

# COVID-19 Recovery Planning

## Service Planning Update

October, 2020



# Ongoing Recovery Planning Efforts

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

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



**Equity, Connectivity, Recovery, & Growth Framework**

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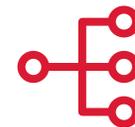
**Near Term Service Planning**

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**Financial Analysis**

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**Scenario Planning**

# Ongoing Recovery Planning Efforts

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**Equity, Connectivity, Recovery, & Growth Framework**



Near Term Service Planning



Financial Analysis

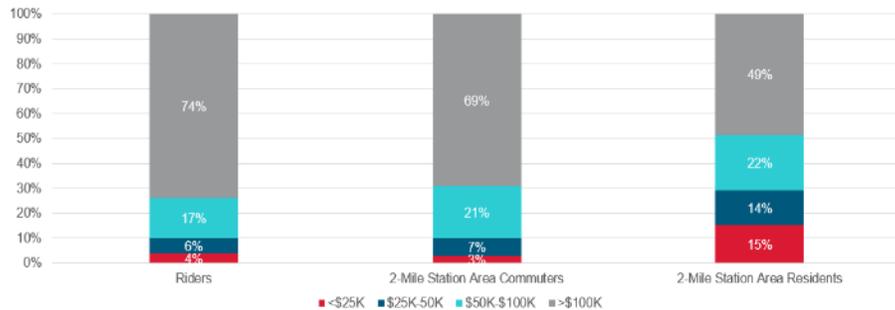


Scenario Planning

# Building on the Business Plan

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

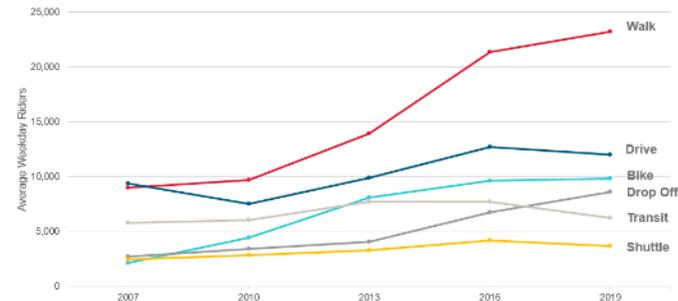
### Riders and Residents by Income



Caltrain ridership closely mirrors the income demographics of all corridor commuters

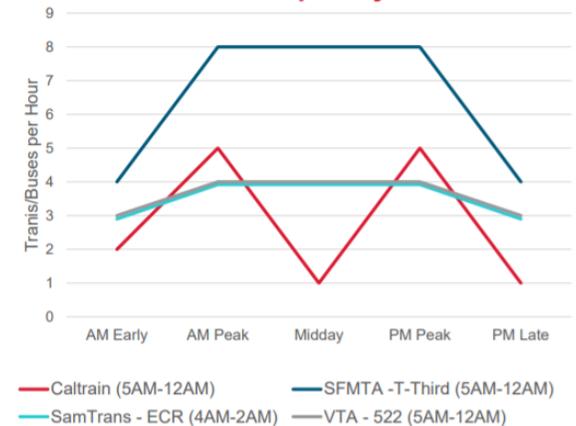
However, Caltrain riders are proportionally higher income and less diverse than the overall population of residents living in the corridor

### Mode of Access to Caltrain



A higher share (25%) of Very Low-Income riders take transit to access the Caltrain system – more than any other income group

### Frequency



Caltrain's "peaked" service means the railroad is underserving off-peak travel and trips. This has the greatest impact on low-income populations.

# Policy Framework Outreach Timeline

## Stakeholder Meetings



Jan./Feb. 2020 Business Plan Equity Assessment Interviews	July 7 Project Partner Committee	July 13 Stakeholder Advisory Group	July 15 City/County Staff Coordinating Group	July 22 Work Program – Legislative – Planning Group	August 19 City/County Staff Coordinating Group	August 26 Work Program – Legislative – Planning Group
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## Public Meetings



July 9 JPB Board	July 15 Citizen Advisory Committee	July 21 Virtual + YouTube	July 23 Local Policy Makers Group	August 6 JPB Board	August 13 Menlo Park Chamber	August 18 Instagram Live	August 27 Local Policy Makers Group
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## Media & Press



July 13 Press Release #1	July 13 Equity Webpages live	July 13 VMS signage at Caltrain station	July 13 San Mateo Daily Journal ads	August 10 Press Release #2	August 10 Social Media push	August 12 Sing Tao Daily ads	August 14 EI Observador ads
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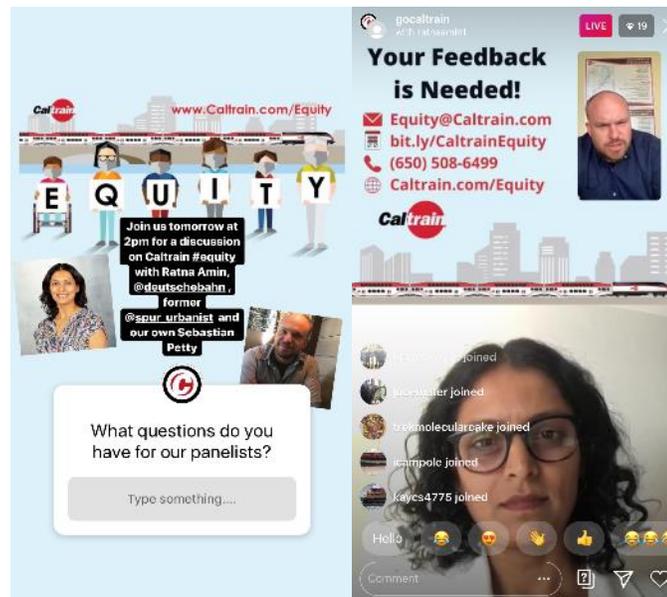
# Expanding Outreach Platforms

## Virtual Public Meeting



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

## Instagram Live



- 25 Live attendees
- 260+ Total views

## Public Google Spreadsheet



Think about having integrated connector bus lines that are part of Caltrain system and how the transfers add up.

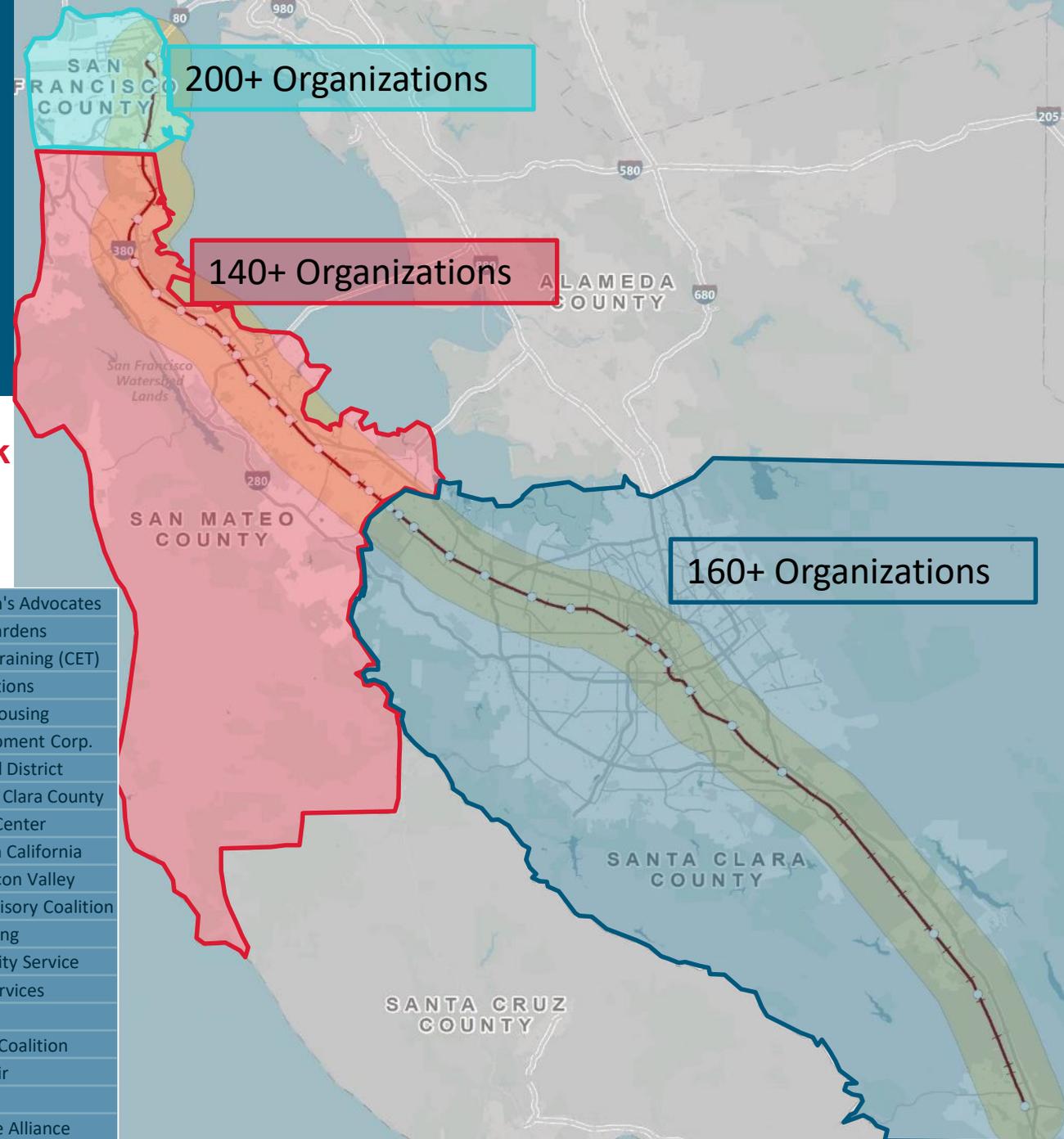
In order to help address systemic inequality, one policy point must be to accelerate (disproportionately affects low-income communities of color), reduce GHG's in the budget to lower fares for select groups. On this third point, specifically, the costs and allowing for fares to be lowered. The lowering of fares should be targeted. To encourage more use of Caltrain, service during off-peak periods must be supported. People are discouraged from using it with such an irregular schedule which results in. An equity plan must include implementation of high platforms and a level board for small children, those with heavy items and wheelchairs. It will also address Caltrain conductor time to support the dramatically increased frequency, lower dwell times. Improving connectivity to east-west public transportation options on the Peninsula and the rail lines.

I think Caltrain needs to offer more discounts to students and low-income riders. It's not a train for everyone and not a train for tech workers to commute to and from San Francisco.

- 30 Responses



# Community Based Organization Outreach



**500+ CBOs/Nonprofits contacted multiple times for feedback**

List derived from internal CBO outreach list and MTC

CBO outreach list; framework provided in multiple languages

Bayanihan Equity Center	Ayundando Latinos A Sonar (ALAS)	Asian Immigrants Women's Advocates
Bayview Hunters Point Foundation	Belle Haven Action	Avenida Espana Gardens
BMAGIC	Chicana Latina Foundation	Center for Employment Training (CET)
Chinatown Community Development Center	Coastside Clinic	Community Solutions
Dogpatch Neighborhood Association	College Track East Palo Alto	First Community Housing
Dolores Street Community Services	Daly City Youth Health Center	Gilroy Economic Development Corp.
Florence Fang Community Garden	East Palo Alto Senior Center	Gilroy Unified School District
GLIDE Foundation	EPA CAN DO	Housing Authority - Santa Clara County
Greenbelt Alliance	Fair Oaks Community Center	India Community Center
Healthright 360	Friends of Caltrain	Jain Center of Northern California
La Casa de las Madres	Gatepath	Latina Coalition of Silicon Valley
Mission Economic Development Agency	Housing Leadership Council	Mayfair Neighborhood Advisory Coalition
North of Market/Tenderloin Community Benefit District	Imagine Menlo	Palo Alto Housing
Potrero Boosters	Menlo SPARK	Sacred Heart Community Service
San Francisco Bicycle Coalition	Mid-Peninsula Housing	San Jose Senior Services
San Francisco Rising	NAACP San Mateo County Chapter	SIREN
SF Coalition on Homelessness	Nuestra Casa	Silicon Valley Bicycle Coalition
SPUR	One East Palo Alto, East Palo Alto	Somos Mayfair
Tenderloin Neighborhood Development Coro	Pacifica Climate Committee	TransForm
TODCO	SAMCEDA	Transportation Justice Alliance
Yerba Buena Community Benefit District	Youth Leadership Institute	Youth Leadership Institute



# Thanks to our Partners

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



## Monthly News & Updates August 2020

### Feedback Opportunity for Caltrain Equity Policy

**Vietnamese:** Caltrain đang lập ra chính sách nâng cao bình đẳng trong hệ thống và các cộng đồng lân cận. Chính sách này sẽ giải quyết nhiều bất bình đẳng trong hệ thống bằng cách thực hiện từng bước để hệ thống Caltrain có ích và dễ dùng cho tất cả mọi người. Chính sách cũng cố gắng cải tiến thêm để kết nối Caltrain với hệ thống chuyên chở trong vùng và chọn các ưu tiên dịch vụ trong và sau dịch bệnh COVID-19. Caltrain đã được phân hồi quỹ bảo và để có thêm nhiều người tham gia, đã gia hạn thời gian nhận ý kiến đến ngày 21 tháng Tám.

## New post on Green Caltrain

**Caltrain considers unprecedented commitments to equity and connectivity**  
by alexjn

In the next month, the Caltrain board will be considering an [unprecedented set of equity and connectivity policies](#) intended to increase ridership through increased diversity and better connections.

If the Caltrain board adopts these policies in August, they would be incorporated into the Caltrain business plan, and would therefore guide the spending of the [proposed ballot measure](#), if it moves forward and if it passes.

Caltrain has historically been run in the US tradition of commuter rail, which has [historically been whiter and wealthier than the community it traverses](#), and has been managed as a [single-purpose, standalone service](#) intended to move suburban white collar commuters from their homes in affluent suburbs to jobs in the urban downtown.



### Advancing Equity at Caltrain



Caltrain is developing an equity policy to help address systemic inequality by taking steps to ensure the commuter rail system is

**Sierra Club - Loma Prieta Chapter**  
August 14 · 🌐

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

**Bayview MAGIC**  
29 mins · 🌐  
Help shape the future of Caltrain for you and your community. Provide feedback by Aug 21: [www.caltrain.com/equity](http://www.caltrain.com/equity)



**Senator Jim Beall** @Jimbealljr · Aug 12  
Your input is needed! Provide feedback on **Caltrain's draft Equity and Growth Policy**. Your feedback will shape **Caltrain's** future. [buff.ly/3kHT2y7](https://buff.ly/3kHT2y7)



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### Caltrain Draft Equity Policy

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

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

**Español**

**English**

**漢語**

**Mike Wasserman**  
August 18 · 🌐

Caltrain is developing a policy to advance equity within the system and neighboring communities. This policy will take steps to ensure the Caltrain system is accessible and useful to all. Provide feedback on Caltrain's draft Equity and Growth Policy by Aug 21. Your feedback will shape the future of Caltrain! [Caltrain.com/equity](http://Caltrain.com/equity)

# Thanks to our Partners continued...



**Acterra**  
@planetacterra

Help shape the future of Caltrain for you + your community. Provide feedback on growth and #equity by Aug 21: [caltain.com/equity](https://caltain.com/equity)  
[#publictransit](#)



**CITY OF BELMONT**  
CALIFORNIA

**City News**  
**City Manager's Weekly Update August 7, 2020**  
Post Date: 08/07/2020 4:30 PM

**Caltrain Equity, Connectivity, Recovery, and Growth Policy**  
Caltrain is developing a policy to advance equity within the system and neighboring communities. This policy will help address systemic inequality by taking steps to ensure the Caltrain system is accessible



AUGUST 2020

OFFICE OF COUNCILMEMBER  
**SERGIO JIMENEZ**  
SAN JOSE DISTRICT 2

Give your feedback on Caltrain's equity policy

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

Send us your feedback

This policy is a crucial starting point. There is more work that



**SMCo Office of Community Affairs - ...**  
@SMC\_CommAffairs

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



**SMC Sustainability** @SustainSMC · Aug 7  
Help shape the future of @Caltrain for you and your community. Provide feedback by Aug 21: [caltain.com/equity](https://caltain.com/equity)



Caltrain



**Michael Salazar**  
@SalazarSanBruno

Don't forget the last day to submit comments for the #Caltrain Equity and Growth Framework is Aug 21.  
[caltain.com/equity](https://caltain.com/equity)



**Charles Stone**  
@CStoneBmont

Equity matters. @Caltrain is hard at work on equity initiative for our beloved 🇺🇸. We need \*your\* feedback here: [caltain.com/equity](https://caltain.com/equity)  
@SupDavePine @cafedujord @pete\_ratto  
@CaroleSanMateo2 @joe\_goethals @alevin  
@TransForm\_Alert @MTCBATA @warrenslocum  
@gisellemarie @kalimama99



**Caleb is quarantining at the Quarter...**  
@IWantAnXcelsior

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



**Shelly Masur**  
@skmasur

Your input is needed! Provide feedback on Caltrain's draft Equity and Growth Policy. Your feedback will shape Caltrain's future. [Caltrain.com/equity](https://Caltrain.com/equity)



**Ron Collins - Mayor, City of San Carlos**  
August 10 at 11:04 AM

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

Read the policy and learn more at, [www.Caltrain.com/Equity](https://www.Caltrain.com/Equity)



**SMC Sustainability** @SustainSMC

Help shape the future of @Caltrain for you and your community. Provide feedback by Aug 21: [caltain.com/equity](https://caltain.com/equity)



**SV Bike Coalition**  
@bikesv

Your input is needed! Provide feedback on Caltrain's draft Equity and Growth Policy. Your feedback will shape Caltrain's future. [caltain.com/equity](https://caltain.com/equity)



**Dave Pine** @SupDavePine · Aug 10  
We need your feedback to help inform our equity efforts for @Caltrain | Submit feedback @ [caltain.com/projects/plans/](https://caltain.com/projects/plans/)... | @sanmateoco @MarkNagales @SalazarSanBruno @GinaPapan @EmilyBeach650 @CityofSSF @sbcommunity @CityofMillbrae @BurlingameCity @SSFChamber94080 @sanbrunochamber

# Measuring Outreach



**150+** Combined Comments:

- Emails
- Spreadsheet comments
- Social media comments
- Verbal or written feedback in meetings



**2,500+** Website Visits:

- Most visited page in August after Schedules and Fares
- **5+** minutes on equity page



**2,250** Social Media Engagements:

- **1,500** Link clicks
- **80+** reshares
- **380K** Impressions

# Overall Positive Reception with Constructive Feedback

*“We see the proposed policies as a major change and improvement from how the agency has historically seen and designed its service.” - Friends of Caltrain*

“We need community-level engagement, that is culturally competent, and on community turf, not the usual one-and-done meetings that working people cannot attend.” – *South Beach, Rincon, Mission Bay Neighborhood Association*

“The train cars are really hard to climb into. As a young or able-bodied person, we hardly think twice of it. But an elderly person or someone who is not able-bodied...has a much harder time. Continuing to postpone this issue sends a message that Caltrain is not for them.” – *Regular rider SF <--> MV*

“Has Caltrain examined enforcement policies for equity? If enforcement is a barrier to ridership for communities (for example due to perceptions of profiling) is it worth the investment? Might community outreach to new riders be more profitable and bring federal support, especially if working with other transit agencies.” – *Employee, Redwood City*

“I read a summary of your business plan slides and strongly support your plan to encourage affordable housing near stations, and to increase ridership among low income communities.” – *Resident, San Mateo*

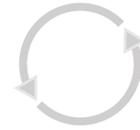
“Emphasize the demographic needs for connecting communities outside major cities (e.g. SF and SJ) to major cities by expanding services that provide an affordable commuter option.” – *City of Morgan Hill*

“There should be a very low flat fee from station to station even if it’s across zones. This might make obvious the advantages of riding Caltrain (speed and comfort) while downplaying the disadvantages (expensive and exclusive). The idea is to encourage people that would usually take three buses to travel between San Jose and Santa Clara or Sunnyvale to seriously consider Caltrain as an option.” – *Community Leader, San Jose*

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Equity, Connectivity, Recovery, & Growth Framework



**Near Term Service Planning**



Financial Analysis



Scenario Planning

# Multiple Phases of Crisis & Response

## Initial Triage

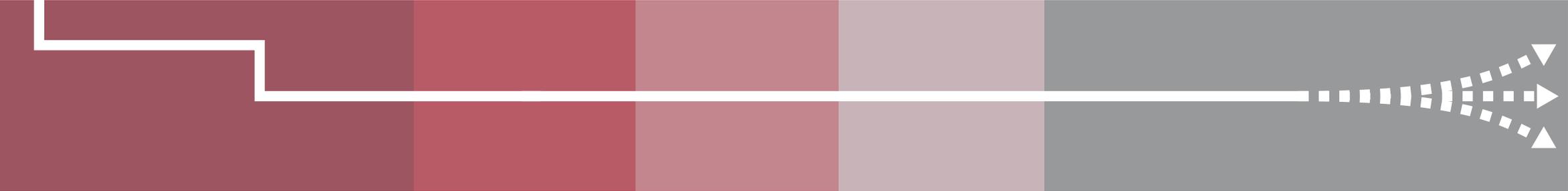
March 2020 – May 2020

## Surviving the Pandemic

May 2020 – 2021 (?)

## Preparing for the Next Reality

2021 and Beyond



Initial crisis and immediate triage response by Caltrain

Extended period where Pandemic is ongoing and Caltrain ridership and operations remain deeply impacted and in a state of dynamic flux. Railroad's financial position is precarious

Long-term resolution of pandemic through vaccine or other permanent public health approaches. Caltrain adjusts to new Business Environment

# Winter Service Change: Context and Goals

Caltrain continues to navigate a period of extreme uncertainty relative to both the financial health of the system as well the trajectory of the pandemic and its impact on ridership recovery

The following slides provide initial information regarding staff's proposed approach to a planned service change in December of 2020. More detailed analysis will be presented to stakeholder groups throughout October and to the JPB in November

## Context

- The COVID-19 Pandemic is ongoing and the path to recovery and resolution is uncertain. Reopening of the region has been slow and uneven.
- CARES Act funding will be exhausted in December timeframe. Overall financial state of railroad is highly uncertain
- Hillsdale reopening, potential Atherton closure and ongoing major construction on corridor

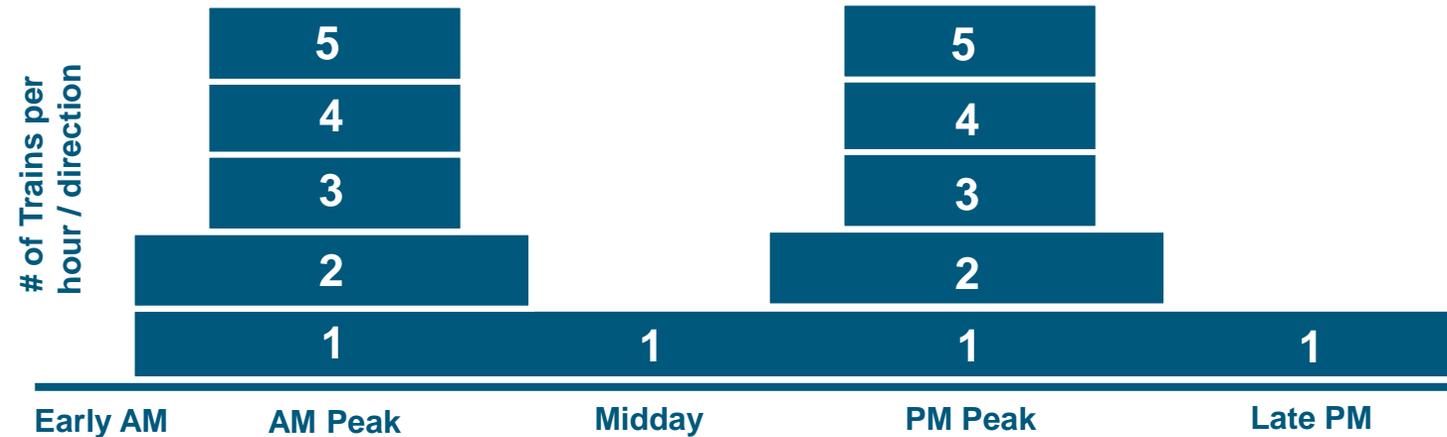
## Goals

- Develop a consistent service framework that can be scaled up (and down) based on demand and funding availability while minimizing disruption and confusion for riders and connecting transit
- Focus on serving the riders who need Caltrain most, with an emphasis on implementing key elements of the ECRG policy
- Balance travel time and coverage goals while also maintaining capacity for social distancing

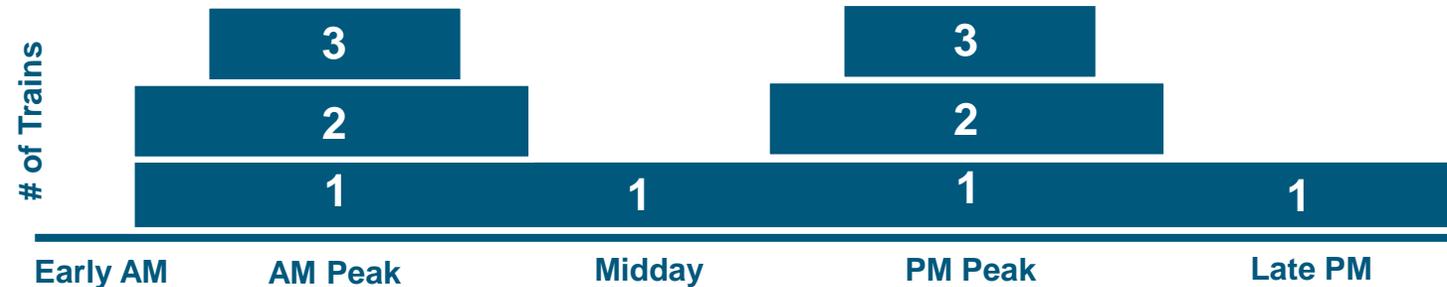


# Change in Weekday Service Levels

**Pre-COVID Service Plan**  
**92 Trains/Day**  
**65,000 Daily Riders**



**Current Service Plan**  
**70 Trains/Day**  
**~3,500 Daily Riders**



# Who's riding Caltrain during COVID-19?



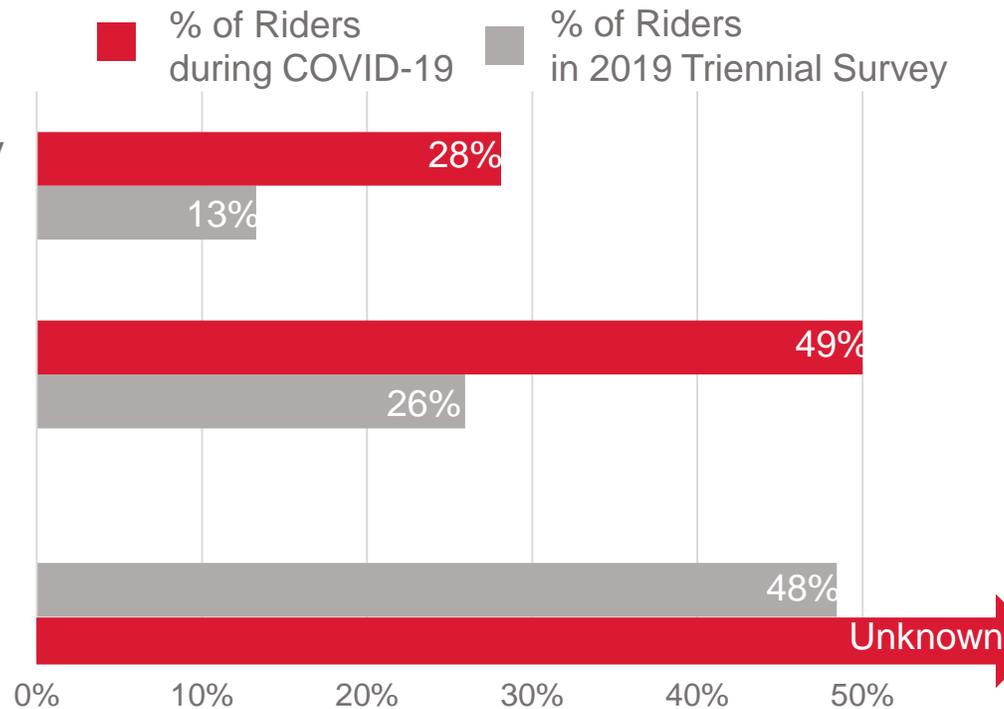
Share of riders that qualify for **low income housing assistance**



Share of riders that live in households earning **less than \$100k** per year



Share of riders that **did not have access to a car**



In August, Caltrain served roughly 3,500 riders per weekday and 1,200 per weekend day.

Ridership has skewed toward essential workers, many of whom live in low- or middle-income households.

Under normal circumstances, half of riders rely on Caltrain and lack access to a car.



# Where are riders traveling?

Caltrain ridership patterns have shifted during COVID-19, with ridership comprised of essential workers in healthcare, life sciences, government, and related fields.

## Rider Trip Purposes:

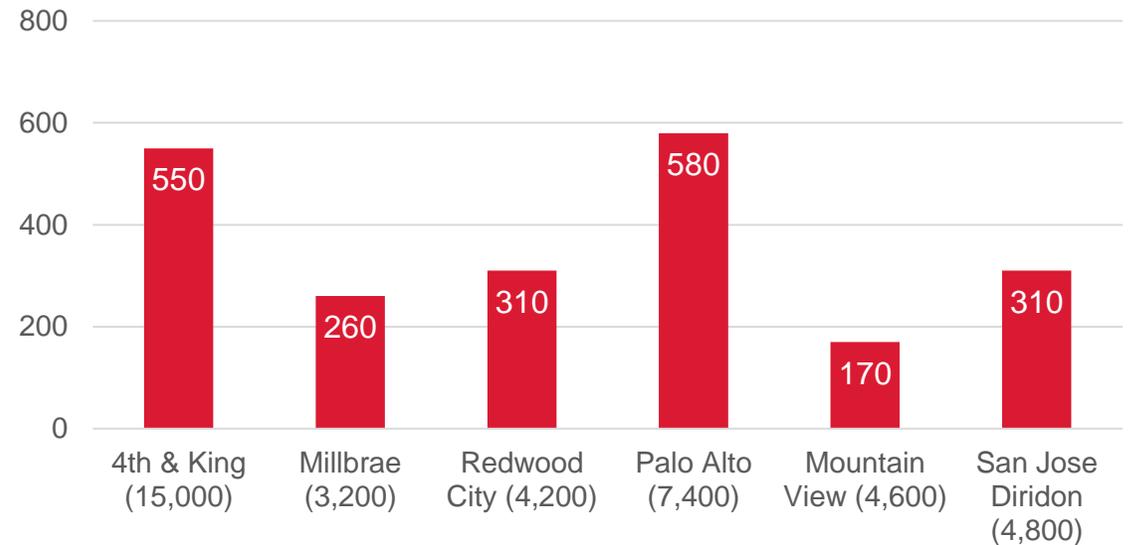
**70%** of riders commuting to work

**50%** of riders work in healthcare, life sciences, or government

**10%** of riders traveling to medical appointments

Ridership during COVID-19 has been more concentrated around stations with major medical centers like Palo Alto and Redwood City, with fewer riders commuting to offices around stations like 4<sup>th</sup> & King and Mountain View.

## August 2020 Weekday Ridership (3,500/Day)



Top Ridership Stations  
(2019 Ridership for Comparison)

Ridership decline south of Tamien to Gilroy (50 riders per day) mirrors systemwide trends.

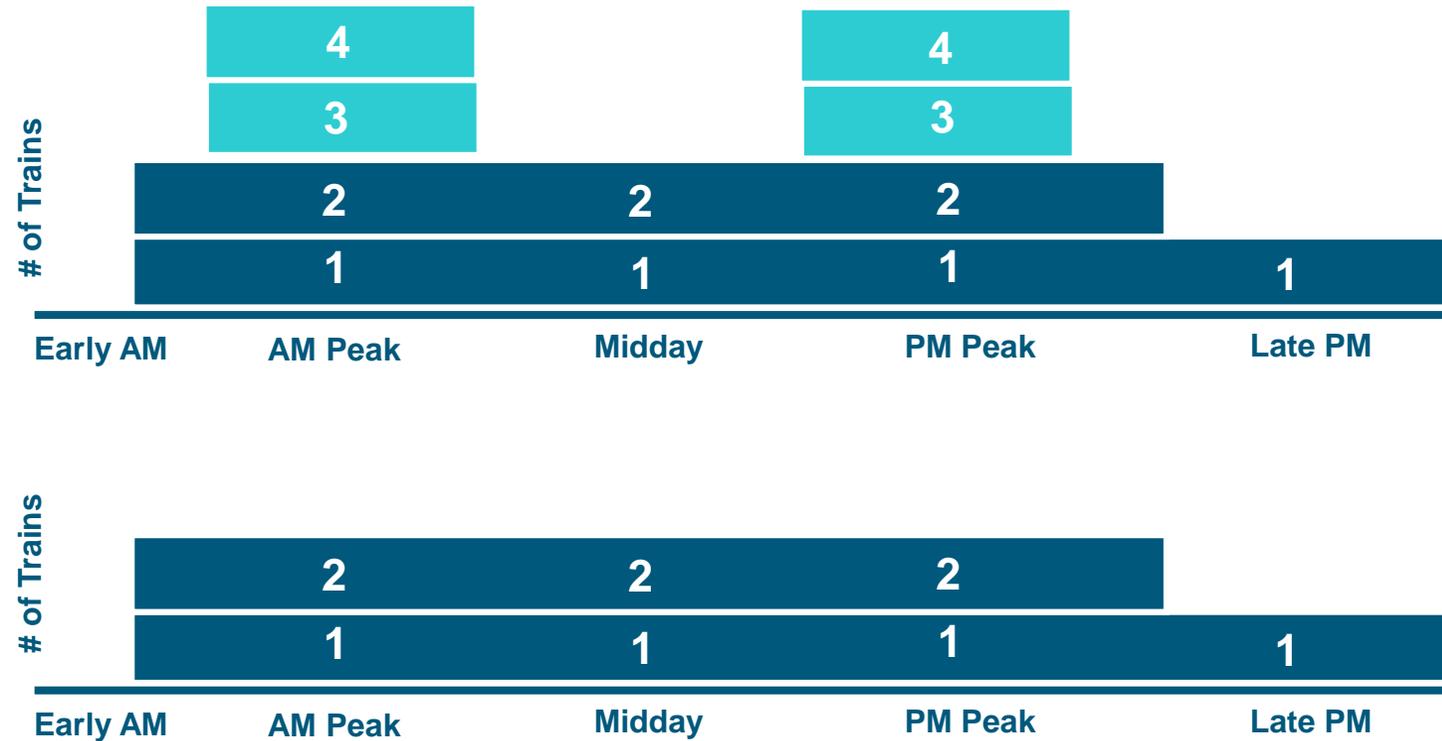


# Weekday Service Options

**Expanded Plan**  
~90-92 Trains/Day



**Base Plan**  
~66-70 Trains/Day

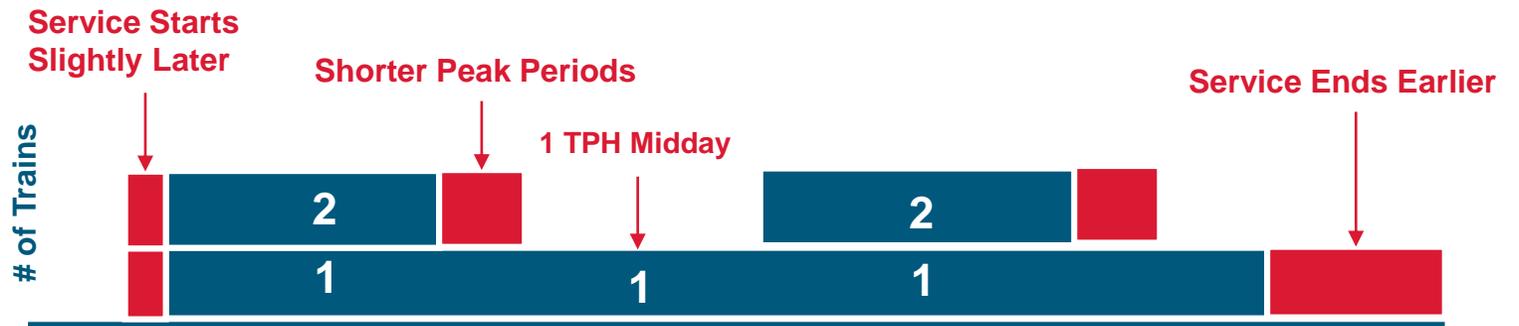
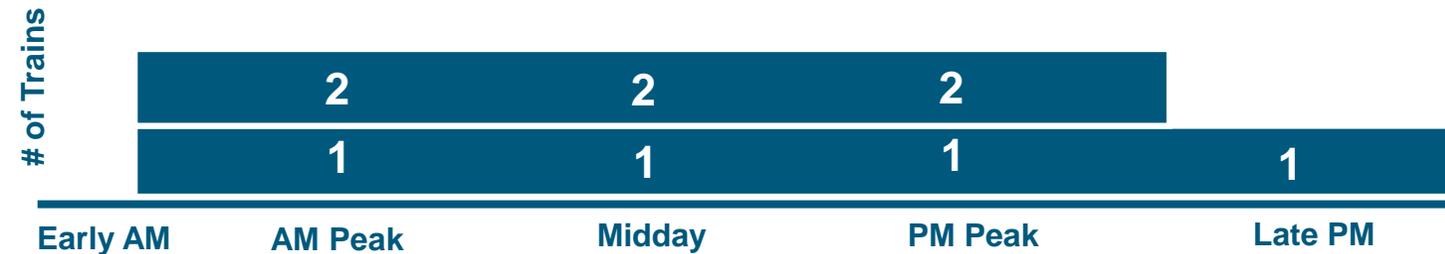


# Weekday Service Options

**Base Plan**  
~66-70 Trains/Day



**Austerity Service Plan**  
~50 Trains/Day



# Winter Service Change: Next Steps

Over the coming weeks, staff will develop further technical analysis of proposed service changes and will present details in a variety of different venues

Staff will return to the JPB in November with a detailed analysis and recommendation for an initial December 2020 service change

## Analysis

- Analyze different service styles and stopping patterns and develop recommendation
- Confirm additional service characteristics including approach to weekend service and Gilroy service
- Optimize transfers to other systems
- Develop recommended service plans and conduct financial analysis

## Stakeholder Engagement

- Coordinate with connecting and tenant operators including BART, CCJPA, ACE, SFMTA, SamTrans and VTA
- Present detailed analysis and recommendations to;
  - WPLP
  - JPB
  - Partner Agency Staff (PPC)
  - Citizen Advisory Committee
  - City/County Staff Group
  - Local Policy Maker Group

**FOR MORE INFORMATION**

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**BUSINESSPLAN@CALTRAIN.COM**

**650-508-6499**

