

PENINSULA CORRIDOR JOINT POWERS BOARD



**TITLE VI
COMPLIANCE PROGRAM**

OCTOBER 2013

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

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

PREPARED FOR:
FEDERAL TRANSIT ADMINISTRATION
REGION IX

PREPARED BY:
JPB

OCTOBER 2013

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F. EVIDENCE OF BOARD APPROVAL

Caltrain's Title VI Compliance Program 2013 was considered and adopted by the Board of Directors on November 7, 2013. Included below is the Board meeting agenda, staff report, presentation to the Board, and final resolution for the adoption of the Caltrain Title VI Compliance Program 2013.



AGENDA

PENINSULA CORRIDOR JOINT POWERS BOARD

Bacciocco Auditorium, 2nd Floor
1250 San Carlos Avenue, San Carlos CA 94070

November 7, 2013 – Thursday

10:00 a.m.

1. Pledge of Allegiance
2. Call to Order/Roll Call
3. Public Comment
Public comment by each individual speaker shall be limited to two minutes
4. Consent Calendar
Members of the public or Board may request that an item under the Consent Calendar be considered separately
 - a) Approval of Minutes of October 3, 2013 MOTION
 - b) Approval of 2014 Board Meeting Calendar
5. Chairperson’s Report
6. Report of the Citizens Advisory Committee
7. Report of the Executive Director
 - a) 4th and King Study Update INFORMATIONAL
8. Acceptance of Statement of Revenues and Expenses for June 2013 (unaudited) MOTION
9. Acceptance of Statement of Revenues and Expenses for September 2013 MOTION
10. Authorize Reaffirming the Annual Investment Policy and Authorization to Invest Monies with the Local Agency Investment Fund RESOLUTION
11. Authorize Rejection of all Proposals for a Project Delivery Director for the Caltrain Modernization Program MOTION
12. Authorize Rejection of the Lowest Monetary Bid From Canada Ticket, Inc. as Non-Responsive and Award a Contract to Paper Solutions, Inc. to provide Typesetting, Printing, and Delivery of Thermal and Non-Thermal Ticket Media for a Total Estimated Cost of \$142,840 for a Two-Year Term RESOLUTION

Peninsula Corridor Joint Powers Board
November 7, 2013 Agenda

13. Adoption of Caltrain Title VI Program

RESOLUTION

14. Legislative Update

INFORMATIONAL

15. Correspondence

16. Board Member Requests

17. Date/Time of Next Meeting: Thursday, December 5, 2013,
10 a.m. at San Mateo County Transit District Administrative
Building, Bacciocco Auditorium, 2nd Floor, 1250 San Carlos
Avenue, San Carlos, CA 94070

18. General Counsel Report

- a) Closed Session: Conference with Legal Counsel – Existing
Litigation Pursuant to Government Code 54956.9(a) City and
County of San Francisco v. All Persons Claiming any Interest or
Lien Upon the Real Property Described Herein San Francisco
Superior Court Case No. CGC-13-531420

19. Adjourn

INFORMATION FOR THE PUBLIC

All items appearing on the agenda are subject to action by the Board. Staff recommendations are subject to change by the Board.

If you have questions on the agenda, please contact the JPB Secretary at 650.508.6242. Agendas are available on the Caltrain website at www.caltrain.com.

Location, Date and Time of Regular Meetings

Regular meetings are held at the San Mateo County Transit District Administrative Building located at 1250 San Carlos Ave., San Carlos, which is located one block west of the San Carlos Caltrain Station on El Camino Real. The building is also accessible by SamTrans bus Routes: 260, 295, ECR, and KX.

The JPB meets regularly on the first Thursday of the month at 10 a.m. The JPB Citizens Advisory Committee meets regularly on the third Wednesday of the month at 5:40 p.m. at the same location. Date, time and place may change as necessary.

Public Comment

If you wish to address the Board, please fill out a speaker's card located on the agenda table and hand it to the JPB Secretary. If you have anything that you wish distributed to the Board and included for the official record, please hand it to the JPB Secretary, who will distribute the information to the Board members and staff.

Members of the public may address the Board on non-agendized items under the Public Comment item on the agenda. Public testimony by each individual speaker shall be limited to two minutes and items raised that require a response will be deferred for staff reply.

Accessibility for Individuals with Disabilities

Upon request, the JPB will provide for written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. Please send a written request, including your name, mailing address, phone number and brief description of the requested materials and a preferred alternative format or auxiliary aid or service at least two days before the meeting. Requests should be mailed to the JPB Secretary at Peninsula Corridor Joint Powers Board, 1250 San Carlos Avenue, San Carlos, CA 94070-1306; or emailed to board@caltrain.com; or by phone at 650.508.6242, or TDD 650.508.6448.

Availability of Public Records

All public records relating to an open session item on this agenda, which are not exempt from disclosure pursuant to the California Public Records Act, that are distributed to a majority of the legislative body will be available for public inspection at 1250 San Carlos Avenue, San Carlos, CA 94070-1306, at the same time that the public records are distributed or made available to the legislative body.

**PENINSULA CORRIDOR JOINT POWERS BOARD
STAFF REPORT**

TO: Joint Powers Board

THROUGH: Michael J. Scanlon
Executive Director

FROM: C.H. (Chuck) Harvey
Deputy CEO

SUBJECT: **ADOPTION OF CALTRAIN TITLE VI PROGRAM**

ACTION

Staff Coordinating Council (SCC) recommends that the Board adopt the Caltrain Title VI Program ([attached](#)).

SIGNIFICANCE

Under new Federal guidelines issued in October 2012, the Federal Transit Administration (FTA) requires the governing board of Federal funding recipients to adopt a Title VI Program every three years. Caltrain's first program under the new guidelines must be submitted to the FTA by December 1, 2013.

The Caltrain Title VI Program includes the following documentation of Caltrain policies, procedures and activities:

- Contents and placement of public notices regarding the public's rights under Title VI of the Civil Rights Act of 1964
- Title VI complaint form and procedures
- List of transit-related Title VI investigations, complaints, and lawsuits pending within the last three years
- Public Participation Plan (PPP) and summary of public engagement processes undertaken in past three years, including for adoption of the Major Service Change, Disparate Impact and Disproportionate Burden policies
- Language Assistance Plan (LAP)
- Demographic information on membership of non-elected committees, such as the Citizens Advisory Committee, and discussion of encouragement of minority involvement
- Results of equity analyses for any facilities constructed over the last three years
- Service area description and demographic profile, including ridership survey results
- Adopted service standards and policies, as well as results of service monitoring under these standards and policies
- Results of equity analyses for fare and service changes made in past three years
- Record of Board consideration and adoption of the Title VI Program

The development of elements of this program has included significant outreach to the public, including meetings which targeted specific language groups in a focus-group format. Some elements of the program, including the PPP and LAP, include recommendations for improving outreach efforts associated with new initiatives or planning efforts.

Analysis conducted as part of program development concluded that Caltrain complies with all applicable Title VI requirements.

BUDGET IMPACT

There is no impact on the budget.

BACKGROUND

Caltrain has been submitting a triennial Title VI Program to the FTA for a number of reporting cycles. New guidance from the FTA now requires the Board of Directors to adopt the program prior to submission. Staff developed and publicly vetted a series of performance standards and related policies in January through March 2013 prior to Board adoption of these policies in April 2013. Since that time, staff has worked to conduct outreach and develop the other elements necessary to compile the Title VI Program in advance of its December 1, 2013 due date. Staff will continue to ensure Caltrain remains in compliance with all applicable Title VI requirements moving forward, including development and adoption of the next program in 2016.

Prepared by: Catherine David, Senior Transportation Planner


650.508.6471



Title VI Compliance Program 2013 Adoption

Board of Directors
November 7, 2013

The slide features a red background with a white Caltrain logo in the top left corner. The main title is centered in white text. The date and meeting information are in the bottom right. A faint image of a train is visible in the background.



Presentation Overview

- Title VI Background & Program Deadlines
- New FTA Title VI Requirements & Guidelines
- Title VI Compliance Program 2013
- Next Steps
- Questions

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The slide features a white background with a red border on the left and bottom. The Caltrain logo is in the top left. The title 'Presentation Overview' is in bold black text. Below it is a bulleted list of five items. A small number '2' is in the bottom right corner. A faint image of a train is visible in the background.



Title VI Background

Title VI of the Civil Rights Act of 1964:

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


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Title VI Background

- FTA regulates and monitors transit agencies that receive federal funding in several areas, including Title VI
- Caltrain has submitted triennial Title VI program reports for several cycles
- The FTA issued new requirements and guidelines on Oct. 1, 2012
- Caltrain's triennial Title VI program report due to the FTA on Dec. 1, 2013


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New FTA Title VI Requirements

- Requires Board approval of the overall Title VI Program prior to next program submission
- Required Board approval of specific policies within Title VI (Approved: April 2013)
 - Policy on major service changes
 - Policies on disparate impact and disproportionate burden for specific populations
 - System-wide service standards and policies


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New FTA Title VI Guidelines

- Conduct updated demographic and travel pattern survey of passengers at least every 5 years (Caltrain conducts this every 3 years)
- Develop a formal Public Participation Plan
 - Informed by the Language Assistance Plan
- Report racial breakdown of membership of agency-appointed membership advisory committees; encourage and solicit minority participation


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Title VI Process

- Developed over the course of the last 6 months
- Leveraged Title VI work performed in other counties
- Follows checklist approach identified by FTA circular
- Provides the basis for Title VI compliance and monitors performance against previously established standards

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Title VI Submittal Requirements


GENERAL REQUIREMENTS

- a. Title VI Notice to Public
- b. Title VI Complaint Procedures & Form
- c. List of Investigations, Complaints, or Lawsuits
- d. Public Participation Plan
- e. Limited English Proficiency Language Assistance Plan
- f. Membership of Non-elected Committees
- g. Sub-recipient Monitoring
- h. Evidence of Board Approval
- i. Construction Projects

REQUIREMENTS OF TRANSIT PROVIDERS

- a. 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


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Title VI Submittal Requirements (cont.)

- Title VI public notice posted
 - Headquarters (3 locations)
 - At all stations
 - Caltrain website
- Complaint procedure established
 - No pending lawsuits or complaints
- Non-elected committee membership
 - Identify processes to encourage participation by minorities

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Title VI Submittal Requirements (cont.)

- Subrecipient monitoring
 - JPB has no subrecipients
- Construction Projects
 - The JPB hasn't recently constructed any projects, such as a vehicle maintenance storage facility, maintenance facility, or operation center

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Public Participation Plan

- Caltrain's first formal Public Participation Plan submission
- Discusses the strategies used to attain feedback for the Public Participation Plan
- Provides information about outreach methods to engage minority and limited English proficient populations, as well as summary of outreach efforts made since the last Title VI Program submission
- A toolbox for outreach

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Limited English Proficiency & Language Assistance Plan

- Outlines how language assistance will be provided to persons with limited English proficiency
- Identifies clearly what languages predominate in the Caltrain service area
- Various data sources used to determine these languages (community based organizations and partner agencies)

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LAP Languages

Three categories of languages identified

- **Primary Language:** Spanish predominates in the service area
- **Secondary Languages** (nine): Others that have a significant representation
- **“Safe Harbor” Languages** for vital document translation (22): 5% or more than 1,000 persons

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Service Standards and Policies

- Board adopted in April 2013 following extensive public participation process
- Monitoring analysis and findings reveal service is being delivered with no disparate impact

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Title VI Equity Analyses

- Two completed under old FTA Circular
- JPB Title VI Equity Evaluation Proposed Fare Change FY 2012 dated 5/11/2011
- JPB Title VI Equity Evaluation Proposed Fare Change FY 2013 dated 4/1/2012
- JPB did not consider any other major service changes during the review period that met the threshold defined by standards


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Next Steps

- Requesting Board approval of the Caltrain Title VI Program
- Approved Title VI Program will be submitted to the FTA by Dec. 1, 2013
- Staff will continue to monitor Title VI performance compared with the Title VI Program
- Since the Title VI Program is a "Living Document," any changes or modifications to any of the policies will be brought before the Board as necessary

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Questions?

17

The slide features a white background with a red border. In the top-left corner is the Caltrain logo. The word "Questions?" is centered in a large, bold, black font. A faint image of a train is visible in the bottom-left corner. The number "17" is located in the bottom-right corner of the slide area.

RESOLUTION NO. 2013 – 50

BOARD OF DIRECTORS, PENINSULA CORRIDOR JOINT POWERS BOARD

STATE OF CALIFORNIA

* * *

ADOPTION OF CALTRAIN TITLE VI PROGRAM

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, the above-referenced Circular details required elements of a Title VI Program, which each recipient of FTA grants and assistance must submit to the FTA every three years to evidence compliance with Title VI; and

WHEREAS, Caltrain's current Title VI Program expires on January 31, 2014, therefore necessitating submittal of an updated program to the FTA by December 1, 2013; and

WHEREAS, Caltrain's Title VI Program must include numerous elements, including but not limited to:

1. Information on numerous agency 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 past three years, including during development and approval of the Major Service Change, Disparate Impact and Disproportionate Burden policies adopted by this Board pursuant to Resolution 2013-21;
4. A plan for engaging persons with limited English proficiency;
5. System-wide service standards and policies, which this Board also adopted pursuant to Resolution 2013-21;
6. Results of service monitoring analysis; and
7. Results of fare and service change equity analyses conducted over the past three years; and

WHEREAS, staff has developed a proposed Title VI Program (provided to the Board via staff report), including the above-referenced items and evidencing Caltrain's compliance with Title VI, for Board consideration and approval.

NOW, THEREFORE, BE IT RESOLVED the Board of Directors of the Peninsula Corridor Joint Powers Board hereby adopts the Caltrain Title VI Program; and

BE IT FURTHER RESOLVED the Board of Directors authorizes the Executive Director, or his designee, to:

1. Include evidence of the Board's consideration and approval of the final Caltrain Title VI Program;
2. Submit the final Caltrain 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 7th day of November, 2013 by the following vote:

AYES: DEAL, LLOYD, NOLAN, TISSIER,
WOODWARD, YEAGER

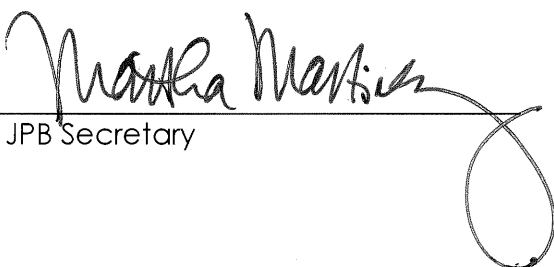
NOES: NONE

ABSENT: CISNEROS, COHEN, KALRA



Chair, Peninsula Corridor Joint Powers Board

ATTEST:



JPB Secretary

G. CONSTRUCTION PROJECT INFORMATION

The Caltrain Communications Based Overlay Signal System (CBOSS) Positive Train Control (PTC) Project details are attached for information only.



> caltrain.com > Projects & Plans > Caltrain Modernization > Modernization > Caltrain CBOSS PTC Project

Caltrain CBOSS PTC Project

CBOSS PTC Project

Caltrain is currently working on the Caltrain Communications Based Overlay Signal System (CBOSS) Positive Train Control (PTC) Project to develop a new advanced signal system. The Caltrain CBOSS PTC Project will meet two specific criteria:

- Meet the Federal mandate to implement PTC by 2015; and
- Increase system capacity to allow for future increases in ridership demand.

Benefits from PTC

The Caltrain CBOSS PTC Project will include PTC requirements as federally mandated by the Railroad Safety Improvement Act of 2008, which requires the installation of PTC on all commuter railroads and some freight railroads by 2015. PTC helps to eliminate train-to-train collisions and over-speed mishaps (trains exceeding the civil speed limit). The train will be automatically stopped when there is a violation of speed or when there is a violation of route. It also provides additional safety for railroad workers on the tracks and requires interoperability between all rail services operating on the same tracks. This interoperability assures compliance among all vehicles using the same tracks with the PTC system. This is important for Caltrain as other operators on Caltrain tracks include commuter rail, freight, and future high-speed rail.

Additional CBOSS Benefits for Caltrain

The Caltrain CBOSS PTC Project also specifies additional capabilities to enable increased safety and operating performance for Caltrain and future high-speed rail service. These additional benefits include:

- Increased operating performance of the current signal system, enabling more frequent and more dependable passenger service to meet growing demand.
- Improved grade crossing warning functions.
- Integrated communication among all subsystems (such as the central control facility, train and wayside) for improved safety performance for highway vehicles and the riding public.
- Safe operations between Caltrain and other tenant railroads including future high-speed rail.

Capacity Benefits

The most crucial factor constraining the current capacity Caltrain is the wayside signal system. In early 2008, Caltrain began the Caltrain CBOSS PTC Project to develop advanced signal system requirements that include PTC core safety functions and operational performance enhancements to overcome the constraints imposed by the current conventional wayside signaling and crossing warning systems to enable future service increases.

Electrification & High Speed Rail Benefits

The Caltrain CBOSS PTC Project will be designed to work with Caltrain's existing diesel-based service and will also be compatible with future plans to electrify the Caltrain system. The Caltrain CBOSS PTC Project allows Caltrain to fully utilize the high-performance capabilities of its future electric-powered fleet. Caltrain is also working in coordination with the California High Speed Rail Authority to ensure that the project is compatible with future high-speed rail service. California voters approved the high-speed rail bond proposition on Nov. 4, 2008, and state high-speed rail officials have designated the Caltrain corridor as the alignment between San Jose and San Francisco.

Project Schedule

- Critical design: September 2012- May 2013
- Final design: May 2013 - September 2013

- Installation and testing: September 2013 – September 2015
- Begin revenue service: October 2015

Project Cost	
PTG Base Contract with Fiber Option	\$138 million
JPB Project Management Oversight and Other Direct Costs (ODCs) including Taxes and Facility Lease	\$48 million
Options and Allowance (Spectrum purchase, additional Warranty, spares, etc)	\$34 million
Contingency	\$11 million
Total	\$231 million

Installation Updates:

To implement the project, Caltrain will be identifying utility lines, digging a small trench, and boring close to the tracks to install a fiber optic cable. In order to maintain daytime train service, Caltrain will be performing some of this work at night.

San Jose -

Day work will occur September 14 from 7am to 3pm and crews will work as quietly as possible.

Night work will occur September 17 -20 from 8pm to 6am. Neighbors may experience some minor installation noise during this time and lights will be used in the area to help provide visibility. Crews will work as quietly as possible.

For more information, please call the dedicated outreach line at 650.508.6499 or email caltrainptc@samtrans.com

For more information

Email: caltrainptc@samtrans.com or
Call: (650) 508-6499

To subscribe to page updates, please click [HERE](#).

Links:

[General Project Fact Sheet](#)
[Data Communications Subsystem Installation Fact Sheet](#)
[Noise and Light Installation Fact Sheet](#)
[CBOSS PTC FAQ](#)

Presentations:

[JPB CBOSS PTC Installation Presentation 9.5.13](#)
[LPMG CBOSS PTC Installation Presentation 8.22.13](#)
[LPMG CBOSS PTC Overview Presentation 3.28.13](#)
[JPB CBOSS PTC Presentation](#)

Notices:

[Advanced Signal System Notice Santa Clara](#)
[Advanced Signal System Notice San Jose](#)

News Releases:

[Community Leaders Rally Support for Caltrain Modernization's \\$20 Million Grant Application](#)
[Federal Grant Move Modernization of Caltrain Corridor Forward](#)

8/23/13 - CF

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H. SERVICE STANDARDS AND POLICIES

FTA requirements relative to Title VI of the Civil Rights Act of 1964 were recently updated and now 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
- System-wide Service Standards
- System-wide 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 updated Service Standards and Policies were adopted by the Board on April 4, 2013. See attachments.

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

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

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

Staff monitors vehicle loads from train crew reports, passenger comments, passenger counts of special event trains and from an annual passenger count performed on every train. Whenever feasible, resources will be reallocated to meet passenger demand.

Service Standards

<u>Service Type</u>	<u>Peak Load Factor</u>	<u>Off-Peak Load Factor</u>
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.

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

Service Standards Minimum Average Headways (in minutes)

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

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 of the published schedule time. Caltrain does not permit its trains to depart early. It is Caltrain’s goal to have 95 percent of trains meet this on-time criteria. Monthly on-time performance is tracked and published as part of a monthly performance report to the Caltrain Board.

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

Service Availability Standards

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

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

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

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

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

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.

Amenities Policy

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

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, which is located in San Francisco, San Mateo and Santa Clara Counties spans 77.4 miles and serves 32 stations.

Demographic and service profile maps and overlays are based on the US Census and 2007-2011 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 (BART and VTA) and JPB facilities. Major activity centers such as schools, hospitals etc. are also included.

Population Maps

- Total Population by Census Tracts

Race and Ethnicity Demographic Maps

- American Indian Population by Census Tracts
- Asian Population by Census Tracts
- Black Population by Census Tracts
- Hispanic Population by Census Tracts
- Pacific Islander Population by Census Tracts
- White Population by Census Tracts
- "Other Races" Population by Census Tracts (excludes American Indians, Asians, Blacks, Hispanics, Pacific Islanders, and Whites)

Combined Minority Demographic Maps

- Minority population broken out by census tract using US Census 2007-2011 ACS Data
- Minority census tracts are defined as those in which the minority population exceeds the system-wide minority average of 61%.

Low-Income Population Demographic Maps

- Low-income population broken out by census tract using the US Census 2007-2011 ACS Data

Low-income census tracts are defined as those in which more than 14.8% of the households in the tract that have an income that is 200% of the federal poverty threshold.

Exhibit 1: Caltrain System Map



Exhibit 2a: Caltrain Base Map – San Francisco County

San Francisco County - Base Map

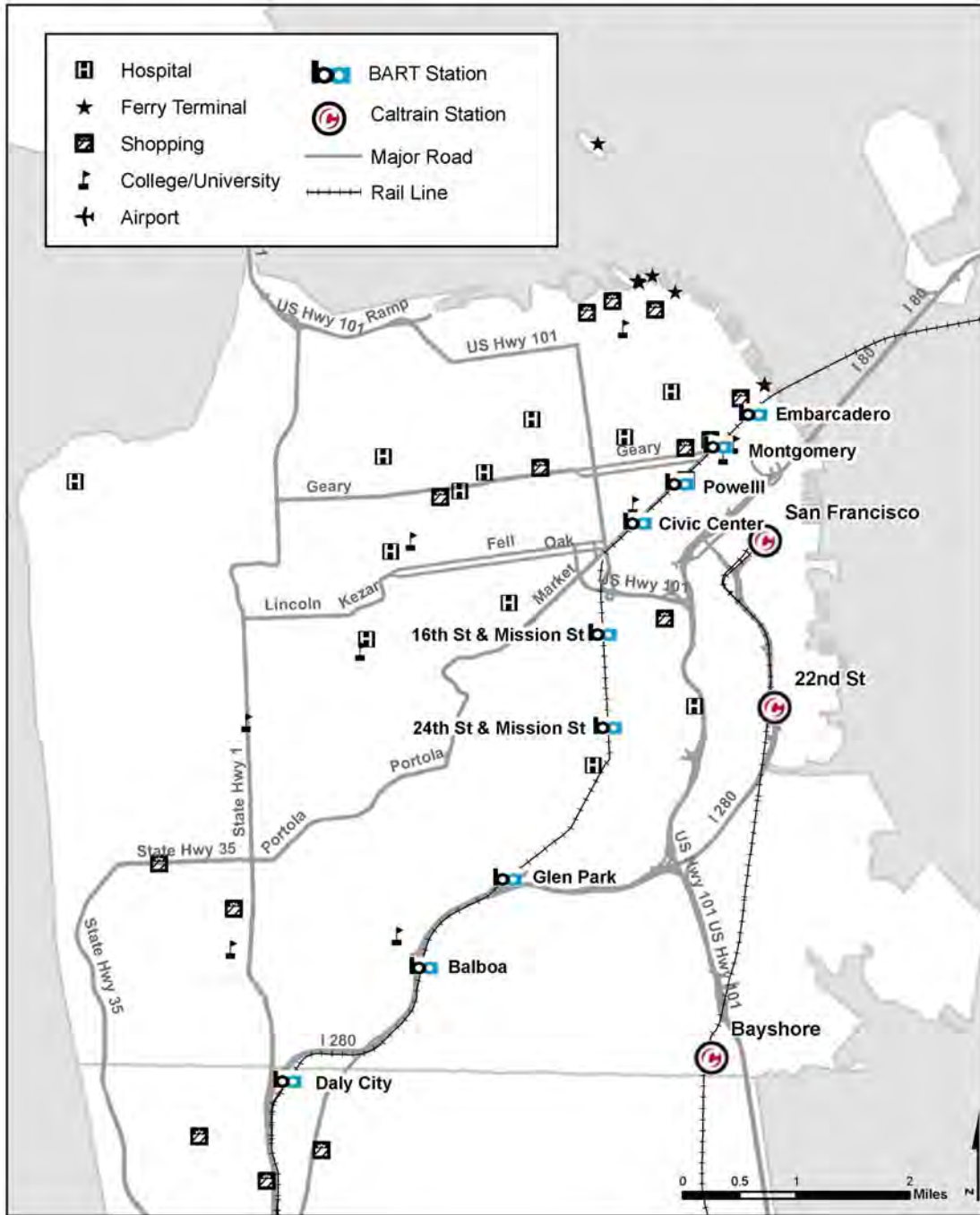


Exhibit 2b: Caltrain Base Map – Northern San Mateo County

Northern San Mateo County - Base Map

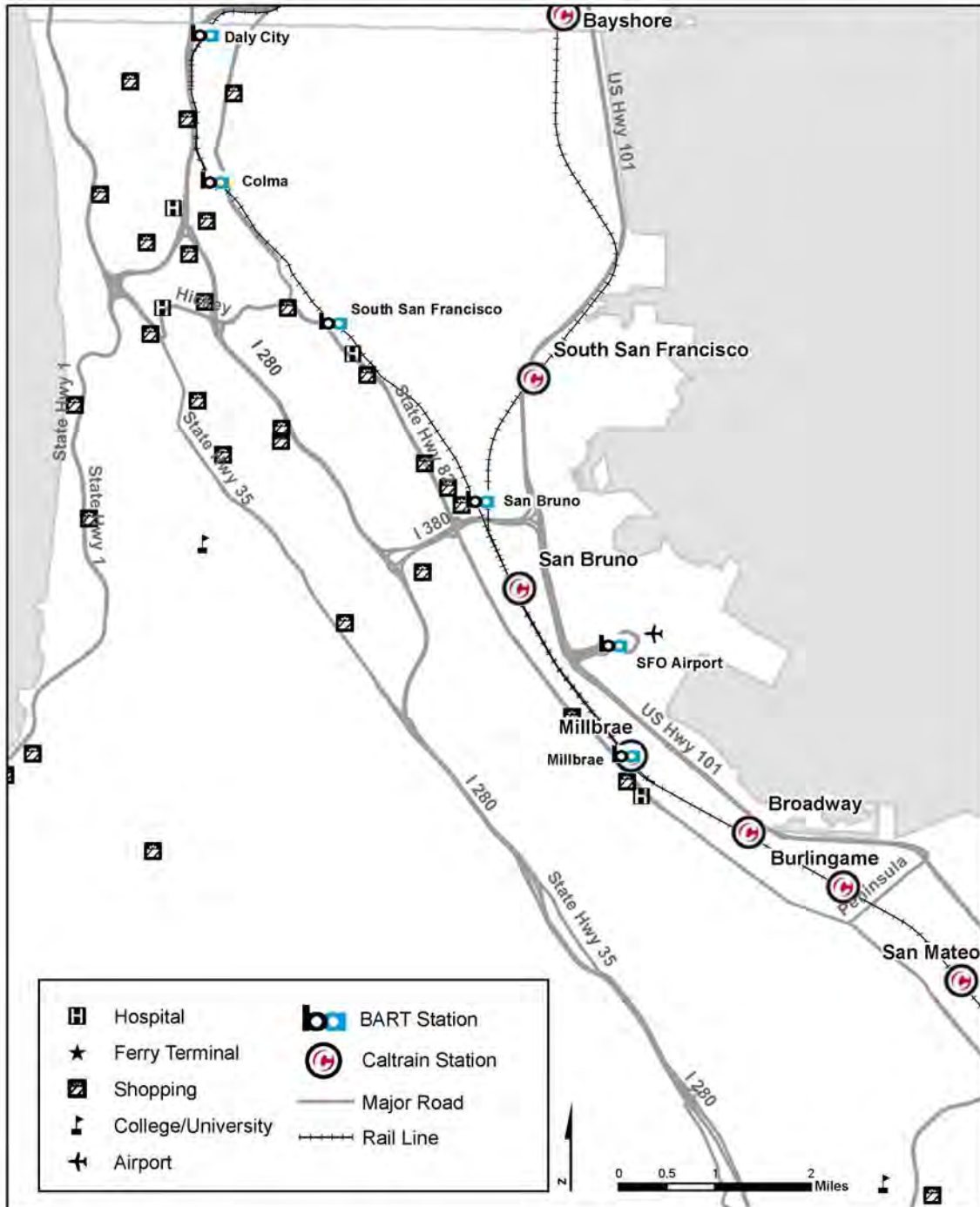


Exhibit 2c: Caltrain Base Map – Southern San Mateo County

Southern San Mateo County - Base Map

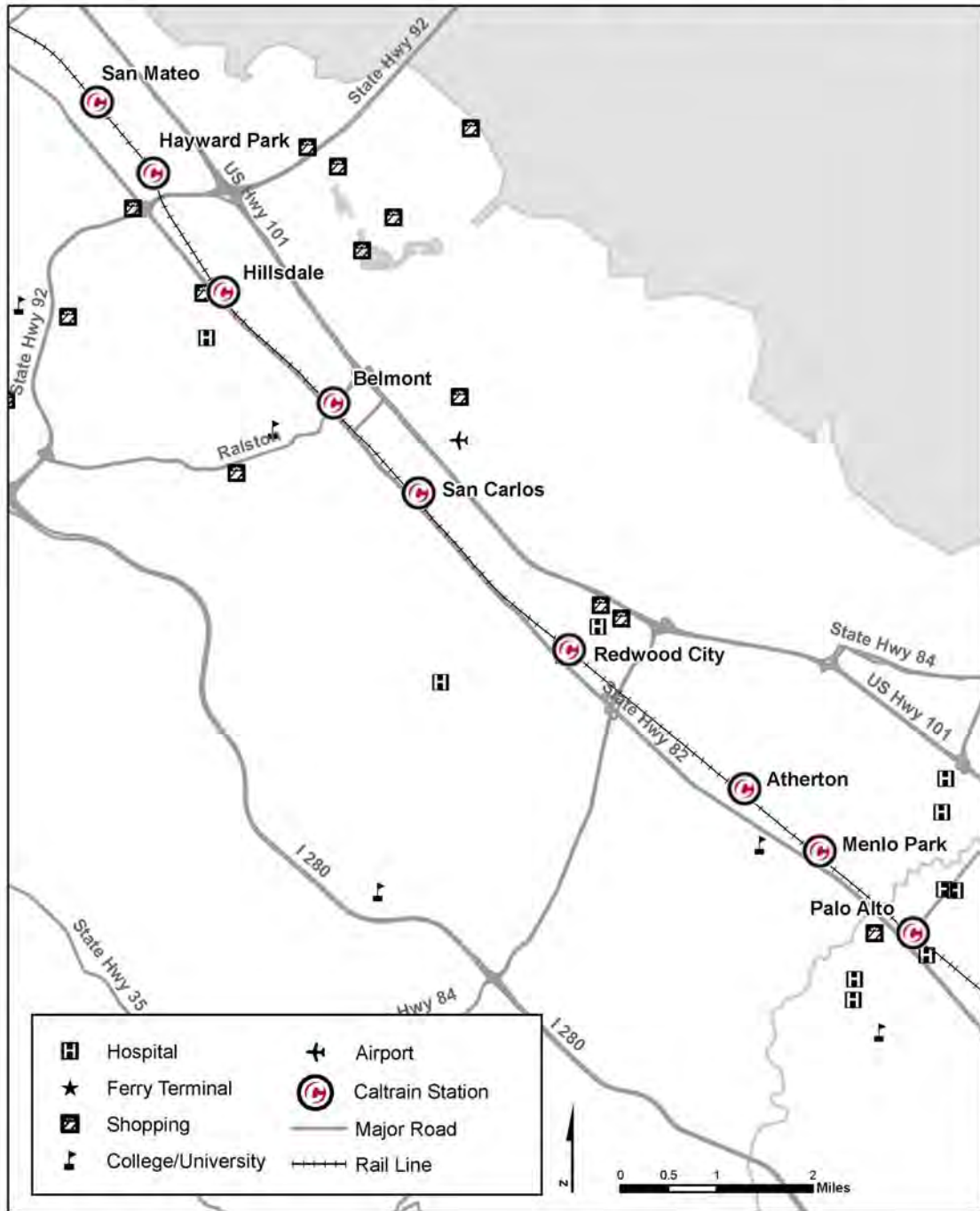


Exhibit 2d: Caltrain Base Map – Northern Santa Clara County

Northern Santa Clara County - Base Map

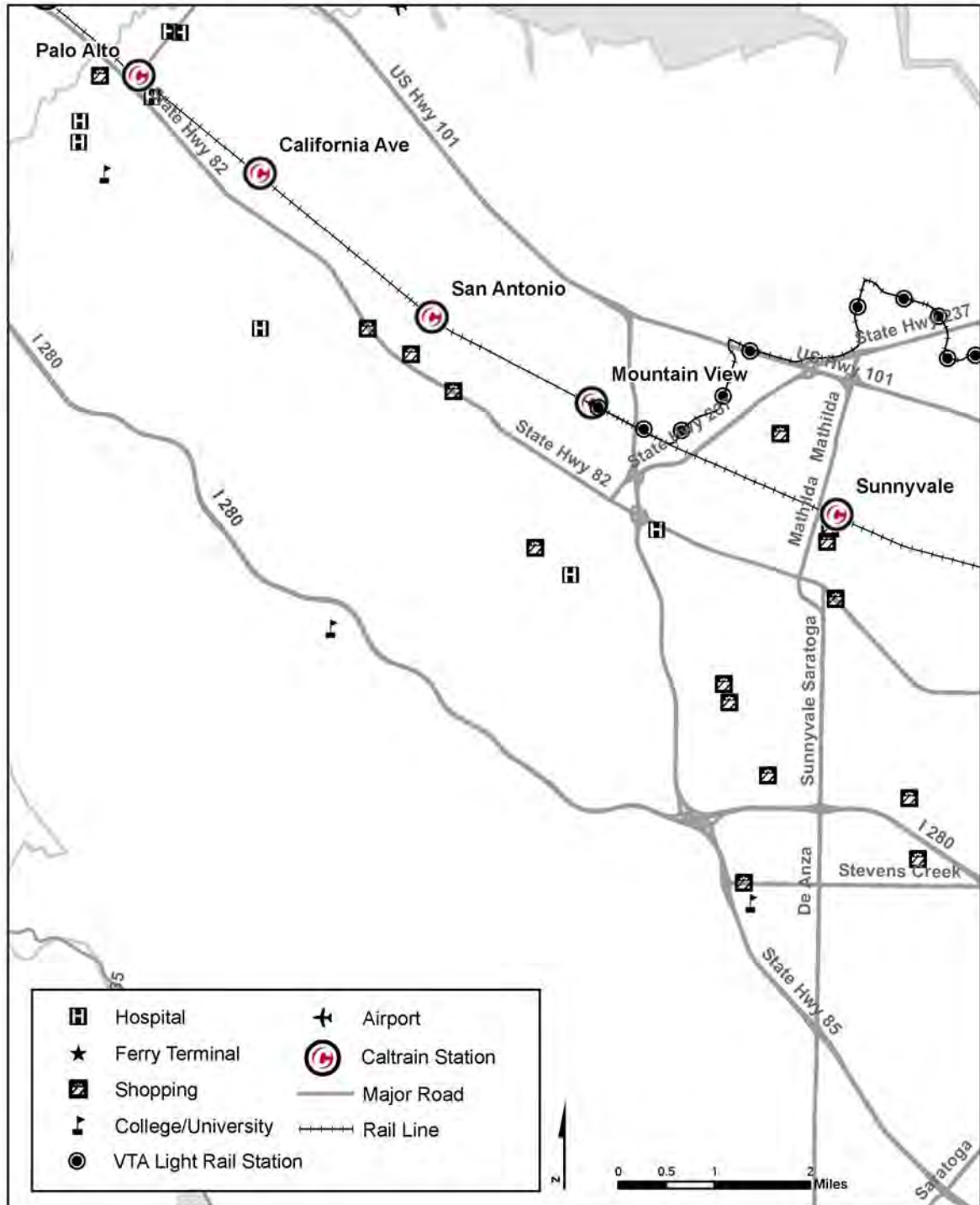


Exhibit 2e: Caltrain Base Map – Mid Santa Clara County

Mid Santa Clara County - Base Map

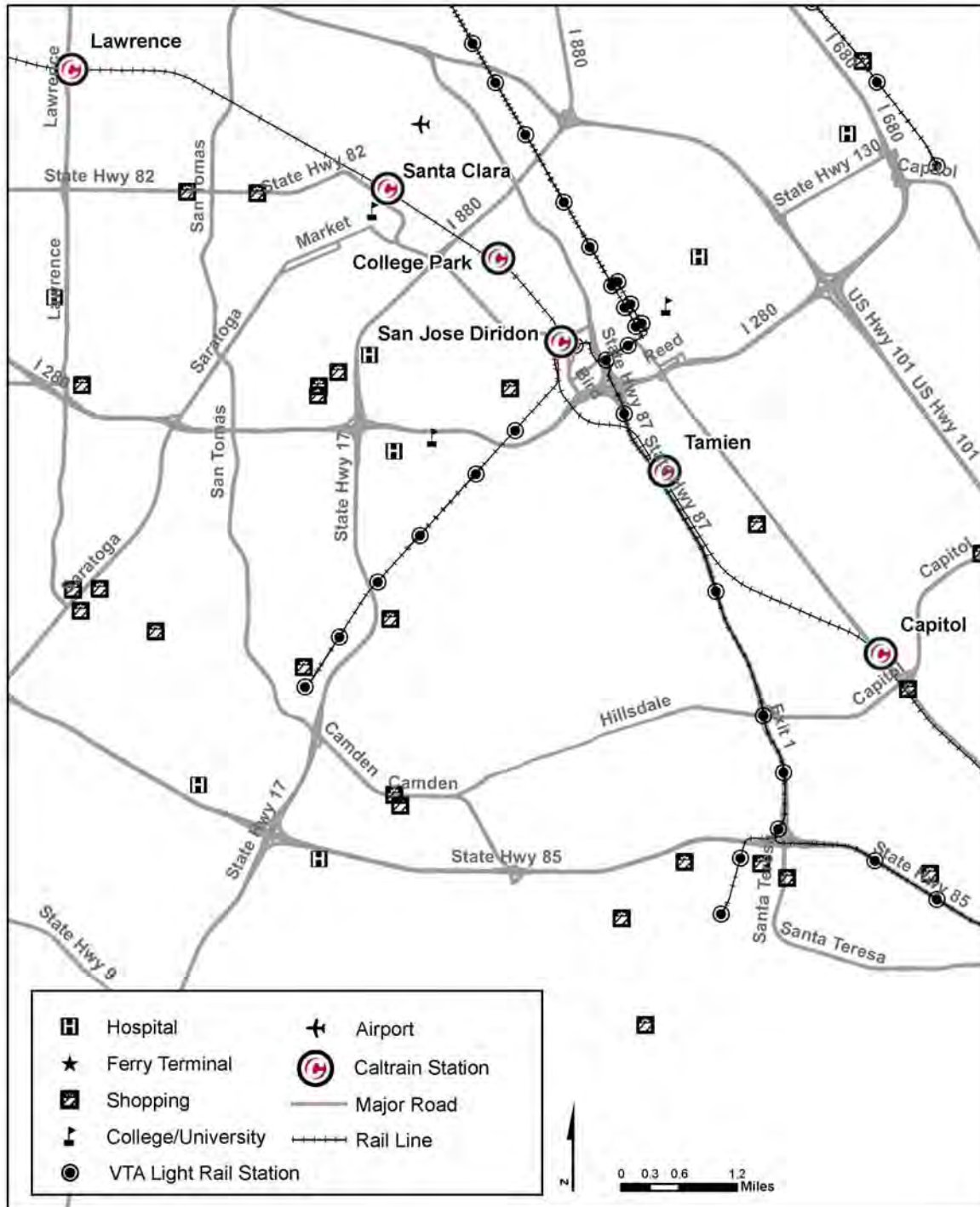


Exhibit 2f: Caltrain Base Map – South Santa Clara County

Southern Santa Clara County - Base Map

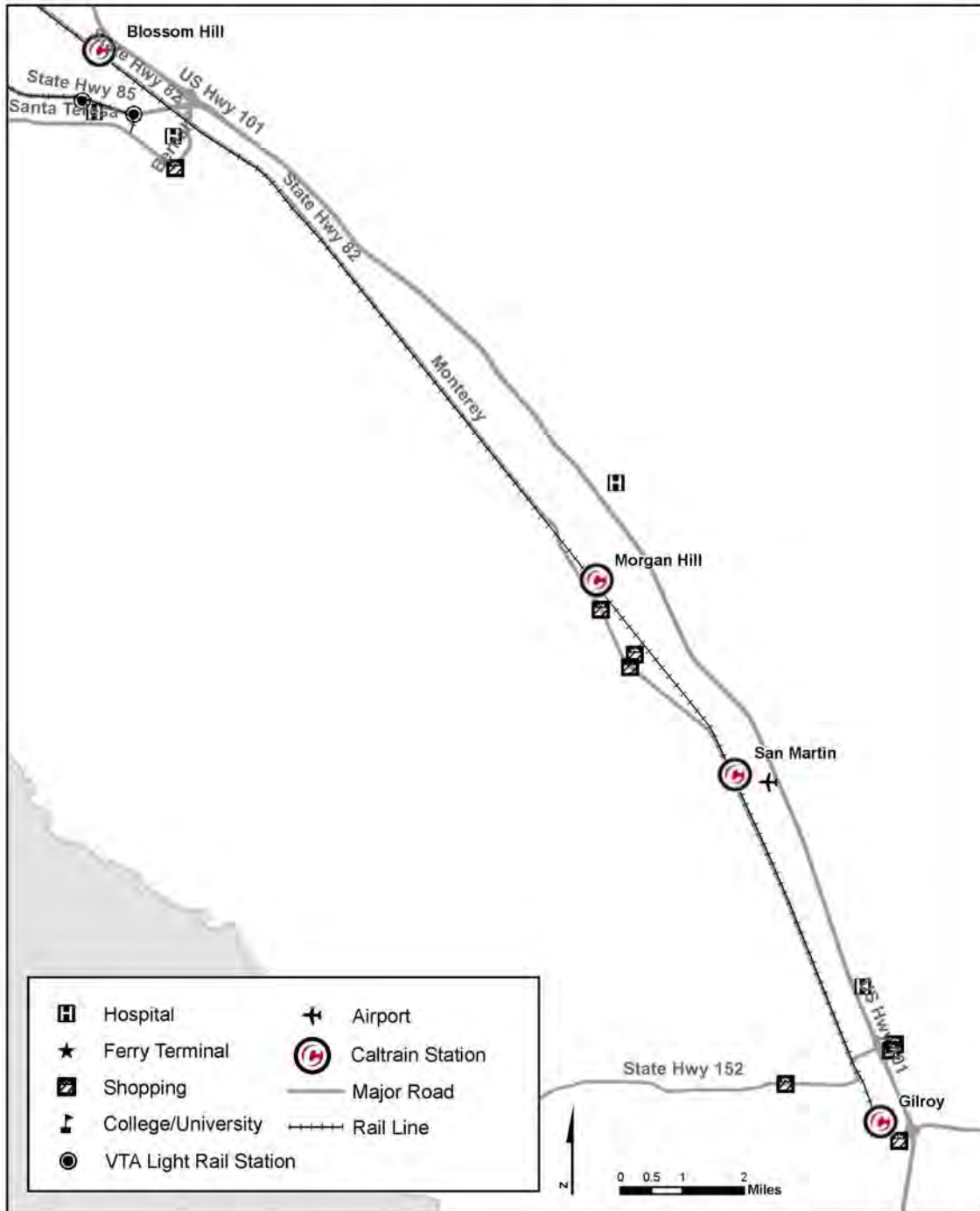


Exhibit 3a: Total Population by Census Tract – San Francisco County

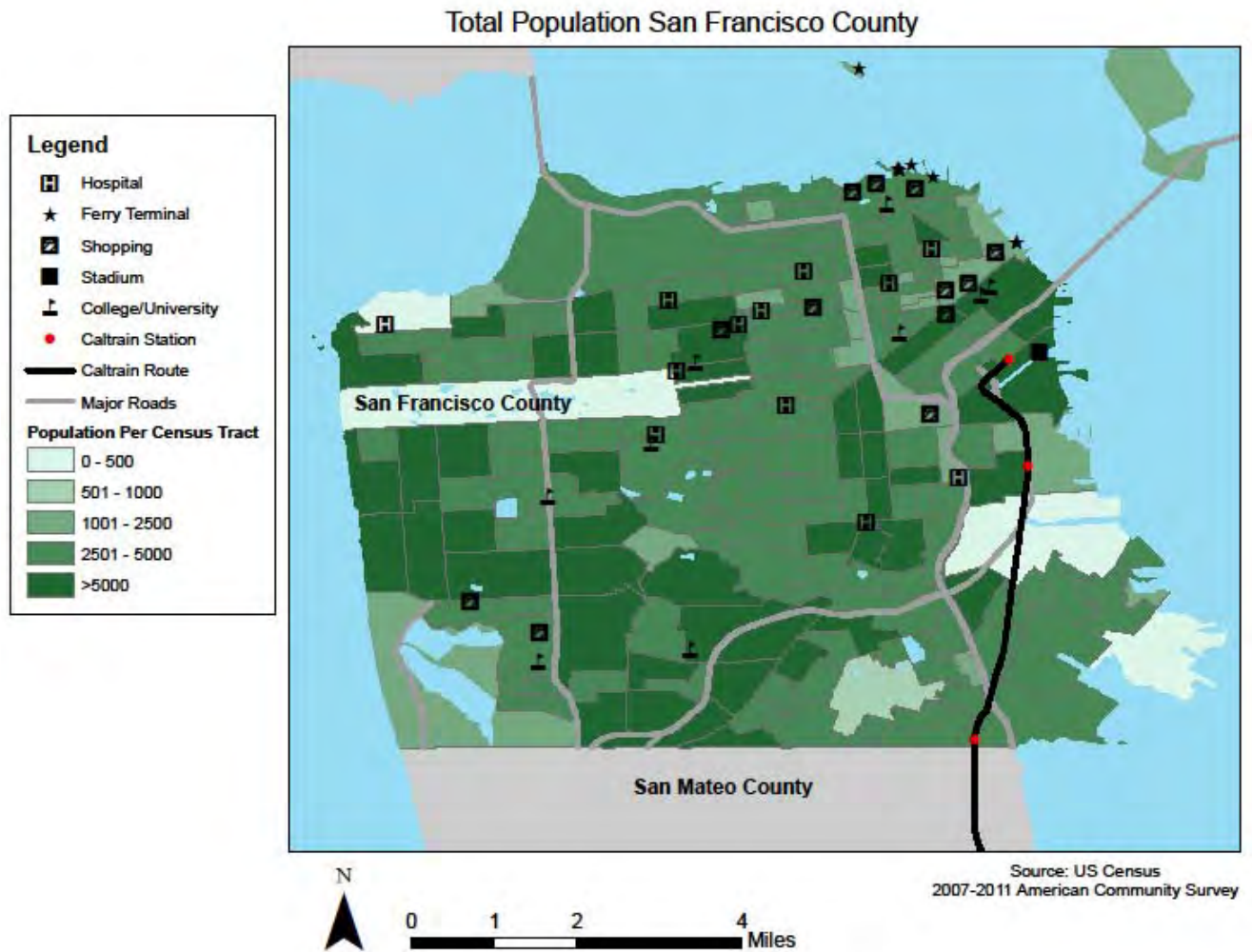


Exhibit 3b: Total Population by Census Tract – San Mateo County

Total Population San Mateo County

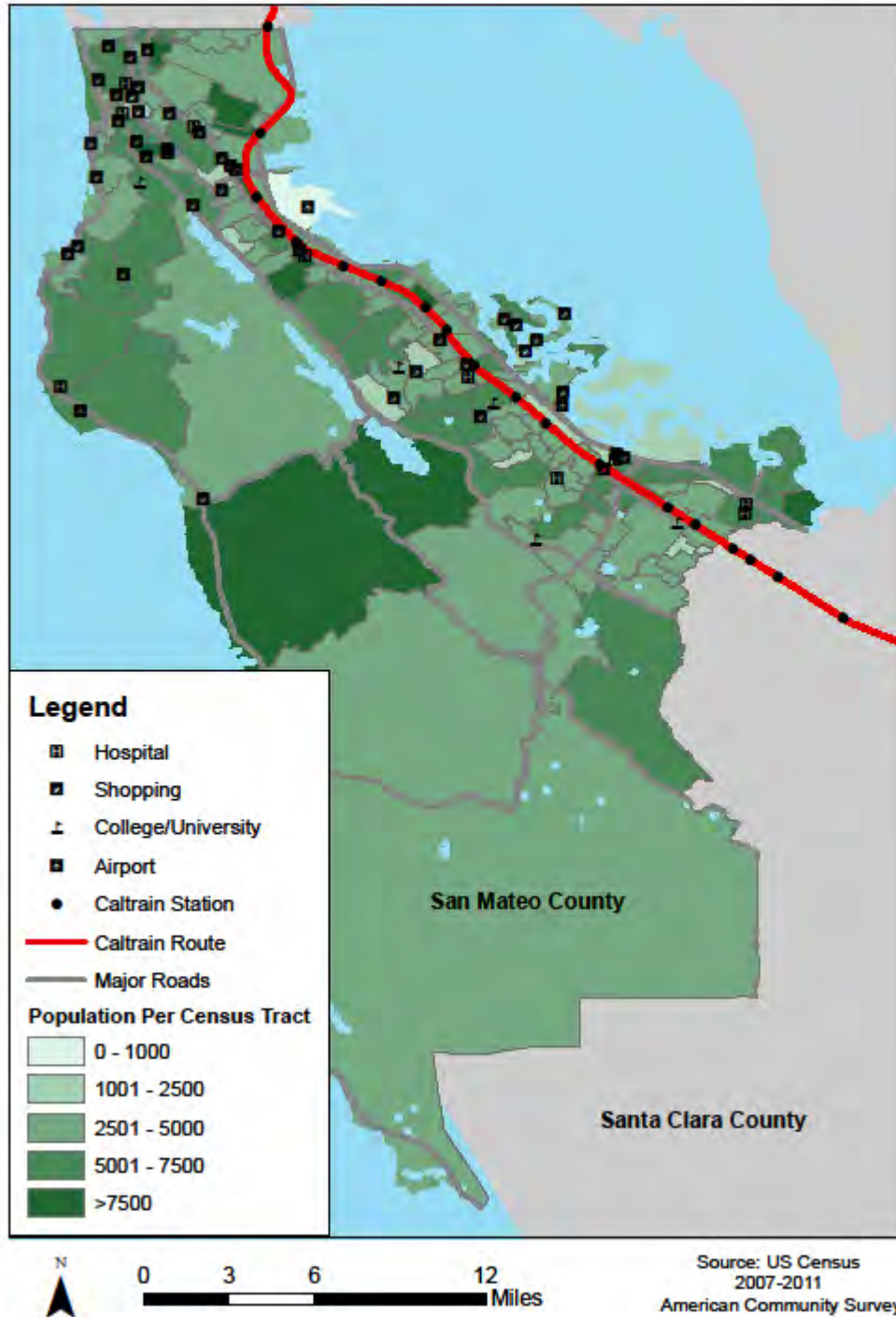


Exhibit 3c: Total Population by Census Tract – Santa Clara County

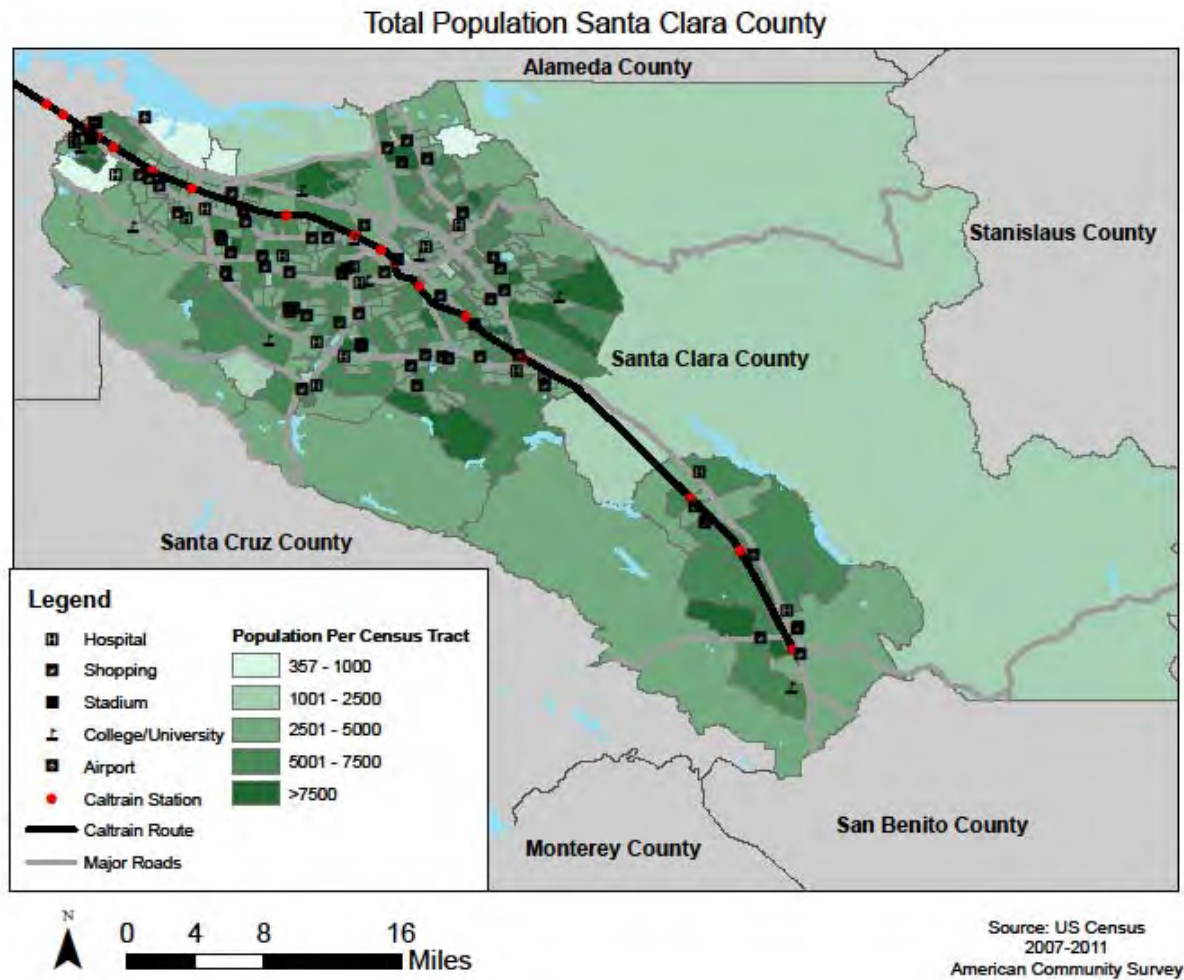


Exhibit 4a: American Indian Population by Census Tract – San Francisco County

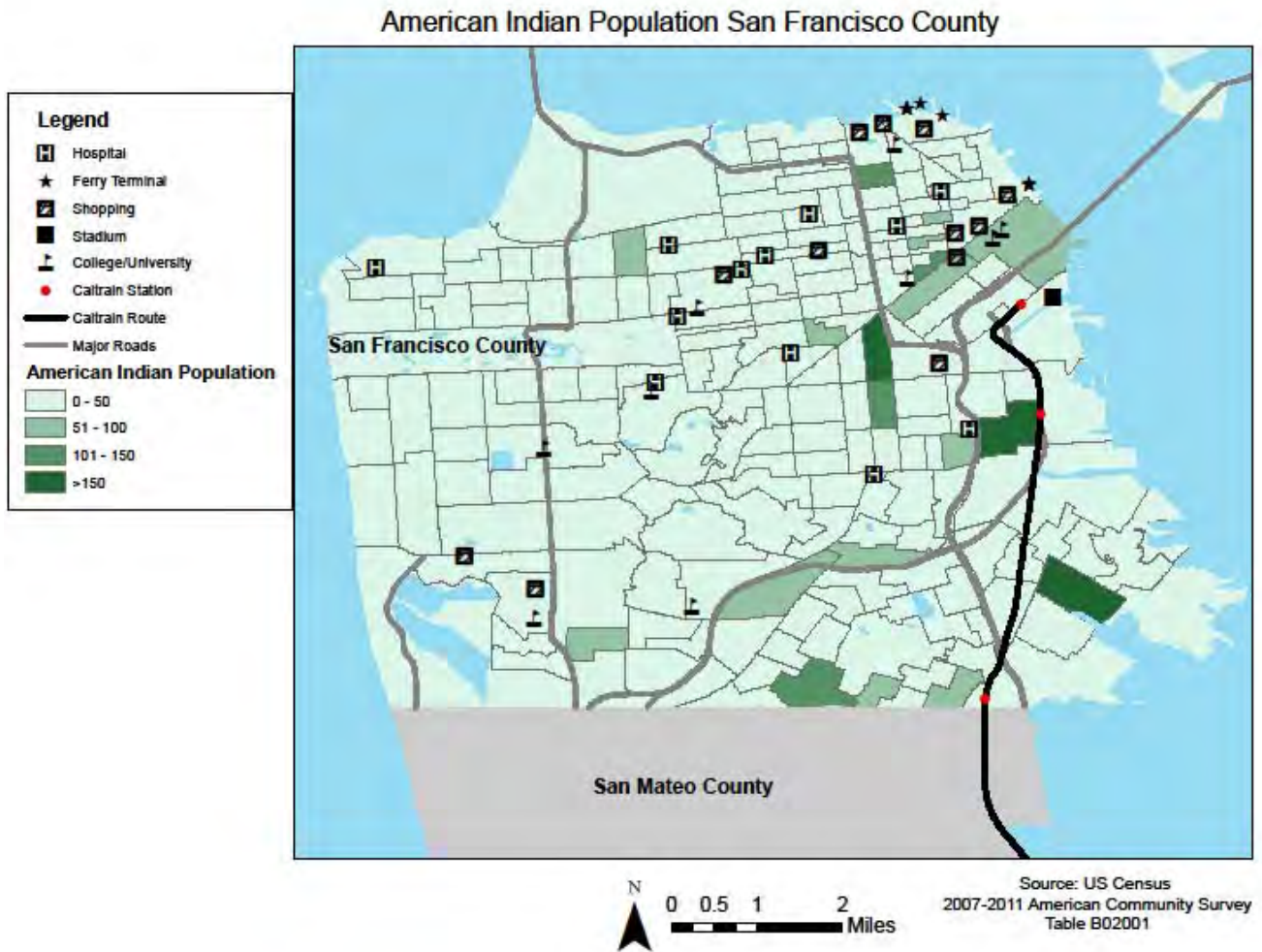


Exhibit 4b: American Indian Population by Census Tract – San Mateo County

American Indian Population San Mateo County

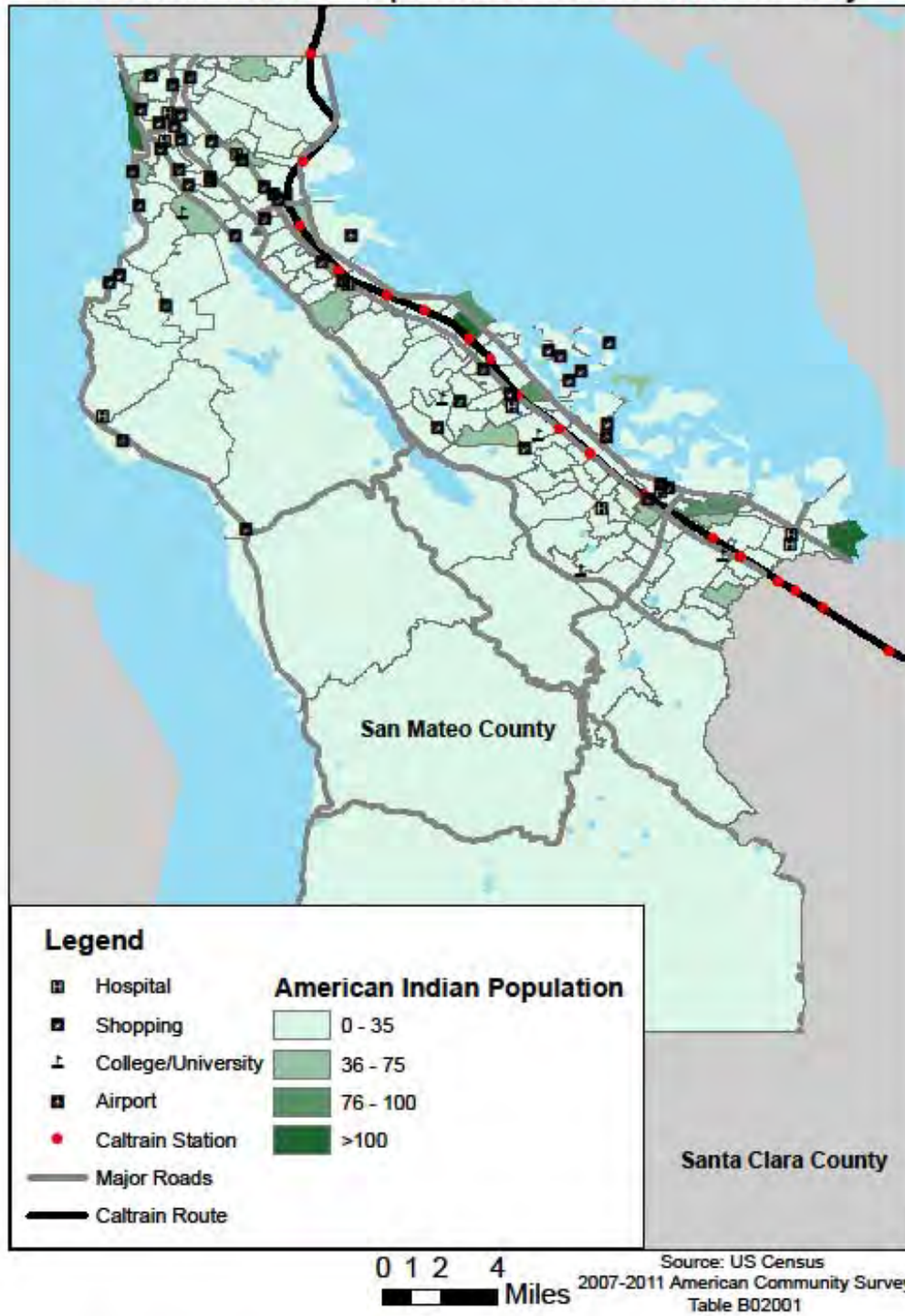


Exhibit 4c: American Indian Population by Census Tract – Santa Clara County

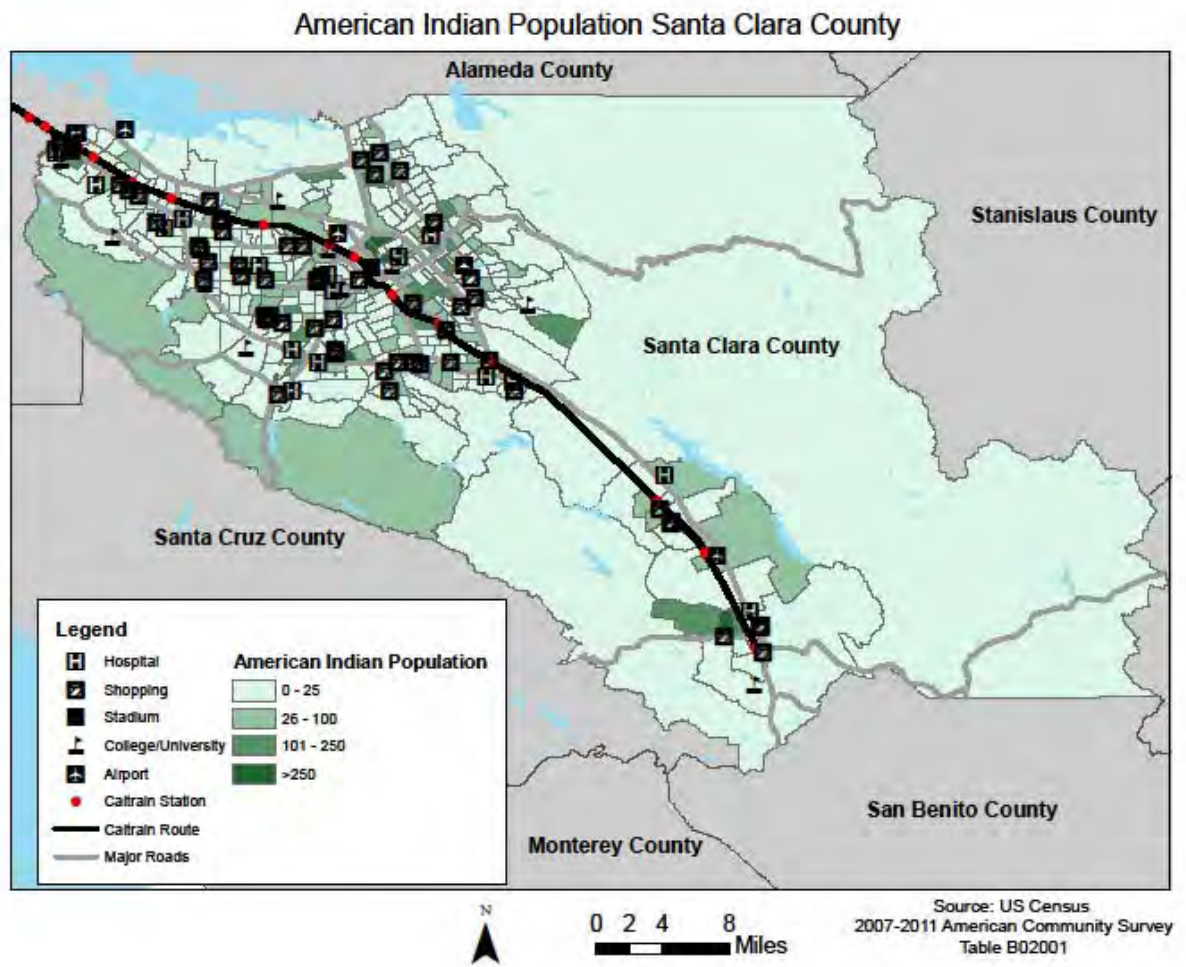


Exhibit 5a: Asian Population by Census Tract – San Francisco County

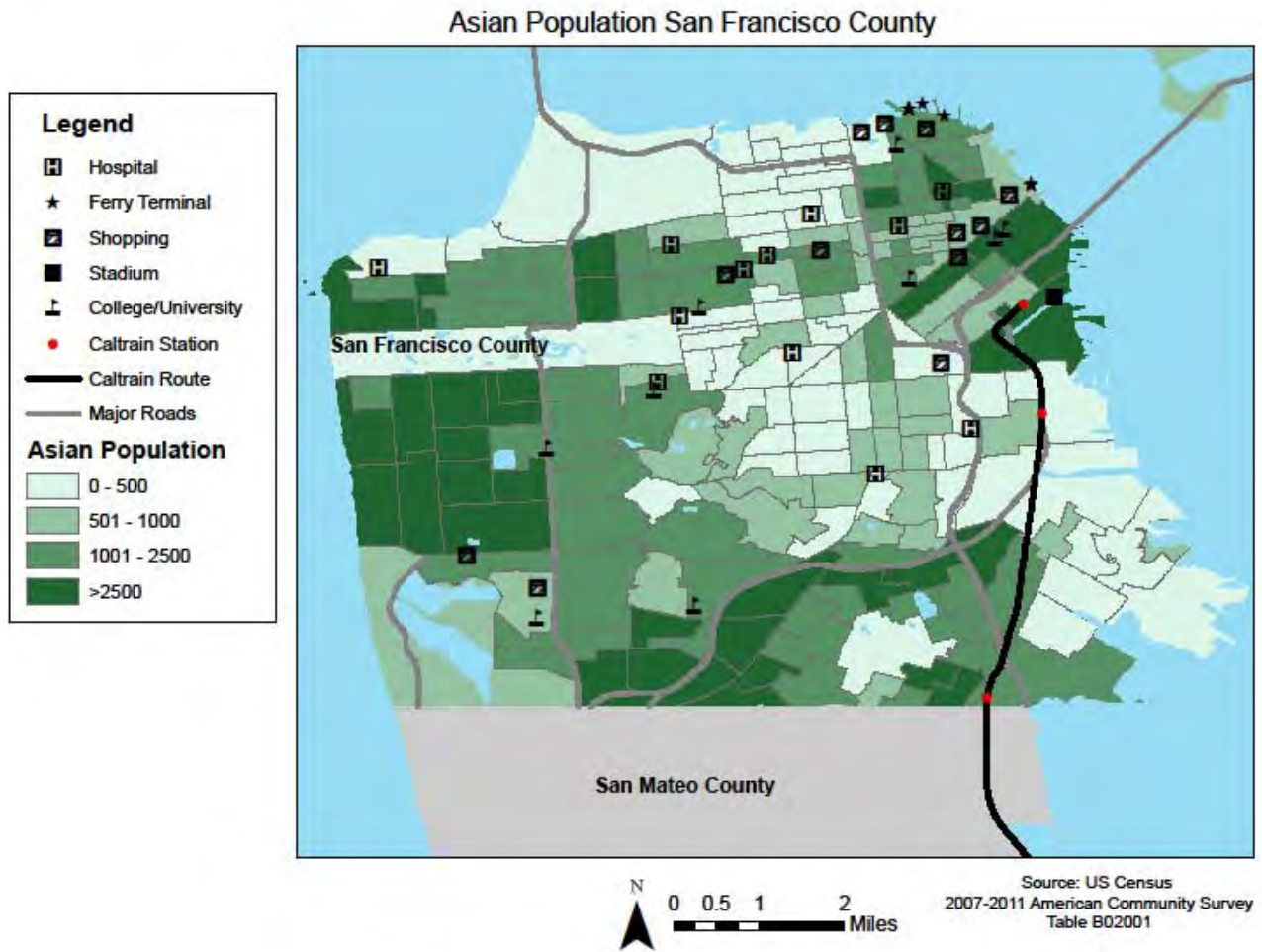


Exhibit 5b: Asian Population by Census Tract – San Mateo County

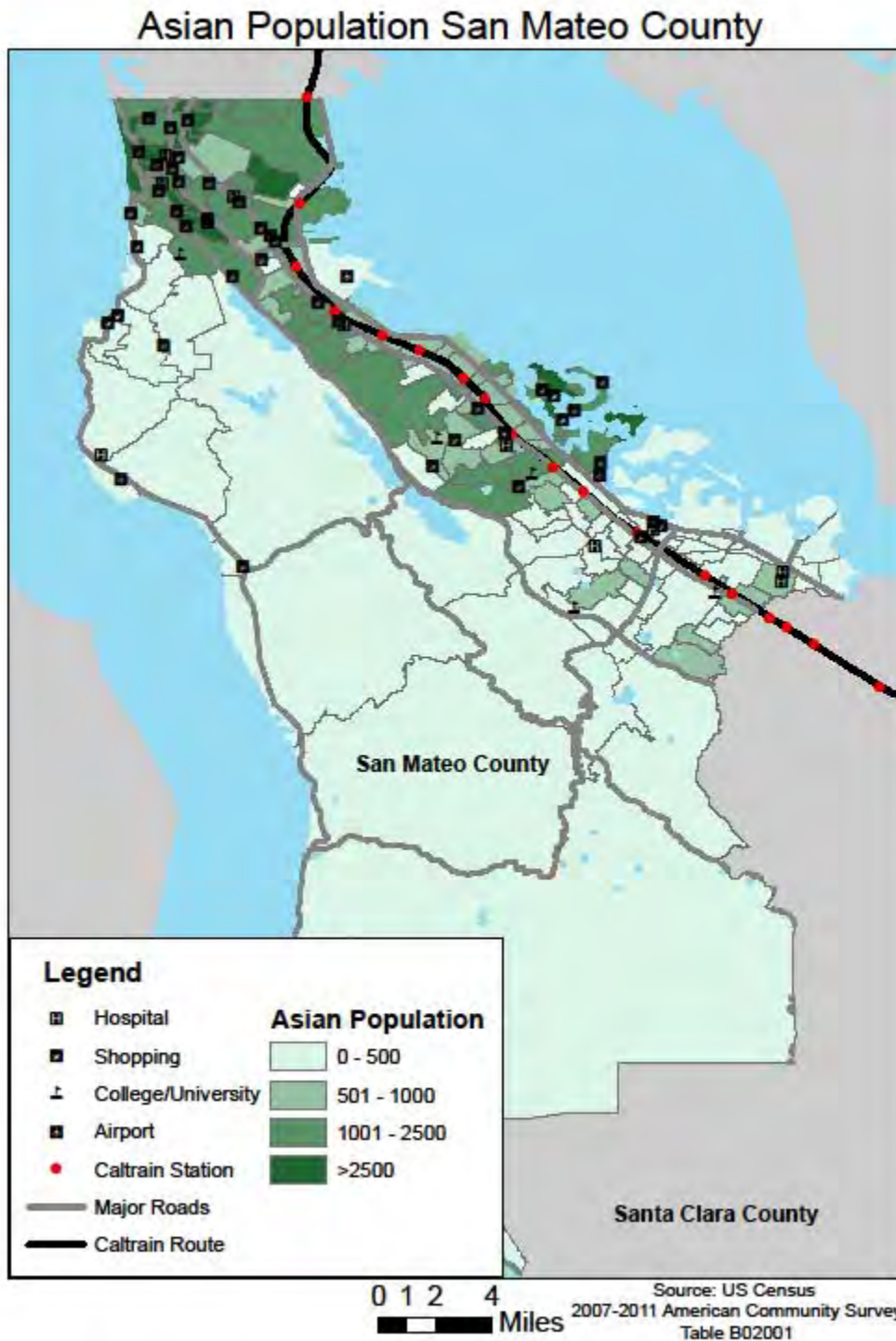


Exhibit 5c: Asian Population by Census Tract – Santa Clara County

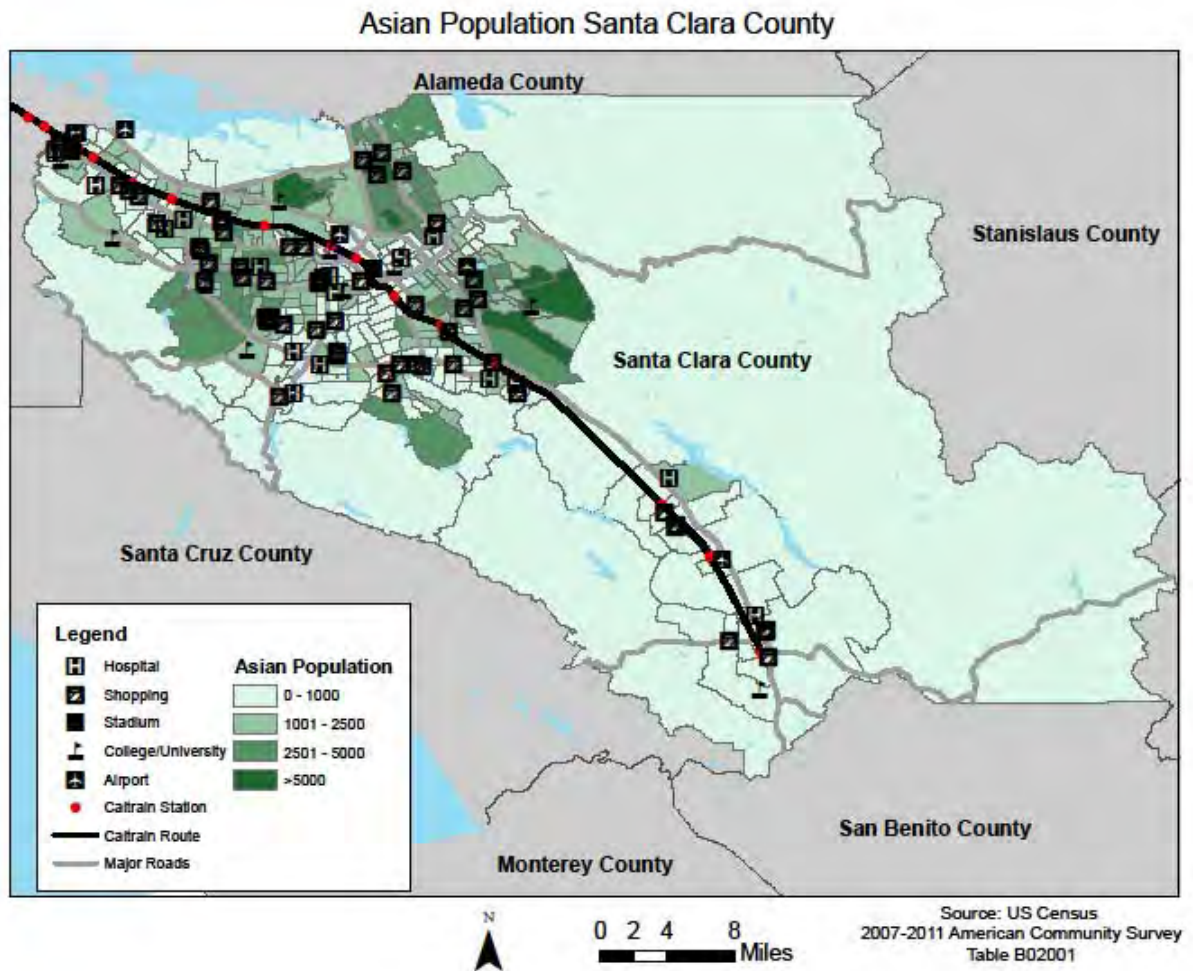


Exhibit 6a: Black Population by Census Tract – San Francisco County

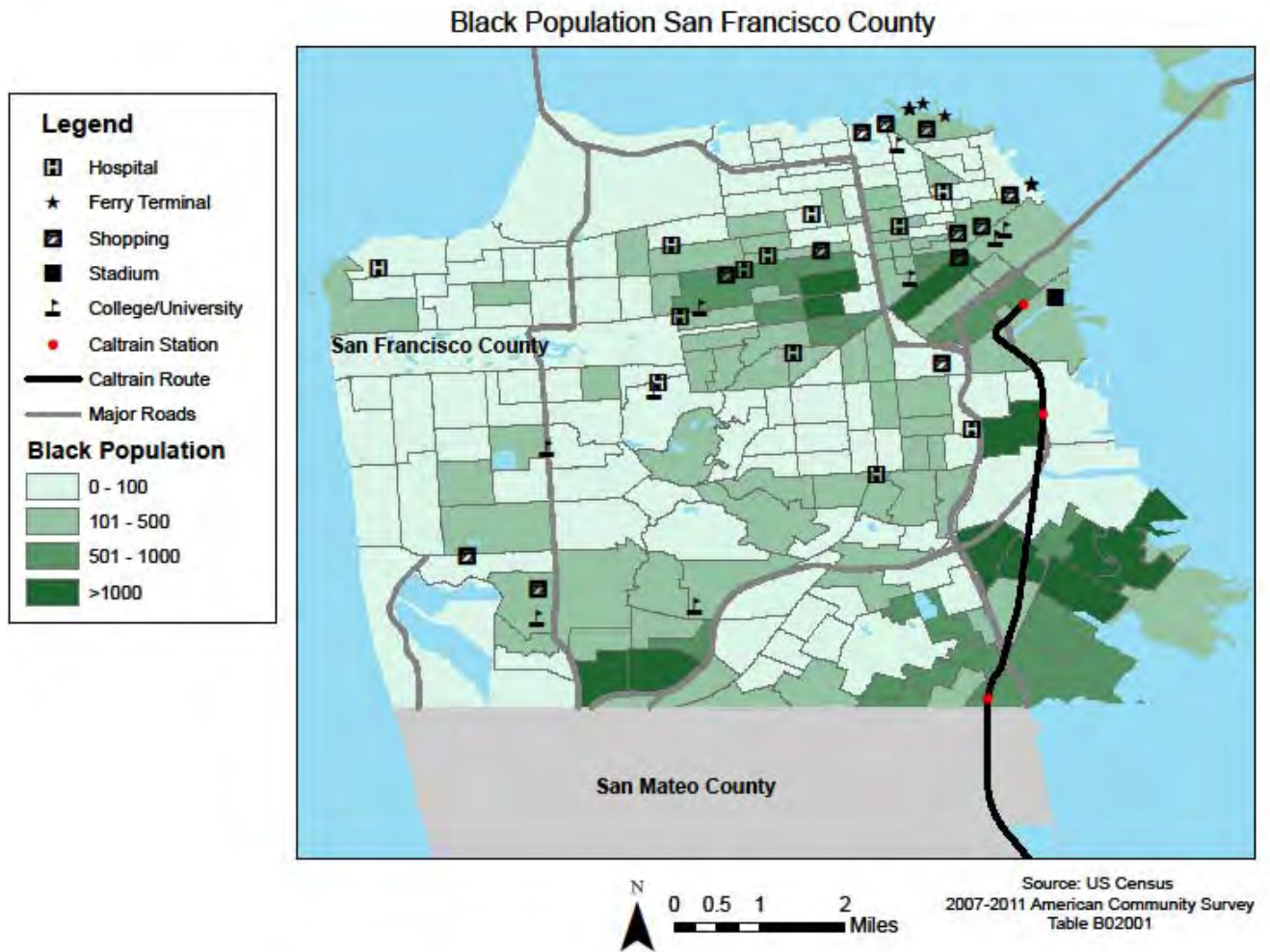


Exhibit 6b: Black Population by Census Tract – San Mateo County

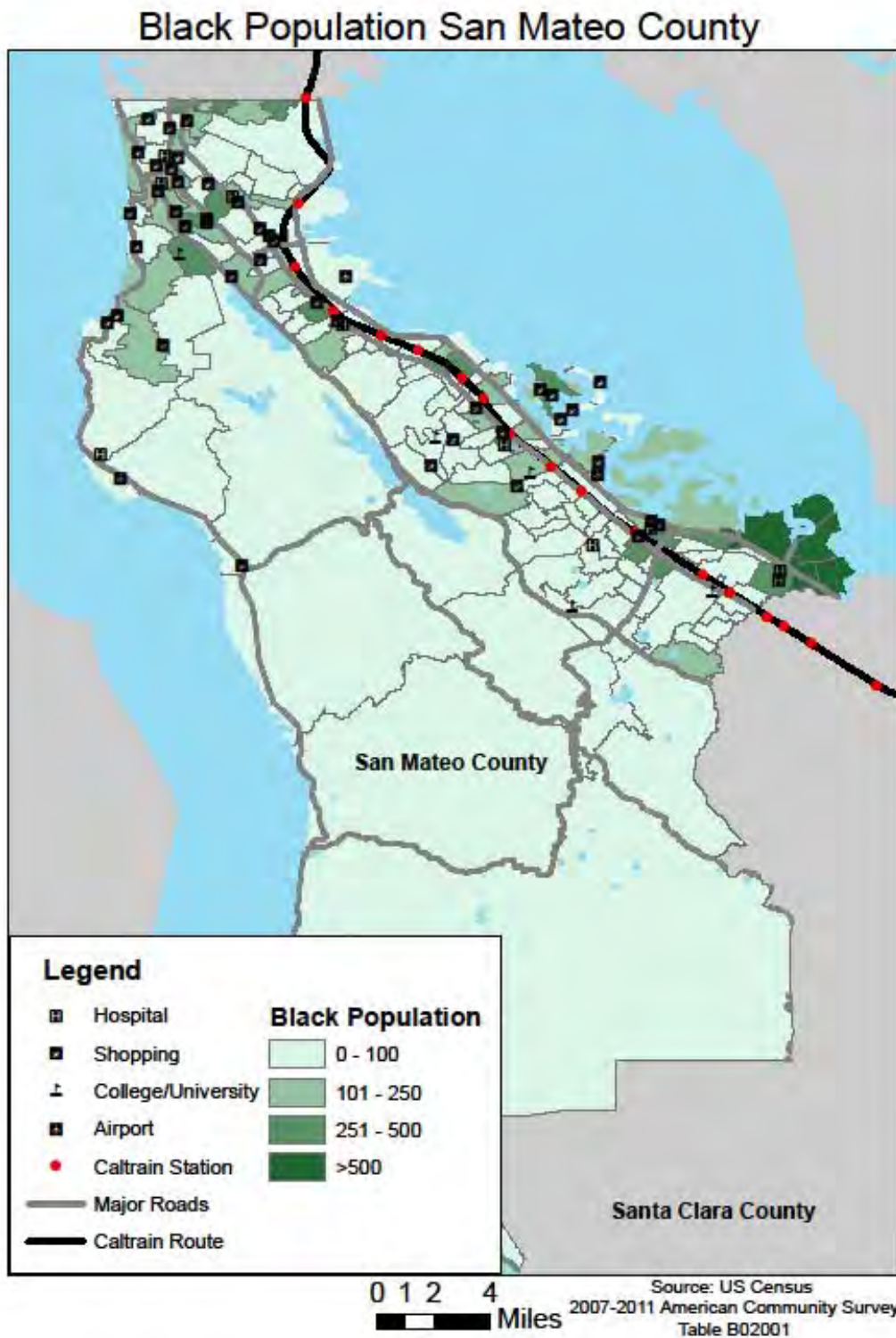


Exhibit 6c: Black Population by Census Tract – Santa Clara County

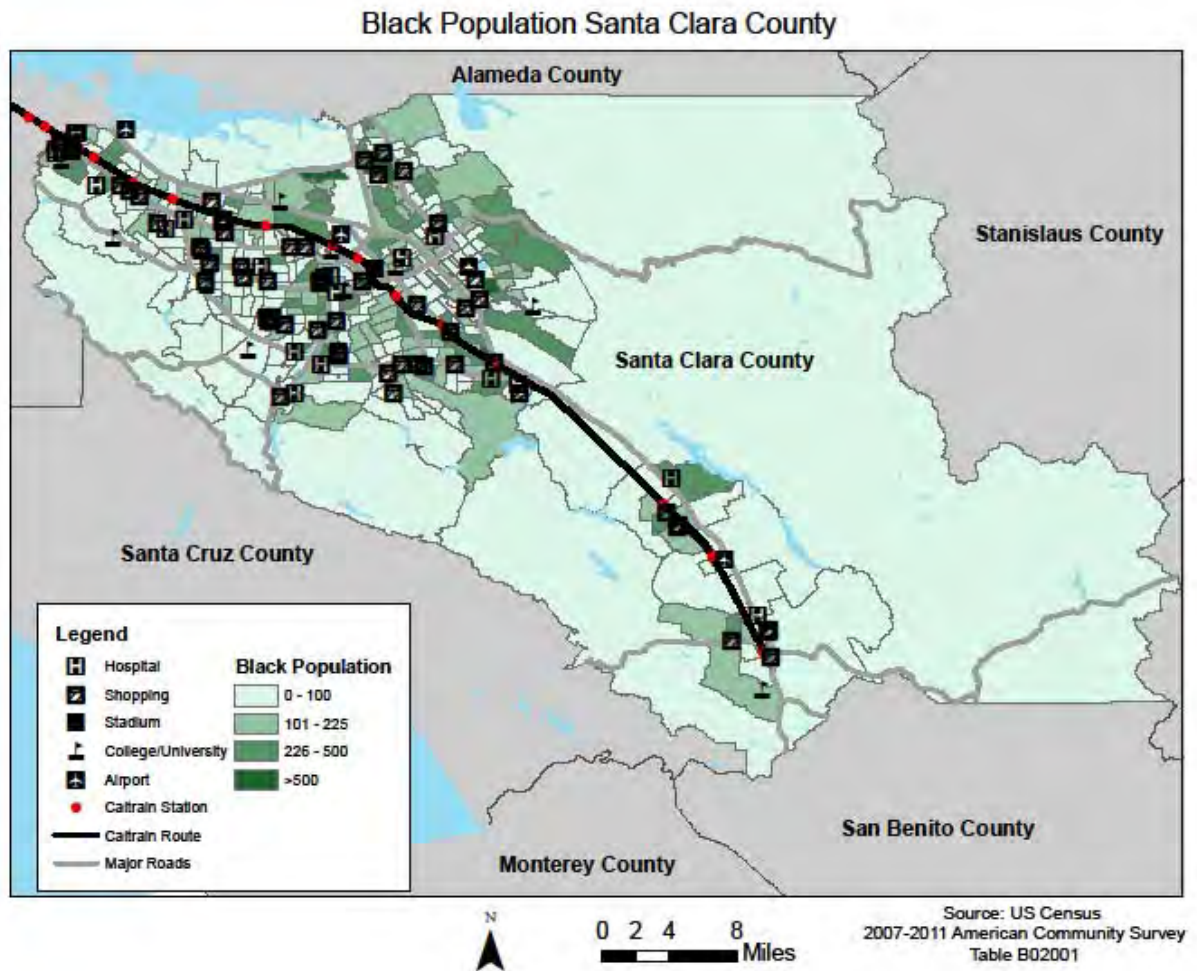


Exhibit 7a: Hispanic Population by Census Tract – San Francisco County

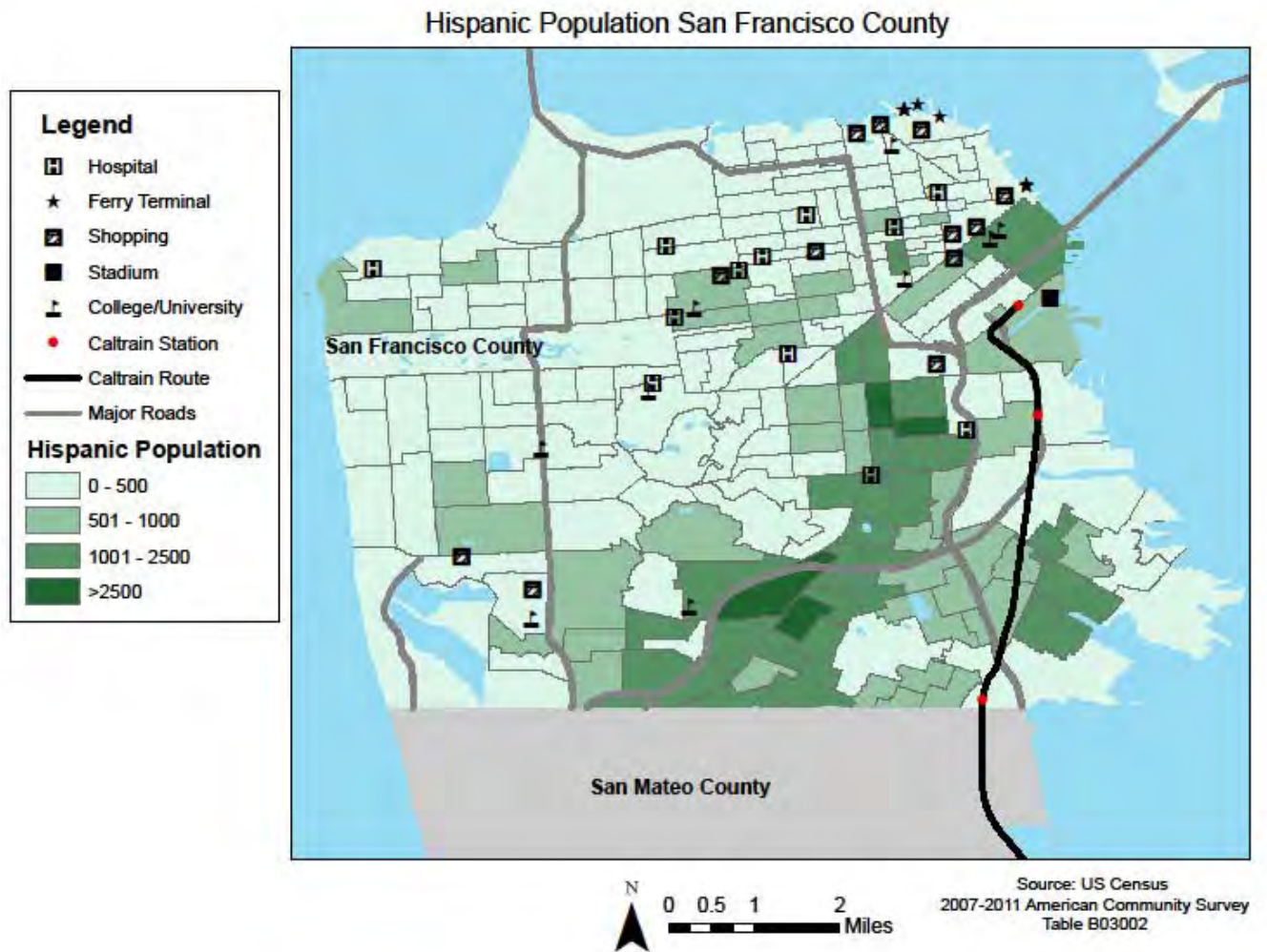


Exhibit 7b: Hispanic Population by Census Tract – San Mateo County

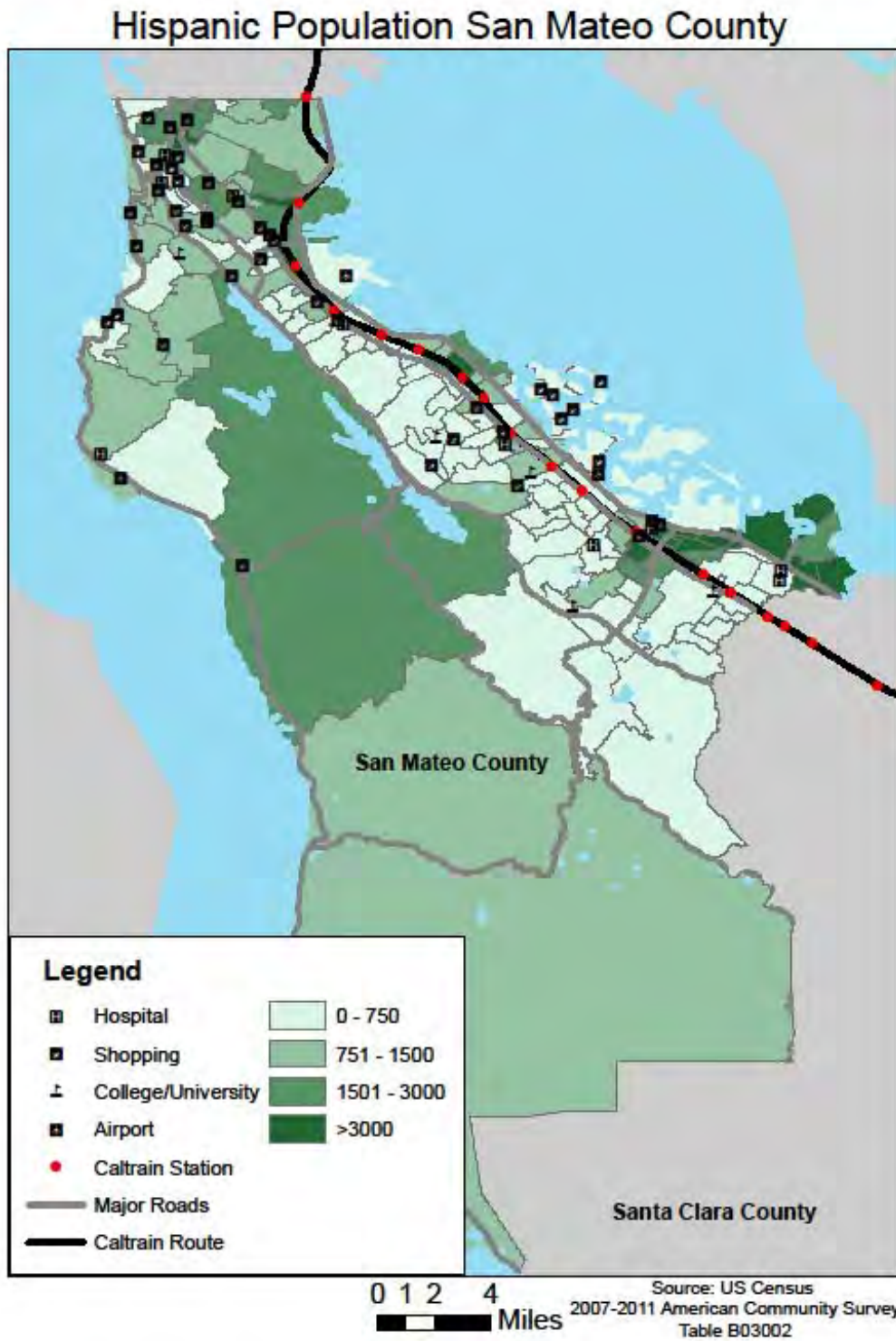


Exhibit 7c: Hispanic Population by Census Tract – Santa Clara County

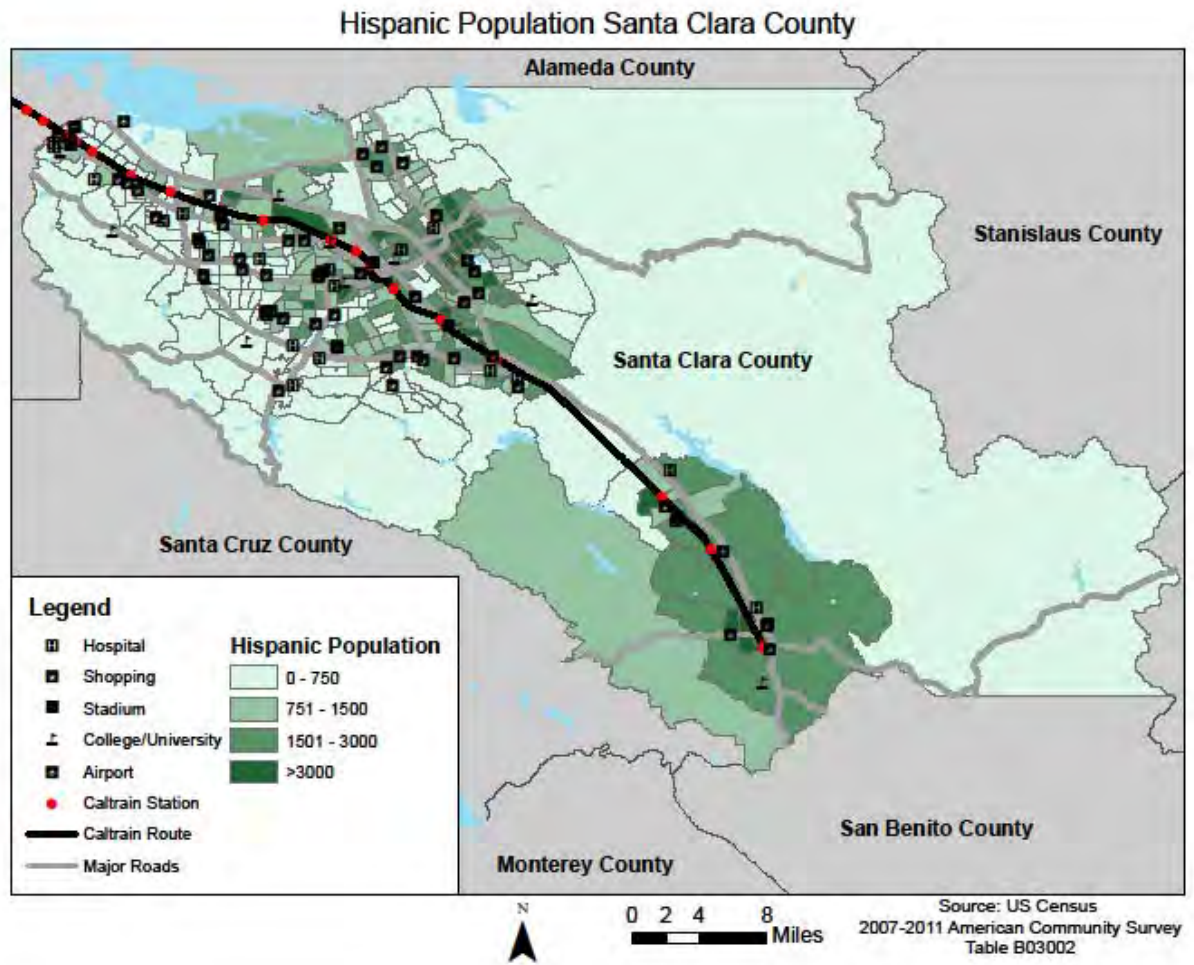


Exhibit 8a: Pacific Islander Population by Census Tract – San Francisco County

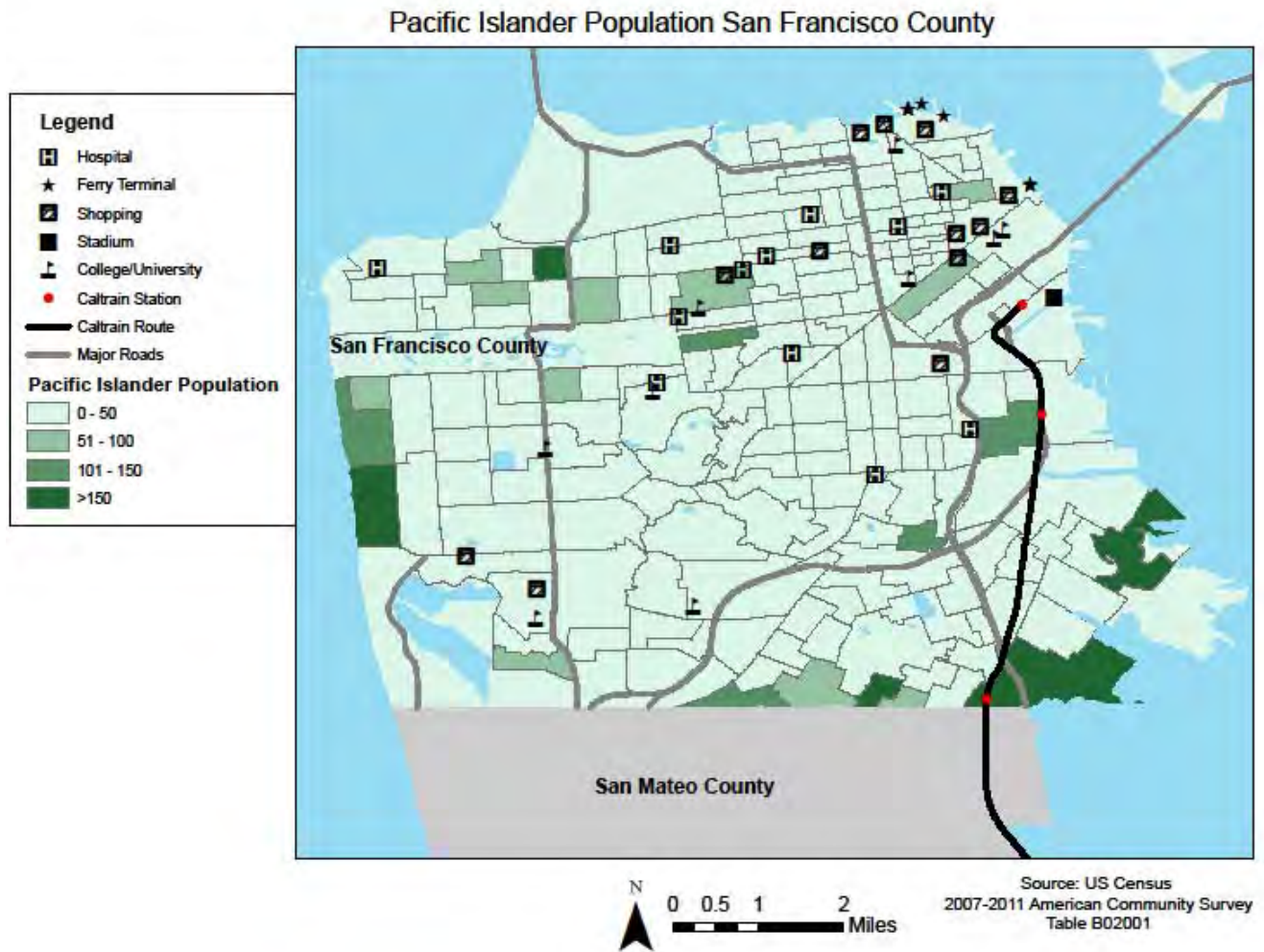


Exhibit 8b: Pacific Islander Population by Census Tract – San Mateo County

Pacific Islander Population San Mateo County

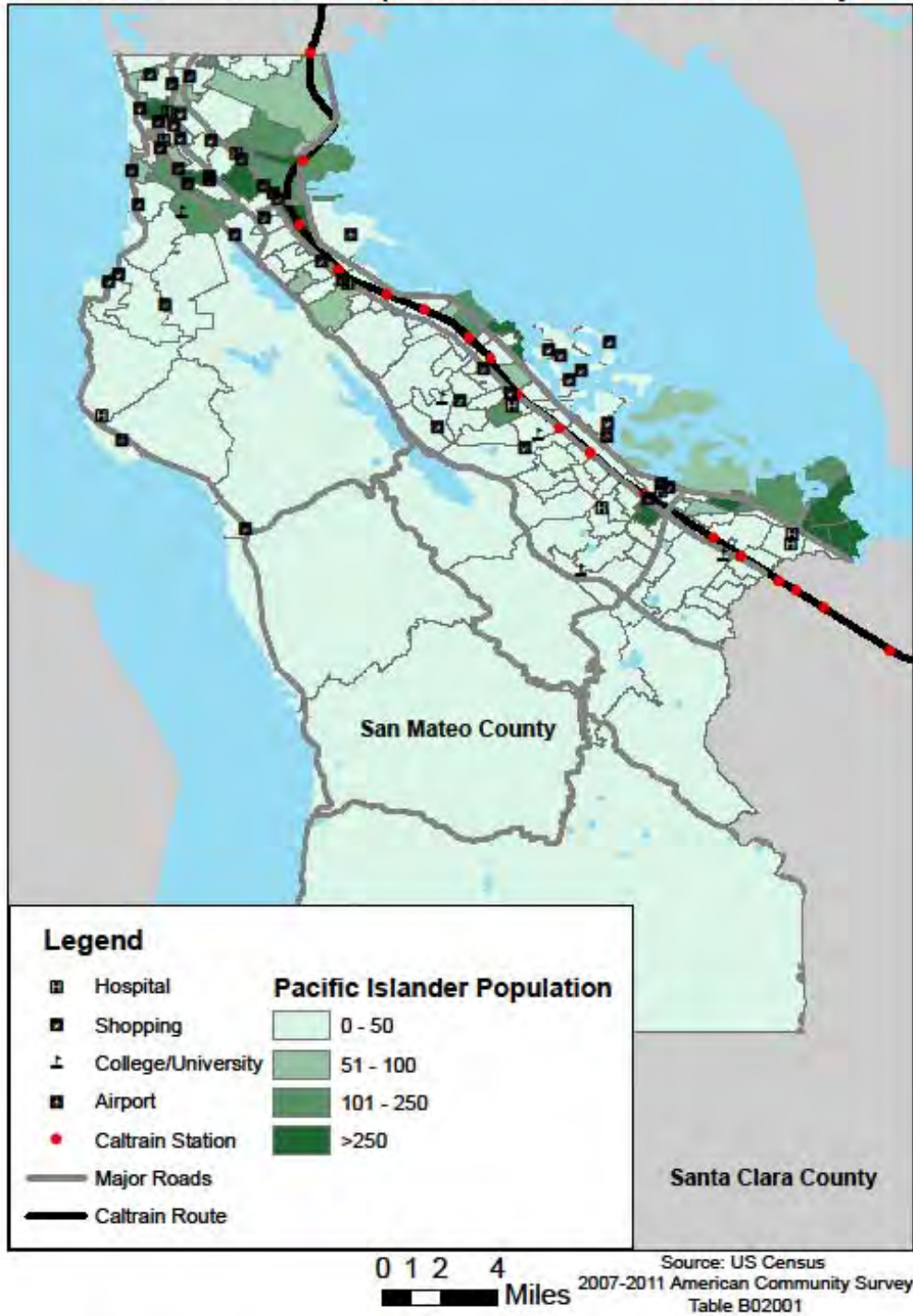


Exhibit 8c: Pacific Islander Population by Census Tract – Santa Clara County

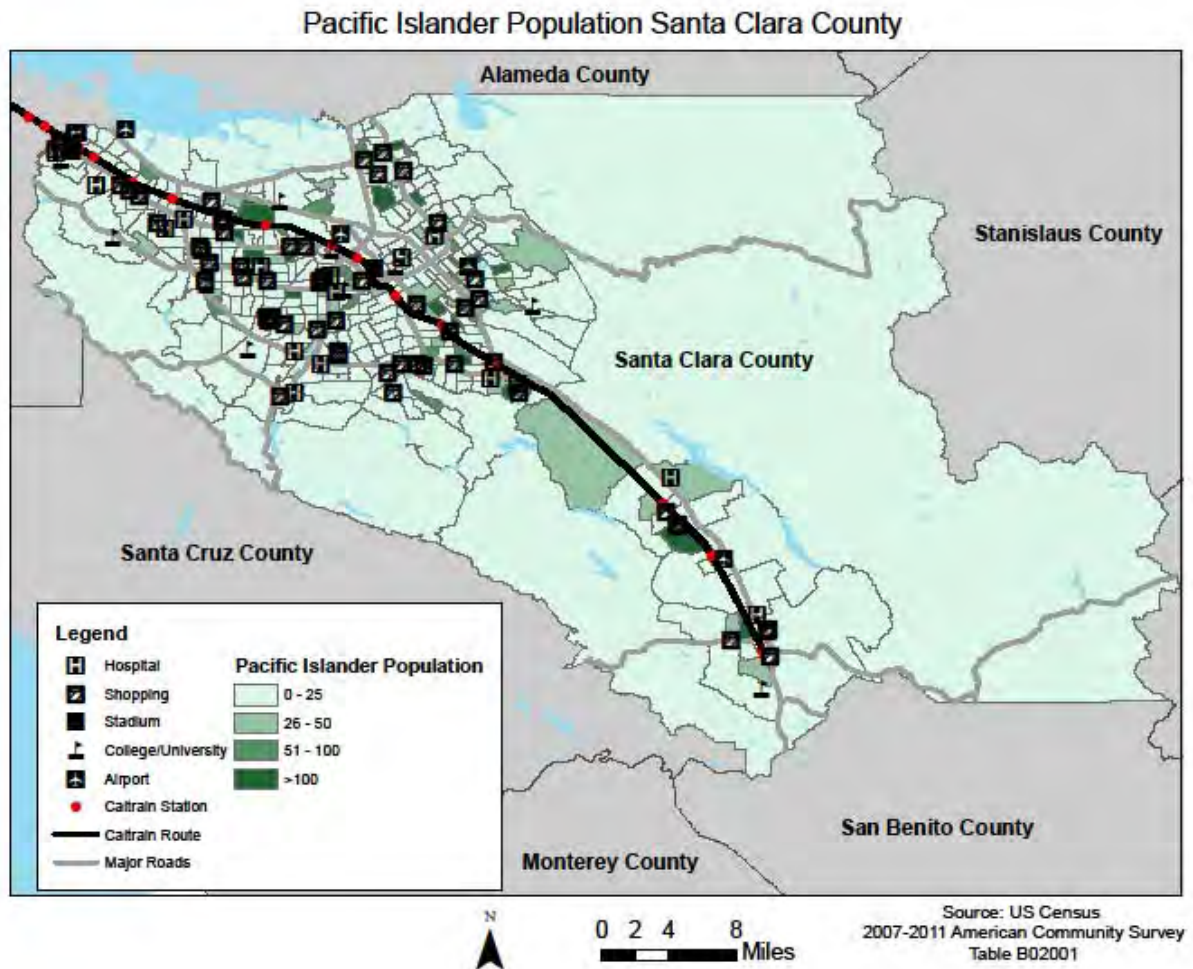


Exhibit 9a: White Population by Census Tract – San Francisco County

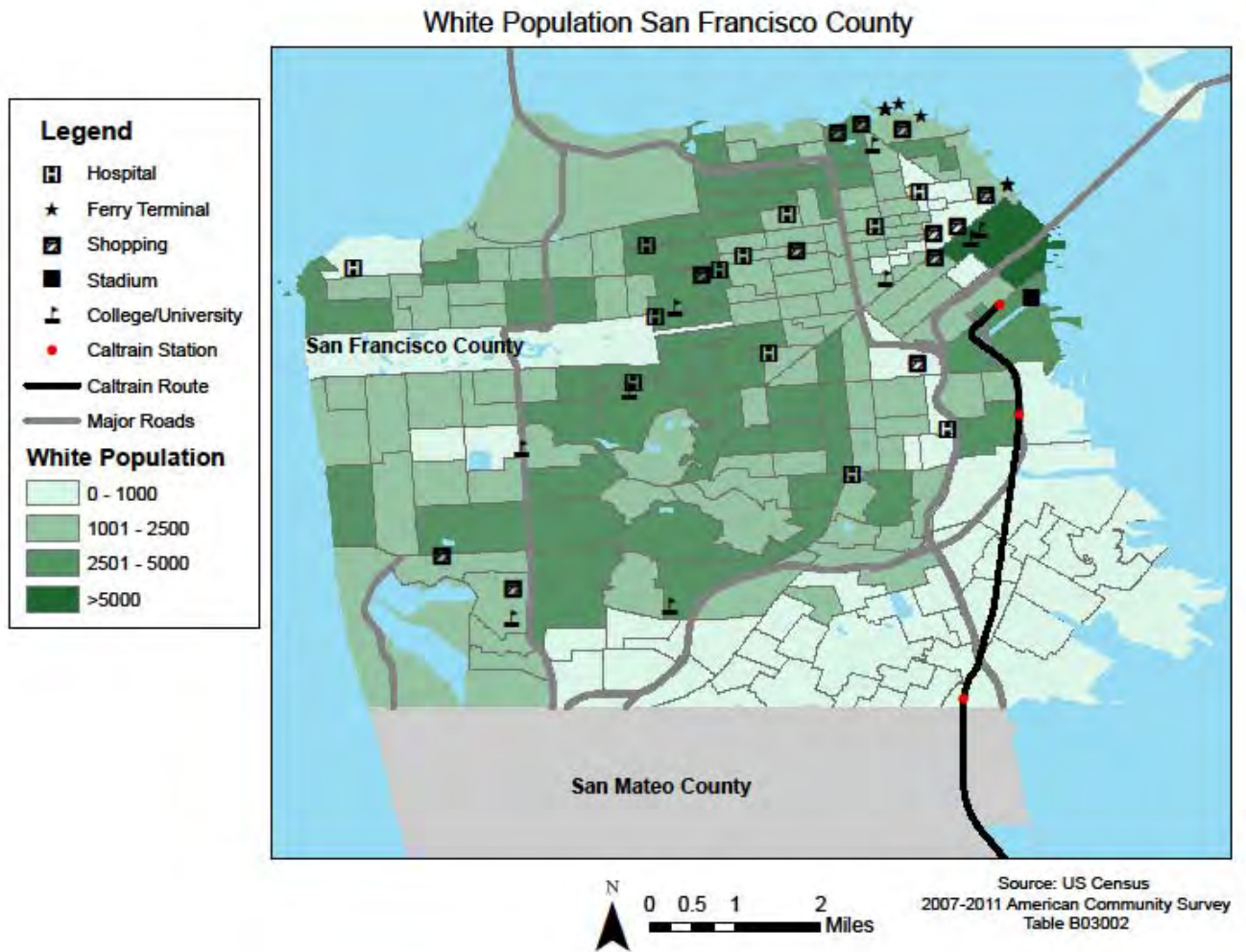


Exhibit 9b: White Population by Census Tract – San Mateo County

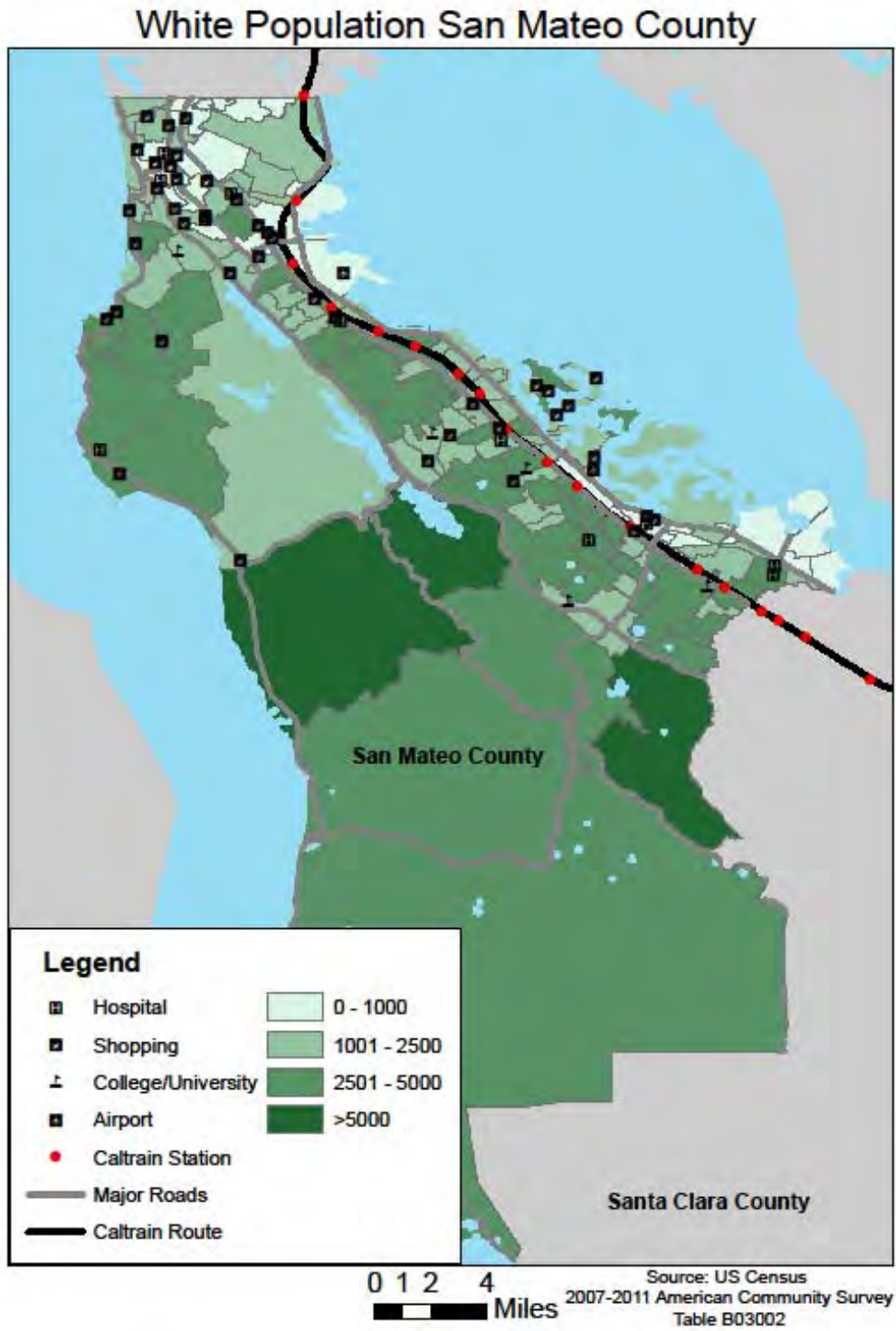


Exhibit 9c: White Population by Census Tract – Santa Clara County

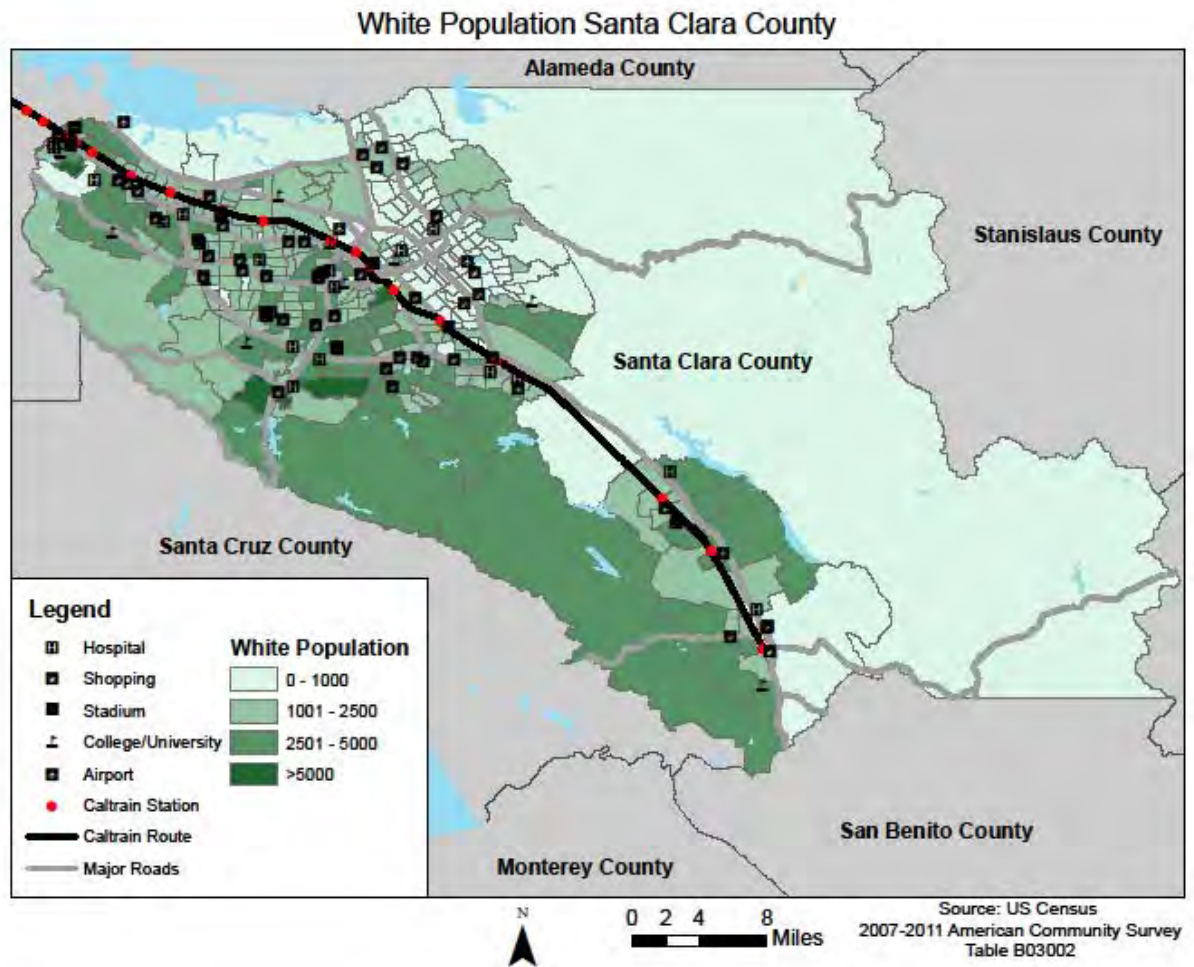


Exhibit 10a: Other Races by Census Tract – San Francisco County

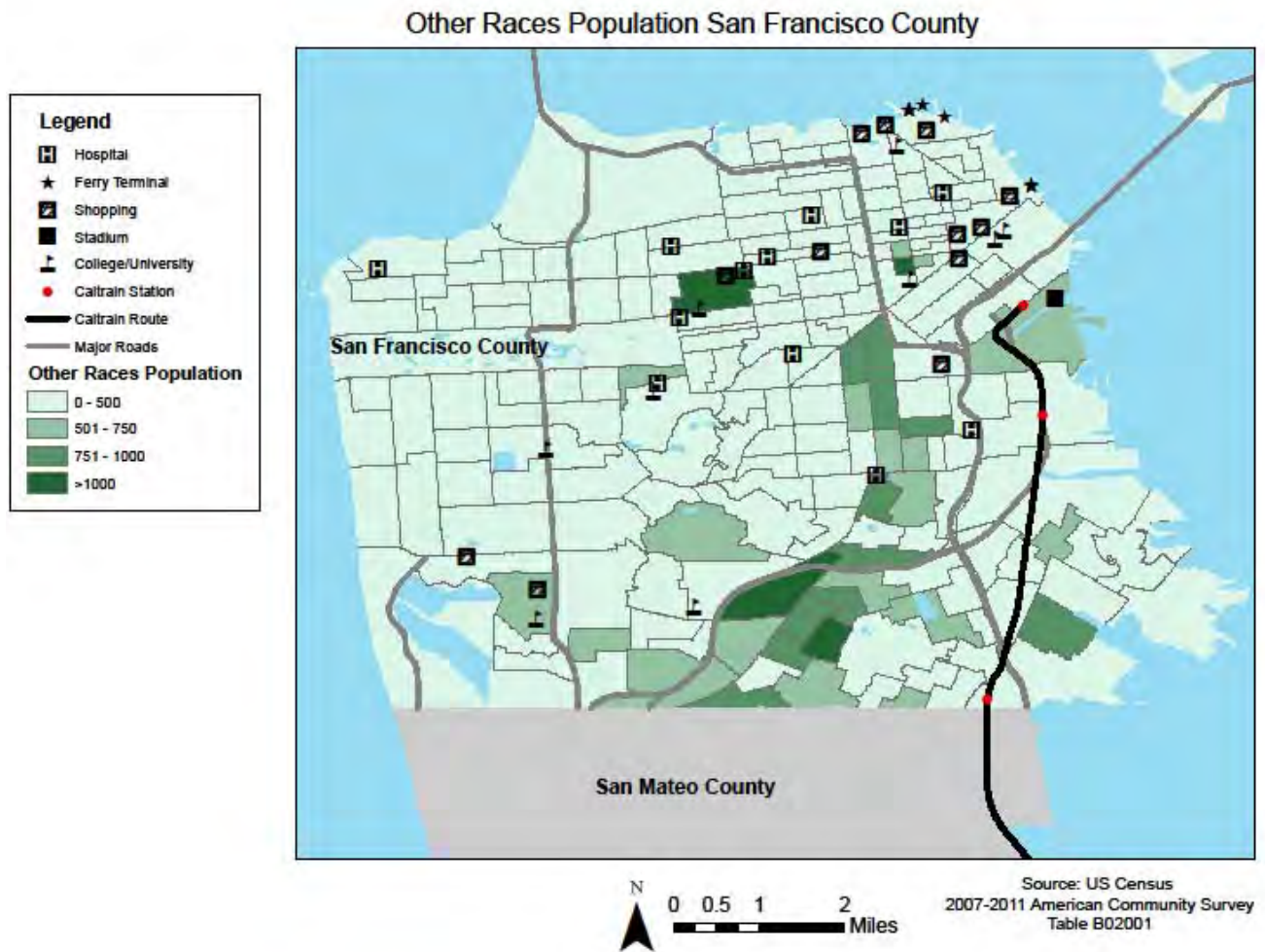


Exhibit 10b: Other Races by Census Tract – San Mateo County

Other Races Population San Mateo County

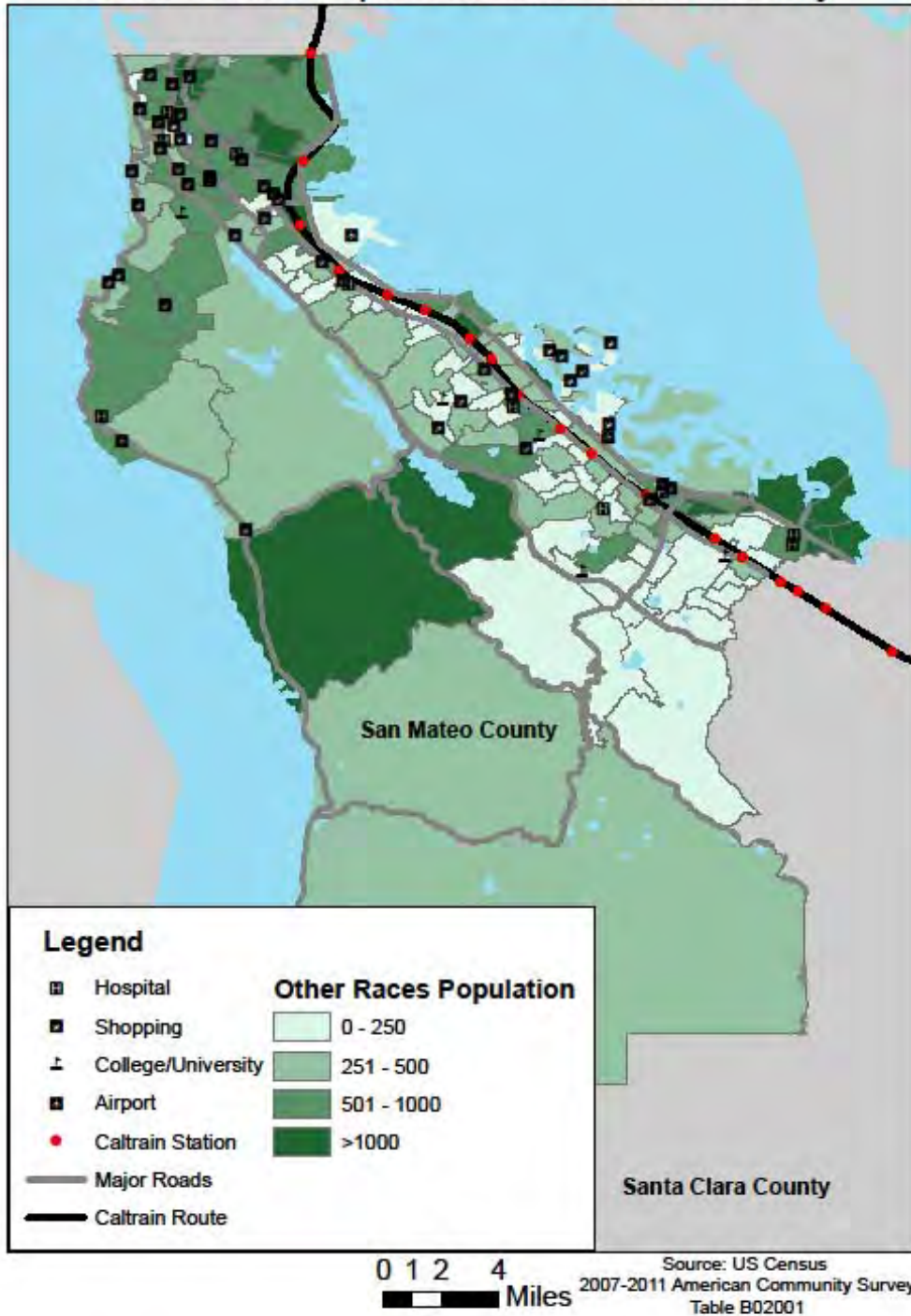


Exhibit 10c: Other Races by Census Tract – Santa Clara County

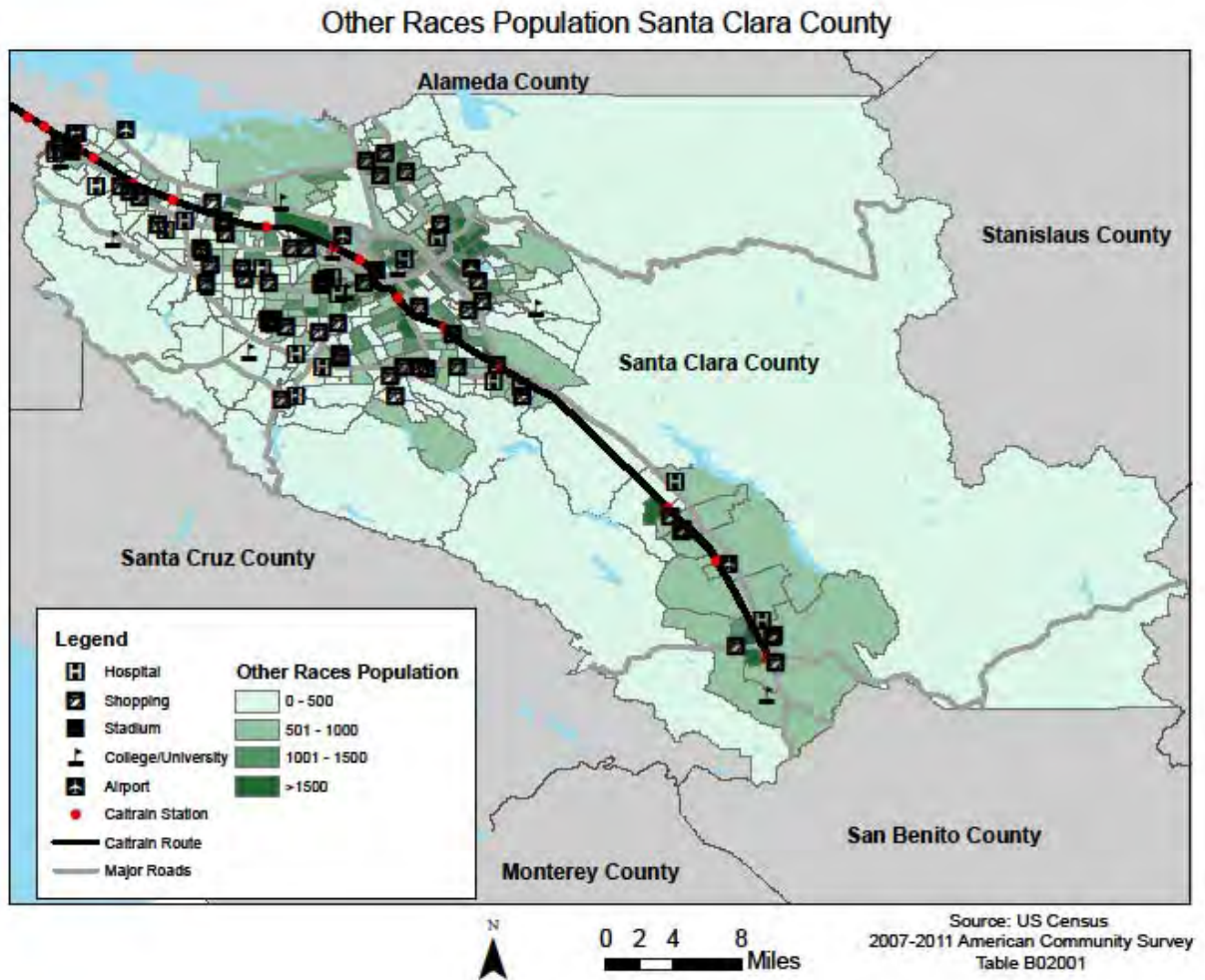


Exhibit 11a: Minority Population by Census Tract – San Francisco County

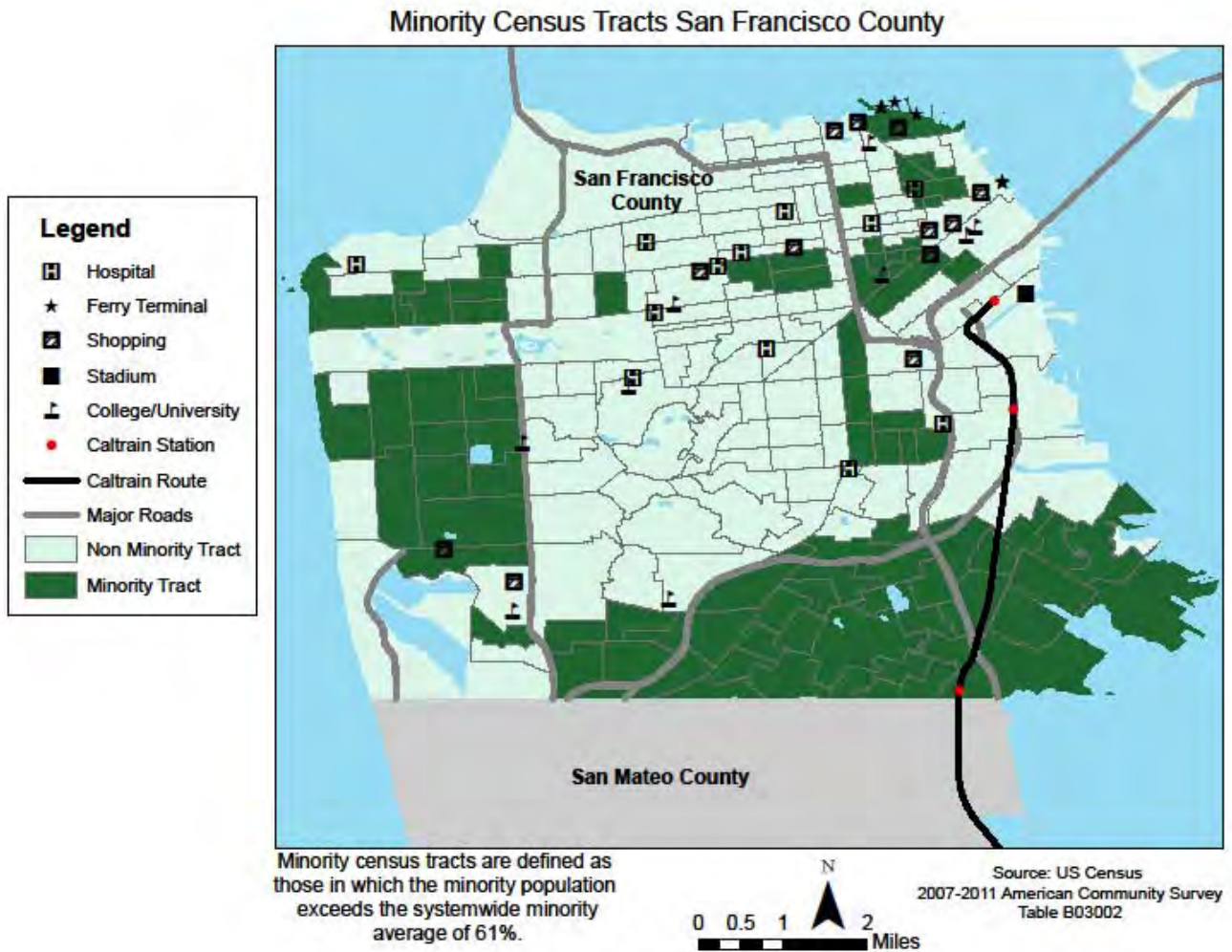
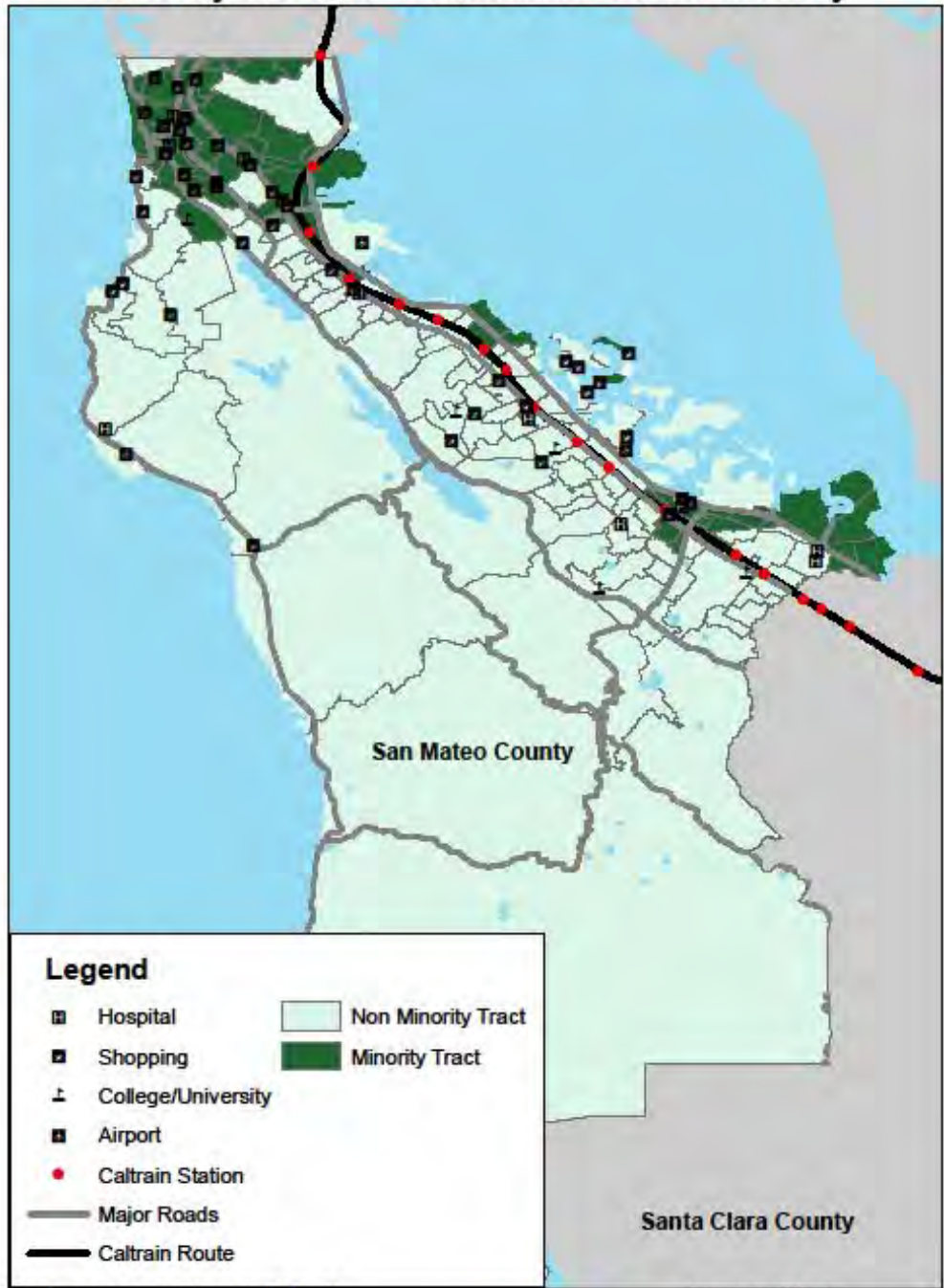


Exhibit 11b: Minority Population by Census Tract – San Mateo County

Minority Census Tracts San Mateo County



Minority census tracts are defined as those in which the minority population exceeds the systemwide minority average of 61%.

Source: US Census
2007-2011 American Community Survey
Table B03002

0 1.5 3 6 Miles

Exhibit 11c: Minority Population by Census Tract – Santa Clara County

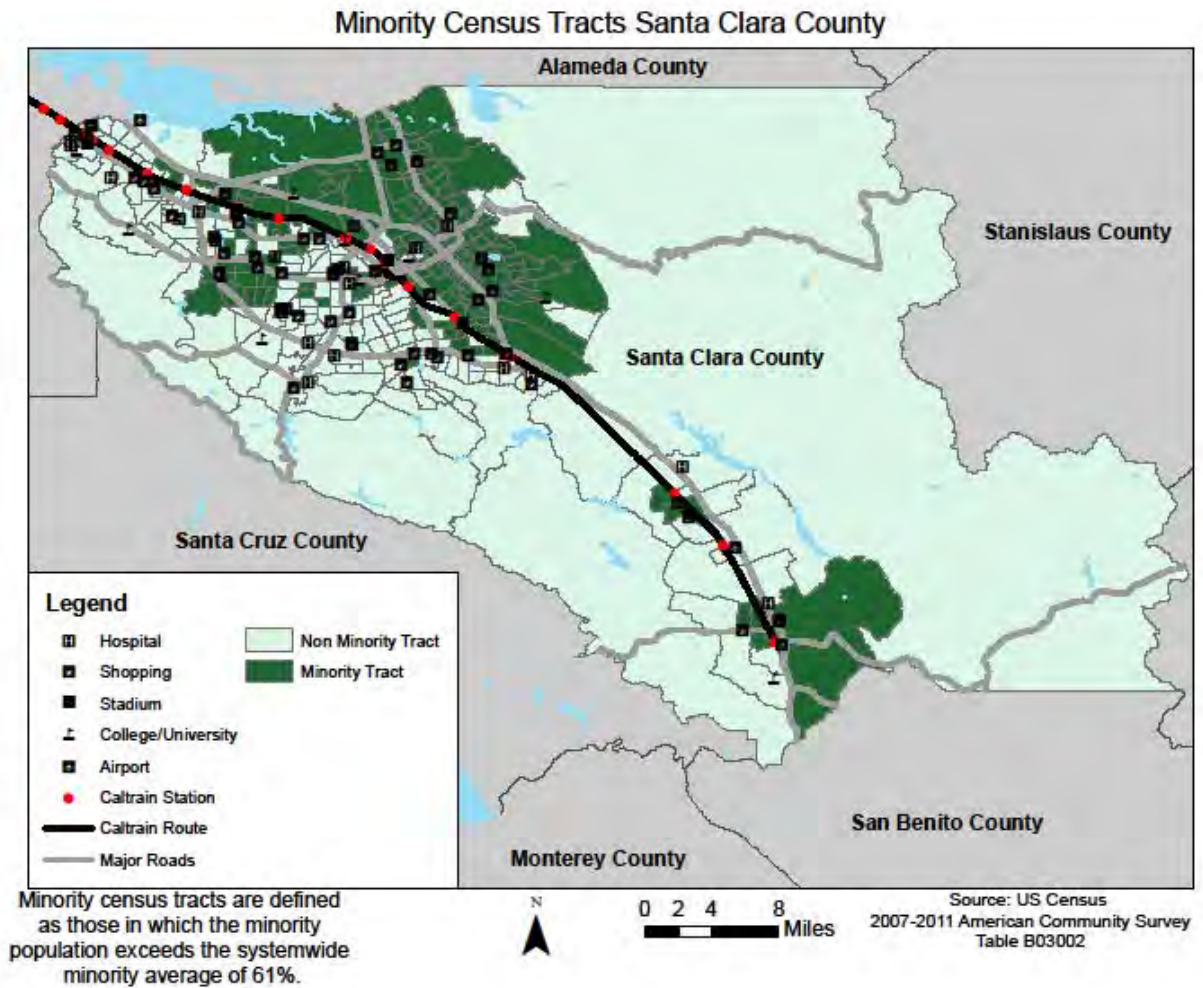


Exhibit 12a: Low-Income Population by Census Tract – San Francisco County

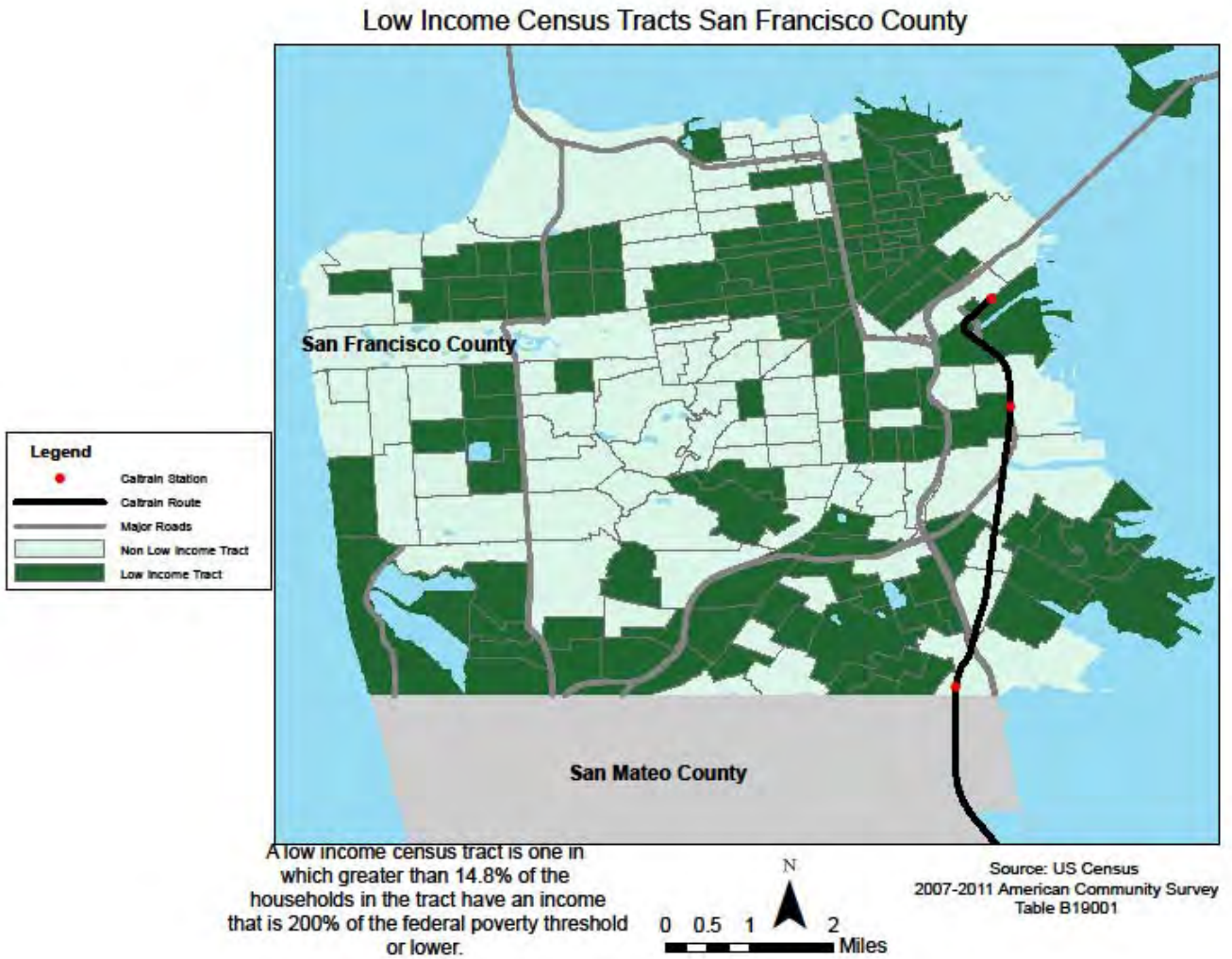


Exhibit 12b: Low-Income Population by Census Tract – San Mateo County

Low Income Census Tracts San Mateo County



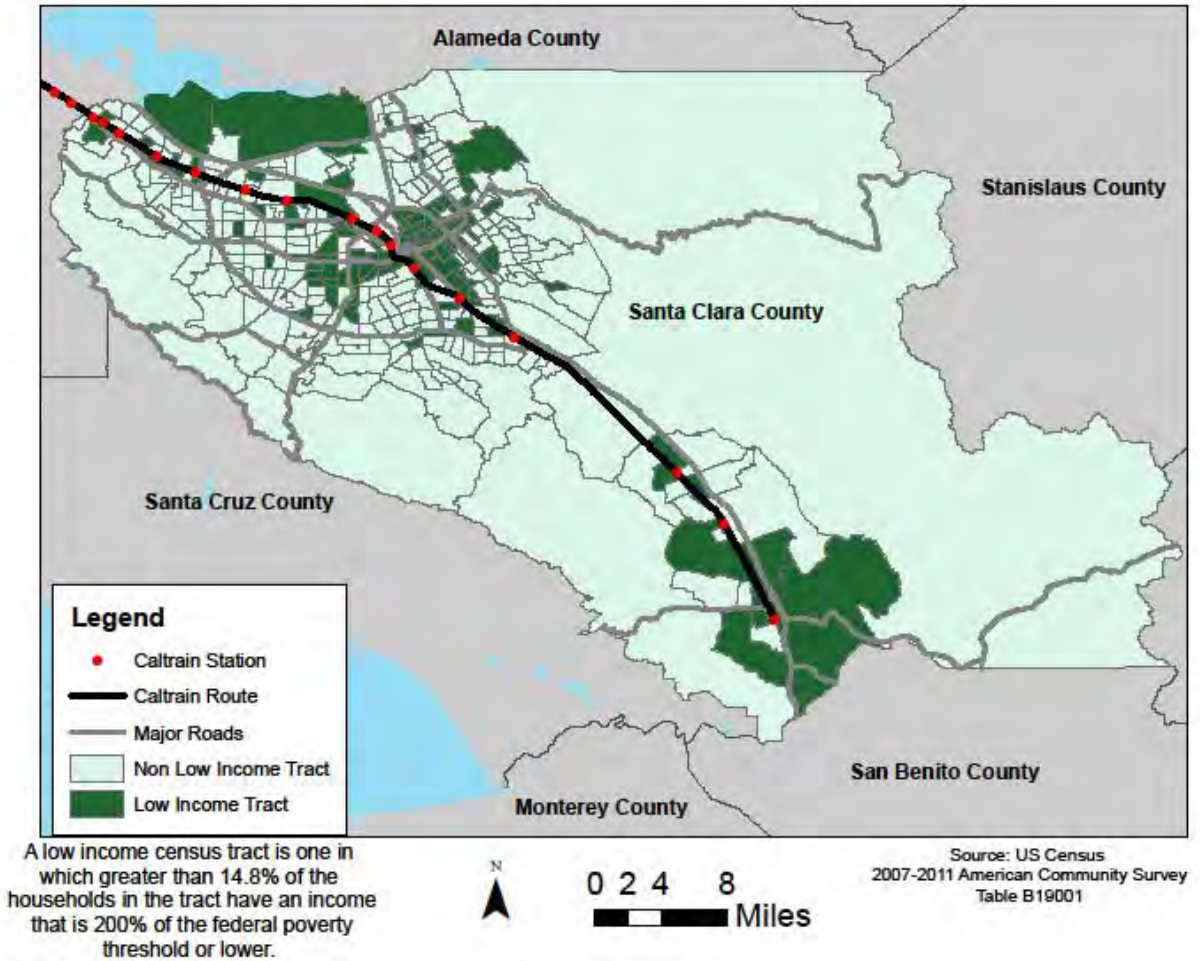
A low income census tract is one in which greater than 14.8% of the households in the tract have an income that is 200% of the federal poverty threshold or lower.

0 1 2 4 Miles

Source: US Census
2007-2011 American Community Survey
Table B19001

Exhibit 12c: Low-Income Population by Census Tract – Santa Clara County

Low Income Census Tracts Santa Clara County



J. RIDERSHIP AND TRAVEL PATTERNS

Surveys are conducted system-wide every three years using a market research on-call contractor. Paper surveys (available in English and Spanish) are distributed on-board vehicles and collected by surveyor staff. Customers complete an extensive questionnaire and also have the option of mailing in surveys. The results are entered, cleaned, and compiled in a succinct report by the contractor. The complete dataset (along with a report) is provided to JPB to use at our discretion. The results are also provided in a summary report, which the JPB makes available to the public online at: <http://www.caltrain.com/about/statsandreports/Surveys.html>. The Executive Summary, Ridership Demographics, and Survey Forms (in English and Spanish) of the most recent Caltrain On-Board Survey (2010) are attached.

OCTOBER 2010

Caltrain Onboard Study

SUMMARY REPORT

Prepared by

COREY, CANAPARY & GALANIS RESEARCH

447 Sutter Street – Penthouse North

San Francisco, CA 94108

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INTRODUCTION

This report details the findings of an onboard survey of Caltrain riders. The fieldwork on this study was conducted in October 2010. A total of 4,428 surveys were completed by Caltrain riders.

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 marital status, age, income, etc.
- Ratings of seven 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 routes sampled. Additional information is provided in the Verbatim Comments and Crosstabulated Tables.

Please note that the percentages included in this report may not add to 100% due to statistical rounding.

Questions regarding this project may be directed to: Christiane Kwok, Caltrain Market Research Specialist, 650.508.7926.

Methodology and Response Rate

The survey was conducted as an onboard self-administered questionnaire 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 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 a business reply mail-back option for persons who did not have time to complete the survey onboard.

The overall response rate (83%) was high for a system-wide survey of this type. The response rate was calculated by dividing the total number of completes (4,428) by all eligible passengers riding on the sampled trains (5,318). Additional information on the survey distribution and response rate is provided in the Appendix of this report.

Field interviewing on this project was conducted from Tuesday, October 12, 2010 to Tuesday, October 26, 2010. The 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 field work were scheduled to avoid surveying during events that could impact ridership (such as Fleet Week and the San Francisco Giants' playoff games).

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, 4,428 surveys were completed by riders. This total equates to a system-wide margin of error of +/- 1.49% (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 and on Saturday and Sunday. We sampled a total of 56 weekday routes and 14 weekend routes. Of the 56 weekday routes surveyed, 20 were Limited trains, 16 were Local trains, and 20 were Bullet trains. For each train sampled, a specific car was selected, and we attempted to survey every passenger in the selected car.

Statistically Significant Differences

As was mentioned previously, for the total number of respondents (n = 4,428) who participated in the survey, the margin of error is +/- 1.49% at the 95% confidence level. The margin of error for some other key sub-groups which are shown in this report:

- Weekday Peak (n = 3,215). +/- 1.71% at the 95% confidence level;
- Weekday Offpeak (n = 810). +/- 3.41% at the 95% confidence level;
- Weekend (n = 403). +/- 4.83% 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/offpeak ridership. Responses were weighted in accordance with data from the February, 2010 ridership counts as follows:

Segment	Number of Riders Feb 2010	Percentage of Total Ridership
Weekday Peak	146,970	72.7%
Weekday Offpeak	36,920	18.3%
Weekend	18,383	9.1%
TOTAL	202,273	100.0%

EXECUTIVE SUMMARY

- Work is the most common reason cited for making a trip on Caltrain. Among the different time periods, the most likely trip purposes are:
 - Weekday Peak: work (86%) or school (7%) trip;
 - Weekday Offpeak: work (52%), social/recreational/cultural (27%), or school (12%) trips;
 - Weekend: social/recreational (62%), work (22%), shopping/personal errands (9%).
- Notably, more weekday off-peak riders were traveling for social/recreational/cultural reasons in 2010 (27%) than in 2007 (16%), and more weekend riders are traveling for work in 2010 (22%) than in 2007 (16%).
- About two-thirds (66%) of Caltrain riders use the service four or more days a week.
- Overall, 14% of riders use a Clipper or TransLink card to ride Caltrain (as of October 2010).
- Approximately 75% of Caltrain riders say they use the service to commute to work or school. Of these regular commuters, 18% indicate that they were first introduced to Caltrain by taking it to a leisure activity or other special event.
- Most Caltrain riders (82%) have visited the Caltrain website, www.caltrain.com. Weekday peak riders were most likely to have visited the site (86%). Weekend riders were least likely to have visited (71%).
- Over half of Caltrain riders (62%) had a car available for the trip they were taking while completing the survey. However, only 39% of weekend riders had a car available, compared to 70% of weekday peak riders.
- More than half of Caltrain riders (52%) use Caltrain to avoid traffic, while 40% use it to relax/reduce stress, and 36% do so to save money (including saving the cost of gas and wear and tear on their vehicles). Notably, 45% of weekday off-peak riders and 51% of weekend riders cited “Don’t have a car/don’t drive” as their main reason for using Caltrain.
- An increasing number of riders indicate they choose to ride Caltrain for environmental reasons. In 2003, 10% of weekday riders cited “helping the environment” as a reason for taking Caltrain. In 2007, that number jumped to 25%, and in 2010, to 35%.
- Caltrain riders speak more than 40 languages besides English in their homes. The most common languages include Spanish, Hindi or other Indian languages, Mandarin, Cantonese, and Tagalog.
- The “typical” Caltrain rider is an unmarried/unpartnered male who earns at least \$75,000 or more and has earned a bachelor’s degree or higher. He is most likely to obtain information on Caltrain from the website or printed materials on the train. This “typical” Caltrain rider is likely to check a variety of media sources, although he’s relying somewhat more on the Internet and less on newspapers, television, or radio.

- The “typical” Caltrain weekday peak rider is a male in his mid-30s who uses the train to commute to work. His primary reasons for using the service is to avoid traffic and to reduce the stress of this commute. He earns between \$100,000 and \$150,000 a year and holds a bachelor’s degree or higher. He is most likely to obtain information on Caltrain from the website or printed materials on the train and is likely to check a variety of media sources, although he’s relying somewhat more on the Internet and less on newspapers, television, or radio.
- Overall rider satisfaction slipped slightly from mean of 4.02 (out of 5) in 2007 to 3.97 in 2010. All individual attributes slipped slightly with the exception of “Value for the money” which remained at 3.66. The greatest decline was in “Connection with other transit systems” which slipped from 3.57 in 2007 to 3.46 in 2010, a loss of 0.11 points. The lowest rating was given to “Convenience of schedule,” with a rating of 3.37 overall.

RIDER DEMOGRAPHICS

GENDER AND MARITAL STATUS

- About 60% of Caltrain riders are men.
- Overall, 49% of riders are single and 45% are married/partnered.

	<u>Total</u>	
	2010	2007
Base: (All Respondents)	4,428	4,204
	(%)	(%)
Male	60	57
Female	40	43
	100	100

	<u>Weekday Peak</u>		<u>Weekday Off-Peak</u>		<u>Weekend</u>	
	2010	2007	2010	2007	2010	2007
Base: (All Respondents)	3,215	3,039	810	778	403	387
	%	%	%	%	%	%
Male	60	58	61	59	57	53
Female	40	42	39	41	43	47
	100	100	100	100	100	100

	<u>Total</u>	
	2010	2007
Base: (All Respondents)	4,428	4,204
	(%)	(%)
Single	49	45
Married	41	44
Divorced	4	5
Domestic partnership	4	4
Separated	1	1
Widowed	1	1
	100	100

	<u>Weekday Peak</u>		<u>Weekday Off-Peak</u>		<u>Weekend</u>	
	2010	2007	2010	2007	2010	2007
Base: (All Respondents)	3,215	3,039	810	778	403	387
	%	%	%	%	%	%
Single	44	42	57	50	65	59
Married	46	48	32	36	25	29
Divorced	5	5	4	7	4	6
Domestic partnership	4	5	4	4	3	4
Separated	1	1	1	1	2	2
Widowed	<1	1	2	2	1	1
	100	100	100	100	100	100

(See Statistical Tables 37 & 41)

EDUCATION

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

- Over three-quarters (77%) of Caltrain riders are college graduates.

	<u>Total</u>	
	2010	2007
Base: (All Respondents)	4,428	4,204
	(%)	(%)
Some high school	4	4
High school graduate	6	7
Some college/technical school	13	15
College graduate	43	42
Post graduate degree	34	34
	100	100

	<u>Weekday Peak</u>		<u>Weekday Off-Peak</u>		<u>Weekend</u>	
	2010	2007	2010	2007	2010	2007
Base: (All Respondents)	3,215	3,039	810	778	403	387
	%	%	%	%	%	%
Some high school	4	3	5	5	7	6
High school graduate	4	5	9	11	13	12
Some college/technical school	11	13	17	20	22	18
College graduate	47	43	34	37	33	38
Post graduate degree	35	36	34	27	25	27
	100	100	100	100	100	100

(See Statistical Table 42)

EMPLOYMENT STATUS

23. What is your current employment status?

- Three-fourths (75%) of riders are employed full-time, while 84% are employed in some capacity.
- While nearly 83% of weekday peak riders are employed full-time, this drops to only about 55% of weekday off-peak riders and 52% of weekend riders.
- Conversely, nearly 24% of weekend riders are students, who account for only 7% of weekday peak riders and 16% of weekday off-peak riders.

	<u>Total</u>	
	2010	2007
Base: (All Respondents)	4,428	4,204
	(%)	(%)
Employed full time	75	77
Student	10	8
Employed part-time	8	7
Unemployed	3	3
Retired	2	3
Homemaker	1	1
Self-employed	1	1
Disabled	<1	<1
Other	<1	<1
	100	100

	<u>Weekday Peak</u>		<u>Weekday Off-Peak</u>		<u>Weekend</u>	
	2010	2007	2010	2007	2010	2007
Base: (All Respondents)	3,215	3,039	810	778	403	387
	%	%	%	%	%	%
Employed full time	83	85	55	57	52	58
Student	7	6	16	13	24	19
Employed part-time	6	5	14	15	12	7
Unemployed	2	2	5	6	5	7
Retired	1	1	7	7	4	6
Homemaker	<1	<1	3	2	2	2
Self-employed	<1	1	2	1	1	1
Disabled	<1	<1	-	<1	<1	-
Other	<1	<1	<1	-	1	-
	100	100	100	100	100	100

(See Statistical Table 43)

AGE*

- The mean age for all riders, 37.2 years of age, drops somewhat for Weekend riders, to 33.6 years, and rises slightly for weekday peak riders, to 37.7 years.

	<u>Total</u>	
	2010	2007
Base: (All Respondents)	4,428	4,204
	(%)	(%)
Ages 13-17	4	3
Ages 18-24	13	14
Ages 25-34	35	33
Ages 35-44	20	21
Ages 45-54	15	16
Ages 55-64	9	9
Ages 65 or older	3	3
	100	100

MEAN AGE (In years) 37.2 37.5

	<u>Weekday Peak</u>		<u>Weekday Off-Peak</u>		<u>Weekend</u>	
	2010	2007	2010	2007	2010	2007
Base: (All Respondents)	3,215	3,039	810	778	403	387
	%	%	%	%	%	%
Ages 13-17	4	3	4	4	8	6
Ages 18-24	11	11	17	18	26	24
Ages 25-34	36	35	35	30	29	29
Ages 35-44	22	23	18	18	16	16
Ages 45-54	16	17	12	15	13	11
Ages 55-64	10	10	7	8	5	7
Ages 65 or older	2	2	7	6	3	6
	100	100	100	100	100	100

MEAN AGE (In years) 37.7 37.9 37.1 37.3 33.6 35.1

(See Statistical Table 44)

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

ANNUAL HOUSEHOLD INCOME

- Caltrain riders have a mean income of about \$104,000.
- More than half of weekend riders (and 40% of weekday off-peak riders) earn less than \$50,000 per year, compared with 23% of weekday peak riders.
- The mean income for weekday peak riders is \$112,000, compared with \$87,000 for weekday off-peak riders and \$77,000 for weekend riders.

	Total	
	2010	2007
Base: (All Respondents)	4,428	4,204
	(%)	(%)
Less than \$30,000 a year	15	14
\$30,000-\$49,999 a year	13	12
\$50,000-\$74,999 a year	14	17
\$75,000-\$99,999 a year	14	15
\$100,000-\$149,999 a year	20	20
\$150,000-\$199,999 a year	11	10
\$200,000+ a year	12	12
	100	100

MEAN INCOME (In \$000) \$104 \$101

Recap (%)

Earn less than \$75,000 42 43
 Earn \$75,000 or more 58 57

	Weekday Peak		Weekday Off-Peak		Weekend	
	2010	2007	2010	2007	2010	2007
Base: (All Respondents)	3,215	3,039	810	778	403	387
	%	%	%	%	%	%
Less than \$30,000 a year	11	9	24	26	35	31
\$30,000 to \$49,999 a year	12	10	16	17	17	15
\$50,000 to \$74,999 a year	14	18	14	14	13	17
\$75,000 to \$99,999 a year	15	15	13	13	8	11
\$100,000 to \$149,999 a year	22	23	18	15	12	10
\$150,000 to \$199,999 a year	13	12	7	6	6	5
\$200,000 or more a year	14	13	9	9	10	11
	100	100	100	100	100	100

MEAN INCOME (In \$000) \$112 \$109 \$87 \$79 \$77 \$78

Recap (%)

Earn less than \$75,000 37 37 53 57 64 63
 Earn \$75,000 or more 63 63 47 43 36 37

(See Statistical Table 45)

LANGUAGES

26. Which languages are spoken in your home?

- Caltrain riders speak 42 languages on a regular basis besides English.
- Spanish, Indian languages, Mandarin, Cantonese, and Tagalog were among the most popular languages in addition to English.

	Total (4,428)	Weekday Peak (3,215)	Weekday Off-Peak (810)	Weekend (403)
	%	%	%	%
English	97	98	96	94
Spanish	13	12	15	14
Hindi or other Indian language.....	7	8	5	3
Mandarin.....	4	4	4	2
Cantonese	3	3	2	3
Tagalog.....	3	2	3	3
French	2	2	2	3
German	1	1	1	2
Vietnamese.....	1	1	1	1
Russian	1	1	1	1
Korean.....	1	1	1	1
Italian.....	1	1	1	1
Japanese	1	1	1	1
Persian/Farsi.....	1	1	<1	1

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

- | | |
|------------------------|--------------------------------|
| Portuguese | Swedish |
| Hebrew | Afrikaans |
| Thai | Croatian |
| Arabic | Chinese (other/ not specified) |
| American Sign Language | Bohemian/Czech |
| Polish | Tongan |
| Urdu | Indonesian |
| Greek | Hungarian |
| Finnish | Bulgarian |
| Danish | Ilocano |
| Turkish | Khmer |
| Nepali | Samoan |
| Burmese | Serbian |
| Dutch | Tibetan |
| | Swiss (Romanche) |

(Multiple answers accepted)

(See Statistical Table 46)

ENGLISH IN THE HOME

27. In your home, is English spoken...

- Almost all riders (96%) speak English very well or well.

	Total
	2010
Base: (All Respondents)	4,428
	(%)
Very well	85
Well	11
Not well	3
Not at all	1
	<hr/> 100

	Weekday	Weekday	Weekend
	Peak	Off-Peak	2010
	2010	2010	2010
Base: (All Respondents)	3,215	810	403
	%	%	%
Very well	86	82	80
Well	11	12	13
Not well	2	4	5
Not at all	1	1	3
	<hr/> 100	<hr/> 100	<hr/> 100

Note: This question was not asked in 2007

(See Statistical Table 47)

ETHNICITY

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

- Caltrain has a diverse ridership.

	Total (4,428)	Weekday Peak (3,215)	Weekday Off-Peak (810)	Weekend (403)
	%	%	%	%
Base: (All Respondents)				
White/Caucasian.....	60	61	55	61
Hispanic/Latino.....	14	12	17	20
Chinese.....	9	10	9	9
Indian (Southeast Asian).....	7	8	5	3
Black/African American.....	6	5	7	5
Filipino.....	4	4	5	5
Asian (Other/Not specified).....	3	3	3	2
Japanese.....	2	2	2	3
Vietnamese.....	1	1	1	1
Korean.....	1	1	1	1
Pacific Islander.....	1	1	1	1
Native American.....	1	1	1	1
Middle Eastern.....	1	1	1	1
Other.....	2	2	1	2

(Multiple answers accepted)

(See Statistical Table 48)

ZIP CODE/HOME AREA

- Most Caltrain riders live in Santa Clara, San Mateo, or San Francisco counties. These three counties are home to more than 90% of all riders.

By County Base: (All Respondents)	Total (4,428) %	Weekday Peak (3,215) %	Weekday Off-Peak (810) %	Weekend (403) %
Santa Clara County	35	37	30	28
San Mateo County.....	34	34	33	32
San Francisco County.....	24	24	25	23
Alameda County.....	2	1	3	3
Santa Cruz County.....	1	1	1	<1
San Benito County	<1	<1	<1	-
Contra Costa County	<1	<1	1	<1
Other California.....	2	1	3	4
Out of State	2	1	5	10
	100	100	100	100

(See Statistical Table 39)

- Nearly half (47%) of all Caltrain riders live in San Francisco, San Jose, or San Mateo.

By City	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base: (All Respondents)	(4,428)	(3,215)	(810)	(403)
	%	%	%	%
San Francisco	24	24	25	23
San Jose	15	17	10	6
San Mateo	8	8	8	8
Sunnyvale	6	7	5	7
Mountain View	6	6	6	9
Redwood City	6	6	5	6
Palo Alto (Including East Palo Alto)	5	5	6	5
Burlingame	3	3	2	3
Santa Clara	3	3	3	2
Menlo Park	2	2	3	3
San Carlos	2	2	2	3
Cupertino	2	2	1	1
Belmont	2	2	2	2
San Bruno	1	1	2	1
Los Altos	1	1	2	1
Millbrae	1	1	1	1
Daly City	1	1	1	<1
Gilroy	1	1	-	-
South San Francisco	1	1	1	<1
Campbell	1	1	1	<1
Los Gatos	1	1	<1	<1
Oakland	1	<1	1	1
Morgan Hill	1	1	<1	<1
Stanford	1	<1	1	2

Partial list, the answers shown were selected by 1% or more of respondents overall. For a complete list, see statistical table 38.

(See Statistical Table 38)



25. Annual household income (before taxes):
- Less than \$30,000/year
 - \$30,000 - \$49,999
 - \$50,000 - \$74,999
 - \$75,000 - \$99,999
 - \$100,000 - \$149,999
 - \$150,000 - \$199,999
 - \$200,000 or more

26. Which languages are spoken in your home?

- English
- Spanish
- Mandarin
- Cantonese
- Tagalog
- Vietnamese
- Hindi or other Indian language
- Other - specify: _____

27. In your home, is English spoken:

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

28. Which of the following best describes your ethnic background? (Check ALL that apply)

- White/Caucasian
- Hispanic/Latino
- Black/African American
- Chinese
- Filipino
- Vietnamese
- Other race - specify: _____

May we contact you in the future to ask your opinion of Caltrain service? No Yes (Please fill out contact information below.)

Name _____ (Phone Number) _____

E-mail Address _____

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 Oct. 29, 2010. (No postage necessary. Please fold, then tape the side where indicated; no staples.)

[5] 1010-6.7K-01K-E



BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 15 SAN CARLOS CA
POSTAGE WILL BE PAID BY ADDRESSEE

PASSENGER SURVEY
CALTRAIN, MARKETING DEPT
PO BOX 3006
SAN CARLOS CA 94070-9927



Dear Caltrain Passenger,

Please take a moment to complete this survey to help Caltrain serve you better. We appreciate your patronage -- thank you for riding Caltrain!

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

1. How long have you been riding Caltrain?
 - This is my first trip
 - 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?
 - 8-7 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. Do you currently use a Clipper/TransLink card on Caltrain?
 - Yes
 - No
4. How did you pay for this train trip (today)? (If you use Clipper/TransLink, select type of fare loaded on card.)
 - One-way ticket
 - Day Pass
 - 8-ride Ticket
 - Caltrain Monthly Pass
 - GO Pass
 - Other - specify: _____
5. What is your fare category?
 - Adult (Age 18 through 64)
 - Senior (Age 65 & older)
 - Medicare cardholder
 - Youth (Age 17 & younger)
 - Disabled

(Please tape closed here)

6. Are you making a round trip on Caltrain today? (That is, you either rode Caltrain earlier today or will ride later today.)
 - Yes
 - No

7. What is the main purpose of your trip today? (Check only ONE)

- Work
- School
- Airport (SFO, San Jose Int'l)
- Social/recreational
- Shopping
- Other - specify: _____

Run ID _____ [1] Please open →

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

9. At which station did you get **ON** this train?
 _____(station)

10. At which station will you get **OFF** this train?
 _____(station)

11a. **Getting to the station**
 How did you get to the station where you got on this train?
 (Please check only one.)

- Drove car Drive car
- Walked all the way Walk all the way
- Another Caltrain train Another Caltrain train
- BART BART
- SamTrans SamTrans
- Muni Muni
- VTA VTA
- AC Transit AC Transit

- Got dropped off by car Get picked up by car
- Bicycled Bicycle
- Free shuttle Free shuttle
- Other - specify: _____

12. Did you park in a Caltrain lot?
 No Yes

[2]

13. Do you currently commute to work or school on Caltrain?
 (Ride at least 3 days a week)
 No Yes →
 a. Were you first introduced to Caltrain by taking it to a special event or leisure destination (like a SF Giants game or concert)?
 No Yes

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

15. **How well is Caltrain meeting your needs?**
 Please rate each item below, where 5=Very Satisfied and 1=Very Dissatisfied. If the question does not apply, circle NA for Not Applicable.

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

16. Have you ever visited www.caltrain.com?
 No Yes →
 a. Reason(s) for visiting Caltrain website. (Check all that apply)
 Schedule/fare information
 Baseball service
 Special events (i.e. concerts, Bay to Breakers)
 Other - specify: _____

[3]

17. What are your main sources for local news?
 (Write specific source; if media type is not used, please check "None.")
 Newspaper _____ None
 Radio _____ None
 Internet _____ None
 TV _____ None
 Other _____ None

18. How do you get schedules and other Caltrain information?
 (Check all that apply)
 Printed material on train
 Conductor
 Station information boards
 Caltrain customer service (1.800.680.4287)
 Caltrain website (www.caltrain.com)
 "Caltrain Connection" newsletter
 Other - specify: _____

19. What is your home ZIP code? _____

20. Gender: Male Female

21. Marital Status:
 Married Single
 Divorced Widowed
 Separated Domestic Partnership

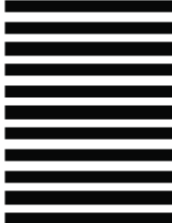
22. What is the highest level of education you have completed?
 Some high school College graduate
 High school graduate Post graduate degree
 Some college or technical school

23. What is your current employment status?
 Employed full time (40 or more hours per week)
 Employed part time (fewer than 40 hours per week)
 Student Homemaker
 Retired Unemployed
 Other - specify: _____

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

[4] [Continued on back →](#)

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



25. Ingreso económico anual (antes de pagar impuestos):
- Menos de \$30,000/año
 - \$30,000 - \$49,999
 - \$50,000 - \$74,999
 - \$75,000 - \$99,999
 - \$100,000 - \$149,999
 - \$150,000 - \$199,999
 - \$200,000 o más

26. ¿Qué idiomas se hablan en su casa?
- Inglés
 - Español
 - Mandarín
 - Cantones
 - Tagalo
 - Vietnamita
 - Hindi u otro idioma Indio
 - Otro - especifique: _____

27. En su casa, se habla Inglés:
- Muy bien
 - Bien
 - No muy bien
 - No se habla

28. ¿Cuál de las siguientes categorías mejor describe su grupo étnico? (Marque todas las que sean pertinentes.)
- Blanco / Caucásico
 - Filipino
 - Hispano/Latino
 - Vietnamita
 - Negro / Africano americano
 - Otra raza - especifique: _____
 - Chino

¿Nos podemos poner en contacto con usted en el futuro para obtener su opinión acerca del servicio de Caltrain?

No Sí (Por favor llene la información de contacto a continuación.)

Nombre _____ (Número de Teléfono)

Dirección de correo electrónico _____

Comentarios o Sugerencias para Caltrain

¡Gracias por completar esta encuesta! Por favor entéguela al encargado de la encuesta en el tren o envíela por correo antes del 29 de Octubre. (No necesita estampilla. Por favor selle la parte superior donde se indica; no usar grapas.)

[5] 10/10-7K-ph-E



PASSENGER SURVEY
CALTRAIN, MARKETING DEPT
PO BOX 3006
SAN CARLOS CA 94070-9927

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 15 SAN CARLOS CA
POSTAGE WILL BE PAID BY ADDRESSEE

1. ¿Cuánto tiempo ha estado viajando Caltrain?
- Este es mi primer viaje
 - Entre 1 año y menos de 2 años
 - Menos de 6 meses
 - Entre 2 años y menos de 4 años
 - Entre 6 meses y menos de 4 años o más de un año

2. ¿Con qué frecuencia viaja en Caltrain?
- 6-7 días/semana
 - 2 días/semana
 - 5 días/semana
 - 1 días/semana
 - 4 días/semana
 - 1-3 días/mes
 - 3 días/semana
 - Menos de una vez al mes

3. En la actualidad, ¿usa usted una tarjeta Clipper/TransLink para Caltrain?
- Sí
 - No

4. ¿Cómo pagó por este viaje en el tren? (Si usa Clipper/TransLink, seleccione el tipo de tarifa que tiene programada en su tarjeta.)
- Boleto de un viaje
 - Pase mensual de Caltrain
 - Pase diario
 - GO Pass
 - Boleto de 8 viajes
 - Otro - especifique: _____

5. ¿Cuál es la categoría de su tarifa?
- Adulto (Años 18 through 64)
 - Joven (Años 17 y menor)
 - Persona mayor (Años 65 o mayor)
 - Discapacitado
 - Poseedor de tarjeta Medicare

6. ¿Esta haciendo un viaje de ida y vuelta en Caltrain este día? (Si ya viajó en Caltrain más temprano este día o viajara más tarde este día?)
- Sí
 - No

7. ¿Cuál es el propósito de su viaje este día? (Marque solo UNO)
- Trabajo
 - Social/recreativo
 - Escuela
 - Compras
 - Aeropuerto (SFO, Int'l de San José)
 - Otro - especifique: _____

Run ID _____ [1] Por favor abra →



Estimado Pasajero de Caltrain,
Por favor tome un momento para completar esta encuesta para ayudar a Caltrain a servirle mejor. Apreciamos su patrocinio - ¡Gracias por viajar con Caltrain!

Sus respuestas son confidenciales y serán usadas para estadísticas solamente. Una encuesta por pasajero por favor. Entregue su encuesta completa al encargado a bordo o envíela por correo (no necesita estampilla).

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

9. ¿En qué estación ABORDÓ este tren?
 _____(estación)
 10. ¿En qué estación se APEÓ de este tren?
 _____(estación)

- 11a. Llegando a la estación 11b. Dejando la estación
 ¿Cómo llego a la estación Después de apearse de este
 en la que abordó este tren? tren, ¿cómo llegará de la
 (Por favor marque solo una.) estación a su destino final?
 (Por favor marque solo una.)

- Manejaré en carro Manejaré en carro
 Hice todo el recorrido a pie Haré todo el recorrido a pie
 Otro tren de Caltrain Otro tren de Caltrain
 BART BART
 SamTrans SamTrans
 Muni Muni
 VTA VTA
 AC Transit AC Transit
 Me trajeron en carro Me recogerán en carro
 Bicicleta Bicicleta
 Bus gratis Bus gratis
 Otro - especifique: _____

12. ¿Se estacionó usted en un estacionamiento de Caltrain?
 No Si

[2]

13. ¿Viaja diariamente al trabajo o escuela en Caltrain?
 (viaja por lo menos tres días a la semana)
 No Si →

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

14. ¿Disponía de un carro para hacer este viaje particular?
 No Si
 15. ¿En qué medida satisface Caltrain sus necesidades? Por favor califique cada frase que aparece a continuación usando una escala del 1=Muy insatisfecho al 5=Muy satisfecho. Si la pregunta no es pertinente, marque NA (No Aplica).

	Muy Satisfecho	4	3	2	1	Muy Insatisfecho
a. La experiencia general en Caltrain	5	4	3	2	1	NA
b. El valor del servicio recibido por el dinero pagado	5	4	3	2	1	NA
c. Satisfacción general con www.caltrain.com	5	4	3	2	1	NA
d. Conexiones con otros sistemas de tránsito (SamTrans, BART, Muni, VTA, etc.)	5	4	3	2	1	NA
e. Conveniencia de horarios (ya donde usted quiere ir, cuando usted quiere ir)	5	4	3	2	1	NA
f. Efectividad de las señales en las estaciones	5	4	3	2	1	NA

16. ¿Ha visitado usted www.caltrain.com en alguna ocasión?
 No Si →

a. Razón(es) para visitar el sitio de Internet. (Marque todos los que apliquen)
 Horario/información de tarifas
 Servicio de Baseball
 Eventos especiales (conciertos, Bay to Breakers)
 Otro - especifique: _____

[3]

17. ¿Cuáles son sus fuentes principales de noticias locales? (Añote la fuente específica; si no usa el tipo de medios, por favor marque "ninguno.")
 Periódico _____ Ninguno
 Radio _____ Ninguno
 Internet _____ Ninguno
 TV _____ Ninguno
 Otro _____ Ninguno

18. ¿Cómo obtiene los horarios u otra información de Caltrain? (Marque todos los que sean pertinentes.)
 Material impreso en los trenes
 Conductor
 Boletines de información de las estaciones
 Servicio al cliente de Caltrain (1.800.880.4287)
 Página web de Caltrain (www.caltrain.com)
 Folleto informativo "Caltrain Connection"
 Otro - especifique: _____

19. ¿Cuál es el código postal de su residencia?

20. Sexo: Hombre Mujer

21. Estado civil:

- Casado Soltero
 Divorciado Viudo
 Separado Vive en pareja

22. ¿Cuál es el grado más alto de educación que usted completó?
 Algo de preparatoria Graduado de la universidad
 Graduado de preparatoria Post graduado
 Algo de universidad o escuela técnica

23. ¿Cuáles es su estado de empleo en la actualidad?
 Empleado tiempo completo (40 horas o más por semana)
 Empleado medio tiempo (menos de 40 horas por semana)
 Estudiante Ama de casa
 Jubilado Desempleado
 Otro - especifique: _____

24. Edad:
 Menos de 13 25-34 55-64
 13-17 35-44 65 o mayor
 18-24 45-54

[4]

Continúa al dorso →

K. MONITORING PROGRAM

SYSTEM-WIDE SERVICE STANDARDS

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

SERVICE AREA MINORITY AND LOW-INCOME POPULATIONS

Using 2007-2011 American Community Survey (ACS) data, the minority population in all three counties in the JPB service area is 2,075,634 people, or 61% of the total service area population (3,402,678 people). For the 2013 Title VI Program monitoring of Caltrain's system-wide services and policies (which were adopted in April 2013), the three-county average is used as the threshold in classifying stations as minority stations; any station with a station area buffer that contains a minority census tract is deemed "minority station." A station-by-station analysis reveals that 18 out of 32 stations in the Caltrain service area are minority 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 a 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," because

Caltrain is a fixed guideway transit system with one defined alignment, this method for minority stations designations could not be applied.

In JPB's 2010 Title VI program update, any station located in an area with a minority population that was above the system-wide average was considered a "minority station." However, that definition would require the use of census block group data that was not available during the preparation of this analysis due to the federal government shutdown. Minority data from the three counties at a census tract level was obtained through SFMTA, SamTrans, and VTA (the transit agencies within Caltrain's service area of San Francisco, San Mateo, and Santa Clara counties) from their own updated Title VI programs. Note that the use of census block data with a different definition of the threshold may yield different results for a station deemed as a "minority station." When block level data can be analyzed, the minority station designation can be reevaluated.

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 2007-2011 ACS data for low-income populations in the JPB service area shows that 14.8% of the population in all three counties is at or below two times the federal poverty level, which is the metropolitan planning organization's definition for low-income populations in the Bay Area. The three-county average for low-income populations is used as the threshold in classifying stations as low-income stations; any station with a station area buffer that contains a low-income census tract is deemed "low-income station." A station-by-station analysis reveals that 25 out of 32 stations in the Caltrain service area have census tracts with recorded low-income populations above 14.8%.

In JPB's 2010 Title VI program update, any station located in an area with a low-income population that was above the system-wide average was considered a "low-income station." However, that definition would require the use of census block group data that was not available during the preparation of this analysis due to the federal government shutdown. Income data from the three counties at a census tract level was obtained through SFMTA, SamTrans, and VTA from their own updated Title VI programs. Note that the use of census block data with a different definition of the threshold may yield different results for a station deemed as a "low-income station." When block level data can be analyzed, the low-income station designation can be reevaluated.

In addition, the October 2010 Caltrain Onboard Study found that 28% of riders have annual household incomes of less than \$50K. A summary of ridership income distribution, as found in the October 2010 and 2007 onboard surveys, is provided in Figure 1. The 2013 Caltrain Onboard Study is being conducted and results will not be available until 2014.

Figure 1 - October 2010 and 2007 Caltrain Onboard Studies, Ridership Income Summary

	<u>Total</u>	
	2010	2007
Base: (All Respondents)	4,428	4,204
	(%)	(%)
Less than \$30,000 a year	15	14
\$30,000-\$49,999 a year	13	12
\$50,000-\$74,999 a year	14	17
\$75,000-\$99,999 a year	14	15
\$100,000-\$149,999 a year	20	20
\$150,000-\$199,999 a year	11	10
\$200,000+ a year	12	12
	100	100
MEAN INCOME (In \$000)	\$104	\$101

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

Minority Station maps shown in Figures 2, 3, and 4 display how a station was designated to be minority vs. non-minority station using the station buffer with the designated threshold.

Low-income Station maps shown in Figures 5, 6, and 7 display how a station was designated to be low-income vs. non-low income station using the station buffer with the designated threshold.

Table 1 summarizes all Caltrain stations and their designations as minority or low-income based on the 2007-2011 ACS data. Additionally, minority and low-income maps without station area buffers are provided in Appendix I Demographic and Service Profile Maps.

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

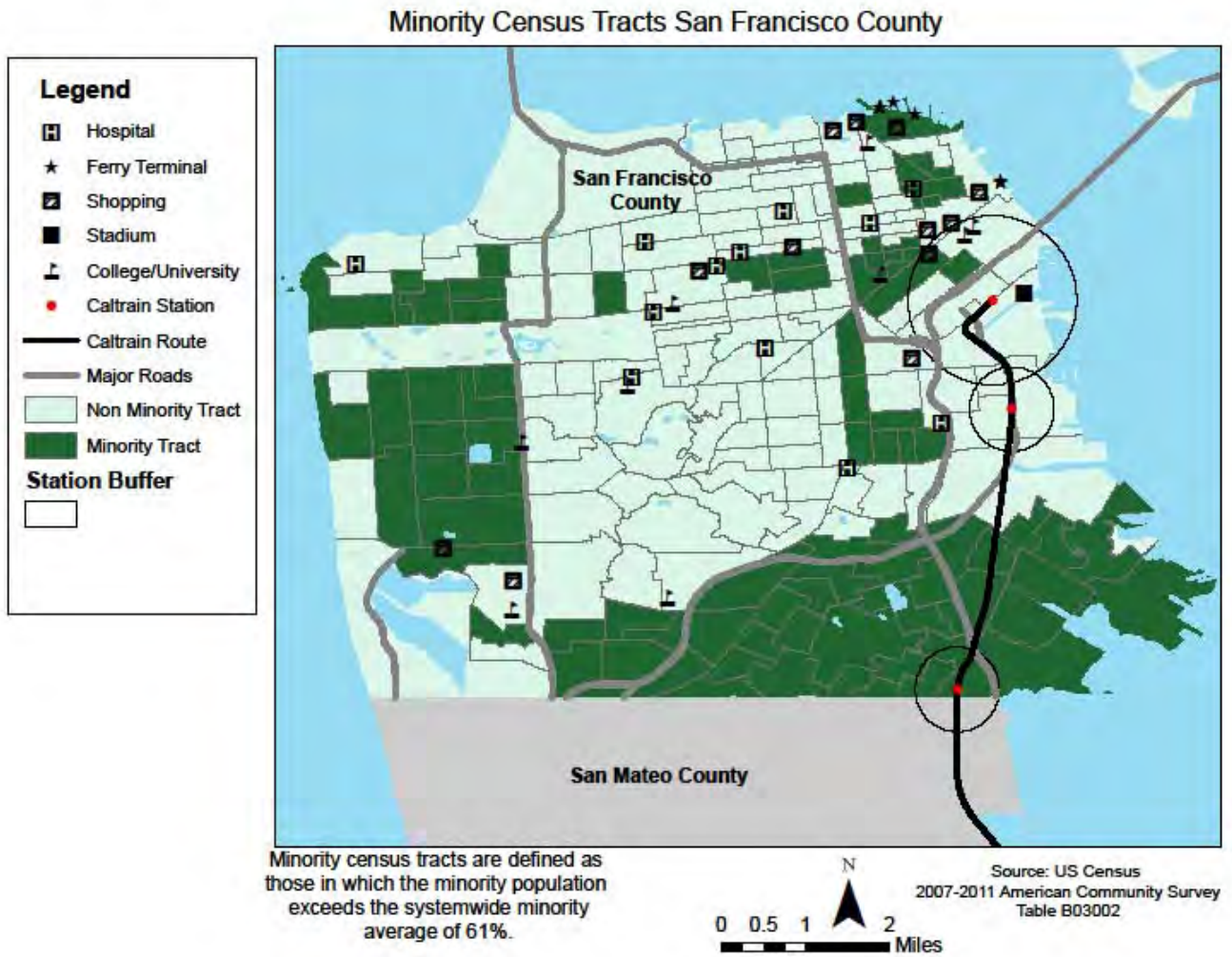


Figure 3: Minority Population with Station Area Buffers – San Mateo County

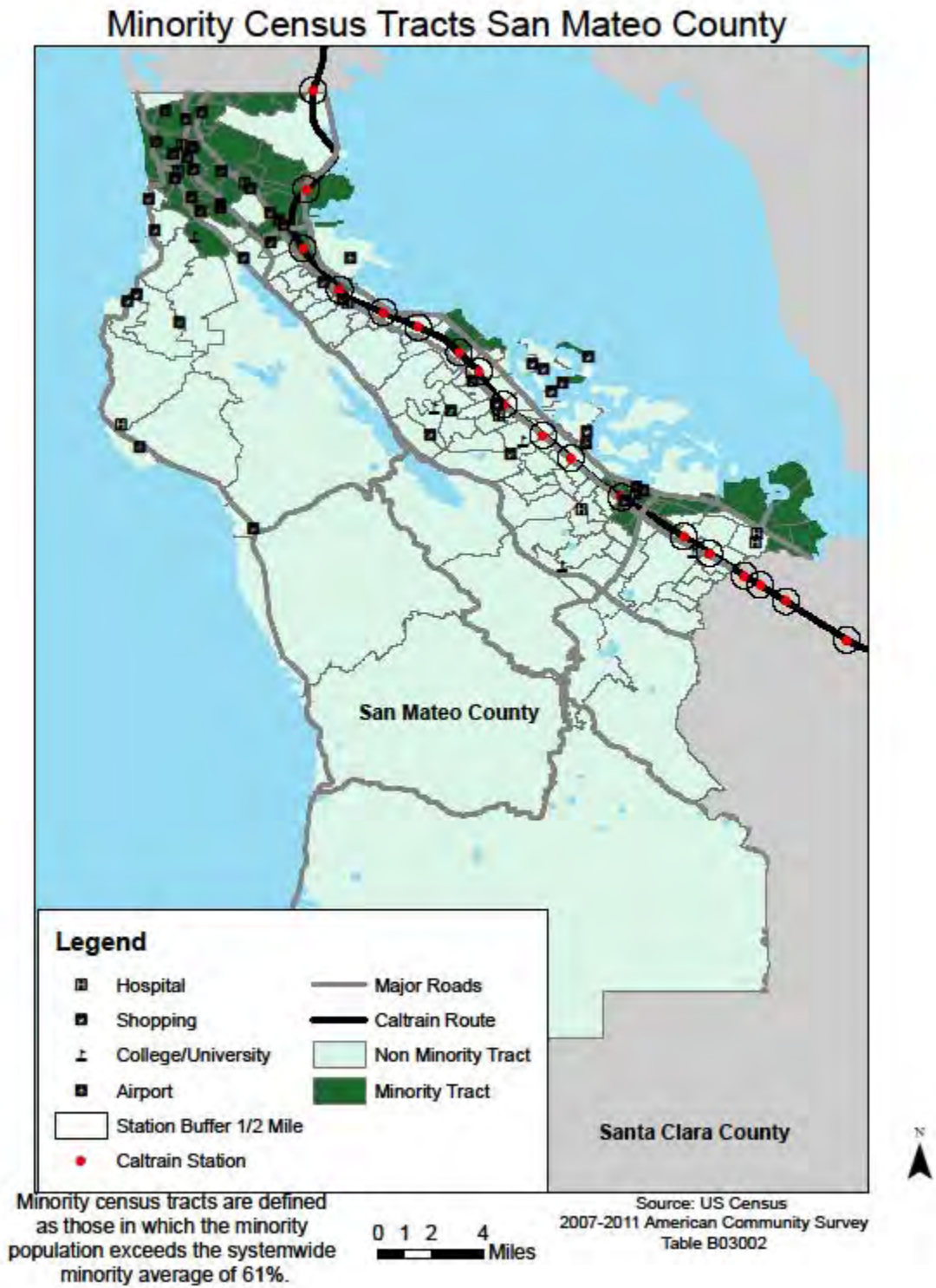


Figure 4: Minority Population with Station Area Buffers – Santa Clara County

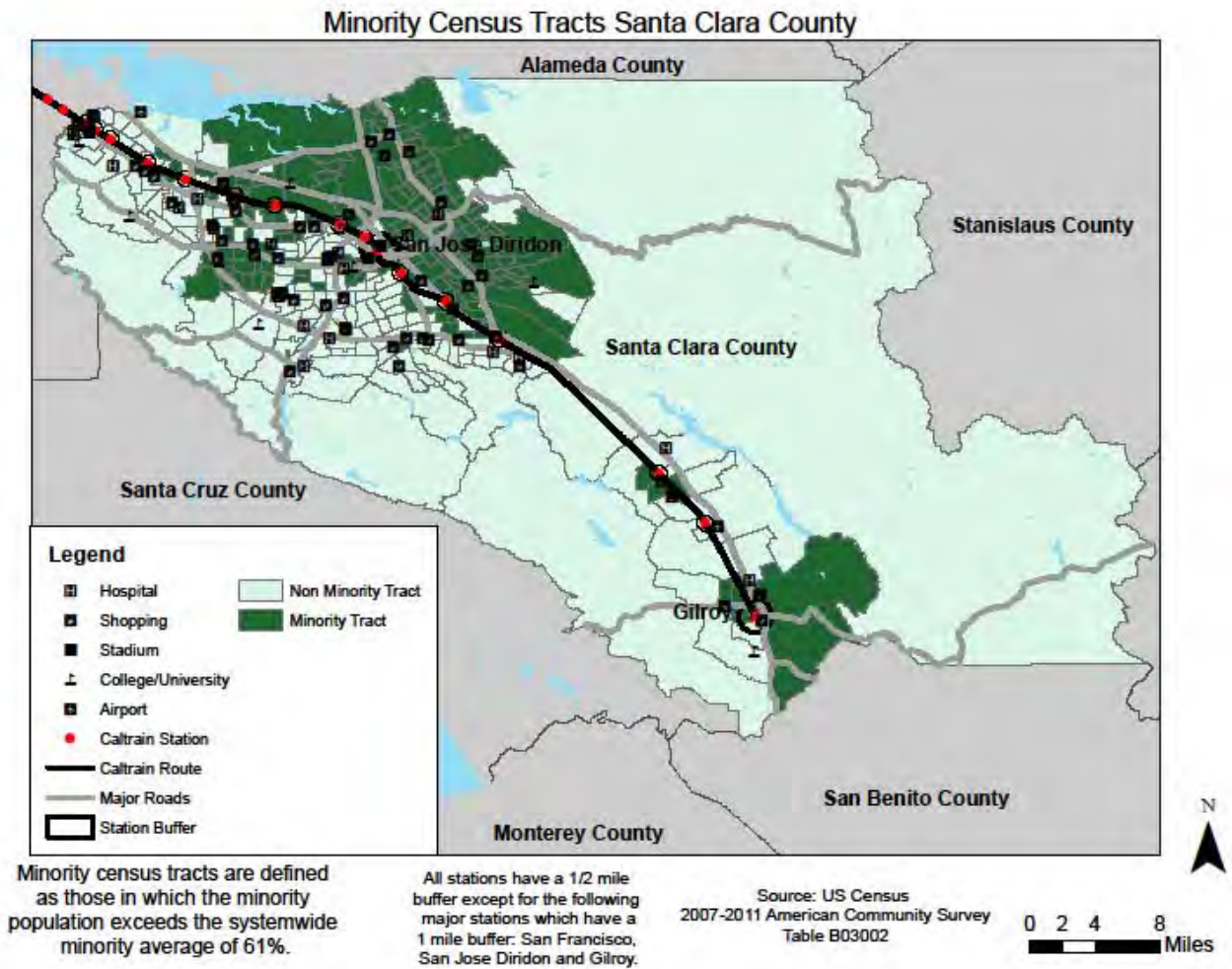


Figure 5: Low-Income Population with Station Area Buffers – San Francisco County

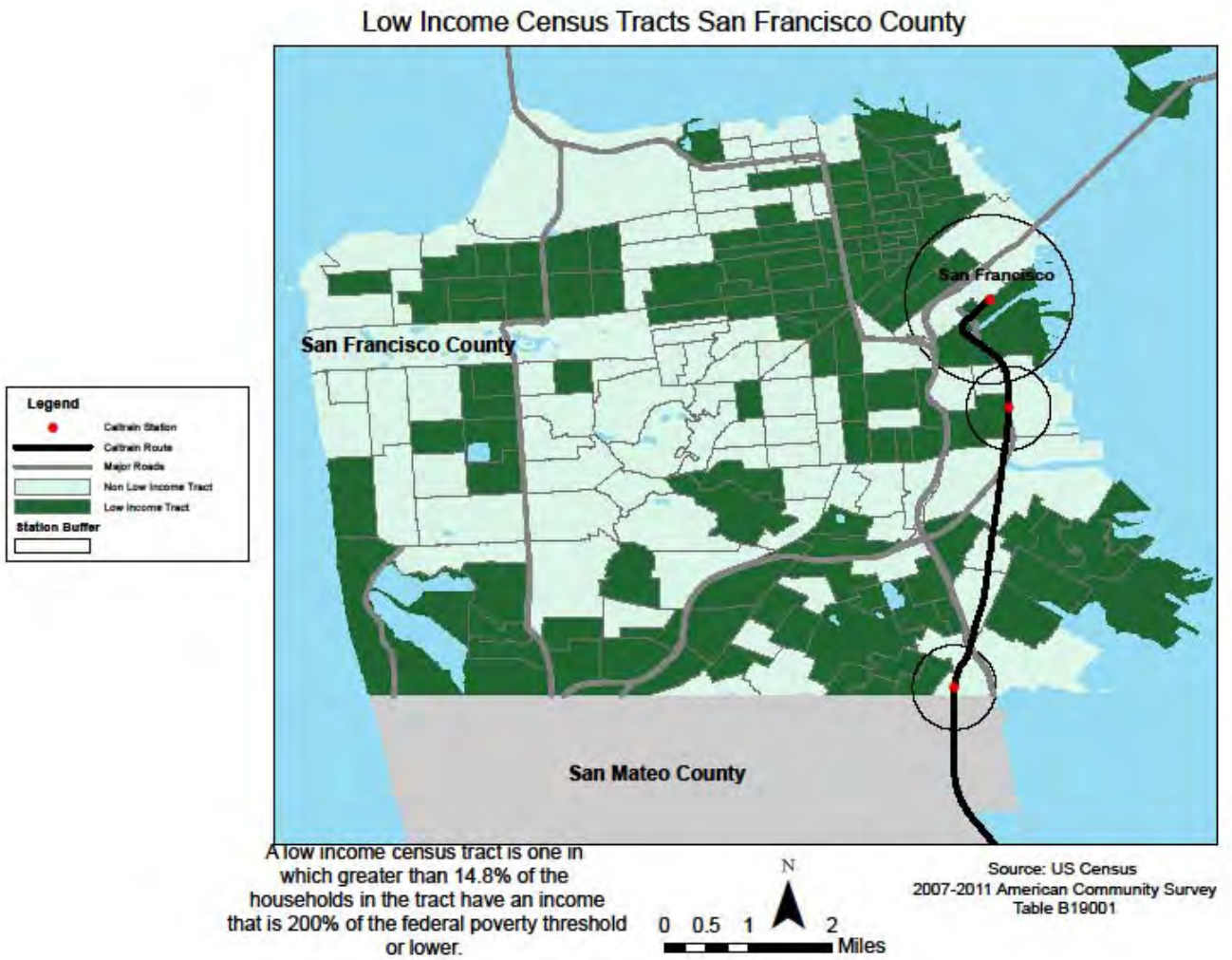


Figure 6: Low-Income Population with Station Area Buffers – San Mateo County

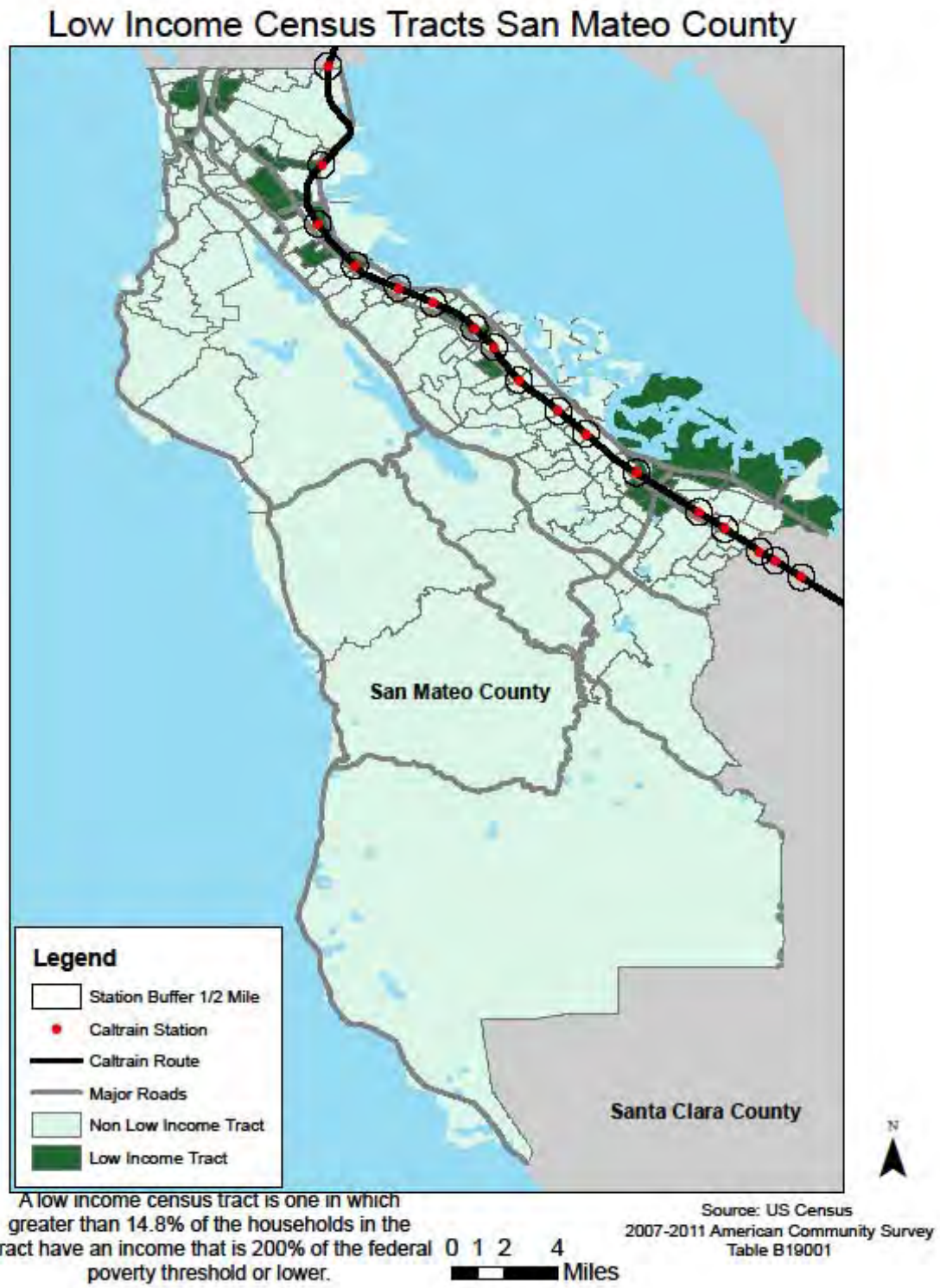


Figure 7: Low-Income Population with Station Area Buffers – Santa Clara County

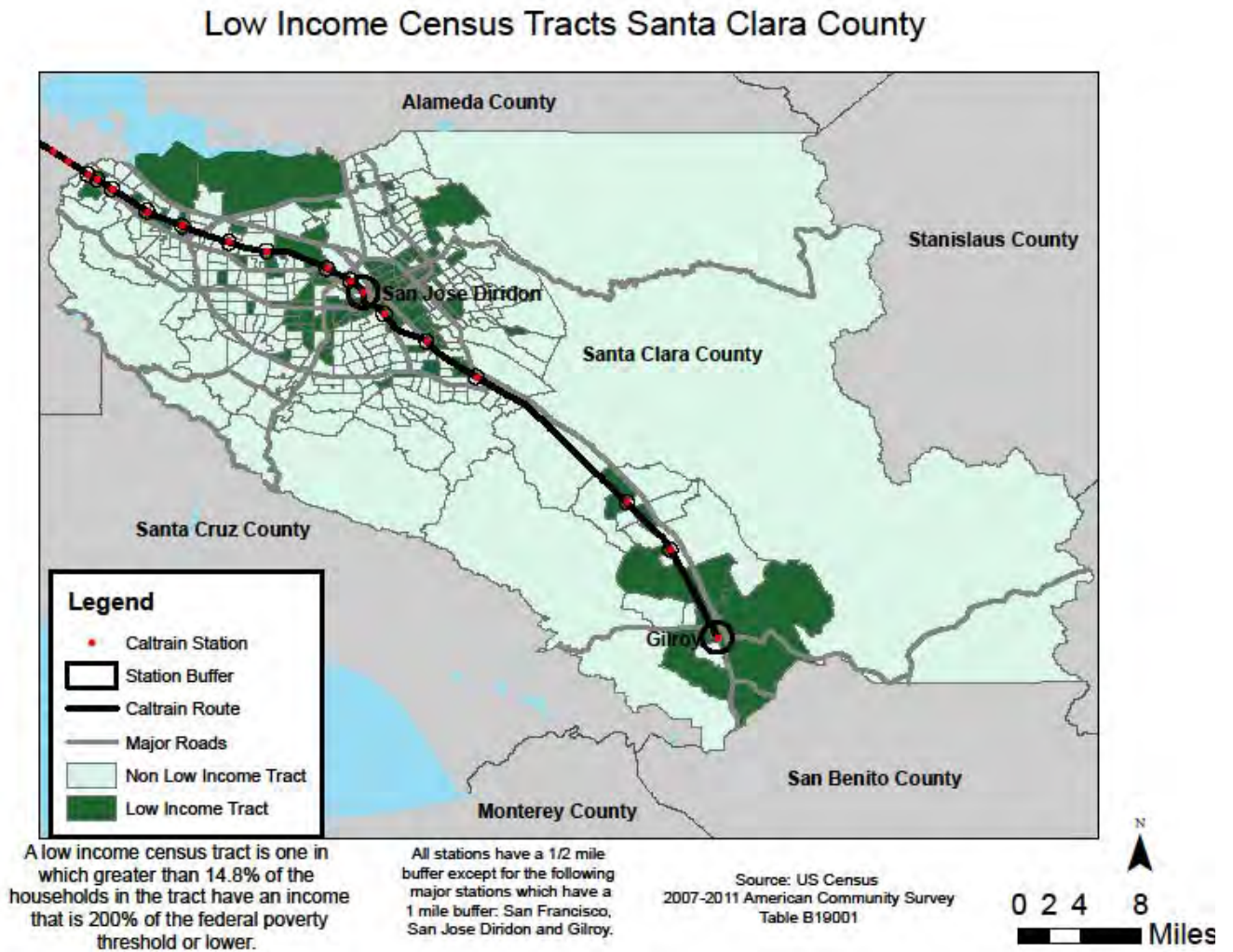


Table 1 - Caltrain Station Designation

Caltrain Station	Low Income	Minority
4th & King	✓	✓
22nd Street	✓	
Bayshore	✓	✓
South San Francisco	✓	✓
San Bruno	✓	✓
Millbrae	✓	✓
Broadway		
Burlingame	✓	
San Mateo	✓	✓
Hayward Park		
Hillsdale	✓	
Belmont		
San Carlos		
Redwood City	✓	✓
Atherton	✓	
Menlo Park		
Palo Alto	✓	
Stanford	✓	
California Ave	✓	
San Antonio		✓
Mountain View	✓	
Sunnyvale		✓
Lawrence	✓	✓
Santa Clara	✓	✓
College Park	✓	✓
San Jose Diridon	✓	✓
Tamien	✓	✓
Capitol	✓	✓
Blossom Hill	✓	✓
Morgan Hill	✓	✓
San Martin	✓	
Gilroy	✓	✓

The designation of Minority Stations and Low Income Stations (above) is used for the JPB’s 2013 monitoring of Caltrain’s system-wide service standards and policies.

System-wide Service Standards Monitoring Process

Station Hierarchy

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

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

1. Vehicle Load

Service Standard:

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

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

Monitoring:

- Staff monitors vehicle loads from train crew reports, passenger comments, and passenger counts of special event trains and from an annual passenger count performed on every train. Whenever feasible, resources will be reallocated to meet passenger demand.
- Both the peak load factor and off-peak load factor will be measured on every train during the annual counts.
- During the summer when San Francisco Giants games drive higher ridership, the special event ridership counts from a sample month will be reviewed. Boardings at San Francisco during special events will be capped at 800 passengers (roughly a load factor of 1.23).

Findings:

For specific monitoring samples refer to Table 2 - Weekday Load Factor Monitoring and Table 3 - Weekday Load Factor Monitoring

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

Table 2 – Weekday Load Factor Monitoring

Northbound				Southbound			
Weekday	Type of Service	Load Factor	Assigned Vehicle Type	Weekday	Type of Service	Load Factor	Assigned Vehicle Type
101	Local	0.11	N/A	102	Local	0.11	N/A
103	Local	0.14	N/A	104	Local	0.20	N/A
305	Baby Bullet	0.39	N/A	206	Limited	0.39	N/A
207	Limited	0.46	N/A	208	Limited	0.29	N/A
309	Baby Bullet	0.53	N/A	210	Limited	0.61	N/A
211	Limited	0.24	N/A	312	Baby Bullet	0.63	N/A
313	Baby Bullet	0.92	<i>Bombardier</i>	314	Baby Bullet	0.80	<i>Bombardier</i>
215	Limited	0.68	N/A	216	Limited	0.46	N/A
217	Limited/Gilroy	0.94	<i>Gallery</i>	218	Limited	0.47	N/A
319	Baby Bullet	1.03	<i>Bombardier</i>	220	Limited	0.88	<i>Gallery</i>
221	Limited/Gilroy	0.60	<i>Gallery</i>	322	Baby Bullet	0.83	<i>Gallery</i>
323	Baby Bullet	1.04	<i>Bombardier</i>	324	Baby Bullet	0.91	<i>Gallery</i>
225	Limited	0.82	<i>Gallery</i>	226	Limited	0.38	<i>Gallery</i>
227	Limited/Gilroy	0.85	<i>Gallery</i>	228	Limited	0.36	N/A
329	Baby Bullet	1.12	N/A	230	Limited	0.67	<i>Gallery</i>
231	Limited	0.52	N/A	332	Baby Bullet	0.69	<i>Gallery</i>
233	Limited	0.81	<i>Gallery</i>	134	Local	0.37	<i>Gallery</i>
135	Local	0.55	N/A	236	Limited	0.30	N/A
237	Limited	0.35	N/A	138	Local	0.38	N/A
139	Local	0.27	N/A	142	Local	0.34	N/A
143	Local	0.40	N/A	146	Local	0.32	N/A
147	Local	0.37	N/A	150	Local	0.38	N/A
151	Local	0.34	N/A	152	Local	0.40	N/A
155	Local	0.38	N/A	254	Limited	0.25	N/A
257	Limited	0.25	N/A	156	Local/Gilroy	0.61	<i>Gallery</i>
159	Local	0.41	N/A	258	Limited	0.52	N/A
261	Limited	0.70	<i>Gallery</i>	360	Baby Bullet	0.61	N/A
263	Limited	0.25	N/A	262	Limited	0.51	N/A
365	Baby Bullet	0.73	N/A	264	Limited	0.55	N/A
267	Limited	0.31	N/A	366	Baby Bullet	0.99	N/A
269	Limited	0.84	<i>Gallery</i>	268	Limited/Gilroy	0.87	<i>Gallery</i>
371	Baby Bullet	0.76	<i>Bombardier</i>	370	Baby Bullet	1.03	<i>Bombardier</i>
273	Limited	0.35	N/A	272	Limited	0.81	<i>Gallery</i>
375	Baby Bullet	0.98	<i>Gallery</i>	274	Limited/Gilroy	0.44	<i>Gallery</i>
277	Limited	0.58	<i>Gallery</i>	376	Baby Bullet	1.20	<i>Gallery</i>
279	Limited	0.71	<i>Gallery</i>	278	Limited	1.00	<i>Gallery</i>
381	Baby Bullet	0.68	<i>Gallery</i>	380	Baby Bullet	0.85	<i>Bombardier</i>
283	Limited	0.24	N/A	282	Limited	0.45	N/A
385	Baby Bullet	0.68	<i>Gallery</i>	284	Limited	0.21	N/A
287	Limited	0.27	N/A	386	Baby Bullet	0.69	<i>Gallery</i>
289	Limited	0.40	N/A	288	Limited	0.62	N/A
191	Local	0.25	N/A	190	Local	0.56	N/A
193	Local	0.39	N/A	192	Local	0.50	N/A
195	Local	0.36	N/A	194	Local	0.34	N/A
197	Local	0.25	N/A	196	Local	0.25	N/A
199	Local	0.16	N/A	198	Local	0.18	N/A

N/A = Not Assigned: Consists are assigned on a daily basis

Gallery - Required to be Gallery cars due to the high number of bicycles

Bombardier - Required to be Bombardier due to the high number of riders

Service Standards Minimum Average Headways (in minutes)

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

Monitoring:

Vehicle headways are largely static, unless some sort of service interruption occurs. The vehicle headways will be reviewed prior to each schedule change to ensure that the service standards are met.

For specific monitoring sample refer to Table 4 - Distances Between Stations, Station Type Designations, Vehicle Headways, and On-Time Performance.

Findings:

For reference to the current Caltrain schedule refer to Table 5a and 5b for Weekday Northbound (NB) service, Table 6a and 6b for Weekday Southbound (SB) service, Table 7 for Weekend NB service, and Table 8 for Weekend SB service.

Station Type Designations differ pending on Peak service, Reverse-Peak service, Midday service, Evening service, and Weekend Service. Table 4 shows each station type designation for three categories:

- Peak service
- Reverse-Peak service
- Midday, Evening, and Weekend service

Headways were reviewed at each station for the three categories. During peak service and reverse peak service, major station, intermediate station, and minor station headways vary but are within the service standard average. During midday, evening, and weekend service, major station, intermediate station, and minor station headways are 60 minutes which meets the service standard. For Gilroy stations, 3 trains are provided during peak and reverse peak service. No train service is provided to Gilroy stations during the midday, evenings, and weekend. All Gilroy station service meets the service standard. For special stations service is only provided as needed usually for special events, emergencies, and weekend service which meets the service standard.

Since headways vary (5 minutes to 60 minutes) for all major, intermediate, and minor stations during peak and reverse peak service and are the same (60 minutes) during non-peak service there is no disparate impact on minority or low-income stations.

Table 4 – Distances Between Stations, Station Type Designations, Vehicle Headways, and On-Time Performance

Station	Title VI Designation	Low Income	Milepost	Distance Between Stations		Peak Station Type	Peak Headways	Reverse Peak Station Type	Reverse Peak Headways	Feb 2013 Boardings AWR	Midday, Evening, Weekend	Midday, Evening, Weekend, Headways	Northbound Year To Date OTP as of 9/30/13	Southbound Year To Date OTP as of 9/30/13
				Station Type	Station Type						Station Type by Feb 2013 AWR			
San Francisco	MINORITY	Yes	0.2	1.6	Major	5-23	Major	13-20	10786	Major	60	89.09%		
22nd Street	Non-Minority	Yes	1.8	3.4	Minor	60	Major	13-20	1312	Intermediate	60			
Bayshore	MINORITY	Yes	5.2	4.1	Minor	60	Minor	60	195	Minor	60			
South SF	MINORITY	Yes	9.3	2.3	Intermediate	20-40	Minor	60	361	Minor	60			
San Bruno	MINORITY	Yes	11.6	2.0	Minor	20-60	Intermediate	11-49	437	Minor	60			
Millbrae	MINORITY	Yes	13.6	1.6	Major	7-35	Major	13-19	3255	Major	60			
Broadway	Non-Minority	No	15.2	1.1	Special	N/A	Special	N/A	N/A	Special	N/A			
Burlingame	Non-Minority	Yes	16.3	1.4	Intermediate	24-36	Intermediate	19-46	792	Minor	60			
San Mateo	MINORITY	Yes	17.7	1.4	Intermediate	24-29	Major	12-35	1571	Intermediate	60			
Hayward Park	Non-Minority	No	19.1	1.2	Minor	60	Minor	60	331	Minor	60			
Hillsdale	Non-Minority	Yes	20.3	1.6	Intermediate	9-35	Intermediate	6-39	2317	Major	60			
Belmont	Non-Minority	No	21.9	1.3	Minor	60	Minor	60	509	Minor	60			
San Carlos	Non-Minority	No	23.2	2.2	Intermediate	30	Intermediate	6-37	1138	Intermediate	60			
Redwood City	MINORITY	Yes	25.4	2.4	Intermediate	6-40	Intermediate	6-44	2619	Major	60	87.10%	92.54%	
Atherton	Non-Minority	Yes	27.8	1.1	Special	N/A	Special	N/A	N/A	Special	N/A			
Menlo Park	Non-Minority	No	28.9	1.2	Intermediate	6-54	Major	10-29	1526	Intermediate	60			
Palo Alto	Non-Minority	Yes	30.1	0.5	Major	13-29	Major	8-21	5469	Major	60			
Stanford Stadium	Non-Minority	Yes	30.6	1.2	Special	N/A	Special	N/A	N/A	Special	N/A			
California Avenue	Non-Minority	Yes	31.8	2.3	Intermediate	20-40	Minor	60	1294	Intermediate	60			
San Antonio	MINORITY	No	34.1	2.0	Minor	60	Minor	60	675	Minor	60			
Mountain View	Non-Minority	Yes	36.1	2.7	Major	9-20	Intermediate	6-31	3876	Major	60			
Sunnyvale	MINORITY	No	38.8	2.0	Major	5-28	Minor	60	2274	Major	60			
Lawrence	MINORITY	Yes	40.8	4.1	Minor	60	Intermediate	27-37	700	Minor	60			
Santa Clara	MINORITY	Yes	44.9	1.4	Intermediate	23-37	Intermediate	22-38	822	Minor	60			
College Park	MINORITY	Yes	46.3	1.2	Special	N/A	Special	N/A	87	Special	N/A			
San Jose Diridon	MINORITY	Yes	47.5	1.7	Major	6-25	Major	7-19	3489	Major	60	97.97%	89.67%	
Tamien	MINORITY	Yes	49.2	3.2	Minor	6-53	Minor	22-47	807	Minor	N/A	96.88%	90.23%	
Capital	MINORITY	Yes	52.4	3.3	Gilroy	21-37	Gilroy	N/A	44	Gilroy	N/A			
Blossom Hill	MINORITY	Yes	55.7	11.8	Gilroy	21-37	Gilroy	N/A	66	Gilroy	N/A			
Morgan Hill	MINORITY	Yes	67.5	3.7	Gilroy	21-37	Gilroy	N/A	133	Gilroy	N/A			
San Martin	Non-Minority	Yes	71.2	6.2	Gilroy	21-37	Gilroy	N/A	49	Gilroy	N/A			
Gilroy	MINORITY	Yes	77.4	0.0	Gilroy	21-37	Gilroy	N/A	129	Gilroy	N/A		93.91%	

Table 5a – Caltrain Weekday NB service

Printer-Friendly Caltrain Schedule

Northbound - Weekday Service

Morning to Early Afternoon - Page 1 of 2



GILROY / SAN JOSE to SAN FRANCISCO - Northbound

WEEKDAY SERVICE

See Page 2 For Early Afternoon and Evening Times

Train #	101	103	305	207	309	211	313	215	217	319	221	323	225	227	329	231	233	135	237	139	143	147	151	155	257
Gilroy									6:07		6:28			7:05											
San Martin									6:16		6:37			7:14											
Morgan Hill									6:22		6:43			7:20											
Blossom Hill									6:35		6:56			7:33											
Capitol									6:41		7:02			7:39											
Tamien	-	4:58		5:50	5:56				6:49	6:56	7:10			7:47	7:56		8:33		9:33						2:33
San Jose Diridon	4:30	5:05	5:45	5:57	6:03	6:20	6:45	6:50	6:57	7:03	7:18	7:45	7:50	7:55	8:03	8:20	8:40	9:10	9:40	10:10	11:10				12:10 1:10 2:10 2:40
College Park	-	-	-	-	-	-	-	-	-	-	-	-	-	7:58	-	-	-	-	-	-	-	-	-	-	-
Santa Clara	4:35	5:10	-	6:02	-	6:25	-	-	7:02	-	7:23	-	-	8:02	-	8:25	8:45	9:15	9:45	10:15	11:15				12:15 1:15 2:15 2:45
Lawrence	4:40	5:15	-	6:12	-	-	-	-	7:12	-	7:28	-	-	8:12	-	-	8:50	9:20	9:50	10:20	11:20				12:20 1:20 2:20 2:50
Sunnyvale	4:44	5:19	-	6:18	6:13	6:32	-	7:00	7:18	7:13	7:32	-	8:00	8:18	8:13	8:32	8:54	9:24	9:54	10:24	11:24				12:24 1:24 2:24 2:54
Mountain View	4:49	5:24	5:57	6:23	-	6:37	6:57	7:05	7:23	-	7:37	7:57	8:05	8:23	-	8:37	8:59	9:29	9:59	10:29	11:29				12:29 1:29 2:29 2:59
San Antonio	4:53	5:28	-	6:27	-	-	-	-	7:27	-	-	-	-	8:27	-	-	9:03	9:33	10:03	10:33	11:33				12:33 1:33 2:33 3:03
California Avenue	4:57	5:32	-	6:31	-	-	-	7:11	7:31	-	-	-	8:11	8:31	-	-	9:07	9:37	10:07	10:37	11:37				12:37 1:37 2:37 3:07
Palo Alto	5:01	5:36	6:05	6:36	6:23	-	7:05	7:16	7:36	7:23	-	8:05	8:16	8:36	8:23	-	9:11	9:41	10:11	10:41	11:41				12:41 1:41 2:41 3:11
Menlo Park	5:04	5:39	-	6:39	-	6:45	-	-	7:39	-	7:45	-	-	8:39	-	8:45	9:14	9:44	10:14	10:44	11:44				12:44 1:44 2:44 3:14
Redwood City	5:09	5:44	-	6:45	6:30	6:51	-	-	7:45	7:30	7:51	-	-	8:45	8:30	8:51	9:19	9:49	10:19	10:49	11:49				12:49 1:49 2:49 3:19
San Carlos	5:13	5:48	-	-	-	6:55	-	7:24	-	-	7:55	-	8:24	-	-	8:55	9:23	9:53	10:23	10:53	11:53				12:53 1:53 2:53 3:23
Belmont	5:16	5:51	-	-	-	6:58	-	-	-	-	7:58	-	-	-	-	8:58	9:26	9:56	10:26	10:56	11:56				12:56 1:56 2:56 3:26
Hillsdale	5:19	5:54	6:16	6:51	-	7:02	7:16	7:28	7:51	-	8:02	8:16	8:28	8:51	-	9:02	9:29	9:59	10:29	10:59	11:59				12:59 1:59 2:59 3:29
Hayward Park	5:22	5:57	-	-	-	7:05	-	-	-	-	8:05	-	-	-	-	9:05	-	10:02	-	11:02					12:02 1:02 2:02 3:02
San Mateo	5:25	6:00	-	-	6:39	7:08	-	7:32	-	7:39	8:08	-	8:32	-	8:39	9:08	9:33	10:05	10:33	11:05					12:05 1:05 2:05 3:05 3:33
Burlingame	5:28	6:03	-	-	-	7:11	-	7:35	-	-	8:11	-	8:35	-	-	9:11	9:36	10:08	10:36	11:08					12:08 1:08 2:08 3:08 3:36
Millbrae	5:33	6:08	6:24	6:59	6:45	7:17	7:24	-	7:59	7:45	8:17	8:24	-	8:59	8:45	9:17	9:41	10:13	10:41	11:13					12:13 1:13 2:13 3:13 3:41
San Bruno	5:37	6:12	-	-	-	7:21	-	7:42	-	-	8:21	-	8:42	-	-	9:21	9:45	10:17	10:45	11:17					12:17 1:17 2:17 3:17 3:45
So. San Francisco	5:41	6:16	-	7:05	-	7:25	-	-	8:05	-	8:25	-	-	9:05	-	9:25	-	10:21	-	11:21					12:21 1:21 2:21 3:21
Bayshore	5:47	6:22	-	-	-	7:33+	-	-	-	-	8:33+	-	-	-	-	9:31	-	10:27	-	11:27					12:27 1:27 2:27 3:27
22 nd Street	5:52	6:27	-	-	-	7:40+	-	-	-	-	8:40+	-	-	-	-	9:37	-	10:32	-	11:32					12:32 1:32 2:32 3:32
San Francisco	6:01	6:36	6:42	7:19	7:02	7:48	7:42	7:57	8:19	8:02	8:48	8:42	8:57	9:19	9:02	9:45	10:02	10:41	11:02	11:41					12:41 1:41 2:41 3:41 4:02

Local
 Limited
 Baby Bullet
 Timed Transfers
 - Train bypasses station. + Train may leave up to 5 minutes early.

EFFECTIVE OCTOBER 1, 2012

10-12 - RJC

Table 5b – Caltrain Weekday NB service

Printer-Friendly Caltrain Schedule

Northbound - Weekday Service

Early Afternoon to Evening - Page 2 of 2



GILROY / SAN JOSE to SAN FRANCISCO - Northbound

WEEKDAY SERVICE

See Page 1 For Morning and Early Afternoon Times

159	261	263	365	267	269	371	273	375	277	NORTHBOUND	279	381	283	385	287	289	191	193	195	197	*199
											Gilroy										
											San Martin										
											Morgan Hill										
											Blossom Hill										
											Capitol										
											Tamien										
											San Jose Diridon										
											College Park										
											Santa Clara										
											Lawrence										
											Sunnyvale										
											Mountain View										
											San Antonio										
											California Avenue										
											Palo Alto										
											Menlo Park										
											Redwood City										
											San Carlos										
											Belmont										
											Hillsdale										
											Hayward Park										
											San Mateo										
											Burlingame										
											Millbrae										
											San Bruno										
											So. San Francisco										
											Bayshore										
											22 nd Street										
											San Francisco										

Local
 Limited
 Baby Bullet
 Timed Transfers
 7:39 → 7:45
 4:25 → 4:31
 - Train bypasses station. + Train may leave up to 5 minutes early.
 * Train departure may be delayed up to 15 minutes.

EFFECTIVE OCTOBER 1, 2012
10.12- RJC

Table 6a – Caltrain Weekday SB service

Printer-Friendly Caltrain Schedule

Southbound - Weekday Service

Morning to Early Afternoon - Page 1 of 2



SAN FRANCISCO to SAN JOSE / GILROY - Southbound

WEEKDAY SERVICE

See Page 2 For Early Afternoon and Evening Times

Train #	102	104	206	208	210	312	314	216	218	220	322	324	226	228	230	332	134	236	138	142	146	150	152	254
San Francisco	4:55	5:25	6:11	6:24	6:44	6:57	7:14	7:19	7:24	7:44	7:57	8:14	8:19	8:24	8:44	8:57	9:07	9:37	10:07	11:07	12:07	1:07	2:07	2:37
22 nd Street	5:00	5:30	6:16	6:29	6:49	7:02	7:19	-	7:29	7:49	8:02	8:19	-	8:29	8:49	9:02	9:12	-	10:12	11:12	12:12	1:12	2:12	-
Bayshore	5:05	5:35	-	6:34	-	-	-	-	7:34	-	-	-	-	8:34	-	-	9:17	-	10:17	11:17	12:17	1:17	2:17	-
So. San Francisco	5:11	5:41	-	6:40	-	-	-	-	7:40	-	-	-	-	8:40	-	-	9:23	-	10:23	11:23	12:23	1:23	2:23	-
San Bruno	5:15	5:45	-	6:44	-	-	-	7:33	7:44	-	-	-	8:33	8:44	-	-	9:27	9:51	10:27	11:27	12:27	1:27	2:27	2:51
Millbrae	5:19	5:49	6:29	6:48	7:01	7:15	7:32	-	7:48	8:01	8:15	8:32	-	8:48	9:01	9:15	9:31	9:55	10:31	11:31	12:31	1:31	2:31	2:55
Burlingame	5:23	5:53	6:33	6:52	-	-	-	7:38	7:52	-	-	-	8:38	8:52	-	-	9:35	9:59	10:35	11:35	12:35	1:35	2:35	2:59
San Mateo	5:26	5:56	6:36	6:55	7:07	-	-	7:42	7:55	8:07	-	-	8:42	8:55	9:07	-	9:38	10:02	10:38	11:38	12:38	1:38	2:38	3:02
Hayward Park	5:29	5:59	-	6:58	-	-	-	-	7:58	-	-	-	-	8:58	-	-	9:41	-	10:41	11:41	12:41	1:41	2:41	-
Hillsdale	5:32	6:02	6:40	7:01	-	7:40	7:46	8:01	-	-	8:40	8:46	9:01	-	-	-	9:44	10:06	10:44	11:44	12:44	1:44	2:44	3:06
Belmont	5:35	6:05	-	7:04	-	-	-	-	8:04	-	-	-	-	9:04	-	-	9:47	10:09	10:47	11:47	12:47	1:47	2:47	3:09
San Carlos	5:38	6:08	6:44	7:07	7:13	-	-	7:50	8:07	8:13	-	-	8:50	9:07	9:13	-	9:50	10:12	10:50	11:50	12:50	1:50	2:50	3:12
Redwood City	5:43	6:13	6:49	7:12	7:18	7:28	-	8:12	8:18	8:28	-	-	9:12	9:18	9:28	-	9:55	10:17	10:55	11:55	12:55	1:55	2:55	3:17
Menlo Park	5:48	6:18	6:54	-	7:23	7:33	-	7:58	-	8:23	8:33	-	8:58	-	9:23	9:33	10:00	10:22	11:00	12:00	1:00	2:00	3:00	3:22
Palo Alto	5:51	6:21	6:57	7:18	7:26	7:36	7:51	8:01	8:18	8:26	8:36	8:51	9:01	9:18	9:26	9:36	10:03	10:25	11:03	12:03	1:03	2:03	3:03	3:25
California Avenue	5:55	6:25	7:01	-	7:30	-	-	-	8:30	-	-	-	-	9:30	-	-	10:07	10:29	11:07	12:07	1:07	2:07	3:07	3:29
San Antonio	5:59	6:29	-	7:34	-	-	-	-	8:34	-	-	-	-	9:34	-	-	10:11	10:33	11:11	12:11	1:11	2:11	3:11	3:33
Mountain View	6:03	6:33	7:07	-	7:38	7:44	7:58	8:09	-	8:38	8:44	8:58	9:09	-	9:38	9:44	10:15	10:37	11:15	12:15	1:15	2:15	3:15	3:37
Sunnyvale	6:08	6:38	-	7:43	-	-	-	-	8:43	-	-	-	-	9:43	-	-	10:20	10:42	11:20	12:20	1:20	2:20	3:20	3:42
Lawrence	6:12	6:42	7:12	-	7:49*	-	-	8:16	-	8:49*	-	-	9:16	-	9:49*	-	10:24	10:46	11:24	12:24	1:24	2:24	3:24	3:46
Santa Clara	6:17	6:47	-	7:34	7:56*	-	-	-	8:34	8:56*	-	-	-	9:34	9:56*	-	10:29	10:51	11:29	12:29	1:29	2:29	3:29	3:51
College Park	-	-	-	-	7:59*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
San Jose Diridon	6:26	6:56	7:24	7:43	8:06	7:58	8:13	8:28	8:43	9:05	8:58	9:13	9:28	9:43	10:05	9:58	10:38	11:00	11:38	12:38	1:38	2:38	3:38	4:00
Tamien	-	7:03	-	7:50	8:13	-	-	-	8:50	9:12	-	-	-	9:50	10:12	-	-	11:07	-	-	-	-	-	4:07
Capitol																								
Blossom Hill																								
Morgan Hill																								
San Martin																								
Gilroy																								

Local
Limited
Baby Bullet
5:22 → 5:28
7:07 → 7:13 Timed Transfers
 - Train bypasses station.
+ Train may leave up to 5 minutes early.

EFFECTIVE OCTOBER 1, 2012

10.12 - RJC

Table 6b – Caltrain Weekday SB service

Printer-Friendly Caltrain Schedule

Southbound - Weekday Service

Early Afternoon to Evening - Page 2 of 2



SAN FRANCISCO to SAN JOSE / GILROY - Southbound

WEEKDAY SERVICE

See Page 1 For Morning and Early Afternoon Times

156	258	360	262	SOUTHBOUND		264	366	268	370	272	274	376	278	380	282	284	386	288	190	192	194	196	198
3:07	3:37	4:09	4:19	San Francisco	4:27	4:33	4:56	5:14	5:20	5:27	5:33	5:56	6:14	6:20	6:27	6:33	6:56	7:30	8:40	9:40	10:40	12:01	
3:12	-	-	-	22 nd Street	4:32	-	-	-	-	5:32	-	-	-	-	6:32	-	-	7:35	8:45	9:45	10:45	12:06	
3:17	-	-	-	Bayshore	4:40	-	-	-	-	5:40	-	-	-	-	6:40	-	-	7:40	8:50	9:50	10:50	12:11	
3:23	-	-	-	So. San Francisco	4:48	-	5:08	-	-	5:48	-	6:08	-	-	6:48	-	7:08	7:46	8:56	9:56	10:56	12:17	
3:27	3:51	-	4:33	San Bruno	4:52	-	-	5:34	5:52	-	-	-	-	6:34	6:52	-	-	7:50	9:00	10:00	11:00	12:21	
3:31	3:55	4:25	-	Millbrae	4:56	4:49	5:14	5:30	-	5:56	5:49	6:14	6:30	-	6:56	6:49	7:14	7:54	9:04	10:04	11:04	12:25	
3:35	3:59	-	4:38	Burlingame	5:00	-	-	-	5:39	6:00	-	-	-	6:39	7:00	-	-	7:58	9:08	10:08	11:08	12:29	
3:38	4:02	-	4:42	San Mateo	5:04	4:57	-	-	5:43	6:04	5:57	-	-	6:43	7:04	6:57	-	8:01	9:11	10:11	11:11	12:32	
3:41	-	-	-	Hayward Park	5:07	-	-	-	-	6:07	-	-	-	-	7:07	-	-	8:04	9:14	10:14	11:14	12:35	
3:44	4:06	4:33	4:47	Hillsdale	5:11	-	5:22	5:38	5:48	6:11	-	6:22	6:38	6:48	7:11	-	7:22	8:07	9:17	10:17	11:17	12:38	
3:47	4:09	-	-	Belmont	5:14	-	-	-	-	6:14	-	-	-	-	7:14	-	-	8:10	9:20	10:20	11:20	12:41	
3:50	4:12	-	4:51	San Carlos	5:18	-	-	-	5:52	6:18	-	-	-	6:52	7:18	-	-	8:13	9:23	10:23	11:23	12:44	
3:55	4:17	-	-	Redwood City	5:22	5:06	5:28	-	-	6:22	6:06	6:28	-	-	7:22	7:06	7:28	8:18	9:28	10:28	11:28	12:49	
4:00	4:22	-	-	Menlo Park	5:28	-	5:34	-	-	6:28	-	6:34	-	-	7:28	-	7:34	8:23	9:33	10:33	11:33	12:54	
4:03	4:25	4:44	5:01	Palo Alto	-	5:12	5:38	5:49	6:02	-	6:12	6:38	6:49	7:02	-	7:12	7:38	8:26	9:36	10:36	11:36	12:57	
4:07	4:29	-	5:05	California Avenue	-	-	5:42	-	6:06	-	-	6:42	-	7:06	-	-	7:42	8:30	9:40	10:40	11:40	1:01	
4:11	4:33	-	-	San Antonio	-	-	5:46	-	-	-	-	6:46	-	-	-	-	7:46	8:34	9:44	10:44	11:44	1:05	
4:15	4:37	4:51	5:11	Mountain View	5:36	-	5:50	5:56	6:12	6:36	-	6:50	6:56	7:12	7:36	-	7:50	8:38	9:48	10:48	11:48	1:09	
4:20	4:42	-	5:16	Sunnyvale	5:41	5:21	5:55	-	6:17	6:41	6:21	6:55	-	7:17	7:41	7:21	7:55	8:43	9:53	10:53	11:53	1:14	
4:24	4:46	-	-	Lawrence	-	-	6:01 ⁺	-	-	6:45	-	7:01 ⁺	-	-	-	-	7:59	8:47	9:57	10:57	11:57	1:18	
4:29	4:51	-	-	Santa Clara	5:49	-	6:08 ⁺	-	-	6:50	-	7:08 ⁺	-	-	7:49	-	8:04	8:52	10:02	11:02	12:02	1:23	
4:32	-	-	-	College Park	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
4:39	5:00	5:06	5:27	San Jose Diridon	5:57	5:32	6:16	6:11	6:28	6:58	6:32	7:16	7:11	7:28	7:57	7:32	8:12	9:01	10:11	11:11	12:11	1:32	
4:45	5:07	-	-	Tamien	-	5:39	6:22	-	-	7:04	6:39	7:23	-	-	-	7:39	8:19	-	10:18	11:18	-	-	
4:52	-	-	-	Capitol	-	-	6:29	-	-	7:11	-	-	-	-	-	-	-	-	-	-	-	-	
4:58	-	-	-	Blossom Hill	-	-	6:35	-	-	7:17	-	-	-	-	-	-	-	-	-	-	-	-	
5:11	PM	-	-	Morgan Hill	-	-	6:48	-	-	7:30	-	-	-	-	-	-	-	-	-	-	-	-	
5:17	-	-	-	San Martin	-	-	6:54	-	-	7:36	-	-	-	-	-	-	-	-	-	-	-	-	
5:30	-	-	-	Gilroy	-	-	7:07	-	-	7:49	-	-	-	-	-	-	-	-	-	-	-	-	

Local
 Limited
 Baby Bullet
 5:22 → 5:28
 7:07 → 7:13
 Timed Transfers
 - Train bypasses station.
 + Train may leave up to 5 minutes early.

EFFECTIVE OCTOBER 1, 2012
10 12 - RJC

Table 8 – Caltrain Weekend SB service

		SATURDAY / SUNDAY - Southbound																SATURDAY ONLY		
		Train No.	422	424	426	428	802	430	432	434	436	438	440	442	804	444	446	448	450	454
0.2	Zone 1	San Francisco	8:15	9:15	10:15	11:15	11:59	12:15	1:15	2:15	3:15	4:15	5:15	6:15	6:59	7:15	8:15	9:15	10:15	12:01
1.9		22 nd Street	8:20	9:20	10:20	11:20	-	12:20	1:20	2:20	3:20	4:20	5:20	6:20	-	7:20	8:20	9:20	10:20	12:06
5.2		Bayshore	8:25	9:25	10:25	11:25	-	12:25	1:25	2:25	3:25	4:25	5:25	6:25	-	7:25	8:25	9:25	10:25	12:11
9.3		So. San Francisco	8:31	9:31	10:31	11:31	-	12:31	1:31	2:31	3:31	4:31	5:31	6:31	-	7:31	8:31	9:31	10:31	12:17
11.6		San Bruno	8:35	9:35	10:35	11:35	-	12:35	1:35	2:35	3:35	4:35	5:35	6:35	-	7:35	8:35	9:35	10:35	12:21
13.7	Zone 2	Millbrae	8:39	9:39	10:39	11:39	12:15	12:39	1:39	2:39	3:39	4:39	5:39	6:39	7:15	7:39	8:39	9:39	10:39	12:25
15.2		Broadway	8:43	9:43	10:43	11:43	-	12:43	1:43	2:43	3:43	4:43	5:43	6:43	-	7:43	8:43	9:43	10:43	12:29
16.3		Burlingame	8:45	9:45	10:45	11:45	-	12:45	1:45	2:45	3:45	4:45	5:45	6:45	-	7:45	8:45	9:45	10:45	12:31
17.9		San Mateo	8:49	9:49	10:49	11:49	12:21	12:49	1:49	2:49	3:49	4:49	5:49	6:49	7:21	7:49	8:49	9:49	10:49	12:35
19.1		Hayward Park	8:52	9:52	10:52	11:52	-	12:52	1:52	2:52	3:52	4:52	5:52	6:52	-	7:52	8:52	9:52	10:52	12:38
20.3		Hillsdale	8:55	9:55	10:55	11:55	12:25	12:55	1:55	2:55	3:55	4:55	5:55	6:55	7:25	7:55	8:55	9:55	10:55	12:41
21.9		Belmont	8:58	9:58	10:58	11:58	-	12:58	1:58	2:58	3:58	4:58	5:58	6:58	-	7:58	8:58	9:58	10:58	12:44
23.2		San Carlos	9:01	10:01	11:01	12:01	-	1:01	2:01	3:01	4:01	5:01	6:01	7:01	-	8:01	9:01	10:01	11:01	12:47
25.4		Redwood City	9:07	10:07	11:07	12:07	12:33	1:07	2:07	3:07	4:07	5:07	6:07	7:07	7:33	8:07	9:07	10:07	11:07	12:53
27.8	Zone 3	Atherton	9:11	10:11	11:11	12:11	-	1:11	2:11	3:11	4:11	5:11	6:11	7:11	-	8:11	9:11	10:11	11:11	12:57
28.9		Menlo Park	9:14	10:14	11:14	12:14	-	1:14	2:14	3:14	4:14	5:14	6:14	7:14	-	8:14	9:14	10:14	11:14	1:00
30.1		Palo Alto	9:17	10:17	11:17	12:17	12:39	1:17	2:17	3:17	4:17	5:17	6:17	7:17	7:39	8:17	9:17	10:17	11:17	1:03
31.8		California Avenue	9:21	10:21	11:21	12:21	-	1:21	2:21	3:21	4:21	5:21	6:21	7:21	-	8:21	9:21	10:21	11:21	1:07
34.1		San Antonio	9:25	10:25	11:25	12:25	-	1:25	2:25	3:25	4:25	5:25	6:25	7:25	-	8:25	9:25	10:25	11:25	1:11
36.1		Mountain View	9:29	10:29	11:29	12:29	12:47	1:29	2:29	3:29	4:29	5:29	6:29	7:29	7:47	8:29	9:29	10:29	11:29	1:15
38.8		Sunnyvale	9:34	10:34	11:34	12:34	12:52	1:34	2:34	3:34	4:34	5:34	6:34	7:34	7:52	8:34	9:34	10:34	11:34	1:20
40.8	Zone 4	Lawrence	9:38	10:38	11:38	12:38	-	1:38	2:38	3:38	4:38	5:38	6:38	7:38	-	8:38	9:38	10:38	11:38	1:24
44.7		Santa Clara	9:43	10:43	11:43	12:43	-	1:43	2:43	3:43	4:43	5:43	6:43	7:43	-	8:43	9:43	10:43	11:43	1:29
47.5		San Jose Diridon	9:51	10:51	11:51	12:51	1:03	1:51	2:51	3:51	4:51	5:51	6:51	7:51	8:03	8:51	9:51	10:51	11:51	1:37
		Shuttle Bus	AM		PM													PM	AM	
		Departs SJ Diridon	10:05	11:05	12:05	1:05	-	2:05	3:05	4:05	5:05	6:05	7:05	8:05	-	9:05	10:05	-	-	-
		Arrives: Tamien	10:13	11:13	12:13	1:13	-	2:13	3:13	4:13	5:13	6:13	7:13	8:13	-	9:13	10:13	-	-	-

3. On-Time Performance

Service Standard:

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

Monitoring:

- On-Time Performance was traditionally measured only at the end of line. This is still being measured.
- Additional measurements based on intermediate points are also being calculated to monitor performance at more than just the end points.
 - For trains traveling north from Gilroy: at the Tamien, San Jose, Redwood City and San Francisco Stations
 - For trains traveling north from Tamien: at the San Jose, Redwood City and San Francisco Stations
 - For trains traveling north from San Jose: at the Redwood City and San Francisco Stations
 - For trains traveling south to Gilroy: at the Redwood City, San Jose, Tamien, and Gilroy Stations
 - For trains traveling south to Tamien: at the Redwood City, San Jose, and Tamien Stations
 - For trains traveling south to San Jose: at the Redwood City and San Jose Stations

For specific monitoring sample refer to Table 4 (above) - Distances Between Stations, Station Type Designations, Vehicle Headways, and On-Time Performance.

Findings:

Based on review of Northbound Train Year-To Date On Time Performance that terminates service at San Francisco 4th & King Station, Caltrain is currently not meeting its goal by 5.91% to have 95% of trains reach its final destination within five minutes of the published time.

Based on review of Southbound Train Year-To Date On Time Performance that terminates service at San Jose Diridon Station, Caltrain is currently not meeting its goal by 5.33% to have 95% of trains reach its final destination within five minutes of the published time.

Based on review of Southbound Train Year-To Date On Time Performance that terminates at Tamien Station, Caltrain is currently not meeting its goal by 4.77% to have 95% of trains reach its final destination within five minutes of the published time.

Based on review of Southbound Train Year-To Date On Time Performance that terminates at the Gilroy Station, Caltrain is currently not meeting its goal by 1.09% to have 95% of trains reach its final destination within five minutes of the published time.

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

Caltrain OTP affects all trains stations since incident locations and mechanical train delays can randomly occur at any station whether it be minority or low-income. Currently OTP is only measured at the end of the line stations and intermediate points, all of which are low-income and minority stations.

4. Service Availability

Service Standard:

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

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

Monitoring:

For specific monitoring sample refer to Table 4 (above) - Distances Between Stations, Station Type Designations, Vehicle Headways, and On-Time Performance.

For reference to the current Caltrain schedule refer to Table 5a and 5b (above) for Weekday NB service, Table 6a and 6b (above) for Weekday SB service, Table 7 (above) for Weekend NB service, and Table 8 (above) for Weekend SB service.

Findings:

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

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

System-wide Service Policies Monitoring Process

1. Vehicle Assignment

Policy Standard:

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

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

Monitoring:

- Staff monitors the vehicle assignment daily. The morning report includes a section that discusses consist deviations and equipment swaps.
- The Contract Operator provides a monthly equipment availability report.
- Consumer Reports logged into the TransitSafe system are reviewed for any unreported vehicle assignment deviations.

Fleet Information History

Bombardier equipment was originally purchased for the Baby Bullet limited-stop express service between San Francisco and San Jose. The service, which started in June 2004, used Bombardier equipment sporting a modern, stream-lined look to differentiate the service. In August 2005, the number of Baby Bullet trains per day almost doubled. There were no longer enough Bombardier cars to cover all the Baby Bullet service. As a result, the older Gallery cars began to be used in regular Baby Bullet service. Fleet assignment decisions became based on ridership demand on a particular train. This includes reviewing both bicycle ridership (Gallery cars have more space available for bicycles) and pedestrian ridership (Bombardier cars can load faster and a few more seats).

For specific monitoring of vehicle age refer to Table 9 - Caltrain Rolling Stock Average Vehicle Age and Table 10 – Caltrain Locomotives Average Vehicle Age.

Findings:

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

2. Transit Amenities

Policy Standard:

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

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

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

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

Monitoring:

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

For specific monitoring of transit amenities refer to Table 11 – Transit Amenities Monitoring

Findings:

The results of Station Amenities monitoring are shown in Table 11.

Based on ACS 2007-2011 Survey data, there are eighteen minority stations and fourteen non-minority stations along the Caltrain System. There are a total of two missing transit amenities at minority stations and a total of six missing transit amenities at non-minority stations. There is no disparate impact on minority stations as Caltrain is 99% compliant with station amenities at minority stations and 96% compliant with station amenities at non-minority stations.

Based on ACS 2007-2011 Survey data, there are twenty-five low-income stations and seven non low-income stations along the Caltrain System. There are a total of six missing transit amenities at low-income stations and two missing transit amenities at non low-income stations. Though more low-

income stations (three) are missing amenities than non-low income stations (two), the differences in compliance with the transit amenities policy is negligible and does not result in a disparate impact.

The JPB is in the process of installing VMS equipment at 22nd Station. As additional funding becomes available, the JPB will look into providing other missing station amenities to be fully 100% compliant with its transit amenity standards.

Table 11 – Transit Amenities Monitoring

CALTRAIN 2013 TITLE VI COMPLIANCE PROGRAM																										
CALTRAIN STATION AMENITIES																										
Station	Title VI (Minority vs. Minority)	Title VI (Low-Income)	Average Weekday Boardings - Feb 2013 (Annual Passenger Counts)*		Station	Amenity	"Core" Station Amenities													Other Station Amenities				Notes		
			On-board	Off-board			Type	Level	Smart Card													Other Station Amenities				
									Bike Lockers	Bike Racks	Shelters/ Canopies	Benches	Trash Cans	Pay Phone	Fare Validation Equipment	TVM's	Posted Map & System Schedule	Other Customer Information	VMS	PA	Customer Service Agents	Restrooms	Station Parking Lot		Newsrack	
San Francisco	MINORITY	Yes	10786	10734	Major	1	X	X	X	X	X	X	X	X	X	X	X	X	X	X						
Millbrae	MINORITY	Yes	3255	3264	Major	1	X	X	X	X	X	X	X	X	X	X	X	X	X	X						
San Mateo	MINORITY	Yes	1571	1569	Major	1	X	X	X	X	X	X	X	X	X	X	X	X	X	X						
Redwood City	MINORITY	Yes	2619	2556	Major	1	X	X	X	X	X	X	X	X	X	X	X	X	X	X						
Sunnyvale	MINORITY	No	2274	2271	Major	1	X	X	X	X	X	X	X	X	X	X	X	X	X	X						
San Jose Diridon	MINORITY	Yes	3489	3557	Major	1	X	X	X	X	X	X	X	X	X	X	X	X	X	X						
Santa Clara	MINORITY	Yes	822	763	Intermediate	1	X	X	X	X	X	X	X	X	X	X	X	X	X	X						
Bayshore	MINORITY	Yes	195	185	Minor	1	X	X	X	X	X	X	X	X	X	X	X	X	X	X						
So. San Francisco	MINORITY	Yes	361	385	Minor	1	X	X	X	X	X	X	X	X	X	0	X	X	X	X						
San Bruno	MINORITY	Yes	437	465	Minor	1	X	X	X	X	X	X	X	X	X	X	X	X	X	X						
San Antonio	MINORITY	No	675	610	Minor	1	X	X	X	X	X	0	X	X	X	X	X	X	X	X						
Lawrence	MINORITY	Yes	700	676	Minor	1	X	X	X	X	X	X	X	X	X	X	X	X	X	X						
Tamien	MINORITY	Yes	807	759	Minor	1	X	X	X	X	X	X	X	X	X	X	X	X	X	X						
Capitol	MINORITY	Yes	44	34	Gilroy	2	X	X	X	X	X	X	X	X	X	X	X	X	X	X						
Blossom Hill	MINORITY	Yes	66	61	Gilroy	2	X	X	X	X	X	X	X	X	X	X	X	X	X	X						
Morgan Hill	MINORITY	Yes	133	123	Gilroy	2	X	X	X	X	X	X	X	X	X	X	X	X	X	X						
Gilroy	MINORITY	Yes	129	126	Gilroy	2	X	X	X	X	X	X	X	X	X	X	X	X	X	X						
College Park**	MINORITY	Yes	87	148	Special	3	-	-	X	X	X	X	X	X	X	X	X	X	X	X						
Palo Alto	Non-Minority	Yes	5469	5757	Major	1	X	X	X	X	X	X	X	X	X	X	X	X	X	X						
Mountain View	Non-Minority	Yes	3876	3,792	Major	1	X	X	X	X	X	X	X	X	X	X	X	X	X	X						
Hillsdale	Non-Minority	Yes	2317	2239	Major	1	X	X	X	X	X	X	X	X	X	X	X	X	X	X						
Mento Park	Non-Minority	No	1526	1615	Intermediate	1	X	X	X	X	X	X	X	X	X	X	X	X	X	X						
22nd Street	Non-Minority	Yes	1312	1293	Minor	1	0	X	X	X	X	0	X	X	X	0	X	X	X	X						
Burlingame	Non-Minority	Yes	792	768	Minor	1	X	X	X	X	X	X	X	X	X	X	X	X	X	X						
Hayward Park	Non-Minority	No	331	336	Minor	1	X	0	X	X	X	X	X	X	X	X	X	X	X	X						
Belmont	Non-Minority	No	509	507	Minor	1	X	X	X	X	X	X	X	X	X	X	X	X	X	X						
San Carlos	Non-Minority	No	1138	1202	Minor	1	X	X	X	X	X	X	X	X	X	X	X	X	X	X						
California Avenue	Non-Minority	Yes	1294	1227	Minor	1	X	X	X	X	X	X	X	X	X	X	X	X	X	X						
San Martin	Non-Minority	Yes	49	40	Gilroy	2	0	X	X	X	0	X	X	X	X	X	X	X	X	X						
Broadway**	Non-Minority	No	Not tracked	Not tracked	Special	3	X	X	X	X	X	X	X	X	X	X	X	X	X	X						
Atherton**	Non-Minority	Yes	Not tracked	Not tracked	Special	3	X	X	X	X	X	X	X	X	X	X	X	X	X	X						
Stanford Stadium**	Non-Minority	Yes	Not tracked	Not tracked	Special	3	-	-	-	-	-	-	-	-	-	X	-	-	-	-						

*0 = Does not have amenity and Below Standard "-" = Does not have amenity but meets Standard "X" = Has Amenity and meets Standard

**College Park currently has 1 weekday trip each way during peak, Broadway & Atherton currently have weekend service only, Stanford Stadium is used only for Stanford home football games (no scheduled stops)

C	Bike Lockers	Bike Racks	Shelters/ Canopies	Benches	Trash Cans	Pay Phones	Smart Card Fare Validation Equipment	TVM's	Posted Map & System Schedule	Other Customer Information	VMS	PA	Tix Agent	Restrooms	Station Parking Lot	Newsrack	CRITERIA
O	1	1	1	1	1	1	1	1	1	1	1	1					Level 1 - Major, Intermediate, Minor
R	1		1	1	1	1	1	1	1	1							Level 2 - Gilroy
E								1									Level 3 - Special (with scheduled stops)

Notes:
 - Passenger counts based on February 2013 annual count
 - Existing Amenities based on latest field inspection conducted
 - Bay Meadows Station has been permanently closed forever
 - Paul Avenue has had all station remnants removed
 - Atherton, Broadway have had weekday service suspended
 - Inventory Station Parking Lot only includes designated Caltrain parking. It does not include street parking or parking owned by others.

MINORITY STATION ANALYSIS		Minority	18	18	18	18	18	17	18	18	18	18	18	18	18	18	18	18	18
Minority Stations	18	Non-Minority	12	13	14	14	14	12	14	14	14	14	14	14	14	14	14	14	14
Non-Minority Station	14	All	30	31	32	32	32	29	32	32	32	32	32	32	32	32	32	32	32
		Check	30	31	32	32	32	29	32	32	32	32	32	32	32	32	32	32	32
		Minority Compliance	100%	100%	100%	100%	100%	94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
		Non-Minority Compliance	86%	93%	100%	100%	100%	86%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
		Avg																	99%
		Avg																	96%

L. POLICY DEVELOPMENT OUTREACH

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

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

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

The Title VI community meetings were held:

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

Gilroy Senior Center, Meeting Room
7371 Hanna St, Gilroy

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

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

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

Bay Area Opera House
4705 Third St, San Francisco

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

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

The JPB reached out to Community groups/members including:

San Francisco County

Potrero Hill/Dogpatch Merchants Association

Keith Goldstein
keith@everestsf.com

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



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](https://twitter.com/Caltrain_News).

News Release Listings (English and Spanish Newspapers)

TRANS DATE	DJC INV	CUST. REF	DESCRIPTION	BEGIN MO. BALANCE	CURRENT MO. TRANS CHARGES CREDIT	MONTH END BALANCE
02/04/13	B2438383 -IN 1	RITA HASKIN	SAMTRANS TITLE VI MEETINGS HRG NOTICE OF HEARING 25102 EXAMINER - SAN BRUNO 02/04/2013 8.600 Inches * 1 Inst.	120.40	120.40	120.40
02/12/13	B2438385 -IN 1	RITA HASKIN	SAMTRANS TITLE VI MEETINGS HRG NOTICE OF HEARING 51840 PACIFICA TRIBUNE 02/06/2013 11.000 Inches * 1 Inst.	233.20	233.20	233.20
02/13/13	B2439010 -IN 1	RITA HASKIN	CALTRAIN TITLE VI COMMUNITY MEETINGS (ENGLISH) GPN GOVT PUBLIC NOTICE 21180 DISPATCH 02/08/2013 Publication	120.82	120.82	120.82
02/14/13	B2438530 -IN 1	RITA HASKIN	SAMTRANS TITLE VI MEETINGS (SPANISH) HRG NOTICE OF HEARING 24101 EL OBSERVADOR 02/08/2013 13 Col Inches @ \$33.53 per col. inch * 1 insert	435.88	435.88	435.88
02/14/13	B2439001 -IN 1	RITA HASKIN	CALTRAIN TITLE VI COMMUNITY MEETINGS (SPANISH) HRG NOTICE OF HEARING 24101 EL OBSERVADOR 02/08/2013 12 Col. Inches @ \$33.53 per col. inch * 1 insert	402.35	402.35	402.35
02/14/13	B2439011 -IN 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	116.20
02/15/13	B2439012 -IN 1	RITA HASKIN	CALTRAIN TITLE VI COMMUNITY MEETINGS (ENGLISH) GPN GOVT PUBLIC NOTICE 42380 MERCURY NEWS 02/11/2013 137 Lines @ \$8.27 + \$10.00 online	1,142.99	1,142.99	1,142.99
02/18/13	B2439014 -IN 1	RITA HASKIN	CALTRAIN TITLE VI COMMUNITY MEETINGS (ENGLISH) GPN GOVT PUBLIC NOTICE 65042 SAN MATEO DAILY JOURNAL 02/13/2013 1x14.5 @ \$45.00	652.50	652.50	652.50
02/28/13	B2438584 -IN 1	RITA HASKIN	SAMTRANS TITLE VI MEETINGS HRG NOTICE OF HEARING 29180 HALF MOON BAY REVIEW 02/08/2013 15.000 Inches * 1 Inst.	194.12	194.12	194.12

TRANS DATE	DJC INV	CUST. REF	DESCRIPTION	BEGIN MO. BALANCE	CURRENT MO. TRANS CHARGES CREDIT	MONTH END BALANCE
02/28/13	B2439013 -IN 1	RITA HASKIN	CALTRAIN TITLE VI COMMUNITY MEETINGS (ENGLISH) GPN GOVT PUBLIC NOTICE 61980 SAN FRANCISCO CHRONICLE 02/15/2013 73 lines x 1 pubs -ad 5739613	553.81	553.81	553.81
				\$0.00	\$3,972.27	\$0.00
						\$3,972.27

News Release Sample (English)

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

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

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

I declare under penalty of perjury that the foregoing is true and correct and that this declaration on **February 8, 2013** Has been executed in the **GILROY DISPATCH 6400 MONTEREY RD GILROY CA 95020 Phone # (408) 842-5079 Fax # (408) 842-3817**

Marie Baeta

/S/ Marie Baeta
**Legal Publications Specialist
and Classified Advertising
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Public Notice

CALTRAIN SEEKS PUBLIC INPUT ON POLICY CHANGES

3006, San Carlos, CA 94070-1306
- Phone: 1.800.660.4287 (TTY: 650.508.6448 hearing impaired)

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

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

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

The meetings will take place:

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

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

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

Wednesday, Feb. 27, 6:30 p.m. to 8 p.m.
Mountain View City Hall
Plaza Conference Room
500 Castro St., Mountain View
2/8/13
**CNS-2439010#
GILROY DISPATCH
G/11546573**

News Release Sample (Spanish)

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 San Francisco, Oakland, San Jose, Santa Rosa, Sacramento
 Special Services Available in Mexico

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 90013



CALTRAIN BUSCA LA OPINIÓN PÚBLICA SOBRE CAMBIOS EN LAS POLÍTICAS

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

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

También desea conocer opiniones para determinar cuándo los efectos de un cambio de tarifa o servicios general 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 e 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: 650.508.6440 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 en:

- Martes 19 de febrero, 6:30 p.m. a 8 p.m.**
 Gilroy Senior Center, Meeting Room
 7371 Hanna St., Gilroy
- Jueves 21 de febrero, 10:45 a.m. a 11:30 a.m.**
 Second floor auditorium
 Caltrain Offices
 1250 San Carlos, San Carlos
- Martes 26 de febrero, 5 p.m. a 6:30 p.m.**
 Bayview Opera House
 4705 Third St., San Francisco
- Miércoles 27 de febrero, 6:30 p.m. a 8 p.m.**
 Mountain View City Hall
 Plaza Conference Room
 500 Castro St., Mountain View
 2/28/13
CNS-24390019
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 effected less than 25 percent of trains, but was urgently needed to resolve on-time performance issues. Performing an Equity Analysis would have delayed the needed adjustments by months even though the changes were only by two to five minute, affecting a limited number of trains. The definition includes limits on removing or adding station stops that will prevent drastic changes to particular stations.

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

Public Meeting Handout (continued)

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

Comment Card (English)



Proposed Caltrain Title VI Policies Comment Card

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

Name (optional) _____

Comments _____

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

English on the other side



Tarjeta de Comentarios para Criterios que Cumplan con el Titulo VI

Caltrain está desarrollando criterios que cumplan con el Titulo VI del Acta de Derechosa 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 _____

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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)

Joint Powers Board Meeting
Minutes January 3, 2013

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

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

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

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

Board Meeting Minutes (February 7, 2013)

Joint Powers Board Meeting
 Minutes February 7, 2013

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

Public Comment

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

UPDATE ON TITLE VI POLICIES

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

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

Board Meeting Minutes (February 7, 2013 - continued)

Joint Powers Board Meeting
 Minutes February 7, 2013

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

APPROVAL OF 2013 LEGISLATIVE PROGRAM

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

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

Public Comment

Vaughn 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 UPDATEState 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)

Joint Powers Board Meeting
 Minutes April 4, 2013

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

Public Comment

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

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

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

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

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

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

ADOPTION OF CALTRAIN TITLE VI STANDARDS AND POLICIES

Director, Rail Michelle Bouchard reported:

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

Board Meeting Minutes (April 4, 2013 - Continued)

Joint Powers Board Meeting
Minutes April 4, 2013

Public Comment

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

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

LEGISLATIVE UPDATEState Update

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

Federal Update

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

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

CORRESPONDENCE

No discussion.

BOARD MEMBER REQUESTS

None

GENERAL COUNSEL REPORT

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


Board Meeting Presentation (April 4, 2013)

4/4/2013



Board Meeting Presentation (April 4, 2013 - Continued)

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Title VI Background

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

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New Federal Requirements

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


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

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

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Board Meeting Presentation (April 4, 2013 - Continued)


4/4/2013



Major Service Change Policy

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

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Disparate Impact & Disproportionate Burden Policies

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

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Board Meeting Presentation (April 4, 2013 - Continued)

4/4/2013



Service Standards & Policies

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

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

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Public Engagement

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

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Board Meeting Presentation (April 4, 2013 - Continued)

4/4/2013

