is available upon request.

A strategic marketing campaign utilizing both social media and in person outreach will be in place after Board Approval as the new fare structure will be in place beginning March 2024.

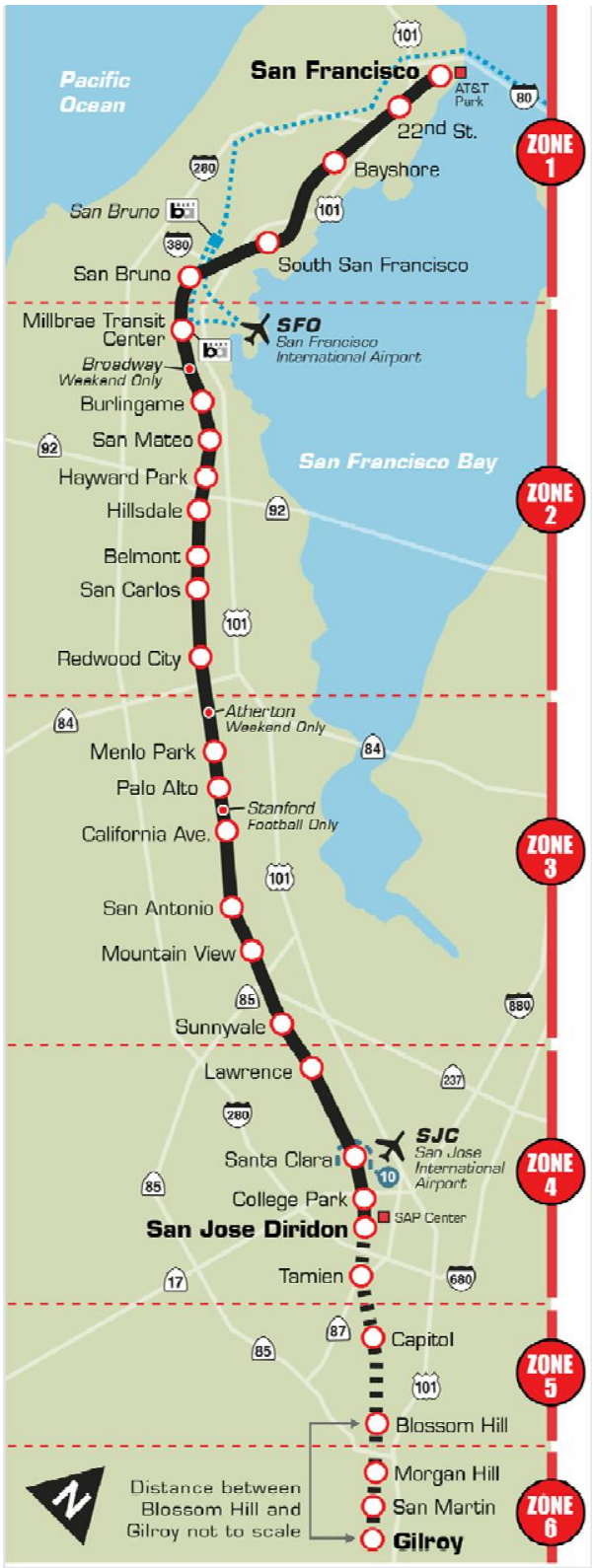
PUBLIC COMMENTS

Summary of Comments

As of September 1, 2023, Caltrain has received limited comments from various forms of outreach. The Public Meeting on August 21, 2023 yielded two comments. One comment requested clarity on open payment, and another asked about the consideration of distance-based fares.

The Public Hearing on August 28, 2023 yielded three comments. Two comments supported the Go Pass recommendations and one comment asked about the consideration of redefining eligible employees into the Go Pass Program to help increase ridership. A compiled list of all public comments is provided in **Attachment 8**.

ATTACHMENT 1 –
CALTRAIN SYSTEM MAP


Pacific Ocean
San Francisco
AT&T Park
22nd St.
Bayshore
San Bruno
South San Francisco
Millbrae Transit Center
SFO
San Francisco International Airport
Broadway
Weekend Only
Burlingame
San Mateo
Hayward Park
Hillsdale
San Francisco Bay
Belmont
San Carlos
Redwood City
Atherton
Weekend Only
Menlo Park
Palo Alto
Stanford
Football Only
California Ave.
San Antonio
Mountain View
Sunnyvale
Lawrence
SJC
San Jose International Airport
Santa Clara
College Park
SAP Center
San Jose Diridon
Tamien
Capitol
Blossom Hill
Morgan Hill
San Martin
Gilroy
Distance between Blossom Hill and Gilroy not to scale
ZONE 1
ZONE 2
ZONE 3
ZONE 4
ZONE 5
ZONE 6

ATTACHMENT 2 –
BOARD APRROVAL OF MAJOR SERVICE CHANGE, DISPARATE IMPACT POLICY, AND DISPRORTIONATE BURDEN POLICY

RESOLUTION NO. 2013 – 21

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

* * *

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

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

WHEREAS, the Federal Transit Administration (FTA) issued Circular FTA C 4702.1B, effective October 1, 2012, setting forth requirements and guidelines for Title VI compliance; and

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

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

WHEREAS, over the past two months, JPB staff has presented draft policies to this Board and the public in Board meetings and other public meetings, undertaken extensive public outreach and accepted public comment on the policies; and

5035233.1

WHEREAS, the Staff Coordinating Council recommends the Board approve the attached System-Wide Service Standards and Policies, definition of "Major Service Change," and Disparate Impact and Disproportionate Burden Policies, which comply with FTA requirements and which will guide future decisions regarding and monitoring of Caltrain programs and services to ensure that they are provided equitably, without discrimination based on race, color or national origin.

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

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

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

NOES: NONE

ABSENT: WOODWARD

Chair, Peninsula Corridor Joint Powers Board

ATTEST:

JPB Secretary

Page 2 of 2

5035233.1

MAJOR SERVICE CHANGE POLICY

SERVICE CHANGES

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

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

A. An adjustment of service that equates to a reduction of or addition of 25 percent or more in total revenue train miles per day for the service day of the week (weekday, Saturday or Sunday) for which the change is made.
B. A greater than 50 percent reduction or increase in the number of stops at a station per day for the service day of the week (weekday, Saturday or Sunday) for which the change is made.

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

DISPARATE IMPACT POLICY

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

> *Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin....*
>
> *The policy shall establish a threshold for determining when adverse effects of [fare/]service changes are borne disproportionately by minority populations. The disparate impact threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by minority populations compared to impacts borne by non-minority populations. The disparate impact threshold must be applied uniformly...and cannot be altered until the next Title VI Program submission.*

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

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

DISPROPORTIONATE BURDEN POLICY

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

> *The policy shall establish a threshold for determining when adverse effects of [fare/]service changes are borne disproportionately by low-income populations. The disproportionate burden threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by low-income populations as compared to impacts borne by non-low-income populations.... The disproportionate burden threshold must be applied uniformly...and cannot be altered until the next [Title VI] program submission.*
>
> *At the conclusion of the analysis, if the transit provider finds that low-income populations will bear a disproportionate burden of the proposed [fare/]service change, the transit provider should take steps to avoid, minimize or mitigate impacts where practicable. The provider should describe alternatives available to low-income populations affected by the [fare/]service changes.*

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

Board Meeting Minutes (April 4, 2013)

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 disproportionally 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.

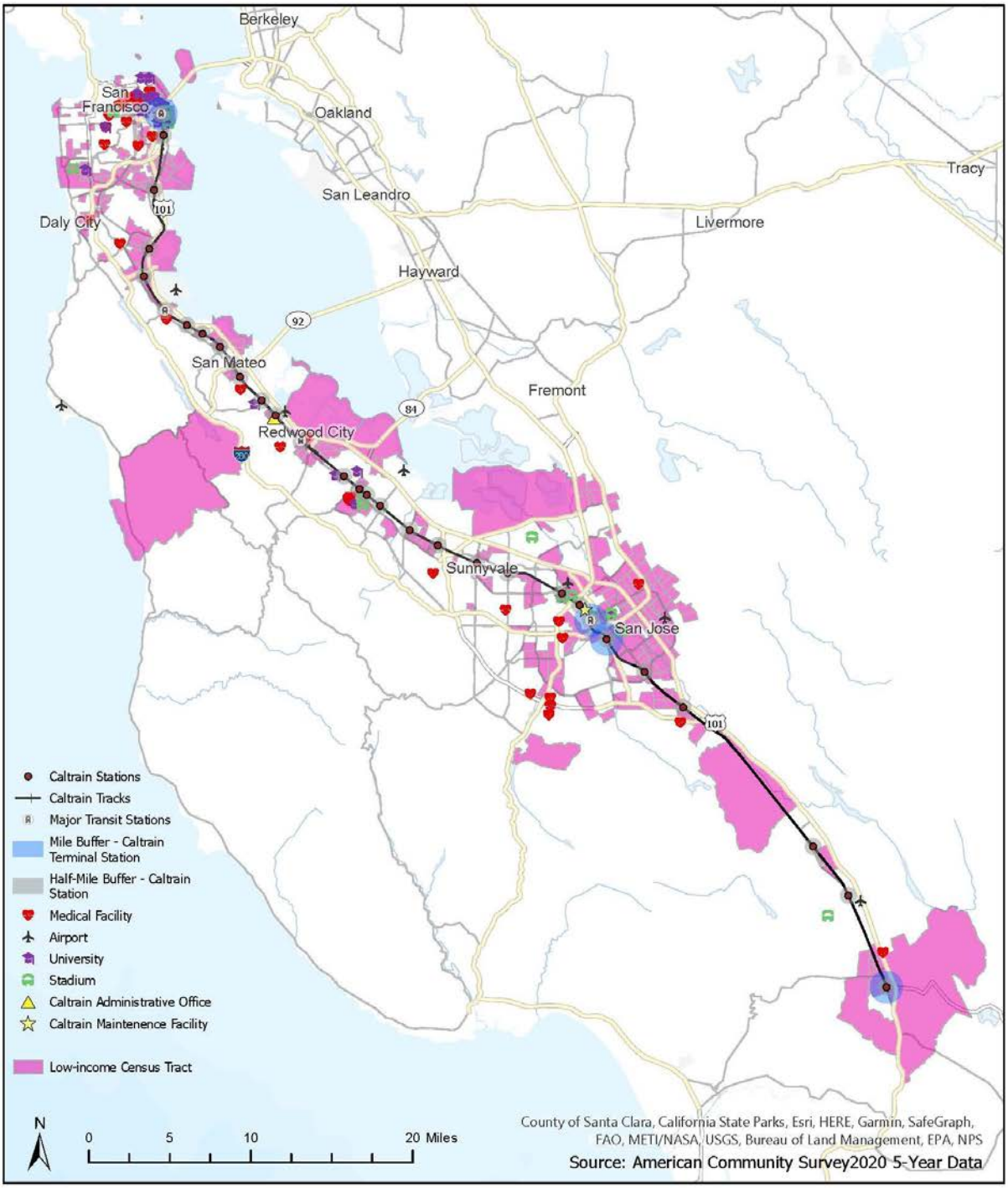
BOARD MEMBER REQUESTS
None

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

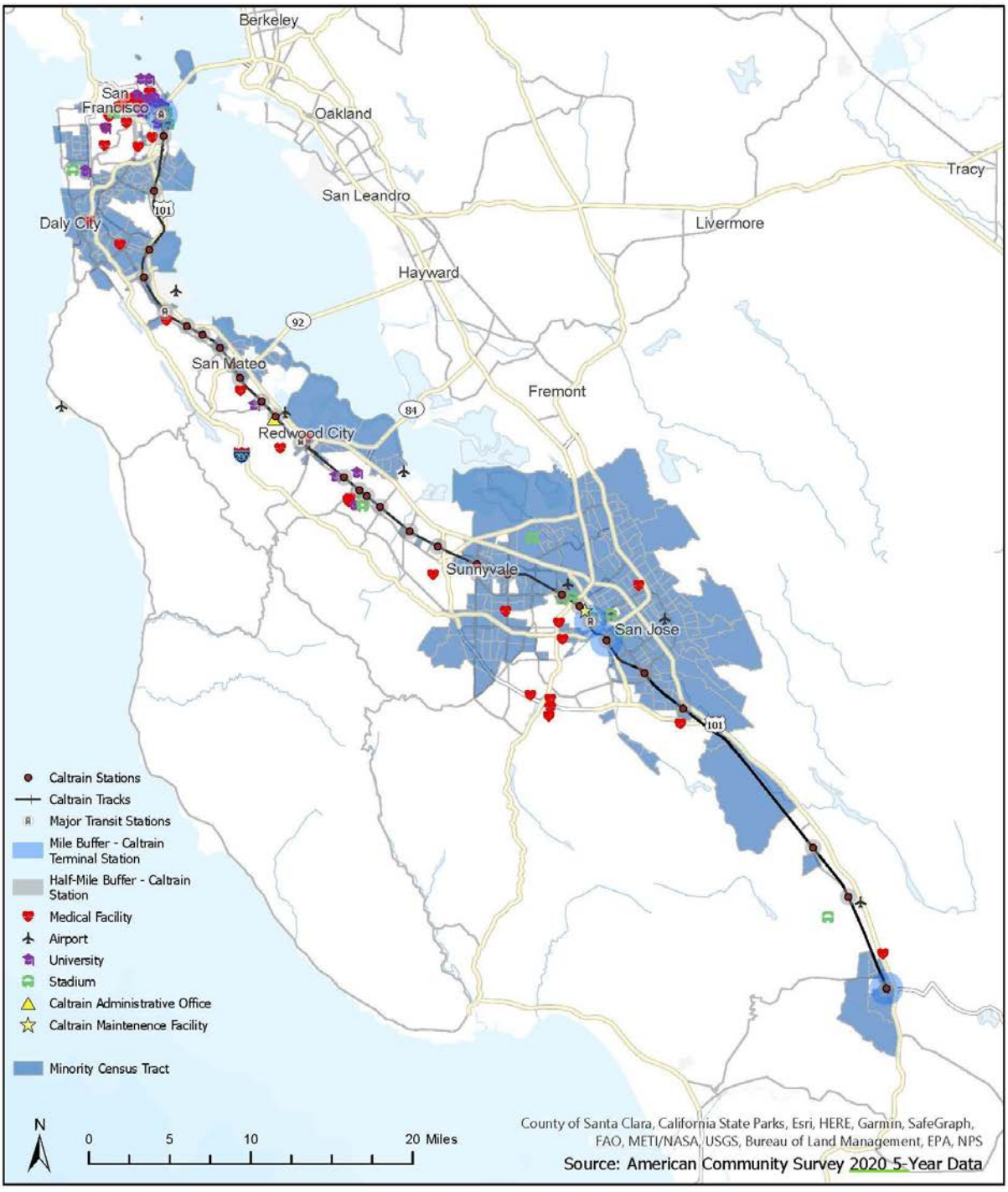
Page 7 of 8

ATTACHMENT 3 –
SERVICE AREA DEMOGRAPHICS: LOW-INCOME AND MINORITY

Low Income Census Tracts



Minority Census Tracts



ATTACHMENT 4 –
EXISTING FARE CHART

Adult Full Fare Chart

Ticket Type*	How to Buy	Travel within					
		1 Zone	2 Zones	3 Zones	4 Zones	5 Zones	6 Zones
One Way	Ticket Machine	$3.75	$6.00	$8.25	$10.50	$12.75	$15.00
	Clipper Card	$3.20	$5.45	$7.70	$9.95	$12.20	$14.45
Day Pass+	Ticket Machine	$7.50	$12.00	$16.50	$21.00	$25.50	$30.00
Zone Upgrade	Ticket Machine	$2.25 per zone					
Monthly Pass+	Clipper Card	~~$96.00~~ $76.80	~~$163.50~~ $130.80	~~$231.00~~ $184.80	~~$298.50~~ $238.80	~~$366.00~~ $292.80	~~$433.50~~ $346.80

Eligible Discount Fare**+ Levi's ® Stadium, Caltrain is offering a **joint adult Caltrain + VTA Day Pass**. The Caltrain portion is valid to Zone 3 and costs an additional $7.50 compared to a Caltrain Day Pass. The joint pass is valid on Caltrain through the last train of the night, and on VTA buses and light rail until 3 a.m.

++ Customers with a two-zone or greater Caltrain Monthly Pass get free local rides or free local ride credits on SamTrans. Visit the SamTrans Inter-Agency Transfers page for details. VTA (Santa Clara Valley Transportation Authority) offers Caltrain customers with a two-zone or greater Caltrain Monthly Pass free transfers to VTA local, limited stop bus, bus rapid transit and light rail. For more information, visit the VTA Caltrain Fares page.

Eligible Discount Fare Chart (Senior / Disabled / Youth / Medicare Cardholder)

Senior / Disabled / Youth / Medicare Cardholder Definitions

Ticket Type*	How to Buy	Travel within					
		1 Zone	2 Zones	3 Zones	4 Zones	5 Zones	6 Zones
One Way	Ticket Machine	$1.75	$2.75	$3.75	$4.75	$5.75	$6.75
	Clipper Card	$1.60	$2.60	$3.60	$4.60	$5.60	$6.60
Day Pass	Ticket Machine	$3.75	$6.00	$8.25	10.50	$12.75	$15.00
Zone Upgrade	Ticket Machine	$1.00 per zone					
Monthly Pass+	Clipper Card	~~$48.00~~ $38.40	~~$78.00~~ $62.40	~~$108.00~~ $86.40	~~$138.00~~ $110.40	~~$168.00~~ $134.40	~~$198.00~~ $158.40

ATTACHMENT 5 –
NOTICES OF PUBLIC HEARING AND MEETING

Peninsula Corridor Joint Powers Board (PCJPB)
PUBLIC HEARING & MEETING NOTICE
Proposed Fare and Fare Structure Changes

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PCJPB will hold a public meeting and public hearing to receive public comment on the following Fare Structure Changes:

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- Reducing the number of people required to obtain group fare discounts
- Participation in the regional transfer discount program
- Open payment acceptance

Public Meeting

The Peninsula Corridor Joint Powers Board (PCJPB) invites public comment on the potential changes at the hearing. The public may participate via a Zoom web link and/or by phone.

Monday, August 21st ,2023 at 5 pm
Zoom Info: https://bit.ly/CaltrainMeetingFares
Webinar ID: 83683061437
Access via Telephone: 1.669.219:1437; Meeting ID: 83683061437

Public Hearing

Monday, August 28th ,2023 at 2:30 pm
(or as soon thereafter as the matter may be heard)
Zoom Info:
https://us02web.zoom.us/j/81843266625?pwd=aDExTGItUUJSOUc5TkNnbU1QMTRHUT09
Webinar ID: 81843266625
Access via Telephone: 1.669.900.6833; Meeting ID: 818 4326 6625

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

Board Secretary
Peninsula Corridor Joint Powers Board
P.O. Box 3006, San Carlos, CA 94070-1306
changes@caltrain.com1.800.660.4287 (TTY 650.508.6448)

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

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

Peninsula Corridor Joint Powers Board PUBLIC HEARING & MEETING NOTICE – SPANISH

Junta de Poderes Conjuntos del Corredor de la Península (PCJPB)
AVISO DE AUDIENCIA Y REUNIÓN PÚBLICA
Cambios Propuestos a las Tarifas y a la Estructura de las Tarifas

La Junta de Poderes Conjuntos del Corredor de la Península (PCJPB) que opera Caltrain, celebrará una reunión pública el 21 de agosto de 2023 y una audiencia pública el 28 de agosto de 2023 para recibir los comentarios del público sobre los cambios en la estructura de las tarifas de Caltrain.
La PCJPB celebrará una reunión pública y una audiencia pública para recibir comentarios del público sobre los siguientes cambios en la estructura de las tarifas:

- Nuevo calendario de aumento de tarifas
- Reducción del número de personas necesarias para obtener descuentos en tarifas de grupo
- Participación en el programa regional de descuentos por transferencia
- Aceptación de Open payment

Reunión pública

La Junta de Poderes Conjuntos del Corredor de la Península (PCJPB) invita los comentarios del público a los posibles cambios durante la audiencia. El público puede participar a través de un enlace web de Zoom y/o por teléfono.

Lunes, 21 de agosto de 2023 a las 5 p.m.
Información para comunicarse por Zoom: https://bit.ly/CaltrainMeetingFares
Identificación del webinario: 83683061437
Acceso por teléfono: 1.669.219:1437; Identificación de la reunión: 83683061437

Audiencia Pública

Lunes, 28 de agosto de 2023 a las 2:30 p.m.
(o tan pronto como el asunto pueda ponerse a la disposición del público)
Información para comunicarse por Zoom:
https://us02web.zoom.us/j/81843266625?pwd=aDExTGltUUJSOUc5TkNnbU1QMTRHUT09
Identificación del webinario: 81843266625
Acceso por teléfono: 1.669.900.6833; Identificación de la reunión: 818 4326 6625

Antes de la audiencia, los comentarios pueden enviarse por correo, e-mail o teléfono:

Board Secretary
Peninsula Corridor Joint Powers Board
P.O. Box 3006, San Carlos, CA 94070-1306
changes@caltrain.com1.800.660.4287 (TTY 650.508.6448)

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

Para traducción llame al 1.800.660.4287; 如需翻譯,請電 1.800.660.4287.

Peninsula Corridor Joint Powers Board PUBLIC HEARING & MEETING NOTICE – CHINESE

半島走廊聯合監管董事會 (Peninsula Corridor Joint Powers Board, PCJPB)
公聽會及會議通知
車費及費用結構變動提案

半島走廊聯合監管董事會 (PCJPB) 負責加州鐵路 (Caltrain) 的營運；董事會將於 2023 年 8 月 21 日和 2023 年 8 月 28 日分別舉行公開會議和公聽會，以聽取大眾對於加州鐵路車費結構變動的意見。

PCJPB 將舉行一場公開會議和公聽會，以聽取大眾對於以下車費結構變動的意見：

- 新車費調漲時間表
- 降低享有團體車費折扣的規定人數
- 參與地區交通折扣計劃
- 接受開放式付款方法

公開會議

半島走廊聯合監管董事會 (PCJPB) 誠邀大眾在聽證會上對可能變動的內容提出意見。大眾可以透過 Zoom 網站連結和/或電話參加會議。

2023 年 8 月 21 日（星期一）下午 5:00
Zoom 資訊：https://bit.ly/CaltrainMeetingFares
網路研討會 ID：83683061437
透過電話參加：1.669.219:1437；會議 ID：83683061437

公聽會
2023 年 8 月 28 日（星期一）下午 2:30
（或在本事項聽證後立即舉行）
Zoom 資訊：
https://us02web.zoom.us/j/81843266625?pwd=aDExTGltUUJSOUc5TkNnbU1QMTRHUT09
網路研討會 ID：81843266625
透過電話參加：1.669.900.6833；會議 ID:818 4326 6625

在聽證會舉行前，大眾可透過郵遞、電郵或電話提出意見：

Board Secretary
Peninsula Corridor Joint Powers Board
P.O. Box 3006, San Carlos, CA 94070-1306
changes@caltrain.com1.800.660.4287 (TTY 裝置 650.508.6448)

如需翻譯或口譯協助，請在會議前至少三天撥打 1.800.660.4287 與 Caltrain 聯絡。

Para traducción llama al 1.800.660.4287; 如需翻譯,請電 1.800.660.4287。

ATTACHMENT 6 –
PRINT ADVERTISEMENTS OF NOTICES OF PUBLIC HEARING AND MEETING

San Francisco Chronicle – ENGLISH

CALIFORNIA NEWSPAPER SERVICE BUREAU

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SAN MATEO CO TRANSIT DIST/DIRECTOR
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CNS 3728785

COPY OF NOTICE

Notice Type: HRG NOTICE OF HEARING

Ad Description: PUBLIC HEARING & MEETING NOTICE Proposed Fare and Fare Structure Changes

To the right is a copy of the notice you sent to us for publication in the SAN FRANCISCO CHRONICLE. Please read this notice carefully and call us with any corrections. The Proof of Publication will be filed with the County Clerk, if required, and mailed to you after the last date below. Publication date(s) for this notice is (are):

08/10/2023 , 08/14/2023

An invoice will be sent after the last date of publication. If you prepaid this order in full, you will not receive an invoice.

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ORANGE COUNTY REPORTER, SANTA ANA	(714) 543-2027
SAN FRANCISCO DAILY JOURNAL, SAN FRANCISCO	(800) 640-4829
SAN JOSE POST-RECORD, SAN JOSE	(408) 287-4866
THE DAILY RECORDER, SACRAMENTO	(916) 444-2355
THE DAILY TRANSCRIPT, SAN DIEGO	(619) 232-3486
THE INTER-CITY EXPRESS, OAKLAND	(510) 272-4747

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Peninsula Corridor Joint Powers Board (PCJPB)
PUBLIC HEARING & MEETING NOTICE
Proposed Fare and Fare Structure Changes

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- Open payment acceptance

Public Meeting

The Peninsula Corridor Joint Powers Board (PCJPB) invites public comment on the potential changes at the hearing. The public may participate via a Zoom web link and/or by phone.

Monday, August 21st ,2023 at 5 pm
Zoom Info:
https://bit.ly/CaltrainMeetingFares
Webinar ID: 83683061437
Access via Telephone: 1.669.219:1437;
Meeting ID: 83683061437

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Webinar ID: 81843266625
Access via Telephone: 1.669.900.6833;
Meeting ID: 818 4326 6625

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

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

For translation or interpretation assistance, call Caltrain at 1.800.660.4287 at least three days before the meeting.
Para traducción llama al 1.800.660.4287; 如需翻譯,請電1.800.660.4287.
8/10, 8/14/23

CNS-3728785#

San Mateo Daily Journal – ENGLISH

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SAN CARLOS, CA 94070-1306

CNS 3728788

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Ad Description: PUBLIC HEARING & MEETING NOTICE Proposed Fare and Fare Structure Changes

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Peninsula Corridor Joint Powers Board
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changes@caltrain.com
1.800.660.4287 (TTY 650.508.6448)

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8/10, 8/14/23

CNS-3728788# SAN MATEO DAILY JOURNAL

San Jose Mercury News – ENGLISH

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IN THE CITY OF SAN JOSE
IN THE STATE OF CALIFORNIA
COUNTY OF SANTA CLARA

FILE NO. 3728786

San Jose Mercury News

The undersigned, being first duly sworn, deposes and says: That at all times hereinafter mentioned affiant was and still is a citizen of the United States, over the age of eighteen years, and not a party to or interested in the above entitled proceedings; and was at and during all said times and still is the principal clerk of the printer and publisher of the San Jose Mercury News, a newspaper of general circulation printed and published daily in the City of San Jose, County of Santa Clara, State of California as determined by the court's decree dated June 27, 1952, Case Numbers 84096 and 84097, and that said San Jose Mercury News is and was at all times herein mentioned a newspaper of general circulation as that term is defined by Sections 6000; that at all times said newspaper has been established, printed and published in the said County and State at regular intervals for more than one year preceding the first publication of the notice herein mentioned. Said decree has not been revoked, vacated or set aside.

I declare that the notice, of which the annexed is a true printed copy, has been published in each regular or entire issue of said newspaper and not in any supplement thereof on the following dates, to wit:

08/11/2023, 08/14/2023

Legal No. **0006771740**

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P.O. Box 3006, San Carlos, CA 94070-1306
changes@caltrain.com1.800.660.4287 (TTY 650.508.6448)

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CNSB # 3728786

El Observador – SPANISH

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SAN MATEO CO TRANSIT DIST/DIRECTOR
MARKETING
PO BOX 3006
SAN CARLOS, CA 94070-1306

CNS 3728790

COPY OF NOTICE

Notice Type: HRG NOTICE OF HEARING

Ad Description: PUBLIC HEARING & MEETING NOTICE Proposed Fare and Fare Structure Changes

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08/11/2023

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SAN FRANCISCO DAILY JOURNAL, SAN FRANCISCO	(800) 640-4829
SAN JOSE POST-RECORD, SAN JOSE	(408) 287-4866
THE DAILY RECORDER, SACRAMENTO	(916) 444-2355
THE DAILY TRANSCRIPT, SAN DIEGO	(619) 232-3486
THE INTER-CITY EXPRESS, OAKLAND	(510) 272-4747

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Junta de Poderes Conjuntos del Corredor de la Península (PCJPB)
AVISO DE AUDIENCIA Y REUNIÓN PÚBLICA
Cambios Propuestos a las Tarifas y a la Estructura de las Tarifas

La Junta de Poderes Conjuntos del Corredor de la Península (PCJPB) que opera Caltrain, celebrará una reunión pública el 21 de agosto de 2023 y una audiencia pública el 28 de agosto de 2023 para recibir los comentarios del público sobre los cambios en la estructura de las tarifas de Caltrain.
La PCJPB celebrará una reunión pública y una audiencia pública para recibir comentarios del público sobre los siguientes cambios en la estructura de las tarifas:
- Nuevo calendario de aumento de tarifas
- Reducción del número de personas necesarias para obtener descuentos en tarifas de grupo
- Participación en el programa regional de descuentos por transferencia
- Aceptación de Open payment

Reunión pública

La Junta de Poderes Conjuntos del Corredor de la Península (PCJPB) invita los comentarios del público a los posibles cambios durante la audiencia. El público puede participar a través de un enlace web de Zoom y/o por teléfono.

Lunes, 21 de agosto de 2023 a las 5 p.m.
Información para comunicarse por Zoom: https://bit.ly/CaltrainMeetingFares
Identificación del webinario: 83683061437
Acceso por teléfono: 1.669.219:1437; Identificación de la reunión: 83683061437

Audiencia Pública

Lunes, 28 de agosto de 2023 a las 2:30 p.m. (o tan pronto como el asunto pueda ponerse a la disposición del público)
Información para comunicarse por Zoom: https://us02web.zoom.us/j/81843266625?pwd=aDExTGltUUJSOUc5TkNnbU1QMTRHUT09
Identificación del webinario: 81843266625
Acceso por teléfono: 1.669.900.6833; Identificación de la reunión: 818 4326 6625

Antes de la audiencia, los comentarios pueden enviarse por correo, e - mail o teléfono:
Board Secretary
Peninsula Corridor Joint Powers Board
P.O. Box 3006, San Carlos, CA 94070 - 1306
changes@caltrain.com1.800.660.4287 (TTY 650.508.6448)

Para solicitar servicio de traducción o interpretación, llame a Caltrain al 1.800.660.4287 al menos tres días antes de la reunión.
Para traducción llame al 1.800.660.4287; 如需翻譯,請電 1.800.660.4287.
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DECLARATION

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

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

SING TAO (S.F.)

On the following dates:

08/10/2023

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

Dated at Los Angeles, California, this

11th day of August 2023

Debbie Yerkes
Signature

半島走廊聯合監管建事會 (Peninsula Corridor Joint Powers Board, PCJPB)
公聽會及會議通知
車費及費用結構變動提案
半島走廊聯合監管建事會 (PCJPB) 負責加州鐵路 (Caltrain) 的營運，建事會將於 2023 年 8 月 21 日和 2023 年 8 月 28 日分別舉行公開會議和公聽會，以聽取大眾對於加州鐵路車費結構變動的意見。
PCJPB 將舉行一場公開會議和公聽會，以聽取大眾對於以下車費結構變動的意見：
- 新車費調整時間表
- 降低早期離峰乘客折扣的規定人數
- 參與地區交通活化計畫
- 接受開放式付款方法

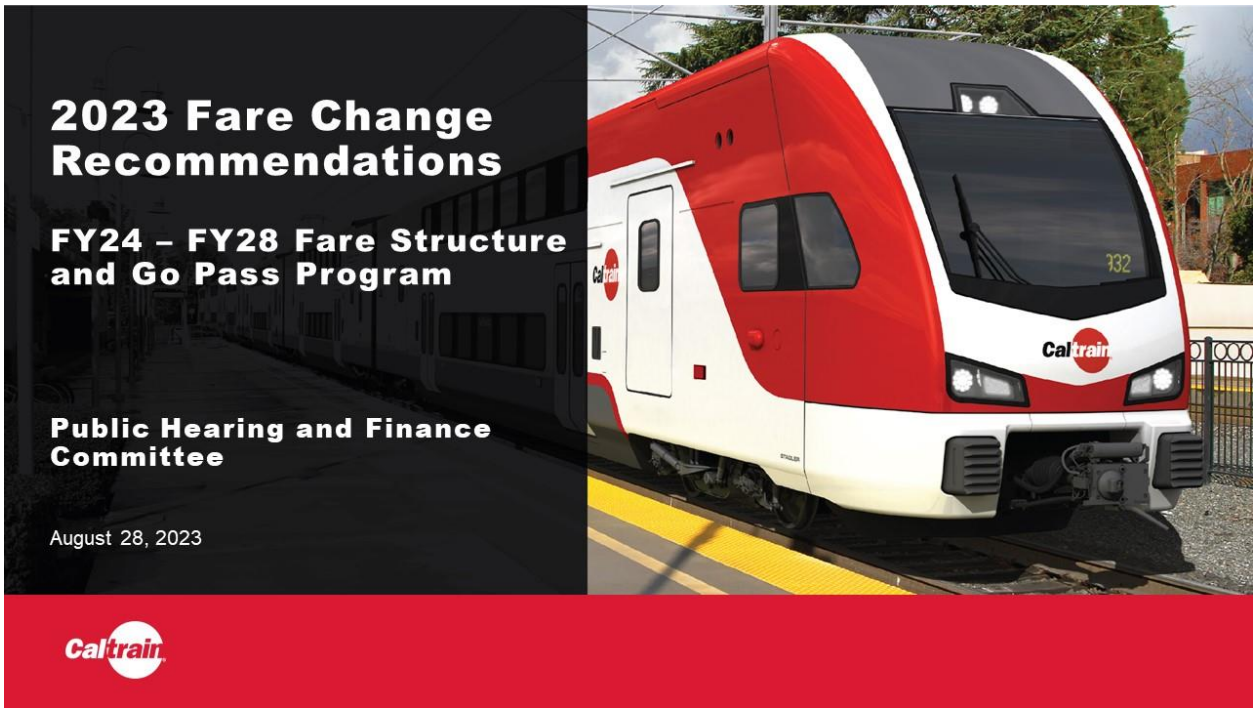
公開會議
半島走廊聯合監管建事會 (PCJPB) 誠邀大眾在聽證會上對可能變動的內容提出意見。大眾可以透過 Zoom 網絡連接和/或電話參加會議。
2023 年 8 月 21 日（星期一）下午 5:00
Zoom 會議： https://bit.ly/CaltrainMeetingFares
網絡研討會 ID： 83683061437
通過電話參加： 1 669 219 1437；會議 ID： 83683061437

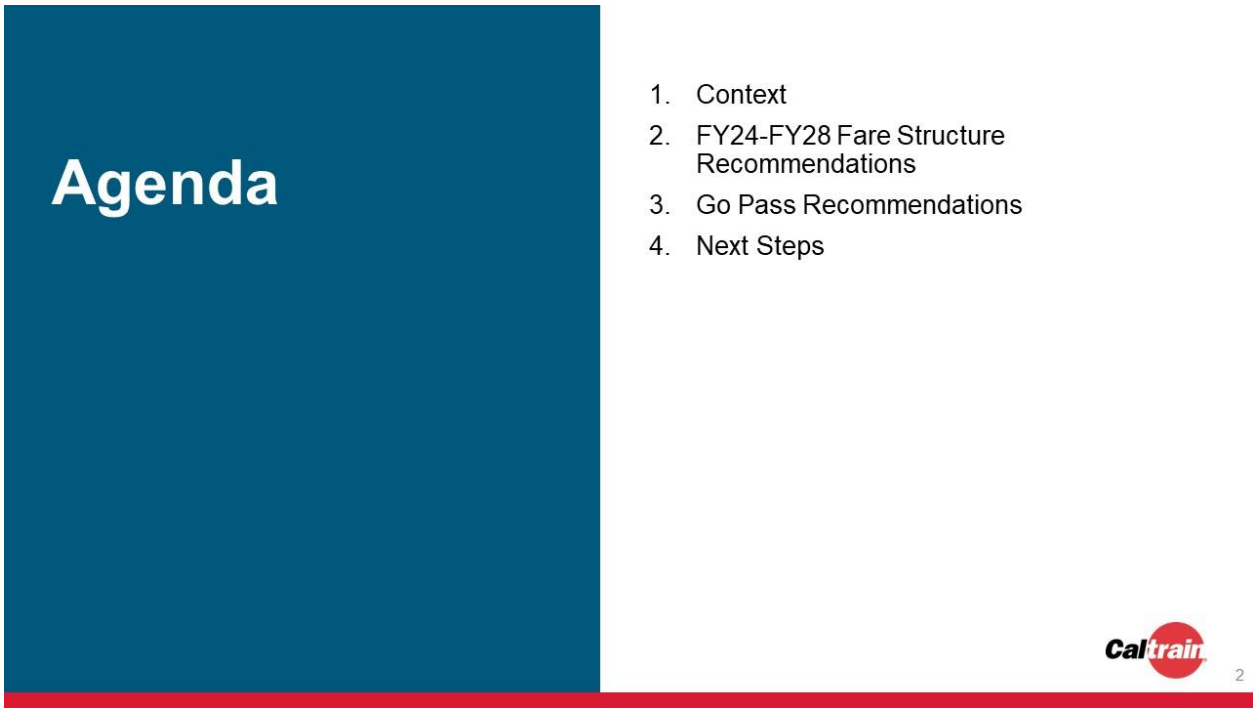
公聽會
2023 年 8 月 28 日（星期一）下午 2:30
（或在本市項聽證後立即舉行）
Zoom 會議：
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網絡研討會 ID： 81843266625
通過電話參加： 1 669 900 6833；會議 ID:818 4326 6625
在聽證會舉行前，大眾可透過郵遞、電郵或電話提出意見：
Board Secretary
Peninsula Corridor Joint Powers Board
P.O. Box 3006, San Carlos, CA 94070 - 1306
changes@caltrain.com 1 800 660 4287 (TTY 服務 650 508 6448)
如需翻譯或口譯協助，請在會議前至少三天撥打 1 800 660 4287 與 Caltrain 聯絡。
Para traducción o llamada al 1 800 660 4287;
如需翻譯，請電 1 800 660 4287。
8/10/23
CNS-3728792#
SING TAO (S.F.)

3728792
"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"

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ATTACHMENT 7 –
PUBLIC HEARING AND MEETING PRESENTATION


2023 Fare Change Recommendations
FY24 – FY28 Fare Structure and Go Pass Program
Public Hearing and Finance Committee
August 28, 2023
Caltrain


Agenda
1. Context
2. FY24-FY28 Fare Structure Recommendations
3. Go Pass Recommendations
4. Next Steps
Caltrain
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Context for 2023 Fare Structure Changes

- Caltrain **ridership remains lower** amidst changed travel behavior stemming from the pandemic
- **Fares:**
  - Previously-adopted fare increases (May 2022 Fare Structure) have been temporarily delayed using Executive Director's Authority (until 12/31/23)
  - With ridership recovery a priority, immediate fare increases at this juncture are not recommended
  - Current and future regional fare changes need to be accounted for in Caltrain's Fare Structure

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FY24-28 Fare Structure Recommendations

Fare Recommendations for FY24-FY28

Gradual, incremental fare increases:

- In FY24 (March 1,2023) reducing the cost of Clipper START to align with eligible discount pricing and adjusting eligible discount to 2x one way price
  - Current fare structure calls for $.25 Base fare increase on 7/1/2023
- In FY26 (July 1, 2025), Base fare increases by $0.25
  - Current fare structure calls for $.25 Zone Upgrade on 7/1/2025
- In FY27 (July 1, 2026), Zone upgrade increases by $0.25
- In FY28 (July 1, 2027), Base fare increases by $0.25*
  - Current fare structure calls for $.50 Base fare increase on 7/1/2027
- In FY29 (July 1st 2028), Current fare structure reduces Clipper discount from $.55 to $.25
- FY24-28: Monthly pass multiplier remains priced at 24 trips (12 roundtrips)
  - Current fare structure calls for 30x multiplier to begin 7/1/2023

*Increase in Base Fare to apply to adult fares only due to rounding rules

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Caltrain and Regional Programs Recommendations

- Reduce minimum group size for Group Travel Discount from 25 to 15 people
- Extend participation in Clipper START for as long as MTC authorizes the program and add it is a fare category
- Accept Open Payments on Clipper when Clipper Next Generation is launched (anticipated 2024)
- Participate in the Regional Transfer Discount Pilot Program when Clipper Next Generation is launched (anticipated 2024)
  - Applies to Clipper single-ride fares at each participating agency.
  - Passenger pays the full fare on the first agency used. Transfers to another agency within two hours of the first boarding are discounted up to a limit of $2.50 per transfer.
  - Passes not included, but passholders may receive a discount when transferring to an agency where they use single-ride fares.

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Impacts to Equity, Customer Experience, and Operations are expected to be minimal

	Expected Impact	Impacts	Mitigations
Equity	Positive	• Proposed changes result in lower prices than currently adopted Fare Structure prices • Transfer discount will especially benefit riders with lower incomes	• Commitment to Clipper START, Go Pass Donation Program, and Equity, Connectivity, Recovery, & Growth Policy

Customer Experience	Positive	• Positive customer experience
		  • No fare changes until FY26 and FY26-FY28 changes are minimal
		  • Regional transfer discount
		  • Enhanced customer experience with alignment of ED and Clipper START fares
			• None expected

Operations	Moderate	• Operators and conductors need to be made aware of regional transfer discount and fare price changes	• Coordinate with TASI and Caltrain staff to train operators and conductors
Finance	Minimal	• Changes in ED and Clipper START prices expected to be ~$40k annually, Regional discount expected to be neutral	• Work with MTC and other operators to find long tern transfer subsudization

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Summary of Recommendations

Increase Fares Incrementally

FY26: Increase Base Fare by $0.25

FY27: Increase Zone Upgrade by $0.25

FY28: Increase Base Fare by $0.25

Other (FY24-28):

- **No proposed change to Monthly Pass Multiplier,** which remains priced at 24 trips (12 roundtrips) through FY28
- Reduce Group Size for **Group Travel Discount** to 15 from 25

Participate in Regional Programs

- Continue participation in **Clipper START**; align Clipper START and ED Fares
- Add **Regional Transfer Discount Pilot** Program to Fare Structure, for Clipper Next Generation launch
- Add **Open Payments on Clipper** to Fare Structure, for Clipper Next Generation launch
- Continue participating in Clipper **Bay Pass Pilot** program development

Update Legal Document

- Board adopt **two Fare Structures**, for two periods of time depending on Clipper System in use:
  - One Fare Structure that goes into effect immediately, on existing Clipper System
  - One Fare Structure that goes into effect with MTC's launch of Clipper Next Generation System (anticipated 2024) through FY28

Fare change recommendations were reviewed with and generally supported by members of Caltrain's Citizens Advisory Committee and at a public meeting in July 2023 and August 2023

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Go Pass Program Recommendations

Go Pass Background

- Go Pass accounts for 1/3 of current total fare revenue – critical revenue and ridership driver.
- Current price in May 2022 Fare Structure is $342/pass, scheduled to increase to $359/pass in 2024.
- In recent years, Caltrain offered an early enrollment discount of 20% off the full price of $342/pass, reducing the effective Go Pass price to $273.60/pass for many customers.
- Despite the discount, participation has dropped since the start of the pandemic.

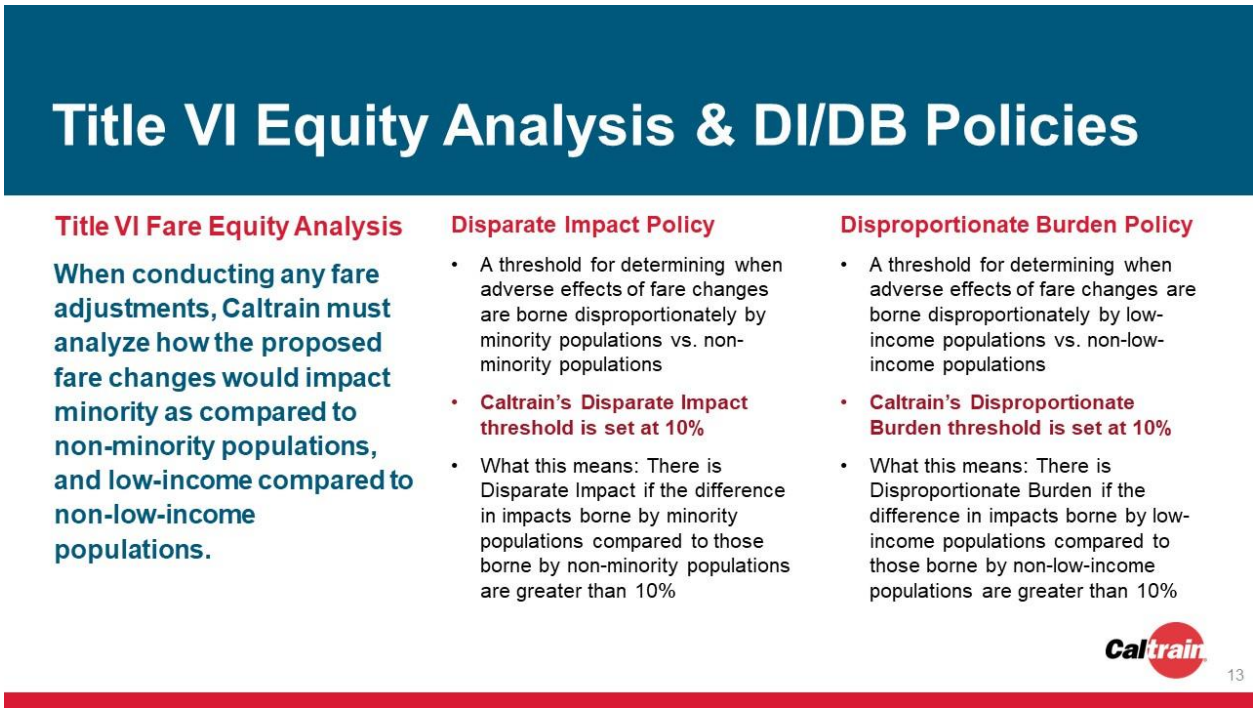
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Go Pass Fare Structure Recommendations

1. **Reduce Price of Go Pass in Fare Structure to increase participation**
   - Go Pass price reduced to $275/pass from $342
   - Current fare structure has planned price increase if 5% on 1/1/2024 and 1/1/2026
2. **Add in language supporting a student and affordable housing Go Pass at a reduced rate**
   - Allow discounts within the Go Pass program for students at schools enrolled in the program and for residents at affordable housing projects enrolled in the program (discount may be up to 80% off of the regular Go Pass price)

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Title VI Fare Equity Analysis


Title VI Equity Analysis & DI/DB Policies
Title VI Fare Equity Analysis
When conducting any fare adjustments, Caltrain must analyze how the proposed fare changes would impact minority as compared to non-minority populations, and low-income compared to non-low-income populations.
Disparate Impact Policy
A threshold for determining when adverse effects of fare changes are borne disproportionately by minority populations vs. non-minority populations
Caltrain's Disparate Impact threshold is set at 10%
What this means: There is Disparate Impact if the difference in impacts borne by minority populations compared to those borne by non-minority populations are greater than 10%
Disproportionate Burden Policy
A threshold for determining when adverse effects of fare changes are borne disproportionately by low-income populations vs. non-low-income populations
Caltrain's Disproportionate Burden threshold is set at 10%
What this means: There is Disproportionate Burden if the difference in impacts borne by low-income populations compared to those borne by non-low-income populations are greater than 10%
Caltrain
13

ATTACHMENT 8 – PUBLIC COMMENTS

From: Evan Crowe
To: changes@caltrain.com
Subject: comments for public hearing on fare changes
Date: Tuesday, August 22, 2023 10:00:39 AM

You don't often get email from evancrowe@ymail.com. Learn why this is important

ATTENTION: This email came from an external source. Do not open attachments or click on links from unknown senders.

I am glad that caltrain will not plan to increase fares until 2026. I have a few comments that I will outline below:

Fare structure: caltrain is currently not a very good value in several situations. Local trains serve essentially as metros, and it will not make sense to pay $4.00 to travel 2-4 miles for example a trip from mountain view to sunnyvale. That trip needs to be cheaper, not more expensive. Off peak hours when only local trains are available are also a bad deal. Mountain view to SF on the weekend takes twice as long as driving and costs twice as much as the gas required to travel there. If Caltrain could decrease the fare of some of these situations I think they could increase fares in other situations like peak commute service without affecting ridership. But i think the increases will decrease the shorter trips

Group ride discounts: This seems like a moderate benefit but won't affect most riders

Clipper Start: this program seems very bad. The threshold for a single person to qualify is $29,160, which is destitute poverty in the bay area. I am not sure how this person would be able to afford caltrain, especially given the fares. If Caltrain participates, they should lower the discount or raise the income threshold to qualify.

Open Payment Acceptance: Personally, I don't see any benefit to this except maybe for infrequent riders who are not used to using clipper. My thought is that the clipper card is the most seemless way to pay for transit, and clipper should stop encouraging use of virtual clipper cards which often malfunction. If the open pay would replace the virtual clipper card that would be an improvement.

#	Comment	Speaker	Public Meeting/Hearing	Date
1	I just wanted to offer support of, opening the Go Pass to, I believe, Mr. Thompson just talked about a possibility of a low-income and student category. I think that's really a good direction to go. Particularly with all of the emphasis of cities up and down the corridor building TODs with inclusionary affordability units and all of that. There's a lot of interest in getting affordable housing close to the right of way and in general it would be excellent for Caltrain to offer a Go Pass product that could use in their negotiation with developers. A lot of cities are trying to reduce the amount of parking and the vehicle impact of development. So to work with developers, to make agreements that residents would be furnished with a Go Pass-like product, to reduce their driving and so forth and also for the lower-income resident. So, just wanted to applaud staff for adding that element in the Go Pass proposal, and I obviously support it. I think the cities will too. And it'll be good for collateral.	Adrian B.	Public Hearing	8/28/2023
2	I wanted to build on what the previous speaker was saying in support of, generally the changes and then in particular coming up with the particular pass rates that work for students and for affordable housing. It's a great way to add more customers which is really fantastic. The other thing that I would encourage, as the region is also working on the next phases of Bay Pass, if you think about, for example, in affordable housing development it's already been the case where a city's planning commission is saying. You know, we're looking to give transit passes to people in this development and should we give a Caltrain pass or should we give a SamTrans pass or a VTA pass depending on the county. And that's not really a decision that is sensible to make. And you know, I know that in the modeling out future of the pass, there are financial issues, there's math questions about how to make that work. But I think it really should be how, not whether, but how, because from the perspective of those cities, from the perspective of those developments and of those schools, having the multi-agency makes just infinitely more sense and therefore really doing the hard work to work out the math and the finances. Thank you.	Adina L.	Public Hearing	8/28/2023
3	I am a Go Pass Program coordinator with over 1,500 enrolled users and I do appreciate the fact that you guys are looking at just overall how do we increase ridership. My question is more to engage some of these larger companies - will we be taking a step back to redefine eligible employees that must be enrolled into the program? We find ourselves still in a very fluid state of when employees are returning to the office or how often. And at the same time, we're also having to review our budget very closely. So we are trying to get creative and still offer great programs to our users, but also with hoping that you guys would be taking into consideration some additional uses or even ways that we can market the program to our employees. Thank you.	Cynthia O.	Public Hearing	8/28/2023

ATTACHMENT 9 – BOARD APPROVAL OF ADOPTION OF FY24-28 CALTRAIN FARE STRUCTURE AND TITLE VI EQUITY ANALYSIS

Resolution No. 2023-60

Board of Directors, Peninsula Corridor Joint Powers Board
State of California

*** * ***

Adoption of the Fiscal Year 2024-2028 Caltrain Fare Structure and Approval of Associated Title VI Equity Analysis

Whereas, on May 6, 1992, by Resolution No. 1992-31, the Board of the Directors (Board) of the Peninsula Corridor Joint Powers Board (JPB) adopted a Codified Tariff, setting forth the rate structure for the Caltrain service; and

Whereas, the JPB has previously amended the Codified Tariff to modify fares in order to implement policy and administrative changes in the Caltrain service; and

Whereas, the JPB is committed to the principles underlying its Caltrain Fare Policy, adopted on December 6, 2018, by Resolution 2018-49, including financial sustainability, equity, customer experience, and ridership; and

Whereas, the JPB revised the Fare Structure (which replaced the Codified Tariff) on September 5, 2019, by adopting Resolution 2019-32, in order to increase Go Pass prices every other year, reduce the Clipper® Discount, increase base and zone fares (alternating every other year), and participate in the regional means-based fare pilot program (Clipper START); and

Whereas, in light of the COVID-19 pandemic, on September 3, 2020, the JPB adopted Resolution 2020-47, postponing the previously approved fare increases, which were to take effect on April 1 and July 1, 2020, until after Fiscal Year 2020-2021; and

Whereas, on June 4, 2020, by Resolution No. 2020-21, the JPB extended the duration of the 2020 Go Pass participant agreements through March 2021 to compensate for their users' loss of use of Caltrain for the duration of state and local shelter-in-place orders; and

Whereas, on June 4, 2020, by adopting Resolution 2020-30, the JPB increased the Caltrain discount associated with Clipper START from 20 percent to 50 percent off single-ride, adult Clipper fares; and

Whereas, on January 7, 2021, the JPB adopted Resolution 2021-01 to reduce the 2021 Go Pass pricing to reflect the shortened program year and continued commute pattern changes caused by COVID-19; to give added flexibility to Go Pass program participants by permitting them to offer otherwise unused 2021 Go Passes to on-site contractors, part-time employees, and graduate and post-doctoral students and to donate unused passes to qualified not-for-profit organizations, and to decrease the 2022 Go Pass price for the Go Pass program participants purchasing passes for at least the last six months of 2021; and

Whereas, on June 3, 2021, by adopting Resolution 2021-33, the JPB, based on the public comment it had received, extended the temporary 20 percent discount on Monthly Pass products, postponed two scheduled 5 percent increases in the Go Pass price, postponed a reduction of the Clipper discount, delayed scheduled increases to the full-price base fare and zone charge, and extended Clipper START; and

Whereas, on May 5, 2022, the Board of the Peninsula Corridor Joint JPB adopted an updated Fare Structure via Resolution 2022-22 that postponed previously approved fare increases and included a schedule of fare changes, including increases to the Base fare, an

increase to the Zone Upgrade, postponement of two Go Pass price increases, and a reduction of the Clipper discount on Adult fares; and

Whereas, due to the COVID-19 Pandemic, Caltrain experienced significant declines in ridership; and

Whereas, the Metropolitan Transportation Commission has extended the Clipper START pilot program for two additional years, through June 30, 2025, with the possibility of a permanent program continuing after completion of the pilot; and

Whereas, the Caltrain Fare Structure as adopted in Resolution 2019-32, and Federal Transit Administration FTA Circular 4702.1B, grant the Executive Director the authority to implement special and promotional fare discounts lasting up to six months; and

Whereas, pursuant to the Fare Structure, Caltrain's Executive Director authorized a promotional fare reduction on May 24, 2023, postponing the Board-approved May 2022 fare changes, to alleviate the economic effects of the COVID-19 pandemic on riders, incentivize Caltrain ridership, and potentially increase overall fare revenue; and

Whereas, the promotional fare reduction delayed the previously adopted fare changes that were scheduled to take effect on July 1, 2023, so that the prices in effect on June 30, 2023, would remain in effect until December 31, 2023. The fare changes adopted in May 2022 will now begin on January 1, 2024, unless a new Fare Structure is adopted by the Board; and

Whereas, under Title VI of the Civil Rights Act of 1964 and implementing regulations, including FTA Circular 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 on April 4,

2013, the Board adopted Resolution No. 2013-21, which established 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 presented the recommended fare changes to the Caltrain Citizens Advisory Committee (CAC) on Wednesday, July 19, 2023. Staff presented to the Caltrain Board of Directors on August 3, 2023. Public outreach regarding changes to the Fare Structure was held in August, which included a duly noticed public hearing at the August 21, 2023, Finance Committee Meeting; and

Whereas, Caltrain performed a Title VI Equity Analysis for the recommended fare changes in the revised Fare Structures on September 7, 2023, and the findings confirmed that there is no Disparate Impact on minority populations, and no Disproportionate Burden on low-income populations for all recommended fare changes; and

Whereas, staff recommends that the Board adopt two updated Fare Structures: one that will go into effect upon Board approval, and another that will go into effect upon Clipper next generation execution; and

Whereas, staff have undertaken a study to analyze and develop a revised Fare Structure with consideration for Caltrain rider needs, post-pandemic ridership challenges, and regional fare changes, resulting in recommended changes to Caltrain's existing fare products and programs that are consistent with the agency's forthcoming strategic financial plan and the adopted fiscal year (FY) 2024-2025 budgets; and

Whereas, the first fare structure recommended for adoption proposes the changes as detailed in Attachment A (Caltrain Fare Structure Prior to Clipper 2.0), including the following changes:

- Adoption of Clipper START as a permanent fare category;
- Reduce the minimum group travel discount size from 25 to 15 people;
- Align all Clipper START pricing to match eligible discount (ED) pricing, and change ED day pass pricing;
- Scheduled increases to the Base fare, ED, and Zone Upgrade;
- Maintaining the Monthly Pass Multiplier priced at 24 trips (12 roundtrips);
- Reduce the current Go Pass price of $342/pass down to $275/pass; and
- Reduce the current Go Pass required amount of minimum eligible users from 84 to 20; and
- Allow discounts within the Go Pass program for students at schools enrolled in the program and for residents at affordable housing projects enrolled in the program (up to 80% off of the regular Go Pass price); and

Whereas, the second fare structure recommended for adoption proposes the changes as detailed in Attachment B (Caltrain Fare Structure After Execution of Clipper 2.0), including the following changes:

- Free or Reduced Cost Transfers Regional Transit Pilot Program: a transfer discount for Clipper riders (excluding pass products) transferring to Caltrain within two hours of the first boarding; and

- Open Payment Acceptance: Customer may purchase a Caltrain One-Way ticket at all Clipper Stand Alone Validators with a credit card; and

Whereas, Staff presented the recommended fare changes to the Caltrain Citizens Advisory Committee (CAC) on Wednesday, July 19, 2023. Staff presented to the Caltrain Board of Directors on August 3, 2023. Public outreach was held in August, which included a duly noticed public hearing at the August 21, 2023 Finance Committee Meeting; and

Whereas, there is no estimated impact to the FY2024-2025 budgets. The small adjustments to Clipper START and eligible discount prices could reduce fare revenue by up to $40,000; however, it is likely the small price reductions could increase ridership, and potentially increase fare revenue. The reduction of the Go Pass minimum eligible could reduce fare revenue by up to $60,000; however, it is likely the reduction could increase participants, and potentially increase fare revenue.

Now, Therefore, Be It Resolved that the Board of Directors of the Peninsula Corridor Joint Powers Board hereby:

1. Finds pursuant to Title VI of the Civil Rights Act of 1964 that the fare changes enacted hereby will not have a disparate impact on minority populations or a disproportionate burden on low-income populations;

2. Adopts an updated Fare Structure to be effective immediately upon adoption, as detailed in Attachments A (Caltrain Fare Structure Prior to Clipper 2.0), including the following changes:

    - Effective January 1, 2024:
        - Adopt Clipper START as a permanent fare category;

- Reduce the minimum group travel discount size from 25 to 15 people;
- Reduce the current Go Pass price of $342/pass down to $275/pass; and
- Allow discounts within the Go Pass program for students at schools enrolled in the program and for residents at affordable housing projects enrolled in the program (discount may be up to 80% off of the regular Go Pass price).

- Effective March 1, 2024: Align all Clipper START pricing to match eligible discount (ED) pricing, and change ED day pass pricing to 2x one-way fare price
- Effective July 1, 2025: increase the Base fare by $0.25 from $3.75 to $4.00 for adult fare and $1.75 to $2.00 for ED
- Effective July 1, 2026: increase the Zone upgrade by $0.25 from $2.25 to $2.50 for adult fare and $1.00 to $1.25 for ED
- Effective July 1, 2027: increase the Base fare by $0.25 from $4.00 to $4.25 for adult fare
- Monthly Pass Multiplier remains priced at 24 trips (12 roundtrips) through June 30, 2028;

3. Adopts an updated Fare Structure to be effective upon the execution of Clipper next generation, as detailed in Attachment B (Caltrain Fare Structure After Execution of Clipper 2.0): including the following additional changes:

- Provide a transfer discount up to the region's highest local transit fare to Clipper riders who transfer to Caltrain within two hours of their first boarding as part of the Free or Reduced Cost Transfers Regional Transit Pilot Program (excludes pass products)
- Permit customers to purchase a Caltrain One-Way ticket at all Clipper Stand Alone Validators with a credit card; and

Be It Further Resolved That the Board of Directors directs the Executive Director, or designee, to sign any agreements or other documents, or take any other actions required, to give effect to this resolution.

Regularly passed and adopted this 7th day of September, 2023 by the following vote:

Ayes: Burt, Chavez, Heminger, Medina, Mueller, Walton, Zmuda, Davis, Gee

Noes: None

Absent: None



Chair, Peninsula Corridor Joint Powers Board

Attest:



JPB Secretary

PENINSULA CORRIDOR JOINT POWERS BOARD



Title VI Service Equity Analysis
Caltrain Electrification Service Changes
June 2024

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2024 Caltrain Electrification
Title VI Service Equity Analysis

EXECUTIVE SUMMARY

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving federal financial assistance. The Peninsula Corridor Joint Powers Board ("JPB" or "Caltrain") operates the Caltrain commuter rail service serving San Francisco, San Mateo, and Santa Clara counties. Caltrain has committed to the Federal Transit Administration (FTA) Title VI objectives set forth in Circular 4702.1B ensuring that FTA-assisted benefits and related services are made available and are equitably distributed without regard to race, color, or national origin.

As a federal grant recipient, Caltrain is required to maintain and provide to the FTA information on Caltrain's compliance with Title VI regulations. At minimum, Caltrain conducts compliance assessments in the form of a Title VI Program update every three years, or a Title VI equity analysis before a fare structure change or major change in service.

This Title VI Service Equity Analysis, prepared in conformity with Chapter IV of the FTA's Circular 4702.1B, evaluates Caltrain's proposed weekday and weekend service changes to be implemented September 23, 2024, with the completion of the Peninsula Corridor Electrification Project (PCEP). As part of the Caltrain Modernization Program (CalMod), PCEP converts the Caltrain mainline from diesel-hauled trains to Electric Multiple Unit (EMU) trains, which will improve system performance and reduce long-term environmental impacts. PCEP proposed service changes provide a significant overall increase to weekday and weekend service. This qualifies as a Major Service Change under Caltrain's Title VI policies, and Caltrain must determine whether those changes present a disproportionately adverse effect on protected minority and low-income populations.

The following analysis provides a detailed review of the proposed service adjustments and an assessment of any potential impacts on minority and low-income users. It also summarizes all public outreach conducted, including materials provided for Limited English Proficient (LEP) populations and public comments received.

Applying Caltrain's Title VI policies, this analysis demonstrates that the service increases resulting from the changes to Caltrain's new weekday and weekend schedules post-electrification **will not have a disparate impact on minority riders nor impose a disproportionate burden on, or fail to proportionally benefit, low-income riders**.

BACKGROUND

CALTRAIN OVERVIEW

Caltrain provides commuter rail service between Santa Clara, San Mateo, and San Francisco Counties of the Bay Area. The service spans 77.4 miles from San Francisco to Gilroy and includes 31 stations – 29 are used for weekday service, 24 are used for weekend service (including one weekend-only station), and one is a special event service station which serves Stanford Stadium. The service area across the three counties is geographically and ethnically diverse, containing both dense urban cores and suburban landscape with residents from an array of different backgrounds. These factors make the Caltrain service area unique.

Beginning in September 2023 and continuing through the present, Caltrain operates 104 weekday trains and 32 weekend trains. In FY2023, Caltrain carried approximately 5.1 million passengers. **Attachment 1** displays the Caltrain Service Map. **Attachment 2** presents a map of service area demographics where the minority and low-income populations are broken out by tract group using the U.S. Census Bureau's 2020 American Community Survey (ACS) Data. Minority Census tracts are defined as those in which the minority population exceeds the systemwide minority average of 65%. Low-income tract groups are defined under Caltrain's Title VI Program as those in which more than 13% of households have incomes under $25,000.

PENINSULA CORRIDOR ELECTRIFICATION PROJECT (PCEP)

Caltrain broke ground on the Peninsula Corridor Electrification Project (PCEP) in 2017 as part of the $2.44 billion Caltrain Modernization Program. CalMod's primary objective is to electrify and upgrade the performance, safety, operating efficiency, capacity, and reliability of Caltrain while improving regional air quality and reducing greenhouse gas emissions.

PCEP is a key component of CalMod, consisting of converting 51 miles of the main Caltrain line between San Francisco and Tamien Station in San Jose from diesel-hauled to EMU trains. The improved performance of the electric trains includes faster acceleration and deceleration and reduced headways that allow Caltrain to provide shorter trip times and more stops within the same amount of time. Additional PCEP scope of work includes the design and construction of an overhead contact system, traction power facilities, modification of the signaling and grade crossing prediction system, and modifications at existing tunnels and Caltrain's maintenance facility. Following the completion of PCEP, Caltrain will continue to provide diesel service to Gilroy. PCEP only includes electrification to a point approximately two miles south of Tamien Station, as Caltrain does not own the southern right-of-way past that point.

CALTRAIN TITLE VI POLICIES

In October 2012, the Federal Transit Administration (FTA) updated its guidance on Title VI of the Civil Rights Act of 1964 through FTA Circular 4702.1B. In accordance with the Circular, to guard against disparate impacts in decision-making and to establish thresholds for use in equity analyses of service and fare changes, FTA requires each federally-assisted public transportation provider's governing board to adopt three policies:

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

Caltrain adopted its policies based on several factors, including existing policies in use, consultation with other transit agencies, and analysis of impacts of past service and fare change decisions. Caltrain made its policies available for r public review in February 2013 and conducted significant public outreach to solicit input. Following public engagement, Caltrain revised the policy proposals, and the Board of Directors adopted the revised policies at the April 4, 2013 board meeting. The adopted policies follow, and a copy is available in **Attachment 3.**

MAJOR SERVICE CHANGE POLICY

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

Caltrain's policy defines a major service change as any service change meeting one or both of the following criteria:

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

- A greater than 50 percent reduction or increase in the number of stops at a station per day for the service day of the week (weekday, Saturday, or Sunday) for which the change is made. Note: Any temporary or interim change[1] due to construction or maintenance projects is exempted from the definition and is not considered a "major service change."

[1] The FTA applies a 12-month limit to the "temporary" service change exemption in Major Service Change policies.

DISPARATE IMPACT POLICY

The Disparate Impact 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 (a major service change or fare change) would impact minority populations as compared to non-minority populations.

Caltrain 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 that 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, Caltrain must (a) consider modifying the proposal to eliminate the disparate impact, (b) analyze whether the modification eliminated the disparate impact, and (c) demonstrate (1) a substantial legitimate justification for the proposed change and (2) that the proposed change is the least discriminatory alternative.

DISPROPORTIONATE BURDEN POLICY

The Disproportionate Burden Policy establishes a threshold for determining whether a given action has a disproportionate burden on low-income populations versus non-low-income 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.*

In the course of performing a Title VI Equity Analysis, Caltrain must analyze how the proposed action (a major service change or fare change) would impact low-income as compared to non-low-income populations.

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

PUBLIC ENGAGEMENT OF POLICY DEVELOPMENT

FTA Circular C 4702.1B requires transit agencies to seek public input before Board adoption of Disparate Impact and Disproportionate Burden policies. 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. Caltrain requested comments be made through mail, telephone, and a dedicated e-mail address (TitleVI@caltrain.com).

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

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

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

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

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

Caltrain also reached out to the following community groups and leaders:

San Francisco County

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

- Visitacion Valley Planning Alliance

San Mateo County

- All City Managers
- All Mayors

Santa Clara County

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

Although there were several outreach methods used, including Caltrain website postings, take-one notices printed in English and Spanish, Visual Message Signs at all stations, community meetings, news releases, advertisements in several newspapers, and social media postings (in accordance with the Caltrain Title VI Outreach Plan), there was very limited feedback from meeting attendees or other community members. Staff revised the proposal for its standards and policies and submitted them for Board approval. They were approved April 4, 2013 (refer to **Attachment 3**).

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

CALTRAIN ELECTRIFICATION SERVICE CHANGES

The completion of Caltrain's electrification project will be accompanied by a brand-new service schedule for weekdays and weekends starting September 2024. The new service will align with the Caltrain Business Plan's Framework for Equity, Connectivity, Recovery and Growth following the 2020 COVID-19 pandemic. Outcomes of the electrification service changes are more frequent service tailored to station demand, competitive travel times, enhanced off-peak service, coordinated transfers with BART (Bay Area Rapid Transit), and improved simplicity and legibility of timetables.

There are many anticipated benefits to the electrified service plan that will improve service for all riders. Most significantly, trains will arrive at destinations faster and passengers will have shorter wait times. Express trains from San Francisco to San Jose are expected to have trip times of under an hour compared to the current 66 minutes, local service will be 75 minutes instead of the current 100 minutes, and trips from southern Santa Clara County to San Francisco will save up to 28 minutes compared to existing travel times. The following section lays out more detail of how the new travel times compare to existing service. During weekends and off-peak commute times, passengers will have half-hourly service. Additionally, there will be 20% more train service overall and up to 26% more train service at equity-priority stations.

The electrified service planning process began in early 2023 and was built upon recent and ongoing public engagement, policy, and planning efforts. Public engagement efforts included Caltrain's 2022 Triennial Rider Survey, the 2022-2023 Rider Pulse Surveys and the 2023 South County Survey. Stakeholder engagement included the Caltrain Business Plan, Caltrain's long-range service vision; interdepartmental coordination; and partner agency and private sector coordination. Lastly, service planning analyses looked at a combination of travel market and equity analyses, historical service planning data, and financial analyses. As ridership grows and financial conditions improve, Caltrain will continue to assess additional service expansion opportunities.

The following draft electrification service plans were completed in Fall 2023 and were presented to the public and stakeholders for review before conducting schedule refinements based on their feedback. The refined version of the service plan was completed in Winter 2023; this Title VI Service Equity Analysis is based on that refined version of the service plan. Following financial analysis for the FY25 budget, electric train testing, and timetable development in the spring and summer, this draft electrified service schedule will launch in September 2024.

Current Caltrain Service – Effective September 2023 – August 2024

Caltrain's current service has been in place since September 25, 2023. It consists of 104 total trains per day on weekdays and 32 total trains per day on weekends. Local travel time between San Francisco to San Jose during weekday and weekend service ranges between 97 to 102 minutes. During weekdays, there are eight stations with express service, with an Express travel time between San Francisco to San Jose of approximately 66 minutes.

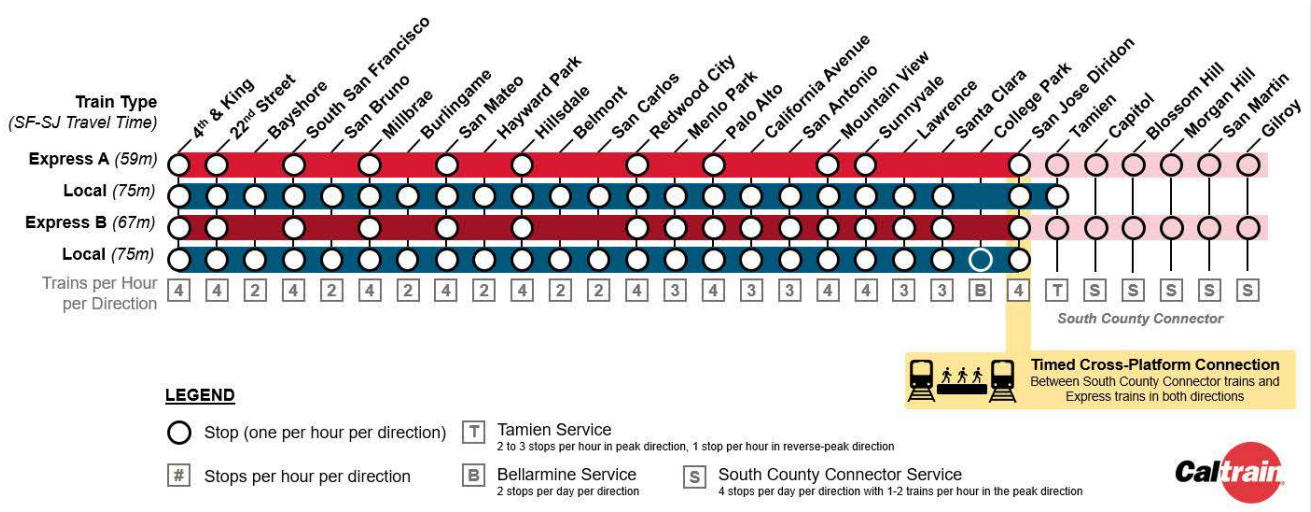
Exhibit 3 presents a table comparison of all weekday changes for diesel service from September 2023 compared to electrified service in September 2024, and **Exhibit 5** presents a table comparison of all weekend changes.

Weekday Service Changes – Effective September 2024

During peak period weekday station service levels, the system will have three train patterns: Express (59 minutes), Limited (67 minutes), and Local (75 minutes). Peak periods vary by station, but generally cover the times between 6:30 a.m. to 9:30 a.m. and 3 p.m. to 7 p.m. The three train patterns apply to service between San Francisco 4th & King and San Jose Tamien stations to provide faster service and more stops with the electric trains. There will be four trains per hour per direction, providing a 20% increase in stops at stations. During peak morning hours between 5 a.m. to 9 a.m. and peak afternoon hours of 3 p.m. to 7 p.m., local service will be supplemented by both express and limited trains. Local trains will run every half hour outside of peak periods.

Caltrain will operate diesel South County Connector trains to serve all stops between Gilroy and San Jose Diridon stations. To connect South County Connector trains and Express trains in both directions, Diridon station will have a 3-minute timed cross-platform connection. Four daily roundtrips will be scheduled based on survey feedback collected in June 2023 from South County residents. The fastest travel time between San Francisco and Gilroy stations is 106 minutes, reducing up to 28 minutes from existing service. **Exhibit 1** below displays a visual of the weekday peak station service levels at all stations.

Exhibit 1. Weekday Peak Period Station Service Levels



During off-peak weekday station service levels, there will only be a Local train pattern. Off-peak periods generally cover the times between 5 to 6:30 a.m., 9:30 a.m. to 3 p.m., and 7 p.m. to 1 a.m. There will be half-hourly off-peak service at all stations north of San Jose Diridon with two trains per hour per direction. The local trains between San Francisco 4th & King and San Jose Diridon stations are fully electrified and will take approximately 75 minutes per trip. **Exhibit 2** below displays a visual of the off-peak weekday station service levels.

Exhibit 2. Weekday Off-Peak Period Station Service Levels



Exhibit 3. Table Comparison of Weekday Service

	September 2023 Diesel Service	September 2024 Electrified Service
Trains per Day	104	104
Approximate Span of Service	5 a.m. – 1 a.m.	5 a.m. – 1 a.m.
Daily Roundtrips to Gilroy	4	4
Local Travel Time (SF-SJ)*	97 – 101 minutes	75 minutes
Express Travel Time (SF-SJ)*	65 or 66 minutes	59 minutes
Stations with Express Service	7	11

**Refers to SF 4th & King to SJ Diridon Station. Travel times subject to change pending further testing of new EMUs.*

Summary of Weekend Service Changes – Effective September 2024

On Saturdays and Sundays, the system will only have Local trains providing electrified service from San Francisco to San Jose. Weekend service hours are consistent with existing service, from 7 a.m. to 1 a.m. All stations will receive half-hourly service throughout the day. Travel times are approximately 77 minutes and include weekend-only service at Broadway Station in Burlingame. **Exhibit 4** displays a visual of the weekend station service levels at all stations.

Exhibit 4. Weekday Off-Peak Period Station Service Levels

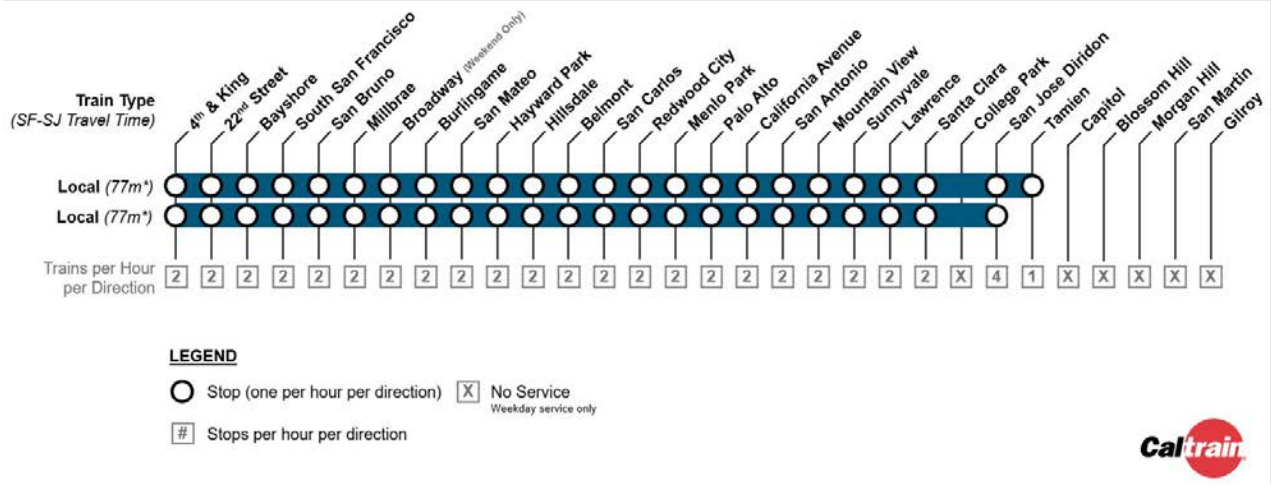


Exhibit 5. Comparison of Weekend Service

	September 2023 Diesel Service	September 2024 Electrified Service
Trains per Day	32	66
Approximate Span of Service	7 a.m. – 1 a.m.	7 a.m. – 1 a.m.
Local Travel Time (SF-SJ)*	100 – 102 minutes	77 minutes

**Refers to SF 4th & King to SJ Diridon Station. Travel times subject to change pending further testing of new EMUs.*

SERVICE EQUITY EVALUATION OF MAJOR SERVICE CHANGES

While the September 2024 weekday service changes do not meet Caltrain's Major Service Change threshold in total service miles, it qualifies as a Major Service Change in terms of planned increases in station stops. Exhibits 6 and 7 summarize the calculation check of weekday Major Service Changes in terms of daily train revenue service miles and daily station stops. The comparison timeline is between the existing schedule from September 2023 and the upcoming draft electrification schedule in September 2024. A full copy of the Major Service Change check can be found in **Attachment 4**.

In **Exhibit 6**, the difference in revenue mileage between the two schedules only amounts to an increase of 0.18%, which is well below Caltrain's Major Service Change policy threshold of 25%. **Exhibit 7** shows that three stations meet Caltrain's Major Service policy of having a greater than 50% increase or decrease at any particular train stop per day: Bayshore (63%), South San Francisco (75%), and Hayward Park (63%).

Exhibit 6. Revenue Miles per Weekday Service Day

WEEKDAY											
REVENUE MILES per Service Day | Weekday											
Train Revenue Miles (SF - Diridon)			Train Revenue Miles (SF - Tamien)			Train Revenue Miles (SF - Gilroy)			Train Revenue Miles (Diridon - Gilroy)*		
47.5			49.1			77.4			28.3		
Number of Train per Schedule Change											
September 25, 2023 Schedule (Pre-Electrification)					104	September 23, 2024 Schedule (Electrified)					104
Northbound			Southbound			Northbound			Southbound		
SF- Diridon	SF-Tamien	SF-Gilroy	SF- Diridon	SF-Tamien	SF-Gilroy	SF- Diridon	SF-Tamien	SF-Gilroy	SF- Diridon	SF-Tamien	SF-Gilroy
32	16	4	32	16	4	29	19	4	29	19	4
Calculations											
September 25, 2023 Schedule (Pre-Electrification)						September 23, 2024 Schedule (Electrified)					
Revenue Miles						Revenue Miles					
5,230.4						5,240.0					
Difference in Train Revenue Miles						9.6					
Percentage Change (%) in Revenue Miles						0.18%					

Exhibit 7. Weekday Northbound and Southbound Train Stop Summary

Station	September 2023 Weekday	September 2024 Weekday	Difference in Station Stops	% Change in Station Stops
San Francisco	104	104	0	0.0%
22nd Street	91	104	13	14.3%
Bayshore	46	75	29	63.0%
South San Francisco	60	104	44	73.3%
San Bruno	61	75	14	23.0%
Millbrae	104	104	0	0.0%
Broadway	0	0	0	0.0%
Burlingame	61	75	14	23.0%
San Mateo	78	104	26	33.3%
Hayward Park	46	75	29	63.0%
Hillsdale	89	104	15	16.9%
Belmont	60	75	15	25.0%

San Carlos	61	75	14	23.0%
Redwood City	104	104	0	0.0%
Menlo Park	77	90	13	16.9%
Palo Alto	104	104	0	0.0%
California Avenue	60	90	30	50.0%
San Antonio	60	90	30	50.0%
Mountain View	104	104	0	0.0%
Sunnyvale	92	104	12	13.0%
Lawrence	60	90	30	50.0%
Santa Clara	78	90	12	15.4%
College Park	4	4	0	0.0%
San Jose Diridon	104	104	0	0.0%
Tamien	40	46	6	15.0%
Capitol	8	8	0	0.0%
Blossom Hill	8	8	0	0.0%
Morgan Hill	8	8	0	0.0%
San Martin	8	8	0	0.0%
Gilroy	8	8	0	0.0%

The electrified weekend service qualifies as a Major Service Change both in a change in total revenue train miles and increases in station stops, summarized in the following exhibits. **Exhibit 8** shows the additional trains in the new weekend service and their total revenue service miles. The difference in revenue mileage between the current and electrified weekend schedules amounts to an increase of 105.5%, significantly above Caltrain's Major Service Change threshold of 25%.

Exhibit 8. Revenue Miles per Weekend Service Day

WEEKEND											
REVENUE MILES per Service Day | Weekend (Saturday & Sunday)											
Train Revenue Miles (SF - Diridon)			Train Revenue Miles (SF - Tamien)			Train Revenue Miles (SF - Gilroy)			Train Revenue Miles (Diridon - Gilroy)*		
47.5			49.1			77.4			28.3		
Number of Train per Schedule Change											
September 25, 2023 Schedule (Pre-Electrification)					32	September 23, 2024 Schedule (Electrified)					66
Northbound			Southbound			Northbound			Southbound		
SF- Diridon	SF-Tamien	SF-Gilroy	SF- Diridon	SF-Tamien	SF-Gilroy	SF- Diridon	SF-Tamien	SF-Gilroy	SF- Diridon	SF-Tamien	SF-Gilroy
6	10	0	6	10	0	16	17	0	16	17	0
Calculations											
September 25, 2023 Schedule (Pre-Electrification)						September 23, 2024 Schedule (Electrified)					
Revenue Miles						Revenue Miles					
1,552.0						3,189.4					
Difference in Train Revenue Miles						1637.4					
Percentage Change (%) in Revenue Miles						105.50%					

With the new weekend schedule, all twenty-four weekend stations between San Francisco 4th & King and Tamien will experience more than a 50% increase in number of stops. All stations except for Tamien station will have stops increase by 106.3%, totaling 66 station stops per day – more than double the existing schedule of 32 stops per day. Tamien station will have stops increase by 70%. **Exhibit 9** below provides the percentage changes in stops at each station.

Exhibit 9. Weekend Northbound and Southbound Train Stop Summary

Station	September 2023 Weekend	September 2024 Weekend	Difference in Station Stops	% Change in Station Stops
San Francisco	32	66	34	106.3%
22nd Street	32	66	34	106.3%
Bayshore	32	66	34	106.3%
South San Francisco	32	66	34	106.3%
San Bruno	32	66	34	106.3%
Millbrae	32	66	34	106.3%
Broadway	32	66	34	106.3%
Burlingame	32	66	34	106.3%
San Mateo	32	66	34	106.3%
Hayward Park	32	66	34	106.3%
Hillsdale	32	66	34	106.3%
Belmont	32	66	34	106.3%
San Carlos	32	66	34	106.3%
Redwood City	32	66	34	106.3%
Menlo Park	32	66	34	106.3%
Palo Alto	32	66	34	106.3%
California Avenue	32	66	34	106.3%
San Antonio	32	66	34	106.3%
Mountain View	32	66	34	106.3%
Sunnyvale	32	66	34	106.3%
Lawrence	32	66	34	106.3%
Santa Clara	32	66	34	106.3%
College Park	0	0	0	0.0%%
San Jose Diridon	32	66	34	106.3%
Tamien	20	34	14	70.0%
Capitol	0	0	0	0.0%
Blossom Hill	0	0	0	0.0%
Morgan Hill	0	0	0	0.0%
San Martin	0	0	0	0.0%
Gilroy	0	0	0	0.0%

METHODOLOGY

The methodology developed to analyze the impact of the upcoming weekday and weekend Caltrain electrification service change on minority and low-income populations include the following steps, several of which are discussed in more detail below:

1. Selecting the most recent systemwide onboard customer survey (Fall 2022 Caltrain Triennial Customer Survey) as the data source for the analysis.

2. Defining the term “minority” to be those who self-identified as any ethnicity other than “White/Caucasian.” This question on the survey was not mandatory, and multiple answers were accepted for this question.

3. Defining the term "low-income" as those with household incomes within 200% of the 2022 Federal Health and Human Services Poverty Guidelines. The increase is used to account for the region’s high cost of living when compared to other regions. The level is approximated by considering both the household size and annual household income combinations that comprise “low-income”.

4. Analyzing data from the Fall 2022 Caltrain Triennial Customer Survey for low-income and minority populations to determine the distribution of potential adverse effects or benefits.

5. Comparing the differences in adverse effects or benefits to the thresholds in Caltrain’s Disparate Impact and Disproportionate Burden Policy. There is no Disparate Impact or Disproportionate Burden if the differences fall within 10%. A negative percentage indicates a benefit to the protected populations.

Step 1: Data Source Selection

In this service change, over half of all stations that will receive electrified service between San Francisco 4th and King and San Jose Diridon stations will experience increased service on weekdays; all weekend stations with electrified service will have increased service.

The analysis is based on exploring whether there is a significant difference between the groups that most benefit from the expanded electrified service on weekdays and weekends, and if so, whether the difference lies beyond the thresholds of Caltrain’s Disparate Impact and Disproportionate Burden Policy. Accordingly, Caltrain has analyzed the responses to the 2022 Triennial Customer Survey which provides a high sample size and the most recent insight into the travel patterns and demographics of current riders.

The usable data set in the 2022 Caltrain Triennial Customer Survey includes those who responded to questions related to Race/Ethnicity (Q25), Income Bracket (Q27), People in Household (Q28), and those who selected the Caltrain stations boarded (Q28) and alighted

(Q9). Out of a total of 2,838 surveys, 2,288 (80.6%) riders responded to the questions required for this analysis.

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

To determine how the proposed service changes would impact minority and low-income populations, Caltrain first calculated the percentage of survey respondents that were minorities. All respondents in the triennial survey that selected a race or ethnicity other than "White/Caucasian" were categorized as "minority".

The same process was repeated to calculate the percentage of survey respondents that are low-income. The regional definition of low-income is set at 200% of the 2022 Federal Poverty Guidelines. Using responses to the annual household income in Question 27 and the number of people in their household in Question 28, each respondent's income status is calculated and categorized as "low-income" or "non-low-income" according to the regional low-income definition. **Exhibits 10 and 11** provide a summary of those findings.

Exhibit 10: Minority and Non-Minority Data

	2022 Triennial Customer Survey Count	2022 Triennial Customer Survey Percentage
Minority	1,359	59.4%
Non-Minority	929	40.6%
Sample Size	2,288	100%

Exhibit 11: Low-Income and Non-Low-Income Data

	2022 Triennial Customer Survey Count	2022 Triennial Customer Survey Percentage
Low-Income	275	12.0%
Non-Low-Income	2,013	88.0%
Sample Size	2,288	100%

Steps 4 and 5: Analyzing Data from the 2022 Triennial Customer Survey for Minority and Low-Income Populations to Calculate the Distribution of Potential Adverse Effects or Benefits and Determine Disparate Impact or Disproportionate Burden

As required under the FTA's guidance, this analysis considers how the electrification service changes on weekdays and weekends impact Caltrain riders. Overall, the new schedule provides a service increase for all stations along the electrified corridor between San Francisco 4th and King and Tamien based on the number of station stops.

Based on the definitions from Steps 2 and 3, the analysis estimates the number of riders that

would be impacted positively by the new electrified service schedule, including the difference in percentage of minority versus non-minority, and low-income versus non-low-income riders being impacted. The net changes associated with the service changes are summarized cumulatively in the following Disparate Impact and Disproportionate Burden analyses, with the understanding that they address the equitable distribution of a new *benefit* rather than a *burden*.

According to Caltrain's Disparate Impact and Disproportionate Burden policies, the threshold of the net difference in impact between the protected and non-protected populations is 10%. A negative percentage indicates a benefit to the protected populations.

DISPARATE IMPACT ANALYSIS

There is no finding of any Disparate Impact associated with the new Caltrain electrification service schedule.

In the analysis of the 2022 Triennial Customer Survey, data reveals that for both weekday and weekend service changes, the difference in impacts between minority and non-minority populations are close to 0%, showing virtually no disparate impact.

Minority riders benefit marginally more than non-minority riders during the weekday schedule, with a percentage difference of -0.03%, indicating no disparate impact. **Exhibits 12 through 14** below show the calculation of minority and non-minority respondents' answers for weekday schedule pre-electrification in September 2023 and after electrification in September 2024.

Exhibit 12. 2023 Diesel Service – Estimated Minority and Non-Minority Weekday Riders at Impacted Stations

Station	Total Responses	Minority	Non-Minority	Stops per Weekday	Estimated Total	Est. Total Minority	Est. Total Non-Minority
Bayshore	21	14	7	46	966	644	322
South San Francisco	59	32	27	60	3,540	1,920	1,620
Hayward Park	28	12	16	46	1,288	552	736
Total	**108**	**58**	**50**	**-**	**5,794**	**3,116**	**2,678**

Exhibit 13. 2024 Electrified Service – Estimated Minority and Non-Minority Weekday Riders at Impacted Stations

Station	Total Responses	Minority	Non-Minority	Stops per Weekday	Estimated Total	Est. Total Minority	Est. Total Non-Minority

Bayshore	21	14	7	75	1,575	1,050	525
South San Francisco	59	32	27	104	6,136	3,328	2,808
Hayward Park	28	12	16	75	2,100	900	1,200
Total	**108**	**58**	**50**	**-**	**9,811**	**5,278**	**4,533**

Exhibit 14. Disparate Impact Analysis – Weekday Schedule

	2023 Diesel Service	2024 Electrified Service
Estimated Total Minority Survey Respondents Impacted	3,116	5,278
Estimated Total Survey Respondents Impacted	5,794	9,811
Percent of Minority Survey Respondents Impacted	**53.78%**	**53.80%**
Total Number of Non-Minority Survey Respondents Impacted	2,678	4,533
Total Number of Non-Minority Survey Respondents	5,794	9,811
Percent of Non-Minority Survey Respondents Impacted	**46.22%**	**46.20%**
Difference in Impact of Minority and Non-Minority Respondents	**-7.56%**	**-7.59%**
Difference in Impact of 2023 Diesel and 2024 Electrified Change	**-0.03%**	
Disparate Impact	**No**	

Significant increases in weekend service in the new schedule are an overall benefit for both minority and non-minority riders. Minority riders are impacted very slightly more from the service increases as compared to non-minority riders at 0.01%, indicating no disparate impact. **Exhibits 15 through 17** below show the calculation of minority and non-minority respondents' answers for the weekend schedule with diesel service in 2023 and electrified service in 2024.

Exhibit 15. 2023 Diesel Service – Estimated Minority and Non-Minority Weekend Riders at Impacted Stations

Station	Total Responses	Minority	Non-Minority	Stops per Weekday	Estimated Total	Est. Total Minority	Est. Total Non-Minority
San Francisco	206	120	86	32	6,592	3,840	2,752
22nd Street	18	12	6	32	576	384	192
Bayshore	7	6	1	32	224	192	32
South San Francisco	8	6	2	32	256	192	64
San Bruno	4	2	2	32	128	64	64
Millbrae	54	28	26	32	1,728	896	832
Broadway	1	1	0	32	32	32	0
Burlingame	6	4	2	32	192	128	64
San Mateo	21	12	9	32	672	384	288
Hayward Park	5	2	3	32	160	64	96
Hillsdale	9	7	2	32	288	224	64
Belmont	13	8	5	32	416	256	160

San Carlos	13	5	8	32	416	160	256
Redwood City	30	15	15	32	960	480	480
Menlo Park	15	8	7	32	480	256	224
Palo Alto	75	39	36	32	2,400	1,248	1,152
California Avenue	16	10	6	32	512	320	192
San Antonio	15	11	4	32	480	352	128
Mountain View	49	28	21	32	1,568	896	672
Sunnyvale	41	31	10	32	1,312	992	320
Lawrence	13	8	5	32	416	256	160
Santa Clara	20	11	9	32	640	352	288
San Jose Diridon	68	47	21	32	2,176	1,504	672
Tamien	3	2	1	20	60	40	20
Total	**710**	**423**	**287**	**-**	**22,684**	**13,512**	**9,172**

Exhibit 16. 2024 Electrified Service – Estimated Minority and Non-Minority Weekend Riders at Impacted Stations

Station	Total Responses	Minority	Non-Minority	Stops per Weekday	Estimated Total	Est. Total Minority	Est. Total Non-Minority
San Francisco	206	120	86	66	13,596	7,920	5,676
22nd Street	18	12	6	66	1,188	792	396
Bayshore	7	6	1	66	462	396	66
South San Francisco	8	6	2	66	528	396	132
San Bruno	4	2	2	66	264	132	132
Millbrae	54	28	26	66	3,564	1,848	1,716
Broadway	1	1	0	66	66	66	0
Burlingame	6	4	2	66	396	264	132
San Mateo	21	12	9	66	1,386	792	594
Hayward Park	5	2	3	66	330	132	198
Hillsdale	9	7	2	66	594	462	132
Belmont	13	8	5	66	858	528	330
San Carlos	13	5	8	66	858	330	528
Redwood City	30	15	15	66	1,980	990	990
Menlo Park	15	8	7	66	990	528	462
Palo Alto	75	39	36	66	4,950	2,574	2,376
California Avenue	16	10	6	66	1,056	660	396
San Antonio	15	11	4	66	990	726	264

Mountain View	49	28	21	66	3,234	1,848	1,386
Sunnyvale	41	31	10	66	2,706	2,046	660
Lawrence	13	8	5	66	858	528	330
Santa Clara	20	11	9	66	1,320	726	594
San Jose Diridon	68	47	21	66	4,488	3,102	1,386
Tamien	3	2	1	34	102	68	34
Total	**710**	**423**	**287**	**-**	**46,764**	**27,854**	**18,910**

Exhibit 17. Disparate Impact Analysis – Weekend Schedule

	2023 Diesel Service	2024 Electrified Service
Estimated Total Minority Survey Respondents Impacted	13,512	27,854
Estimated Total Survey Respondents Impacted	22,684	46,764
Percent of Minority Survey Respondents Impacted	**59.57%**	**59.56%**
Total Number of Non-Minority Survey Respondents Impacted	9,172	18,910
Total Number of Non-Minority Survey Respondents	22,684	46,764
Percent of Non-Minority Survey Respondents Impacted	**40.43%**	**40.44%**
Difference in Impact of Minority and Non-Minority Respondents	**-19.13%**	**-19.13%**
Difference in Impact of 2023 Diesel and 2024 Electrified Change	**0.01%**	
Disparate Impact	**No**	

DISPROPORTIONATE BURDEN ANALYSIS

There is no finding of a Disproportionate Burden associated with the new Caltrain electrification service schedule.

In the analysis of the 2022 Triennial Customer Survey, data reveals that for both weekday and weekend service changes, the difference in impacts between low-income and non-low-income passengers are within half a percent, very far from Caltrain's Disparate Burden threshold of 10%.

Low-income riders benefit marginally more than non-low-income riders during the weekday schedule, with a percentage difference of -0.19%. **Exhibits 18 and 19** provide the breakdown of survey responses to income for weekday schedule pre-electrification in September 2023 and after electrification in September 2024. **Exhibit 20** shows the associated Disproportionate Benefit analysis.

Exhibit 18. 2023 Diesel Service – Estimated Low-Income and Non-Low-Income Weekday Riders at Impacted Stations

Station	Total Responses	Low-Income	Non-Low-Income	Stops per Weekday	Estimated Total	Est. Total Low-Income	Est. Total Non-Low-Income
Bayshore	21	0	21	46	966	0	966
South San Francisco	59	5	54	60	3,540	300	3,240
Hayward Park	28	1	27	46	1,288	46	1,242
Total	**108**	**6**	**102**	**-**	**5,794**	**346**	**5,448**

Exhibit 19. 2024 Electrified Service – Estimated Low-Income and Non-Low-Income Weekday Riders at Impacted Stations

Station	Total Responses	Low-Income	Non-Low-Income	Stops per Weekday	Estimated Total	Est. Total Low-Income	Est. Total Non-Low-Income
Bayshore	21	0	21	75	1,575	0	1,575
South San Francisco	59	5	54	104	6,136	520	5,616
Hayward Park	28	1	27	75	2,100	75	2,025
Total	**108**	**6**	**102**	**-**	**9,811**	**595**	**9,216**

Exhibit 20. Disproportionate Burden Analysis – Weekday Schedule

	2023 Diesel Service	2024 Electrified Service
Estimated Total Low-Income Survey Respondents Impacted	346	595
Estimated Total Survey Respondents Impacted	5,794	9,811
Percent of Low-Income Survey Respondents Impacted	**5.97%**	**6.06%**
Total Number of Non-Low-Income Survey respondents Impacted	5,448	9,216
Total Number of Non-Low-Income Survey respondents	5,794	9,811
Percent of Non-Low-Income Survey Respondents Impacted	**94.03%**	**93.94%**
Difference in Impact of Low-Income and Non-Low-Income Respondents	**88.06%**	**87.87%**
Difference in Impact of 2023 Diesel and 2024 Electrified Change	**-0.19%**	
Disproportionate Burden	**No**	

Exhibits 21 through 23 below show the breakdowns of low-income and non-low-income survey responses for weekend riders and calculation of Disproportionate Burden between the current weekend and upcoming weekend service change. Having nearly double the increases in station stops in the new weekend service schedule is an overall benefit for both low-income and non-low-income riders. Low-income riders are impacted very slightly more from the service increases as compared to low-income riders at 0.08%, although there is no disproportionate burden.

Exhibit 21. 2023 Diesel Service – Estimated Low-Income and Non-Low-Income Weekend Riders at Impacted Stations

Station	Total Responses	Low-Income	Non-Low-Income	Stops per Weekend	Estimated Total	Est. Total Low-Income	Est. Total Non-Low-Income
San Francisco	206	21	185	32	6,592	672	5,920
22nd Street	18	0	18	32	576	0	576
Bayshore	7	2	5	32	224	64	160
South San Francisco	8	2	6	32	256	64	192
San Bruno	4	1	3	32	128	32	96
Millbrae	54	13	41	32	1,728	416	1,312
Broadway	1	0	1	32	32	0	32
Burlingame	6	0	6	32	192	0	192
San Mateo	21	5	16	32	672	160	512
Hayward Park	5	0	5	32	160	0	160
Hillsdale	9	1	8	32	288	32	256
Belmont	13	4	9	32	416	128	288
San Carlos	13	0	13	32	416	0	416
Redwood City	30	6	24	32	960	192	768
Menlo Park	15	0	15	32	480	0	480
Palo Alto	75	13	62	32	2,400	416	1,984
California Avenue	16	0	16	32	512	0	512
San Antonio	15	1	14	32	480	32	448
Mountain View	49	5	44	32	1,568	160	1,408
Sunnyvale	41	4	37	32	1,312	128	1,184
Lawrence	13	2	11	32	416	64	352
Santa Clara	20	2	18	32	640	64	576
San Jose Diridon	68	14	54	32	2,176	448	1,728
Tamien	3	3	0	20	60	60	0
Total	**710**	**99**	**611**	**-**	**22,684**	**3,132**	**19,552**

Exhibit 22. 2024 Electrified Service – Estimated Low-Income and Non-Low-Income Weekend Riders at Impacted Stations

Station	Total Responses	Low-Income	Non-Low-Income	Stops per Weekend	Estimated Total	Est. Total Low-Income	Est. Total Non-Low-Income
San Francisco	206	21	185	66	13,596	1,386	12,210
22nd Street	18	0	18	66	1,188	0	1,188

Bayshore	7	2	5	66	462	132	330
South San Francisco	8	2	6	66	528	132	396
San Bruno	4	1	3	66	264	66	198
Millbrae	54	13	41	66	3,564	858	2,706
Broadway	1	0	1	66	66	0	66
Burlingame	6	0	6	66	396	0	396
San Mateo	21	5	16	66	1,386	330	1,056
Hayward Park	5	0	5	66	330	0	330
Hillsdale	9	1	8	66	594	66	528
Belmont	13	4	9	66	858	264	594
San Carlos	13	0	13	66	858	0	858
Redwood City	30	6	24	66	1,980	396	1,584
Menlo Park	15	0	15	66	990	0	990
Palo Alto	75	13	62	66	4,950	858	4,092
California Avenue	16	0	16	66	1,056	0	1,056
San Antonio	15	1	14	66	990	66	924
Mountain View	49	5	44	66	3,234	330	2,904
Sunnyvale	41	4	37	66	2,706	264	2,442
Lawrence	13	2	11	66	858	132	726
Santa Clara	20	2	18	66	1,320	132	1,188
San Jose Diridon	68	14	54	66	4,488	924	3,564
Tamien	3	3	0	34	102	102	0
Total	**710**	**99**	**611**	**-**	**46,764**	**6,438**	**40,326**

Exhibit 23. Disproportionate Burden Analysis – Weekend Schedule

	2023 Diesel Service	2024 Electrified Service
Estimated Total Low-Income Survey Respondents Impacted	3,132	6,438
Estimated Total Survey Respondents Impacted	22,684	46,764
Percent of Low-Income Survey Respondents Impacted	**13.81%**	**13.77%**
Total Number of Non-Low-Income Survey respondents Impacted	19,552	40,326
Total Number of Non-Low-Income Survey respondents	22,684	46,764
Percent of Non-Low-Income Survey Respondents Impacted	**86.19%**	**86.23%**
Difference in Impact of Low-Income and Non-Low-Income Respondents	**72.39%**	**72.47%**
Difference in Impact of 2023 Diesel and 2024 Electrified Change	**0.08%**	
Disproportionate Burden	**No**	

PUBLIC ENGAGEMENT ON PROPOSED SERVICE CHANGES

PUBLIC ENGAGEMENT PLAN

FTA Circular C 4702.1B requires transit agencies to seek public input before Board approval for Major Service Changes. Caltrain'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 those targeted at overcoming language barriers that prevent such populations from effective participation in decision-making, such as translating materials for limited-English proficient individuals.

Caltrain's public information campaign for the Fall 2024 electrification service schedule began in August 2023 and continued until December's Board Meeting on December 7, 2023.

The public engagement plan was organized into two formal rounds of outreach. Altogether, both rounds included presentations to community, business, and advisory groups; in-person community and station tabling events; and a general survey.

Round 1: Service Framework and Draft Service Schedule

Round 1 of outreach ran from September 1, 2023 to October 23, 2023 and focused on presenting the service framework and draft ideas of the service change schedule. In total, staff presented at 11 meetings during this round. Outreach included the following topics:

- Service goals
- Market analysis and station service needs
- Operational parameters
- Station stopping pattern recommendation – peak and off-peak periods
- South County service plan
- Engagement plan

Exhibit 24 displays all external stakeholder public meetings held in Round 1 of outreach.

Exhibit 24. Round 1 Outreach – Public Meetings

Group	Date	Time
Caltrain Citizens Advisory Committee (CAC)	Wednesday, September 20, 2023	5:40 p.m.
PCEP Change Management Board	Wednesday, September 20, 2023	1–2 p.m.
Bicycle and Active Transportation Advisory Committee (BATAC)	Thursday, September 21, 2023	5:45 p.m.
JPB Technology, Operations, Planning, and Safety (TOPS)	Wednesday, September 27, 2023	1:30 p.m.
JPB Local Policy Maker Group (LPMG)	Thursday, September 28, 2023	5:30 p.m.

JPB Board	Thursday, October 5, 2023	9:00 a.m.
Friends of Caltrain, Seamless Bay Area	Thursday, October 20, 2023	3–4:00 p.m.
Bay Area Council, Silicon Valley Leadership Group (SVLG)	Monday, October 16, 2023	2–2:30 p.m.
San Mateo County Economic Development Association (SAMCEDA)	Tuesday, October 10, 2023	12 p.m.
San Francisco and Silicon Valley Bicycle Coalitions	Monday, October 30, 2023	10:30 a.m.
Caltrain Accessibility Advisory Committee	Friday, October 13, 2023	9 a.m.

Round 2: Refined Service Schedule

Round 2 of outreach ran from October 24, 2023 to December 24, 2023 and refined the ideas based on public feedback received in Round 1. During the six meetings of this round, staff presented a draft service schedule to all audiences with the goal of adopting the service schedule with the Board at the December meeting. Topics during this outreach period included:

- Stakeholder input from Round 1
- Final service schedules – peak and off-peak periods
- Final schedule performance metrics
- Service schedule for 114 trains per direction
- Next steps of implementation

Exhibit 23 shows all external public meetings held in Round 2 of outreach. A copy of the final meeting presentation used during both rounds of outreach is available in **Attachment 5.**

Exhibit 23. Round 2 Outreach – Public Meetings

Group	Date	Time
Caltrain Citizens Advisory Committee (CAC)	Wednesday, November 15, 2023	5:40 p.m.
City/County Staff Coordination Group (CSCG)	Wednesday, November 15, 2023	-
Bicycle and Active Transportation Advisory Committee (BATAC)	Thursday, November 16, 2023	5:45 p.m.
JPB Local Policy Maker Group (LPMG)	Thursday, November 16, 2023	-
JPB Technology, Operations, Planning, and Safety (TOPS)	Wednesday, November 29, 2023	1:30 p.m.
JPB Board	Thursday, December 7, 2023	9:00 a.m.

A summary of comments from the public meetings of both rounds of outreach is included in the following Public Comment section.

COMMUNITY EVENTS

Expanded public outreach to solicit feedback on the proposed electrified service plan was a goal for this major service change. Along with public meetings during the first round of outreach, Caltrain also held a series of ten community and station events between September and November 2023 where thousands of community members were in attendance. **Exhibit 24** shows a full list of events held in all three counties.

During the community events, Caltrain staff provided more information about the proposed electrified service plan and encouraged the public to provide direct feedback. Staff used a tabling survey and QR code for a digital version of the survey to collect feedback. A copy of the tabling survey is included in **Attachment 6**. In a few special public tour events, attendees could also tour the electric trains. Tabling posters featuring the proposed electrified service changes were printed and displayed in six additional languages, including Spanish, Traditional and Simplified Chinese, Vietnamese, Tagalog, and Russian. A copy of the posters is in **Attachment 7**. In all, there were over 1,500 table visitors across all ten events.

Exhibit 24. Community and Station Events Held in Fall 2023

County	Station / City	Date	Time
San Francisco	4th and King, San Francisco	Saturday, September 23, 2023	9 a.m. – 2 p.m.
Santa Clara	Santa Clara	Saturday, October 7, 2023	9 a.m. – 3 p.m.
San Mateo	Hillsdale, San Mateo	Tuesday, October 10, 2023	3 – 6 p.m.
San Mateo	South San Francisco	Thursday, October 12, 2023	3 – 6 p.m.
San Mateo	San Mateo	Tuesday, October 17, 2023	3 – 6 p.m.
Santa Clara	Palo Alto	Wednesday, October 18, 2023	3 – 6 p.m.
San Francisco	22nd Street, San Francisco	Thursday, October 19, 2023	3 – 6 p.m.
Santa Clara	Diridon Station, San Jose	Thursday, October 26, 2023	3 – 6 p.m.
San Mateo	Redwood City	Friday, October 27, 2023	3:30 – 6:45 p.m.
Santa Clara	On Caltrain	Thursday, November 2, 2023	2 afternoon trains

Two press releases for the first public tour event during this outreach period and the unveiling of the electrified service vision were published on September 23 and October 5, respectively. The press releases note that free translations are available by contacting the Caltrain Customer Service Center phone number, which offers foreign language translation service via in-house translators or the Language Line. **Attachment 8** presents a copy of the press releases.

PUBLIC COMMENTS

Caltrain received a tremendous number of comments on the Fall 2024 electrification service change, totaling up to 2,000. Comments included the top criteria that riders prioritize in a schedule and feedback on draft schedules. Caltrain staff developed the electrified service change analyzed in this report after careful review and consideration of all public comments received in Fall 2023.

Overall, Caltrain saw strong support for the proposed weekday stopping patterns, including for both weekday express service patterns. The final electrified service plan remains the same as the proposed weekday service plan. Caltrain also heard consistent calls to increase weekend service, beyond the existing hourly weekend service between San Francisco and San Jose. The final electrified service plan increases weekend service to two trains per hour per direction, with one train every thirty minutes at every station between San Francisco and San Jose.

Due to the high volume of comments and questions received in the public meetings during Rounds 1 and 2 of outreach, the feedback is summarized by meeting into the following topics. **Attachment 9** displays a full matrix of the public comments.

Round 1 Outreach Feedback

Wednesday, September 20, 2023: Citizens Advisory Committee (CAC)

- Service Scheduling
- Operational and Cost Analysis
- Technology and Infrastructure

Thursday, September 21, 2023: Bicycle & Active Transportation Advisory Committee (BATAC)

- Service Extension and Scheduling
- Operational Details and Efficiency

Wednesday, September 27, 2023: JPB Technology, Operations, Planning, and Safety (TOPS)

- Strategic Planning and Demographics
- Service Planning and Data Analysis
- Promotions, Partnerships, and Community Engagement

Thursday, September 28, 2023: Local Policy Maker Group (LPMG)

- Strategic Planning and Benchmarking
- Revenue and Marketing Strategies
- Service Integration and Connectivity

Thursday, October 5, 2023: JPB Board

- Service Coordination and Scheduling

- Service Extension and Duration
- Noise Management
- Competition with Private Vehicles
- Operations

Round 2 Outreach Feedback

Wednesday, November 15, 2023: Citizens Advisory Committee (CAC)

- Operational Changes and Facilities
- Financial and Cost Analysis
- Service Scheduling and Planning
- Transfers and Payment Integration

Thursday, November 16, 2023: Bicycle & Active Transportation Advisory Committee (BATAC)

- Operations Cost
- Train Configuration
- Ridership Data
- Train Mechanics

Thursday, December 7, 2023: JPB Board

- Service Frequency
- Integration with BART
- Train Configuration

Electrified Service Plan Survey

In addition to the public meetings held during Rounds 1 and 2 of outreach, Caltrain conducted a survey with existing riders and the general population between September 23, 2023, to October 30, 2023. Survey responses were collected online and through paper surveys distributed at the community and station events. As of November 2023, the online survey received 1,247 public comments, with overall survey comments totaling more than 1,650.

The survey was offered in ten languages in addition to English, according to Caltrain's Language Access Plan, and include Arabic, Chinese, French, Hindi, Korean, Portuguese, Russian, Spanish, Tagalog, and Vietnamese. Copies of the survey questionnaire are available in **Attachment 10**, and social media outreach about the survey is available in **Attachment 11**.

One of the last questions of the survey, Questions 9, was open-ended. It asked participants to provide what excited them most about electrified service. Based on the responses, there were five primary themes expressed by the public about electrified service:

1. **Increased Speed and Frequency**: About half of respondents replied that they were excited about the prospect of faster and more frequent trains. This

includes desires for shorter trip times, more frequent local and express services, and reduced wait times, particularly during off-peak hours and weekends.

2. **Improved Amenities:** There was significant interest from nearly a quarter of respondents for newer, more modern electric trains that offer a quieter ride with enhanced comfort features like better seating, air filtration, and amenities such as Wi-Fi and electrical outlets at each seat.

3. **Environmental Benefits:** Many comments highlighted the enthusiasm for a more environmentally-friendly transit option, emphasizing cleaner, quieter trains with lower emissions and the use of renewable energy sources.

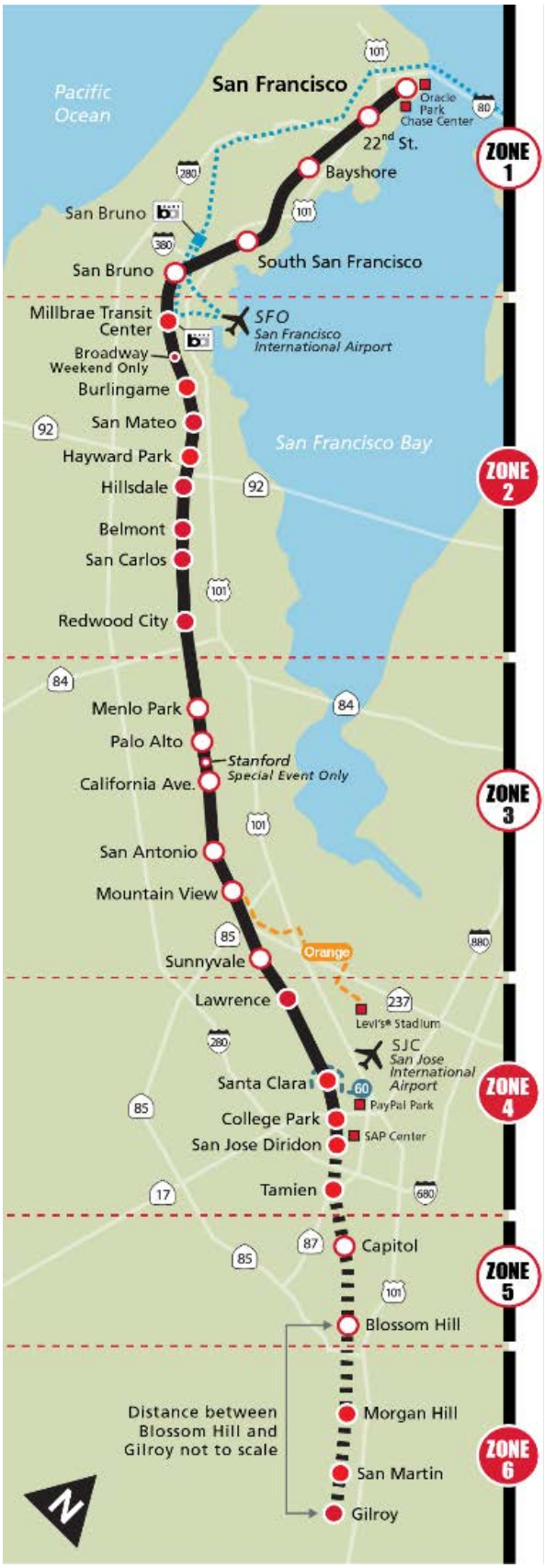
4. **Better Regional Integration:** Respondents hope for better coordination with regional transit agencies such as Bay Area Rapid Transit (BART), especially at transfer hubs like Millbrae station.

5. **Improved Accessibility:** There were many responses looking forward to improved overall accessibility, especially for those with bicycles, wheelchairs, or strollers.

Altogether, there is a strong sense of anticipation for the benefits that the new electrified service could bring, with particular emphasis on the speed, frequency, environmental impact, and the potential for a more comfortable and reliable commuting experience.

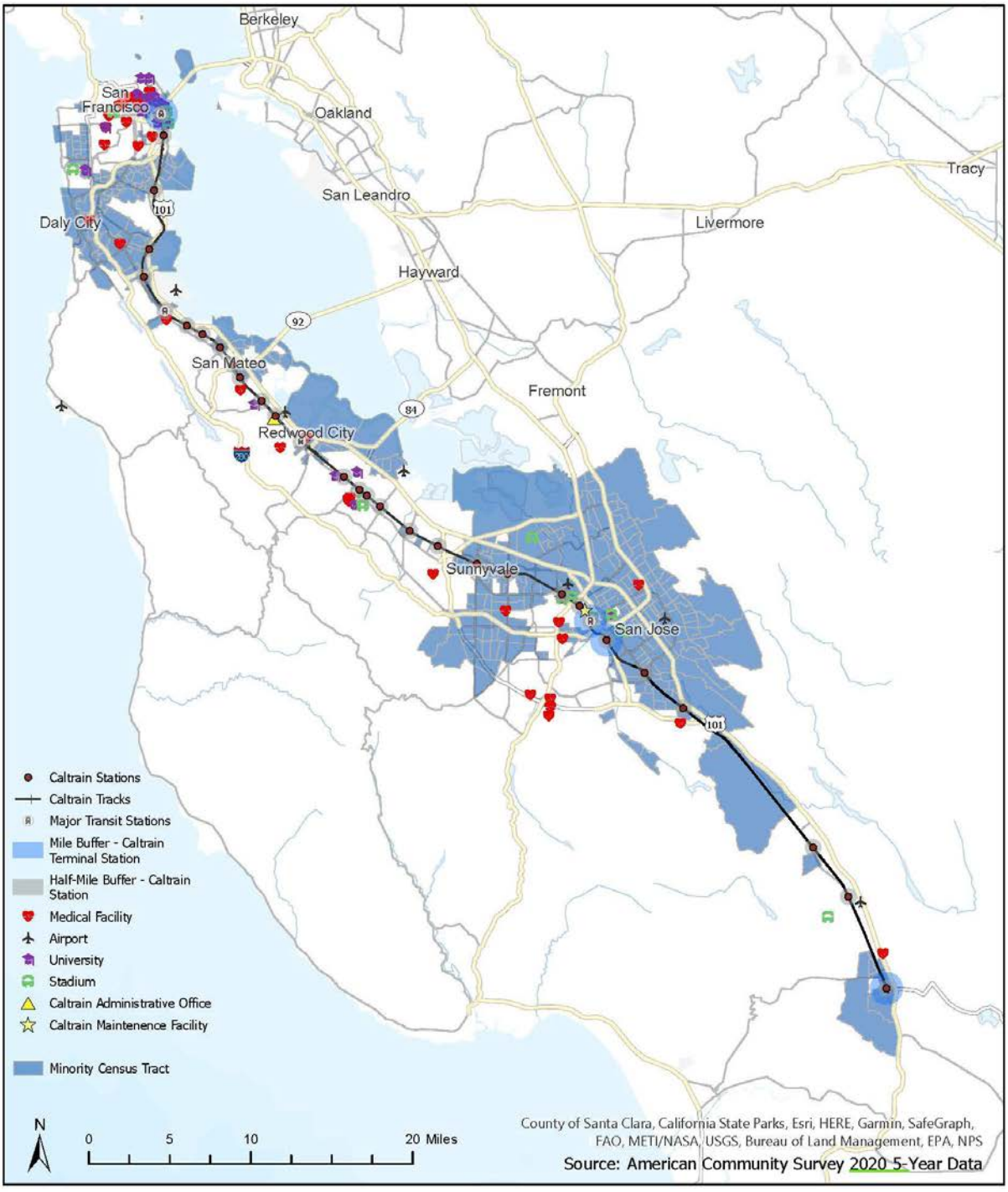
Staff reviewed and considered all public comments received in Fall 2023 in developing the final proposed service change.

ATTACHMENT 1 – CALTRAIN SYSTEM MAP

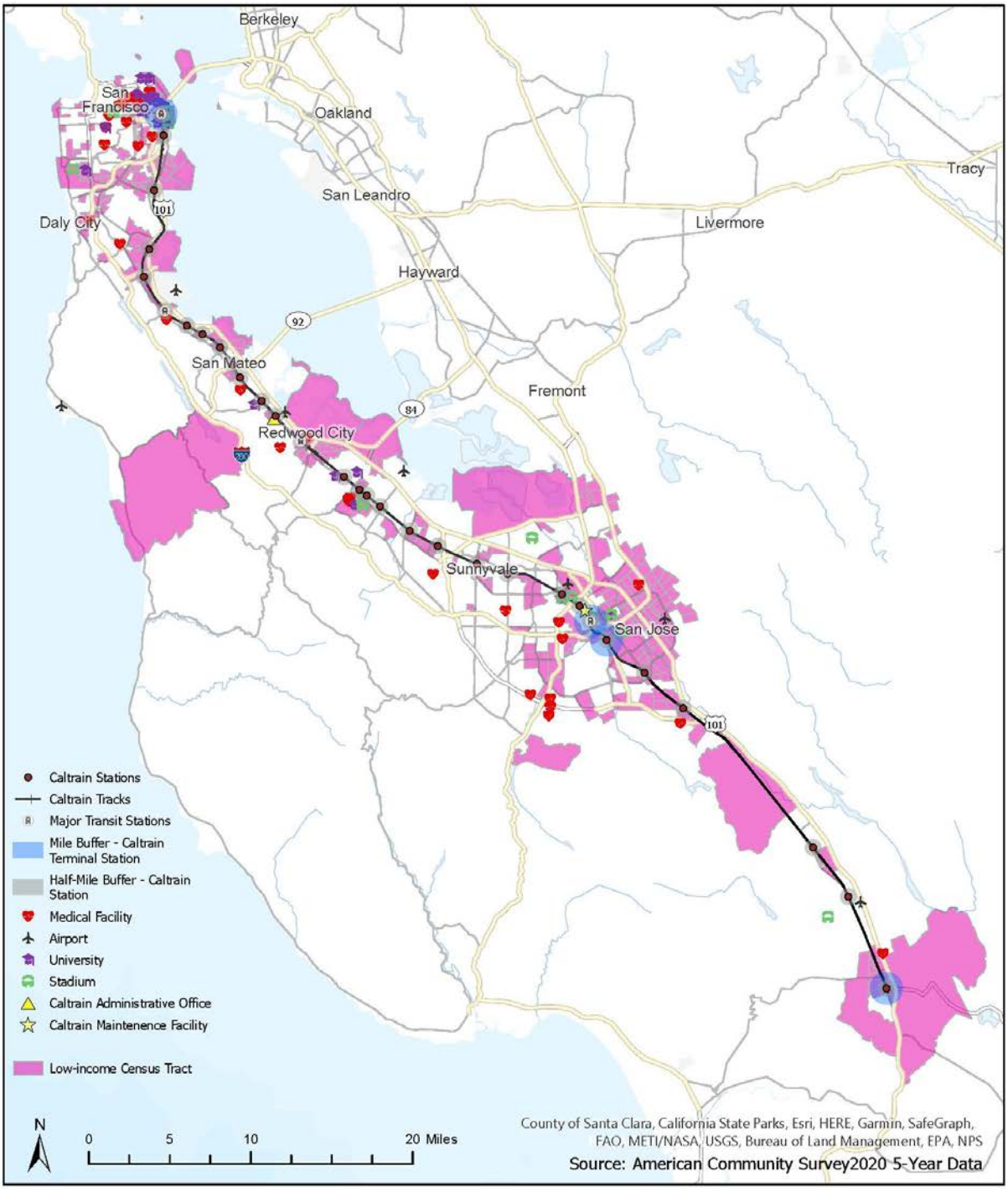

Pacific Ocean
San Francisco
Oracle Park
Chase Center
22nd St.
Bayshore
San Bruno
South San Francisco
Millbrae Transit Center
SFO
San Francisco International Airport
Broadway
Weekend Only
Burlingame
San Mateo
Hayward Park
Hillsdale
Belmont
San Carlos
Redwood City
San Francisco Bay
Menlo Park
Palo Alto
Stanford
Special Event Only
California Ave.
San Antonio
Mountain View
Orange
Sunnyvale
Lawrence
Levi's® Stadium
SJC
San Jose International Airport
Santa Clara
PayPal Park
College Park
San Jose Diridon
SAP Center
Tamien
Capitol
Blossom Hill
Morgan Hill
San Martin
Gilroy
Distance between Blossom Hill and Gilroy not to scale
N
ZONE 1
ZONE 2
ZONE 3
ZONE 4
ZONE 5
ZONE 6

ATTACHMENT 2 – SERVICE AREA DEMOGRAPHICS

Minority Census Tracts



Low Income Census Tracts



ATTACHMENT 3 – BOARD APRROVAL OF MAJOR SERVICE CHANGE, DISPARATE IMPACT POLICY, AND DISPRORTIONATE BURDEN POLICY

RESOLUTION NO. 2013 – 21

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

* * *

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

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

WHEREAS, the Federal Transit Administration (FTA) issued Circular FTA C 4702.1B, effective October 1, 2012, setting forth requirements and guidelines for Title VI compliance; and

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

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

WHEREAS, over the past two months, JPB staff has presented draft policies to this Board and the public in Board meetings and other public meetings, undertaken extensive public outreach and accepted public comment on the policies; and

5035233.1

WHEREAS, the Staff Coordinating Council recommends the Board approve the attached System-Wide Service Standards and Policies, definition of "Major Service Change," and Disparate Impact and Disproportionate Burden Policies, which comply with FTA requirements and which will guide future decisions regarding and monitoring of Caltrain programs and services to ensure that they are provided equitably, without discrimination based on race, color or national origin.

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

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

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

NOES: NONE

ABSENT: WOODWARD

Chair, Peninsula Corridor Joint Powers Board

ATTEST:

JPB Secretary

5035233.1

MAJOR SERVICE CHANGE POLICY

SERVICE CHANGES

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

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

A. An adjustment of service that equates to a reduction of or addition of 25 percent or more in total revenue train miles per day for the service day of the week (weekday, Saturday or Sunday) for which the change is made.
B. A greater than 50 percent reduction or increase in the number of stops at a station per day for the service day of the week (weekday, Saturday or Sunday) for which the change is made.

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

DISPARATE IMPACT POLICY

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

> *Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin....*
>
> *The policy shall establish a threshold for determining when adverse effects of [fare/]service changes are borne disproportionately by minority populations. The disparate impact threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by minority populations compared to impacts borne by non-minority populations. The disparate impact threshold must be applied uniformly...and cannot be altered until the next Title VI Program submission.*

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

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

DISPROPORTIONATE BURDEN POLICY

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

> *The policy shall establish a threshold for determining when adverse effects of [fare/]service changes are borne disproportionately by low-income populations. The disproportionate burden threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by low-income populations as compared to impacts borne by non-low-income populations.... The disproportionate burden threshold must be applied uniformly...and cannot be altered until the next [Title VI] program submission.*
>
> *At the conclusion of the analysis, if the transit provider finds that low-income populations will bear a disproportionate burden of the proposed [fare/]service change, the transit provider should take steps to avoid, minimize or mitigate impacts where practicable. The provider should describe alternatives available to low-income populations affected by the [fare/]service changes.*

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

Board Meeting Minutes (April 4, 2013)

Joint Powers Board Meeting
Minutes April 4, 2013

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

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

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

A motion (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 disproportionally 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 4: MAJOR SERVICE CHANGE CHECK– SEPTEMBER 2023 SCHEDULE VS. SEPTEMBER 2024 ELECTRIFICATION SCHEDULE

Title VI Weekday Schedule - Analysis

Draft Schedule for September 2024

Major Service Change Policy

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

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

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

WEEKDAY

REVENUE MILES per Service Day | Weekday

Train Revenue Miles (SF - Diridon)	Train Revenue Miles (SF - Tamien)	Train Revenue Miles (SF - Gilroy)	Train Revenue Miles (Diridon - Gilroy)*
47.5	49.1	77.4	28.3

Number of Train per Schedule Change

September 25, 2023 Schedule (Pre-Electrification)						104	September 23, 2024 Schedule (Electrified)						104
Northbound			Southbound				Northbound			Southbound			
SF- Diridon	SF-Tamien	SF-Gilroy	SF- Diridon	SF-Tamien	SF-Gilroy		SF- Diridon	SF-Tamien	SF-Gilroy	SF- Diridon	SF-Tamien	SF-Gilroy	
32	16	4	32	16	4		29	19	4	29	19	4	

Calculations

September 25, 2023 Schedule (Pre-Electrification)	September 23, 2024 Schedule (Electrified)
Revenue Miles	Revenue Miles
5,230.4	5,240.0
Difference in Train Revenue Miles	9.6
Percentage Change (%) in Revenue Miles	0.18%

STATION STOPS per Service Day | Weekday

Northbound			Southbound			Totals					
Stations	9/25/2023	9/23/2024	Stations	9/25/2023	9/23/2024	Stations	9/25/2023	9/23/2024	Difference	% Change	Check
Gilroy	4	4	San Francisco	52	52	San Francisco	104	104	0	0.0%	
San Martin	4	4	22nd Street	45	52	22nd Street	91	104	13	14.3%	
Morgan Hill	4	4	Bayshore	23	38	Bayshore	46	75	29	63.0%	x
Blossom Hill	4	4	South San Francisco	30	52	South San Francisco	60	104	44	73.3%	x
Capitol	4	4	San Bruno	30	38	San Bruno	61	75	14	23.0%	
Tamien	20	23	Millbrae	52	52	Millbrae	104	104	0	0.0%	
San Jose Diridon	52	52	Broadway	0	0	Broadway	0	0	0	0.0%	
College Park	2	2	Burlingame	30	38	Burlingame	61	75	14	23.0%	
Santa Clara	39	45	San Mateo	39	52	San Mateo	78	104	26	33.3%	
Lawrence	30	45	Hayward Park	23	38	Hayward Park	46	75	29	63.0%	x
Sunnyvale	46	52	Hillsdale	45	52	Hillsdale	89	104	15	16.9%	
Mountain View	52	52	Belmont	30	38	Belmont	60	75	15	25.0%	
San Antonio	30	45	San Carlos	30	38	San Carlos	61	75	14	23.0%	
California Avenue	30	45	Redwood City	52	52	Redwood City	104	104	0	0.0%	
Palo Alto	52	52	Menlo Park	39	45	Menlo Park	77	90	13	16.9%	
Menlo Park	38	45	Palo Alto	52	52	Palo Alto	104	104	0	0.0%	
Redwood City	52	52	California Avenue	30	45	California Avenue	60	90	30	50.0%	=
San Carlos	31	37	San Antonio	30	45	San Antonio	60	90	30	50.0%	=
Belmont	30	37	Mountain View	52	52	Mountain View	104	104	0	0.0%	
Hillsdale	44	52	Sunnyvale	46	52	Sunnyvale	92	104	12	13.0%	
Hayward Park	23	37	Lawrence	30	45	Lawrence	60	90	30	50.0%	=
San Mateo	39	52	Santa Clara	39	45	Santa Clara	78	90	12	15.4%	
Burlingame	31	37	College Park	2	2	College Park	4	4	0	0.0%	
Broadway	0	0	San Jose Diridon	52	52	San Jose Diridon	104	104	0	0.0%	
Millbrae	52	52	Tamien	20	23	Tamien	40	46	6	15.0%	
San Bruno	31	37	Capitol	4	4	Capitol	8	8	0	0.0%	
South San Francisco	30	52	Blossom Hill	4	4	Blossom Hill	8	8	0	0.0%	
Bayshore	23	37	Morgan Hill	4	4	Morgan Hill	8	8	0	0.0%	
22nd Street	46	52	San Martin	4	4	San Martin	8	8	0	0.0%	
San Francisco	52	52	Gilroy	4	4	Gilroy	8	8	0	0.0%	

WEEKEND

REVENUE MILES per Service Day | Weekend (Saturday & Sunday)

Train Revenue Miles (SF - Diridon)	Train Revenue Miles (SF - Tamien)	Train Revenue Miles (SF - Gilroy)	Train Revenue Miles (Diridon - Gilroy)*
47.5	49.1	77.4	28.3

Number of Train per Schedule Change

September 25, 2023 Schedule (Pre-Electrification)						32	September 23, 2024 Schedule (Electrified)						66
Northbound			Southbound				Northbound			Southbound			
SF- Diridon	SF-Tamien	SF-Gilroy	SF- Diridon	SF-Tamien	SF-Gilroy		SF- Diridon	SF-Tamien	SF-Gilroy	SF- Diridon	SF-Tamien	SF-Gilroy	
6	10	0	6	10	0		16	17	0	16	17	0	

Calculations

September 25, 2023 Schedule (Pre-Electrification)	September 23, 2024 Schedule (Electrified)
Revenue Miles	Revenue Miles
1,552.0	3,189.4
Difference in Train Revenue Miles	1637.4
Percentage Change (%) in Revenue Miles	105.50%

STATION STOPS per Service Day | Weekend (Saturday & Sunday)

Northbound			Southbound			Totals					
Stations	9/25/2023	9/23/2024	Stations	9/25/2023	9/23/2024	Stations	9/25/2023	9/23/2024	Difference	% Change	Check
Gilroy	0	0	San Francisco	16	33	San Francisco	32	66	34	106.3%	x
San Martin	0	0	22nd Street	16	33	22nd Street	32	66	34	106.3%	x
Morgan Hill	0	0	Bayshore	16	33	Bayshore	32	66	34	106.3%	x
Blossom Hill	0	0	South San Francisco	16	33	South San Francisco	32	66	34	106.3%	x
Capitol	0	0	San Bruno	16	33	San Bruno	32	66	34	106.3%	x
Tamien	10	17	Millbrae	16	33	Millbrae	32	66	34	106.3%	x
San Jose Diridon	16	33	Broadway	16	33	Broadway	32	66	34	106.3%	x
College Park	0	0	Burlingame	16	33	Burlingame	32	66	34	106.3%	x
Santa Clara	16	33	San Mateo	16	33	San Mateo	32	66	34	106.3%	x
Lawrence	16	33	Hayward Park	16	33	Hayward Park	32	66	34	106.3%	x
Sunnyvale	16	33	Hillsdale	16	33	Hillsdale	32	66	34	106.3%	x
Mountain View	16	33	Belmont	16	33	Belmont	32	66	34	106.3%	x
San Antonio	16	33	San Carlos	16	33	San Carlos	32	66	34	106.3%	x
California Avenue	16	33	Redwood City	16	33	Redwood City	32	66	34	106.3%	x
Palo Alto	16	33	Menlo Park	16	33	Menlo Park	32	66	34	106.3%	x
Menlo Park	16	33	Palo Alto	16	33	Palo Alto	32	66	34	106.3%	x
Redwood City	16	33	California Avenue	16	33	California Avenue	32	66	34	106.3%	x
San Carlos	16	33	San Antonio	16	33	San Antonio	32	66	34	106.3%	x
Belmont	16	33	Mountain View	16	33	Mountain View	32	66	34	106.3%	x
Hillsdale	16	33	Sunnyvale	16	33	Sunnyvale	32	66	34	106.3%	x
Hayward Park	16	33	Lawrence	16	33	Lawrence	32	66	34	106.3%	x
San Mateo	16	33	Santa Clara	16	33	Santa Clara	32	66	34	106.3%	x
Burlingame	16	33	College Park	0	0	College Park	0	0	0	0.0%	
Broadway	16	33	San Jose Diridon	16	33	San Jose Diridon	32	66	34	106.3%	x
Millbrae	16	33	Tamien	10	17	Tamien	20	34	14	70.0%	x
San Bruno	16	33	Capitol	0	0	Capitol	0	0	0	0.0%	
South San Francisco	16	33	Blossom Hill	0	0	Blossom Hill	0	0	0	0.0%	
Bayshore	16	33	Morgan Hill	0	0	Morgan Hill	0	0	0	0.0%	
22nd Street	16	33	San Martin	0	0	San Martin	0	0	0	0.0%	
San Francisco	16	33	Gilroy	0	0	Gilroy	0	0	0	0.0%	

ATTACHMENT 5: FINAL ELECTRIFICATION SERVICE PLAN PRESENTATION

Caltrain Electrification

FINAL SERVICE PLAN FOR FALL 2024

Peninsula Corridor Joint Powers Board

December 7, 2023



Agenda

Today's Meeting

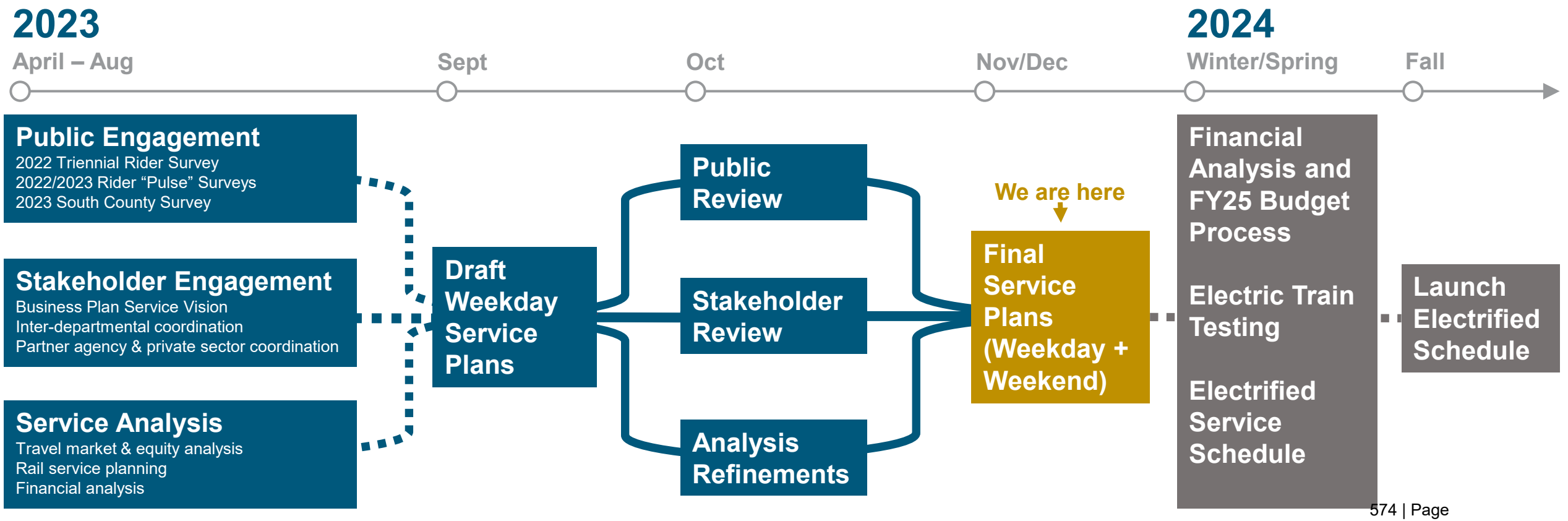
1. Electrification Update and Service Planning Process
2. Findings from Outreach
3. Final Electrified Service Plan
4. Service Expansion Possibilities
5. Next Steps

About Electrification

- Caltrain has been working diligently with its partners and the local communities to complete the Electrification Project.
- 51 miles from San Francisco to San Jose (Tamien Station) along JPB-owned right-of-way
- Electrification has three components:
  - Overhead contact system
  - Traction power facilities
  - Electric trains (19 trainsets by end of 2024; 23 trainsets by 2027)
- First new electric trains have arrived & testing is underway through next year
- **Caltrain's new electrified service will launch in September 2024 with a completely new schedule!**



Electrified Service Planning Process



Electrified Service: Goals & Outcomes

Vision

Long-Range Service Vision
(Caltrain Business Plan)

Goals

Equity

Connectivity

Recovery & Growth

Outcomes

More Frequent Service
Tailor station frequency to market demand and equity goals

Competitive Travel Times
Offer competitive travel times for major markets compared to autos

Enhanced Off-Peak Service
Build ridership markets outside of typical commute trips

Coordinated Transfers
Coordinate connections with other transit operators

Simplicity & Legibility
Provide a schedule that is easy to understand

What Constraints Remain?



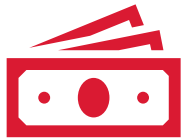
Infrastructure

Caltrain serves a mostly two track corridor with constrained terminal operations, which limits how it can provide service.



Fleet

Caltrain's mixed fleet of diesel and electric trains constrains what kinds of train service can be offered on the entire corridor.



Operating Budget

Consistent with the FY24-25 budget, Caltrain will provide 104 trains per day. With lower ridership and farebox revenue, Caltrain will delay further service expansion until ridership recovers or the fiscal situation improves.

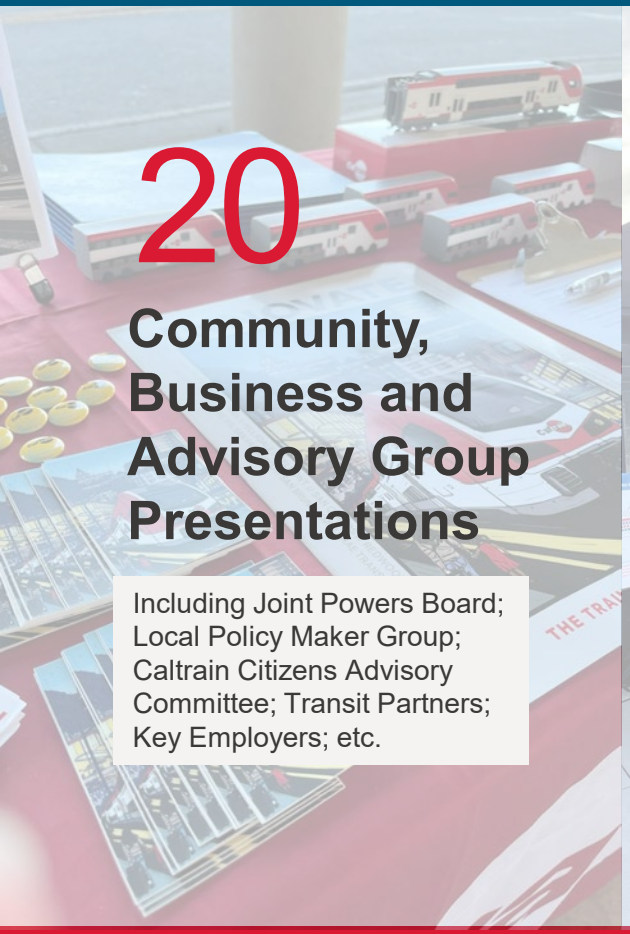


Service Coordination

Timing transfers with all connecting transit agencies poses challenges.

Outreach Activities to Date

Soliciting Feedback on Proposed Electrified Service Plan
September – November 2023



20

Community, Business and Advisory Group Presentations

Including Joint Powers Board; Local Policy Maker Group; Caltrain Citizens Advisory Committee; Transit Partners; Key Employers; etc.



21

Jurisdictions

1,500+

Table Visitors



10

Community and Station Events

5,000+

Website views



9

TASI Unions

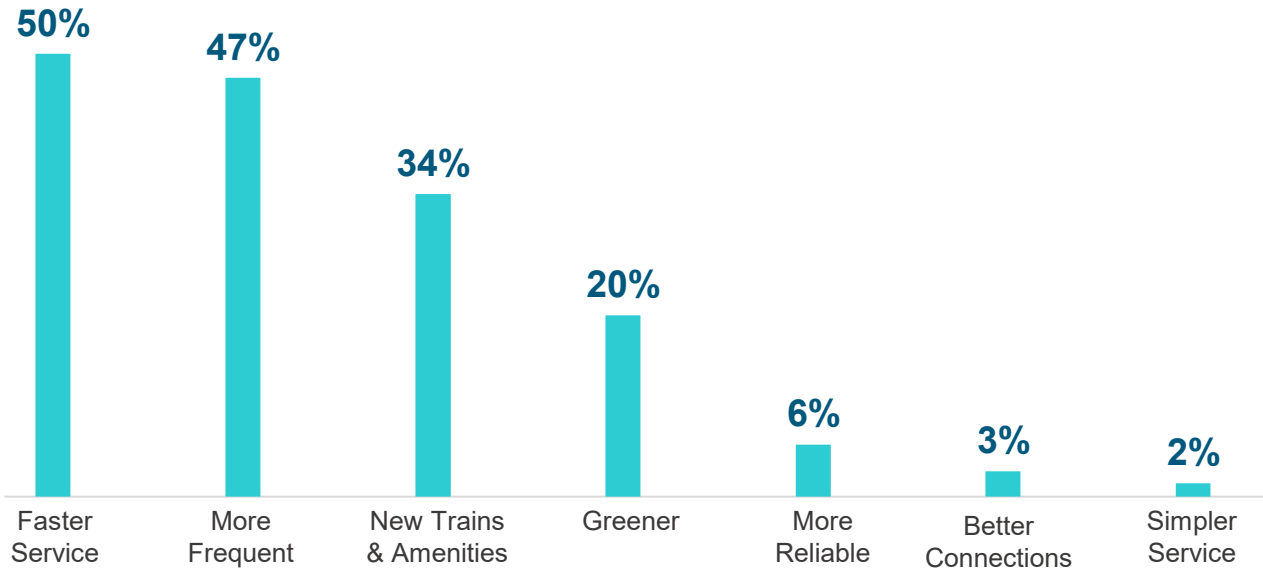
1,650+

Public Survey Responses

Customers are most excited about…

- Faster service
- Increased frequencies
- New train amenities

What Most Excites You about Electrified Service?*



More Trains at All Hours

Desire for increased frequency at all hours, on weekdays, and especially on weekends

Green and New

Support for green, sustainable service and new trains

Reliable Service

Optimism for more reliable service after years of construction

Transit Connections

Easy transfers and integration with other transit lines are important for some

*Respondents could select more than one option

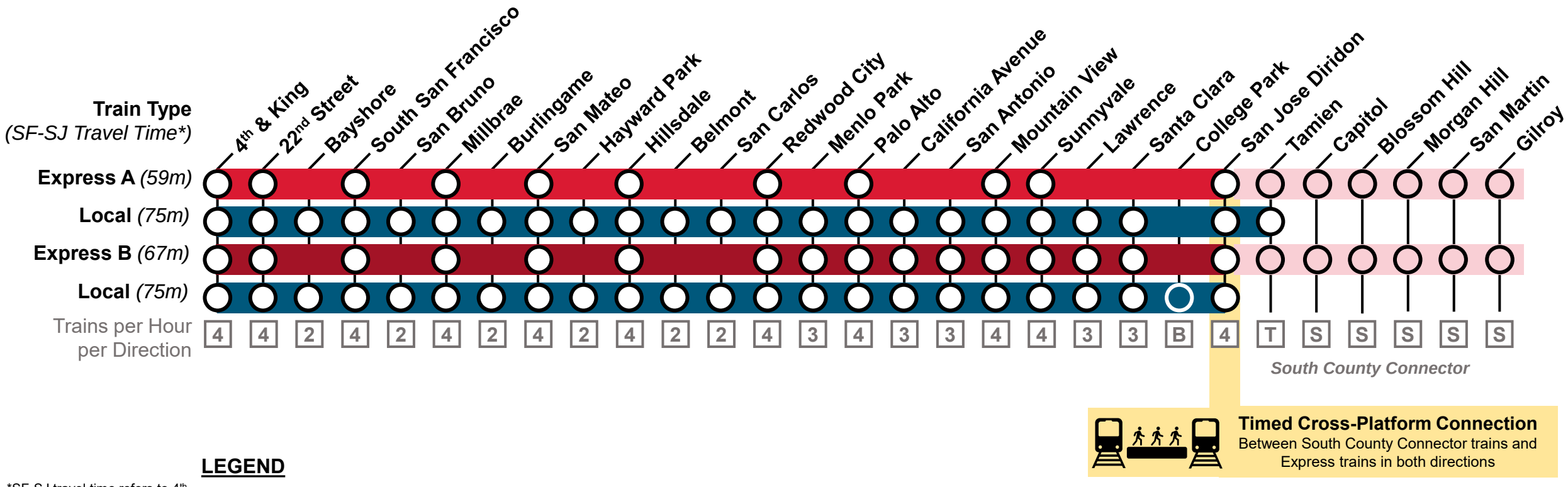
Finalizing Electrified Service Plans

- Caltrain considered fall 2023 feedback, planning-level financial analysis, and operational needs.
- Caltrain saw strong support for the proposed weekday stopping patterns, including for both weekday express service patterns.
  - **The final electrified service plan is the same as the proposed weekday service plan (no changes).**
- Caltrain also heard consistent calls to increase weekend service, beyond today's hourly weekend service, between San Francisco and San Jose.
  - **The final electrified service plan increases weekend service to 2 trains per hour per direction – one train every 30 minutes at every station between San Francisco and San Jose.**

Weekday Peak Period Final Station Service Levels

Note: No Change from Proposed Electrified Service Schedule that was shared for public review in fall 2023

Peak periods vary by station, generally covering 6:30AM-9:30AM and 3PM-7PM



LEGEND

- ○ Stop (one per hour per direction)
- # Stops per hour per direction
- T Tamien Service — 2 to 3 stops per hour in peak direction, 1 stop per hour in reverse-peak direction
- B Bellarmine Service — 2 stops per day per direction
- S South County Connector Service — 4 stops per day per direction with 1-2 trains per hour in the peak direction

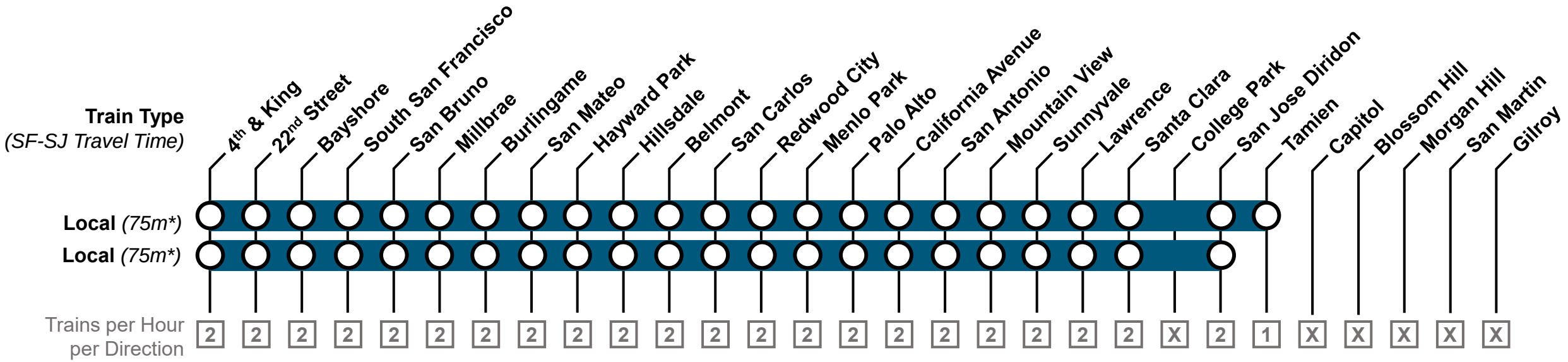
Diesel Service (4 Daily Roundtrips)
South County Connector between Gilroy and Diridon

*SF-SJ travel time refers to 4th & King to Diridon Station. Travel times subject to change pending further testing as new electric trains arrive and are prepared for revenue service.

Weekday Off-Peak Final Station Service Levels

Note: No Change from Proposed Electrified Service Schedule that was shared for public review in fall 2023

Off-peak periods vary by station, generally covering 5-6:30AM, 9:30AM-3PM, and 7PM-1AM



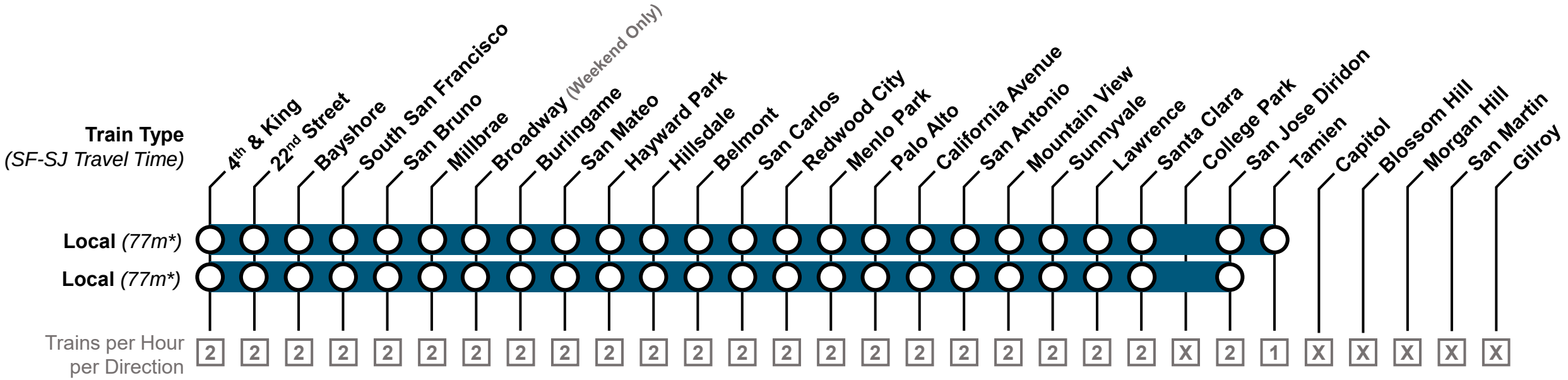
LEGEND

- ○ Stop (one per hour per direction)
- X No Service — Peak Period service only
- # Stops per hour per direction

*Travel times for SF-SJ refers to 4th and King to Diridon Station.
**Travel times subject to change pending further testing as new electric trains arrive and are prepared for revenue service.

Weekend Final Station Service Levels

Weekend service hours vary by station, generally covering 7AM-1AM



LEGEND

- ○ Stop (one per hour per direction)
- [#] Stops per hour per direction
- [X] No Service
  Weekday service only

*Travel times for SF-SJ refers to 4th and King to Diridon Station. Weekend travel times approximately 77 minutes due to Broadway Station service; weekday off-peak service is 75 minutes without Broadway service.

**Travel times subject to change pending further testing as new electric trains arrive and are prepared for revenue service.

Electrified Service Plan Benefits

Improved service for all riders

Get There Faster

Express from SF to SJ in under an hour

Quicker local service, 75 minutes instead of 100

Save up to 28 minutes on trips from Southern Santa Clara County to SF

Ride More, Wait Less

20% more train service

26% more train service at equity priority stations

Half-hourly service during weekends and off-peak

First Class for Everyone

Free Wi-Fi

Smoother, quieter experience

Outlets at every seat

Digital trip information onboard

Spacious, accessible bathrooms

Clean and Green

GHG emissions reduced by 250K MTCO2 annually – equivalent to taking 55,000 cars off the road each year

Improves local air quality

Quieter trains, both onboard and off

Financial Forecast

- Caltrain is facing an operating deficit beginning in FY26, exceeding $500M over the next ten years.
- At 5.1M riders in FY23, Caltrain is at about 28% of pre-COVID levels, but recent trends have been closer to 33%.
- Half-hourly weekend service adds an estimated annual operating cost of $3M to $4M.
- Caltrain hopes to offset partially these costs by $1M to $2M with increased weekend ridership/revenue, reduced special event service, and optimized crew schedules.
- Actual net costs will not be known until Caltrain is in electrified service

Weekday Service Expansion Possibilities in the Future

Weekday Service Expansion

- Not budgeted for FY25.
- Ridership and financial conditions will need to improve to consider expansion in FY26 and beyond.

Peak Period Service Expansion

- Caltrain granted temporary waiver from the Federal Transit Administration (FTA) to delay further service expansion for three years or until ridership returns.

Ongoing Monitoring

- As ridership grows and financial conditions improve, Caltrain will continue to assess service expansion opportunities.
- Caltrain will return to the Board and the public in the future.

Service Plan Next Steps

2023

Fall/Winter

- Final service plan shared with the public

2024

Winter/Spring

- Detailed financial analysis for FY25 budget
- Electric train testing
- Timetable development
- Title VI analysis and approval

Summer

- Preparation for launch of new timetable

Fall

- Launch of electrified service
- New timetable implemented with final electrified service plan

Appendix

Weekday & Weekend Service Comparisons

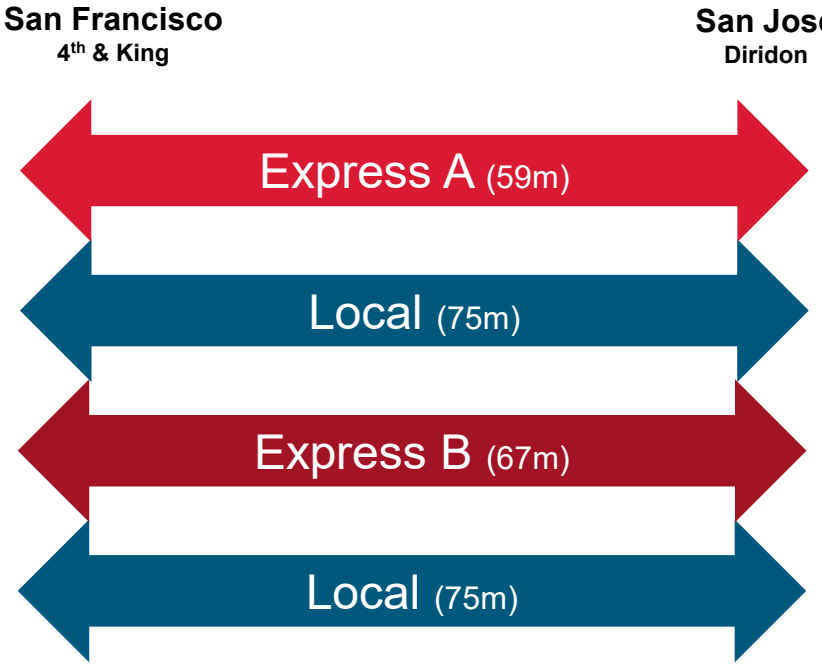
Final Weekday Peak Period Service

(San Francisco to San Jose)

Faster service *and* more stops with all-electric trains

- 4 trains per hour per direction
- Alternating express and local trains
- SF-SJ travel times of 59 to 75 minutes*
- 20% increase in stops at stations

Weekday Peak Service Plan



Weekday peak periods approximately
6:30AM-9:30AM and 3PM-7PM
(Consistent with existing condition)

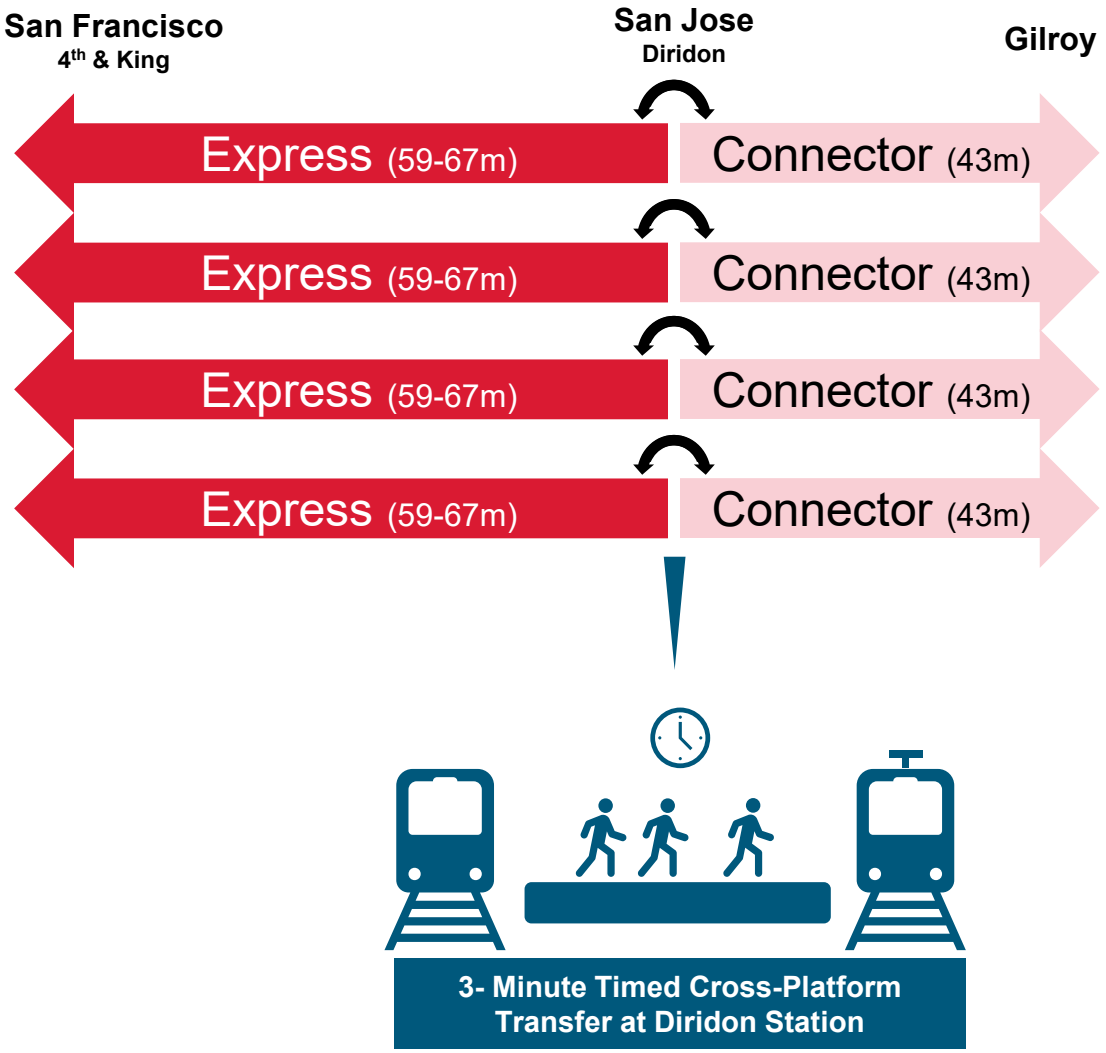
*Travel times subject to change pending further testing as new electric trains arrive and are prepared for revenue service.

Final South County Connector Service Plan

Service Tailored to Community Needs

- 4 daily roundtrips (schedules tailored to survey feedback from South County residents in June 2023)
- Timed cross-platform transfer to Express Trains (3-minute connection) at Diridon Station
- Fastest SF-Gilroy travel time of 106 minutes, a reduction of up to 28 minutes compared to existing service
- Maximizes flexibility within constraints imposed by agreement with Union Pacific

4 Daily Roundtrips with Timed Cross-Platform Connection



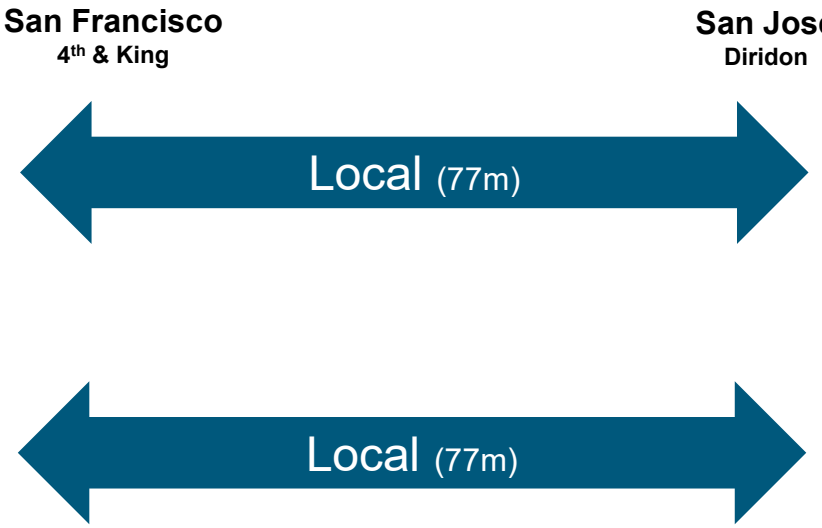
Final Weekend Service Plan

San Francisco to San Jose

Half-Hourly Service at All Stations between San Francisco and San Jose

- All stations receive half-hourly local service throughout the day
- SF-SJ travel times of 77 minutes (including weekend-only service at Broadway)
- Fully electrified service – all electric trains

Weekend Service Plan



Weekend service hours approximately 7AM-1AM
(Consistent with existing service)

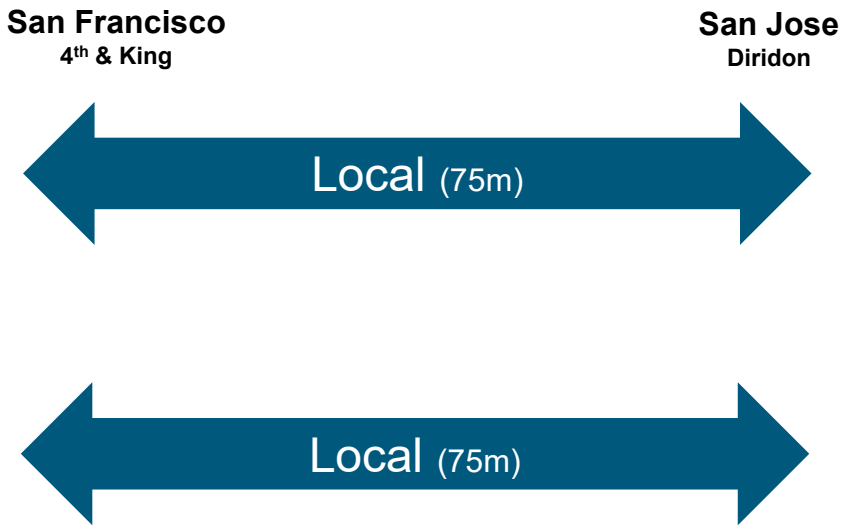
*Travel times subject to change pending further testing as new electric trains arrive and are prepared for revenue service.

Final Weekday Off-Peak
(San Francisco to San Jose)

Half-Hourly Off-Peak Service at All Stations

- All stations receive half-hourly local service throughout the day
- SF-SJ travel times of 75 minutes
- Fully electrified service – all electric trains

Weekday Off Peak Service Plan



Weekday off-peak periods approximately 5AM-6:30AM, 9:30AM-3PM, and 7PM-1AM (Consistent with existing service)

*Travel times subject to change pending further testing as new electric trains arrive and are prepared for revenue service.

Weekday Comparison

Diesel Service in Fall 2023 compared to Electrified Service in Fall 2024

Between San Francisco and San Jose, electrified weekday service will provide:

- ~25 minutes of savings for Local service (compared to today's service)
- ~7 minutes of savings for Express A service, even with 3 extra station stops (compared to today's service)

Topic	Fall 2023 Service	Fall 2024 Electrified Service
Trains per Day	104	104
Approximate Span of Service	5am-1am	5am-1am
Daily Roundtrips to Gilroy	4	4
Local Travel Time (SF-SJ)	97-101 mins	75 mins
Express Travel Time (SF-SJ)	65 or 66 mins	59 mins
Stations with Express Service	8	11
Number of Service Patterns	5	3

*Travel times subject to change pending further testing as new electric trains arrive and are prepared for revenue service.

Weekend Comparison

Diesel Service in Fall 2023 compared to Electrified Service in Fall 2024

Between San Francisco and San Jose, electrified weekend service will provide:

- Over double the number of weekend trains (compared to today's service), with half hourly service at all stations between San Francisco and San Jose
- ~25 minutes of savings for Local service (compared to today's service)

Topic	Fall 2023 Service	Fall 2024 Electrified Service
Trains per Day	32	66
Approximate Span of Service	7am-1am	7am-1am
Local Travel Time (SF-SJ)	100-102 mins	77 mins

*Travel times subject to change pending further testing as new electric trains arrive and are prepared for revenue service.

ATTACHMENT 6: FALL 2023 TABLING SURVEY

Fall 2023 Tabling Survey

CALTRAIN ELECTRIFICATION SERVICE PLANNING
FALL 2023 SURVEY

CALTRAIN ELECTRIFIED SERVICE SCHEDULE
CURRENT & INTERESTED RIDER SURVEY

Electrified Caltrain service is scheduled to start in Fall 2024! Please answer the following questions based on your anticipated travel needs a year from now.

Q1: What station do you anticipate your journey will typically start at?

_____

Q2: What station do you anticipate that you will get off at?

_____

Q3: In what time window would you like to arrive at your destination station (e.g., 8-9am)?

_____

Q4: Do you anticipate that you will typically use Caltrain to make a round-trip or one-way journey?

- ☐ Round-trip
- ☐ One-way

Q4b: If you answered one-way, what travel option will you typically use in the other direction?

_____

Q4c: If you answered round-trip, in what time window would you typically like to return to your starting station?

_____

Q5: How would you typically get to Caltrain from your home? (circle the option that you use the most often)

a. Walk b. Bicycle c. Transit (bus, train) d. Drive e. other:_____

Q6: How would you typically get to your destination from Caltrain? (circle the option that you use the most often)

a. Walk b. Bicycle c. Transit (bus, train) d. Drive e. other:_____

Q7: What about electrified service is most exciting to you?

Please use the backside of this paper to share any other feedback with Caltrain.

If you need extra time to finish this survey, you can email it to calmod@caltrain.com.

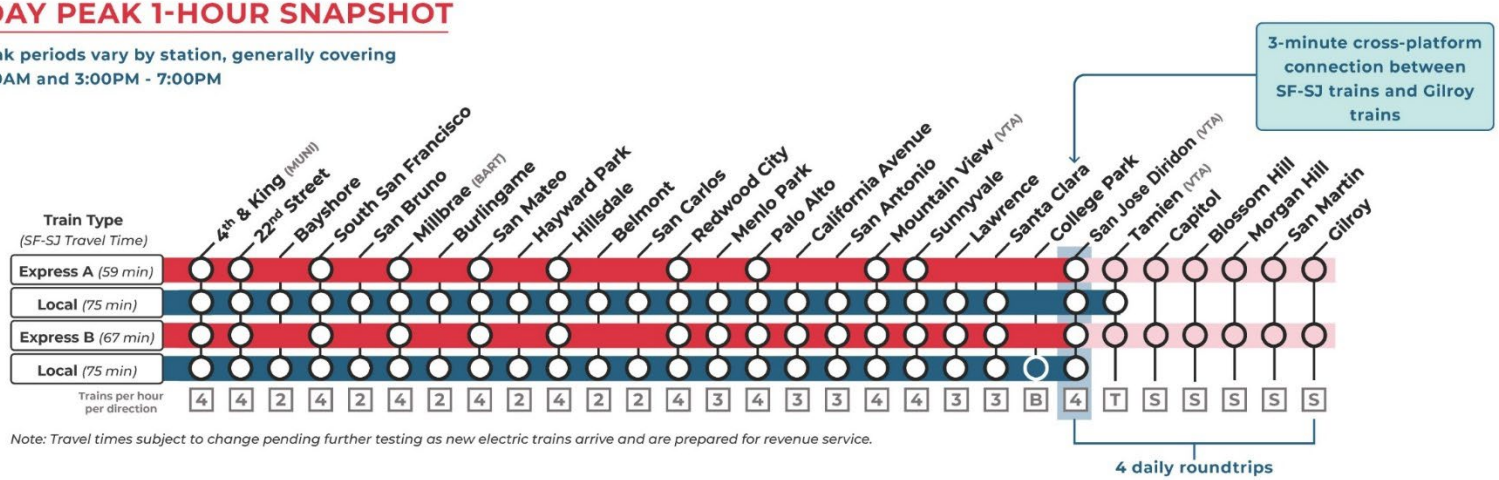
ATTACHMENT 7: FALL 2023 COMMUNITY EVENT TABLING POSTERS

FIND YOUR STATION

PROPOSED SERVICE CHANGES WITH FALL 2024 ELECTRIFICATION

WEEKDAY PEAK 1-HOUR SNAPSHOT

Weekday peak periods vary by station, generally covering 6:30AM - 9:30AM and 3:00PM - 7:00PM



Note: Travel times subject to change pending further testing as new electric trains arrive and are prepared for revenue service.

LEGEND

- ○ Stop (one per hour per direction)
- [#] Stops per hour per direction
- [B] Bellarmine Service — 2 stops per day per direction
- [T] Tamien Service — 2 to 3 stops per hour in peak direction, 1 stop per hour in reverse-peak direction
- [S] South County Connector Service — 4 stops per day per direction with 1-2 trains per hour in the peak direction

KEY BENEFITS

FASTER TRIPS

20% INCREASE IN STOPS WITH SAME NUMBER OF TRAINS

MORE CONSISTENT

ALTERNATING EXPRESS AND LOCAL TRAINS BETWEEN 4TH & KING AND SJ DIRIDON

MORE FREQUENT SERVICE

TRAINS EVERY 30 MINS IN EARLY MORNING, MIDDAY, AND EVENING

Caltrain



FASTER, MORE FREQUENT, SUSTAINABLE

SERVICE BENEFITS

- Faster Trips
- More Frequent Service
- Improved Connections
- Fully Electrified North of San Jose

CHANGES IN THE PROPOSED FALL 2024 SERVICE

	HOW IT WORKS TODAY	ELECTRIFIED SERVICE
Travel Times (San Francisco to San Jose)		
	Express in ~65 minutes Local in ~110 minutes	**Express in ~60 minutes** **Local in ~75 minutes**
Longest Wait Time Between Trains		
	60 minutes	**30 minutes on weekdays***
Stations with Trains Every 15 Minutes in the Peak Periods		
	6 stations	**11 stations**
Southern Santa Clara County		
	4 daily roundtrips on diesel trains Gilroy to SF	**Transfer at Diridon gives all passengers an opportunity to ride electric trains and saves Gilroy passengers up to 28 minutes. 4 daily roundtrips.**

**Weekend service plan is still being studied*
Note: Travel times subject to change pending further testing as new electric trains arrive and are prepared for revenue service.

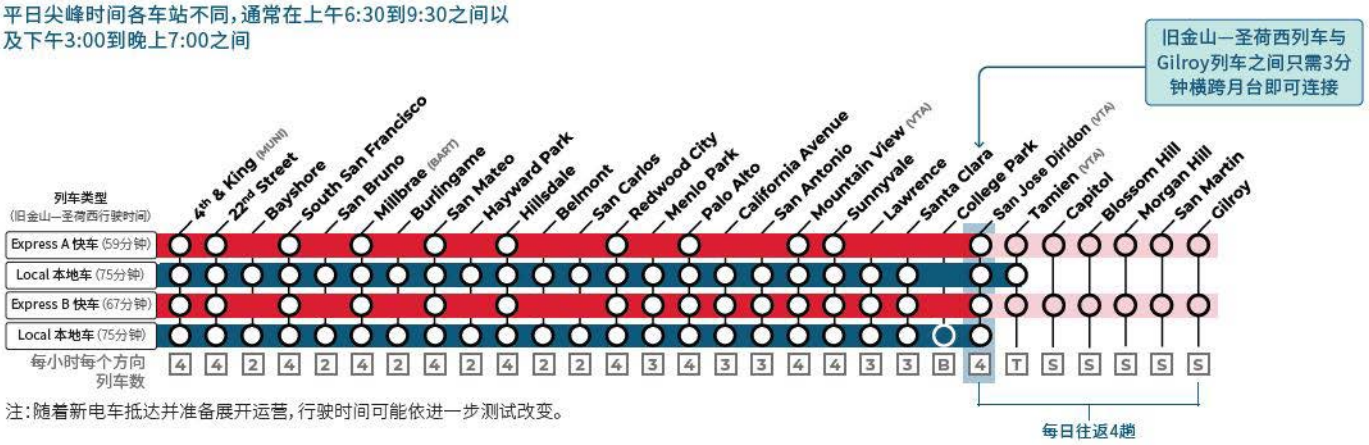
TABLING POSTER 1 – SIMPLIFIED CHINESE

找到您的车站

2024年秋季列车电气化建议服务变更

平日尖峰时刻一小时列车停靠情况

平日尖峰时间各车站不同，通常在上午6:30到9:30之间以及下午3:00到晚上7:00之间



注：随着新电车抵达并准备展开运营，行驶时间可能依进一步测试改变。

图例

- O 停靠（每小时每个方向一次）
- # 每小时每个方向停靠数
- B Bellarmine 服务：每天每个方向停靠2次
- T Tamien 服务：尖峰方向每小时停靠2至3次，反尖峰方向每小时停靠1次。
- S 南县连接服务：每天每个方向停靠4次，尖峰方向每小时1至2台列车。

主要益处

旅程时间更快

列车数量相同，停靠数增加20%

一致性更高

在4街和KING以及SJ DIRIDON之间，快车和本地列车交替提供行驶服务

更频繁的服务

清晨、中午和傍晚每30分钟一班车

Caltrain

TABLING POSTER 2 – SIMPLIFIED CHINESE



更快、更频繁、更永续

服务益处

旅程时间更快

服务更频繁

连接性改善

圣荷西以北
全面电气化

2024年秋季服务建议变更

目前运行情况	电气化服务
行驶时间(旧金山到圣荷西)	
快车约为65分钟 本地车约为110分钟	快车约为60分钟 本地车约为75分钟
列车之间最长等候时间	
60分钟	平日30分钟*
尖峰期间车站内每15分钟有列车进站	
6个车站	11个车站
南Santa Clara县	
每天4趟Gilroy与旧金山之间柴油列车往返服务	在Diridon转车的乘客都有机会搭乘电车，Gilroy的乘客最多可节省28分钟。每日往返4趟。

*周末服务方案仍在研究中。
注:随着新电车抵达并准备展开运营,行驶时间可能依进一步测试改变。

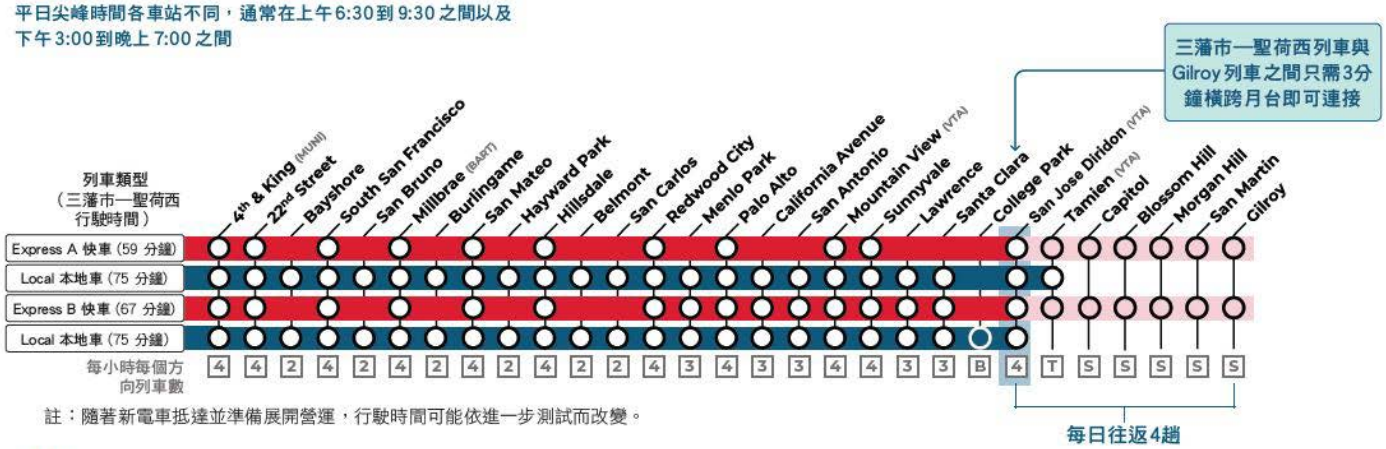
TABLING POSTER 1 – TRADITIONAL CHINESE

找到您的車站

2024年秋季列車電氣化建議服務變更

平日尖峰時刻一小時列車停靠情況

平日尖峰時間各車站不同，通常在上午6:30到9:30之間以及
下午3:00到晚上7:00之間



註：隨著新電車抵達並準備展開營運，行駛時間可能依進一步測試而改變。

圖例

- ○ 停靠（每小時每個方向一次）
- [#] 每小時每個方向停靠數
- [B] Bellarmine 服務：每天每個方向停靠2次
- [T] Tamien 服務：尖峰方向每小時停靠2至3次，反尖峰方向每小時停靠1次。
- [S] 南縣連接服務：每天每個方向停靠4次，尖峰方向每小時1至2台列車。

主要益處

旅程時間更快

列車數量相同，停靠數增加20%

一致性更高

在4街和KING以及SJ DIRIDON之間，快車和本地列車交替提供行駛服務

更頻繁的服務

清晨、中午和傍晚每30分鐘一班車

Caltrain

TABLING POSTER 2 – TRADITIONAL CHINESE



更快、更頻繁、更永續

服務益處

旅程時間更快

服務更頻繁

連接性改善

聖荷西以北
全面電氣化

2024年秋季服務建議變更

目前運行情況	電氣化服務
行駛時間（三藩市到聖荷西）	
快車約為65分鐘 本地車約為110分鐘	快車約為60分鐘 本地車約為75分鐘
列車之間最長等候時間	
60分鐘	平日30分鐘*
尖峰期間車站內每15分鐘有列車進站	
6個車站	11個車站
南Santa Clara縣	
每天4趟Gilroy與三藩市之間柴油列車往返服務	在Diridon轉車的乘客都有機會搭乘電車，Gilroy的乘客最多可節省28分鐘。 每日往返4趟。

*週末服務方案仍在研究中。
註：隨著新電車抵達並準備展開營運，行駛時間可能依進一步測試而改變。

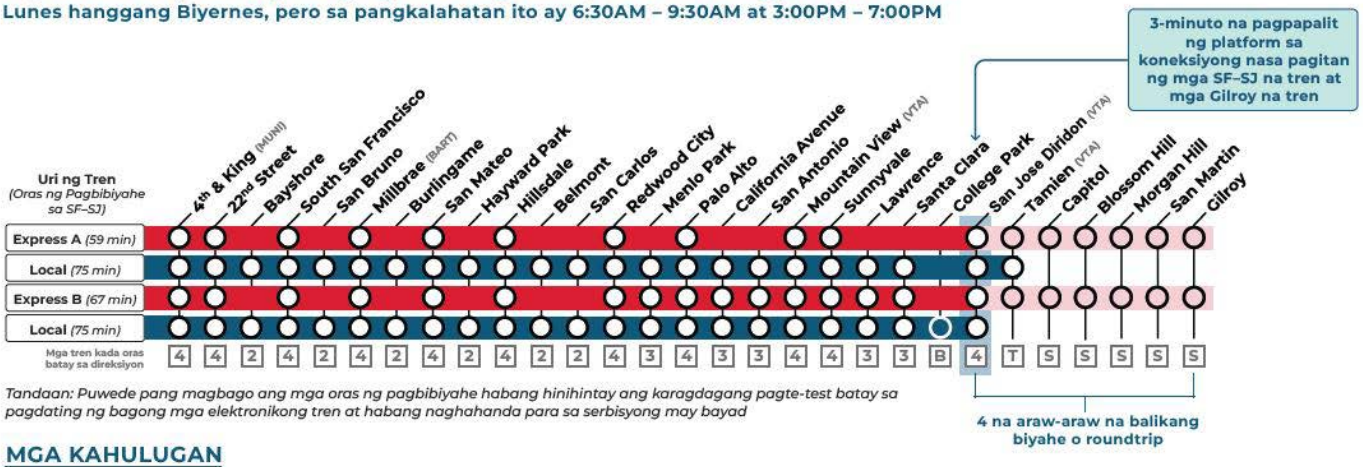
TABLING POSTER 1 – FILIPINO

HANAPIN ANG INYONG ESTASYON

MGA MUNGKAHING PAGBABAGO SA SERBISYO DAHIL SA PAGGAMIT NG MGA TREN NA DE-KORYENTE SA TAGLAGAS 2024

MABILISANG PAGTANAW SA 1 ORAS KUNG SAAN PINAKAMARAMI ANG GUMAGAMIT MULA LUNES HANGGANG BIYERNES

Nag-iiba-iba batay sa estasyon ang mga oras kung kailan pinakamarami ang gumagamit mula Lunes hanggang Biyernes, pero sa pangkalahatan ito ay 6:30AM – 9:30AM at 3:00PM – 7:00PM



Tandaan: Puwede pang magbago ang mga oras ng pagbibiyahe habang hinihintay ang karagdagang pagte-test batay sa pagdating ng bagong mga elektronikong tren at habang naghahanda para sa serbisyong may bayad

MGA KAHULUGAN

- **Pagtigil o stop (isa kada oras kada direksiyon)**
- **[#] Mga pagtigil o stop kada oras kada direksiyon**
- **[B] Serbisyong Bellarmine**
  2 pagtigil o stop kada araw kada direksiyon
- **[T] Serbisyong Tamien**
  2 hanggang 3 pagtigil o stop kada oras sa direksiyon kung saan pinakamarami ang gumagamit, 1 pagtigil o stop sa kabilang direksiyon kung saan pinakamarami ang gumagamit
- **[S] Serbisyong South County Connector**
  4 pagtigil o stop kada araw kada direksiyon nang may 1–2 tren kada oras sa direksiyong pinakamarami ang gumagamit

MAHAHALAGANG PAKINABANG

MAS MABIBILIS NA BIYAHE

20% PAGDAMI SA MGA TINITIGILAN O STOPS NANG PAREHO ANG BILANG NG MGA TREN

MAS HINDI NAGBABAGO-BAGO

SALITAN-SALITAN ANG EXPRESS AT LOKAL NA TREN SA PAGITAN NG 4TH AT KING AT SJ DIRIDON

MAS MADALAS NA SERBISYO

MAY TREN KADA 30 MINUTO SA MADALING ARAW, SA GITNA NG ARAW AT SA GABI

Caltrain

TABLING POSTER 2 – FILIPINO



MAS MABILIS, MAS MADALAS, AT NAPANANATILI

MGA PAKINABANG SA SERBISYO

- Mas Mabibilis na Biyahe
- Mas Madalas na Serbisyo
- Mas Pinagandang mga Koneksiyon
- Lubusang Gumagamit ng Koryente Sa Hilaga ng San Jose

MGA PAGBABAGO SA MUNGKAHING SERBISYO SA TAGLAGAS 2024

KUNG PAANO ITO GUMAGANA NGAYON	SERBISYONG GUMAGAMIT NG KORYENTE
Mga Oras ng Pagbibiyahe (mula San Francisco hanggang San Jose)	
Express sa loob ng ~65 minuto	**Express sa loob ng ~60 minuto**
Local sa loob ng ~110 minuto	**Local sa loob ng ~75 minuto**
Pinakamahaba nang Panahon ng Paghihintay sa Pagitan ng mga Tren	
60 minuto	**30 minuto mula Lunes hanggang Biyernes***
Mga Estasyon kung saan may Tren kada 15 minuto sa mga Oras Kung Saan Pinakamarami ang Gumagamit	
6 estasyon	**11 estasyon**
Southern Santa Clara County	
4 balikan o roundtrip araw-araw sa mga tren na diesel at mula Gilroy hanggang SF	**Binibigyan ang lahat ng pasahero ng paglipat sa Diridon ng pagkakataon na makasakay sa elektronikong tren at nakatitipid ang mga pasahero ng Gilroy ng hanggang sa 28 minuto. May 4 na balikang biyahe o roundtrip araw-araw.**

**Pinag-aaralan pa ang plano para sa pagseserbisyo tuwing Sabado at Linggo*
Tandaan: Puwede pang magbago ang mga oras ng pagbibiyahe habang hinihintay ang karagdagang pagte-test ayon sa pagdating ng bagong mga elektronikong tren at naghahanda para sa serbisyong may bayad.

TABLING POSTER 1 – RUSSIAN

НАЙДИ СВОЮ СТАНЦИЮ

ПРЕДЛАГАЕМЫЕ ИЗМЕНЕНИЯ СЕРВИСА НАРЯДУ С ЭЛЕКТРИФИКАЦИЕЙ ОСЕНЬЮ 2024

ЧАСЫ ПИК В РАБОЧИЕ ДНИ

Часы пик в рабочие дни отличаются в зависимости от станции, но в основном происходят с 6:30 до 9:30 утра, и с 3:00 до 7:00 вечера.



Примечание: Время поездок может быть изменено в зависимости от дальнейших испытаний, когда прибывают новые электрические поезда, и их готовят к доходному сервису.

ЛЕГЕНДА

- **Остановка (одна в час в каждом направлении)**
- **# Остановки в час в каждом направлении**
- **B Сервис Беллармин** — 2 остановки в день в каждом направлении
- **T Сервис Тамиен** — 2-3 остановки в час в пиковом направлении, 1 остановка в час в направлении, противоположном пиковому
- **S Сервис по соединению Южного Округа** — 4 остановки в день в каждом направлении с 1-2 поездами в час в пиковом направлении

КЛЮЧЕВЫЕ ПРЕИМУЩЕСТВА

БОЛЕЕ БЫСТРЫЕ ПОЕЗДКИ

УВЕЛИЧЕНИЕ КОЛИЧЕСТВА ОСТАНОВОК НА 20% С ТЕМ ЖЕ КОЛИЧЕСТВОМ ПОЕЗДОВ

БОЛЕЕ ПОСТОЯННО

ЧЕРЕДОВАНИЕ ЭКСПРЕСС И МЕСТНЫХ ПОЕЗДОВ МЕЖДУ 4Й И КИНГ И СХ ДИРИДОН

БОЛЕЕ ЧАСТЫЙ СЕРВИС

ПОЕЗДА КАЖДЫЕ 30 МИНУТ РАНО УТРОМ, ДНЕМ И ВЕЧЕРОМ

Caltrain

TABLING POSTER 2 – RUSSIAN



БЫСТРЕЕ, ЧАЩЕ, НАДЕЖНЕЕ

ПРЕИМУЩЕСТВА СЕРВИСА

- Более быстрые поездки
- Более частый сервис
- Улучшенные соединения
- Полностью электрифицированные Север Сан Хозе

ИЗМЕНЕНИЯ В ПРЕДЛАГАЕМОМ СЕРВИСЕ НА ОСЕНЬ 2024

КАК ЭТО РАБОТАЕТ СЕГОДНЯ	ЭЛЕКТРИФИЦИРОВАННЫЙ СЕРВИС
Время поездок (Сан Франциско до Сан Хозе)	
Экспресс ~ 65 минут	**Экспресс ~ 60 минут**
Местный ~ 110 минут	**Местный ~ 75 минут**
Самое длительное время ожидания между поездами	
60 минут	**30 минут в рабочие дни**
Станции с поездами каждые 15 минут в периоды пик	
6 станций	**11 станций**
Юг округа Санта Клара	
4 ежедневные полные поездки на дизельных поездах Гилрой - СФ	**Пересадка на Диридоне дает всем пассажирам возможность проехать на электрических поездах, и экономит пассажирам Гилроя до 28 минут. 4 полных поездки.**

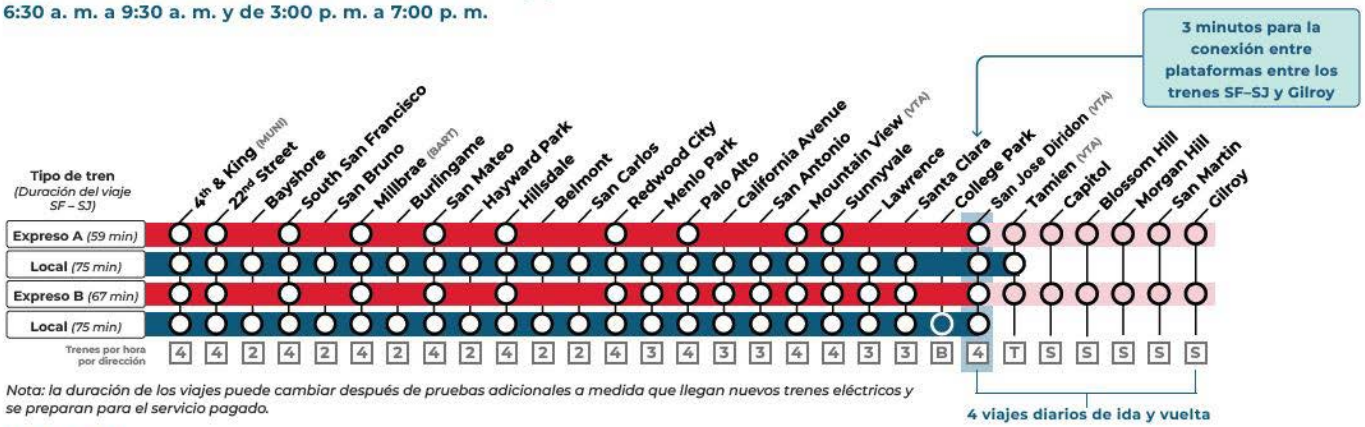
**План услуг на выходные все еще изучается.*
Примечание: Время поездок может быть изменено в зависимости от дальнейших испытаний, когда прибывают новые электрические поезда, и их готовят к доходному сервису.

TABLING POSTER 1 – SPANISH

ENCUENTRA TU ESTACIÓN
CAMBIOS DE SERVICIO PROPUESTOS CON LA ELECTRIFICACIÓN DEL OTOÑO DE 2024

INSTANTÁNEA DE 1 HORA DURANTE EL PICO ENTRE SEMANA

Los periodos pico entre semana varían por estación y generalmente cubren de 6:30 a. m. a 9:30 a. m. y de 3:00 p. m. a 7:00 p. m.



Nota: la duración de los viajes puede cambiar después de pruebas adicionales a medida que llegan nuevos trenes eléctricos y se preparan para el servicio pagado.

LEYENDA

- **Parada (una por hora por dirección)**
- **[#] Paradas por hora por dirección**
- **[B] Servicio Bellarmine** — 2 paradas por día por dirección
- **[T] Servicio Tamien** — 2 a 3 paradas por hora en la dirección pico, 1 parada por hora en la dirección pico inversa
- **[S] Servicio conector South County** — 4 paradas por día por dirección con 1 a 2 trenes por hora en la dirección pico

BENEFICIOS CLAVE

VIAJES MÁS RÁPIDOS
AUMENTO DE PARADAS DEL 20% CON EL MISMO NÚMERO DE TRENES

MÁS CONSTANTE
SE ALTERNAN TRENES EXPRESOS Y LOCALES ENTRE 4TH AND KING Y SJ DIRIDON

SERVICIO MÁS FRECUENTE
TRENES CADA 30 MINUTOS TEMPRANO POR LA MAÑANA, AL MEDIODÍA Y EN LA NOCHE

Caltrain

TABLING POSTER 2 – SPANISH



MÁS RÁPIDO, MÁS FRECUENTE, SOSTENIBLE

BENEFICIOS DEL SERVICIO

- Viajes más rápidos
- Servicio más frecuente
- Conexiones mejoradas
- Completamente electrificado al norte de San José

CAMBIOS EN EL SERVICIO PROPUESTO PARA EL OTOÑO DE 2024

CÓMO FUNCIONA HOY	SERVICIO ELECTRIFICADO
Duración de los viajes (San Francisco a San José)	
Expreso en ~65 minutos Local en ~110 minutos	**Expreso en ~60 minutos** **Local en ~75 minutos**
Espera más larga entre trenes	
60 minutos	**30 minutos entre semana***
Estaciones con trenes cada 15 minutos durante los periodos pico	
6 estaciones	**11 estaciones**
Sur del Condado de Santa Clara	
4 viajes diarios de ida y vuelta en trenes diesel de Gilroy a San Francisco	**La transferencia en Diridon da a todos los pasajeros una oportunidad de viajar en trenes eléctricos y ahorra a los pasajeros de Gilroy hasta 28 minutos. 4 viajes de ida y vuelta diarios.**

**Todavía se está estudiando el plan de servicio de los fines de semana.*
Nota: la duración de los viajes puede cambiar después de pruebas adicionales a medida que llegan nuevos trenes eléctricos y se preparan para el servicio pagado.

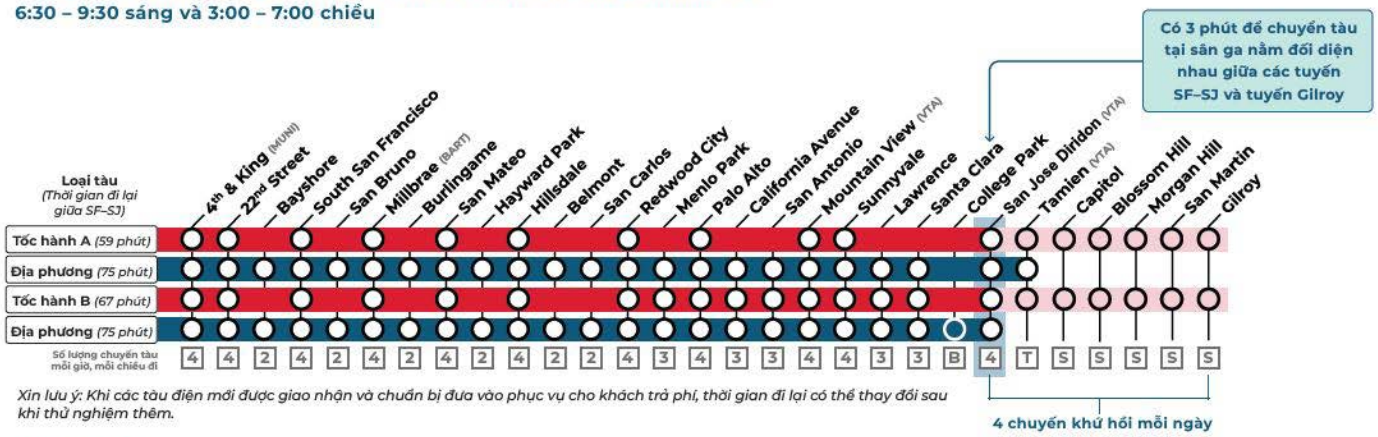
TABLING POSTER 1 – VIETNAMESE

TÌM TRẠM DỪNG CỦA QUÝ VỊ

CÁC THAY ĐỔI ĐỀ XUẤT CHO DỊCH VỤ THEO DỰ ÁN ĐIỆN KHÍ HÓA MÙA THU 2024

THÔNG TIN NHANH - 1 TIẾNG DỊCH VỤ GIỜ CAO ĐIỂM TRONG TUẦN

Thời gian cao điểm trong tuần là khác nhau ở mỗi trạm dừng, thường là từ 6:30 – 9:30 sáng và 3:00 – 7:00 chiều



Xin lưu ý: Khi các tàu điện mới được giao nhận và chuẩn bị đưa vào phục vụ cho khách trả phí, thời gian đi lại có thể thay đổi sau khi thử nghiệm thêm.

CHÚ THÍCH

- **O** Lần dừng (mỗi giờ, mỗi chiều đi)
- **#** Số lần dừng mỗi giờ, mỗi chiều đi
- **B** Dịch vụ Bellarmine: 2 lần dừng mỗi ngày, mỗi chiều đi
- **T** Dịch vụ Tamien: 2 đến 3 lần dừng mỗi giờ theo chiều đang cao điểm, 1 lần dừng mỗi giờ theo chiều ngược cao điểm
- **S** Dịch vụ kết nối Miền Nam Quận: 4 lần dừng mỗi ngày, mỗi chiều đi với 1–2 chuyến tàu mỗi giờ theo chiều đang cao điểm

CÁC LỢI ÍCH CHÍNH

ĐI LẠI NHANH HƠN

TĂNG SỐ LẦN DỪNG 20% VỚI CÙNG SỐ LƯỢNG TÀU

ỔN ĐỊNH HƠN

CÁC CHUYẾN TÀU TỐC HÀNH VÀ TÀU ĐỊA PHƯƠNG THAY PHIÊN NHAU GIỮA TRẠM 4TH & KING VÀ TRẠM SJ DIRIDON

DỊCH VỤ THƯỜNG XUYÊN HƠN

TÀU ĐẾN MỖI 30 PHÚT VÀO BUỔI SÁNG SỚM, BUỔI TRƯA VÀ BUỔI CHIỀU TỐI

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TABLING POSTER 2 – VIETNAMESE



NHANH HƠN, THƯỜNG XUYÊN HƠN, BỀN VỮNG HƠN

CÁC LỢI ÍCH CỦA DỊCH VỤ NÀY

- Đi lại nhanh hơn
- Dịch vụ thường xuyên hơn
- Chuyển tàu dễ dàng hơn
- Hệ thống được điện khí hóa 100% ở phía bắc San Jose

CÁC THAY ĐỔI ĐỀ XUẤT CHO DỊCH VỤ MÙA THU 2024

DỊCH VỤ HIỆN TẠI	DỊCH VỤ ĐIỆN KHÍ HÓA
Thời gian đi lại (San Francisco đến San Jose)	
Tàu tốc hành ~65 phút	**Tàu tốc hành ~60 phút**
Tàu địa phương ~110 phút	**Tàu địa phương ~75 phút**
Thời gian chờ lâu nhất giữa các chuyến tàu	
60 phút	**30 phút vào những ngày trong tuần***
Số trạm dừng có tàu đến mỗi 15 phút vào giờ cao điểm	
6 trạm dừng	**11 trạm dừng**
Miền Nam Quận Santa Clara	
4 chuyến khứ hồi mỗi ngày từ Gilroy đến SF bằng tàu dùng dầu diesel	**Điểm chuyển tàu tại Diridon tạo cơ hội cho tất cả hành khách đi tàu điện và tiết kiệm đến 28 phút đi lại cho hành khách Gilroy. 4 chuyến khứ hồi mỗi ngày.**

**Dịch vụ cuối tuần vẫn đang được nghiên cứu*
Lưu ý: Khi các tàu điện mới được giao nhận và chuẩn bị đưa vào phục vụ cho khách trả phí, thời gian đi lại có thể thay đổi sau khi thử nghiệm thêm.

ATTACHMENT 8: CALTRAIN PRESS RELEASES: PUBLIC TOUR EVENT AND ELECTRIFIED SERVICE VISION

Caltrain Holds Second Public Tour for New Electric Trains

09/23/2023
The new state-of-the-art vehicles will be put into service in Fall 2024

Caltrain is holding its second public tour of the agency's new electric train cars today. The new train cars will serve as the centerpiece of the transformative Caltrain Electrification Project.

With over 4,400 RSVPs as of the morning of the event, this tour has attracted similarly large crowds to the first event held in San Jose on July 29. Attendees enjoyed food trucks, a live DJ and more as they awaited their opportunity to see the future of Caltrain for themselves. Tours begin at 10 a.m. after a brief program featuring State Senator Scott Weiner, State Assemblymember Phil Ting, State Assemblymember Diane Papan, San Francisco County Transportation Authority Board Vice Chair Supervisor Myrna Melgar, San Francisco Board of Supervisor Matt Dorsey, FTA Regional Administrator Ray Tellis, Caltrain Executive Director Michelle Bouchard and Caltrain Board of Directors Chair Jeff Gee as emcee.

The new high-performance trains will offer a better experience for Caltrain riders. The new vehicles offer enhanced amenities, including new digital onboard displays, power outlets at each forward-facing seat, a new seat color palette selected by the public, energy-efficient lighting, coat hooks, security cameras, and expanded storage under the cantilevered seats. They will also generate less noise than their diesel equivalent, making the trip more enjoyable both for riders and residents that live near Caltrain tracks.

"Caltrain electrification means shorter commutes, cleaner air and good-paying jobs in the Bay Area and beyond," **U.S. Speaker Emerita Nancy Pelosi** said. "It has been my privilege to help secure federal funding in the Congress to support Caltrain's electrification. This weekend's tour gives San Franciscans a chance to experience the future of this state-of-the-art service – and I join so many across the Bay Area looking forward to its historic launch next year."

"Electrifying our public transportation systems is one of the best steps we can take to fight climate change. Caltrain has led the nation in that effort, showing that we can shift to a cleaner system while creating good-paying jobs and providing a quieter, more efficient service for riders," said **U.S. Senator Diane Feinstein**.

"The Caltrain Electrification Project embodies our commitment to expand clean transportation to improve the health of our communities while creating good-paying jobs," said **U.S. Senator Alex Padilla**. "I'm proud to have secured federal funding to bring this to the finish line so that commuters and visitors up and down the peninsula can enjoy faster, more frequent train service."

"As San Francisco's downtown continues to recover, with new businesses signing leases and workers returning to the office, it's critical that our public transit continues to meet the needs of our region. Caltrain's Electrification Project will be a major step forward, providing faster, more reliable service for people traveling between San Francisco and the peninsula," said **San Francisco Mayor London Breed**. "I want to thank all our regional, state, and federal partners who have worked tirelessly to get us where we are today, and I'm excited to celebrate the completion of the project with everyone a year from now."

"Passenger rail service began on the Peninsula corridor in 1863, and today, it's exciting to see the American-built cars. Electrification modernizes this 150-year-old railroad, improving local air quality, offering faster service, and improving traffic flow in one of the most congested corridors in the country. This is the world-class, modern, and climate-friendly electric transit system that our innovative region deserves, and I'm very proud to have led the effort in Congress to electrify Caltrain," said **U.S. Representative Anna Eshoo**.

"Congratulations to Caltrain as it gets closer and closer to completing its historic electrification project," said **U.S. Representative Kevin Mullin**. "Once completed, riders will experience enhanced safety features, better service, and more amenities, while the region will experience improved air quality and lower greenhouse gas emissions. As a steadfast supporter of public transit and Caltrain during my Assembly tenure, I look forward continuing my support at the federal level and am excited for the new system to go live in 2024."

"Congratulations to Caltrain on the addition of electric trains cars that will help reduce emissions, improve the efficiency of our public transportation in the Bay Area, and help us reach our climate goals," said **U.S. Representative Ro Khanna**.

"It is great to celebrate another Caltrain milestone that will improve daily life for so many people in the Bay Area," said **Congresswoman Zoe Lofgren, Chair of the California Democratic Congressional Delegation and Ranking Member of the House Science, Space, and Technology Committee**. "By increasing and improving passenger service along the rail corridor, the electrification of Caltrain helps decrease congestion on local highways. That, along with the savings from no longer using nonrenewable diesel fuel, will significantly reduce greenhouse gas emissions and help combat climate change."

"Caltrain plays a major role in connecting our Bay Area communities by playing a major part in our Bay Area commute," said **U.S. Representative Jimmy Panetta.** "Now, with the federal government's significant investment in our nation's infrastructure, Caltrain can continue to reduce its carbon output with its electrification project. By deploying cleaner, quieter, and more efficient trains, Caltrain will remain a part of our communities, and a part of the Bay Area's efforts to tackle climate change."

"The new all electric trains mark an incredibly exciting milestone for Caltrain," said **State Senator Scott Weiner**. "I congratulate Caltrain on taking a bold step toward meeting its climate goals while continuing to foster regional connectivity with reliable service."

"The Caltrain Electrification project is a historic undertaking. This project puts us on the cutting edge of modernizing public transit with climate-friendly transformations. By converting such a significant corridor to an electric system, Caltrain is not only pivoting away from diesel fuel, but also demonstrating to the nation that this type of change is possible" said **State Senator Aisha Wahab**.

"Caltrain electrification serves as an important tool to combat climate change, by providing cleaner and greener transportation options for residents and visitors alike," said **State Senator John Laird**. "We must do all we can to reduce greenhouse gas emissions while still providing efficient and enjoyable public transit. Caltrain's new high-performance electric trains do just that, and I am excited for the public to see these improvements."

"Caltrain's Electrification Project will help California reach its climate goals while cutting down on freeway traffic and noise," said **State Senator Dave Cortese**. "I was proud to support the 2023 Budget Act that prevented major transit service cuts and gave agencies the flexibility to invest in operations or capital projects. Caltrain is unveiling beautiful new electric trains that will help clean our air and move us all in the right direction."

"I am so proud of Caltrain's first fully electrified train, and I am excited to see future benefits of smoother operations and reduced emissions of our transportation system," said **State Senator Josh Becker**. "This step is critical in improving and integrating our regional transportation systems and achieving our climate goals."

"It's clear clean and efficient transportation infrastructure is a top priority for the Bay Area and the rest of the state. The $750 million in state funds for Caltrain Electrification and $165 million for 37 Electric Rail Cars that I helped secure underscores California's commitment to modernizing our rail system, while reducing our carbon footprint for generations to come. Great things are accomplished when state, regional, and local partnerships thrive," said **State Assembly Budget Chair Phil Ting**.

"Throughout my time in office I have been a strong supporter of Caltrain's Electrification Project because of what it will mean for the city of San Francisco and the larger Bay Area," said **State Assemblymember Matt Haney**. "The future of our region and our economy depends on our public transit, and electrification will not only help us meet our ambitious climate goals, but also provide faster and better service that people can rely on."

"The electrification of Caltrain is a momentous achievement for California's transit system," said **State Assemblymember Alex Lee**. "I'm extremely excited for the electric fleet to begin service in 2024. With faster and greener trains, the fleet will benefit residents of my district while meeting California's climate goals. I'm proud to see that the Caltrain Electrification project is bringing California's first electrified commuter rail to reality, helping pave the way for more sustainable and equitable communities."

"From steam to diesel to electric – we are now witnessing the third act of Caltrain," said **State Assemblymember Diane Papan**. "Caltrain is now ready to meet the needs of riders and the region now and for future generations."

"The Caltrain Electrification project means that Peninsula residents will breathe cleaner air and have both quieter communities and more frequent and reliable transit service," said **State Assemblymember Marc Berman**. "Today, I'm pleased to celebrate a project that's delivering infrastructure, clean energy and good jobs right through the heart of my district."

"My colleagues and I fought hard to secure the necessary resources in the state budget to electrify Caltrain," said **State Assemblymember Evan Low**. "It is exciting the public gets to tour our new electric trains which will play a vital role in reducing roadway congestion and providing fast, reliable and clean transportation in the Silicon Valley and greater Bay Area, as well as help protect our surrounding environment and improve the public's health."

“San Francisco has committed to ambitious carbon reduction goals in our climate action plan, and electrified Cal Train will play a vital role in making progress on those goals” said **San Francisco Supervisor Matt Dorsey**. “As we get denser, the need for high quality transportation will only grow, and Caltrain will be a huge part of creating complete, sustainable, and accessible communities.”

"We congratulate Caltrain on the arrival of the new electric train sets, and are proud to provide over $40 million toward delivery of the full Caltrain Electrification Project," said **Transportation Authority Board Chair and San Francisco Supervisor Rafael Mandelman (District 8)**. "This project will help the Bay Area meet our climate and equitable access goals and also bring us one step closer to the future of fast, clean and reliable train service to downtown San Francisco via the Salesforce Transit Center and Portal rail extension project. These exciting investments will serve our Bay Area community for generations to come."

"With electrified Caltrain service about a year away, it is exciting to preview our new trains with our riders,” said **Caltrain Board Chair Jeff Gee**. “While there is still a lot of work ahead of us, the vision of a greener, quieter and more efficient trains will soon be a reality."

“I am pleased to join Caltrain riders in touring the new electric trains that will soon be reducing Caltrain’s emissions and carbon footprint, while increasing service for those riders,” said **Ray Tellis, Regional Administrator for the Federal Transit Administration**. “FTA has enjoyed a strong partnership with Caltrain and remains committed in supporting this noteworthy electrification project through to completion.”

“The future of Caltrain is just around the corner, and Muni riders in the area will benefit from the improvements,” said **San Francisco Municipal Transportation Agency Chair Amanda Eaken**. “Converting to electric power will make a major impact towards reducing Caltrain's air pollution and carbon footprint. These world class trains will make commuting by public transportation an easier choice and we’re excited for San Franciscans to have more attractive options to get around sustainably.”

“The unveiling of Caltrain’s fleet of the future marks yet another important milestone in the electrification and modernization of this critical transit system connecting one of the world’s most vital economic corridors,” said **Jim Wunderman, President and CEO, Bay Area Council**. “The Bay Area Council is proud to have been an early and strong proponent for investing in Caltrain and we applaud the tremendous work Caltrain and so many have done to move this project forward.”

"Electrified Caltrain is good for riders, the environment, and the economy,” said **Rosanne Foust, President & CEO, San Mateo County Economic Development Association (SAMCEDA)**. “I know the public will be excited to see the vehicles that are transforming this essential commuter rail system.”

"I'm very excited to see the debut of Caltrain's new electric trains. These electric trains will provide a cleaner, quieter, and more modern and reliable experience for riders throughout the region,” said **Ahmad Thomas, CEO, Silicon Valley Leadership Group**. “A thriving public transit system is essential for advancing the business competitiveness of the region, and for fostering a future for Silicon Valley that is both more sustainable and equitable.”

“The green economy and our recovery as a region have everything to do with creating sustainable transit and connecting people to good jobs," said **Secretary-Treasurer of the San Francisco Building and Construction Trades Council Rudy Gonzalez**. "The human and built infrastructure are incredible assets to the Bay Area and we are proud to be in partnership with Caltrain.”

Electrification will also help meet ambitious regional and state climate action goals by lowering greenhouse gas emissions, improving air quality and relieving traffic congestion. Additionally, electrified service will advance equity along the corridor by reducing noise and air pollution while increasing access for equity priority communities. It will also set the framework for California’s future High Speed Rail network.

Each trainset will have seven cars, as opposed to the current five to six. The new trains also accelerate and decelerate faster than their diesel alternatives, allowing more frequent stops in the same amount of time.

These new trains will go into service in 2024, and is currently undergoing testing to ensure it, and the infrastructure it will rely upon, is in good working order.

The trains were built by Stadler US at their facility in Salt Lake City, Utah. After they were assembled, they were sent to a test facility in Pueblo, Colo. where they were tested at high speeds under numerous conditions as required by the Federal Railroad Administration. The trains were tested for braking, propulsion, ride quality, noise and vibration, door operation, Positive Train Control and Electromagnetic Interference over the course of eight months.

The Caltrain Electrification Project will electrify the corridor from the San Francisco Station at 4th and King Streets to approximately the Tamien Station in San Jose, allowing diesel-hauled trains to be replaced by electric trains.

Caltrain's historic electrification project is the first undertaking in North America in a generation in which diesel trains and their infrastructure components are transitioned to an electrified system.

Today's tour was sponsored by the RSE Corporation, Gannett Fleming and AECOM.

###

About Caltrain: Owned and operated by the Peninsula Corridor Joint Powers Board, Caltrain provides rail service from San Francisco to San Jose, with commute service to Gilroy. Serving the region since 1863, Caltrain is the oldest continually operating rail system west of the Mississippi. Looking to the future, Caltrain is set to electrify the corridor by 2024, which will reduce diesel emissions and add more service to more stations while advancing the agency's equity goals.

Follow Caltrain on Facebook and Twitter.

Media Contact: Dan Lieberman, 650.622.2492

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Caltrain Unveils Electrified Service Vision for 2024

10/05/2023
Caltrain's Board of Directors previewed the proposed electrified service plan, including anticipated service benefits for the Electrification Project slated for completion by fall 2024, which includes faster trains; less wait time at stations; and a simplified schedule.

Proposed Service Improvements

- Weekday Service: Caltrain plans for 104 weekday trains, with four trains per hour per direction during peak times between San Francisco and San Jose.
- The express trains are anticipated to be about an hour between San Francisco and San Jose, with significant expansion of the number of stations that receive express service.
- Local trains would stop at every station and would reduce travel time from San Francisco to San Jose by 25 minutes compared to today's local schedule.
- Both express and local options provide a compelling alternative to Highway 101 as road traffic escalates.
- Weekend Service: Subject to additional financial analysis and budget confirmation, Caltrain expects to offer service every 30 minutes, minimizing wait times for weekend customers and halving the wait time they currently experience.
- South Santa Clara County Service: The corridor south of Tamien Station in San Jose, which is owned by Union Pacific and is not included in the Electrification Project, will still be served by four daily roundtrips using diesel trains to maintain connectivity. There will be a seamless three-minute cross platform transfer at Diridon Station and overall, travel times will be substantially reduced to San Francisco and other mid-Peninsula destinations.

Performance Highlights and Passenger Benefits

- The new electric trains accelerate and decelerate more rapidly than the current diesel fleet, which is how Caltrain can achieve the proposed schedule with additional frequency and faster travel times.
- Weekday peak hour trains would cover 79 stations per hour, an increase from the current 66.
- Eleven stations would experience four train arrivals hourly per direction, a notable improvement from seven stations currently.
- Midday trains cover 44 stations per hour, up from 34 today.
- The new electric trains will bring a wide variety of customer experience benefits including Wi-Fi; electrical outlets at every fixed seat; spacious bathrooms with a baby changing table; a smoother and quieter ride; digital on-board trip information systems to clearly communicate information to passengers; and reduced noise and pollutants for riders and residents along the corridor.

Ridership Growth and Impact

Current ridership stands at approximately 500,000 trips monthly, with average weekday boardings surpassing 20,000 continuing to mark year-on-year growth. This ridership growth is even with two dozen weekend service shutdowns for the Electrification construction. With the proposed electrified service plan for fall 2024, reduced travel times and wait times are anticipated system-wide, boasting a 20% rise in overall stops and a 27% increase at stations serving Equity Priority Communities.

Public Engagement and Implementation

Caltrain seeks community feedback throughout October 2023, with the final electrified service plan set to be finalized by year-end. Early 2024 will continue with rigorous testing of the new electric trains and service plan, with full electrified service, using a new electrified schedule, set to roll out in September 2024.

###

About Caltrain: Owned and operated by the Peninsula Corridor Joint Powers Board, Caltrain provides rail service from San Francisco to San Jose, with commute service to Gilroy. Serving the region since 1863, Caltrain is the oldest continually operating rail system west of the Mississippi. Looking to the future, Caltrain is set to electrify the corridor by 2024, which will reduce diesel emissions and add more service to more stations while advancing the agency's equity goals.

Follow Caltrain on Facebook and X.

Free translation assistance is available.

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

Editor's Note: Pictures and Video can be found at https://smctd.canto.com/v/CaltrainMedia

Media Contact: Dan Lieberman, 650.622.2492

Sign up for service updates and rider news, manage your existing account or unsubscribe

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ATTACHMENT 9 – MATRIX OF PUBLIC COMMENTS FROM COMMUNITY MEETINGS

Meeting	Date	Question / Comment
Citizens' Advisory Committee (CAC)	September 20, 2023	Is there an ETA of when the draft for weekend service will be published?
Citizens' Advisory Committee (CAC)	September 20, 2023	What does the 104 train schedule do for ridership versus the 114 train, and why is this justified?
Citizens' Advisory Committee (CAC)	September 20, 2023	What is the cost difference between running 104 trains per day and 114 after electrification?
Citizens' Advisory Committee (CAC)	September 20, 2023	What constraints are there in the terminals and on the track?
Citizens' Advisory Committee (CAC)	September 20, 2023	Is it possible to run EMUs from Gilroy with a diesel?
Citizens' Advisory Committee (CAC)	September 20, 2023	What is staff's view or expectation together with Stadler on a schedule timeline for developing the BEMU, testing it, and getting it FRA certified?
Bicycle Active Transportation Advisory Committee (BATAC)	September 21, 2023	Can you confirm the planned date for the initiation of the service extension?
Bicycle Active Transportation Advisory Committee (BATAC)	September 21, 2023	Does the current proposal include a weekend service schedule, or is it limited to weekdays?
Bicycle Active Transportation Advisory Committee (BATAC)	September 21, 2023	Will there be a transition between different scheduling periods, or will the schedule remain consistent?
Bicycle Active Transportation Advisory Committee (BATAC)	September 21, 2023	Is the regular clock-face schedule going to be implemented on weekends as well?
Bicycle Active Transportation Advisory Committee (BATAC)	September 21, 2023	What are the key factors that contribute to reduced travel times with the new trains?
Bicycle Active Transportation Advisory Committee (BATAC)	September 21, 2023	Do the 8 and 18-minute connection times apply to trains north or south of Millbrae?
Bicycle Active Transportation Advisory Committee (BATAC)	September 21, 2023	Will issues like those experienced at San Carlos be addressed in upcoming schedules?
Bicycle Active Transportation Advisory Committee (BATAC)	September 21, 2023	In your next presentation, would it be beneficial to clarify that the travel times discussed cover both directions between Caltrain and BART?
Bicycle Active Transportation Advisory Committee (BATAC)	September 21, 2023	Could you generate an estimate based on survey data and station pairings to show the potential increase in service, the number of riders affected, and the time savings for an average rider?
JPB Technology, Operations, Planning, and Safety (TOPS)	September 27, 2023	How will the recent Department of Finance state demographic projections affect our long-term planning and operational strategies?
JPB Technology, Operations, Planning, and Safety (TOPS)	September 27, 2023	How can the new demographic and ridership data be better integrated into our current and future service plans?
JPB Technology, Operations, Planning, and Safety (TOPS)	September 27, 2023	Have we solicited and received comprehensive quantification of TOD from our member cities?
JPB Technology, Operations, Planning, and Safety (TOPS)	September 27, 2023	How are these developments influencing our ridership and service needs along the corridor?
JPB Technology, Operations, Planning, and Safety (TOPS)	September 27, 2023	What specific data and market analysis are being considered in our service planning for the electrified service launching in Fall 2024?
JPB Technology, Operations, Planning, and Safety (TOPS)	September 27, 2023	With the shift in traditional commute patterns, what new incentives can we introduce to encourage ridership aside from congestion avoidance?
JPB Technology, Operations, Planning, and Safety (TOPS)	September 27, 2023	What additional promotions and customer-focused initiatives are planned to attract and retain a diverse rider base?
JPB Technology, Operations, Planning, and Safety (TOPS)	September 27, 2023	How can the Go Pass and regional all-agency passes be optimized to tap into new customer bases and address the needs of a diverse workforce?
JPB Technology, Operations, Planning, and Safety (TOPS)	September 27, 2023	What specific impacts has the TMA program had on employee retention for service companies?
JPB Technology, Operations, Planning, and Safety (TOPS)	September 27, 2023	How can we replicate or expand this success to other segments?

JPB Technology, Operations, Planning, and Safety (TOPS)	September 27, 2023	What components should be included in the toolkit for cities to support increased ridership?
JPB Technology, Operations, Planning, and Safety (TOPS)	September 27, 2023	How will we engage cities and their staff to ensure they are prepared to implement and advocate for these tools within their communities?
Local Policy Maker Group (LPMG)	September 28, 2023	Have we compared our strategies to global best practices? If we're not meeting world class standards, why not? When could we achieve this, and what resources would it require?
Local Policy Maker Group (LPMG)	September 28, 2023	Is this development expected to occur within our lifetimes?
Local Policy Maker Group (LPMG)	September 28, 2023	I would appreciate your thoughts on how we might effectively generate revenue from the interiors of the new trains.
Local Policy Maker Group (LPMG)	September 28, 2023	Do we have plans to increase advertising throughout the system?
Local Policy Maker Group (LPMG)	September 28, 2023	What strategies can we implement to better integrate VTA routes within our Caltrain service to enhance last-mile connectivity and boost ridership?
JPB Board Meeting	October 5, 2023	How are we planning to handle the BART connection in terms of schedule coordination, and what are the board's views on this issue?
JPB Board Meeting	October 5, 2023	Could Caltrain enhance service frequency to better synchronize with BART's timetable?
JPB Board Meeting	October 5, 2023	Is there a possibility to increase service frequency during off-peak hours, not just during peak-periods?
JPB Board Meeting	October 5, 2023	Is operating shorter trains more frequently a viable option?
JPB Board Meeting	October 5, 2023	Why aren't all services extended to Tamien?
JPB Board Meeting	October 5, 2023	What is the reason or the increase in travel time for the proposed express service to over 60 minutes from the previous 56 minutes?
JPB Board Meeting	October 5, 2023	Are there any measures being considered to mitigate the potential rise in noise levels during nighttime, especially in urban quiet zones?
JPB Board Meeting	October 5, 2023	How do we plan to compete with highways that feature express lanes?
JPB Board Meeting	October 5, 2023	Is it possible for EMUs to operate alongside diesel trains to eliminate the need for transfers?
JPB Board Meeting	October 5, 2023	What short-term strategies are in place to increase regional ridership within the constraints of our budget?
JPB Board Meeting	October 5, 2023	What actions can Caltrain take to improve weekend services and boost ridership, despite financial limitations?
Citizens' Advisory Committee (CAC)	November 15, 2023	Why do new trains have fewer bathrooms?
Citizens' Advisory Committee (CAC)	November 15, 2023	When is Caltrain scheduled to start end-to-end testing?
Citizens' Advisory Committee (CAC)	November 15, 2023	Why doesn't Caltrain operate shorter trains during off-peak hours to align with demand?
Citizens' Advisory Committee (CAC)	November 15, 2023	Will the Broadway station resume service on weekends?
Citizens' Advisory Committee (CAC)	November 15, 2023	What are the primary reasons for the increase in operating costs?
Citizens' Advisory Committee (CAC)	November 15, 2023	Is PG&E the only electricity supplier for Caltrain?
Citizens' Advisory Committee (CAC)	November 15, 2023	What are the typical service pattens on holidays?
Citizens' Advisory Committee (CAC)	November 15, 2023	Are we expecting any changes to the schedule in the near future?
Citizens' Advisory Committee (CAC)	November 15, 2023	How does Caltrain factor transfers into its scheduling, and why are they given lower priority?

Citizens' Advisory Committee (CAC)	November 15, 2023	Can Caltrain adjust its schedule to better reflect variations in peak and off-peak usage?
Citizens' Advisory Committee (CAC)	November 15, 2023	Is there any intention to streamline the schedule going forward?
Citizens' Advisory Committee (CAC)	November 15, 2023	What is the status of the current waiver?
Citizens' Advisory Committee (CAC)	November 15, 2023	What progress has been made in the discussions with BART concerning transfers?
Citizens' Advisory Committee (CAC)	November 15, 2023	Is there an opportunity to implement a more integrated payment system?
Bicycle Active Transportation Advisory Committee (BATAC)	November 16, 2023	What portion of the total operating cost is attributed to weekend operations?
Bicycle Active Transportation Advisory Committee (BATAC)	November 16, 2023	How does deceleration and acceleration impact the cost of electricity during operations?
Bicycle Active Transportation Advisory Committee (BATAC)	November 16, 2023	Are there plans to implement shorter, 4-car train services?
Bicycle Active Transportation Advisory Committee (BATAC)	November 16, 2023	Is there adequate forecasted data on ridership available?
Bicycle Active Transportation Advisory Committee (BATAC)	November 16, 2023	Is the roughness of the ride related to the train's current suspension mechanism?
JPB Board Meeting	December 7, 2023	The proposed increase in service frequency marks a significant enhancement. However, is it possible to offer services at 15-20 minute intervals?
JPB Board Meeting	December 7, 2023	Although a 30-minute interval on weekends is better, it is crucial to coordinate more effectively with BART services.
JPB Board Meeting	December 7, 2023	Providing services every half hour during off-peak times is a substantial improvement and more closely matches BART's timetable.
JPB Board Meeting	December 7, 2023	To better manage future transfer issues with BART, Caltrain should strive to offer services every 20 minutes.
JPB Board Meeting	December 7, 2023	It is crucial to coordinate more effectively with BART services to better manage future transfer issues.
JPB Board Meeting	December 7, 2023	Operating shorter train cars during off-peak times would be ideal.

ATTACHMENT 10: ELECTRIFIED SERVICE PLAN SURVEY QUESTIONS (MULTILINGUAL)

(https://fp.mysocialpinpoint.com/caltrains-draft-electrified-service-plan)

English

Draft Electrified Service Plan

Get excited for electrified service in Fall 2024!

Draft Electrified Service Plan

Closed

Current & Interested Rider Survey

Electrified Caltrain service is scheduled to start in Fall 2024! Please answer the following questions based on your anticipated travel needs a year from now.

Anticipated Travel

What station do you anticipate your journey will typically start at?

What station do you anticipate that you will get off at?

In what time window would you like to arrive at your destination station (e.g., 8-9am)?

Submit

Click the images below to learn about the draft service plan!



(https://hdp-us-prod-app-fp-spp-files.s3.us-west-2.amazonaws.com/3916/9646/6443/Poster_Vertical_v4.02.jpg)

Do you anticipate that you will typically use Caltrain to make a round-trip or one-way journey?

- Round-trip
- One-way

How would you typically get to Caltrain from your home?

Choose the option you use most often or for the longest part of your trip.

- Walk
- Bicycle
- Transit
- Drive
- Other (please specify)

How would you typically get to your destination from Caltrain?

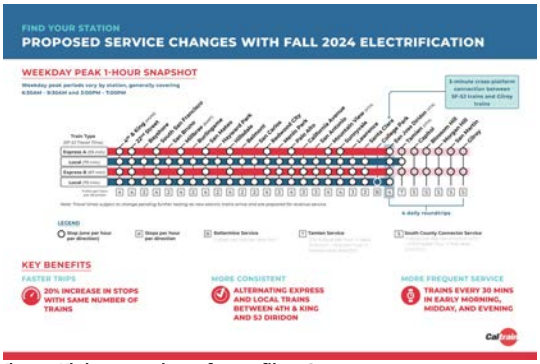
Choose the option you use most often or for the longest part of your trip.

- Walk
- Bicycle
- Transit
- Drive
- Other (please specify)

Electrified Service Plan

What about electrified service is most exciting to you?

Any other feedback for Caltrain?



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Draft Electri ed Service Plan

تحمس للخدمة المكهربة في خريف 2024!

Draft Electrified Service Plan

مغلق

مسح الراكب الحالي والمهتم

ومن المقرر أن تبدأ خدمة كالترين المكهربة في خريف عام 2024! يرجى الإجابة على الأسئلة التالية بناءً على احتياجات سفرك المتوقعة بعد عام من الآن.

السفر المرتقب

في أي محطة تتوقع أن تبدأ رحلتك عادةً؟

في أي محطة تتوقع النزول؟

في أي فترة زمنية تريد الوصول إلى محطة وجهتك (على سبيل المثال، 8-9 صباحًا)؟

يقدم

انقر على الصور أدناه للتعرف على مسودة خطة الخدمة!



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هل تتوقع أنك ستستخدم عادة Caltrain للقيام برحلة ذهابًا وإيابًا أو رحلة في اتجاه واحد؟

- جولة
- طريقة واحدة

كيف يمكنك عادة الوصول إلى كالترين من منزلك؟

اختر الخيار الذي تستخدمه في أغلب الأحيان أو للجزء الأطول من رحلتك.

- يمشي
- دراجة
- عبور
- يقود
- غير ذلك (يرجى التحديد)

كيف يمكنك عادةً الوصول إلى وجهتك من كالترين؟

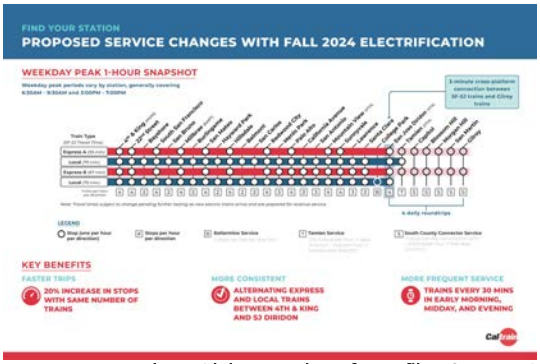
اختر الخيار الذي تستخدمه في أغلب الأحيان أو للجزء الأطول من رحلتك.

- يمشي
- دراجة
- عبور
- يقود
- غير ذلك (يرجى التحديد)

خطة الخدمة الكهربائية

ماذا عن الخدمة المكهربة الأكثر إثارة بالنسبة لك؟

هل هناك أي تطبيقات أخرى على كالترين؟



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(https://fp.mysocialpinpoint.com/caltrains-draft-electrified-service-plan)

中文

Draft Electrified Service Plan

期待 2024 年秋季的电气化服务！

Draft Electrified Service Plan

关闭

当前和感兴趣的骑手调查

Caltrain 电气化服务计划于 2024 年秋季启动！请根据您一年后的预期旅行需求回答以下问题。

预计旅行

您预计您的旅程通常会从哪个车站开始?

您预计在哪个车站下车?

您希望在什么时间段到达目的地车站（例如上午 8 点至 9 点）？

提交

点击下图了解服务计划草案！



(https://hdp-us-prod-app-fp-spp-files.s3.us-west-2.amazonaws.com/3916/9646/6443/Poster_Vertical_v4.02.jpg)

您预计您通常会使用 Caltrain 进行往返或单程旅行吗?

- 往返
- 单程

您通常如何从家前往 Caltrain?

选择您最常使用或旅行时间最长的选项。

- 走
- 自行车
- 交通
- 驾驶
- 其他（请注明）

您通常如何从 Caltrain 到达目的地?

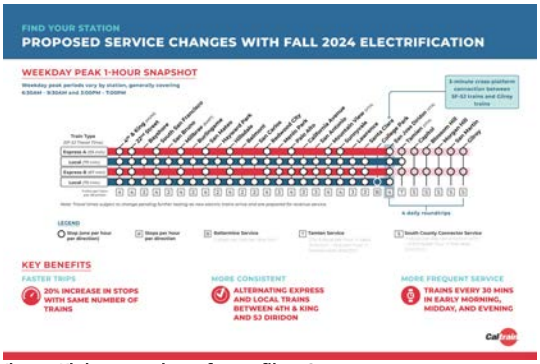
选择您最常使用或旅行时间最长的选项。

- 走
- 自行车
- 交通
- 驾驶
- 其他（请注明）

电气化服务计划

电气化服务最令您兴奋的是什么?

对于 Caltrain 还有其他反馈吗?



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Draft Electrified Service Plan

Soyez excité pour le service électrifié à l'automne 2024 !

Draft Electrified Service Plan

Fermé

Sondage auprès des usagers actuels et intéressés

Le service de Caltrain électrifié devrait débuter à l'automne 2024 ! Veuillez répondre aux questions suivantes en fonction de vos besoins de déplacement prévus dans un an.

Voyages prévus

À quelle station prévoyez-vous que votre voyage commencera habituellement ?

À quelle station prévoyez-vous que vous décollerez ?

Dans quelle période aimeriez-vous arriver à votre station de destination (p. ex. 8 h 9 h) ?

Soumettre

Cliquez sur les images ci-dessous pour en savoir plus sur l'ébauche du plan de services !



(https://hdp-us-prod-app-fp-spp-files.s3.us-west-2.amazonaws.com/3916/9646/6443/Poster_Vertical_v4.02.jpg)

Prévoyez-vous que vous utiliserez habituellement Caltrain pour faire un aller-retour ou un aller simple ?

- Aller-retour
- Unidirectionnel

Comment vous rendriez-vous habituellement à Caltrain à partir de votre domicile ?

Choisissez l'option que vous utilisez le plus souvent ou pour la plus longue partie de votre voyage.

- Marche
- Vélo
- Transport en commun
- Conduisez
- Autre (veuillez préciser)

Comment vous arriveriez habituellement à votre destination depuis Caltrain ?

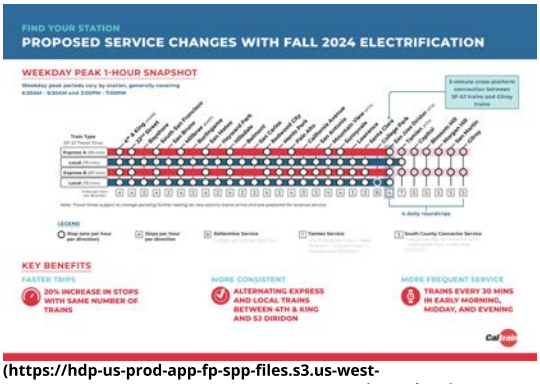
Choisissez l'option que vous utilisez le plus souvent ou pour la plus longue partie de votre voyage.

- Marche
- Vélo
- Transport en commun
- Conduisez
- Autre (veuillez préciser)

Plan de service électrifié

Qu'en est-il des services électrifiés qui vous passionnent le plus ?

D'autres commentaires pour Caltrain ?



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Draft Electrified Service Plan

2024 के पतन में विद्युतीकृत सेवा के लिए उत्साहित हों!

Draft Electrified Service Plan

बंद किया हुआ

वर्तमान एवं इच्छुक राइडर सर्वेक्षण

विद्युतीकृत कैल्ट्रेन सेवा शरद ऋतु 2024 में शुरू होने वाली है! कृपया अब से एक वर्ष बाद अपनी अनुमानित यात्रा आवश्यकताओं के आधार पर निम्नलिखित प्रश्नों के उत्तर दें।

प्रत्याशित यात्रा

आपको क्या लगता है कि आपकी यात्रा आम तौर पर किस स्टेशन से शुरू होगी?

आपको क्या उम्मीद है कि आप किस स्टेशन पर उतरेंगे?

आप अपने गंतव्य स्टेशन पर कितने समय में पहुंचना चाहेंगे (जैसे, सुबह 8-9 बजे)?

प्रस्तुत करना

ड्रा सेवा योजना के बारे में जानने के लिए नीचे दी गई छवियों पर क्लिक करें!



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क्या आप आशा करते हैं कि आप आम तौर पर राउंड-ट्रिप या एक-तरफ़ा यात्रा करने के लिए कैल्ट्रेन का उपयोग करेंगे?

- राउंड ट्रिप
- एक तरफ़ा रास्ता

आप आमतौर पर अपने घर से कैल्ट्रेन कैसे पहुंचेंगे?

वह विकल्प चुनें जिसका उपयोग आप सबसे अधिक बार या अपनी यात्रा के सबसे लंबे समय के लिए करते हैं।

- टहलना
- साइकिल
- पारगमन
- गाड़ी चलाना
- अन्य (कृपया निर्दिष्ट करें)

आप आमतौर पर कैल्ट्रेन से अपने गंतव्य तक कैसे पहुंचेंगे?

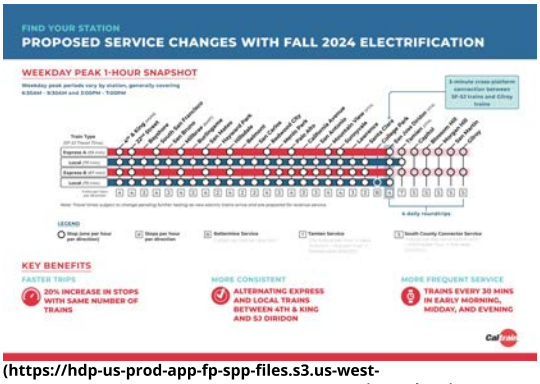
वह विकल्प चुनें जिसका उपयोग आप सबसे अधिक बार या अपनी यात्रा के सबसे लंबे समय के लिए करते हैं।

- टहलना
- साइकिल
- पारगमन
- गाड़ी चलाना
- अन्य (कृपया निर्दिष्ट करें)

विद्युतीकृत सेवा योजना

विद्युतीकृत सेवा के बारे में आपके लिए सबसे रोमांचक क्या है?

कैल्ट्रेन के लिए कोई अन्य प्रतिक्रिया?



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Draft Electrified Service Plan

2024년 가을 전기 서비스를 기대해 보세요!

Draft Electrified Service Plan

닫은

현재 및 관심 있는 라이더 설문조사

2024년 가을부터 전동화 칼트레인 서비스 개시 예정! 지금으로부터 1년 후 예상되는 여행 요구 사항을 기준으로 다음 질문에 답해 주십시오.

예상되는 여행

여행은 일반적으로 어떤 역에서 시작될 것으로 예상하시나요?

어느 역에서 내릴 것으로 예상하시나요?

목적지 역에 도착하기를 원하는 시간은 언제입니까(예: 오전 8~9시)?

제출하다

서비스 계획 초안을 알아보려면 아래 이미지를 클릭하세요!



(https://hdp-us-prod-app-fp-spp-files.s3.us-west-2.amazonaws.com/3916/9646/6443/Poster_Vertical_v4.02.jpg)

일반적으로 왕복 또는 편도 여행을 위해 Caltrain을 사용할 것으로 예상하십니까?

- 왕복 여행
- 일방 통행

집에서 Caltrain까지 보통 어떻게 가시나요?

가장 자주 사용하는 옵션이나 여행 중 가장 오랜 시간 동안 사용하는 옵션을 선택하세요.

- 걷다
- 자전거
- 운송
- 운전하다
- 기타 (구체적으로)

칼트레인(Caltrain)에서 목적지까지 보통 어떻게 가시나요?

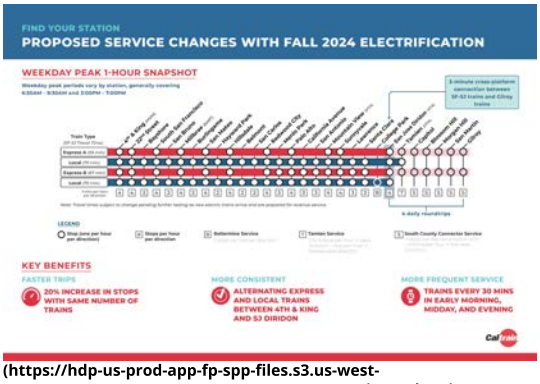
가장 자주 사용하는 옵션이나 여행 중 가장 오랜 시간 동안 사용하는 옵션을 선택하세요.

- 걷다
- 자전거
- 운송
- 운전하다
- 기타 (구체적으로)

전기 서비스 계획

당신에게 가장 흥미로운 전기 서비스는 무엇입니까?

Caltrain에 대한 다른 의견이 있으신가요?



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Draft Electrified Service Plan

Fique animado com o serviço eletrificado no outono de 2024!

Draft Electrified Service Plan

Fechadas

Pesquisa de passageiros atuais e interessados

O serviço eletrificado do Caltrain está programado para começar no outono de 2024! Por favor, responda às seguintes perguntas com base nas suas necessidades de viagem previstas para daqui a um ano.

Viagem antecipada

Em que estação você prevê que sua jornada normalmente começará?

Em que estação você prevê descer?

Algum outro feedback para Caltrain?

Enviar

Clique nas imagens abaixo para conhecer o rascunho do plano de serviços!



(https://hdp-us-prod-app-fp-spp-files.s3.us-west-2.amazonaws.com/3916/9646/6443/Poster_Vertical_v4.02.jpg)

Em que período de tempo você gostaria de chegar à sua estação de destino (por exemplo, das 8h às 9h)?

Você prevê que normalmente usará o Caltrain para fazer uma viagem de ida e volta ou só de ida?

- Ida e volta
- Mão Única

Como você normalmente chegaria a Caltrain saindo de sua casa?

Escolha a opção que você usa com mais frequência ou durante o período mais longo da sua viagem.

- Andar
- Bicicleta
- Transito
- Dirigir
- Outro (por favor, especifique)

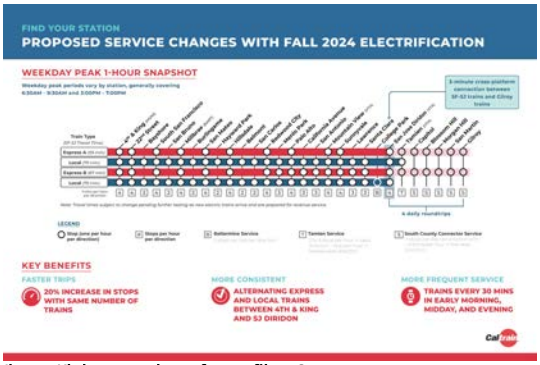
Como você normalmente chegaria ao seu destino saindo de Caltrain?

Escolha a opção que você usa com mais frequência ou durante o período mais longo da sua viagem.

- Andar
- Bicicleta
- Transito
- Dirigir
- Outro (por favor, especifique)

Plano de Serviço Eletrificado

O que é mais interessante para você no serviço eletrificado?



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Русский

Draft Electrified Service Plan

Ожидайте электрификации осенью 2024 года!

Draft Electrified Service Plan

Закрыто

Опрос текущих и заинтересованных пассажиров

Запуск электрифицированного поезда Caltrain запланирован на осень 2024 года! Пожалуйста, ответьте на следующие вопросы, исходя из ваших предполагаемых потребностей в поездках через год.

Ожидаемое путешествие

На какой станции, по вашему мнению, обычно начинается ваше путешествие?

На какой станции, по вашему мнению, вы выйдете?

Есть ли еще отзывы о Caltrain?

Представлять на рассмотрение

Нажмите на изображения ниже, чтобы узнать о проекте плана обслуживания!



(https://hdp-us-prod-app-fp-spp-files.s3.us-west-2.amazonaws.com/3916/9646/6443/Poster_Vertical_v4.02.jpg)

В каком временном окне вы хотели бы прибыть на станцию назначения (например, в 8-9 утра)?

Предполагаете ли вы, что обычно будете использовать Caltrain для поездок туда и обратно или в одну сторону?

- Поездка туда и обратно
- В одну сторону

Как вы обычно добираетесь до Калтрэйна из дома?

Выберите вариант, которым вы пользуетесь чаще всего или для самой продолжительной части поездки.

- Ходить
- Велосипед
- Транзит
- Водить машину
- Другое (укажите)

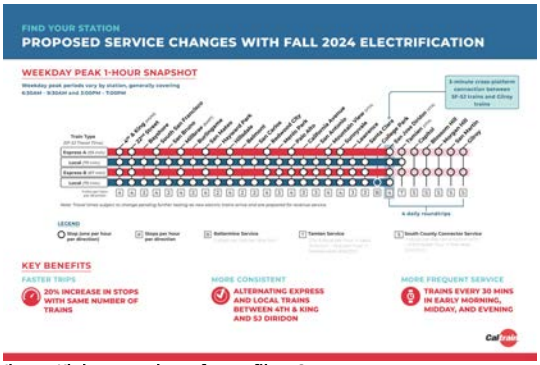
Как вы обычно добираетесь до пункта назначения из Калтрейн?

Выберите вариант, которым вы пользуетесь чаще всего или для самой продолжительной части поездки.

- Ходить
- Велосипед
- Транзит
- Водить машину
- Другое (укажите)

План электрифицированного обслуживания

Что в электрифицированном обслуживании вас больше всего волнует?



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Español

Draft Electrified Service Plan

¡Prepárese para el servicio electrificado en el otoño de 2024!

Draft Electrified Service Plan

Cerrado

Encuesta de pasajeros actuales e interesados

¡El servicio electrificado de Caltrain está programado para comenzar en el otoño de 2024! Responda las siguientes preguntas según sus necesidades de viaje previstas dentro de un año.

Viaje anticipado

¿En qué estación cree que normalmente comenzará su viaje?

¿En qué estación crees que te bajarás?

Enviar

¡Haga clic en las imágenes a continuación para conocer el borrador del plan de servicio!



(https://hdp-us-prod-app-fp-spp-files.s3.us-west-2.amazonaws.com/3916/9646/6443/Poster_Vertical_v4.02.jpg)

¿En qué horario le gustaría llegar a su estación de destino (por ejemplo, de 8 a 9 a. m.)?

¿Anticipa que normalmente utilizará Caltrain para realizar un viaje de ida y vuelta o de ida?

- Ida y vuelta
- De una sola mano

¿Cómo llegarías normalmente a Caltrain desde tu casa?

Elige la opción que utilizas con más frecuencia o durante la mayor parte de tu viaje.

- Caminar
- Bicicleta
- Tránsito
- Conducir
- Otros (especificar)

¿Cómo llegaría normalmente a su destino desde Caltrain?

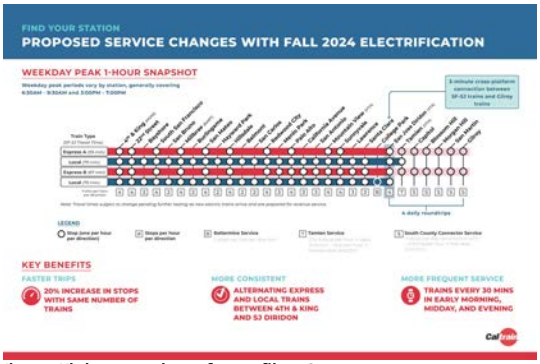
Elige la opción que utilizas con más frecuencia o durante la mayor parte de tu viaje.

- Caminar
- Bicicleta
- Tránsito
- Conducir
- Otros (especificar)

Plan de Servicio Electrificado

¿Qué es lo que más le apasiona del servicio electrificado?

¿Algún otro comentario sobre Caltrain?



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Tagalog

Draft Electrified Service Plan

Maging excited para sa nakuryenteng serbisyo sa Fall 2024!

Draft Electrified Service Plan

Sarado

Kasalukuyan at Interesadong Rider Survey

Nakatakdang magsimula ang serbisyo ng Electrified Caltrain sa Fall 2024! Mangyaring sagutin ang mga sumusunod na tanong batay sa iyong inaasahang pangangailangan sa paglalakbay isang taon mula ngayon.

Inaasahang Paglalakbay

Saang istasyon mo inaasahang magsisimula ang iyong paglalakbay?

Anong istasyon ang inaasahan mong bababaan mo?

Anumang iba pang feedback para sa Caltrain:

Ipasa

I-click ang mga larawan sa ibaba upang malaman ang tungkol sa draft na plano ng serbisyo!



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Sa anong oras na window mo gustong makarating sa iyong patutunguhan na istasyon (hal., 8-9am)?

Inaasahan mo ba na karaniwan mong gagamitin ang Caltrain para gumawa ng round-trip o one-way na paglalakbay?

- Papunta at pabalik
- Isang daanan

Paano ka karaniwang makakarating sa Caltrain mula sa iyong tahanan?

Piliin ang opsyon na pinakamadalas mong gamitin o para sa pinakamahabang bahagi ng iyong biyahe.

- Maglakad
- Bisikleta
- Transit
- Magmaneho
- Iba pa (mangyaring tukuyin)

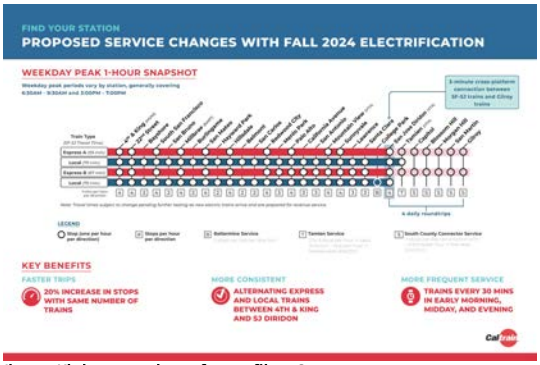
Paano ka karaniwang makakarating sa iyong patutunguhan mula sa Caltrain?

Piliin ang opsyon na pinakamadalas mong gamitin o para sa pinakamahabang bahagi ng iyong biyahe.

- Maglakad
- Bisikleta
- Transit
- Magmaneho
- Iba pa (mangyaring tukuyin)

Plano ng Serbisyong Nakuryente

Paano ang tungkol sa serbisyong nakuryente ang pinakakapana-panabik sa iyo?



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Tiếng Việt

Draft Electrified Service Plan

Hãy hào hứng với dịch vụ điện khí hóa vào Mùa thu năm 2024!

Draft Electrified Service Plan

Đã đóng cửa

Khảo sát về hành khách hiện tại và quan tâm

Dịch vụ Caltrain điện khí hóa dự kiến sẽ bắt đầu vào mùa thu năm 2024! Vui lòng trả lời các câu hỏi sau dựa trên nhu cầu du lịch dự kiến của bạn trong một năm kể từ bây giờ.

Chuyến đi dự kiến

Bạn dự đoán hành trình của mình thường sẽ bắt đầu ở ga nào?

Bạn dự kiến sẽ xuống ga nào?

Nộp

Hãy nhấp vào các hình ảnh bên dưới để tìm hiểu về dự thảo gói dịch vụ!



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Bạn có dự kiến rằng bạn thường sẽ sử dụng Caltrain để thực hiện hành trình khứ hồi hoặc một chiều không?

- Khứ hồi
- Một chiều

Bạn thường đến Caltrain từ nhà bằng cách nào?

Chọn tùy chọn bạn sử dụng thường xuyên nhất hoặc trong phần dài nhất của chuyến đi.

- Đi bộ
- Xe đạp
- quá cảnh
- Lái xe
- Khác (vui lòng ghi rõ)

Bạn thường đến đích từ Caltrain bằng cách nào?

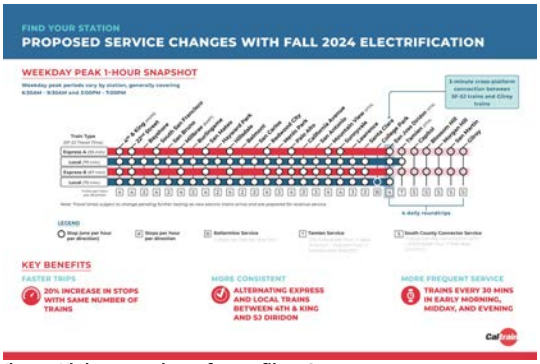
Chọn tùy chọn bạn sử dụng thường xuyên nhất hoặc trong phần dài nhất của chuyến đi.

- Đi bộ
- Xe đạp
- quá cảnh
- Lái xe
- Khác (vui lòng ghi rõ)

Kế hoạch dịch vụ điện khí hóa

Điều gì về dịch vụ điện khí hóa là điều thú vị nhất đối với bạn?

Bạn có phản hồi nào khác cho Caltrain không?



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ATTACHMENT 11: SOCIAL MEDIA OUTREACH

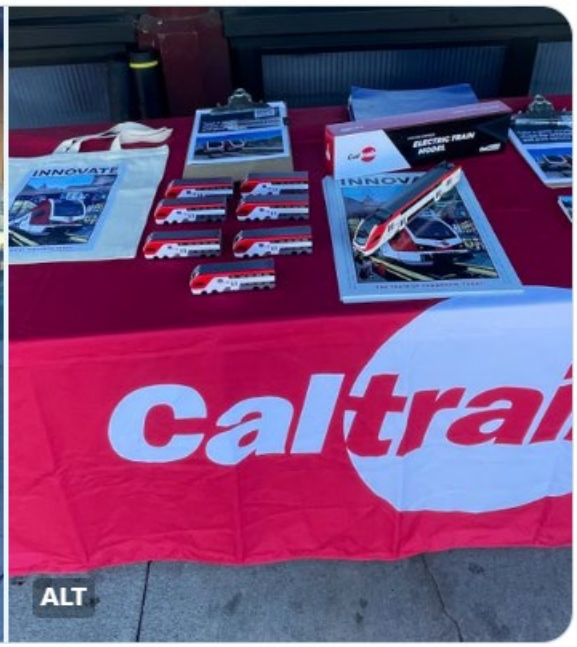
CALTRAIN TWITTER – STATION OUTREACH EVENT, OCTOBER 17, 2023

Caltrain
@Caltrain

Our planning team is doing an outreach tour at some of our stations. Come join us at the San Mateo Station to learn more about future electrified service.

If you have any questions about upcoming weekend closures this is your chance to ask away!





3:59 PM · Oct 17, 2023 · **9,567** Views

CALTRAIN TWITTER – SURVEY REMINDER, OCTOBER 26, 2023



ATTACHMENT 12: BOARD APPROVAL OF CALTRAIN ELECTRIFICATION SERVICE CHANGES AND TITLE VI EQUITY ANALYSIS

Resolution No. 2024-36

Board of Directors, Peninsula Corridor Joint Powers Board
State of California

*** * ***

Approve the Title VI Analysis for September 2024 JPB Electrification Service Changes

Whereas, as part of the Caltrain Modernization Program, the Peninsula Corridor Joint Powers Board (JPB or Caltrain) completed the Peninsula Corridor Electrification Project (PCEP) in 2023, which converts the Caltrain mainline from diesel-hauled trains to Electric Multiple Unit trains to allow for the start of revenue service; and

Whereas, the completion of PCEP is accompanied by a brand-new service schedule to be implemented in September 2024 that will provide a significant increase to weekday and weekend service; and

Whereas, weekday express trains from San Francisco to San Jose are expected to have trip times of under an hour compared to the current 66 minutes, local service will be 75 minutes instead of the current 100 minutes, and trips from southern Santa Clara County to San Francisco will save up to 28 minutes compared to existing travel times; and

Whereas, Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving federal financial assistance; and

Whereas, as a recipient of grant funds from the Federal Transit Administration (FTA), the JPB Board of Directors (Board) adopted a Major Service Change Policy on April 4, 2023, by Resolution No. 2013-21 for the Caltrain system, which sets the thresholds for when a service equity analysis and public engagement process are required for a proposed service change; and

Whereas, on April 4, 2023, by Resolution No. 2013-21, the Board adopted Disparate Impact and Disproportionate Burden Policies to set thresholds for when major service changes are deemed to have disparate or disproportionate effects on minority or low-income populations; and

Whereas, under the JPB Title VI policies, the upcoming changes to Caltrain service after completion of PCEP qualify as "Major Service Changes", thereby requiring a Title VI Service Equity Analysis; and

Whereas, the equity analysis must be prepared in conformity with Chapter IV of the FTA Circular 4702.1B to assess whether the change will result in disparate impacts on minority populations or disproportionate burdens on low-income populations; and

Whereas, staff has prepared a Title VI Service Equity Analysis that evaluates Caltrain's proposed weekday and weekend service changes which must be presented to the Board for its consideration and included in the Caltrain Title VI Program with a record of Board action; and

Whereas, the Title VI Service Equity Analysis summarizes all public outreach conducted about the draft service plans, including public comments from the seventeen public meetings, ten community events, and public survey held in Fall and Winter 2023; and

Whereas, the analysis concludes that the service increases associated with the new Caltrain electrification service schedule do not have a disparate impact on minority populations nor a disproportionate burden on low-income populations; and

Whereas, the Executive Director recommends the Board approve the Title VI Service Equity Analysis as required under FTA Circular 4702.1B for the September 2024 JPB Electrification Service Change.

Now, Therefore, Be It Resolved that the Board hereby:

1. Finds pursuant to Title VI of the Civil Rights Act of 1964 that the September 2024 JPB Electrification Service Changes do not have a disparate impact on minority populations, nor a disproportionate burden on low-income populations; and
2. Approves the Title VI Service Equity Analysis attached to this resolution.

Regularly passed and adopted this 6th day of June, 2024 by the following vote:

Ayes: Abe-Koga, Burt, Medina, Walton, Zmuda, Gee

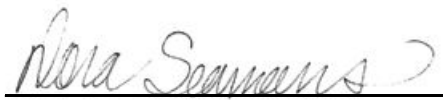
Noes: None

Absent: Mueller, Heminger, Davis



Acting Chair, Peninsula Corridor Joint Powers Board

Attest:



JPB Secretary

PENINSULA CORRIDOR JOINT POWERS BOARD



Title VI Fare Equity Analysis
$1 Youth Fares
September 2024

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ATTACHMENTS

ATTACHMENT 1 – CALTRAIN SYSTEM MAP

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Caltrain Title VI Fare Equity Analysis
2024 Proposed Fare Changes - $1 Youth Fares

EXECUTIVE SUMMARY

Title VI of the Civil Rights Act of 1964 ensures that "no person in the United States shall, on the basis of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance." The Peninsula Corridor Joint Powers Board ("JPB" or "Caltrain") has committed to the Federal Transit Administration ("FTA") Title VI objectives set for 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.

Caltrain operates commuter rail services for San Francisco, San Mateo, and Santa Clara counties. As a federal grant recipient, Caltrain is required to maintain and provide to the FTA information on Caltrain's compliance with Title VI regulations. At a minimum, Caltrain conducts compliance assessments in the form of a Title VI Program update every three years, or a Title VI equity analysis when it undertakes a change in its fares or a major change in service.

This Title VI Fare Equity Analysis, prepared in conformity with Chapter IV of the FTA's Circular 4702.1B, evaluates Caltrain's proposed changes to Youth fares in the Pre-Clipper Next Generation Fare Structure, to be permanently implemented on September 1, 2024, and a Post-Clipper Next Generation Fare Structure to be effective upon Clipper Next Generation Execution. The initial Pre-Clipper Generation Fare Structure would implement $1 All Zone One-way Youth Fare available on all fare platforms and introduce a new $2 All Zone Youth Day Pass available on Ticket Vending Machines ("TVMs") and the Caltrain mobile app. The later Post-Clipper Next Generation Fare Structure would implement a $24 All Zone Monthly Pass available on Youth Clipper Card.

The following analysis provides a detailed review of the proposed fare adjustments and an assessment of any potential impacts on minority and low-income users. It also summarizes all public outreach conducted, including materials provided for Limited-English Proficient (LEP) populations and public comments received.

Applying Caltrain's Title VI policies, this analysis demonstrates that the proposed fare changes to Youth fares in the Pre-Clipper Next Generation Fare Structure and Post-Clipper Next Generation Fare Structure **will not have a disparate impact on minority riders, nor impose a disproportionate burden on, or fail to proportionately benefit, low-income riders.**

BACKGROUND

CALTRAIN OVERVIEW

Caltrain provides commuter rail service between Santa Clara, San Mateo, and San Francisco counties. The service spans 77.4 miles from San Francisco to Gilroy and includes 31 stations – 29 are used for weekly service, 24 are used for weekend service (including one weekend-only station), and one is a special event service station which serves Stanford Stadium. The service area across the three counties is geographically and ethnically diverse, containing both dense urban cores and suburban landscape with residents from an array of different backgrounds. These factors make the Caltrain service area unique.

Beginning in September 2023 and until the new train electrification schedule goes into effect in September 2024, Caltrain operates 104 weekday trains and 32 weekday trains. In Fiscal Year 2024, Caltrain carried approximately 6.2 million passengers. **Attachment 1** displays the Caltrain Service Map. **Attachment 2** presents a map of service area demographics where the minority and low-income populations are broken out by tract group using the U.S. Census Bureau's 2020 American Community Survey ("ACS") Data. Minority Census tracts are defined as those in which the minority population exceeds the systemwide minority average of 65%. Low-income tract groups are defined under Caltrain's Title VI Program as those in which more than 13% of households have incomes under $25,000.

CALTRAIN TITLE VI POLICIES

In October 2012, the Federal Transit Administration ("FTA") updated its guidance on Title VI of the Civil Rights Act of 1964 through FTA Circular 4702.1B. In accordance with the Circular, to guard against disparate impacts in decision-making and to establish thresholds for use in equity analyses of service and fare changes, FTA requires each federally assisted public transportation provider's governing board to adopt three policies:

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

Caltrain adopted its policies based on several factors, including existing policies in use, consultation with other transit agencies, and analysis of impacts of past service and fare change decisions. Caltrain made its policies available for public review in February 2013 and conducted significant public outreach to solicit input. Following public engagement, Caltrain revised the policy proposals, and the Board of Directors adopted the revised policies at the April 4, 2013, board meeting. The adopted policies follow, and a copy is available in **Attachment 3**.

MAJOR SERVICE CHANGE POLICY

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

Caltrain's policy defines a major service change as any service change meeting one or both of the following criteria:

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

- A greater than 50 percent reduction or increase in the number of stops at a station per day for the service day of the week (weekday, Saturday, or Sunday) for which the change is made. (Note: Any temporary or interim change due to construction or maintenance project is exempt from the definition and is not considered a "major service change." The FTA applies a 12-month limit to the "temporary" service change exemption in Major Service Change policies.)

DISPARATE IMPACT POLICY

The Disparate Impact 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 (a major service change or fare change) would impact minority populations as compared to non-minority populations.

Caltrain 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 that 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, Caltrain must (a) consider modifying the proposal to eliminate the disparate impact, (b) analyze whether the modification eliminated the disparate impact, and (c) demonstrate (1) a substantial legitimate justification for the proposed change and (2) that the proposed change is the least discriminatory alternative.

DISPROPORTIONATE BURDEN POLICY

The Disproportionate Burden Policy establishes a threshold for determining whether a given action has a disproportionate burden on low-income populations versus non-low-income 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.*

In the course of performing a Title VI Equity Analysis, Caltrain must analyze how the proposed action (a major service change or fare change) would impact low-income as compared to non-low-income populations.

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

PUBLIC ENGAGEMENT OF POLICY DEVELOPMENT

FTA Circular C 4702.1B requires transit agencies to seek public input before Board adoption of Disparate Impact and Disproportionate Burden policies. 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. Caltrain requested comments be made through mail, telephone, and a dedicated e-mail address (TitleVI@caltrain.com).

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

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

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

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

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

Caltrain also reached out to the following community groups and leaders:

San Francisco County

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

San Mateo County

- All City Managers
- All Mayors

Santa Clara County

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

Although there were several outreach methods used, including Caltrain website postings, take-one notices printed in English and Spanish, Visual Message Signs at all stations, community meetings, news releases, advertisements in several newspapers, and social media postings (in accordance with the Caltrain Title VI Outreach Plan), there was very limited feedback from 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. (**Attachment 3**)

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

FARE PROPOSAL

CURRENT FARES

Caltrain fares are based on the number of zones that are partially or wholly traveled through by the passenger. A matrix of Caltrain's existing fare chart is shown in **Attachment 4**.

Caltrain has a proof-of-payment fare enforcement system. Passengers must have a valid ticket before boarding the train or be subject to a 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 current Fare Categories and Fare Types is listed below.

FARE CATEGORIES	
Full Fare	Full Fares apply to all customers, except those who qualify for an Eligible Discount or Clipper START, the regional means-based fare program
Eligible Discount	Discounted fare products priced at 50% or less of full fares are available to: **Seniors**: customers 65 years of age or older. **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. **Disabled**: customers holding any of the following valid identification: Regional Transit Connection (RTC) Discount Card; registration for a permanent Disabled Person Placard Identification Card or California license plate issued by the Department of Motor Vehicles. **Medicare Cardholder**: customers who have a Medicare card.
Clipper START	The Clipper START program is the regional means-based fare program administered by the Metropolitan Transportation Commission (MTC). Clipper START offers at least a 50% discount compared to Clipper full fares for adult low-income riders (i.e., those with an annual household income at or below 200 percent of the Federal Poverty Level).
Clipper Bay Pass: Regional All Agency Pass	Available to passengers who are selected to participate in the Clipper Bay Pass Pilot Program, part of the Regional Fare Coordination and Integration Study administered by the Bay Area Integration Task Force. Clipper Bay Pass is managed by MTC and Bay Area Rapid Transit (BART) in close coordination with regional transit operators and Caltrain.
Group Travel	Groups traveling together with 25 or more passengers (e.g., for school field

Discount	trips) can purchase tickets at a 10 % discount over regular cash fares

FARE TYPES

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(s) indicated.
Day Pass	Valid for use on a single day, through the last train on the service day on which the pass is sold. It is honored for unlimited travel within the zone(s) indicated.
Monthly Pass	Available only on the Clipper Card, the Monthly Pass is valid for use for the calendar month for which the pass is issued. Monthly Passes are honored for unlimited weekday trips between the zone(s) 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. Caltrain service operates across six zones. The current increase in fare between zones is $2.25 for Adult fares, and $1.00 for Eligible Discount fares.
Go Pass	Valid for use within the calendar year for which it is issued, the Go Pass is an annual transit pass sold to employers, schools, and residential complexes that offers 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, students, or residents, whether the individuals use Caltrain or not. The Go Pass fare is based on the cost of a monthly pass for three zones, which is the average distance traveled by a Go Pass customer. Entities participating in the Go Pass program are required to purchase passes for all employees/students/residents at the specified location.

Exhibits 1 and 2 show the current fare chart in the Adult and Eligible Discount categories based on the number of zones that a passenger travels through.

Exhibit 1. Caltrain Adult Fare Chart

Adult Fares	How to Buy	Travel Within					
		1 Zone	2 Zones	3 Zones	4 Zones	5 Zones	6 Zones
One Way	TVM	$3.75	$6.00	$8.25	$10.50	$12.75	$15.00
	Clipper	$3.20	$5.45	$7.70	$9.95	$12.20	$14.45
Day Pass	TVM	$7.50	$12.00	$16.50	$21.00	$25.50	$30.00
Zone Upgrade	TVM	**$2.25 per zone**					
Monthly Pass	Clipper	$76.80	$130.80	$184.80	$238.80	$292.80	$346.80

Exhibit 2. Caltrain Eligible Discount Fare Chart

Eligible Discount Fares	How to Buy	Travel Within					
		1 Zone	2 Zones	3 Zones	4 Zones	5 Zones	6 Zones
One Way	TVM	$1.75	$2.75	$3.75	$4.75	$5.75	$6.75
	Clipper	$1.60	$2.60	$3.60	$4.60	$5.60	$6.60
Day Pass	TVM	$3.50	$5.50	$7.50	$9.50	$11.50	$13.50
Zone Upgrade	TVM	**$1.00 per zone**					
Monthly Pass	Clipper	$38.40	$62.40	$86.40	$110.40	$134.40	$158.40

PROMOTIONAL FARES – SEPTEMBER 2023

FTA Circular 4702.1B grants the Caltrain Executive Director the authority to implement special and promotional fare discounts lasting up to six months. While Caltrain's ridership is increasing steadily, it continues to remain low amidst change in travel behavior from the pandemic. On September 1, 2023, Caltrain introduced four promotional products to provide enhanced value to customers and incentivize additional ridership.

These products included the 3-Day Pass, Family Day Pass, Group Day Pass, and $1 All Zone One-Way Youth Fare. All products except the $1 All Zone One-Way Youth Fare are available on the Caltrain Mobile App and Ticket Vending Machines ("TVM"). The $1 Youth Fare is available only on Youth Clipper Cards.

The 3-Day Pass allows the pass holder to take unlimited trips for three consecutive days from the date the pass is purchased.

The Family Day Pass allows two adults and up to four youths (aged 18 and under) to ride together for the cost of two adults and one youth. All Family Day Pass riders must travel

together in the same train car.

The Group Day Pass allows passengers to pay for three Day Passes and receive the fourth Day Pass free of charge. All Group Day Pass travelers must travel together in the same train car and must be in the same fare class (Adult or Eligible Discount).

The $1 Youth Fare offered the price for Youth (aged 18 and under) one-way rides to be $1 for Clipper Youth Card holders. This promotional fare is eligible for travel through all 6 Caltrain zones.

FTA approved Caltrain's request for a six-month extension to further evaluate the four promotional products. The promotion will remain in effect until August 31, 2024.

PROPOSED FARE CHANGES – SEPTEMBER 2024

During the promotional phase, the $1 All Zone One-Way Youth Fare resulted in a 43% year-over-year increase in Youth Clipper utilization compared to overall ticket sales growth of 18%. The 3-Day Pass, Family Day Pass, and Group Day Pass were modestly adopted at less than 1% of overall ticket sales and will not be permanently adopted.

To build on this success and promote further ridership increases, Caltrain staff proposes providing an expanded permanent discounted fare program for Youth riders. The discounted fare program will provide Youth riders the opportunity to purchase: $1 One-Way Fares through Caltrain TVMs, Caltrain Mobile App, and Youth Clipper Cards; $2 Youth Day Passes at TVMs and Caltrain Mobile App; and $24 Monthly Passes on Youth Clipper Cards upon Clipper Next Generation execution.

This fare policy aligns with Caltrain's Fare Policy goals to ensure financial sustainability, increase equity by participating in programs that promote affordable transit, improve customer service that is easier to understand and purchase, and promote current and future ridership growth.

Staff recommends that the Board of Directors adopt two updated Fare Structures:

1. A Pre-Clipper Next Generation Fare Structure, effective September 1, 2024, upon Board approval in August 2024
2. A Post-Clipper Next Generation Fare Structure, effective upon Clipper Next Generation execution

In the first Pre-Clipper Next Generation Fare Structure, the changes for Youth riders include implementing a $1 All Zone One-Way fare available on all platforms and introducing a new $2 All Zone Day Pass available on TVMs and Caltrain Mobile App.

The second Post-Clipper Next Generation Fare Structure will implement a $24 Youth All Zone Monthly Pass available on Youth Clipper Card.

The current promotional $1 Youth Fare will remain in effect until August 31, 2024. After the promotional fare period, the expanded permanent discounted Youth fare program on the Pre-Clipper Next Generation Fare Structure will begin on September 1, 2024. The Post-Clipper Next Generation Fare Structure will be effective upon Clipper Next Generation execution.

When a permanent fare change is implemented, a fare equity analysis must be performed. The FTA considers fare reductions longer than six months permanent and a fare equity analysis must be conducted. The proposed permanent fare program affects the fare types of One-Way Ticket, Day Pass, Zone Upgrade, and Monthly Pass, across the Youth fare categories. Once approved, all fare changes will be reflected in the Caltrain Fare Structure, a legal document that establishes the specific fare categories and types for the train system. **Exhibit 3** below outlines the specific changes in the Youth categories during each phase of the new fare structure.

Exhibit 3. Caltrain Proposed Youth Discount Fare Chart, Effective September 1, 2024

Youth Discount Fares	How to Buy	Travel Within					
		1 Zone	2 Zones	3 Zones	4 Zones	5 Zones	6 Zones
One Way	TVM, Mobile App	~~$1.75~~ $1.00	~~$2.75~~ $1.00	~~$3.75~~ $1.00	~~$4.75~~ $1.00	~~$5.75~~ $1.00	~~$6.75~~ $1.00
	Youth Clipper Card	~~$1.60~~ $1.00	~~$2.60~~ $1.00	~~$3.60~~ $1.00	~~$4.60~~ $1.00	~~$5.60~~ $1.00	~~$6.60~~ $1.00
Day Pass	TVM, Mobile App	~~$3.50~~ $2.00	~~$5.50~~ $2.00	~~$7.50~~ $2.00	~~$9.50~~ $2.00	~~$11.50~~ $2.00	~~$13.50~~ $2.00
Zone Upgrade	TVM	~~**$1.00 per zone**~~ **$0.00 per zone**					
Monthly Pass	Youth Clipper Card	$38.40	$62.40	$86.40	$110.40	$134.40	$158.40
	Youth Clipper Card*	~~$38.40~~ $24.00	~~$62.40~~ $24.00	~~$86.40~~ $24.00	~~$110.40~~ $24.00	~~$134.40~~ $24.00	~~$158.40~~ $24.00

**After Clipper 2.0 (Next Generation Fare Structure), effective upon Clipper Next Generation execution*

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.

Applying Caltrain's Title VI policies, this analysis confirms the expanded permanent discounted fare program permitting Youth to purchase $1 One-Way Fares and $2 Day Passes, effective September 1, 2024, and $24 Monthly Passes upon Clipper Next Generation execution, **will not have a disparate impact on minority riders nor impose a disproportionate burden on low-income riders.**

FARE EQUITY METHODOLOGY OVERVIEW

Based on FTA Circular 4702.1B, for proposed changes that decrease fares by payment type or fare media, Caltrain should analyze any available information generated from ridership surveys that indicates whether minority and low-income Youth passengers are more or less likely to use the payment types subject to the proposed change and the associated fare changes resulting from the change.

Applying Caltrain's Title VI policies, if the percentage change difference in benefits experienced between non-minority riders and minority riders is greater than 10%, the fare change would result in Disparate Impacts on minority populations. Similarly, if the percentage difference in benefits experienced between non-low-income riders and low-income riders is greater than 10%, the fare change would result in a Disproportionate Burden to low-income populations.

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. Determining data sources.

2. Defining the term low-income as those with an annual household income at or below 200 percent of the U.S. Department of Health and Human Services (HHS) poverty guidelines for 2024. Using the HHS poverty guidelines of $15,060 for a household of one in 2024, those with an annual household income less than $30,120 a year were defined as low-income.

3. Defining the term "Minority" to mean those who self-identified as any ethnicity

other than “White / Caucasian” alone in the 2022 Caltrain Triennial Customer Survey.

4. Using 2022 Caltrain Triennial Customer Survey data, current and proposed fare changes, and Fiscal Year 2024 systemwide ridership 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.

POTENTIAL ADVERSE EFFECTS

There are no potential adverse effects to minority or low-income riders associated with the proposed permanent expanded discount program for Youth fares. These changes will result in a benefit to all Youth riders, including both minority and non-minority, and low-income users and non-low-income users.

While the implementation of this expanded discount program may reduce fare revenue by up to $700,000, it is likely that the price reductions could incentivize incremental ridership by both Youth and families and the frequency of ridership, which may potentially increase fare revenue in the long term.

DATA USE AND ANALYSIS

For purposes of examining the fare payment behavior, the following data was used:

- 2022 Caltrain Triennial Customer Survey, which contains data on customers' riding behavior including fare usage, zones traveled, ethnicity, income, and other relevant information.

- Fiscal Year 2024 Caltrain ridership.

- Current and proposed fare structure based on most updated fare categories and fare prices (as of January 2024).

The fieldwork for the 2022 Caltrain Triennial Customer Survey was conducted from October to December 2022. A total of 2,838 surveys were completed by Caltrain riders. Given the size and scope of the 2022 Caltrain systemwide onboard customer survey (2,838 total respondents with a margin of error of +/- 1.73% at a confidence level of 95%), 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.

Data Assumptions:

- Although the Customer Survey data is a robust set, some passengers preferred not to reveal either their ethnicity, income, zones traveled, fare type, or fare category. Based on the unavailable data, the usable data set includes only those who responded to all questions. For travel zones 5 and 6, there were no Youth responses; as a result, these two travel zones were not included in this analysis. While it would have been ideal to have Youth riders' responses in all zones, the data that is unavailable for travel zones 5 and 6 is not a significant detriment to a comprehensive evaluation.

- This analysis compared income and ethnicity status across all Youth fare types for the Youth fare category for the number of zones traveled. Usable data for this question includes the fare product, fare category (Youth), the station boarded and alighted to determine number of zones traveled, ethnicity, annual household income, and people in household to determine income status.

- Given this data, percentages of minority riders were compared to non-minority riders, and low-income riders were compared to non-low-income riders, by fare type and systemwide. Out of the 2,838 total survey respondents, including 192 Youth respondents, for the 2022 Caltrain Triennial Customer Survey, 90 Youth responded to all questions required for this Title VI Fare Equity Analysis. (3% of total respondents, 47% of Youth respondents)

ANALYSIS METHODOLOGY

This equity analysis uses an Average Fare Analysis to assess the impacts of the fare discounts on minority and low-income communities. The proposed changes would affect all Youth fare types of One-Way ticket, Day Pass, and Monthly Pass for the Youth fare category. This analysis assesses: 1) how the proposed fare discounts would be distributed amongst minority, non-minority, low-income and non-low-income users; and 2) whether the proposed fare discounts would lead to a finding of Disparate Impact or Disproportionate Burden if the benefits to non-minority and non-low-income populations exceed Caltrain's 10% threshold compared to minority and low-income populations.

The Average Fare Analysis is the comparative tool to determine the impact to minority and low-income riders, by analyzing specific ridership and fare changes along with the impacts associated with changes in each fare type and fare category. The model compares "unit fares" among all the fare types. This analysis uses the Average Fare Analysis to evaluate all fare products affected by the proposed discounts in the Youth fare category.

The analysis provides a disaggregation of ethnicity and income among Youth riders using each fare product, payment option, and zones traveled. This includes a comparison of the current fare with the proposed discounted fare. The Average Fare Analysis also provides the percentage change between the existing and proposed fare structures by fare type for minority and income status of riders to assess whether the benefits of the proposed fare discounts will fall within the thresholds established by Caltrain for a Disparate Impact or Disproportionate Burden.

To determine the comparative percentage change for each fare type and rider group (i.e., Minority Youth, Non-Minority Youth, Low-Income Youth, and Non-Low-Income Youth), the actual number of riders in each fare type and rider group must first be calculated using 2022 ridership and approximate ratios of survey respondents in each fare type and rider group.

This number is then multiplied by both the existing fare as well as the proposed fare to obtain a cumulative annual current fare and annual proposed fare for each fare type.

The average current annual fare and average proposed annual fares are calculated next for each rider group and the difference between the two is calculated to obtain an average fare change for each rider group.

Next, the average fare change for each rider group is divided by the average current annual fares to translate into a percent change in impact for each rider group.

These percent changes are finally compared between each passenger group (i.e. Minority vs. Non-Minority and Low-Income vs. Non-Low-Income) to determine whether the benefits of the fare discount falls within the established 10 percent threshold, or rather, whether a

Disparate Impact and/or Disproportionate Burden exists.

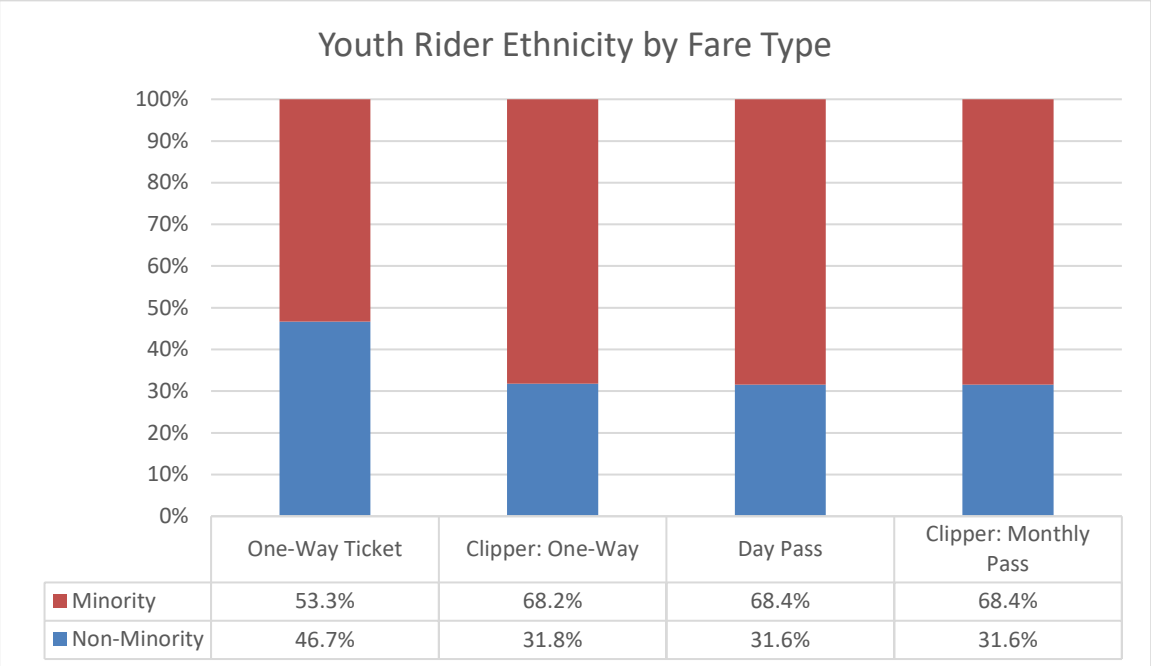
RIDERSHIP DEMOGRAPHICS OVERVIEW

Overall, Youth Caltrain riders in the survey self-identified as 63.3% minority and 36.7% non-minority. **Exhibits 4** and **5** below display a detailed breakdown of fare product usage by minority vs. non-minority riders.

Exhibit 4. Fare Type Usage Survey Data - Minority vs. Non-Minority Riders

Minority Status	One-Way Ticket	Clipper: One-Way	Day Pass	Clipper: Monthly Pass	Total
Minority	16	15	13	13	57
Non-Minority	14	7	6	6	33
Total	**30**	**22**	**19**	**19**	**90**

Exhibit 5. Fare Type Usage by Percentage – Minority vs. Non-Minority

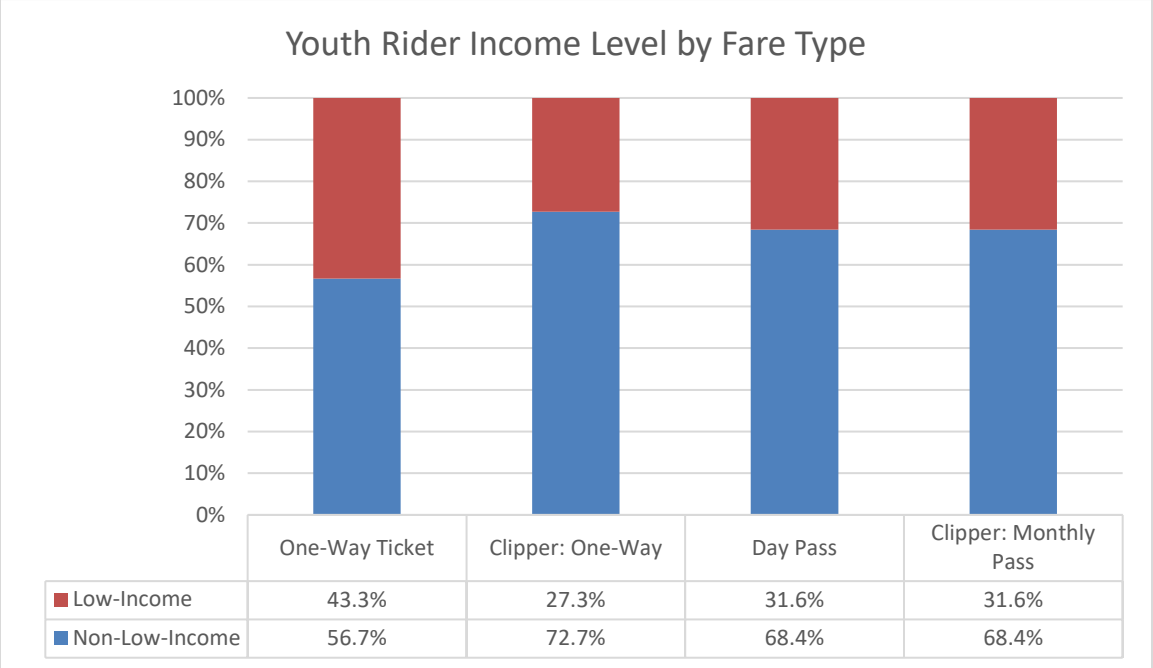


Of the 90 Youth survey respondents (47% of all Youth surveyed) who provided complete responses to the 2022 Caltrain Triennial Customer Survey, 34.4% were low-income, and 65.6% were non-low-income. See **Exhibits 6** and **7** below for details of fare product usage by low-income vs. non-low-income riders.

Exhibit 6. Fare Type Usage Survey Data - Low-Income vs. Non-Low-Income Riders

Income Status	One-Way Ticket	Clipper: One-Way	Day Pass	Clipper: Monthly Pass	Total
Low-Income	13	6	6	6	31
Non-Low-Income	17	16	13	13	59
Total	**30**	**22**	**19**	**19**	**90**

Exhibit 7. Fare Type Usage by Percentage – Low-income vs. Non-Low-income



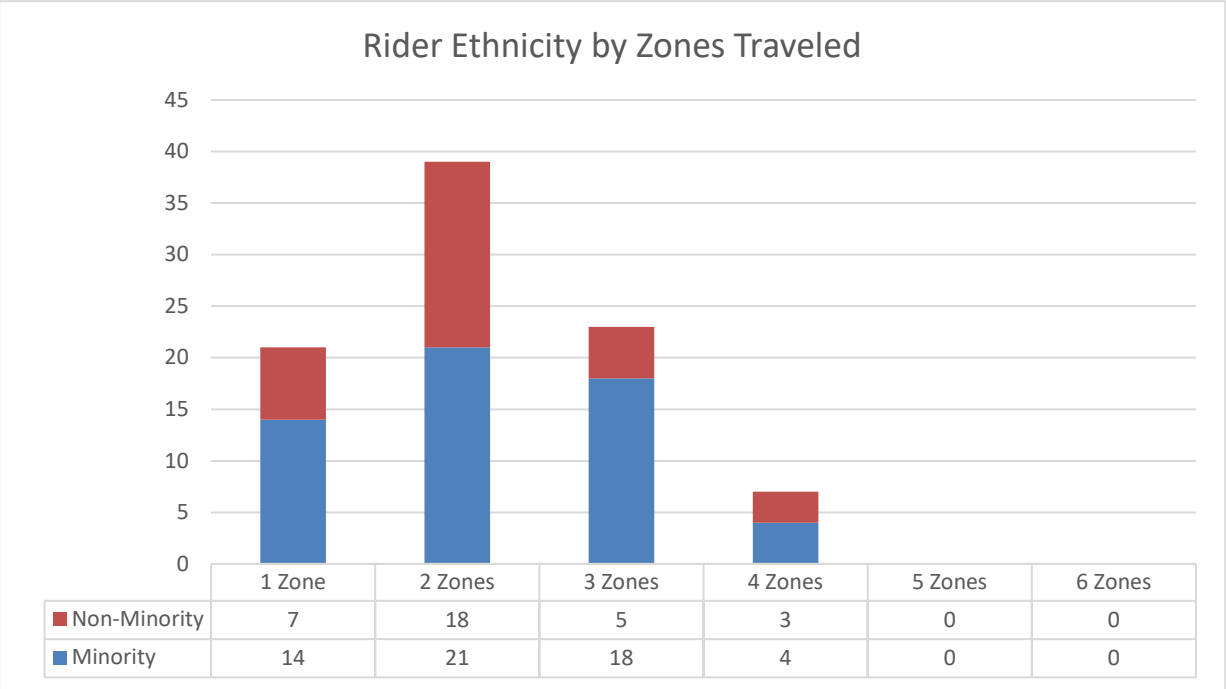
ZONE DEMOGRAPHICS OVERVIEW

A review of the rider characteristics by zones traveled was further conducted to determine whether zone usage would influence disparate impacts or disproportionate burdens.

Exhibits 8 and **9** below present the breakdown of rider characteristics by zones traveled. Most Youth passengers travel within 2 to 3 zones.

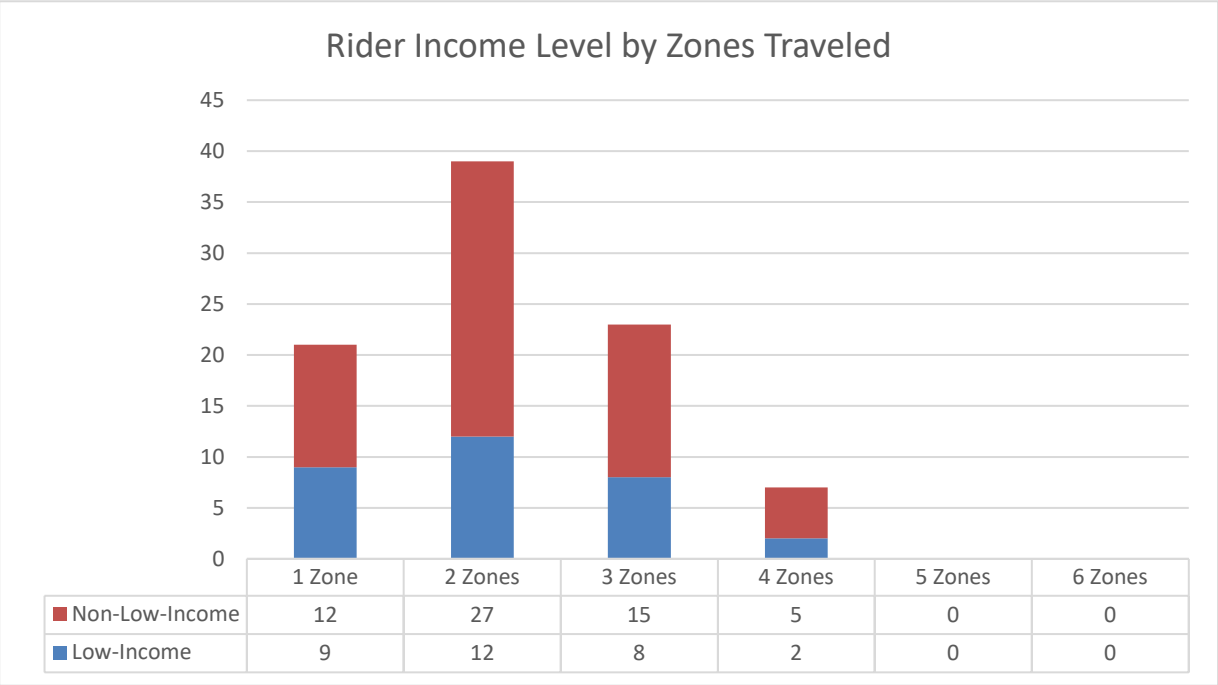
With no data responses for Zones 5 and 6, this is likely a survey data gap resulting from a combination of proportionately fewer riders traveling among the two zones, incomplete responses from riders traveling in these zones, and the need to use complete survey responses for this equity analysis, rather than a true reflection of ridership and fare usage patterns.

Exhibit 8. Minority vs. Non-Minority Riders by Zones Traveled



	1 Zone	2 Zones	3 Zones	4 Zones	5 Zones	6 Zones
Non-Minority	7	18	5	3	0	0
Minority	14	21	18	4	0	0

Exhibit 9. Low-Income vs. Non-Low-Income Riders by Zones Traveled



	1 Zone	2 Zones	3 Zones	4 Zones	5 Zones	6 Zones
Non-Low-Income	12	27	15	5	0	0
Low-Income	9	12	8	2	0	0

Based on the figures above, most Caltrain Youth passengers travel within 2 to 3 zones. The number of zones traveled does not influence disparate impact or disproportionate burden across systemwide ridership.

FARE EQUITY ANALYSIS FINDINGS

Based on the analysis, and using the Caltrain Title VI policies, the proposed Youth fare discounts starting September 1, 2024, in the revised Fare Structure **do not result in either a Disparate Impact on minority populations, or a Disproportionate Burden on low-income populations. Exhibits 10** to **14** below present a full analysis of the proposed fare discounts for all zones traveled and is broken down individually by number of zones traveled (1 to 4).

Exhibit 10. Average Fare Calculation of Proposed Youth Fare Discounts (All Zones)

				FY24 Current		FY24 (Eff. 9/1/2024) $1 Youth Fares, $2 Youth Day Pass																															
			(After Clipper 2.0)	Cost				FY24 Change		Survey Usage by Group (Approximate)					Usage by Group - 2023 Annual Ridership										Average Fare Change					Cumulative Annual Current Fare				Cumulative Annual Proposed Fare			
Zones Traveled	**Fare Category**	**Fare Type**	**Payment Option**	**Existing**	**Unit Existing**	**FY24 Proposed**	**Unit Proposed**	**Absolute**	**Percent**	**Minority**	**Non-Minority**	**Low-Income**	**Non-Low-Income**	**Overall**	**Minority %**	**Minority Number**	**Non-Minority %**	**Non-Minority Number**	**Low-Income %**	**Low-Income Number**	**Non-Low-Income %**	**Non-Low-Income Number**	**Overall %**	**Total FY24 Ridership**	**Minority**	**Non-Minority**	**Low-Income**	**Non-Low-Income**	**Total**	**Minority**	**Non-Minority**	**Low-Income**	**Non-Low-Income**	**Minority**	**Non-Minority**	**Low-Income**	**Non-Low-Income**
1	Youth	One-Way	TVM, Mobile	1.75	1.75	1.00	1.00	-0.75	-43%	5	4	6	3	9	8.77%	25,350	12.12%	20,280	19.35%	30,420	5.08%	15,210	10.00%	45,630	-19,012.55	-15,210.04	-22,815.07	-11,407.53	-34,222.60	44,362.63	35,490.10	53,235.15	26,617.58	25,350.07	20,280.06	30,420.09	15,210.04
		Clipper		1.60	1.60	1.00	1.00	-0.60	-38%	5	1	1	5	6	8.77%	25,350	3.03%	5,070	3.23%	5,070	8.47%	25,350	6.67%	30,420	-15,210.04	-3,042.01	-3,042.01	-15,210.04	-18,252.05	40,560.12	8,112.02	8,112.02	40,560.12	25,350.07	5,070.01	5,070.01	25,350.07
		Day Pass	TVM, Mobile	3.50	1.75	2.00	1.00	-0.75	-43%	2	0	0	2	2	3.51%	10,140	0.00%	0	0.00%	0	3.39%	10,140	2.22%	10,140	-7,605.02	0.00	0.00	-7,605.02	-7,605.02	17,745.05	0.00	0.00	17,745.05	10,140.03	0.00	0.00	10,140.03
		Monthly Pass	Clipper	38.40	1.28	24.00	0.80	-0.48	-38%	2	2	2	2	4	3.51%	10,140	6.06%	10,140	6.45%	10,140	3.39%	10,140	4.44%	20,280	-4,867.21	-4,867.21	-4,867.21	-4,867.21	-9,734.43	12,979.24	12,979.24	12,979.24	12,979.24	8,112.02	8,112.02	8,112.02	8,112.02
2	Youth	One-Way	TVM, Mobile	2.75	2.75	1.00	1.00	-1.75	-64%	5	7	5	7	12	8.77%	25,350	21.21%	35,490	16.13%	25,350	11.86%	35,490	13.33%	60,840	-44,362.63	-62,107.68	-44,362.63	-62,107.68	-106,470.30	69,712.70	97,597.78	69,712.70	97,597.78	25,350.07	35,490.10	25,350.07	35,490.10
		Clipper		2.60	2.60	1.00	1.00	-1.60	-62%	6	3	1	8	9	10.53%	30,420	9.09%	15,210	3.23%	5,070	13.56%	40,560	10.00%	45,630	-48,672.14	-24,336.07	-8,112.02	-64,896.19	-73,008.21	79,092.23	39,546.11	13,182.04	105,456.30	30,420.09	15,210.04	5,070.01	40,560.12
		Day Pass	TVM, Mobile	5.50	2.75	2.00	1.00	-1.75	-64%	5	4	3	6	9	8.77%	25,350	12.12%	20,280	9.68%	15,210	10.17%	30,420	10.00%	45,630	-44,362.63	-35,490.10	-26,617.58	-53,235.15	-79,852.73	69,712.70	55,770.16	41,827.62	83,655.24	25,350.07	20,280.06	15,210.04	30,420.09
		Monthly Pass	Clipper	62.40	2.08	24.00	0.80	-1.28	-62%	5	4	3	6	9	8.77%	25,350	12.12%	20,280	9.68%	15,210	10.17%	30,420	10.00%	45,630	-32,448.09	-25,958.47	-19,468.86	-38,937.71	-58,406.57	52,728.15	42,182.52	31,636.89	63,273.78	20,280.06	16,224.05	12,168.03	24,336.07
3	Youth	One-Way	TVM, Mobile	3.75	3.75	1.00	1.00	-2.75	-73%	3	2	1	4	5	5.26%	15,210	6.06%	10,140	3.23%	5,070	6.78%	20,280	5.56%	25,350	-41,827.62	-27,885.08	-13,942.54	-55,770.16	-69,712.70	57,037.66	38,025.11	19,012.55	76,050.22	15,210.04	10,140.03	5,070.01	20,280.06
		Clipper		3.60	3.60	1.00	1.00	-2.60	-72%	4	2	3	3	6	7.02%	20,280	6.06%	10,140	9.68%	15,210	5.08%	15,210	6.67%	30,420	-52,728.15	-26,364.08	-39,546.11	-39,546.11	-79,092.23	73,008.21	36,504.10	54,756.16	54,756.16	20,280.06	10,140.03	15,210.04	15,210.04
		Day Pass	TVM, Mobile	7.50	3.75	2.00	1.00	-2.75	-73%	6	1	3	4	7	10.53%	30,420	3.03%	5,070	9.68%	15,210	6.78%	20,280	7.78%	35,490	-83,655.24	-13,942.54	-41,827.62	-55,770.16	-97,597.78	114,075.33	19,012.55	57,037.66	76,050.22	30,420.09	5,070.01	15,210.04	20,280.06
		Monthly Pass	Clipper	86.40	2.88	24.00	0.80	-2.08	-72%	5	0	1	4	5	8.77%	25,350	0.00%	0	3.23%	5,070	6.78%	20,280	5.56%	25,350	-52,728.15	0.00	-10,545.63	-42,182.52	-52,728.15	73,008.21	0.00	14,601.64	58,406.57	20,280.06	0.00	4,056.01	16,224.05
4	Youth	One-Way	TVM, Mobile	4.75	4.75	1.00	1.00	-3.75	-79%	3	1	1	3	4	5.26%	15,210	3.03%	5,070	3.23%	5,070	5.08%	15,210	4.44%	20,280	-57,037.66	-19,012.55	-19,012.55	-57,037.66	-76,050.22	72,247.71	24,082.57	24,082.57	72,247.71	15,210.04	5,070.01	5,070.01	15,210.04
		Clipper		4.60	4.60	1.00	1.00	-3.60	-78%	0	1	1	0	1	0.00%	0	3.03%	5,070	3.23%	5,070	0.00%	0	1.11%	5,070	0.00	-18,252.05	-18,252.05	0.00	-18,252.05	0.00	23,322.07	23,322.07	0.00	0.00	5,070.01	5,070.01	0.00
		Day Pass	TVM, Mobile	9.50	4.75	2.00	1.00	-3.75	-79%	0	1	0	1	1	0.00%	0	3.03%	5,070	0.00%	0	1.69%	5,070	1.11%	5,070	0.00	-19,012.55	0.00	-19,012.55	-19,012.55	0.00	24,082.57	0.00	24,082.57	0.00	5,070.01	0.00	5,070.01
		Monthly Pass	Clipper	110.40	3.68	24.00	0.80	-2.88	-78%	1	0	0	1	1	1.75%	5,070	0.00%	0	0.00%	0	1.69%	5,070	1.11%	5,070	-0.05	0.00	0.00	-14,601.64	-14,601.64	18,657.65	0.00	0.00	18,657.65	4,056.01	0.00	0.00	4,056.01
5	Youth	One-Way	TVM, Mobile	5.75	5.75	1.00	1.00	-4.75	-83%						0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Clipper		5.60	5.60	1.00	1.00	-4.60	-82%						0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Day Pass	TVM, Mobile	11.50	5.75	2.00	1.00	-4.75	-83%						0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Monthly Pass	Clipper	134.40	4.48	24.00	0.80	-3.68	-82%						0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
6	Youth	One-Way	TVM, Mobile	6.75	6.75	1.00	1.00	-5.75	-85%						0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Clipper		6.60	6.60	1.00	1.00	-5.60	-85%						0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Day Pass	TVM, Mobile	13.50	6.75	2.00	1.00	-5.75	-85%						0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Monthly Pass	Clipper	158.40	5.28	24.00	0.80	-4.48	-85%						0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Total								**57**	**33**	**31**	**59**	**90**	100.00%	288,991	100.00%	167,310	100.00%	157,170	100.00%	299,131	100.00%	456,301	-504,517.19	-295,480.44	-272,411.88	-542,187.35	-814,599.23	794,927.57	456,706.90	423,498.31	828,136.17	275,808.79	161,226.46	151,086.43	285,948.82
										63.33%	**36.67%**	**34.44%**	**65.56%**																									
										288,991	**167,310**	**157,170**	**299,131**	**456,301**	< est total youth ridership (7.35%)																							
														6,208,181	< total FY24 ridership																							

			Minority	**Non-Minority**	**Low-Income**	**Non-Low-Income**	**Total**
		Average Fare Change	-$1.80	-$1.77	-$1.73	-$1.81	-$1.79
		Percent Change in Average Fare	-65.30%	-64.70%	-64.32%	-65.47%	
		Difference between Protected Class and Non-Protected		-0.61%		1.15%	
		Disparate Impact or Disproportionate Burden (10%)	Minority	No	Low-Income	No	

			Average Current Annual Fare				
			$2.75	$2.73	$2.69	$2.77	
			Average Proposed Annual Fare				
			$0.95	$0.96	$0.96	$0.96	

Permanent implementation of $1 Youth Pass, $2 Youth Day Pass in all zones for all payment methods

After Clipper 2.0: Permanent implementation of $24 Youth Monthly Pass in all zones for Youth Clipper

Triennial Youth count	207
Triennial Adult count	2609
Total	2816
Youth %	7.35%

Exhibit 11. Average Fare Calculation of Proposed Youth Fare Discounts (1 Zone Traveled)

				FY24 Current		FY24 (Eff. 9/1/2024) $1 Youth Fares, $2 Youth Day Pass																															
			(After Clipper 2.0)	Cost				FY24 Change		Survey Usage by Group (Approximate)					Usage by Group - 2023 Annual Ridership										Average Fare Change					Cumulative Annual Current Fare				Cumulative Annual Proposed Fare			
Zones Traveled	**Fare Category**	**Fare Type**	**Payment Option**	**Existing**	**Unit Existing**	**FY24 Proposed**	**Unit Proposed**	**Absolute**	**Percent**	**Minority**	**Non-Minority**	**Low-Income**	**Non-Low-Income**	**Overall**	**Minority %**	**Minority Number**	**Non-Minority %**	**Non-Minority Number**	**Low-Income %**	**Low-Income Number**	**Non-Low-Income %**	**Non-Low-Income Number**	**Overall %**	**Total FY24 Ridership**	**Minority**	**Non-Minority**	**Low-Income**	**Non-Low-Income**	**Total**	**Minority**	**Non-Minority**	**Low-Income**	**Non-Low-Income**	**Minority**	**Non-Minority**	**Low-Income**	**Non-Low-Income**
2	Youth	One-Way	TVM, Mobile	2.75	2.75	1.00	1.00	-1.75	-64%	5	7	5	7	12	23.81%	58,500	38.89%	81,900	41.67%	58,500	25.93%	81,900	30.77%	140,400	-102,375.29	-143,325.41	-102,375.29	-143,325.41	-245,700.70	160,875.46	225,225.64	160,875.46	225,225.64	58,500.17	81,900.23	58,500.17	81,900.23
		Clipper		2.60	2.60	1.00	1.00	-1.60	-62%	6	3	1	8	9	28.57%	70,200	16.67%	35,100	8.33%	11,700	29.63%	93,600	23.08%	105,300	-112,320.32	-56,160.16	-18,720.05	-149,760.43	-168,480.48	182,520.52	91,260.26	30,420.09	243,360.70	70,200.20	35,100.10	11,700.03	93,600.27
		Day Pass	TVM, Mobile	5.50	2.75	2.00	1.00	-1.75	-64%	5	4	3	6	9	23.81%	58,500	22.22%	46,800	25.00%	35,100	22.22%	70,200	23.08%	105,300	-102,375.29	-81,900.23	-61,425.18	-122,850.35	-184,275.53	160,875.46	128,700.37	96,525.28	193,050.55	58,500.17	46,800.13	35,100.10	70,200.20
		Monthly Pass	Clipper	62.40	2.08	24.00	0.80	-1.28	-62%	5	4	3	6	9	23.81%	58,500	22.22%	46,800	25.00%	35,100	22.22%	70,200	23.08%	105,300	-74,880.21	-59,904.17	-44,928.13	-89,856.26	-134,784.39	121,680.35	97,344.28	73,008.21	146,016.42	46,800.13	37,440.11	28,080.08	56,160.16
		Total								**21**	**18**	**12**	**27**	**39**	100.00%	245,701	100.00%	210,601	100.00%	140,400	100.00%	315,901	100.00%	456,301	-391,951.12	-341,289.97	-227,448.65	-505,792.44	-733,241.09	625,951.79	542,530.55	360,829.03	807,653.31	234,000.67	201,240.57	133,380.38	301,860.86
										53.85%	**46.15%**	**30.77%**	**69.23%**																									
										245,701	**210,601**	**140,400**	**315,901**	**456,301**	< est total youth ridership (7.35%)																							
														6,208,181	< total FY24 ridership																							

			Minority	**Non-Minority**	**Low-Income**	**Non-Low-Income**	**Total**
		Average Fare Change	-$1.60	-$1.62	-$1.62	-$1.60	-$1.61
		Percent Change in Average Fare	-62.62%	-62.91%	-63.04%	-62.62%	
		Difference between Protected Class and Non-Protected		0.29%		-0.41%	
		Disparate Impact or Disproportionate Burden (10%)	Minority	No	Low-Income	No	

			Average Current Annual Fare				
			$2.55	$2.58	$2.57	$2.56	
			Average Proposed Annual Fare				
			$0.95	$0.96	$0.95	$0.96	

Permanent implementation of $1 Youth Pass, $2 Youth Day Pass in all zones for all payment methods

After Clipper 2.0: Permanent implementation of $24 Youth Monthly Pass in all zones for Youth Clipper

Triennial Youth count	207
Triennial Adult count	2609
Total	2816
Youth %	7.35%

*including blanks, all fares; only criteria is filled out fare category

Exhibit 12. Average Fare Calculation of Proposed Youth Fare Discounts (2 Zones Traveled)

				FY24 Current		FY24 (Eff. 9/1/2024) $1 Youth Fares, $2 Youth Day Pass																															
			(After Clipper 2.0)	Cost				FY24 Change		Survey Usage by Group (Approximate)					Usage by Group - 2023 Annual Ridership										Average Fare Change					Cumulative Annual Current Fare				Cumulative Annual Proposed Fare			
Zones Traveled	**Fare Category**	**Fare Type**	**Payment Option**	**Existing**	**Unit Existing**	**FY24 Proposed**	**Unit Proposed**	**Absolute**	**Percent**	**Minority**	**Non-Minority**	**Low-Income**	**Non-Low-Income**	**Overall**	**Minority %**	**Minority Number**	**Non-Minority %**	**Non-Minority Number**	**Low-Income %**	**Low-Income Number**	**Non-Low-Income %**	**Non-Low-Income Number**	**Overall %**	**Total FY24 Ridership**	**Minority**	**Non-Minority**	**Low-Income**	**Non-Low-Income**	**Total**	**Minority**	**Non-Minority**	**Low-Income**	**Non-Low-Income**	**Minority**	**Non-Minority**	**Low-Income**	**Non-Low-Income**
1	Youth	One-Way	TVM, Mobile	2.75	2.75	1.00	1.00	-1.75	-64%	5	4	6	3	9	35.71%	108,643	57.14%	86,915	66.67%	130,372	25.00%	65,186	42.86%	195,558	-81,482.38	-65,185.90	-97,778.85	-48,889.43	-146,668.28	190,125.54	152,100.43	228,150.65	114,075.33	108,643.17	86,914.53	130,371.80	65,185.90
		Clipper		1.60	1.60	1.00	1.00	-0.60	-38%	5	1	1	5	6	35.71%	108,643	14.29%	86,915	11.11%	21,729	41.67%	108,643	28.57%	130,372	-65,185.90	-13,037.18	-13,037.18	-65,185.90	-78,223.08	173,829.07	34,765.81	34,765.81	173,829.07	108,643.17	21,728.63	21,728.63	108,643.17
		Day Pass	TVM, Mobile	3.50	1.75	2.00	1.00	-0.75	-43%	2	0	0	2	2	14.29%	43,457	0.00%	0	0.00%	0	16.67%	43,457	9.52%	43,457	-32,592.95	0.00	0.00	-32,592.95	-32,592.95	76,050.22	0.00	0.00	76,050.22	43,457.27	0.00	0.00	43,457.27
		Monthly Pass	Clipper	38.40	1.28	24.00	0.80	-0.48	-38%	2	2	2	2	4	14.29%	43,457	28.57%	43,457	22.22%	43,457	16.67%	43,457	19.05%	86,915	-20,859.49	-20,859.49	-20,859.49	-20,859.49	-41,718.98	55,625.30	55,625.30	55,625.30	55,625.30	34,765.81	34,765.81	34,765.81	34,765.81
		Total								**14**	**7**	**9**	**12**	**21**	100.00%	304,201	100.00%	152,100	100.00%	195,558	100.00%	260,744	100.00%	456,301	-200,120.71	-99,082.57	-131,675.52	-167,527.76	-299,203.28	495,630.13	242,491.55	318,541.77	419,579.91	295,509.42	143,408.98	186,866.25	252,052.15
										66.67%	**33.33%**	**42.86%**	**57.14%**																									
										304,201	**152,100**	**195,558**	**260,744**	**456,301**	< est total youth ridership (7.35%)																							
														6,208,181	< total FY24 ridership																							

			Minority	**Non-Minority**	**Low-Income**	**Non-Low-Income**	**Total**
		Average Fare Change	-$0.66	-$0.65	-$0.67	-$0.64	-$0.66
		Percent Change in Average Fare	-40.38%	-40.86%	-41.34%	-39.93%	
		Difference between Protected Class and Non-Protected		0.48%		-1.41%	
		Disparate Impact or Disproportionate Burden (10%)	Minority	No	Low-Income	No	

			Average Current Annual Fare				
			$1.63	$1.59	$1.63	$1.61	
			Average Proposed Annual Fare				
			$0.97	$0.94	$0.96	$0.97	

Permanent implementation of $1 Youth Pass, $2 Youth Day Pass in all zones for all payment methods

After Clipper 2.0: Permanent implementation of $24 Youth Monthly Pass in all zones for Youth Clipper

Triennial Youth count	207
Triennial Adult count	2609
Total	2816
Youth %	7.35%

*including blanks, all fares; only criteria is filled out fare category

Exhibit 13. Average Fare Calculation of Proposed Youth Fare Discounts (3 Zones Traveled)

				FY24 Current		FY24 (Eff. 9/1/2024) $1 Youth Fares, $2 Youth Day Pass																																			
			(After Clipper 2.0)	Cost				FY24 Change		Survey Usage by Group (Approximate)					Usage by Group - 2023 Annual Ridership											Average Fare Change					Cumulative Annual Current Fare				Cumulative Annual Proposed Fare				
Zones Traveled	Fare Category	Fare Type	Payment Option	Existing	Unit Existing	FY24 Proposed	Unit Proposed	Absolute	Percent	Minority	Non-Minority	Low-Income	Non-Low-Income	Overall	Minority %	Minority Number	Non-Minority %	Non-Minority Number	Low-Income %	Low-Income Number	Non-Low-Income %	Non-Low-Income Number	Overall %	Total FY24 Ridership	Minority	Non-Minority	Low-Income	Non-Low-Income	Total	Minority	Non-Minority	Low-Income	Non-Low-Income	Minority	Non-Minority	Low-Income	Non-Low-Income
3	Youth	One-Way	TVM, Mobile	3.75	3.75	1.00	1.00	-2.75	-73%	3	2	1	4	5	16.67%	59,518	40.00%	39,678	12.50%	19,839	26.67%	79,357	21.74%	99,196	-163,673.29	-109,115.53	-54,557.76	-218,231.06	-272,788.82	223,190.85	148,793.90	74,396.95	297,587.81	59,517.56	39,678.37	19,839.19	79,356.75
			Clipper	3.60	3.60	1.00	1.00	-2.60	-72%	4	2	3	3	6	22.22%	79,357	40.00%	39,678	37.50%	59,518	20.00%	59,518	26.09%	119,035	-206,327.55	-103,163.77	-154,745.66	-154,745.66	-309,491.32	285,684.29	142,842.15	214,263.22	214,263.22	79,356.75	39,678.37	59,517.56	59,517.56
		Day Pass	TVM, Mobile	7.50	3.75	2.00	1.00	-2.75	-73%	6	1	3	4	7	33.33%	119,035	20.00%	19,839	37.50%	59,518	26.67%	79,357	30.43%	138,874	-327,346.59	-54,557.76	-163,673.29	-218,231.06	-381,904.35	446,381.71	74,396.95	223,190.85	297,587.81	119,035.12	19,839.19	59,517.56	79,356.75
		Monthly Pass	Clipper	86.40	2.88	24.00	0.80	-2.08	-72%	5	0	1	4	5	27.78%	99,196	0.00%	0	12.50%	19,839	26.67%	79,357	21.74%	99,196	-206,327.55	0.00	-41,265.51	-165,062.04	-206,327.55	285,684.29	0.00	57,136.86	228,547.44	79,356.75	0.00	15,871.35	63,485.40
		Total								**18**	**5**	**8**	**15**	**23**	100.00%	357,105	100.00%	99,196	100.00%	158,713	100.00%	297,588	100.00%	456,301	-903,674.97	-266,837.07	-414,242.23	-756,269.81	-1,170,512.04	1,240,941.15	366,033.00	568,987.89	1,037,986.27	337,266.18	99,195.94	154,745.66	281,716.46
										78.26%	**21.74%**	**34.78%**	**65.22%**																												
Permanent implementation of $1 Youth Pass, $2 Youth Day Pass in all zones for all payment methods										**357,105**	**99,196**	**158,713**	**297,588**	**456,301**	< est total youth ridership (7.35%)																												
After Clipper 2.0: Permanent implementation of $24 Youth Monthly Pass in all zones for Youth Clipper														6,208,181	< total FY24 ridership																											

	Minority	Non-Minority	Low-Income	Non-Low-Income	Total
Average Fare Change	-$2.53	-$2.69	-$2.61	-$2.54	-$2.57
Percent Change in Average Fare	-72.82%	-72.90%	-72.80%	-72.86%	
Difference between Protected Class and Non-Protected		0.08%		0.06%	
Disparate Impact or Disproportionate Burden (10%)	Minority	No	Low-Income	No	

Triennial Youth count	207	
Triennial Adult count	2609	
Total	2816	
Youth %	7.35%	

*including blanks, all fares; only criteria is filled out fare category

Average Current Annual Fare				
	Minority	Non-Minority	Low-Income	Non-Low-Income
	$3.48	$3.69	$3.59	$3.49

Average Proposed Annual Fare			
Minority	Non-Minority	Low-Income	Non-Low-Income
$0.94	$1.00	$0.98	$0.95

Exhibit 14. Average Fare Calculation of Proposed Youth Fare Discounts (4 Zones Traveled)

				FY24 Current		FY24 (Eff. 9/1/2024) $1 Youth Fares, $2 Youth Day Pass																																			
			(After Clipper 2.0)	Cost				FY24 Change		Survey Usage by Group (Approximate)					Usage by Group - 2023 Annual Ridership											Average Fare Change					Cumulative Annual Current Fare				Cumulative Annual Proposed Fare				
Zones Traveled	Fare Category	Fare Type	Payment Option	Existing	Unit Existing	FY24 Proposed	Unit Proposed	Absolute	Percent	Minority	Non-Minority	Low-Income	Non-Low-Income	Overall	Minority %	Minority Number	Non-Minority %	Non-Minority Number	Low-Income %	Low-Income Number	Non-Low-Income %	Non-Low-Income Number	Overall %	Total FY24 Ridership	Minority	Non-Minority	Low-Income	Non-Low-Income	Total	Minority	Non-Minority	Low-Income	Non-Low-Income	Minority	Non-Minority	Low-Income	Non-Low-Income
4	Youth	One-Way	TVM, Mobile	4.75	4.75	1.00	1.00	-3.75	-79%	3	1	1	3	4	75.00%	195,558	33.33%	65,186	50.00%	65,186	60.00%	195,558	57.14%	260,744	-733,341.38	-244,447.13	-244,447.13	-733,341.38	-977,788.51	928,899.08	309,633.03	309,633.03	928,899.08	195,557.70	65,185.90	65,185.90	195,557.70
			Clipper	4.60	4.60	1.00	1.00	-3.60	-78%	0	1	1	0	1	0.00%	0	33.33%	65,186	50.00%	65,186	0.00%	0	14.29%	65,186	0.00	-234,669.24	-234,669.24	0.00	-234,669.24	0.00	299,855.14	299,855.14	0.00	0.00	65,185.90	65,185.90	0.00
		Day Pass	TVM, Mobile	9.50	4.75	2.00	1.00	-3.75	-79%	0	1	0	1	1	0.00%	0	33.33%	65,186	0.00%	0	20.00%	65,186	14.29%	65,186	0.00	-244,447.13	0.00	-244,447.13	-244,447.13	0.00	309,633.03	0.00	309,633.03	0.00	65,185.90	0.00	65,185.90
		Monthly Pass	Clipper	110.40	3.68	24.00	0.80	-2.88	-78%	1	0	0	1	1	25.00%	65,186	0.00%	0	0.00%	0	20.00%	65,186	14.29%	65,186	-0.72	0.00	0.00	-187,735.39	-187,735.39	239,884.11	0.00	0.00	239,884.11	52,148.72	0.00	0.00	52,148.72
		Total								**4**	**3**	**2**	**5**	**7**	100.00%	260,744	100.00%	195,558	100.00%	130,372	100.00%	325,930	100.00%	456,301	-733,342.10	-723,563.50	-479,116.37	-1,165,523.90	-1,644,640.27	1,168,783.20	919,121.20	609,488.17	1,478,416.22	247,706.42	195,557.70	130,371.80	312,892.32
										57.14%	**42.86%**	**28.57%**	**71.43%**																												
Permanent implementation of $1 Youth Pass, $2 Youth Day Pass in all zones for all payment methods										**260,744**	**195,558**	**130,372**	**325,930**	**456,301**	< est total youth ridership (7.35%)																												
After Clipper 2.0: Permanent implementation of $24 Youth Monthly Pass in all zones for Youth Clipper														6,208,181	< total FY24 ridership																											

	Minority	Non-Minority	Low-Income	Non-Low-Income	Total
Average Fare Change	-$3.53	-$3.70	-$3.68	-$3.58	-$3.60
Percent Change in Average Fare	-78.81%	-78.72%	-78.61%	-78.84%	
Difference between Protected Class and Non-Protected		-0.08%		0.23%	
Disparate Impact or Disproportionate Burden (10%)	Minority	No	Low-Income	No	

Triennial Youth count	207	
Triennial Adult count	2609	
Total	2816	
Youth %	7.35%	

*including blanks, all fares; only criteria is filled out fare category

Average Current Annual Fare				
	Minority	Non-Minority	Low-Income	Non-Low-Income
	$4.48	$4.70	$4.68	$4.54

Average Proposed Annual Fare			
Minority	Non-Minority	Low-Income	Non-Low-Income
$0.95	$1.00	$1.00	$0.96

Disparate Impact and Disproportionate Burden Findings

For all average fare analyses, the differences for both categories based on ethnicity and income are well below the 10% threshold, at less than 2%. **Exhibits 15** through **19** show the cumulative Disparate Impact and Disproportionate Burden average fare analysis for all zones traveled, and for travel through 1 to 4 zones. **The proposed fare discounts will not disparately impact minority passengers nor disproportionately burden low-income populations.**

Exhibit 15. Cumulative DI/DB Average Fare Analysis – All Zones Traveled

Minority Existing Avg. Fare	Minority Proposed Avg. Fare	Non-Minority Existing Avg. Fare	Non-Minority Proposed Avg. Fare	Low-Income Existing Avg. Fare	Low-Income Proposed Avg. Fare	Non-Low-Income Existing Avg. Fare	Non-Low-Income Proposed Avg. Fare
$2.75	$0.95	$2.73	$0.96	$2.69	$0.96	$2.77	$0.96
Avg. % Change	-65.30%		-64.70%	Avg. % Change	-64.32%		-65.47%
		Difference	(0.61%)			Difference	1.15%
		Disparate Impact	No			Disproportionate Burden	No

Exhibit 16. Cumulative DI/DB Average Fare Analysis – 1 Zone Traveled

Minority Existing Avg. Fare	Minority Proposed Avg. Fare	Non-Minority Existing Avg. Fare	Non-Minority Proposed Avg. Fare	Low-Income Existing Avg. Fare	Low-Income Proposed Avg. Fare	Non-Low-Income Existing Avg. Fare	Non-Low-Income Proposed Avg. Fare
$1.63	$0.97	$1.59	$0.94	$1.63	$0.96	$1.61	$0.97
Avg. % Change	-40.38%		-40.86%	Avg. % Change	-41.34%		-39.93%
		Difference	0.48%			Difference	(1.41%)
		Disparate Impact	No			Disproportionate Burden	No

Exhibit 17. Cumulative DI/DB Average Fare Analysis – 2 Zones Traveled

Minority Existing Avg. Fare	Minority Proposed Avg. Fare	Non-Minority Existing Avg. Fare	Non-Minority Proposed Avg. Fare	Low-Income Existing Avg. Fare	Low-Income Proposed Avg. Fare	Non-Low-Income Existing Avg. Fare	Non-Low-Income Proposed Avg. Fare
$2.55	$0.95	$2.58	$0.96	$2.57	$0.95	$2.56	$0.96
Avg. % Change	-62.62%		-62.91%	Avg. % Change	-63.04%		-62.62%
		Difference	0.29%			Difference	(0.41%)
		Disparate Impact	No			Disproportionate Burden	No

Exhibit 18. Cumulative DI/DB Average Fare Analysis – 3 Zones Traveled

Minority Existing Avg. Fare	Minority Proposed Avg. Fare	Non-Minority Existing Avg. Fare	Non-Minority Proposed Avg. Fare	Low-Income Existing Avg. Fare	Low-Income Proposed Avg. Fare	Non-Low-Income Existing Avg. Fare	Non-Low-Income Proposed Avg. Fare
$3.48	$0.94	$3.69	$1.00	$3.59	$0.98	$3.49	$0.95
Avg. % Change	-72.82%		-72.90%	Avg. % Change	-72.80%		-72.86%
		Difference	0.08%			Difference	0.06%
		Disparate Impact	No			Disproportionate Burden	No

Exhibit 19. Cumulative DI/DB Average Fare Analysis – 4 Zones Traveled

Minority Existing Avg. Fare	Minority Proposed Avg. Fare	Non-Minority Existing Avg. Fare	Non-Minority Proposed Avg. Fare	Low-Income Existing Avg. Fare	Low-Income Proposed Avg. Fare	Non-Low-Income Existing Avg. Fare	Non-Low-Income Proposed Avg. Fare
$4.48	$0.95	$4.70	$1.00	$4.68	$1.00	$4.54	$0.96
Avg. % Change	-78.81%		-78.72%	Avg. % Change	-78.61%		-78.84%
		Difference	(0.08%)			Difference	0.23%
		Disparate Impact	No			Disproportionate Burden	No

PUBLIC OUTREACH AND ENGAGEMENT ACTIVITIES

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

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

Caltrain's public information campaign about the fares began during the promotional period in September 2023 through various marketing campaigns via social media and on the website. For this fare adoption, Caltrain staff began with a presentation to Caltrain's Citizens Advisory Committee on June 19, 2024, to elicit public input. Caltrain will also conduct a Public Hearing on July 22, 2024, during the Caltrain Finance Committee meeting. All public comments are available in **Attachment 11**.

Caltrain's public participation process included measures to disseminate information on the proposed fare changes to Limited English Proficient ("LEP") persons, as well as at public hearings and meetings. The public notices state in Caltrain's 22 Safe Harbor Languages that translations are available 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 Caltrain included placing public notices (**Attachment 5**) for the Public Hearing on the Caltrain website and in print advertisements of regional newspapers. (**Attachment 6**) Take Ones about the public hearing were also placed on trains beginning July 8, 2024, and were available in English, Spanish, and Traditional Chinese. **(Attachment 7)**

Caltrain staff maintains a mailing list that announces promotional fares, events, and service changes. Announcements of the fare proposal were also sent to 2 Commuter Benefit companies, 42 companies taking part in Caltrain's GoPass program, and 35 schools and school districts in San Mateo County that take part in SamTrans' Youth Unlimited program, including the San Mateo County Office of Education. The following is a list of Community Based Organizations that receive these announcements.

Caltrain reached out to the following Community groups and leaders:

San Francisco County

- **Arab Resource & Organizing Center**
- **Asian Pacific American Community Center**
- **Bayview Footprints (by Quesada Gardens Initiative)**
- **Bayview Hill Neighborhood Association**
- **Bayview Merchants Association**
- **Bernal Heights Housing Corporation**
- **BRITE (Bayview Residents Improving Their Environment)**
- **Castro/Upper Market Community Benefit District**
- **Catholic Charities**
- **Causa Justa Just Cause**
- **Central City Hospitality House**
- **Chinese Progressive Association**
- **Community Housing Partnership**
- **Compass Family Services**
- **Dogpatch Neighborhood Association**
- **Dolores Street Community Services**
- **Excelsior District Improvement Association**
- **Florence Fang Community Garden**
- **Green Benefit District (Dogpatch & Northwest Potrero Hill)**
- **GreenAction**
- **Greenbelt Alliance**
- **Hunters Point Family**
- **India Basin Neighborhood Association**
- **Mission Asset Fund**
- **Mujeres Unidas y Activas, San Francisco**
- **New Door Ventures**
- **Pomeroy Recreation and Rehabilitation Center**
- **Potrero Boosters**
- **Potrero Hill/Dogpatch Merchants Association**
- **Public Advocates**
- **Russian American Community Services**
- **San Francisco Bicycle Coalition**
- **San Francisco Rising**
- **San Francisco Transit Riders**
- **Senior and Disability Action, San Francisco**
- **SF Coalition on Homelessness**
- **SF Mission Bay Neighborhood Association**
- **SPUR**
- **Steppingstone, San Francisco**
- **Urban Land Institute (San Francisco)**
- **Visitacion Valley Planning Alliance (VVPA)**
- **Walk San Francisco**

San Mateo County

- **Anamatangi Polynesian Voices (APV)**
- **Bay Area Forward**
- **Belle Haven Action**
- **Catholic Charities Resettlement Program**
- **Chicana Latina Foundation**
- **Child Care Coord. Council**
- **Clean Coalition**
- **Coastside Hope**
- **College of San Mateo**
- **College Track**
- **College Track East Palo Alto**
- **Commission on Aging**
- **Daly City Community Service Center**
- **Daly City Partnership**
- **East Palo Alto Senior Center**
- **Ecumenical Hunger Program**
- **Fair Oaks Community Center**
- **Faith in Action**
- **Family Health Services**
- **Friends of Caltrain**
- **Housing Leadership Council**
- **Japanese American Community Center**
- **Japanese American Community Center**
- **Japanese Chamber of Commerce**
- **Language Pacifica**
- **Lesley Senior Communities, San Mateo**
- **LifeMoves,**
- **Menlo SPARK**
- **Mid-Peninsula Boys and Girls Club**
- **Midcoast Community Council**
- **Mid-Peninsula Housing**
- **Moon Ridge Apartments**
- **NAACP San Mateo County Chapter**
- **Next Step Veterans Resource Center**
- **Non-Profit Housing Association of Northern California**
- **Northern Peninsula Food Pantry and Dining Center**
- **Northern Peninsula Mandarin School**
- **Nuestra Casa**
- **One East Palo Alto,**
- **Our Lady of the Pillar Catholic Church**
- **Our Second Home**
- **Pacifica Resource Center**
- **PARS Equality Center**
- **Peninsula Family Service**
- **Peninsula Interfaith Action**
- **Pillar Ridge Manufactured Housing Community**
- **Project WeHope**
- **Redwood City 2020**
- **Renaissance Center Mid-Peninsula**
- **Safe Harbor Shelter**
- **Safe Routes to School Program at County Office of Education**
- **Samaritan House**
- **Sierra Club, Loma Prieta Chapter**
- **Sikh Gurdware of San Francisco**
- **Sitike Counseling Center**
- **Skyline College**
- **StarVista**
- **Yaseen Foundation**
- **Youth Leadership Institute**
- **Youth United for Community Action (YUCA)**
- **Zawaya**

Santa Clara County

- **Asian Pacific Islander American Public Affairs Association, Peninsula Chapter**
- **BayRail Alliance**
- **City Team**
- **Committee for Green Foothills**
- **Day Worker Center of Mountain View**
- **Destination Home**
- **Ethiopian Community Services**
- **Family Giving Tree**
- **Family Supportive Housing, Inc.**
- **First Community Housing**
- **Grail Family Services**
- **Heart of the Valley**
- **Home First**
- **India Community Center**
- **Joint Venture Silicon Valley**
- **Live Oak Adult Day Services**
- **Mayfair Neighborhood Advisory Coalition, San Jose**
- **Mountain View Coalition for Sustainable Planning**
- **Palo Alto Housing**
- **Project Hired**
- **Public Allies - San Francisco, Silicon Valley**
- **Rahima Foundation**
- **Sacred Heart Community Service**
- **Salvation Army Family Services - San Jose**
- **Santa Clara & San Benito Counties Building & Construction Trades Council**
- **Santa Clara County Central Labor Council (South Bay AFL-CIO Labor Council)**
- **Silicon Valley Community Foundation**
- **Stevenson House**
- **Sustainable Silicon Valley**
- **The Five Wounds/Brookwood Terrace Neighborhood Action Coalition**
- **Transportation Justice Alliance**
- **Upward Scholars**
- **Vietnamese American Community Center, San Jose**
- **Vista Center for the Blind and Visually Impaired**
- **Working Partnerships**

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 two community newspapers in different languages. (**Attachment 6**)

Notifications for the public hearing and public meetings appeared in the newspapers listed in **Exhibit 15**. El Observador is published in Spanish, and Sing Tao is published in Chinese.

Exhibit 15. Print Advertisement of Public Notices

	Newspaper	Run Date(s)
1	San Francisco Chronicle	7/7/2024, 7/12/2024
2	San Mateo Daily Journal	7/7/2024, 7/12/2024
3	San Jose Mercury News	7/7/2024, 7/12/2024
4	El Observador	7/12/2024
5	Sing Tao	7/12/2024

Staff also established multiple ways for customers and the public to provide their input: at public meetings and interacting with the Caltrain website and social media. For those without access to the internet or smartphones, through the postal service (by mail), by telephone call to the Customer Service Center's general number or one for those with hearing impairments, through the unique e-mail address, **changes@caltrain.com**, and via an online comment form on the dedicated webpage, https://www.caltrain.com/fares/farechart.

PUBLIC OUTREACH

Caltrain held one public meeting during the Caltrain Citizens Advisory Committee meeting on June 19, 2024. Translation and interpretation services were available upon request. No requests for translation or interpretation were received. The meeting minutes captured one public comment regarding the fare discounts.

Caltrain has communicated the launch of these fare promotions to the public through their social media channels, including Twitter (now X), Facebook, and Instagram. A compiled list of these social media posts is provided in **Attachment 8**.

In addition to social media outreach, marketing efforts for the new fare promotions began on August 24, 2023, with press releases on Caltrain's website. These include an announcement post regarding the promotion's extension in March 2024 and a notice about the Public Hearing on July 22, 2024. (**Attachment 9**)

Leading up to the public hearing about the permanent adoption of the proposed fare discounts, Caltrain launched a press release on July 17, 2024, with translation and interpretation services available upon request.

A strategic marketing campaign utilizing both social media and in-person outreach will be in place after Board Approval as the new fare structure will be in effect beginning September 1, 2024.

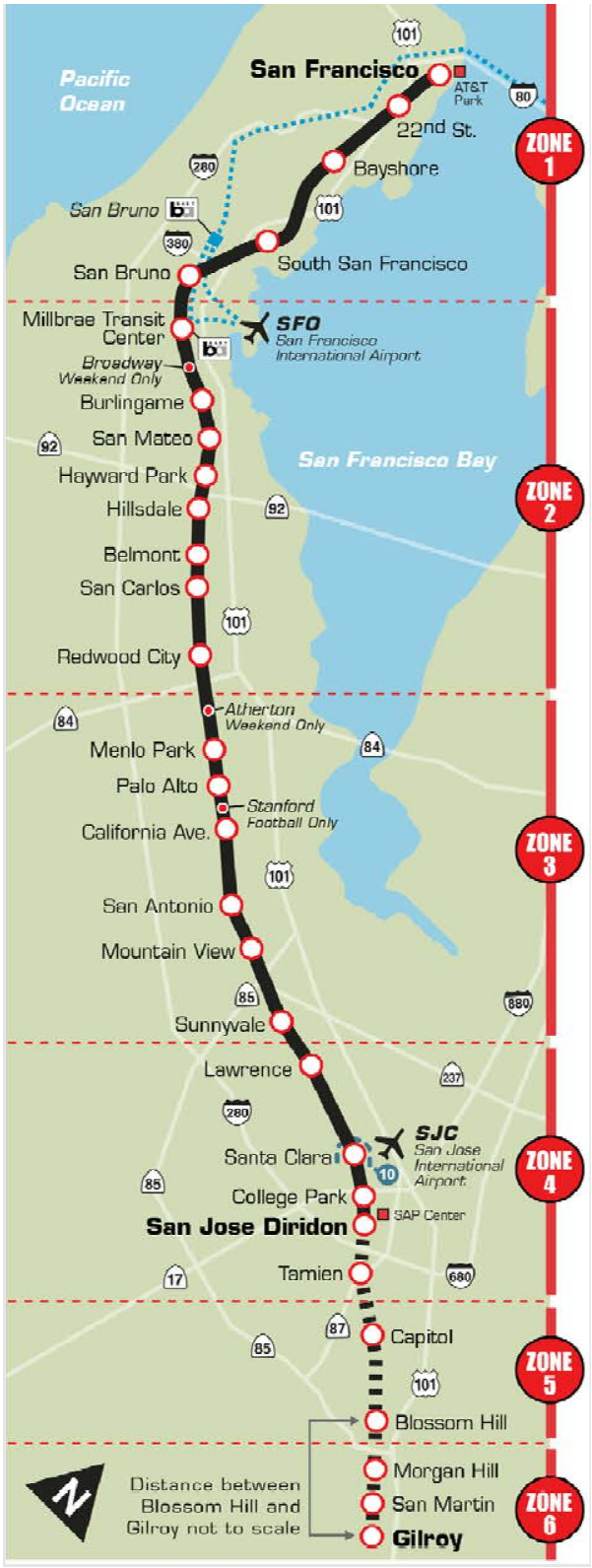
PUBLIC COMMENTS

Summary of Comments

As of July 18, 2024, Caltrain has received limited public comments. In the approved minutes from the June 19, 2024, Citizens Advisory Committee, there was one public comment. No additional comments were received via email at this time. On Caltrain's official Twitter (now X) account there was one public reply to the Fare Promotions post from April 3, 2024.

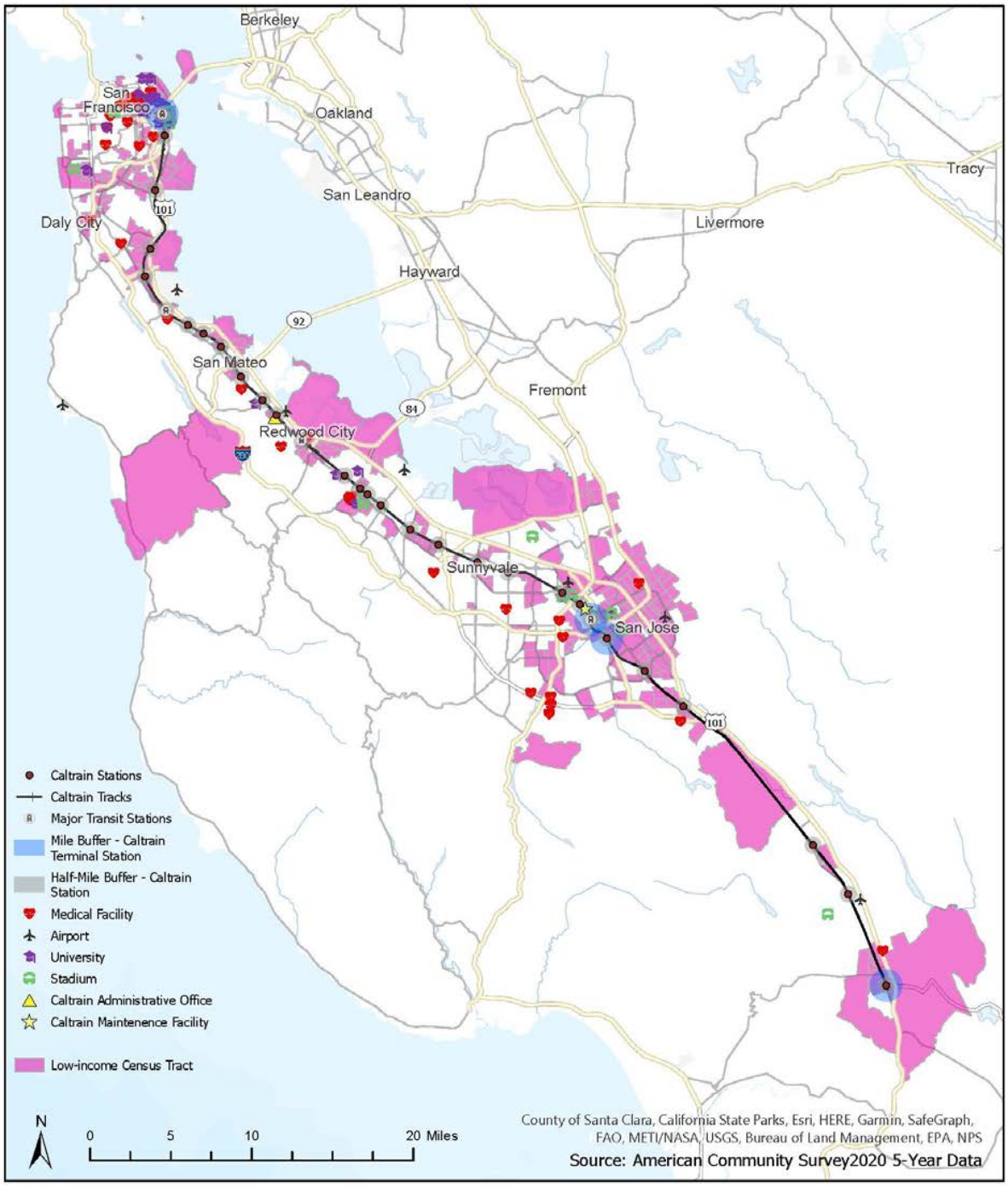
Caltrain staff will update this section with any public comments received during the Public Hearing on July 22, 2024, and will be compiled in **Attachment 11**.

ATTACHMENT 1 –
CALTRAIN SYSTEM MAP

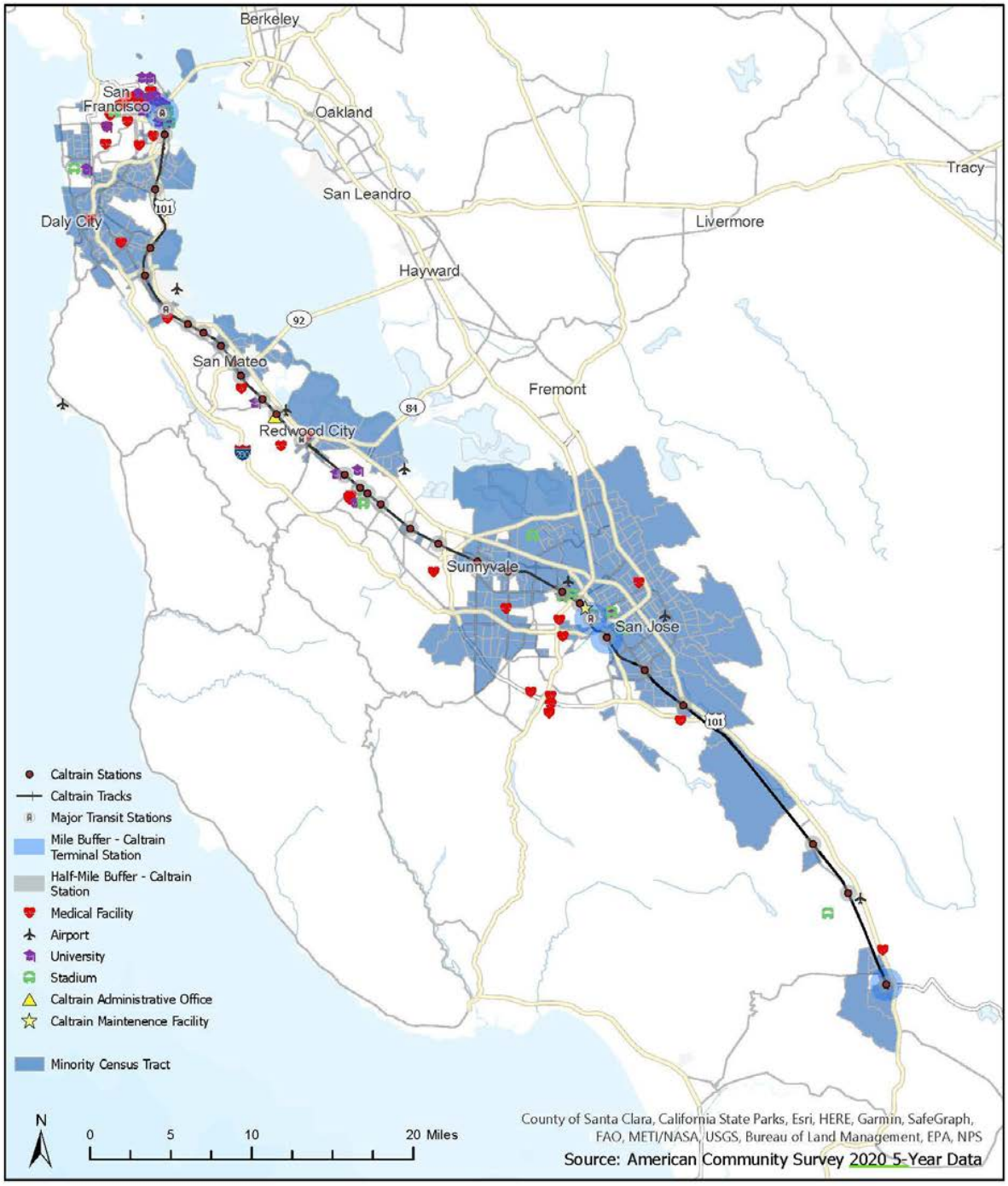

Pacific Ocean
San Francisco
AT&T Park
22nd St.
Bayshore
San Bruno
South San Francisco
Millbrae Transit Center
SFO
San Francisco International Airport
Broadway
Weekend Only
Burlingame
San Mateo
Hayward Park
Hillsdale
San Francisco Bay
Belmont
San Carlos
Redwood City
Atherton
Weekend Only
Menlo Park
Palo Alto
Stanford
Football Only
California Ave.
San Antonio
Mountain View
Sunnyvale
Lawrence
SJC
San Jose International Airport
Santa Clara
College Park
SAP Center
San Jose Diridon
Tamien
Capitol
Blossom Hill
Morgan Hill
San Martin
Gilroy
Distance between Blossom Hill and Gilroy not to scale
ZONE 1
ZONE 2
ZONE 3
ZONE 4
ZONE 5
ZONE 6

ATTACHMENT 2 – SERVICE AREA DEMOGRAPHICS: LOW-INCOME AND MINORITY

Low Income Census Tracts



Minority Census Tracts



ATTACHMENT 3 –
BOARD APRROVAL OF MAJOR SERVICE CHANGE, DISPARATE IMPACT POLICY, AND DISPRORTIONATE BURDEN POLICY

RESOLUTION NO. 2013 – 21

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

* * *

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

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

WHEREAS, the Federal Transit Administration (FTA) issued Circular FTA C 4702.1B, effective October 1, 2012, setting forth requirements and guidelines for Title VI compliance; and

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

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

WHEREAS, over the past two months, JPB staff has presented draft policies to this Board and the public in Board meetings and other public meetings, undertaken extensive public outreach and accepted public comment on the policies; and

5035233.1

WHEREAS, the Staff Coordinating Council recommends the Board approve the attached System-Wide Service Standards and Policies, definition of "Major Service Change," and Disparate Impact and Disproportionate Burden Policies, which comply with FTA requirements and which will guide future decisions regarding and monitoring of Caltrain programs and services to ensure that they are provided equitably, without discrimination based on race, color or national origin.

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

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

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

NOES: NONE

ABSENT: WOODWARD

Chair, Peninsula Corridor Joint Powers Board

ATTEST:

JPB Secretary

5035233.1

MAJOR SERVICE CHANGE POLICY

SERVICE CHANGES

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

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

A. An adjustment of service that equates to a reduction of or addition of 25 percent or more in total revenue train miles per day for the service day of the week (weekday, Saturday or Sunday) for which the change is made.
B. A greater than 50 percent reduction or increase in the number of stops at a station per day for the service day of the week (weekday, Saturday or Sunday) for which the change is made.

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

DISPARATE IMPACT POLICY

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

> *Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin....*
>
> *The policy shall establish a threshold for determining when adverse effects of [fare/]service changes are borne disproportionately by minority populations. The disparate impact threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by minority populations compared to impacts borne by non-minority populations. The disparate impact threshold must be applied uniformly...and cannot be altered until the next Title VI Program submission.*

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

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

DISPROPORTIONATE BURDEN POLICY

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

> *The policy shall establish a threshold for determining when adverse effects of [fare/]service changes are borne disproportionately by low-income populations. The disproportionate burden threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by low-income populations as compared to impacts borne by non-low-income populations.... The disproportionate burden threshold must be applied uniformly...and cannot be altered until the next [Title VI] program submission.*
>
> *At the conclusion of the analysis, if the transit provider finds that low-income populations will bear a disproportionate burden of the proposed [fare/]service change, the transit provider should take steps to avoid, minimize or mitigate impacts where practicable. The provider should describe alternatives available to low-income populations affected by the [fare/]service changes.*

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

Board Meeting Minutes (April 4, 2013)

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 disproportionally 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.

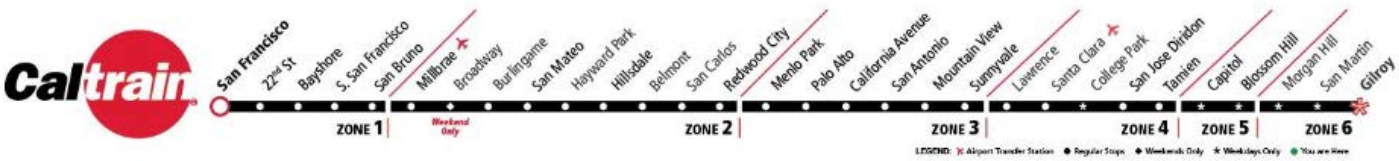
Mr. Simon said there was a home value study done by the American Public Transportation Association and the Association of Realtors that showed property within a half-mile of transit sustained its value more effectively during the recession and rebounded more rapidly.

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 4 –
EXISTING FARE CHART



Adult Full Fare

(19-64 years old)

Ticket Type*	How to Buy	Travel within					
		1 Zone	2 Zones	3 Zones	4 Zones	5 Zones	6 Zones
One Way *One way, valid for use within four hours of the date and time sold.*	Ticket Machine Caltrain Mobile	$3.75	$6.00	$8.25	$10.50	$12.75	$15.00
	Clipper Card	$3.20	$5.45	$7.70	$9.95	$12.20	$14.45
Day Pass+ *Unlimited travel within zone limits.*	Ticket Machine Caltrain Mobile	$7.50	$12.00	$16.50	$21.00	$25.50	$30.00
Zone Upgrade *Upgrade your ticket; Valid only when accompanying another valid ticket and cannot be used alone. Valid for use within four hours of the date and time sold.*	Ticket Machine Caltrain Mobile	$2.25 per zone					
Monthly Pass+ *Valid for use for the calendar month for which issued unlimited trips between zones on pass. Weekends & holidays, unlimited trips between all zones.*	Clipper Card	$76.80	$130.80	$184.80	$238.80	$292.80	$346.80

*VTA-Caltrain Day Pass - Available on the Caltrain Mobile app the Caltrain portion is valid to Zone 3 and costs an additional $7.50 compared to a Caltrain Day Pass. The joint pass is valid on Caltrain through the last train of the night, and on VTA buses and light rail until 3 a.m.

** Customers with a two-zone or greater Caltrain Monthly Pass get free local rides or free local ride credits on SamTrans. Visit the Visit the SamTrans Inter-Agency Transfers page for details. VTA (Santa Clara Valley Transportation Authority) offers Caltrain customers with a two-zone or greater Caltrain Monthly Pass free transfers to VTA local, limited stop bus, bus rapid transit and light rail. For more information visit the VTA Caltrain Fares page.

Eligible Discount Fare Chart (Senior / Disabled / Youth / Medicare Cardholder)

Senior / Disabled / Youth / Medicare Cardholder Definitions

Ticket Type*	How to Buy	Travel within					
		1 Zone	2 Zones	3 Zones	4 Zones	5 Zones	6 Zones
One Way *One way, valid for use within four hours of the date and time sold.*	Ticket Machine, Caltrain Mobile	$1.75	$2.75	$3.75	$4.75	$5.75	$6.75
	Clipper Card	$1.60	$2.60	$3.60	$4.60	$5.60	$6.60
Day Pass* *Unlimited travel within zone limits*	Ticket Machine, Caltrain Mobile	$3.50	$5.50	$7.50	$9.50	$11.50	$13.50
Zone Upgrade *Upgrade your ticket; Valid only when accompanying another valid ticket and cannot be used alone. Valid for use within four hours of the date and time sold.*	Ticket Machine, Caltrain Mobile	$1.00 per zone					
Monthly Pass+ *Valid for use for the calendar month for which issued unlimited trips between zones on pass. Weekends & holidays, unlimited trips between all zones.*	Clipper Card	$38.40	$62.40	$86.40	$110.40	$134.40	$158.40

Eligible Discount Fare **+

*TA-Caltrain Day Pass - The Caltrain portion is valid to Zone 3 and costs an additional $7.50 compared to a Caltrain Day Pass. The joint pass is valid on Caltrain through the last train of the night, and on VTA buses and light rail until 3 a.m.

ATTACHMENT 5 –
NOTICES OF PUBLIC HEARING

Peninsula Corridor Joint Powers Board (PCJPB)
PUBLIC HEARING & MEETING NOTICE
Proposed Fare and Fare Structure Changes

Peninsula Corridor Joint Powers Board (PCJPB), which operates Caltrain, will hold a public hearing at the PCJPB Finance Committee meeting on Monday, July 22, 2024, to receive public comment to the proposed changes (listed below) to the Caltrain Fare Structure.

PCJPB will hold a public hearing to receive public comment on the following Fare Structure Changes:

- $1 Youth One-way Fares (available through all distribution channels effective 9/1/24)
- $2 Youth Day Passes (available through Caltrain station ticket machine and Mobile App effective 9/1/24)
- $24 Youth Monthly Pass (effective upon Clipper Next Generation execution)

Public Hearing

The Peninsula Corridor Joint Powers Board (PCJPB) invites public comment on the potential changes at the hearing. The public may participate via a Zoom web link and/or by phone.

Monday, July 22, 2024, at 2:30 pm
(or as soon thereafter as the matter may be heard)

Zoom Info:
https://us02web.zoom.us/j/81843266625?pwd=aDExTGltUUJSOUc5TkNnbU1QMTRHUT09
Webinar ID: 818 4326 6625
Access via Telephone: 1.669.4449171; Meeting ID: 81843266625

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

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

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

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

Peninsula Corridor Joint Powers Board PUBLIC HEARING & MEETING NOTICE – SPANISH

Junta de Poderes Conjuntos del Corredor de la Península (PCJPB)
AVISO DE AUDIENCIA Y REUNIÓN PÚBLICAS
Cambios Propuestos a las Tarifas de Transporte y su Estructura

El lunes 22 de julio de 2024, la Junta de Poderes Conjuntos del Corredor de la Península (PCJPB), la entidad que opera Caltrain, celebrará una audiencia pública en la reunión del Comité de Finanzas con el fin de recibir comentarios del público sobre los cambios propuestos a la estructura de las tarifas de transporte de Caltrain (los cuales se indican a continuación).

La PCJPB celebrará una audiencia pública para recibir los comentarios del público sobre los siguientes cambios en la estructura de las tarifas de transporte:

- Tarifas de $1 para jóvenes en viajes sencillos (disponibles a través de todos los canales de distribución a partir del 1 de septiembre de 2024)
- Pases de un día para jóvenes con una tarifa de $2 (disponible a través de las máquinas expendedoras de boletos de las estaciones y de la aplicación móvil de Caltrain a partir del 1 de septiembre de 2024)
- Pase mensual para jóvenes con una tarifa de $24 (a partir de la ejecución de Clipper Next Generation)

Audiencia pública

La Junta de Poderes Conjuntos del Corredor de la Península (PCJPB) invita al público a dar sus comentarios sobre estos posibles cambios durante la audiencia. La gente puede participar a través de un enlace web Zoom y/o por teléfono.

Lunes, 22 de julio de 2024 a las 2:30 p.m.
(o tan pronto como el asunto pueda ser considerado)

Información para comunicarse por Zoom:
https://us02web.zoom.us/j/81843266625?pwd=aDExTGItUUJSOUc5TkNnbU1QMTRHUT09
Identificación del seminario web: 818 4326 6625
Acceso por teléfono: 1.669.4449171; Identificación de la reunión: 81843266625

Antes de la audiencia, los comentarios pueden enviarse por correo postal, por correo electrónico o por teléfono:

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

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

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

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Peninsula Corridor Joint Powers Board PUBLIC HEARING & MEETING NOTICE – CHINESE

半島走廊聯合監管董事會 (Peninsula Corridor Joint Powers Board, PCJPB)
公聽會及會議通知
車費及車費結構變更提案

加州鐵路 (Caltrain) 營運機構半島走廊聯合監管董事會 (PCJPB) 將於 2024 年 7 月 22 日（星期一）在 PCJPB 財務委員會會議期間舉行公聽會，聽取大眾對 Caltrain 車費結構變更（見下文）提案的意見。

PCJPB 將舉行公聽會，聽取大**眾對以下車費結構變更的意見**：

- 青少年單程票價 $1（2024 年 9 月 1 日開始可透過所有銷售渠道購買）
- 青少年日票票價 $2（2024 年 9 月 1 日開始可透過 Caltrain 車站售票機和流動應用程式購買）
- 青少年月票票價 $24（Clipper Next Generation 執行時生效）

公聽會

半島走廊聯合監管董事會 (PCJPB) 邀請大**眾參與公聽會並就可能的變更提供意見。大眾可以透**過 Zoom 網站連結和/或電話參加會議。

2024 年 7 月 22 日（星期一）下午 2:30
（或在本事項聽證後立即舉行）

Zoom 資訊：
https://us02web.zoom.us/j/81843266625?pwd=aDExTGItUUJSOUc5TkNnbU1QMTRHUT09
網絡研討會 ID：818 4326 6625
透過電話參加：1.669.4449171；會議 ID：81843266625

在聽證會舉行前，大**眾可透過郵遞、電郵或電話提出意見**：

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

如需翻譯或口譯協助，請在會議前至少三天撥打 1.800.660.4287 與 Caltrain 聯絡。

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

ATTACHMENT 6 –
PRINT ADVERTISEMENTS OF NOTICES OF PUBLIC HEARING AND MEETING

San Francisco Chronicle – ENGLISH

CALIFORNIA NEWSPAPER SERVICE BUREAU

DAILY JOURNAL CORPORATION

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Telephone (213) 229-5300 / Fax (213) 229-5481
Visit us @ WWW.LEGALADSTORE.COM

JAMES NAMBA
SAN MATEO CO TRANSIT DIST/DIRECTOR
MARKETING
PO BOX 3006
SAN CARLOS, CA 94070-1306

CNS 3826717

COPY OF NOTICE

Notice Type: HRG NOTICE OF HEARING
Ad Description: Proposed Fare and Fare Structure Changes

To the right is a copy of the notice you sent to us for publication in the SAN FRANCISCO CHRONICLE. Please read this notice carefully and call us with any corrections. The Proof of Publication will be filed with the County Clerk, if required, and mailed to you after the last date below. Publication date(s) for this notice is (are):

07/07/2024 , 07/12/2024

An invoice will be sent after the last date of publication. If you prepaid this order in full, you will not receive an invoice.

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PUBLIC HEARING & MEETING NOTICE
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Monday, July 22, 2024, at 2:30 pm (or as soon thereafter as the matter may be heard)

Zoom Info:
https://us02web.zoom.us/j/81843266625?pwd=aDExTGdrUUJSOUc5TkNubU1QMTRHUT09
Webinar ID: 818 4326 6625
Access via Telephone: 1.669.4449171;
Meeting ID: 81843266625
Prior to the hearing, comments may be sent by mail, e - mail, or phone:
Board Secretary
Peninsula Corridor Joint Powers Board
P.O. Box 3006, San Carlos, CA 94070 - 1306
changes@caltrain.com 1.800.660.4287 (TTY 650.508.6448)
For translation or interpretation assistance, call Caltrain at 1.800.660.4287 at least three days before the meeting.
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San Mateo Daily Journal – ENGLISH

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Notice Type: HRG NOTICE OF HEARING
Ad Description: Proposed Fare and Fare Structure Changes

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ORANGE COUNTY REPORTER, SANTA ANA	(714) 543-2027
SAN FRANCISCO DAILY JOURNAL, SAN FRANCISCO	(800) 640-4829
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SAN MATEO DAILY JOURNAL

Peninsula Corridor Joint Powers Board (PCJPB)
PUBLIC HEARING & MEETING NOTICE
Proposed Fare and Fare Structure Changes

Peninsula Corridor Joint Powers Board (PCJPB), which operates Caltrain, will hold a public hearing at the PCJPB Finance Committee meeting on Monday, July 22, 2024, to receive public comment to the proposed changes (listed below) to the Caltrain Fare Structure.

PCJPB will hold a public hearing to receive public comment on the following Fare Structure Changes:
- $1 Youth One-way Fares (available through all distribution channels effective September 1, 2024)
- $2 Youth Day Passes (available through Caltrain station ticket machine and Mobile App effective September 1, 2024)
- $24 Youth Monthly Pass (effective upon Clipper Next Generation execution)

Public Hearing

The Peninsula Corridor Joint Powers Board (PCJPB) invites public comment on the potential changes at the hearing. The public may participate via a Zoom web link and/or by phone.

Monday, July 22, 2024, at 2:30 pm
(or as soon thereafter as the matter may be heard)

Zoom info:
https://us02web.zoom.us/j/81843288826?pwd=aDExTGttUUJ3OUo5TkNnbU1QMTRHUT09
Webinar ID: 818 4328 8826
Access via Telephone: 1.888.4449171; Meeting ID: 81843288826

Prior to the hearing, comments may be sent by mail, e - mail, or phone:
Board Secretary
Peninsula Corridor Joint Powers Board
P.O. Box 3006, San Carlos, CA 94070 - 1306
ohanges@caltrain.com
1.800.660.4287 (TTY 660.688.6448)

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

Para traducción llama al 1.800.660.4287;
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San Jose Mercury News – ENGLISH

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Notice Type: HRG NOTICE OF HEARING
Ad Description: Proposed Fare and Fare Structure Changes

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Peninsula Corridor Joint Power: Board (PCJPB) PUBLIC HEARING & MEETING NOTICE Proposed Fare and Fare Structure Changes

Peninsula Corridor Joint Powers Board (PCJPB), which operates Caltrain, will hold a public hearing at the PCJPB Finance Committee meeting on Monday, July 22, 2024, to receive public comment to the proposed changes (listed below) to the Caltrain Fare Structure.

PCJPB will hold a public hearing to receive public comment on the following Fare Structure Changes:

- $1 Youth One-way Fares (available through all distribution channels effective September 1, 2024)
- $2 Youth Day Passes (available through Caltrain station ticket machine and Mobile App effective September 1, 2024)
- $24 Youth Monthly Pass (effective upon Clipper Next Generation execution)

Public Hearing

The Peninsula Corridor Joint Powers Board (PCJPB) invites public comment on the potential changes at the hearing. The public may participate via a Zoom web link and/or by phone.

Monday, July 22, 2024, at 2:30 pm
(or as soon thereafter as the matter may be heard)

Zoom Info:
https://us02web.zoom.us/j/81843266625?pwd=aDExTGlrUUJSOUc5TkVubU1QAITRHUT09
Webinar ID: 818 4326 6625
Access via Telephone: 1.669.4449171; Meeting ID: 81843266625

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

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

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

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

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Junta de Poderes Conjuntos del Corredor de la Península (PCJPB)
AVISO DE AUDIENCIA Y REUNIÓN PÚBLICAS
Cambios Propuestos a las Tarifas de Transporte y su Estructura

El lunes 22 de julio de 2024, la Junta de Poderes Conjuntos del Corredor de la Península (PCJPB), la entidad que opera Caltrain, celebrará una audiencia pública en la reunión del Comité de Finanzas con el fin de recibir comentarios del público sobre los cambios propuestos a la estructura de las tarifas de transporte de Caltrain (los cuales se indican a continuación).
La PCJPB celebrará una audiencia pública para recibir los comentarios del público sobre los siguientes cambios en la estructura de las tarifas de transporte:
- Tarifas de $1 para jóvenes en viajes sencillos (disponibles a través de todos los canales de distribución a partir del 1 de septiembre de 2024)
- Pases de un día para jóvenes con una tarifa de $2 (disponible a través de las máquinas expendedoras de boletos de las estaciones y de la aplicación móvil de Caltrain a partir del 1 de septiembre de 2024)
- Pase mensual para jóvenes con una tarifa de $24 (a partir de la ejecución de Clipper Next Generation)

Audiencia pública

La Junta de Poderes Conjuntos del Corredor de la Península (PCJPB) invita al público a dar sus comentarios sobre estos posibles cambios durante la audiencia. La gente puede participar a través de un enlace web Zoom y/o por teléfono.

Lunes, 22 de julio de 2024 a las 2:30 p.m.
(o tan pronto como el asunto pueda ser considerado)

Información para comunicarse por Zoom:
https://us02web.zoom.us/j/81843266625?pwd=aDExTGItUUJSOUc5TkRnbU1QMTRHUT09
Identificación del seminario web: 818 4326 6625
Acceso por teléfono: 1.669.4449171; Identificación de la reunión: 81843266625

Antes de la audiencia, los comentarios pueden enviarse por correo postal, por correo electrónico o por teléfono:

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

Para solicitar servicio de traducción o interpretación, llame a Caltrain al 1.800.660.4287 al menos tres días antes de la reunión.
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半島走廊聯合監管董事會 (Peninsula Corridor Joint Powers Board, PCJPB)
公聽會及會議通知
車費及車費結構變更提案

加州鐵路 (Caltrain) 營運機構半島走廊聯合監管董事會 (PCJPB) 將於 2024 年 7 月 22 日（星期一）在 PCJPB 計劃委員會會議期間舉行公聽會，聽取大眾對 Caltrain 車費結構變更（見下文）提案的意見。

PCJPB 將舉行公聽會，聽取大眾對以下車費結構變更的意見：
- 青少年單程票價 $1（2024 年 9 月 1 日開始可透過所有銷售渠道購買）
- 青少年日票票價 $2（2024 年 9 月 1 日開始可透過 Caltrain 車站售票機和流動應用程式購買）
- 青少年月票票價 $24（Clipper Next Generation 執行時生效）

公聽會
半島走廊聯合監管董事會 (PCJPB)
邀請大眾參與公聽會討論可能的變更提供意見。大眾可以透過 Zoom 網站連結和/或電話參加會議。

2024 年 7 月 22 日（星期一）下午 2:30
（或在本事項聽證後立即舉行）

Zoom 資訊：
https://us02web.zoom.us/j/81843266625?pwd=aDExTGItUUJSOUc5TkNnbU1QMTRHUT09
網絡研討會 ID ： 818 4326 6625
透過電話參加： 1.669.4449171 ；會議 ID ： 81843266625

在聽證會舉行前，大眾可透過郵遞、電郵或電話提出意見：

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

如需翻譯或口譯協助，請在會議前至少三天撥打 1.800.660.4287 與 Caltrain 聯絡。
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ATTACHMENT 7 –
PUBLIC HEARING NOTICE TAKE ONES

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半島走廊聯合監管董事會
PENINSULA CORRIDOR JOINT POWERS BOARD
公開聽證會公告
車費及車費結構變更提案

車費及車費結構變更提案
加州鐵路 Caltrain 營運機構半島走廊聯合監管董事會 (PCJPB) 將於 2024 年 7 月 22 日（星期一）在 PCJPB 財務委員會會議期間舉行公聽會，聽取大眾對 Caltrain 車費結構變更（見下文）提案的意見。

- 青少年單程票價 $1 (2024 年 9 月 1 日開始可透過所有銷售渠道購買)
- 青少年日票票價 $2 (2024 年 9 月 1 日開始可透過 Caltrain 車站售票機和流動應用程式購買)
- 青少年月票票價 $24 (Clipper Next Generation 執行時生效)

公聽會

半島走廊聯合監管董事會 邀請大眾參與公聽會並就可能的變更提供意見。大眾可以透過 Zoom 網站連結和/或電話參加會議。

2024 年 7 月 22 日（星期一）下午 2:30 (或在本事項聽證後立即舉行)

Zoom 資訊：https://us02web.zoom.us/j/81843266625?pwd=aDExTGltUUJSOUc5TkNnbU1QMTRHUT09
網路研討會 ID：818 4326 6625
透過電話參加：1.669.444.9171
會議 ID：818 4326 6625

在聽證會舉行前，大眾可透過郵遞、電郵或電話提出意見：

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

如需翻譯或口譯協助，請在會議前至少三天撥打 1.800.660.4287 與 Caltrain 聯絡。

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

Expires 07/23/24

PENINSULA CORRIDOR JOINT POWERS BOARD
PUBLIC HEARING & MEETING NOTICE

PROPOSED FARE AND FARE STRUCTURE CHANGES

Peninsula Corridor Joint Powers Board (PCJPB), which operates Caltrain, will hold a public hearing at the PCJPB Finance Committee meeting on **Monday, July 22, 2024**, to receive public comment to the proposed changes (listed below) to the Caltrain Fare Structure.

- $1 Youth One-way Fares (available through all distribution channels effective 9/1/24)
- $2 Youth Day Passes (available through Caltrain station ticket machine and Mobile App effective 9/1/24)

Cần dịch thuật, xin gọi 1.800.660.4287.
Para sa pagsasaling-wika, mangyaring tumawag sa 1.800.660.4287.
번역을 원하시면, 1.800.660.4287번으로 전화하십시오.

- $24 Youth Monthly Pass (effective upon Clipper Next Generation execution)

Public Hearing

The Peninsula Corridor Joint Powers Board invites public comment on the potential changes at the hearing. The public may participate via a Zoom web link and/or by phone.

Monday, July 22, 2024, at 2:30pm
(or as soon thereafter as the matter may be heard)

Zoom Info: https://us02web.zoom.us/j/81843266625?pwd=aDExTGltUUJSOUc5TkNnbU1QMTRHUT09
Webinar ID: 818 4326 6625
Access via Telephone: 1.669.444.9171
Meeting ID: 818 4326 6625

Prior to the hearing, comments may be sent by mail, e-mail, or phone:
Board Secretary
Peninsula Corridor Joint Powers Board
P.O. Box 3006, San Carlos, CA 94070-1306
changes@caltrain.com 1.800.660.4287
(TTY 650.508.6448)

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

JUNTA DE PODERES CONJUNTOS DEL CORREDOR DE LA PENÍNSULA AVISO DE AUDIENCIA Y REUNIÓN PÚBLICAS

Cambios Propuestos a las Tarifas de Transporte y su Estructura

El lunes 22 de julio de 2024, la Junta de Poderes Conjuntos del Corredor de la Península (PCJPB), la entidad que opera Caltrain, celebrará una audiencia pública en la reunión del Comité de Finanzas con el fin de recibir comentarios del público sobre los cambios propuestos a la estructura de las tarifas de transporte de Caltrain (los cuales se indican a continuación).

- Tarifas de $1 para jóvenes en viajes sencillos (disponibles a través de todos los canales de distribución a partir del 1 de septiembre de 2024)
- Pases de un día para jóvenes con una tarifa de $2 (disponible a través de las máquinas expendedoras de boletos de las estaciones y de la aplicación móvil de Caltrain a partir del 1 de septiembre de 2024)
- Pase mensual para jóvenes con una tarifa de $24 (a partir de la ejecución de Clipper Next Generation)

Audiencia pública

La Junta de Poderes Conjuntos del Corredor de la Península invita al público a dar sus comentarios sobre estos posibles cambios durante la audiencia. La gente puede participar a través de un enlace web Zoom y/o por teléfono.

Lunes, 22 de julio de 2024 a las 2:30 p.m. (o tan pronto como el asunto pueda ser considerado)

Información para comunicarse por Zoom: https://us02web.zoom.us/j/81843266625?pwd=aDExTGltUUJSOUc5TkNnbU1QMTRHUT09
Identificación del seminario web: 818 4326 6625

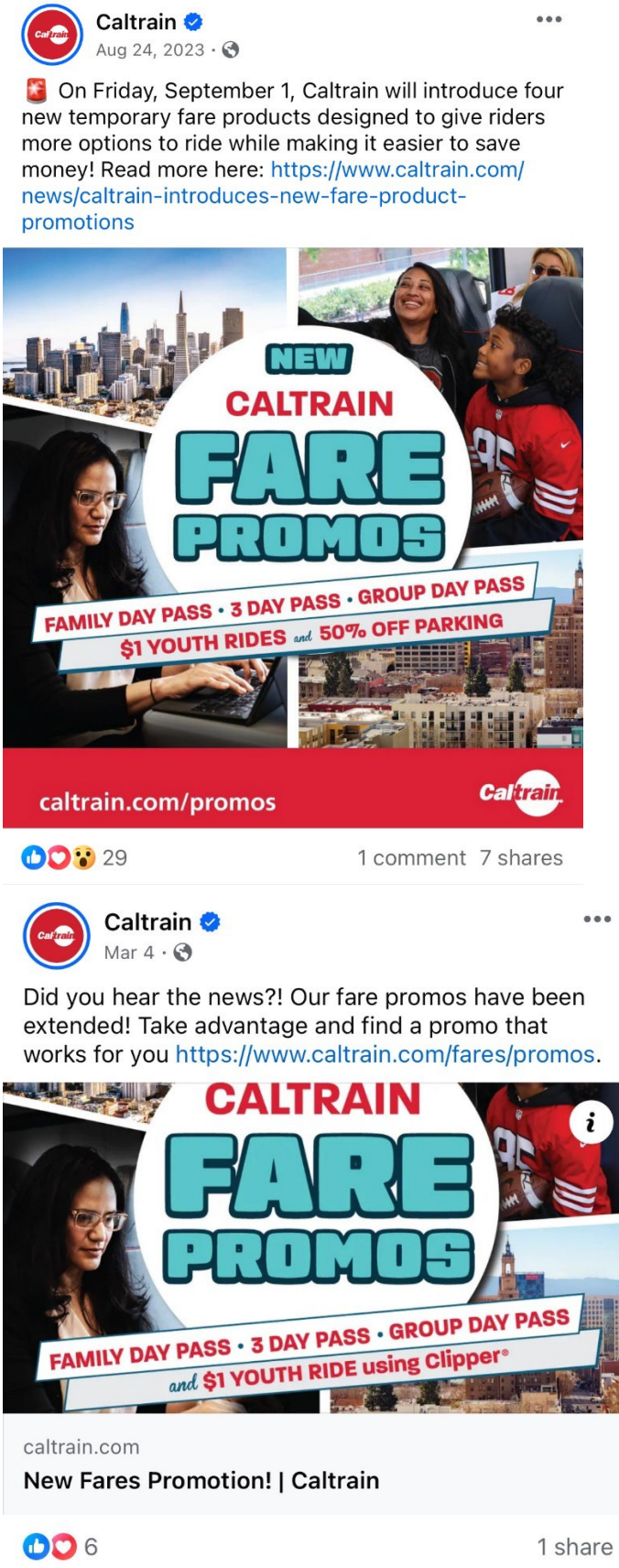
Antes de la audiencia, los comentarios pueden enviarse por correo postal, por correo electrónico o por teléfono:
Board Secretary
Peninsula Corridor Joint Powers Board
P.O. Box 3006, San Carlos, CA 94070-1306
changes@caltrain.com 1.800.660.4287
(TTY 650.508.6448)

ATTACHMENT 8 –
SOCIAL MEDIA POSTS

Twitter (now X) @Caltrain- Initial Fare Promotions Post (8/25/2023) and Fare Extension Post (3/15/2024)



Facebook @Caltrain- Initial Fare Promotions Post (8/24/2023) and Extension Post (3/4/2024)



Instagram @gocaltrain- Fare Promotion Post (9/6/2023)

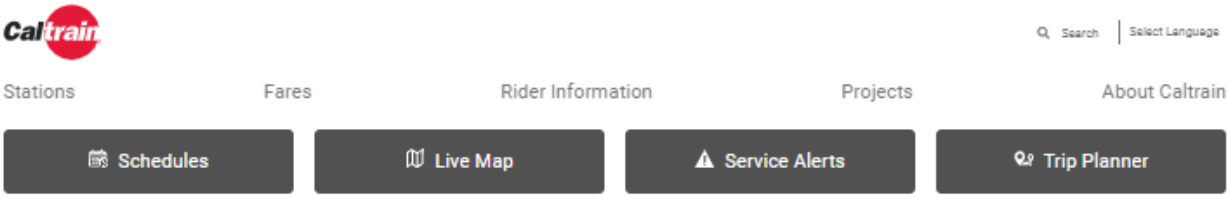


Twitter (now X) @CaltrainAlerts- Notice of Public hearing on Youth Fare Changes (7/1/2024)



ATTACHMENT 9 – PRESS RELEASES

Press Release of New Promotional Products (8/24/2023)



Caltrain Introduces New Fare Product Promotions

08/24/2023

On Friday, September 1, Caltrain will introduce four new temporary fare products designed to give riders more options as to how they travel, making it easier to save money by using Caltrain.

The $1 Youth Pass provides one-way rides for merely a dollar for everyone 18 and under. The Three Day Pass offers passholders unlimited rides for three days immediately upon purchase (including the day of purchase) – a great option for the hybrid commuter working three days during the week.

The Family Day Pass allows two adults and up to four youths (18 and under) to ride together for the cost of two adults and one youth. All Family Day Pass travelers must travel together in the same train car.

The Group Day Pass allows a group of four to six people to travel together for 15% off the cost of four tickets. All Group Day Pass travelers must travel together in the same train car and must be in the same fare class (Adult, Youth, Eligible Discount).

The Three Day Pass, Family Day Pass and Group Day Pass can be purchased via the Caltrain Mobile app or at a Ticket Vending Machine at a Caltrain station. The $1 Youth Pass is only available via a Clipper Youth Card.

In addition to these fare promotions, Caltrain also is reducing the price of parking at stations by 50%, costing $2.75 per day starting September 1 or $41.25 for a monthly parking permit.

Caltrain's ridership continues to increase, with the Average Weekday Ridership currently at approximately 20,000 per weekday. The latest survey data show opportunity for even greater growth by modifying prices. By providing a wider range of fare products, Caltrain can better appeal to the needs of potential riders and their changing travel patterns.

Fares were expected to increase this year, but Caltrain implemented a promotional fare discount that will keep fares at their current levels until December 31, 2023.

Caltrain's historic electrification project is the first undertaking in North America in a generation in which diesel trains and their infrastructure components are transitioned to an electrified system. The project will improve the customer experience by increasing the number of trains, modernizing service and adding new safety elements. The new trains, which were debuted to the public for the first time in July, will feature on board displays with digital trip information, increased storage capacities, baby-changing tables, Wi-Fi and power outlets at every seat. Electrification will also help meet ambitious regional and state climate action goals by lowering greenhouse gas emissions, improving air quality and relieving traffic congestion. Additionally, electrified service will advance equity along the corridor by reducing noise and air pollution while increasing access for priority equity communities. It will also set the framework for California's future High Speed Rail network that will run on the Caltrain corridor.

###

About Caltrain: Owned and operated by the Peninsula Corridor Joint Powers Board, Caltrain provides rail service from San Francisco to San Jose, with commute service to Gilroy. Serving the region since 1863, Caltrain is the oldest continually operating rail system west of the Mississippi. Looking to the future, Caltrain is set to electrify the corridor by 2024, which will reduce diesel emissions and add more service to more stations while advancing the agency's equity goals.

Follow Caltrain on Facebook and X.

Free translation assistance is available. Para traducción llama al 1.800.660.4287; 如需翻譯,請電 1.800.660.4287.

Media Contact: Dan Lieberman, 650.622.2492

Press Release of Public Hearing for Reduced Cost Youth Fares (7/18/2024)

Caltrain

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Stations Fares Rider Information Projects About Caltrain

Schedules | Live Map | Service Alerts | Trip Planner

Caltrain To Hold Public Hearing on Reduced Cost Youth Fares on July 22

07/18/2024

Discounted youth fares, including $1 for one-way trips, proven effective at increasing ridership

Caltrain will hold a public hearing on the proposed reduced fare for youth riders on Monday, July 22. A staff presentation and final action will follow at the Board of Director's meeting on Thursday, August 1.

Caltrain launched four fare promotions in September 2023, with the $1 one-way youth fare being the most successful at driving ridership increase. During the promotion, the fare only applied to Clipper users, and Clipper youth ticket sales was up 43% year over year, compared to 18% overall ticket sales increase during that period. People who begin riding public transit in their youth are far more likely to continue to use it as adults, making increasing youth ridership vital for Caltrain in the long term.

If adopted, as of Sunday, September 1, a $1 All Zone One-way Youth fare will be available on all fare payment methods, a $2 All Zone Day Pass will be available on Caltrain Mobile (while available) and at Caltrain ticket vending machines, and upon the Clipper Next Generation launch, expected in 2025, a $24 All Zone Monthly pass will be available on to anyone with a Youth Clipper Card.

Caltrain Finance Committee Public Meeting

Monday, July 22, 2024, 2:30 p.m.

Zoom Info: https://us02web.zoom.us/j/81843266625?pwd=aDExTGltUUJSOUc5TkNnbU1QMTRHUT09

Caltrain Board of Directors Public Meeting

Thursday, August 1, 2024, 2 p.m.

https://us02web.zoom.us/j/87581188408?pwd=OFNUYTVFdExlOXRkR2tQOENXQUhhUT09

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

Board Secretary

Peninsula Corridor Joint Powers Board

P.O. Box 3006, San Carlos, CA 94070-1306

Changes@caltrain.com 1.800.660.4287 (TTY 650.508.6448)

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

###

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Like us on Facebook at www.caltrain.com and follow on X @Caltrain.

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ATTACHMENT 10 –
PUBLIC HEARING PRESENTATION

2024 Fare Change Recommendations - Youth Fare Discounts



Public Hearing at the Finance Committee Presentation

July 22, 2024

Agenda

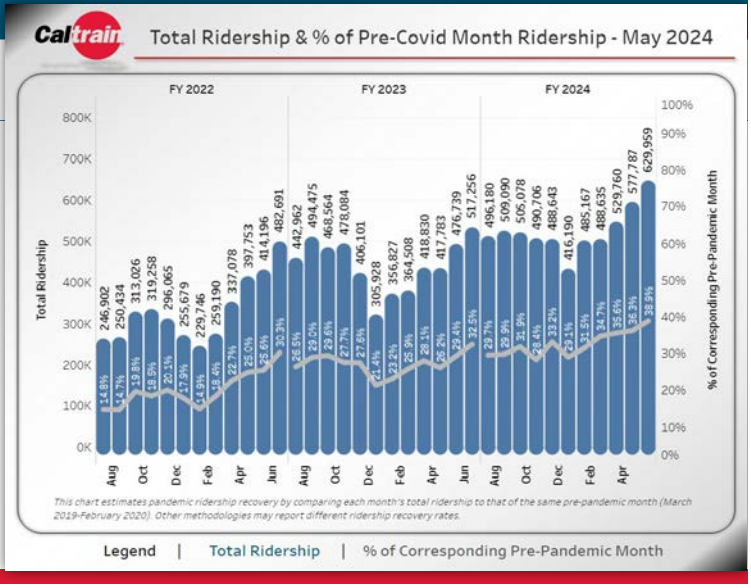


- Context
- Youth Fare Structure Change Recommendations
- Financial Investment Analysis
- Fare Policy Impacts
- Title VI Analysis
- Next Steps
- Questions / Feedback

2

Context

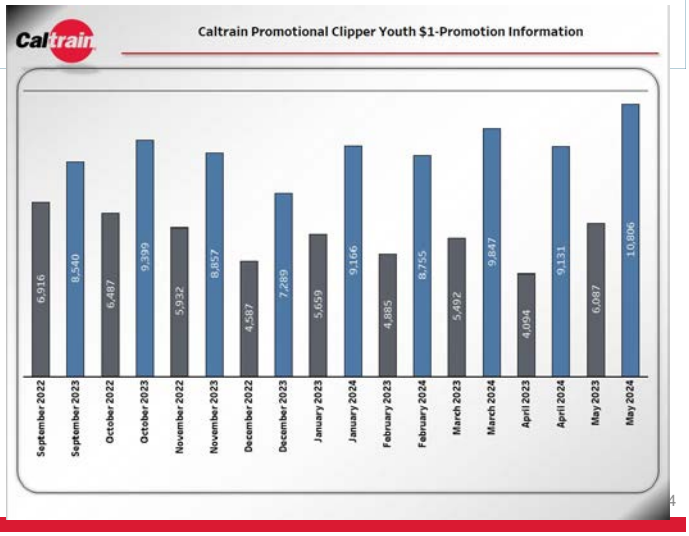
- While Caltrain's ridership is increasing steadily, it remains lower amidst changed travel behavior stemming from the pandemic.
- May 2023 vs May 2024: 32% increase
- Pre-pandemic comparison: May ridership 39% of Pre-Pandemic Ridership



Promotional Fares

Sept 2023, four promotional products were introduced to help increase ridership

- $1 youth fares (Most successful)
- 3-day pass
- Family day pass
- Group day pass



Youth Fare Results

Youth clipper ticket sales increased 43% year over year

Overall ticket sales increased 18% during the same period



5

Fare Structure Change Recommendations

Provide expanded permanent youth discounted fare

- $1 All Zone One-way Youth fares available on all platforms (9/1/24)
- $2 All Zone Day Pass available on TVM's (9/1/24) and Mobile App (while available) for Youth riders
- $24 All Zone Monthly Pass available on Youth Clipper Card (upon Clipper Next Generation Execution)

Benefits

- Focused strategy to build a pipeline for future Caltrain ridership
- Opportunities for increased youth and family ticket sales
- Easier for customers to understand
- Purchase options with no barrier to entry

6

Financial Investment Analysis

Short -Term Annual Investment Amount

- Estimated reduction in fare revenue based on 2024 historical data assuming all prior riders paid the new youth fares
- Expected incremental revenue range is driven by:
  - New youth riders and increases in existing youth rider frequency (assumed 15%-25% increase in youth sales)
  - Companion adults riding with youth (assumed ride with youth every 1 to 2 trips)

Short Term Annual Investment Estimate	
Estimated Reduction in Fare Revenue	$750K
Expected Incremental Revenue Range	$220-$650k
Short Term Investment Range	$100k-$530k

7

Caltrain Fare Policy Goals

Financial Sustainability - ensure financial health

- Annual investment of $100K-$530, potential near and long-term offsets/benefits

Equity - participate programs that promote affordable transit

- Makes youth ridership much more affordable

Customer Experience – ease of use and predicable fare changes

- Easy to understand and no barriers to purchase

Ridership - maximize use of agency's assets

- Promotes current and future ridership growth and frequency

8

Title VI Equity Analysis

Disparate Impact (DI) & Disproportionate Burden (DB) Policies

- A threshold for determining when adverse effects of fare changes are borne disproportionately by **minority vs. non-minority** populations (DI) or **low-income vs. non-low-income** populations (DB)

Caltrain's DI & DB thresholds are set at 10%

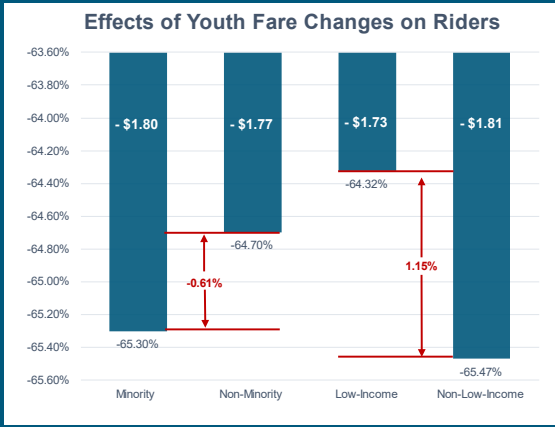
- There is a Disparate Impact (DI) finding if the difference in impacts borne by minority populations compared to those borne by non -minority populations are greater than 10%

OR

- There is a Disproportionate Burden (DB) finding if the difference in impacts borne by low -income populations compared to those borne by non -low-income populations are greater than 10%

9

No Disparate Impact or Disproportionate Burden



Data Used

- 2023 Systemwide Ridership
- 2022 Caltrain Triennial Customer Survey
- Current and Proposed Youth Fare Structure

Findings

- Minority vs. Non-Minority % Difference:
  - **-0.61% (No Disparate Impact, within 10%)**
  - Both Minority and Non-Minority populations benefit from the proposed youth fares
- Low-Income vs. Non-Low-Income % Difference:
  - **1.15% (No Disproportionate Burden, within 10%)**
  - Both Low-Income and Non-Low-Income populations benefit from the proposed youth fares

10

Feedback and Next Steps

CAC Presentation (June) and multiple avenues for public feedback
- Positive public response

Today
- Conduct public hearing
- Recommendation from Finance Committee

Upcoming
- Full Board Approval (August)

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Action

Staff recommends that the JPB adopt two updated Fare Structures

Pre-Clipper Next Generation Fare Structure - Effective 9/1/2024:
. Implement a $1 All Zone One-way fare available on all platforms.
 Introduce a $2 All Zone Day Pass available on Ticket Vending Machines (TVMs) and Mobile App (while available).

Post-Clipper Next Generation Fare Structure - Effective upon Clipper Next Generation Execution:
 Implement a $24 All Zone Monthly Pass available on Youth Clipper Card.

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ATTACHMENT 11 – PUBLIC COMMENTS

Public Reply to a Caltrain post about the Fare promotions from user @TransbayC on Twitter (now X)



Public Comment Matrix

#	Comment	Speaker	Public Meeting/ Hearing	Date
1	Jeff Carter made comments regarding fare changes during this portion of the meeting	Jeff Carter	Public Meeting – Citiens Advisory Committee	6/19/2024

ATTACHMENT 12 – CALTRAIN BOARD APPROVAL OF ADOPTION OF YOUTH FARE STRUCTURE AND TITLE VI EQUITY ANALYSIS

Resolution No. 2024-45

Board of Directors, Peninsula Corridor Joint Powers Board
State of California

*** * ***

Adopt Proposed Fare Structure Changes

Whereas, Caltrain introduced four promotional products in September 2023 to provide enhanced value and promote additional ridership: the 3-Day Pass, Family Day Pass, Group Day Pass, and the $1 All Zone One-way Youth fare; and

Whereas, while the 3-Day Pass, Family Day Pass, Group Day Pass saw modest adoption, $1 All Zone One-way Youth fare resulted in a 43% year-over-year increase in Youth Clipper utilization compared to overall ticket sales growth of 18%; and

Whereas, to build on this success and promote further ridership increases, staff recommends providing an expanded permanent discounted fare program for Youth, and has presented two Fare Structures to the Board for adoption, one to take effect on September 1, 2024 (Pre-Clipper Next Generation Fare Structure, Attachment 1), and the other to take effect upon execution of Clipper Next Generation (Post-Clipper Next Generation Fare Structure, Attachment 2); and

Whereas, this program will provide Youth the opportunity to purchase upon Board adoption $1 one-way fares through Caltrain TVMs, Caltrain Mobile, and Youth Clipper cards, and $2 day passes at TVMs and Caltrain mobile. Moreover, $24 monthly passes on Youth Clipper cards will become available to Youth upon Clipper Next Generation execution; and

Whereas, this expanded program has multiple purchase options in an effort to make youth ridership much more affordable, easy to understand, and more accessible, and to promote current and future ridership growth and frequency; and

Whereas, staff presented the recommended Youth fare changes to the Caltrain Citizens Advisory Committee (CAC) on June 19, 2024, and a public hearing was held on July 22, 2024, as required by law; and

Whereas, under Title VI of the Civil Rights Act of 1964, Caltrain is required to perform a Title VI Equity Analysis in conjunction with fare changes to assess whether they will result in disparate impacts or disproportionate burdens on minority and low-income populations; and

Whereas, a finding of disparate impact or disproportionate burden on minority and low-income youth populations is not anticipated given the benefits of the proposed fare program; and

Whereas, Federal Transit Administration guidance permits transit agencies to complete a Title VI analysis within six months of a fare change; and

Whereas, a complete Title VI Analysis report evaluating the impacts of the fare proposals will be presented to the Board for approval in September 2024; and

Whereas, analysis of 2024 historical data shows the implementation of this Youth fares program could reduce fare revenue by up to and estimated $750,000. However, it is likely that the price reductions could incentivize incremental ridership by both youth and families and frequency of ridership, which can potentially offset the reduction of fare revenue by $220,000 to $650,000.

Now, Therefore, Be It Resolved that the Board of Directors of the Peninsula Corridor Joint Powers Board hereby adopts the two recommended Fare Structures (Attachments 1 &2) to be effective on the following dates and making the following changes:

1. Pre-Clipper Next Generation Fare Structure - Effective 9/1/2024:

   - Implementing a $1 All Zone One-way Youth fare available on all platforms; and
   - Introducing a $2 All Zone Youth Day Pass available on Ticket Vending Machines (TVMs) and Mobile App (while available).

2. Post-Clipper Next Generation Fare Structure - Effective upon Clipper Next Generation Execution:

   - Implementing a $24 All Zone Youth Monthly Pass available on Youth Clipper Card.

   Regularly passed and adopted this 1st day of August, 2024 by the following vote:

   Ayes: Abe-Koga, Burt, Gee, Medina, Zmuda, Heminger, Davis

   Noes: None

   Absent: Mueller, Walton



Chair, Peninsula Corridor Joint Powers Board

Attest:



JPB Secretary