

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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I: INTRODUCTION

The material contained in the JPB Title VI Compliance Report provides information and analysis bearing upon compliance with Title VI of the 1964 Civil Rights Act regarding transit services and related benefits. The purpose of Title VI is "to assure that no person shall on the grounds 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 Federal Transit Administration (FTA) requires applicants for and recipients of Federal assistance to provide assessments of compliance as part of the grant approval process. The FTA has the responsibility to ensure that federally supported transit services and related benefits are distributed in a manner consistent with Title VI including as related to Environmental Justice and access for individuals who have Limited English Proficiency. This update conforms to the FTA's Title VI Circular 4702.1B, effective October 2012.

As a federal grant recipient, the JPB is required to maintain and provide to FTA information on its compliance with the Title VI regulations. At a minimum it must conduct periodic compliance assessments to determine whether the transit service provided to minority communities and users is consistent with the law. The JPB is required to perform a self-assessment every three years and to document that services and benefits are provided in a non-discriminatory manner. This document covers the period from 2010 through 2013.

The JPB, as required under Circular 4702.1B, has included the following information in this Title VI compliance report:

1. Discussion and attachments pertaining to general Title VI 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
 - j. Additional Information upon Request
2. Discussion and attachments pertaining to Title VI requirements for transit operators.
 - 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
3. All other required submittals.

II: GENERAL REQUIREMENTS

This chapter addresses the general triennial reporting requirements for all Federal Transit Administration (FTA) grantees.

A. Title VI Notice to Public

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

B. Title VI Complaint Procedures & Form

JPB responds to any and all lawsuits or complaints that allege discrimination on the basis of race, color, or national origin with respect to service or other transit benefits. JPB makes its procedures for filing a Title VI complaint available to members of the public. This procedure is posted on Caltrain's website, is available at the customer receptionist desk located at JPB headquarters at 1250 San Carlos Avenue, San Carlos, CA, and is sent to a customer if requested by phone or e-mail. A copy of the instructions to the public on how to file a discrimination complaint, sample complaint form, JPB's Title VI complaint process, and JPB's Title VI investigation process overview are contained in **Appendix B**.

C. List of Investigations, Complaints, or Lawsuits

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

D. Public Participation Plan (PPP)

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

E. Limited English Proficiency (LEP) Language Assistance Plan (LAP)

The JPB's current Limited English Proficiency Language Assistance Plan for providing language assistance for persons with Limited English Proficiency based on the DOT LEP Guidance is contained in **Appendix E**.

F. Membership of Non-elected Committees

JPB currently selects or recruits members for three advisory committees that advise staff and/or report to the JPB Board of Directors relative to Caltrain policies or services. These committees are: the Citizens Advisory Committee (CAC), the Bicycle Advisory Committee (BAC), and the Caltrain Accessibility Advisory Committee (CAAC).

The **Caltrain Citizens Advisory Committee (CAC)** represents San Francisco (SF), San Mateo (SM) and Santa Clara (SC) Counties. The CAC is composed of nine volunteer members who serve in an advisory capacity to the tri-county Caltrain policy board, providing input on the needs of current and potential rail customers, and reviewing and commenting on staff proposals and actions as requested by the board.

The CAC meets the third Wednesday of each month at 5:40 p.m. at JPB’s headquarters in San Carlos, just one block from the San Carlos Caltrain Station. All meetings are open to the public.

Annual four-week recruitment is held in April and May to fill the vacancies on the CAC. In the event there are a significant number of unexpected vacancies, the JPB may request that staff hold an off-cycle recruitment. JPB is proactive with respect to recruiting new CAC members. Depending on the number and location of vacant seats, ads for applications are sometimes placed in the papers of record in San Francisco County, San Mateo County, and Santa Clara County with language-specific ads placed in the Asian Journal (Mandarin), El Observador (Spanish), and Half Moon Bay Review (bilingual English/Spanish). JPB also provides recruitments notices in the following forms:

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

Applications are reviewed by Staff Coordinating Council (SCC) who coordinates the selection process with county representatives on the Board. The Board county representatives then provide their recommendation to the full Board at their public meeting for appointment to the CAC.

The following table illustrates the current membership of the JPB Citizens Advisory Committee. The committee is 78% Caucasian, 11% Hispanic, and 11% unknown race.

Table 1: Current (2013) CAC Membership List

#	Race	County Represented (SF, SM, SC)
1	Caucasian	SF
2	Caucasian	SF
3	Caucasian	SF
4	Caucasian	SM
5	Caucasian	SM
6	Hispanic	SM
7	Caucasian	SC
8	Caucasian	SC
9	Declined to respond	SC

The **Caltrain Bicycle Advisory Committee (BAC)** serves as the primary venue for the interests and perspectives of bicyclists to be integrated into the Caltrain planning processes. This group brings new ideas for discussion and helps Caltrain guide its future investments.

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

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

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

As the BAC is comprised of staff / members of specific public agencies and bike organizations, the JPB does not conduct separate recruitment of minority applicants. However, in the future, the JPB will make clear in its recruitment materials that individuals of diverse ethnic backgrounds are encouraged to apply.

BAC members are selected by the Staff Coordinating Council (SCC). A BAC member’s term is two years. The BAC meets every third Thursday every other month at 6:45 p.m. at JPB’s headquarters in San Carlos, just one block from the San Carlos Caltrain Station. All meetings are open to the public.

The following table illustrates the current membership of the BAC. The committee is currently 62.5% Caucasian and 37.5% unknown. One seat on the committee is currently vacant.

Table 2: Current (2013) BAC Membership List

#	Race	County Represented (SF, SM, SC)
1	Caucasian	SF
2	Caucasian	SF
3	Declined to Respond	SF
4	Caucasian	SM
5	Declined to Respond	SM
6	Vacant Seat	SM
7	Caucasian	SC
8	Caucasian	SC
9	Declined to Respond	SC

The **Caltrain Accessibility Advisory Committee (CAAC)** meets annually to discuss and advise JPB staff on policies, plans and procedures relating to the development, implementation and operation of Caltrain accessible transit services, and on compliance with the requirements of the American with Disabilities Act of 1990.

The CAAC is organized by JPB’s Accessible Transit Services staff. The JPB does not select members; all interested parties with accessibility interests are welcomed so membership fluctuates. Currently there are 17+ members from San Francisco, San Mateo, Santa Clara, and other Bay Area counties. In some cases members are affiliated with organizations.

Outreach for the CAAC targets specific CBOs that serve members of the public with accessibility concerns. Recruitment notices are shared with organizations including the Vista Center for the Blind and Visually Impaired, the Commission on Disabilities, the Commission on Aging, the Center for Independence of Individuals with Disabilities, the Pomeroy Recreation and Rehabilitation Center, the Lighthouse, and The Arc of San Francisco. In the future JPB can also target minority outreach for the CAAC by posting language specific ads in the tri-county and by contacting specific CBOs with high minority membership.

The following table illustrates the current membership of the CAAC. The committee is currently 35% Caucasian and 65% unknown.

Exhibit 4: Current (2013) CAAC Membership List

#	Race	Affiliated Organization (if applicable)	County Represented (SF, SM, SC, other)
1	Caucasian	none	SF
2	Caucasian	none	SM
3	Caucasian	none	SM
4	Caucasian	Vista Center for the Blind and Visually Impaired	SM
5	Caucasian	Vista Center for the Blind and Visually Impaired	SM
6	Caucasian	Santa Clara Valley Transportation Authority (VTA)	SC
7	Declined to Respond	Declined to Respond	Declined to Respond
8	Declined to Respond	Declined to Respond	Declined to Respond
9	Declined to Respond	Declined to Respond	Declined to Respond
10	Declined to Respond	Declined to Respond	Declined to Respond
11	Declined to Respond	Declined to Respond	Declined to Respond
12	Declined to Respond	Declined to Respond	Declined to Respond
13	Declined to Respond	Declined to Respond	Declined to Respond
14	Declined to Respond	Declined to Respond	Declined to Respond

15	Declined to Respond	Declined to Respond	Declined to Respond
16	Declined to Respond	Declined to Respond	Declined to Respond
17	Declined to Respond	Declined to Respond	Declined to Respond

G. Sub-recipient Monitoring

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

H. Evidence of Board Approval

The Board meeting agenda and resolution providing the Board’s consideration and adoption of JPB’s 2013 Title VI Compliance Program will be included in Appendix F following Board adoption.

I. Construction Projects

The JPB has not constructed any projects (such as a vehicle maintenance storage facility, maintenance facility, or operation center) since submittal of its last Title VI Program (December 2010). During the next reporting period, the JPB intends to construct a Back-up Control Facility as part of the Caltrain Communications Based Overlay Signal System (CBOSS) PTC Project (see project update in **Appendix G**). This project is categorically excluded from NEPA in accordance with 23 C.F.R. Section 771.118(c) (1):

“Section 771.118(c)

(1) Acquisition, installation, operation, evaluation, replacement, and improvement of discrete utilities and similar appurtenances (existing and new) within or adjacent to existing transportation right-of-way, such as: utility poles, underground wiring, cables, and information systems; and power substations and utility transfer stations.”

The project will not create any community disruption, have any negative environmental effects during or after construction, nor present any potential environmental justice concerns.

Current 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

J. Additional Information upon Request

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

III: REQUIREMENTS OF TRANSIT OPERATORS

This chapter responds to the specific requirements for FTA-assisted transit operators that operate 50 or more fixed route vehicles in peak service and are located in an Urbanized Area (UZA) of 200,000 or more people.

A. Service Standards and Policies

A copy of the JPB's major service change policy, disparate impact and disproportionate burden policies, and system wide service standards and policies, adopted by the JPB Board of Directors on April 4, 2013, can be found in **Appendix H**.

B. Demographic and Service Profile

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

C. Demographic Ridership and Travel Patterns

JPB conducts surveys on statistically-valid samples of passengers every three years. The survey questions include queries regarding race/ethnicity and household income, among many others. A copy of JPB's most recent survey analysis (completed in 2010) is contained in **Appendix J**.

JPB will be conducting the 2013 triennial survey in November and December 2013. The 2013 survey results will be available in 2014.

D. Monitoring Program Results

JPB's most recent analysis of performance under JPB's service standards and policies adopted in April 2013 can be found in **Appendix K**.

E. Public Engagement for Policy Development

A summary of the public engagement process utilized to develop and vet JPB's newly adopted major service change policy, disparate impact and disproportionate burden policies, and system wide service standards and policies can be found in **Appendix L**.

F. Title VI Equity Analyses

The JPB has conducted two (2) fare equity analyses across the review period. Each equity analysis revealed JPB had no disparate impact or disproportionate burden findings. Complete copies of all fare and service equity analyses conducted by the JPB during the review period are included in **Appendix M**.

- 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

The JPB did not consider any other major service changes during the review period that met the threshold under either the new major service change policy adopted in April 2013 or the previous agency policy. During the outset of the FY 2012 fare change proposal major service changes were considered. However based on public input, the proposed service changes were eliminated from consideration before the full equity analysis was completed.

A. TITLE VI NOTICE TO PUBLIC

The JPB Notice to the Public regarding Title VI rights is included below. It is posted in English and Spanish at several highly visible public locations around JPB headquarters at 1250 San Carlos Avenue, San Carlos, CA (including the lobby, customer reception desk, and board meeting room) and at all Caltrain Stations posted on information boards. JPB's Title VI notice to the public is also posted on Caltrain's Website <http://www.caltrain.com/riderinfo/TitleVI.html>. Examples of the posted Title VI notices follow.

The JPB will be updating the Title VI notices to include notice of free translation assistance in all safe harbor languages as defined in the Limited English Proficiency and Language Assistance Plan included in this Title VI submission.

Title VI

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

Any person who believes they have been discriminated against based on race, color or national origin with regard to transit services delivery has the right to file a complaint within 180 days of the alleged incident. You may download a complaint form below or request one by calling 1.800.660.4287 (TTY 650.508.6448). You also may file a complaint with the Federal Transit Administration through its Office of Civil Rights, Title VI Program Coordinator, East Building, 5th floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

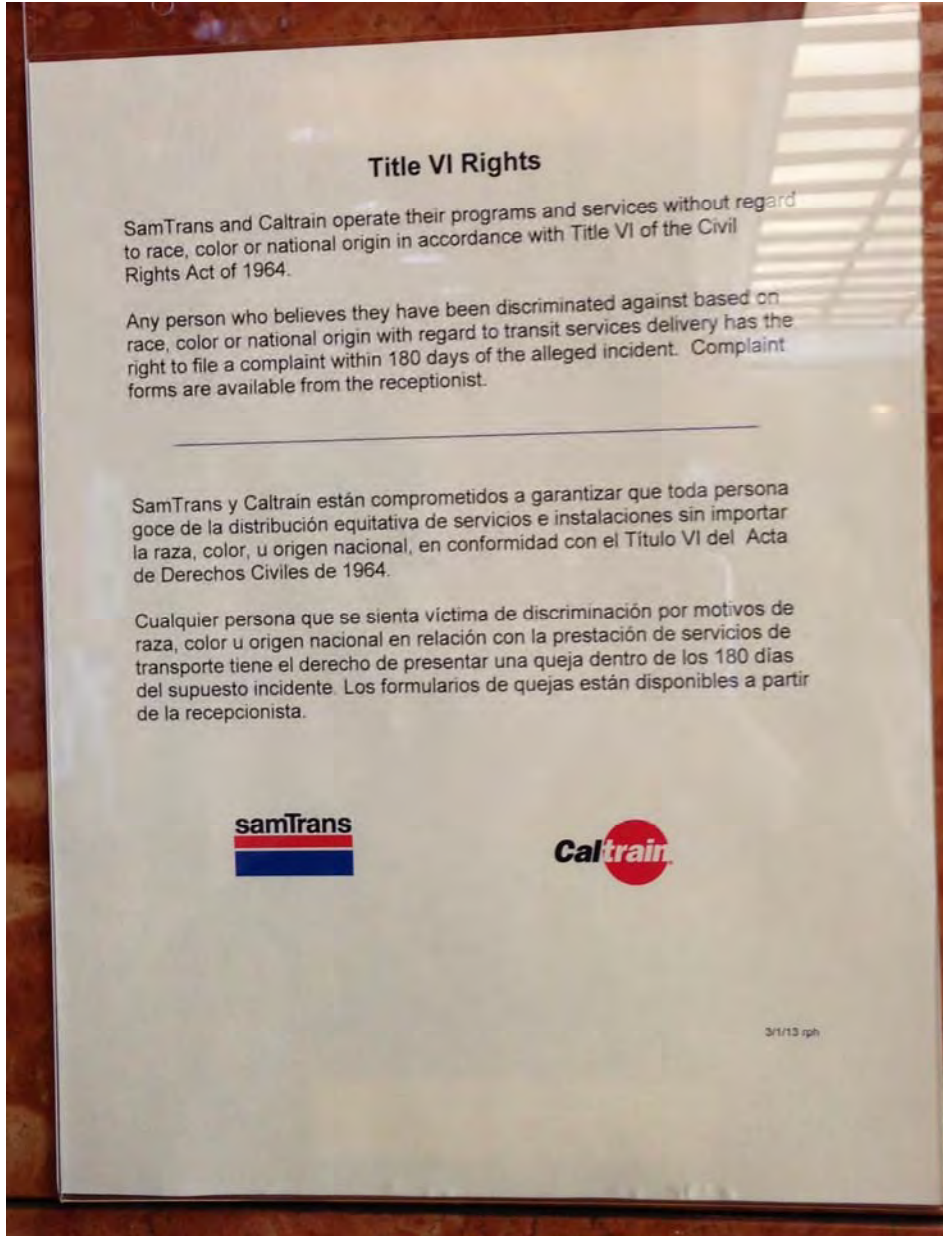
Caltrain está comprometido a garantizar que toda persona goce de la distribución equitativa de servicios y instalaciones sin importar las cuestiones de raza, color u origen nacional, de conformidad con el Título VI del Acta de Derechos Civiles de 1964.

Cualquier persona que se sienta víctima de discriminación por motivos de raza, color u origen nacional en relación con la prestación de servicios de transporte tiene el derecho de presentar una queja dentro de los 180 días del supuesto incidente. Usted puede descargar un formulario de queja (abajo) o solicitar un formulario, llamando al número 1.800.660.4287 (TTY 650.508.6448). También puede presentar quejas al Federal Transit Administration por medio de la oficina, "Office of Civil Rights", con el coordinador de programa del Title VI ubicado en el quinto piso-TCR del edificio oeste, 1200 New Jersey Ave., SE, Washington, DC 20590.

10/24/13 - rph



Title VI Notice - SamTrans & JPB (Caltrain) headquarters, San Carlos, CA



Title VI Notice - Caltrain Station



Title VI Notice

Title VI Notice - Caltrain Website

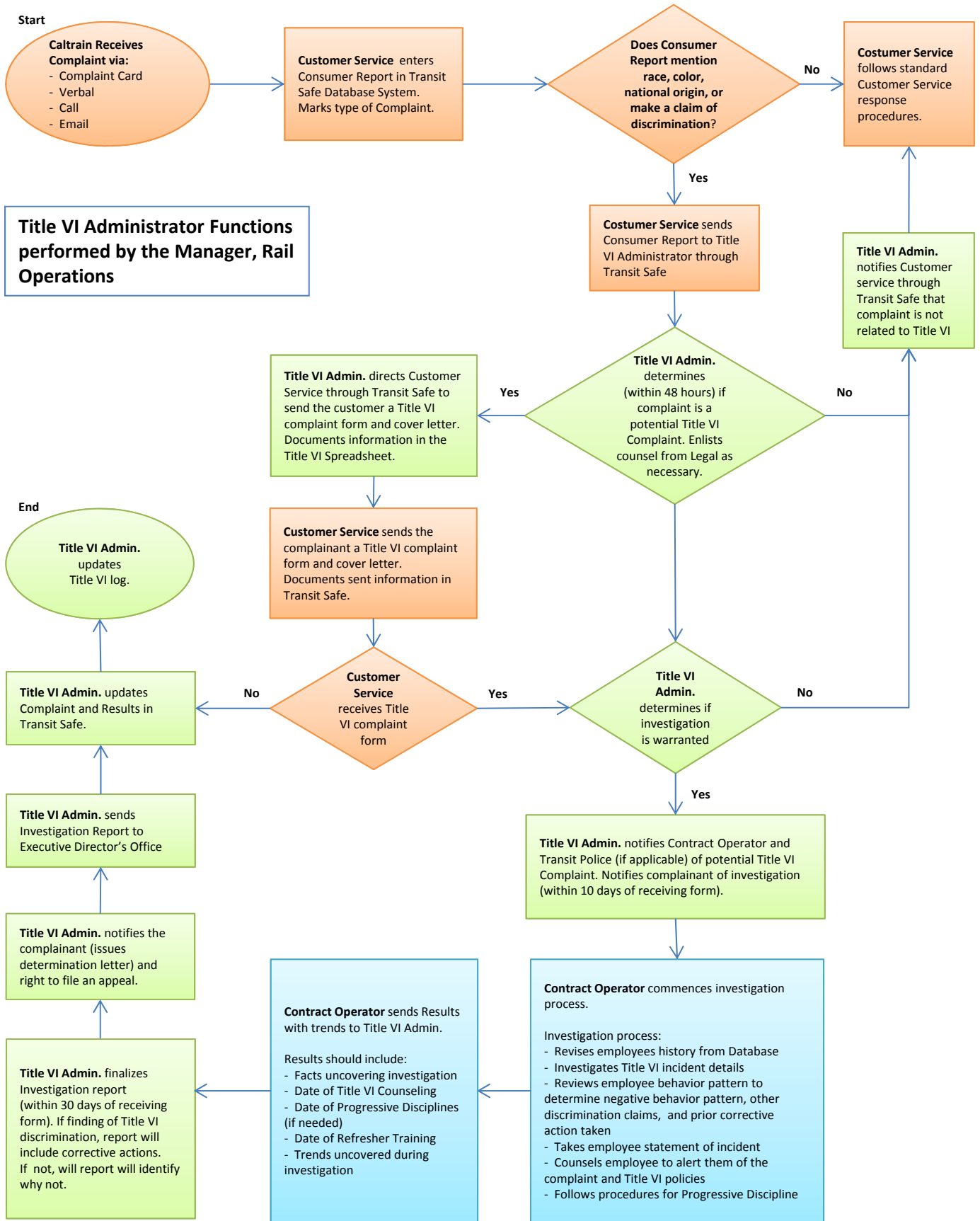
The screenshot shows the Caltrain website's Title VI compliance page. At the top, there is a search bar and navigation links for home, site map, bids/contracts, jobs, and contact. A main navigation bar includes Schedules, Stations, Fares, Rider Information, Projects & Plans, and About Caltrain. A left sidebar contains a 'Rider Information' menu with options like How to Ride, Accessibility, Destinations, and Title VI. The main content area features the Caltrain logo, a breadcrumb trail, and the title 'Title VI'. It contains two paragraphs: one in English stating Caltrain's non-discrimination policy and another in Spanish. Below the text are links to download forms: 'Title VI Complaint Form', 'Formato de Queja del Título VI', and 'Caltrain Title VI Adopted Policies and Standards'. A date '10/24/13 - rph' is also present. A right sidebar includes a 'Subscribe' section, a 'Highlights' section with links to timetables and events, and a 'Social' section with icons for Facebook, Google+, and Twitter. At the bottom, there is a 'Commuter Calculator' icon, a copyright notice, and a language selection dropdown.

B. TITLE VI COMPLAINT PROCEDURES & FORM

The JPB Title VI Complaint Form, Instructions, Processing Procedure and Investigation Processing Procedure follow.

The JPB will be updating the Title VI complaint procedures and form in all safe harbor languages as defined in the Limited English Proficiency and Language Assistance Plan included in this Title VI submission.

CALTRAIN/CONTRACT OPERATOR TITLE VI COMPLAINT PROCESS





Re: Caltrain Title VI Discrimination Complaint Form

Dear Caltrain Customer:

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

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

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

This form must be filed within 180 calendar days of the alleged discriminatory incident. After the form is submitted, you will be contacted within 10 business days of our receipt of the form. A lead investigator will be assigned to the complaint. If you or another person identified as the primary contact for the complaint does not get confirmation of receipt of the complaint form within 10 business days, please contact us through our website (www.caltrain.com) or by phone at 1.800.660.4287 (TTY 650.508.6448).

Caltrain Title VI Administrator

Español al otro lado



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

Estimado Caltrain al Cliente:

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

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

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

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

Caltrain, Administrador de Título VI

English on other side

Caltrain – Title VI Discrimination Complaint Form

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

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

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

SECTION 1 - CONTACT INFORMATION

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

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

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

E-mail: _____@_____

SECTION 2 – FILING FOR ANOTHER PERSON

Are you filing this complaint on your own behalf? Yes No

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

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

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

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party. Yes No

SECTION 3 – DISCRIMINATION COMPLAINT

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

Race Color National Origin

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

Date and time the alleged discrimination took place: Date ___/___/___ Time _____ a.m. / p.m.

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

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

Name: _____ ID# _____

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

SECTION 4 – PREVIOUS OR EXISTING COMPLAINTS AND LAWSUITS

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

Yes, for this incident Yes, for a different incident No

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

Federal Agency State Agency Local Agency

Federal court State court

Other (please specify): _____

Have you filed a claim or lawsuit regarding this complaint? Yes _____ No _____

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

Federal Court State Court

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

Name / Office: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Phone Number _____

SECTION 5 – SIGNATURE

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

Complainant's Signature

Date

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

2/25/13

Caltrain - Formulario de Queja Discriminación según el Título VI

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

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

Proporcione la información solicitada a continuación y envíela a:

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

SECCION 1 - INFORMACIÓN DE CONTACTO

Nombre: _____

Dirección: _____

Ciudad: _____ Estado: _____ Código de área: _____

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

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

Correo electrónico: _____@_____

SECCION 2 -- LLENADO DEL FORMULARIO PARA OTRA PERSONA

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

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

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

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

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

SECCION 3 -- QUEJA DE DISCRIMINACIÓN

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

Raza Color Origen nacional

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

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

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

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

Nombre: _____ # de ID _____

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

SECCION 4 -- QUEJAS ANTERIORES O EXISTENTES Y DEMANDAS

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

Sí, por este incidente Sí, por otro incidente No

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

Agencia federal Agencia estatal Agencia local

Corte federal Corte estatal

Otro (especifique): _____

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

Sí _____ No _____

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

Corte federal Corte estatal

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

Nombre / Oficina: _____

Dirección: _____

Ciudad: _____ Estado: _____ Código de área: _____

Número telefónico _____

SECCIÓN 5 -- FIRMA

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

Firma del reclamante

Fecha

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

18/02/2013

Title VI Complaint Processing Procedure

The Peninsula Corridor Joint Powers Board (Caltrain) grants equal access to all of its transportation services. It is further the intent of the JPB that everyone is aware of their rights to such access. In accordance with Title VI of the 1964 Civil Rights Act, Caltrain is committed to ensuring that no person shall be excluded from the equal distribution of its services and amenities on the basis of race, color, national origin, English language proficiency or economic status. Any person who believes that his/her Title VI rights have been violated may file a complaint with Caltrain.

The Consumer Report process is a valuable tool used to track all consumer concerns, suggestions, compliments, requests and complaints regarding Caltrain services. All Consumer Reports are entered into the TransitSafe Customer Service Module. This enables the JPB to identify issues, make improvements and track progress on a regular and ongoing basis. Status on all reports is available online to anyone with a password.

Consumer Reports are received in three main ways:

- By phone (often via the Customer Service 800 number)
- Via email (comments from the Caltrain website download directly into TransitSafe)
- By hard copy letter or comment card

For the most part, responses are usually processed by the Customer Service Representatives. Consumer Reports related to accessibility issues are handled by the Accessibility Specialists. Claims are handled by the Risk Management Department.

Receipt of Original Complaint*

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

Customer Service Center

- 1) Receive the complaint, following current procedures for entering the Consumer Report into the TransitSafe database system.
- 2) Check the discrimination box in TransitSafe for all Consumer Reports that mention race, color, or national origin, or make a claim of discrimination.
- 3) Route all Consumer Reports that are marked discrimination to the normal recipients for routine investigation. The Consumer Report will also be sent to the Title VI Administrator for review.

Title VI Administrator

- 1) Review all incoming Consumer Reports within 48 hours of receipt for potential Title VI claims.
- 2) Determine if the complaint is a potential Title VI complaint. Enlist assistance from Legal as necessary.
- 3) For potential Title VI claims:
 - a. Advise Customer Service through TransitSafe to send the customer a Title VI complaint form.

- b. Notify the Contract Operator of the potential for a Title VI claim.
- 4) For other complaints:
 - a. Advise Customer Service to answer utilizing the information provided from the Contractor Operator.

Contract Operator

- 1) Investigate the complaint according to their procedures. If the investigation proceeds prior to potential Title VI notification from the Title VI Administrator, the investigation should be made with a potential Title VI claim in mind.
- 2) Enter findings into TransitSafe.

Potential Title VI Claim

Title VI Administrator

- 1) Direct Customer Service Center to send the Title VI Complaint Form and Cover Letter (Attached Appendix A and Appendix B).
- 2) Enter information into the Title VI Spreadsheet. Note when and how forms are provided in TransitSafe.

Customer Service Center

- 1) Respond to customer
 - a. Following standard response procedures as if this were any other type of complaint.
 - b. Send Title VI Complaint Form and Cover Letter to customer as part of the above response. If complainant is unable to complete a written form, agency staff can fill one out on their behalf.
- 2) Document in TransitSafe how and when Title VI information was sent.

Receipt of Title VI Complaint Form

Title VI Administrator

- 1) Make determination whether the complaint is a valid Title VI complaint. Enlist assistance from Legal as necessary.
 - a. If an investigation is warranted, follow the Title VI Investigation Form (Appendix C).
 - b. If no investigation is initiated, clearly document the reason.
- 2) Inform complainant that a formal investigation is being conducted or that their complaint is not covered by Title VI. This must be done within 10 working days of receipt of the completed and signed Title VI Discrimination Complaint Form.
- 3) Notify Contractor of Title VI investigation in writing, including request for documentation.
- 4) Notify Transit Police of Title VI investigation in writing, including request for documentation if complaint is related to fare evasion, the receipt of a citation, or other incident that involved Transit Police.
- 5) Enter information into the Title VI spreadsheet. Only the original complaint and investigation by the Contract Operator will be kept in TransitSafe. Title VI Investigations and Findings will not be kept in TransitSafe, but only in the Title VI spreadsheet.

- a. Send to Customer Service to enter into TransitSafe if this is the first that a complaint has been received.
 - b. Indicate to Customer Service whether this is being investigated as a Title VI investigation or if it should be a routine investigation.
- 6) Keep hard copies in a Title VI notebook.

Contract Operator

- 1) Assist Title VI Administrator with investigation.
- 2) Provide employee's training records.
- 3) Provide summary of complaint history regarding the employee.
- 4) Provide summary of any disciplinary actions that have occurred as a result of customer complaints.

Transit Police

- 1) Assist Title VI Administrator with investigation.
- 2) Provide summary of citation records associated with the conductor if complaint is related to the issuance of a citation.
- 3) Provide summary of Transit Police response to the scene of an incident, provided it is not subject a separate criminal investigation.

Customer Service

- 1) If the Title VI Form is the first receipt of the complaint:
 - a. Enter complaint into TransitSafe if the Title VI Complaint Form is the first receipt of the customer complaint.
 - b. Indicate the date that the form was received and whether the claim has been determined to warrant a Title VI investigation or a routine investigation.
 - c. Route to all parties as appropriate.
 - d. Do not provide an answer to the customer, unless directed by the Title VI Administrator.
- 2) If the Title VI Form is derived from a previous complaint, no action is needed. Title VI Investigations and Findings are not recorded in TransitSafe.

Title VI Investigation Report

Title VI Administrator

- 1) Draft Investigation Report within 30 days of receipt of Title VI Complaint Form.
- 2) Review Investigation Report with Contractor. Discuss findings and/or recommendation for resolution.
- 3) Finalize Investigation Report. If finding of violation of Title VI discrimination, the report will include recommended corrective actions. If no finding of Title VI discrimination, the report will identify why not.
- 4) Notify Complainant of finding (issue determination letter), along with their right to appeal and information regarding the appeal process (Appendix D). Complainant will be notified of findings within 60 days of receipt of the complaint form.
- 5) Send Investigation Report to Executive Director's office, as complainant has 60 days after receiving the determination letter to appeal findings to the Executive Director.
- 6) Update complaint file and log.

Contract Operator

- 1) Track complaint, employee history, and findings.
- 2) Implement corrective actions, as required by the report.
- 3) Track corrective actions.

Definitions

Contract Operator: The company providing the services of the railroad on behalf of Caltrain.

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

Customer Service Center: The agency department that handles intake of customer inquiries, compliments, and complaints. The Customer Service Center routes customer comments as needed through TransitSafe for investigation by the responsible party. Using the information provided by the responsible party the Customer Service Center responds to the customer.

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

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

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

TransitSafe: A tool for collecting information and routing that information. All detailed information regarding complaints is kept in this database.

Caltrain – Title VI Discrimination Investigator Form

SECTION 1 - CASE INFORMATION

Title VI Complaint Form Number: _____

TransitSafe & Folder Number (if it exists): _____

Complainant Name: _____

Investigator Name: _____

Investigation Completion Due Date _____

SECTION 2 – PREVIOUS INVESTIGATION

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

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

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

 ___ Yes ___ No

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

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

 ___ Yes ___ No

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

SECTION 3 – INVESTIGATION

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

Name: _____ Title: _____ ID# _____

Name: _____ Title: _____ ID# _____

Name: _____ Title: _____ ID# _____

Have the training records for the employee been obtained?

Yes No

Has a summary of complaint history of employee been obtained?

Yes No

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

Yes No

Have the citation records been obtained from Transit Police?

Yes No

Have the records for Transit Police assistance calls been obtained?

Yes No

Was the complainant interviewed?

Yes No

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

Was the employee interviewed?

Yes No

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

Were other witnesses interviewed?

Yes No

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

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

Yes No

If yes, what corrective action was taken?

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

C. LIST OF COMPLAINTS AND INVESTIGATIONS

The following exhibit illustrates the complaints received during the review period by the customer service department. These complaints were all received prior to the implementation of the current Title VI complaint process described in Appendix B.

In 2011, there were ten Title VI complaints. Caltrain's contract operator investigated six of those complaints. Five were determined to have no basis for a discrimination complaint. One was found to have some merit, and the conductor was counseled on his interaction with the customer. An additional three complaints were closed due to a lack of details available from the customer to perform an adequate investigation. The final complaint was investigated internally and no evidence of discrimination was found.

In 2012, there were seven Title VI complaints. Caltrain's contract operator investigated six of these complaints. Five were determined to have no basis for a discrimination complaint. One was found to have some merit. The final complaint was investigated internally. It was determined that the employee was not related to the railroad, but was most likely a security guard from a neighboring property.

In 2013, there was one Title VI complaint. It was closed due to a lack of information from the customer.

In addition, there were no Title VI lawsuits filed during this reporting period (Dec 2010 to present).

Exhibit C.1: Discrimination-related Complaints 12/2010 through 9/2013

Record ID	Date Filed	Investigation/Complaint/Lawsuit, Summary of Allegations and Relevant Type(s) of Discrimination Alleged	Status	Last Action Taken
040331	4/18/2011	Customer alleges conductor discriminates against Asian women and white men.	Closed	5/23/11: Amtrak investigated. Found that customer had failed to have a valid fare - customer was told to detrain at Bayshore and that the train would not wait. The man in question held the doors open, which is against Caltrain policy. Amtrak found no basis for discrimination claim.
040356	4/19/2011	Hispanic customer alleges his ticket was the only one checked in his car.	Closed	5/13/11: Amtrak investigated and could not find evidence to "corroborate the PAX complaint."
050037	5/4/2011	Customer was seated next to another passenger who was making white supremacist remarks.	Closed	5/1/11: Unable to investigate due to lack of contact information for complaining passenger or witnesses.
050212	5/13/2011	Customer alleges that conductor scolded another passenger and made comments regarding that passenger's ability to speak English.	Closed	6/27/11: Amtrak investigated and found no basis for discrimination claim. Witness account found in TransitSafe record (#050211) supports Amtrak's conclusion.
060070	6/5/2011	Customer alleges that the conductor prevented a young African American woman from boarding the train.	Closed	6/23/11: Conductor counseled.
060099	6/6/2011	Customer, who is of "mixed race", alleges that she was treated differently than other customers who were White or Asian because her ticket was checked at the station before she boarded the train.	Closed	6/6/11: JPB investigated and determined that the customer was referring to new procedures for "gate checking," which provides for pre-boarding ticket checks of passengers boarding at either terminus station, as well as standard on-board ticket checks for passengers boarding at all stations. Passengers who were unaware of the new policy were generally confused about being asked for tickets at the station for the first time. There was no evidence of discriminatory treatment.
070313	7/21/2011	Customer alleges witnessing conductor not allow a young Asian man to board the train.	Closed	8/26/13: Closed due to lack of details or contact information for complaining passenger or witnesses needed to perform an investigation.
080156	8/12/2011	Husband of customer alleges that conductor made fun of his wife because she is Thai and has difficulty with English.	Closed	8/19/11: Amtrak investigated and found no basis for discrimination claim. Crew states they were talking and joking around with other customers, but not in regards to the complainant.
100508	10/28/2011	Customer alleges that conductor yells and screams at customer because customer is white and conductor is black.	Closed	12/1/11: Amtrak investigated and found no basis for discrimination claim. Conductor loudly announces his presence when he walks into the car to check tickets and asks people to have their tickets ready.
110413	11/28/2011	Customer alleges that conductors acted in a racist manner and called customer a terrorist.	Closed	4/10/12: Attempted to contact to send Title VI form but phone number provided was a wrong number and no other contact information was given.
010284	1/18/2012	Customer alleges conductor discriminated based on his color.	Closed	1/24/12: Amtrak investigated and found no basis for discrimination claim. Passenger was riding his bicycle on the platform regardless of crew requests to get off his bike. Therefore, he was denied boarding.
020307	2/20/2012	Hispanic customer alleges conductor discriminated against her and told her to go back to Mexico.	Closed	3/1/12: Amtrak investigated and found no basis for discrimination claim. Multiple crew members state that they have had multiple encounters involving subject passenger not having a valid ticket and that they have never told her to go back to Mexico.
020390	2/25/2012	Customer alleges that black conductor stated that white men don't deserve to ride the train.	Closed	3/23/13: Amtrak investigated and found no basis for discrimination claim. Conductor denied the allegation.
030300	3/18/2012	Asian customer alleges that conductor discriminated against him by saying "Good Boy."	Closed	4/24/12: Amtrak investigated and found no basis for discrimination claim. The conductor stated he "would never intentionally say something offensive to a passengers (sic)."
040057	4/4/2012	Customer alleges "unprofessional and racist" behavior by caucasian conductor who she alleges referenced her son by saying "no animals are allowed on the train."	Closed	4/6/12: Amtrak investigated and found that the conductor made the remark. However, the investigation revealed that the conductor was referring to the whole car full of boisterous and unruly passengers riding home from a Giants game, and that there is no evidence the remark was directed toward any particular passenger(s) of any race.
040424	4/27/2012	Customer alleges that conductor discrimination based on race.	Closed	Amtrak did not record an investigation in TransitSafe but stated "we do not treat passengers differently due to any characteristic." Amtrak also stated there was record of a passenger being put off train 101 due to a ticket problem during the noted time period.
060309	6/21/2012	Customer alleges that an Asian security guard discriminated against her because she is of mixed race.	Closed	7/3/12: Caltrain does not provide security guards at the station in question. It is possible that a security guard from a neighboring property was patrolling the station.
080018	8/2/2013	Customer alleges that a conductor profiles Hispanics and African Americans.	Closed	8/5/13: Caller would not leave contact information so a Title VI form could not be sent.

D. PUBLIC PARTICIPATION PLAN

The following document is the JPB's Public Participation Plan (PPP), developed as part of this Title VI Program submission. Documentation for public outreach and involvement activities undertaken in the last three years and descriptions of specific steps taken to ensure participation of minority and low-income persons are included.



PENINSULA CORRIDOR JOINT POWERS BOARD



PUBLIC PARTICIPATION PLAN OCTOBER 2013



PENINSULA CORRIDOR JOINT POWERS BOARD



PUBLIC PARTICIPATION PLAN

OCTOBER 2013



Prepared by:

JPB

Operations Planning Department

1250 San Carlos Avenue

San Carlos, CA 94070

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I. INTRODUCTION

TITLE VI

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. JPB operates its programs and services without regard to race, color or national origin in accordance with Title VI of the Civil Rights Act of 1964.

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

EXECUTIVE ORDER 12989

JPB recognizes the importance of reaching out to and including traditionally under-represented populations (e.g. racial and ethnic minorities, low-income individuals, persons with limited English proficiency, and persons with disabilities) in decision-making. The JPB Public participation Plan (PPP) has been designed to be inclusive of all populations in the JPB service area and includes a detailed public participation process, clear goals, and a variety of public participation methods to provide information and invite the public to give input throughout decision-making processes, and performance measures and objectives.

A. CALTRAIN SYSTEM OVERVIEW

Caltrain is governed by the Peninsula Joint Powers (JPB) which consists of member agencies from each of the counties which Caltrain serves. Each member agency has three representatives on a nine member Board of Directors. The member agencies are the San Francisco Municipal Transportation Agency (MTA), San Mateo County Transportation Authority (TA), and the Santa Clara Valley Transportation Authority (VTA).

Caltrain's commuter rail service is a fixed-route train service that spans San Francisco County, San Mateo County, and Santa Clara County in California. Caltrain has 29 regular stops, one special event only stop (Stanford Stadium Station), and two weekend-only stops (Broadway and Atherton). As of October 1, 2012, Caltrain runs 92 weekday trains (22 Baby Bullets), 36 Saturday trains (4 Baby Bullets), and 32 Sunday trains (4 Baby Bullets). As necessary, Caltrain also provides additional or modified train service for holiday or special events that occur year-round. Exhibit 1 features the Caltrain service network System Map.

Exhibit 1: Caltrain System Map



B. JPB – ORGANIZATION

The JPB designates the San Mateo County Transit District (District) as the managing agency to provide administrative staff services for Caltrain under the direction and oversight of the Board of Directors. The JPB reimburses the District for the direct and administrative cost incurred for Caltrain operations. Currently, the district provides the following services:

The ***Office of the District Secretary*** is responsible for directing and overseeing all activities and for providing support to the Board of Directors.

The ***Finance and Administration Division*** is responsible for financial accounting and reporting, capital and grant administration and budgeting, operational budgeting, payroll and vendor disbursements, cash and investments management, debt management, revenue control, purchasing, contract administration, risk management, information technology, security, safety and human resources.

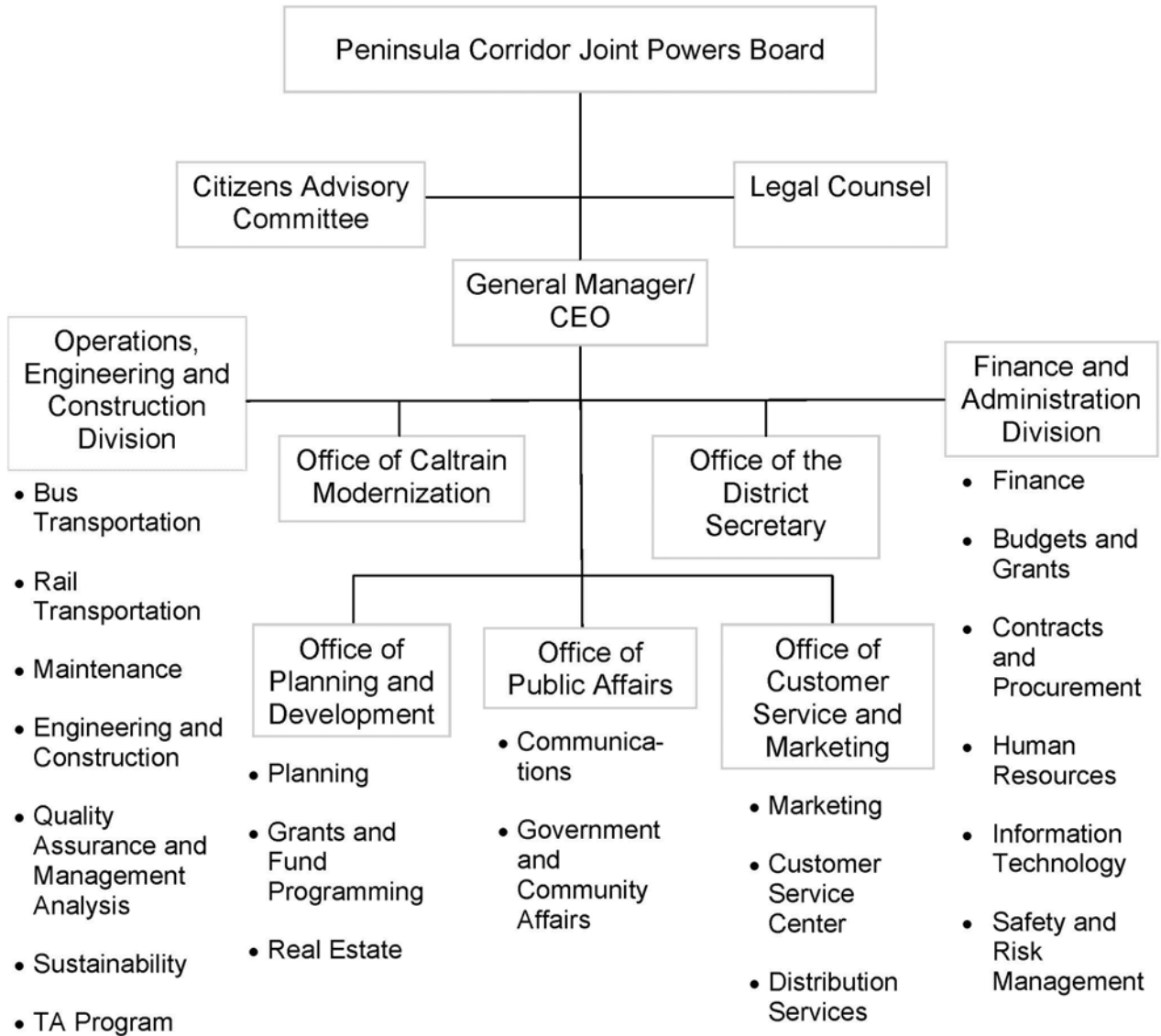
The ***Operations, Engineering and Construction Division*** is responsible for overall management of Caltrain, including contractor oversight, right of way activities, fare and schedule administration, shuttle administration, service planning and quality assurance, and accommodations for persons with mobility impairments pursuant to the requirements of the Americans with Disabilities Act (ADA), management of all capital projects, including right-of-way maintenance, from conceptual engineering planning through construction and acceptance. The contract operator, Transit America Services Incorporated (TASI), provides train service, maintains equipment and property, and prepares financial and operational reports.

The ***Office of Caltrain Modernization Program*** is responsible for guiding the planning and implementation of projects that will upgrade the performance, operating efficiency, capacity, safety and reliability of Caltrain's commuter rail services.

The ***Office of Public Affairs*** is responsible for public information, media relations, legislative activities and community outreach.

The ***Office of Customer Service and Marketing*** is responsible for customer service, marketing, sales, advertising, market research, website and distribution services.

Exhibit 2: JPB – Organization Chart



II. PURPOSE AND BACKGROUND

A. PURPOSE OF THE PUBLIC PARTICIPATION PLAN

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

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

Purpose of the PPP:

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

The PPP is based on the following core values:

- Integrity
- Customer focus
- Respect
- Quality
- Teamwork
- Leadership
- Accountability

The PPP will function as a “living document”:

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

The following sections of the PPP provide an overview of the demographics of the three counties it serves as well as Caltrain riders in particular. This information sets the scene for meaningful public engagement.

B. DEMOGRAPHICS & SERVICE PROFILES

Caltrain primarily serves San Francisco County, San Mateo County, and Santa Clara County. To better serve and meet the needs of Caltrain riders, potential future Caltrain riders, and communities and businesses affected by Caltrain Service the following exhibits provide demographics and service profile information.

Exhibits 3a, 3b, 3c, 3d, 3e, and 3f show key transit service connections, nearby schools, hospitals, shopping malls, hospitals, highways and major roadways in relation to Caltrain's Basemap.

Exhibits 4a, 4b, and 4c display the Total population densities of San Francisco County, San Mateo County, and Santa Clara County by census tracts.

Exhibits 5a, 5b, and 5c display the American Indian population of San Francisco County, San Mateo County, and Santa Clara County by census tracts.

Exhibits 6a, 6b, and 6c display the Asian population of San Francisco County, San Mateo County, and Santa Clara County by census tracts.

Exhibits 7a, 7b, and 7c display the Black population of San Francisco County, San Mateo County, and Santa Clara County by census tracts.

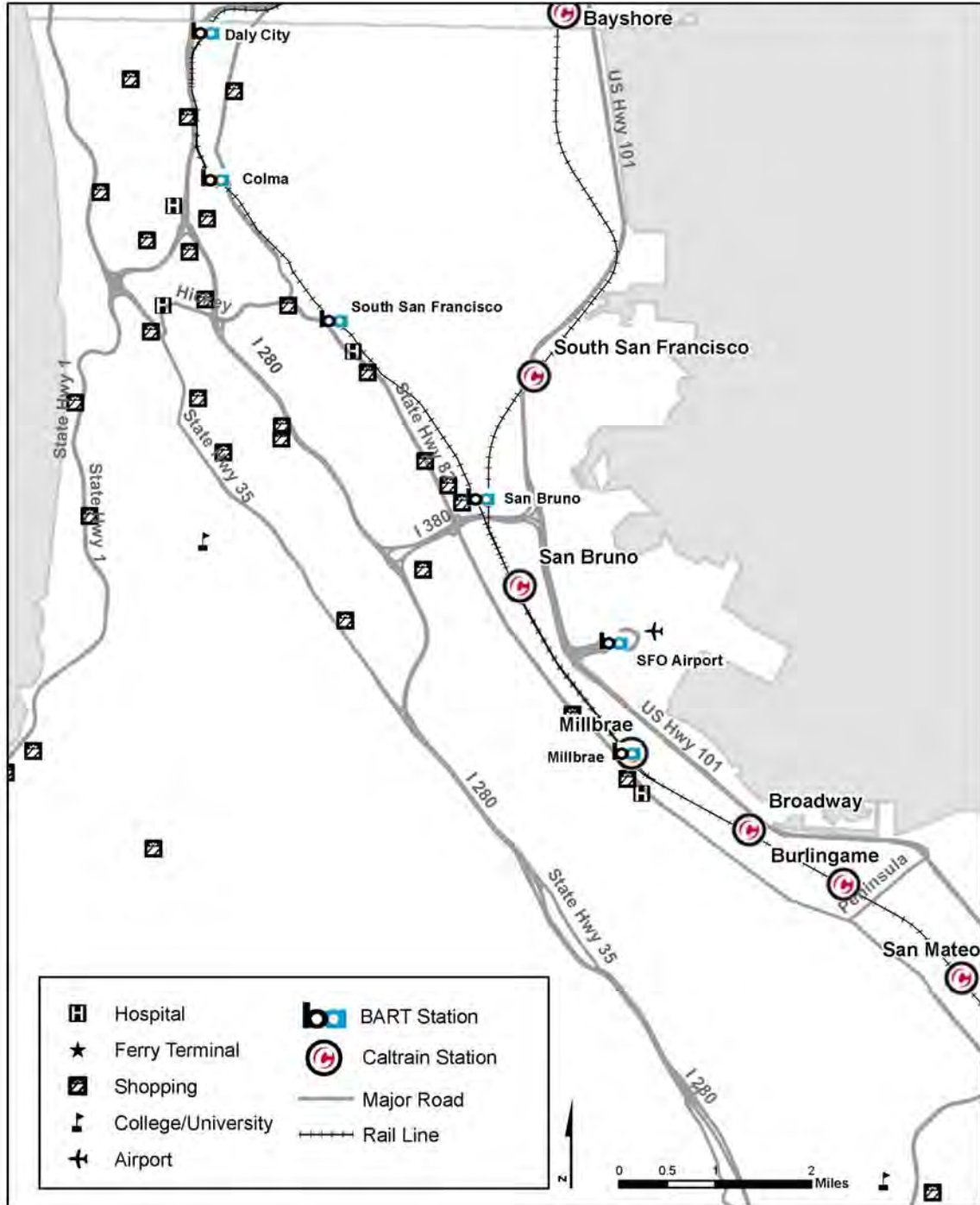
Exhibits 8a, 8b, and 8c display the Hispanic population of San Francisco County, San Mateo County, and Santa Clara County by census tracts.

Exhibits 9a, 9b, and 9c display the Pacific Islander population of San Francisco County, San Mateo County, and Santa Clara County by census tracts.

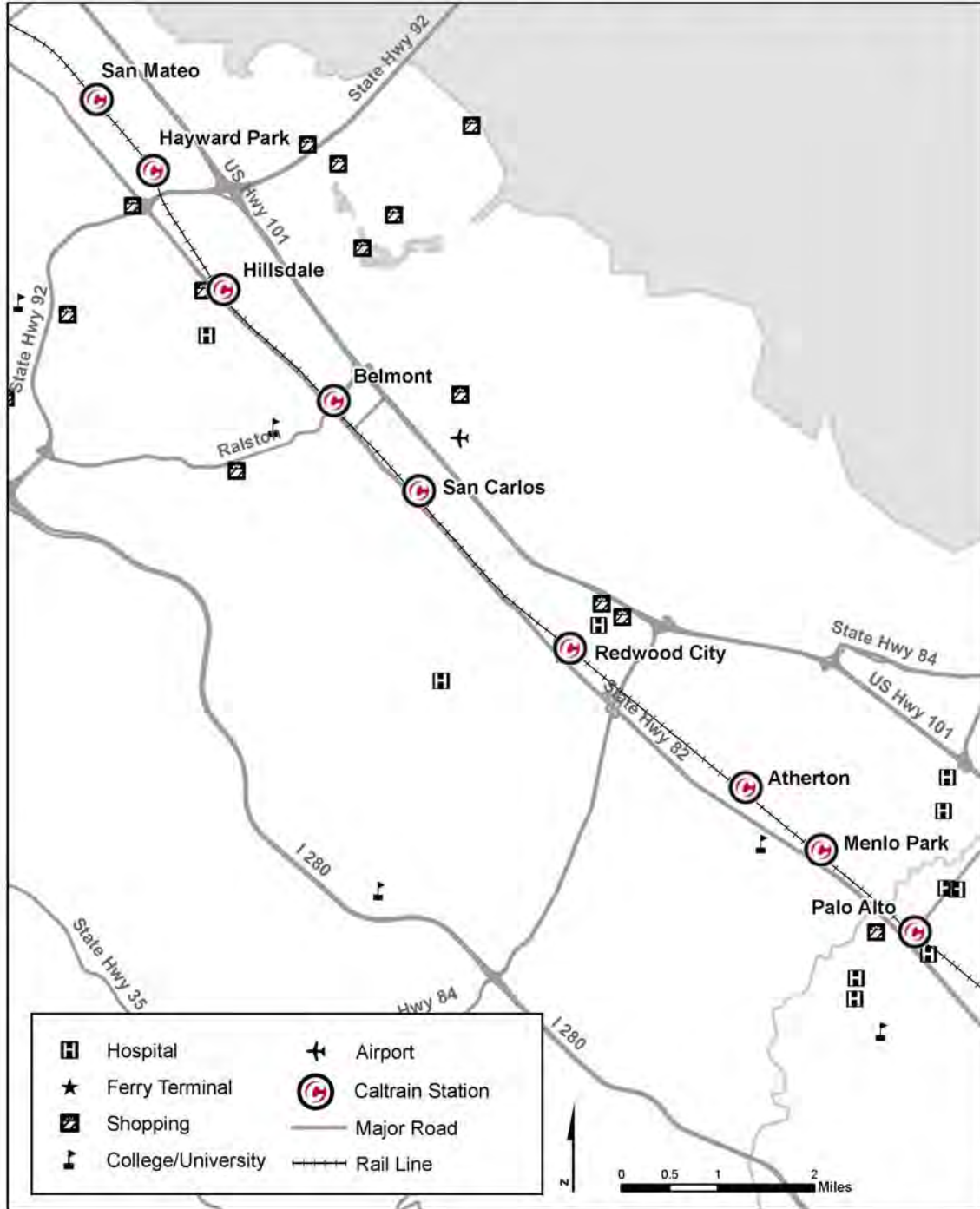
Exhibits 10a, 10b, and 10c display the White population of San Francisco County, San Mateo County, and Santa Clara County by census tracts.

Exhibits 11a, 11b, and 11c display Other Races population of San Francisco County, San Mateo County, and Santa Clara County by census tracts. "Other races" are all other races that exclude American Indians, Asians, Blacks, Hispanics, Pacific Islanders, and Whites.

Northern San Mateo County - Base Map



Southern San Mateo County - Base Map



Northern Santa Clara County - Base Map

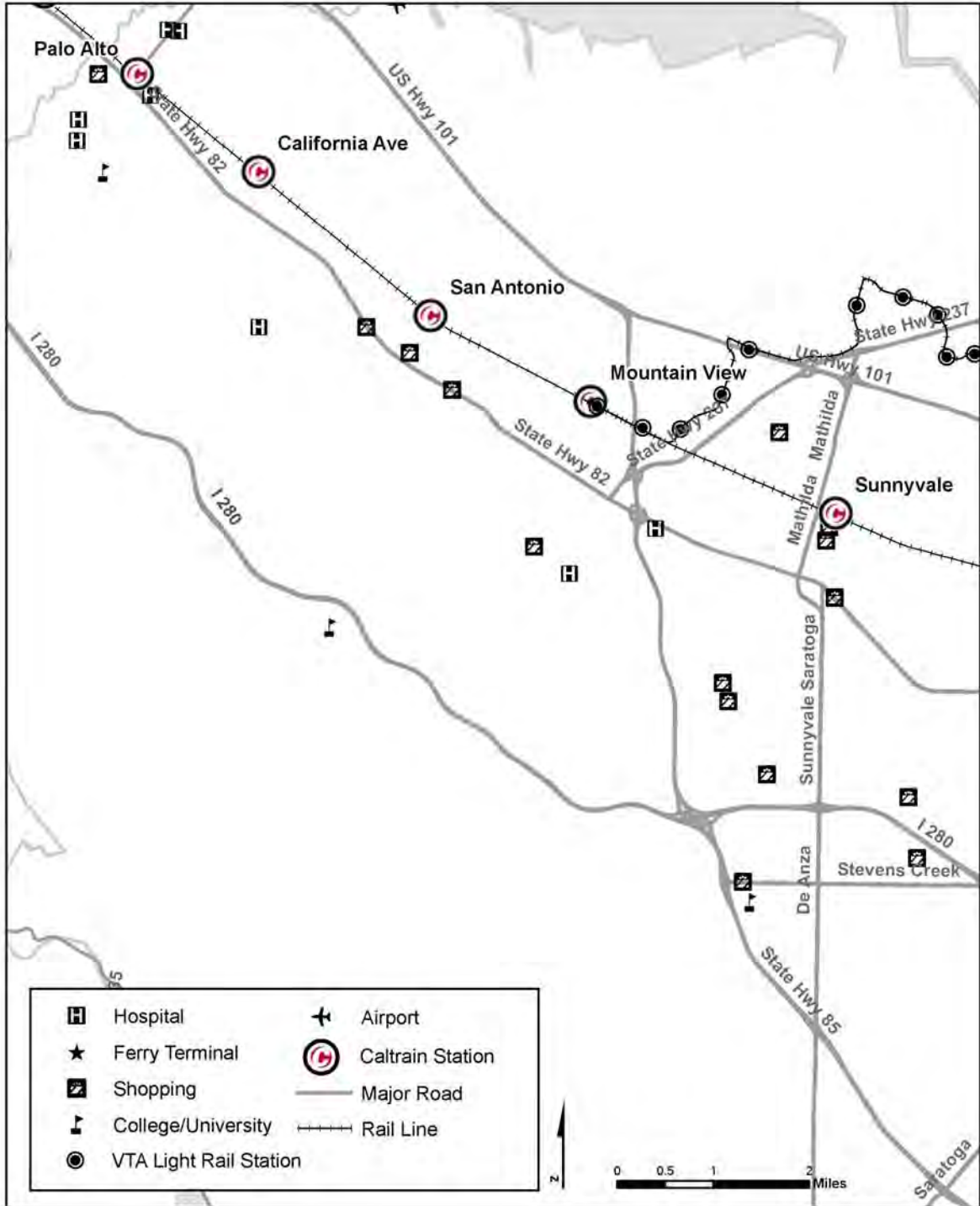
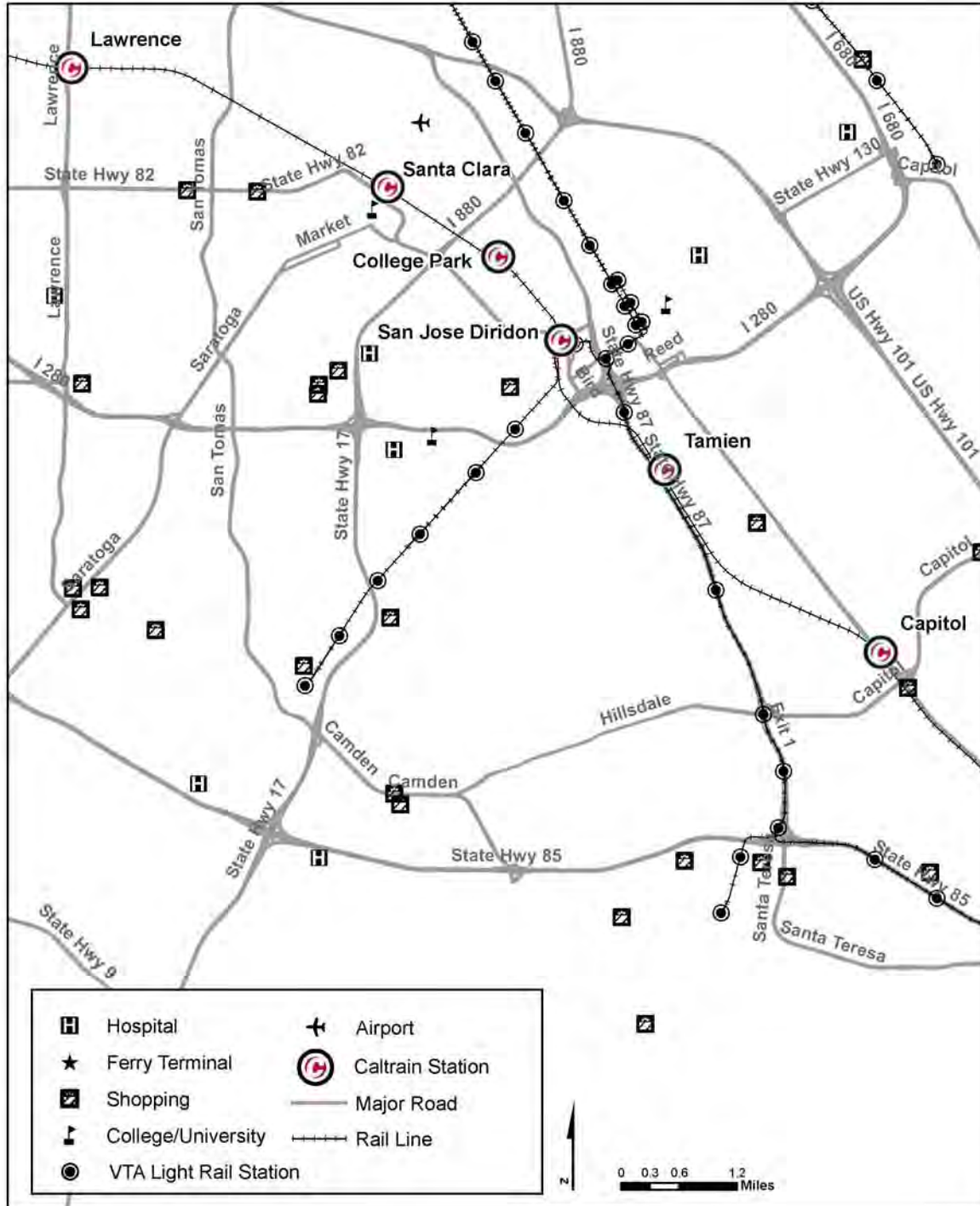


Exhibit 3e: Caltrain Base Map – Mid Santa Clara County

Mid Santa Clara County - Base Map



Southern Santa Clara County - Base Map

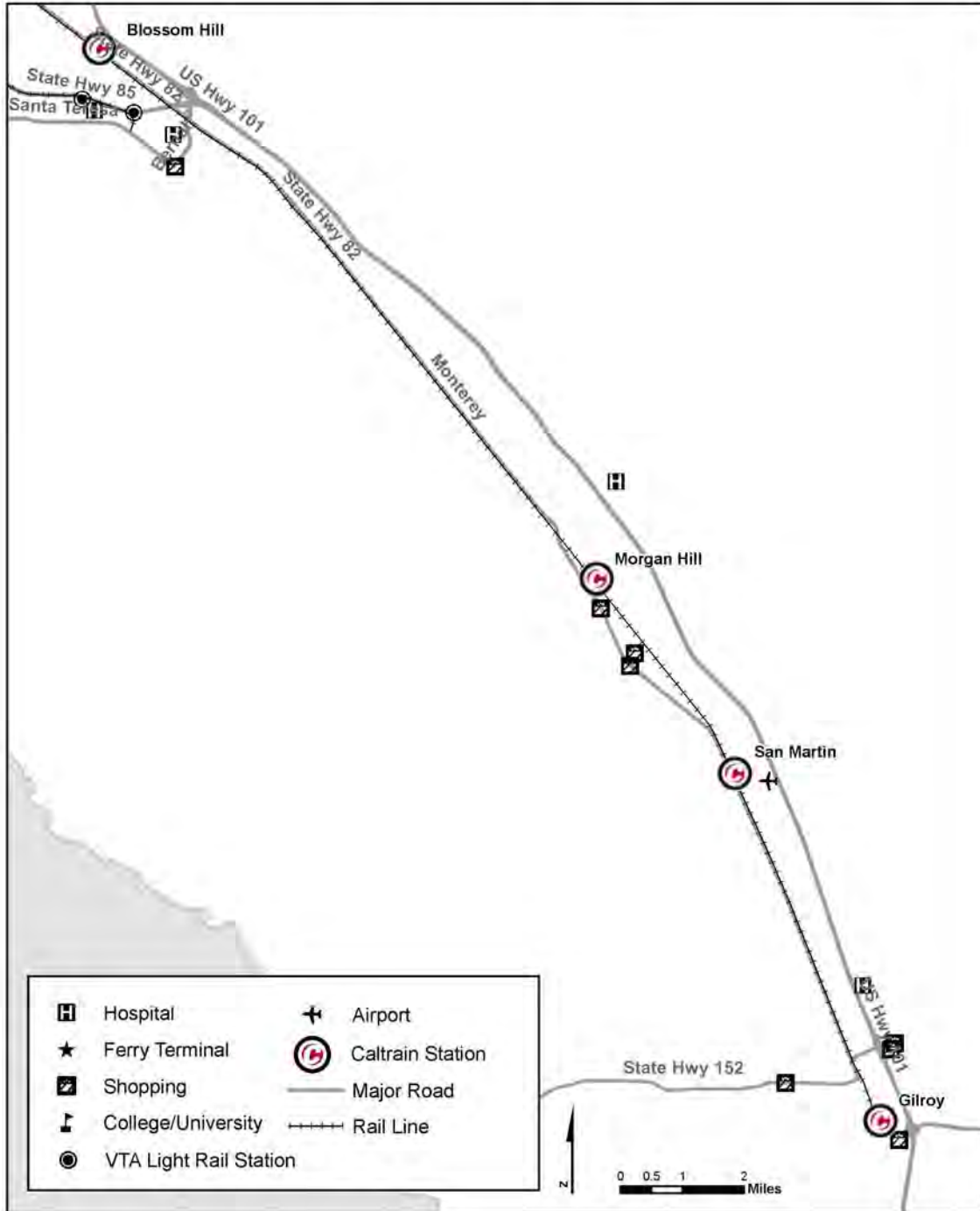


Exhibit 4a: Total Population by Census Tract – San Francisco County

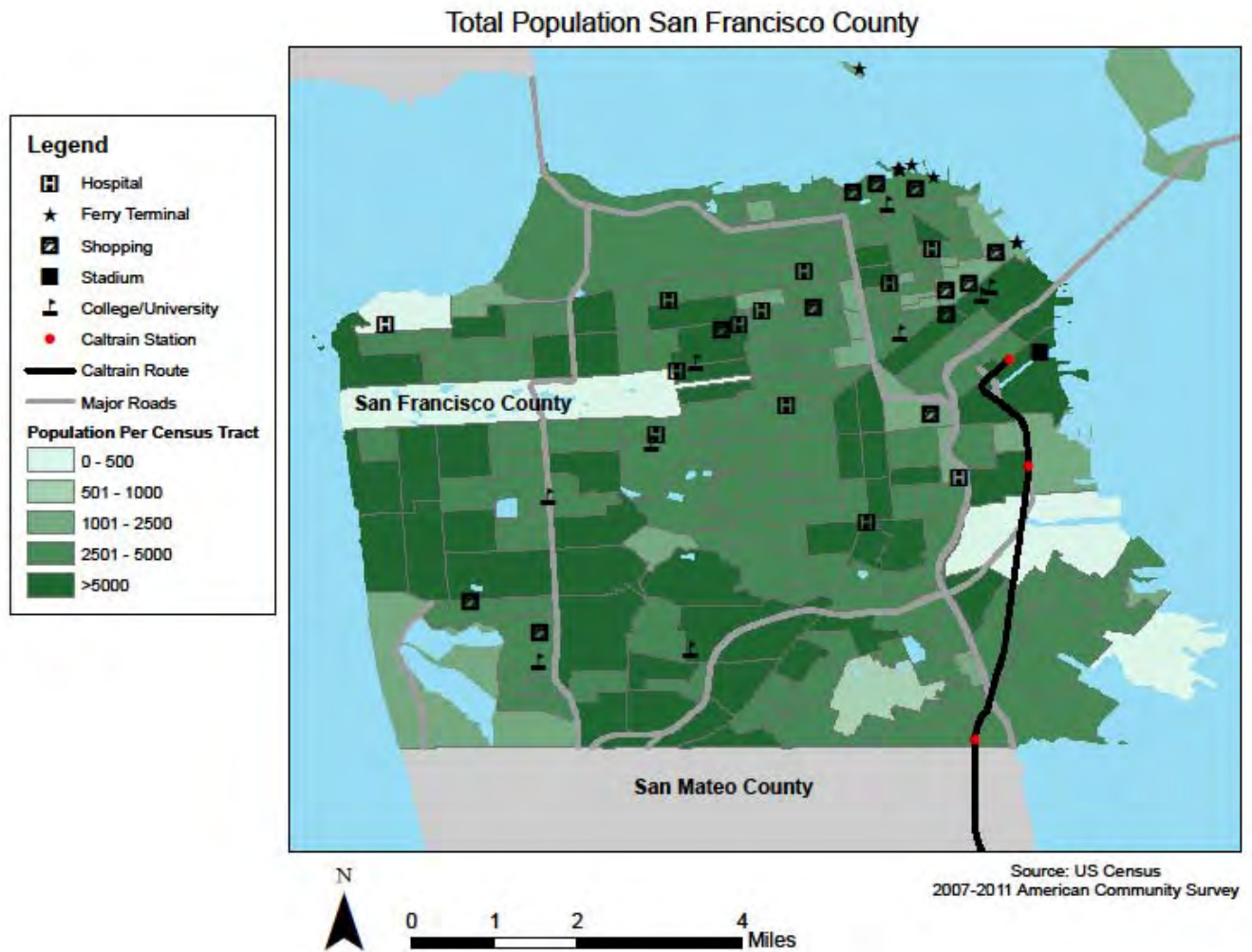


Exhibit 4b: Total Population by Census Tract – San Mateo County

Total Population San Mateo County



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

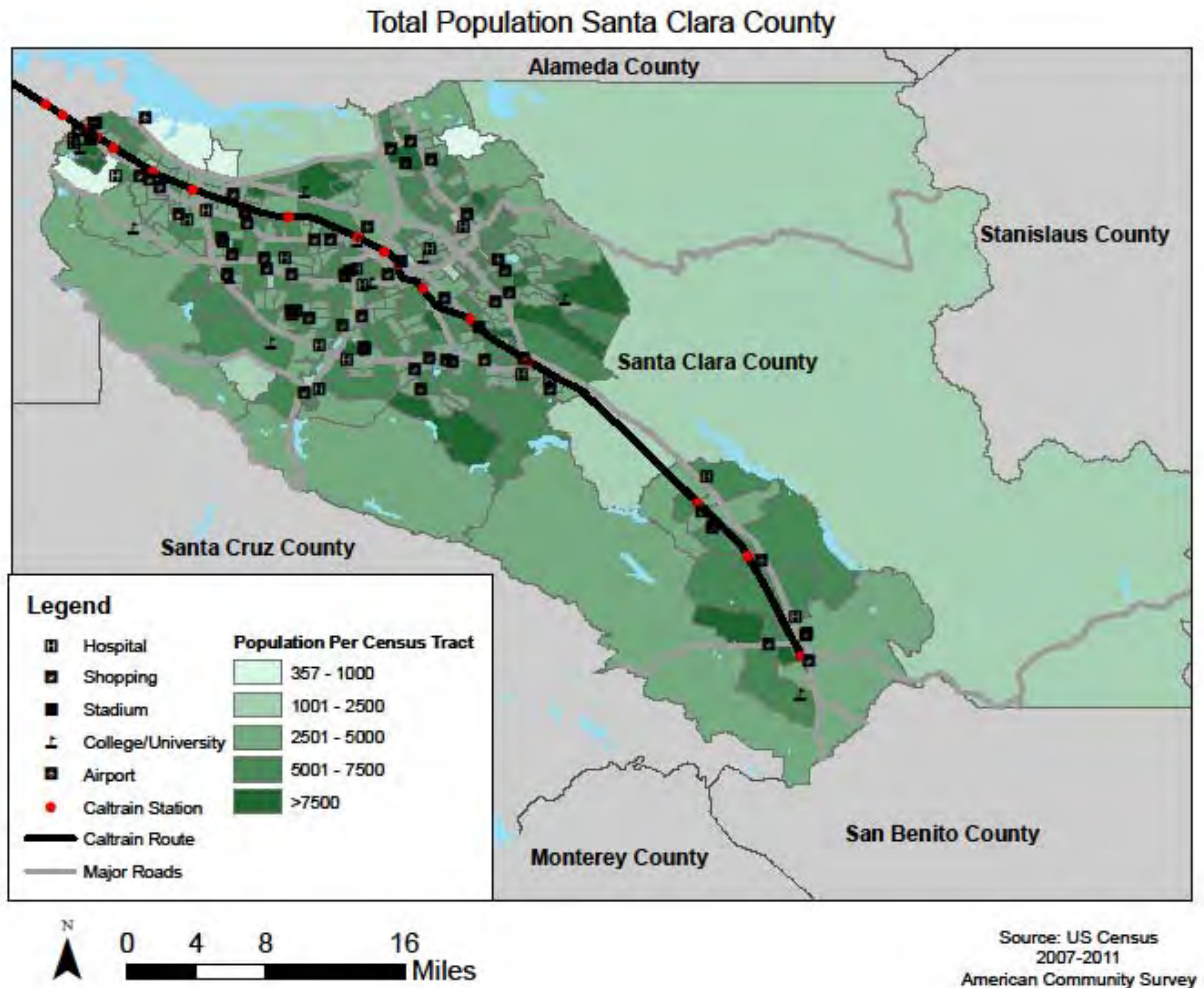


Exhibit 5a: American Indian Population by Census Tract – San Francisco County

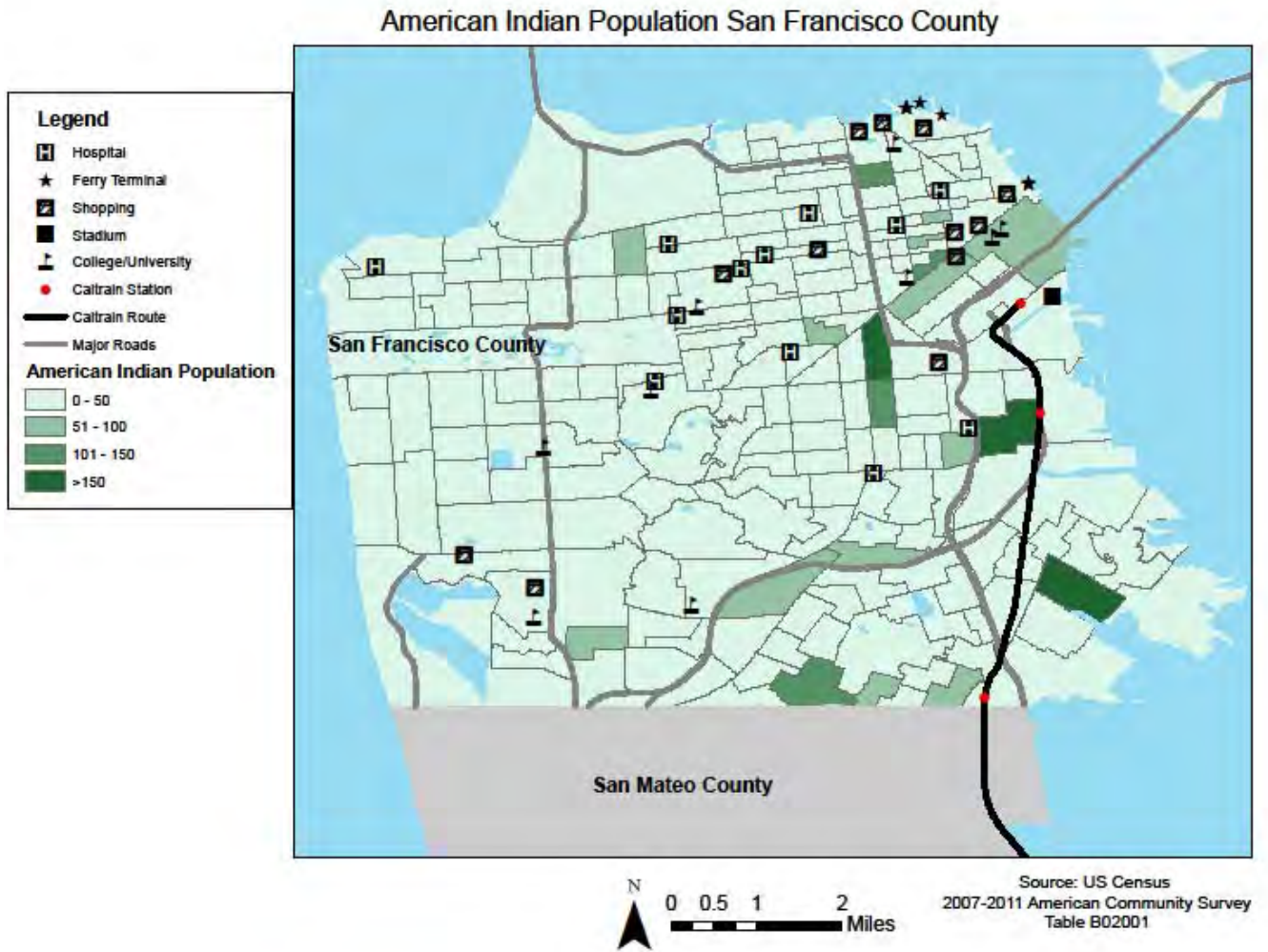


Exhibit 5b: American Indian Population by Census Tract – San Mateo County

American Indian Population San Mateo County

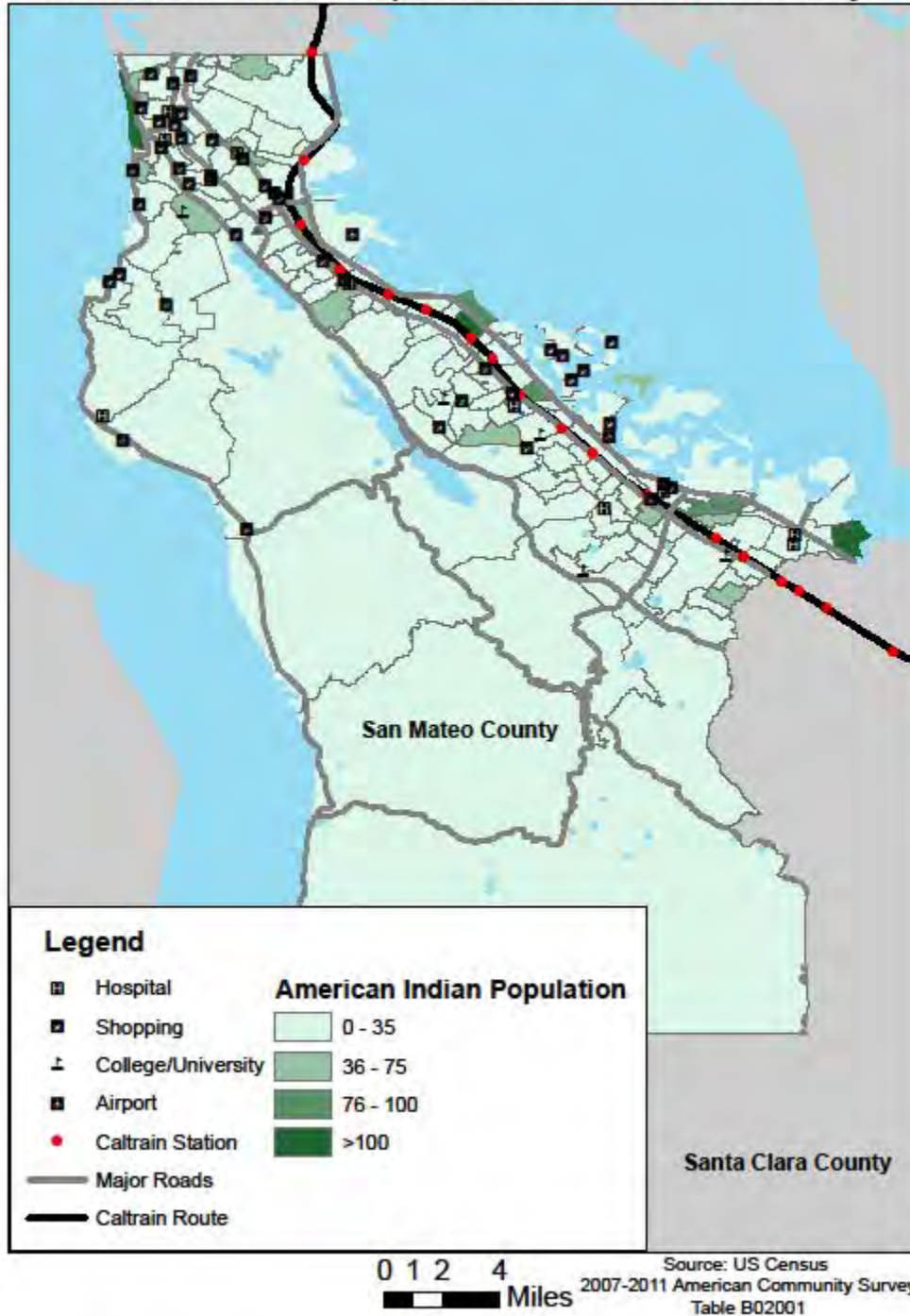


Exhibit 5c: American Indian Population by Census Tract – Santa Clara County

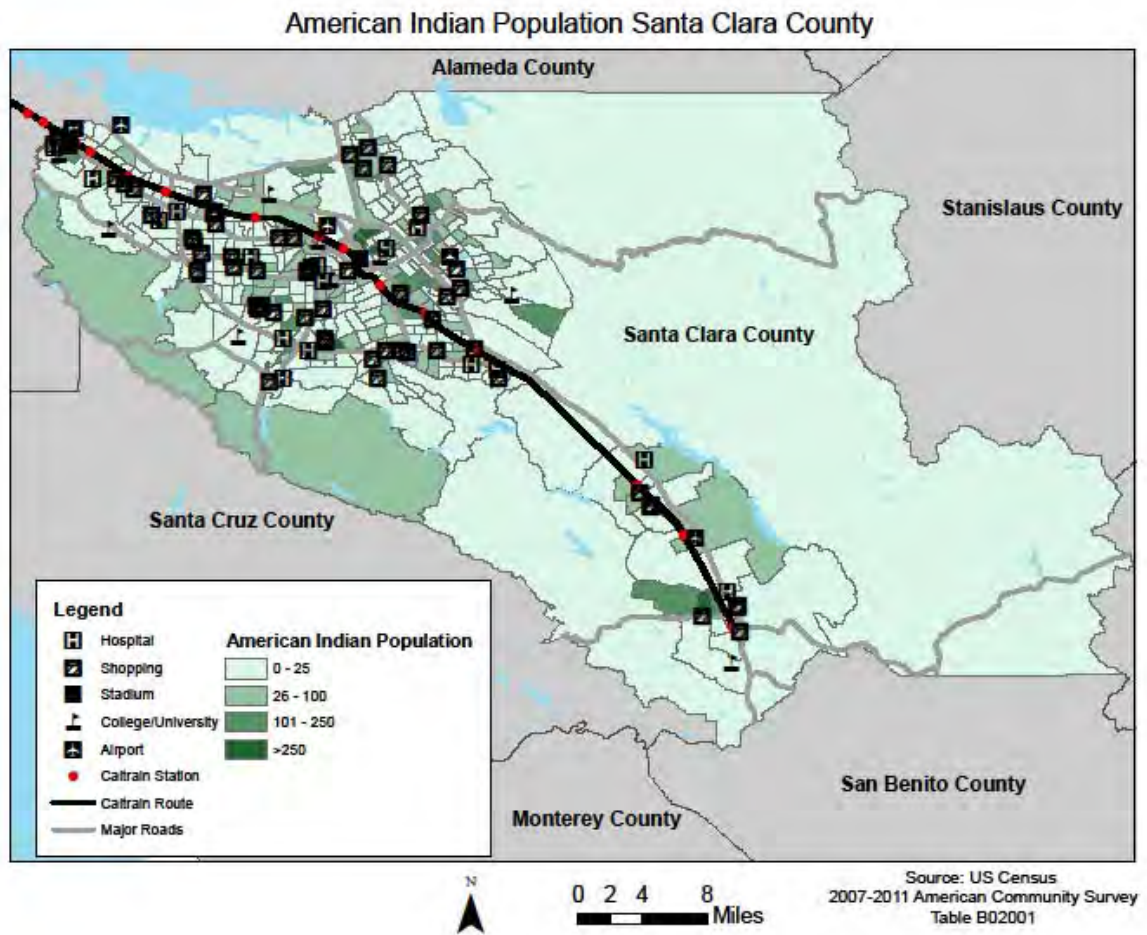


Exhibit 6a: Asian Population by Census Tract – San Francisco County

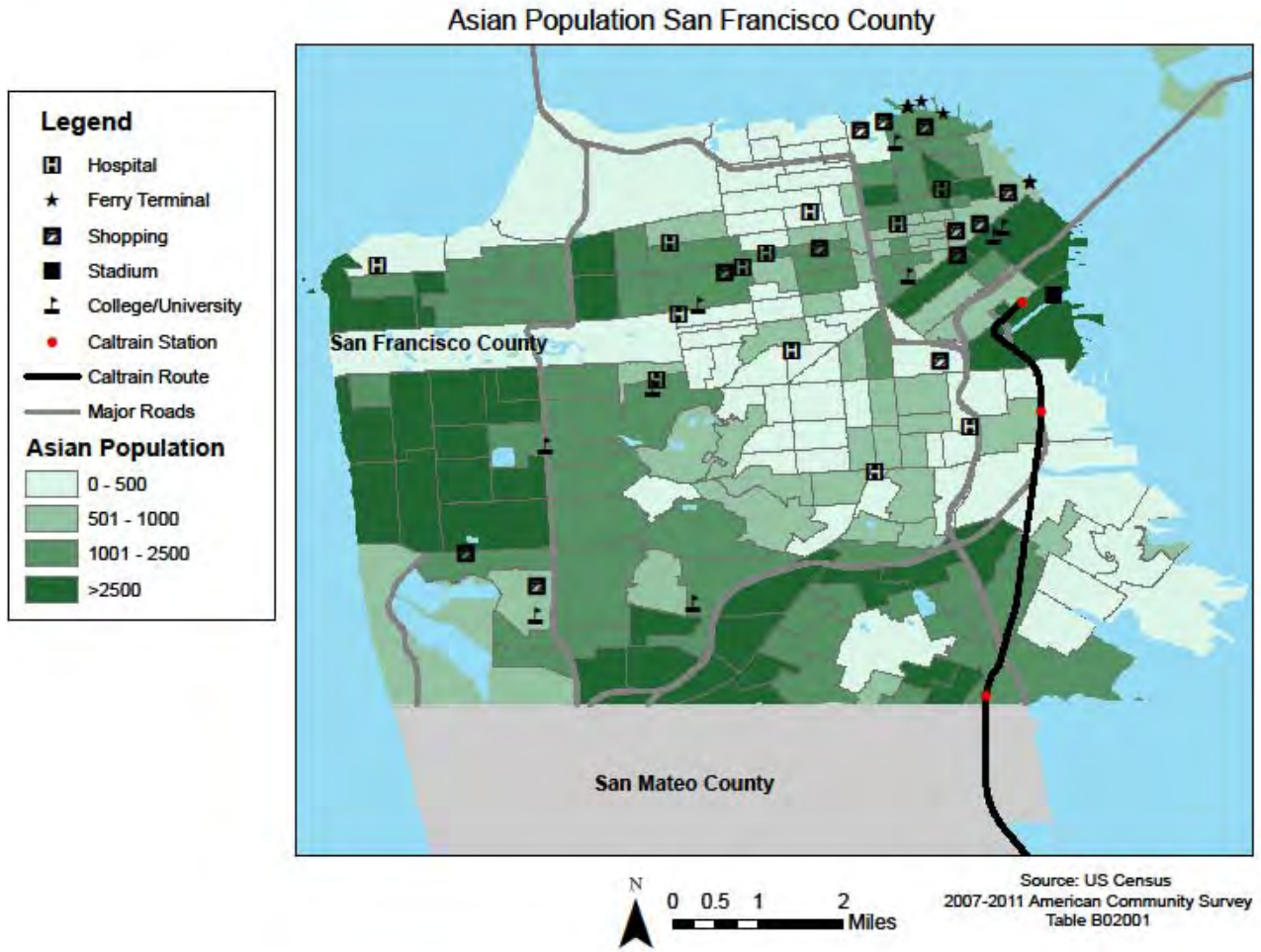


Exhibit 6b: Asian Population by Census Tract – San Mateo County

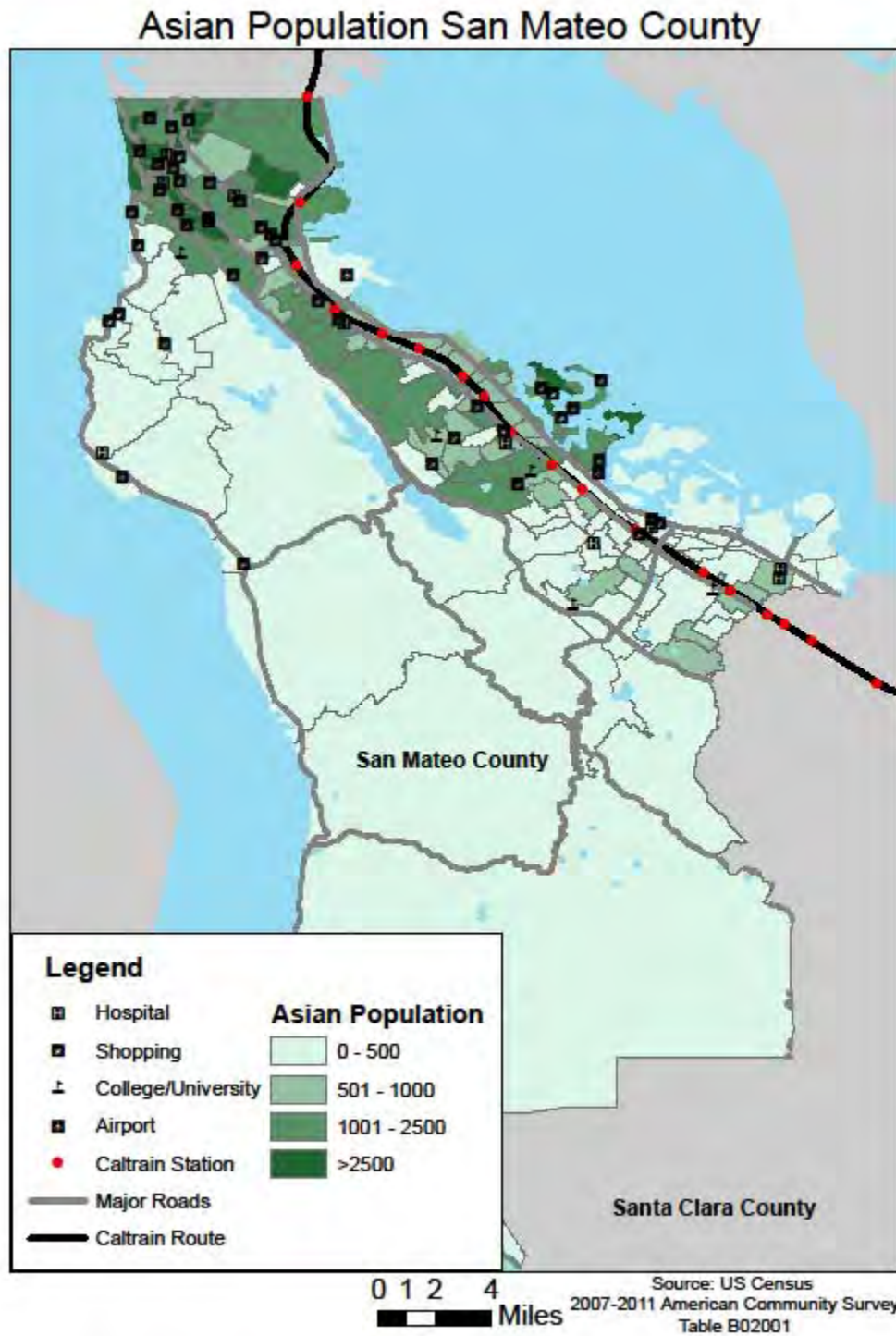


Exhibit 6c: Asian Population by Census Tract – Santa Clara County

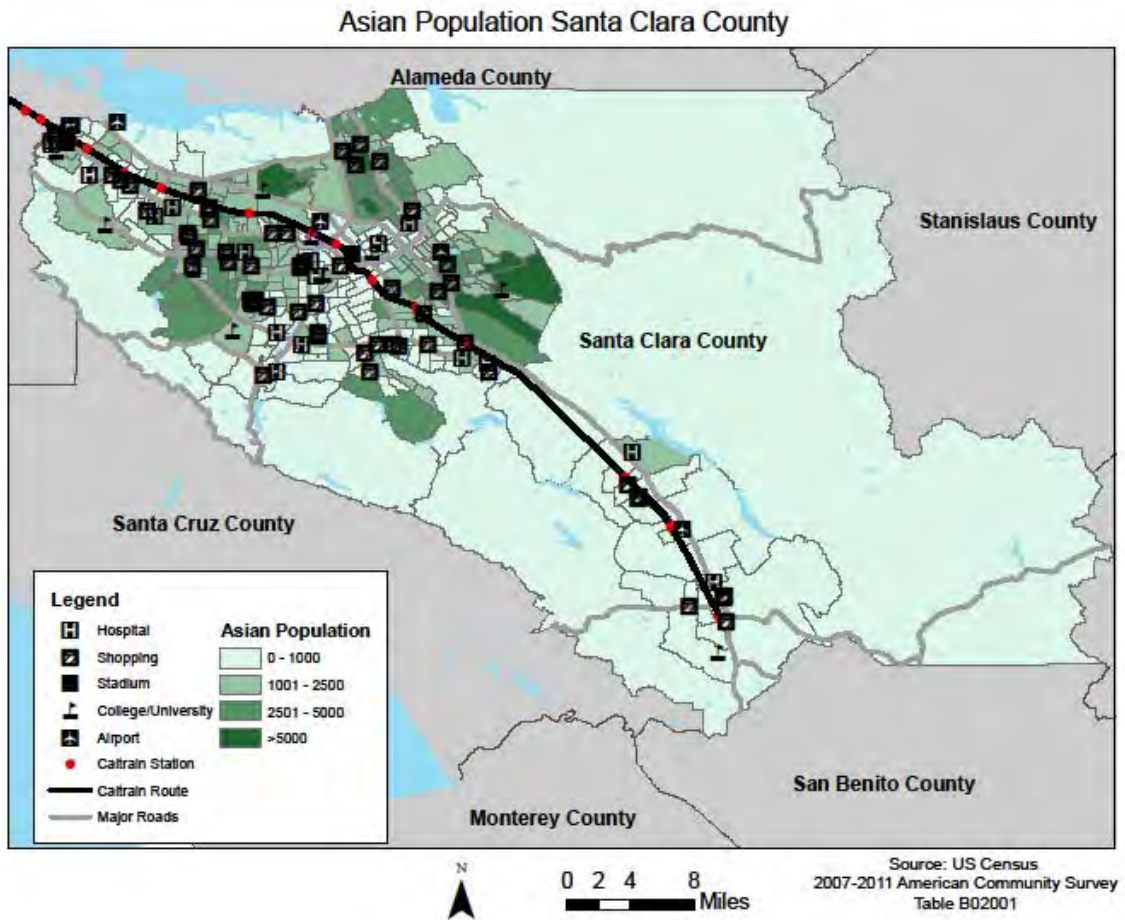


Exhibit 7a: Black Population by Census Tract – San Francisco County

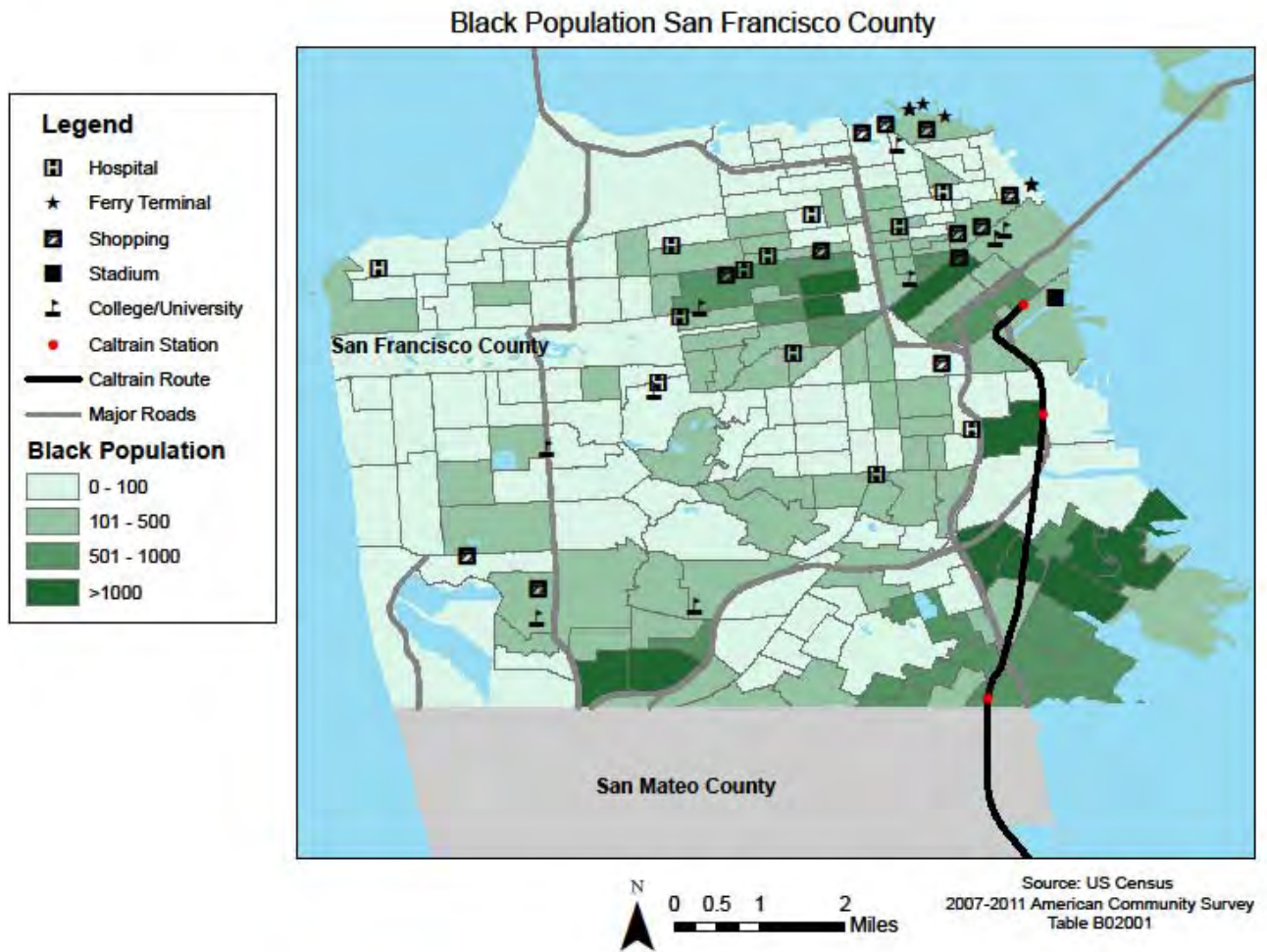
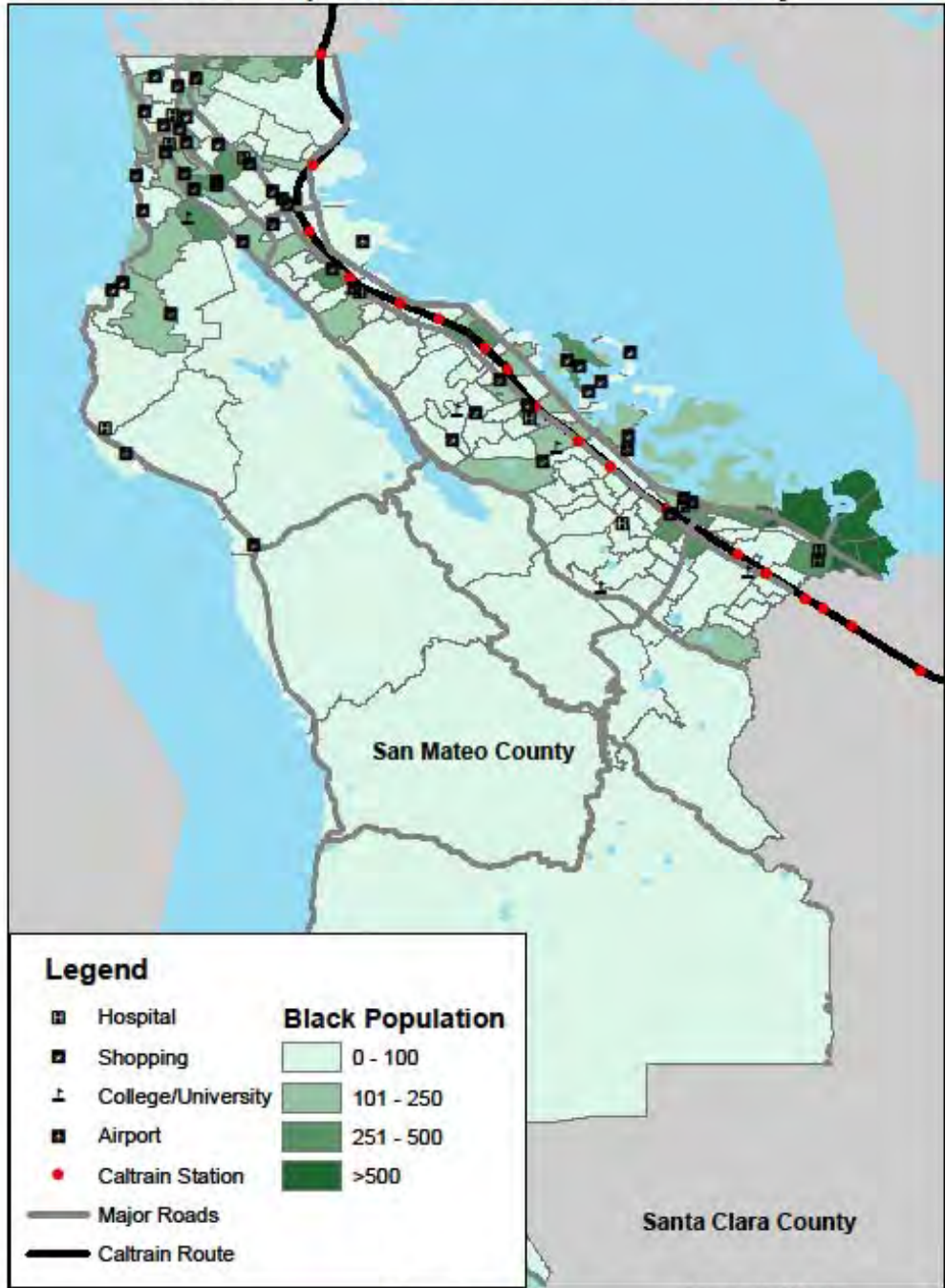


Exhibit 7b: Black Population by Census Tract – San Mateo County

Black Population San Mateo County



0 1 2 4
Miles

Source: US Census
2007-2011 American Community Survey
Table B02001



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

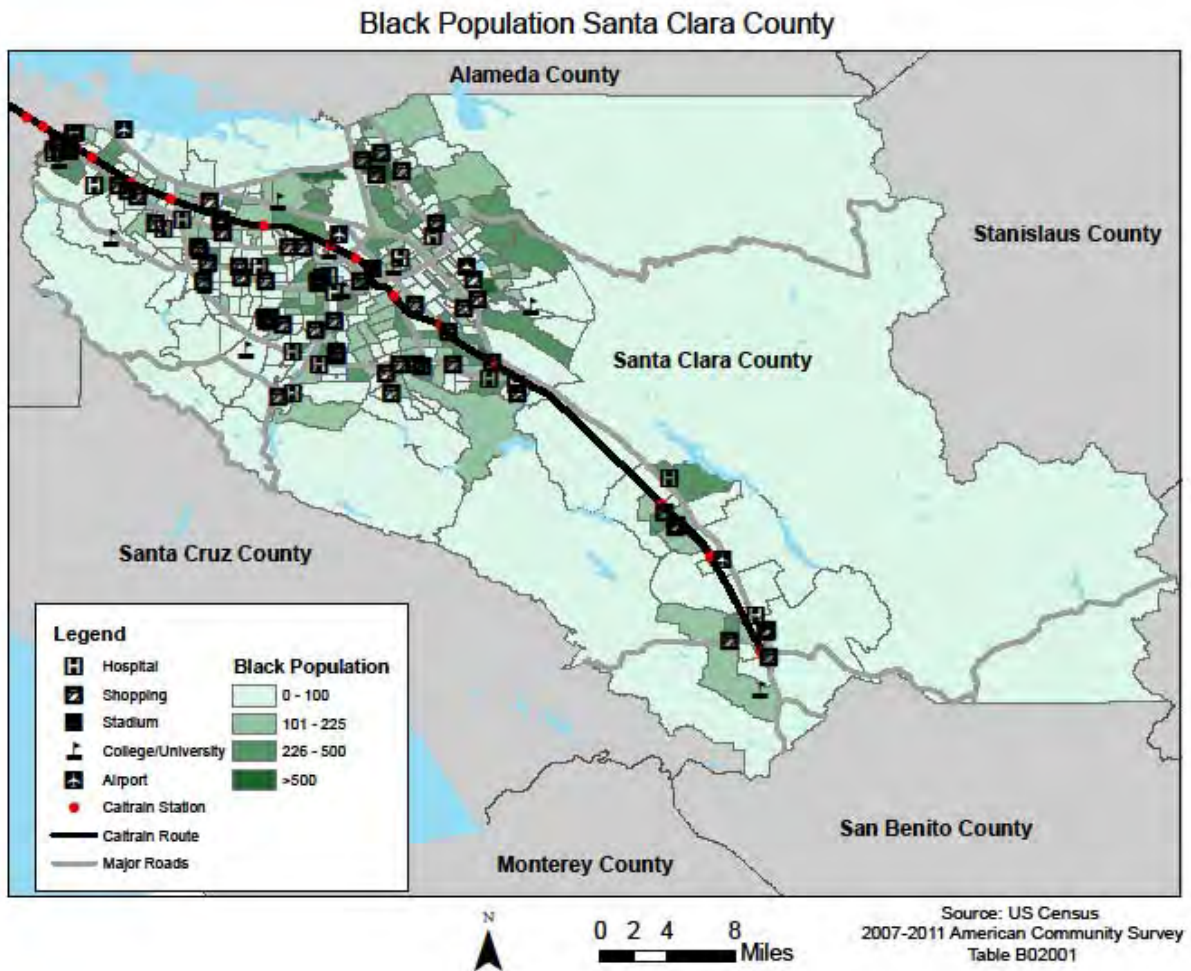


Exhibit 8a: Hispanic Population by Census Tract – San Francisco County

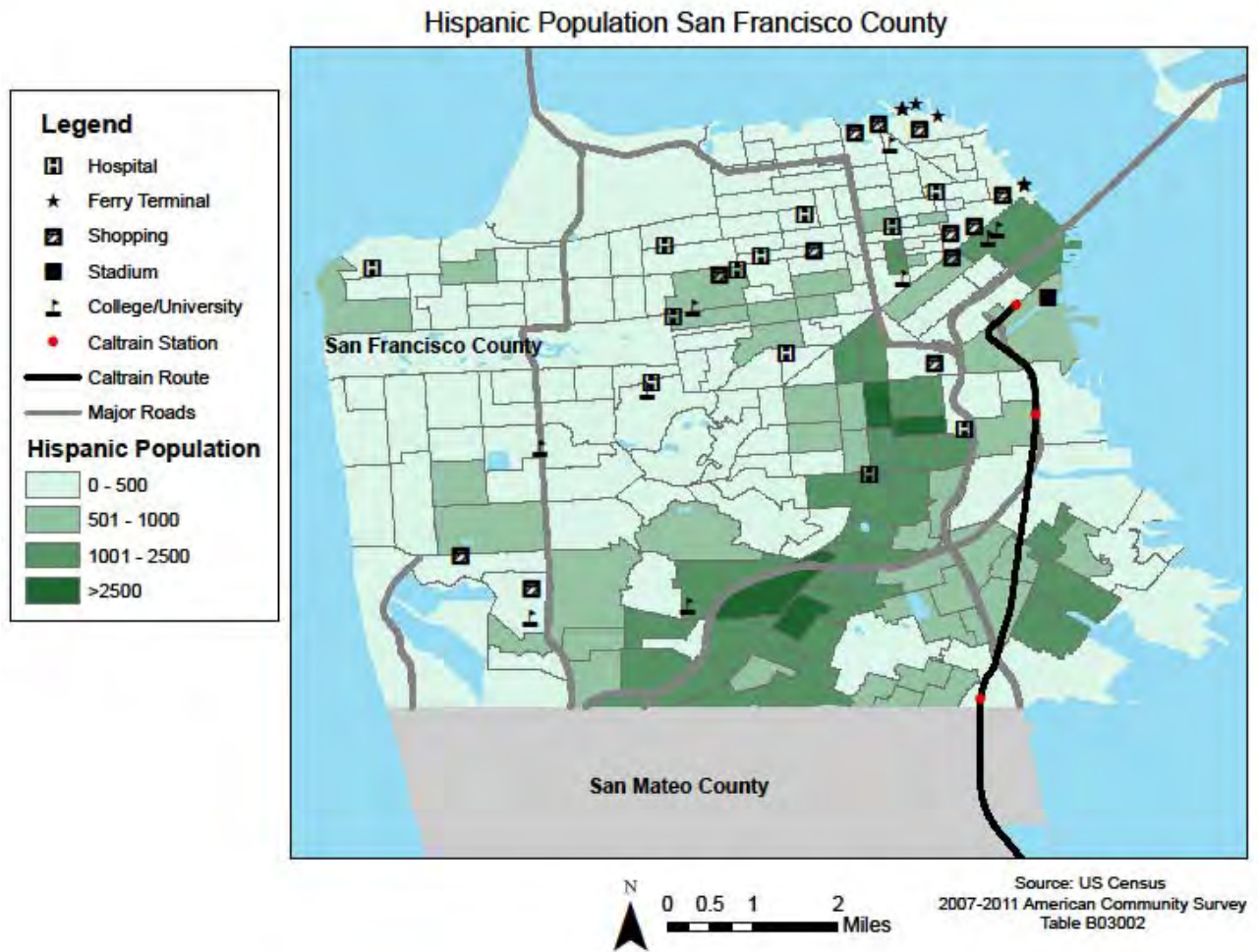


Exhibit 8b: Hispanic Population by Census Tract – San Mateo County

Hispanic Population San Mateo County

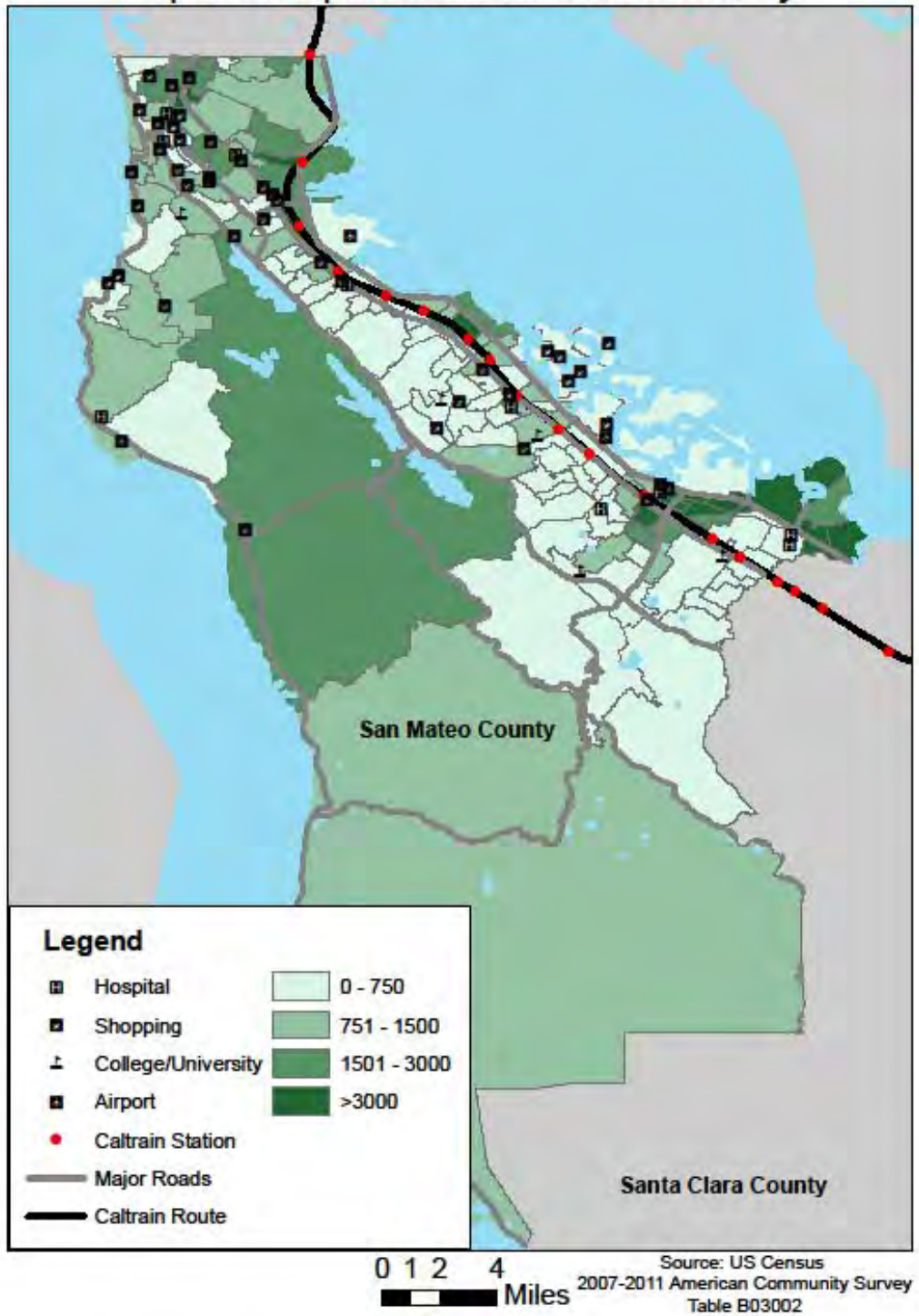


Exhibit 8c: Hispanic Population by Census Tract – Santa Clara County

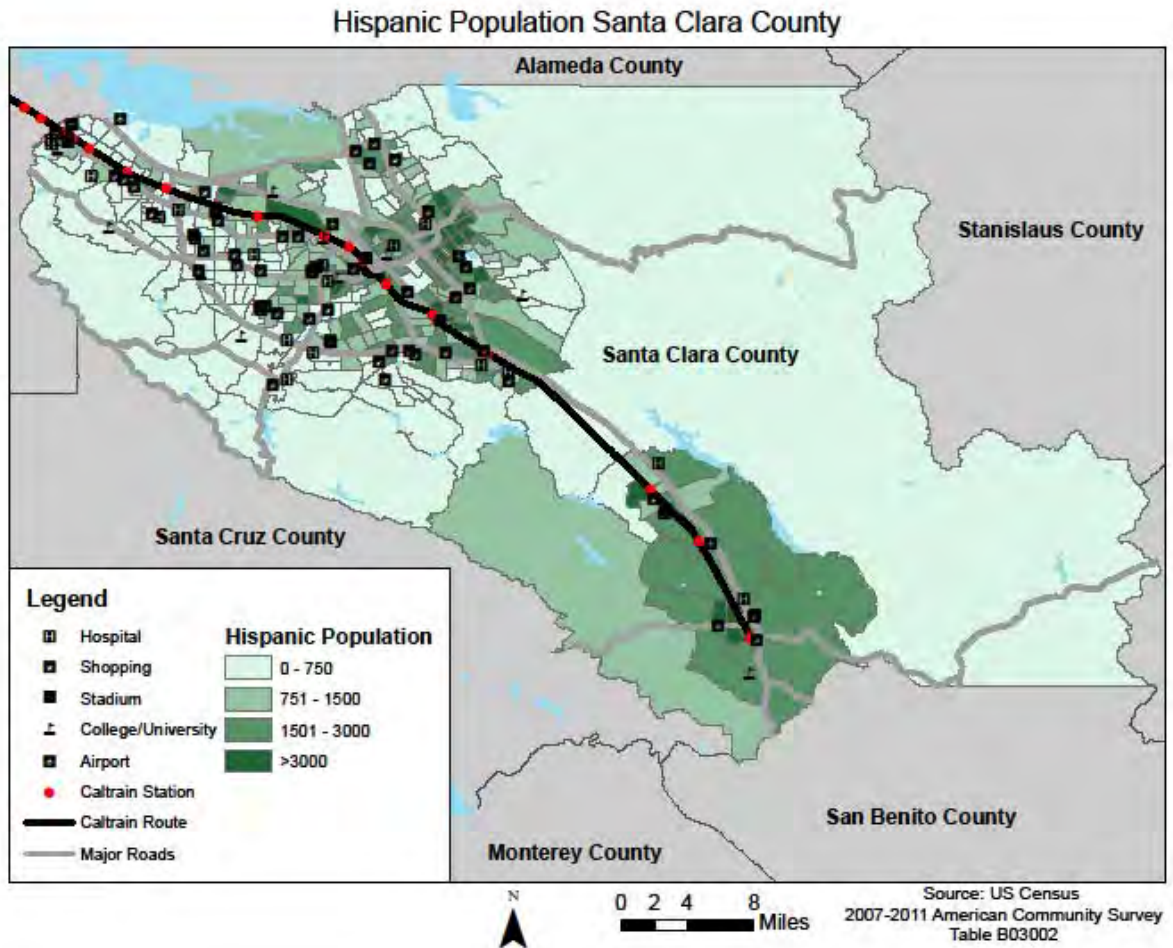


Exhibit 9a: Pacific Islander Population by Census Tract – San Francisco County

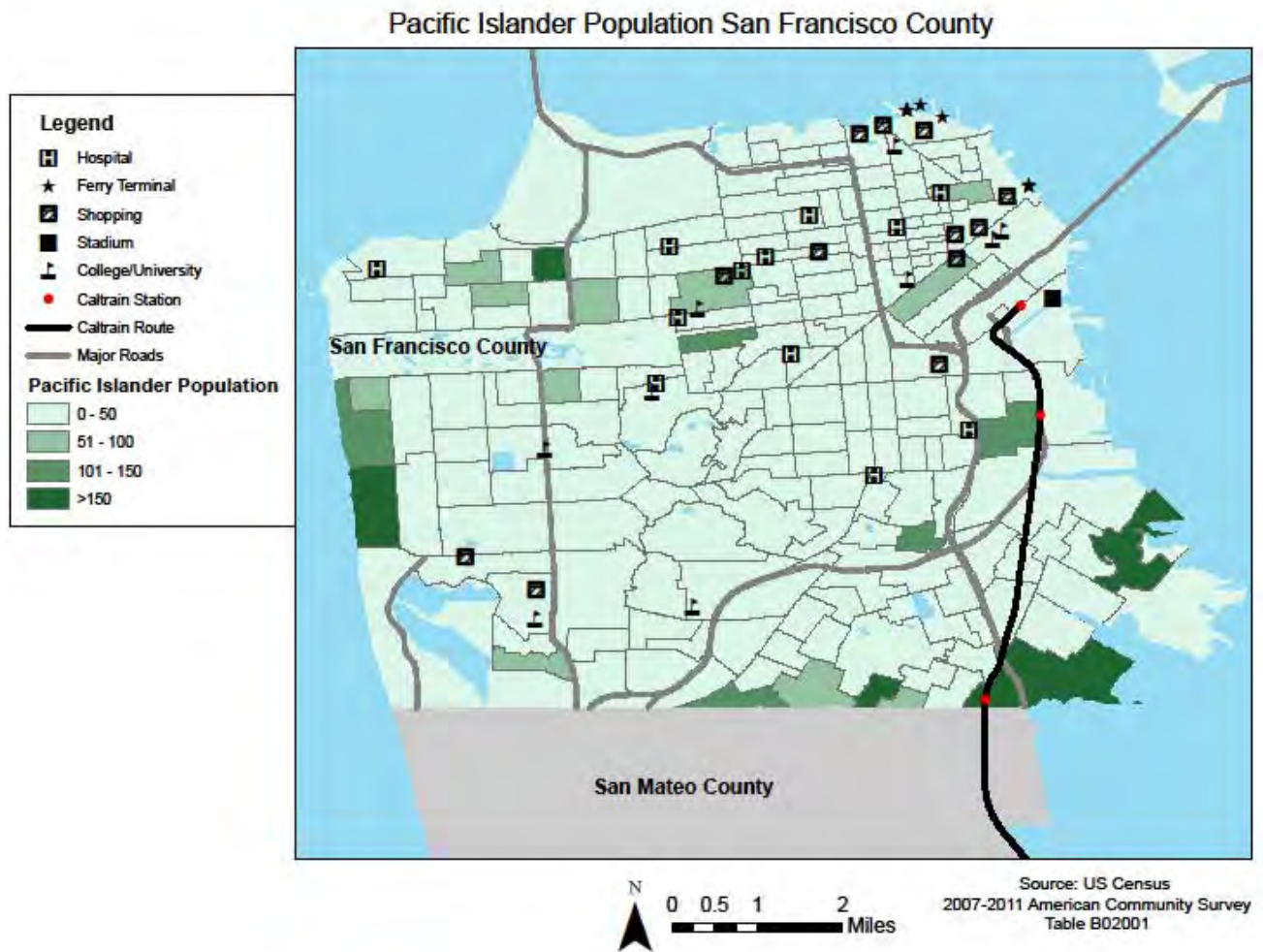


Exhibit 9b: Pacific Islander Population by Census Tract – San Mateo County

Pacific Islander Population San Mateo County

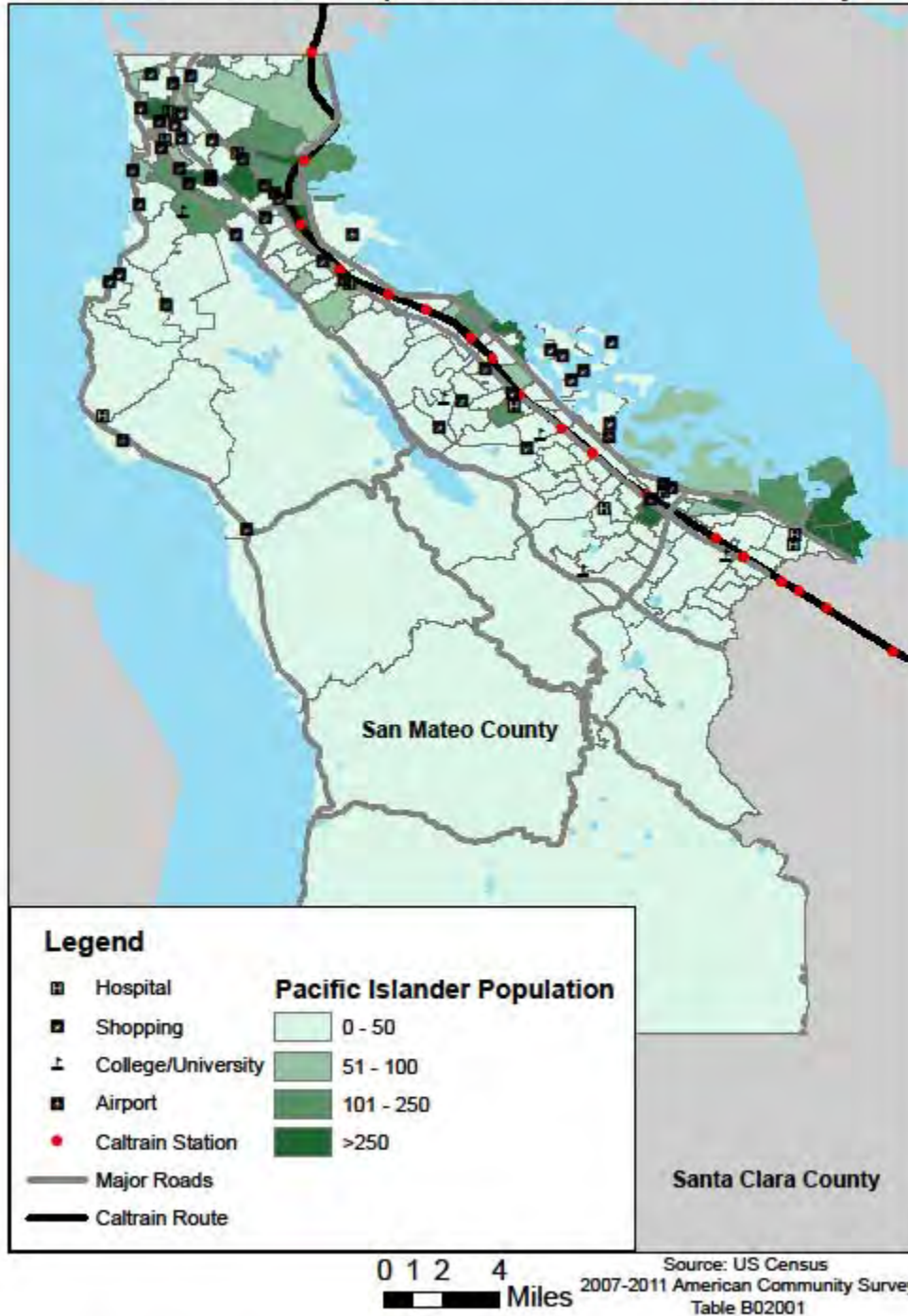


Exhibit 9c: Pacific Islander Population by Census Tract – Santa Clara County

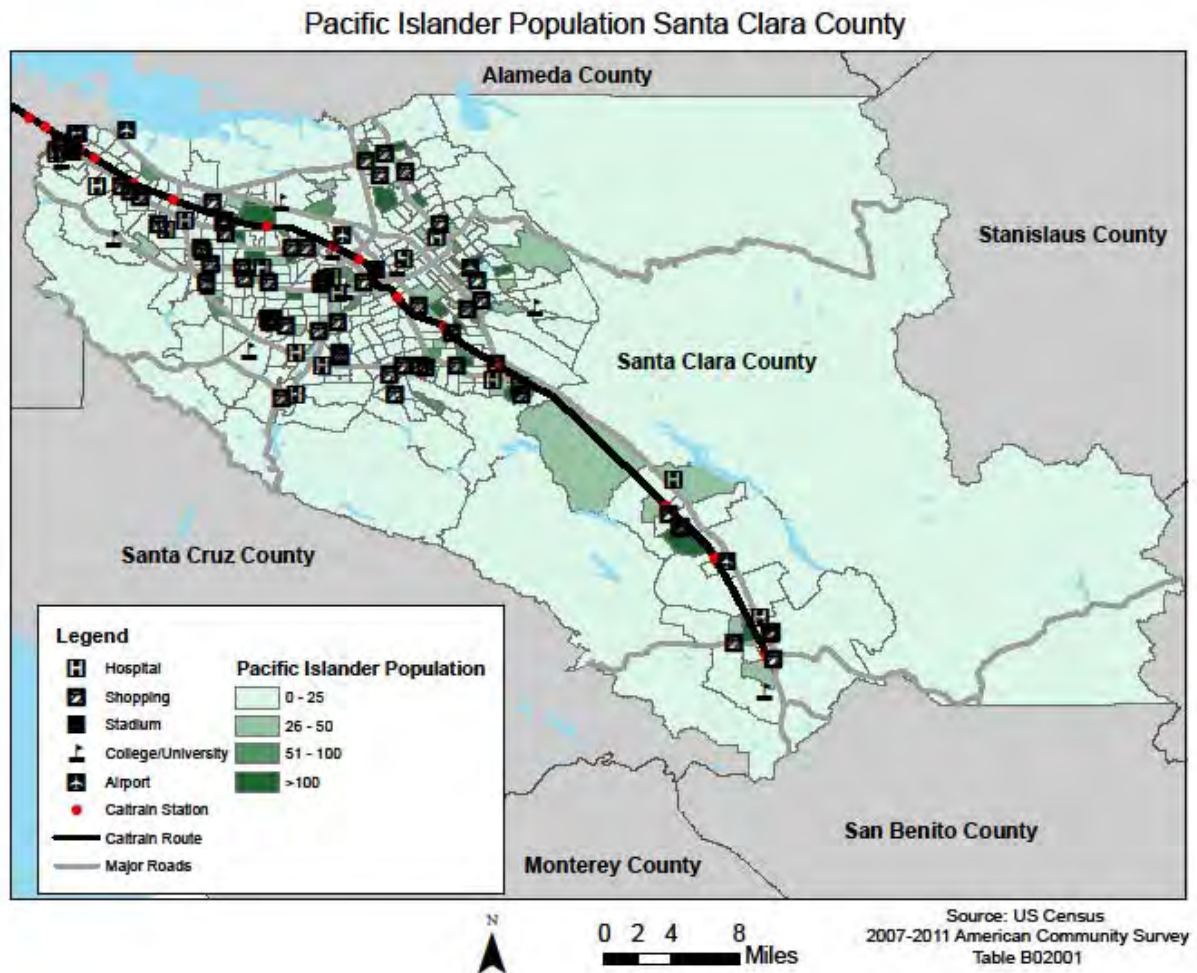


Exhibit 10a: White Population by Census Tract – San Francisco County

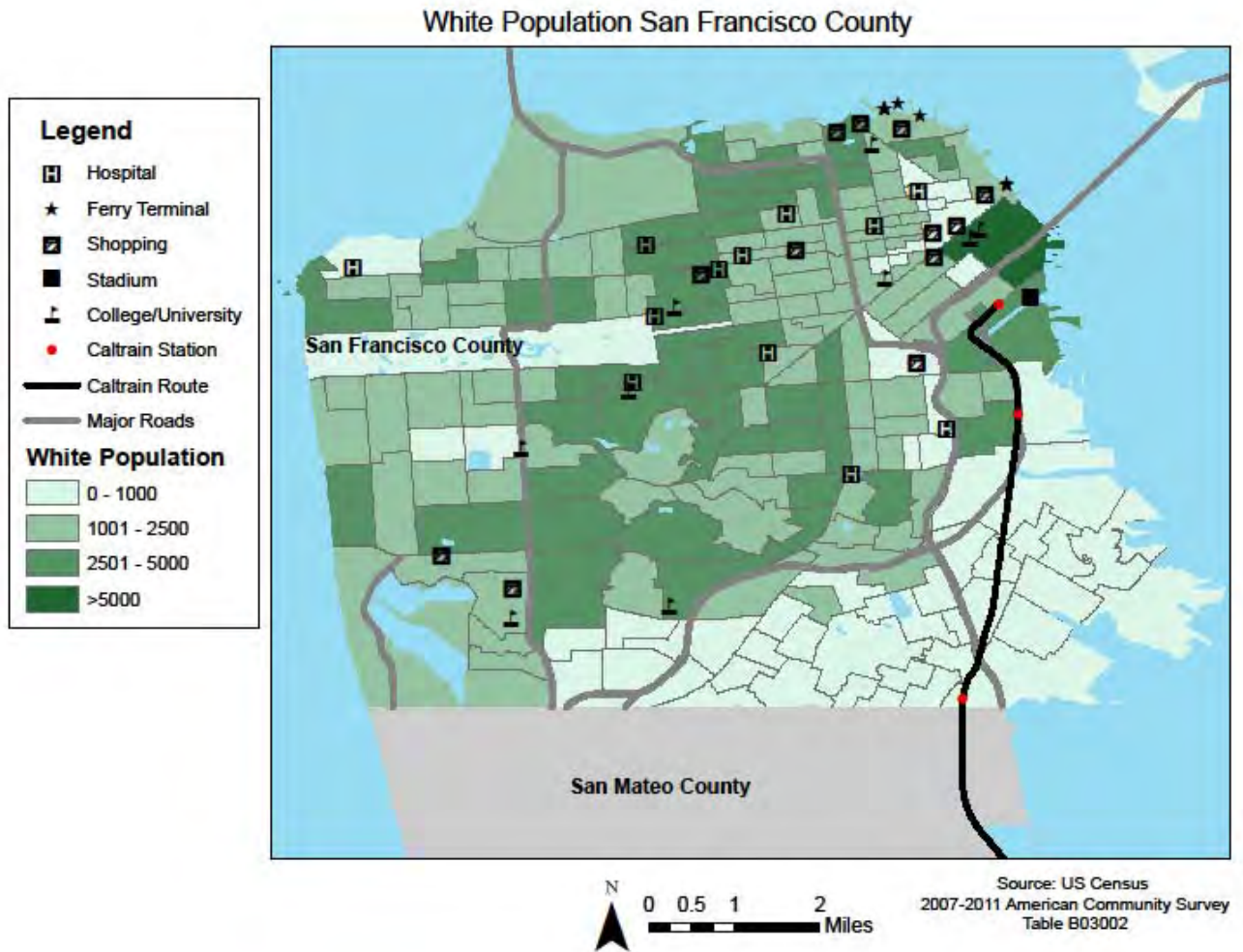


Exhibit 10b: White Population by Census Tract – San Mateo County

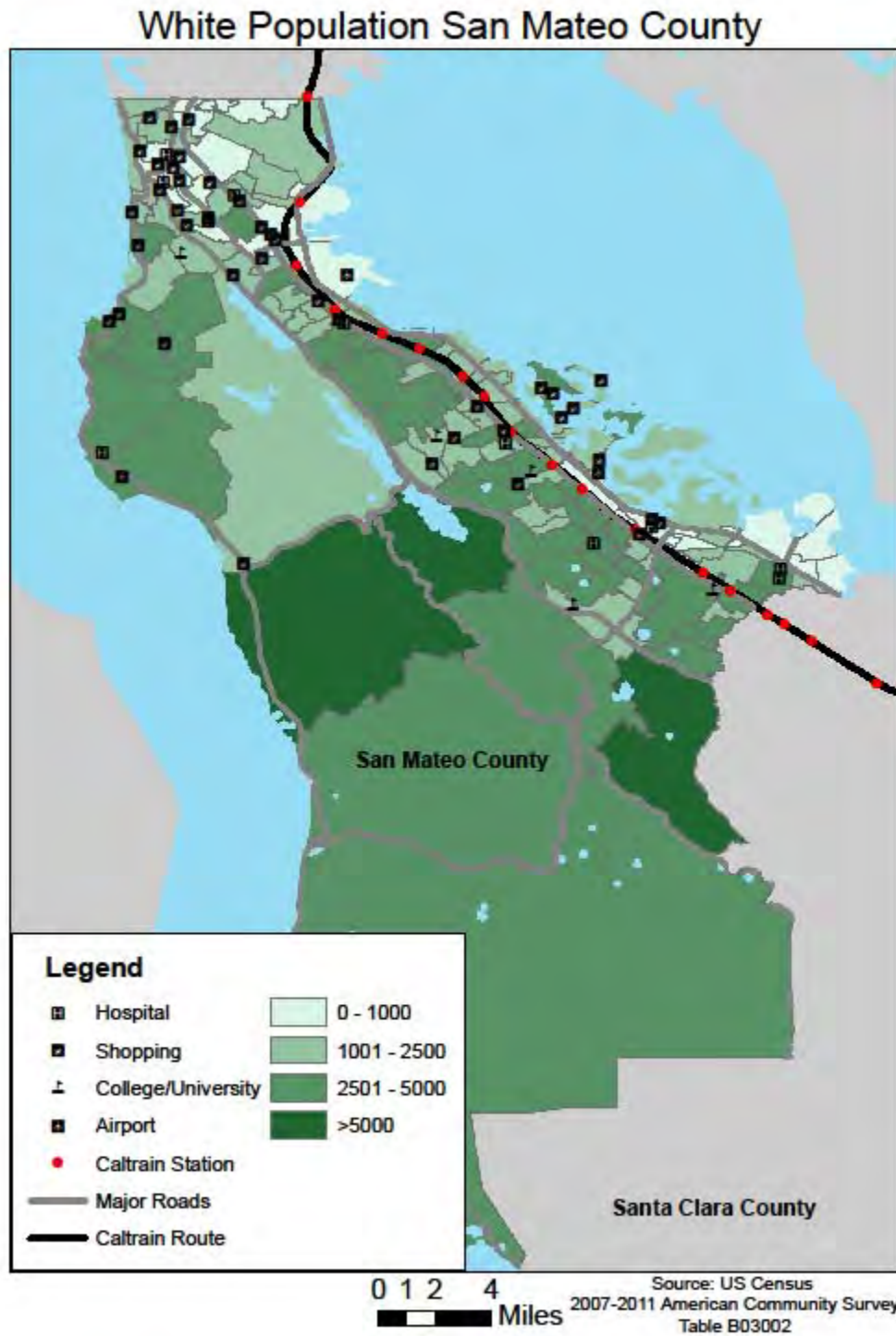


Exhibit 10c: White Population by Census Tract – Santa Clara County

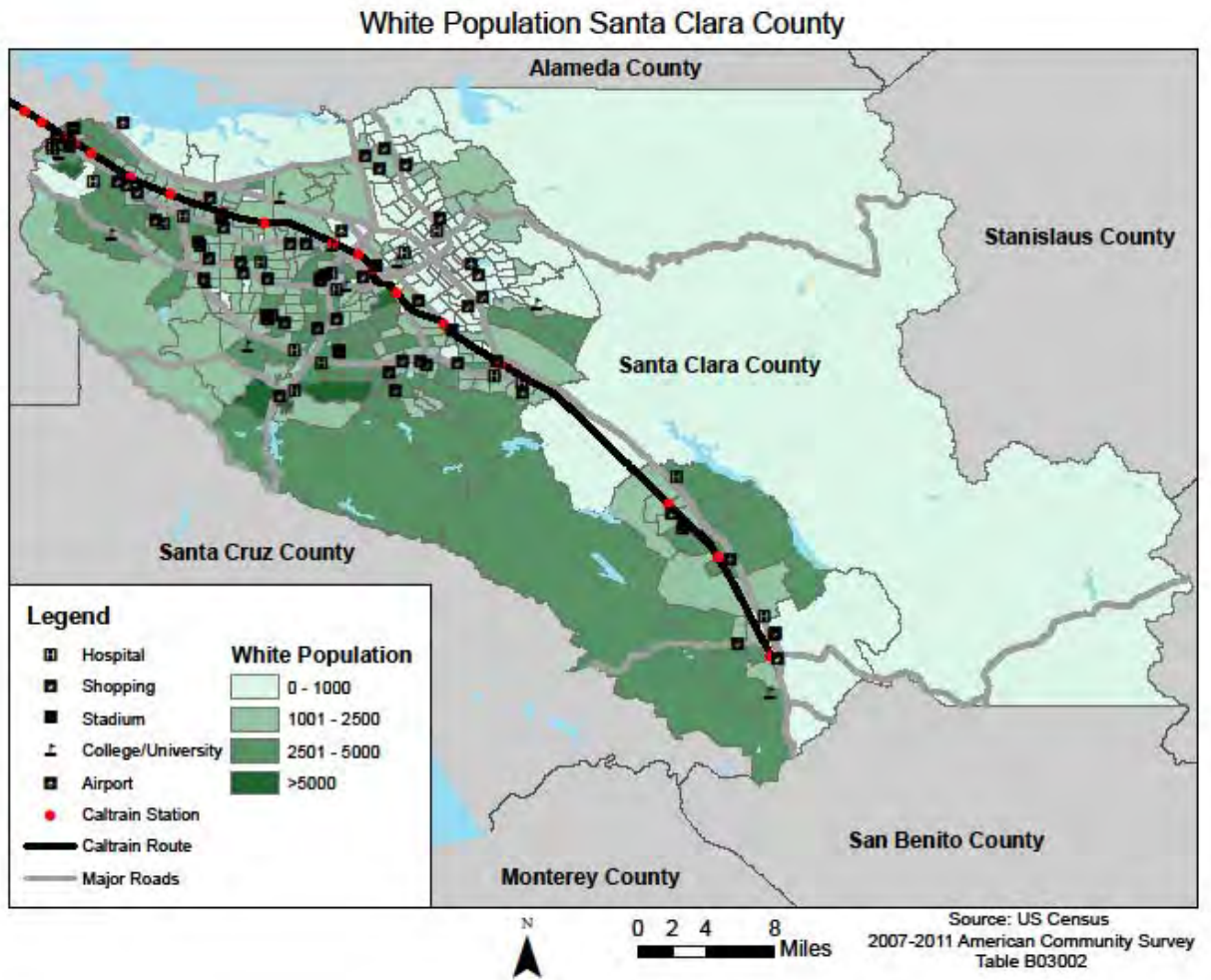


Exhibit 11a: Other Races by Census Tract – San Francisco County

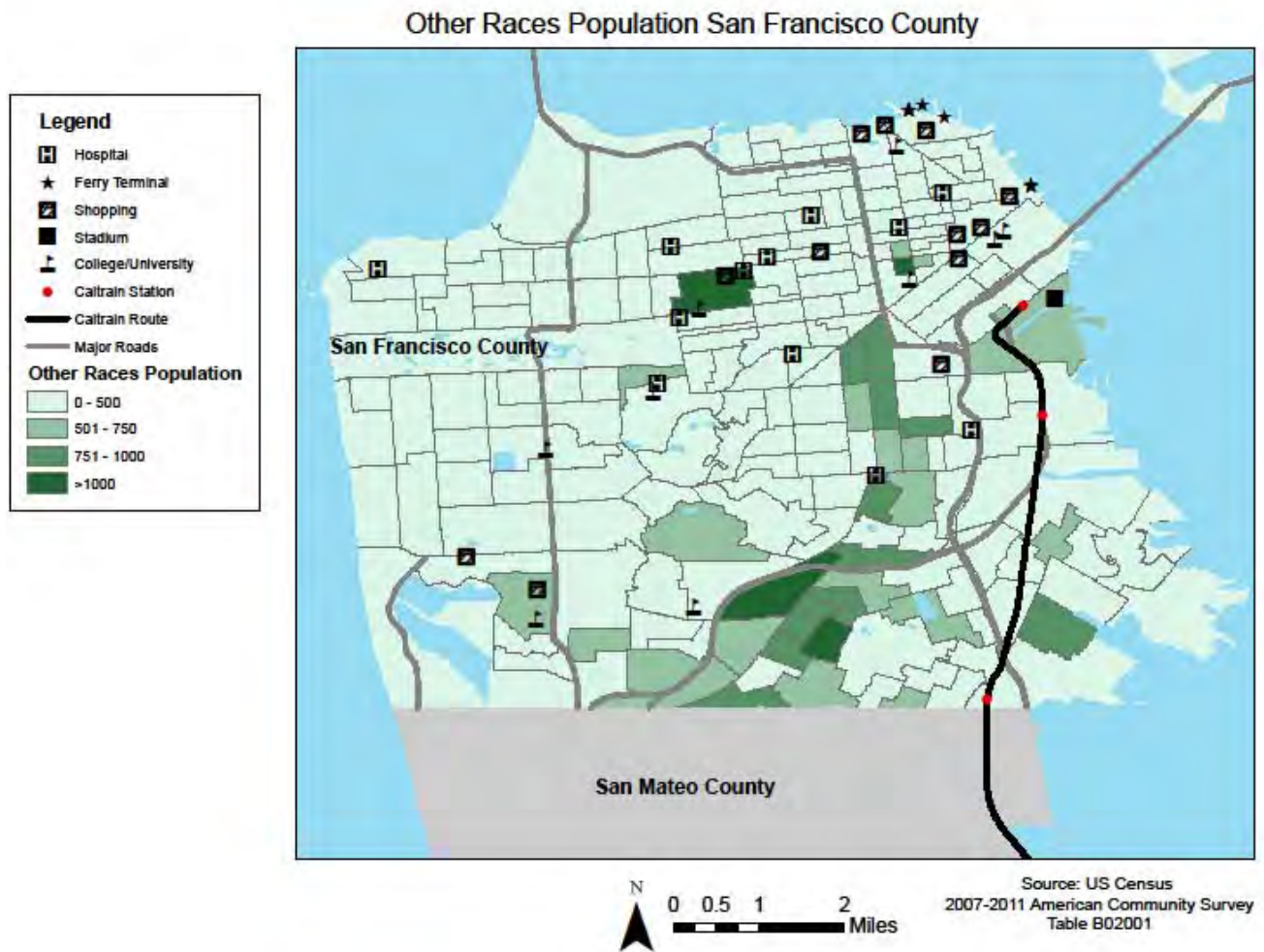


Exhibit 11b: Other Races by Census Tract – San Mateo County

Other Races Population San Mateo County

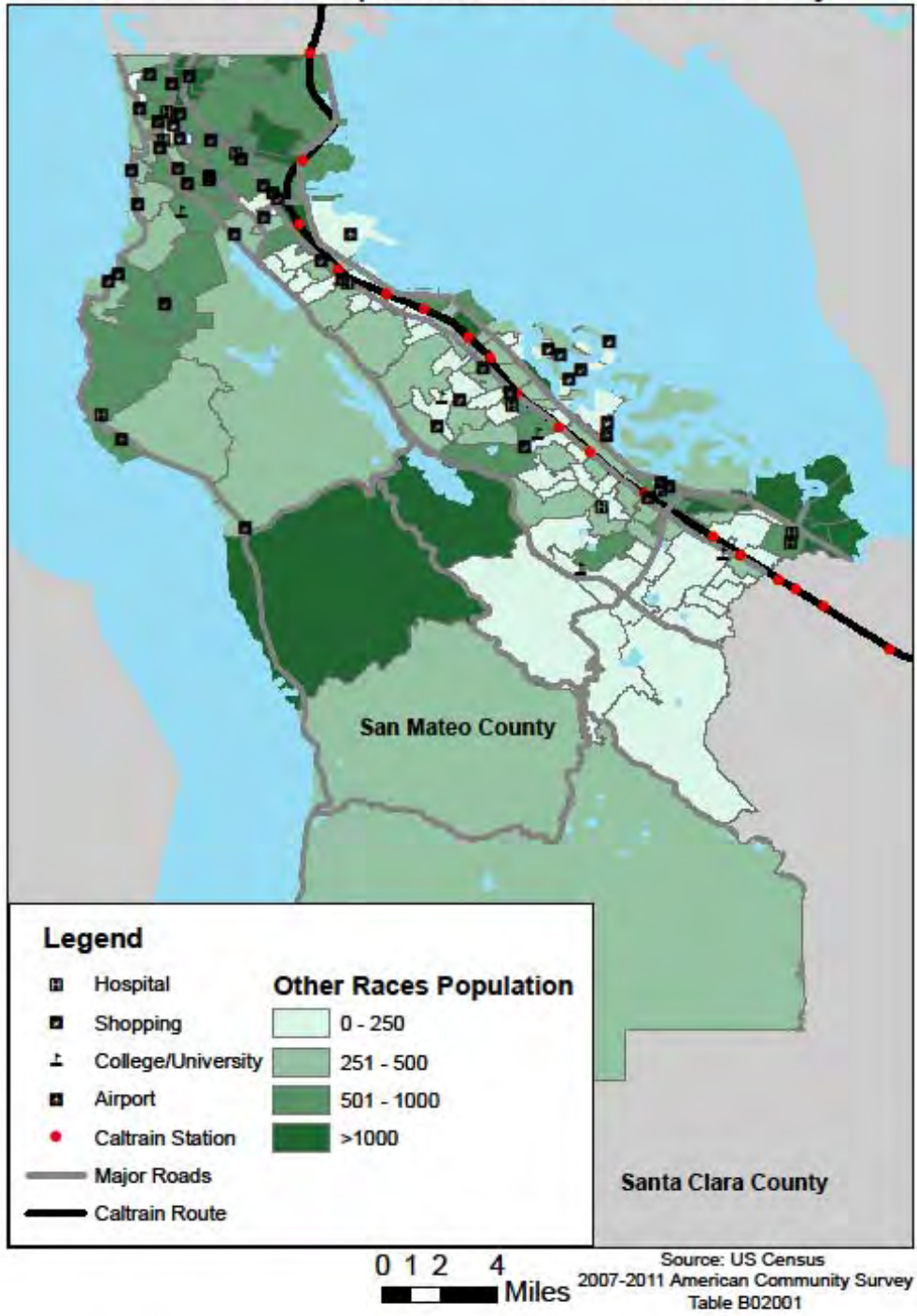
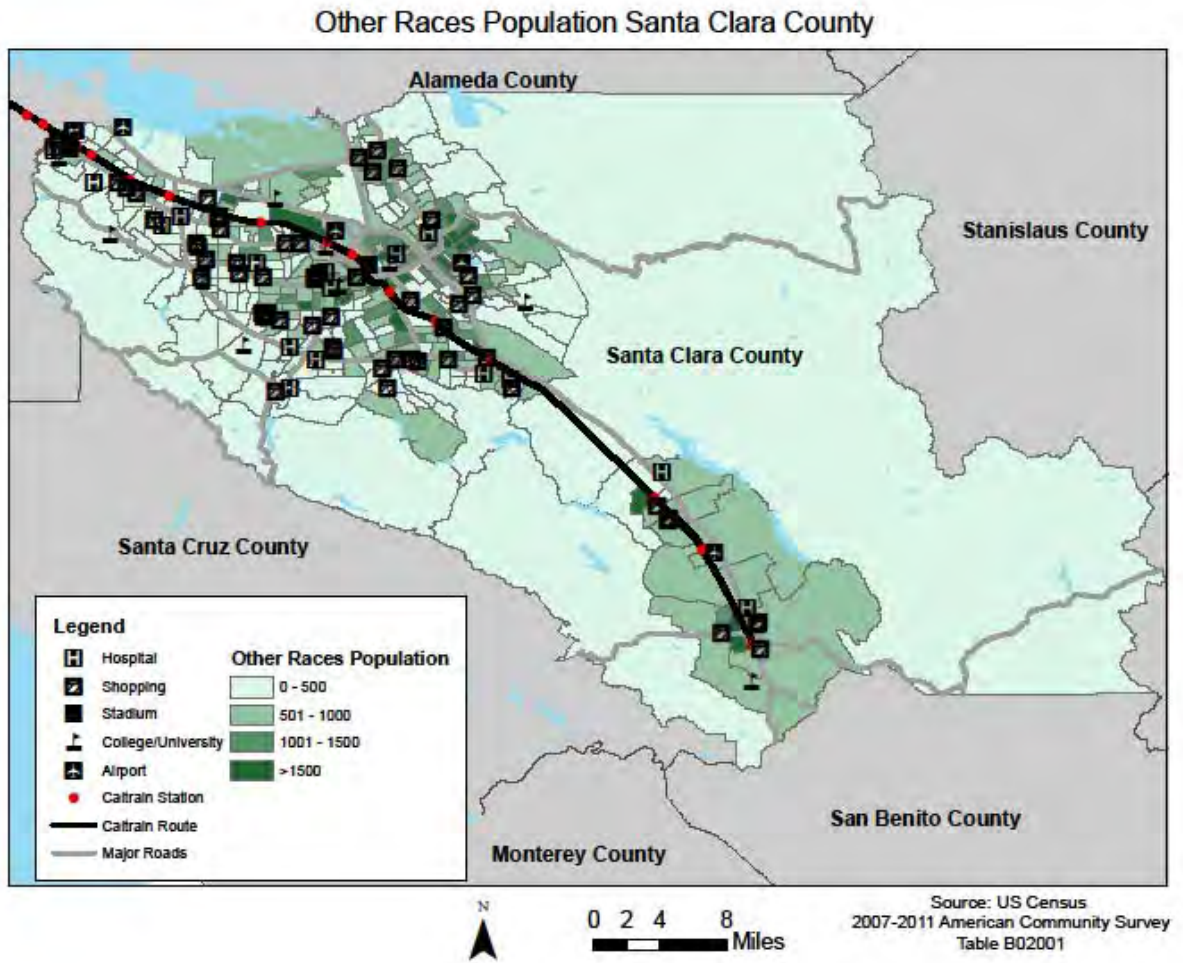


Exhibit 11c: Other Races by Census Tract – Santa Clara County



C. MINORITY AND LOW-INCOME POPULATIONS

To ensure public participation includes minority and low-income populations, the JPB must target outreach to communities and organizations with minority and low-income populations. In order to identify the locations and neighborhoods where minority and low-income population are most prevalent within the Caltrain service area, exhibits 12a, 12b, 12c, 13a, 13b, and 13c were created to show Minority and Low-Income Demographic Maps developed from US Census 2007-2011 American Community Survey Data.

Minority census tracts are defined as those in which the minority population exceeds the system-wide minority average of 61%. Low income census tracts are defined as those greater than 14.8% of the households in the tract that have an income that is 200% of the federal threshold or lower.

Exhibit 12a: Minority Population by Census Tract – San Francisco County

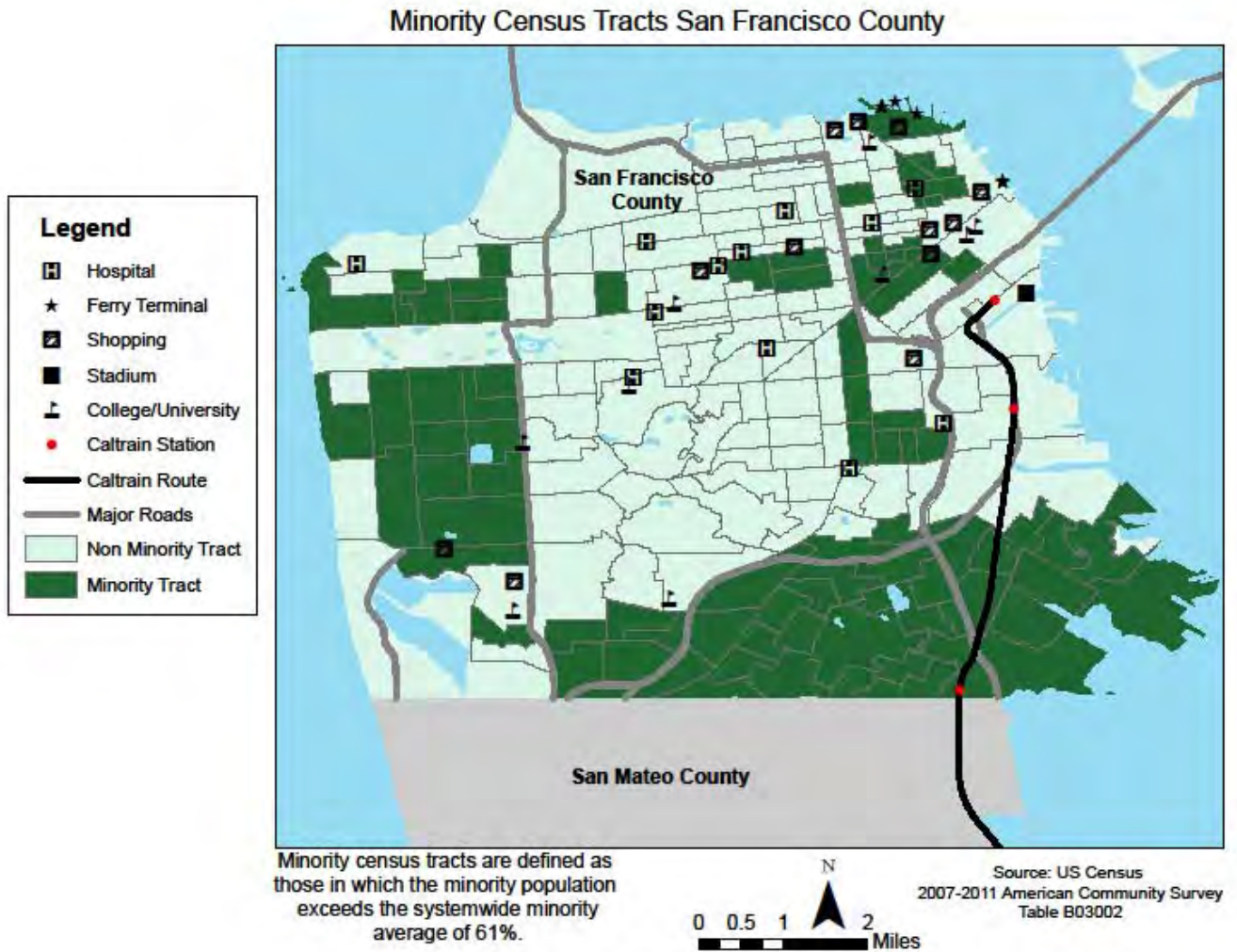


Exhibit 12b: Minority Population by Census Tract – San Mateo County

Minority Census Tracts San Mateo County

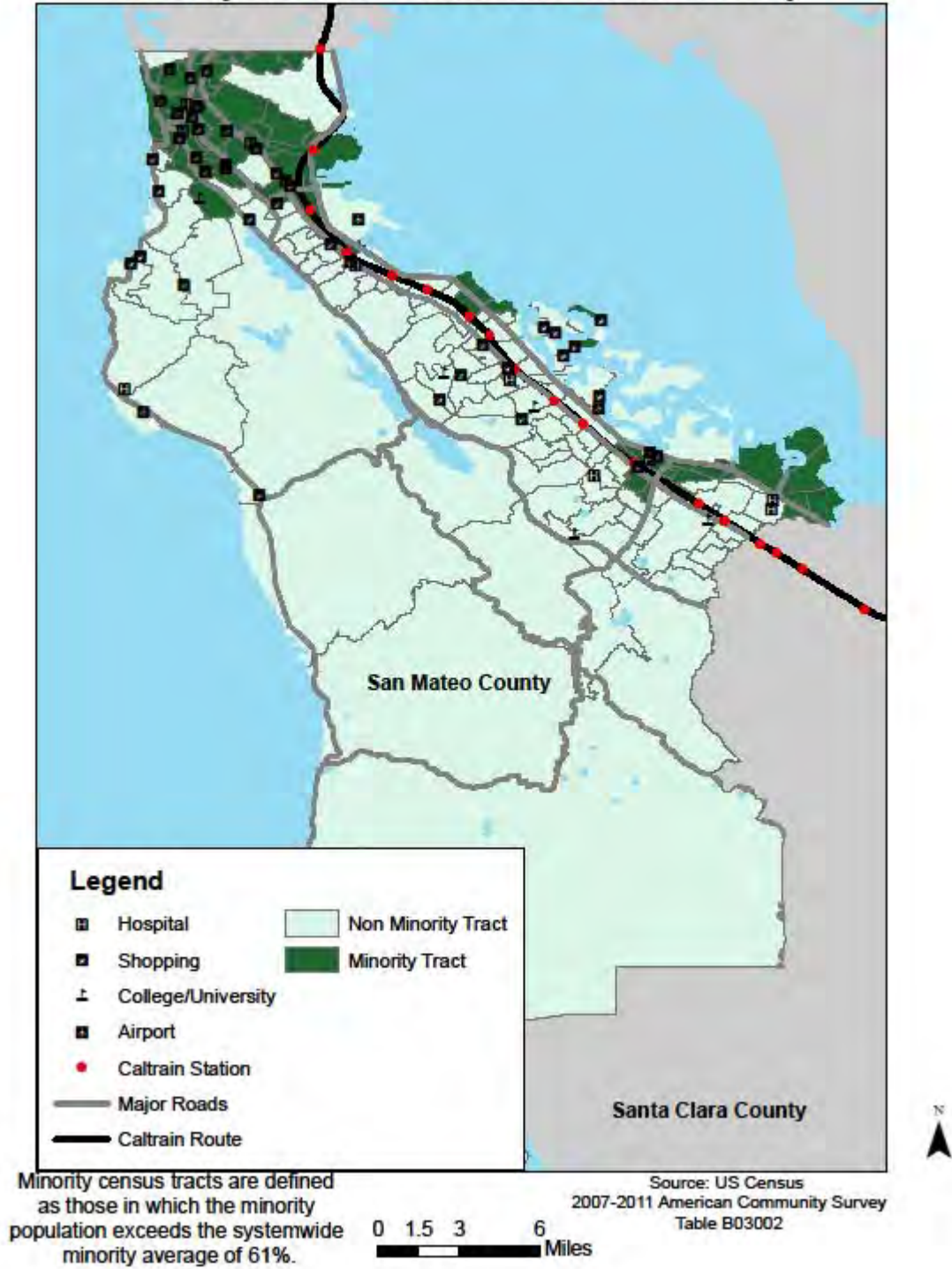


Exhibit 12c: Minority Population by Census Tract – Santa Clara County

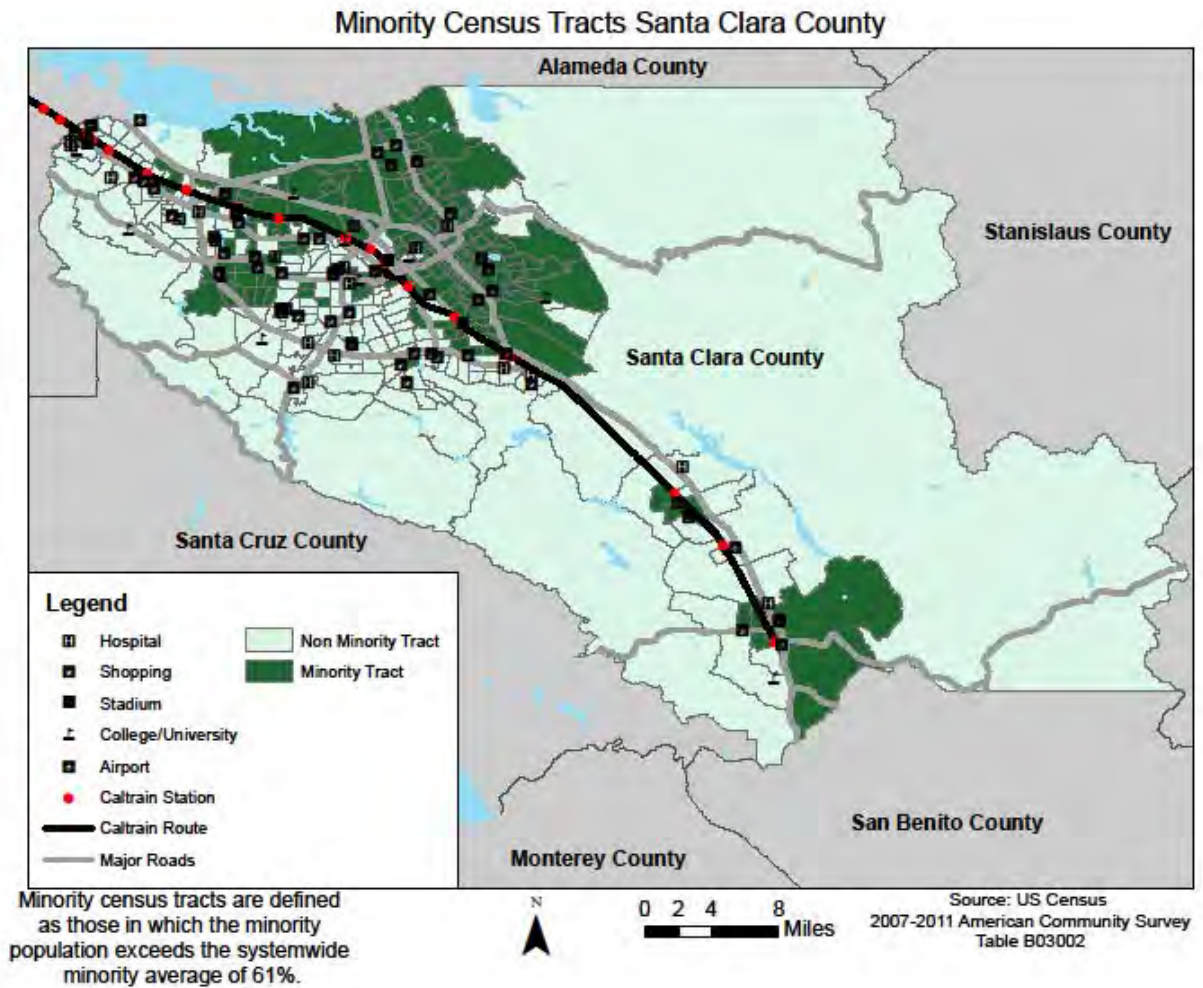


Exhibit 13a: Low-Income Population by Census Tract – San Francisco County

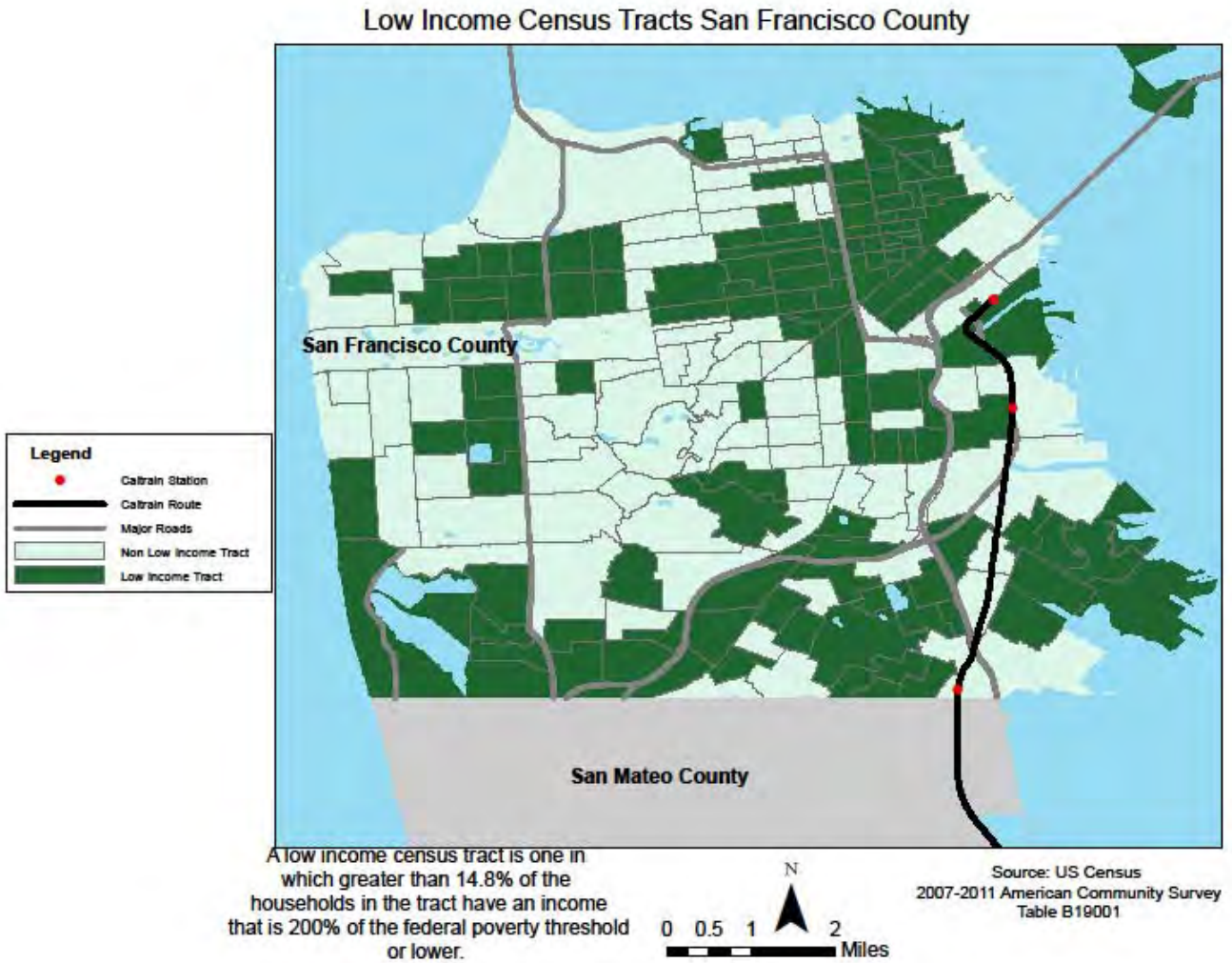


Exhibit 13b: Low-Income Population by Census Tract – San Mateo County

Low Income Census Tracts San Mateo County

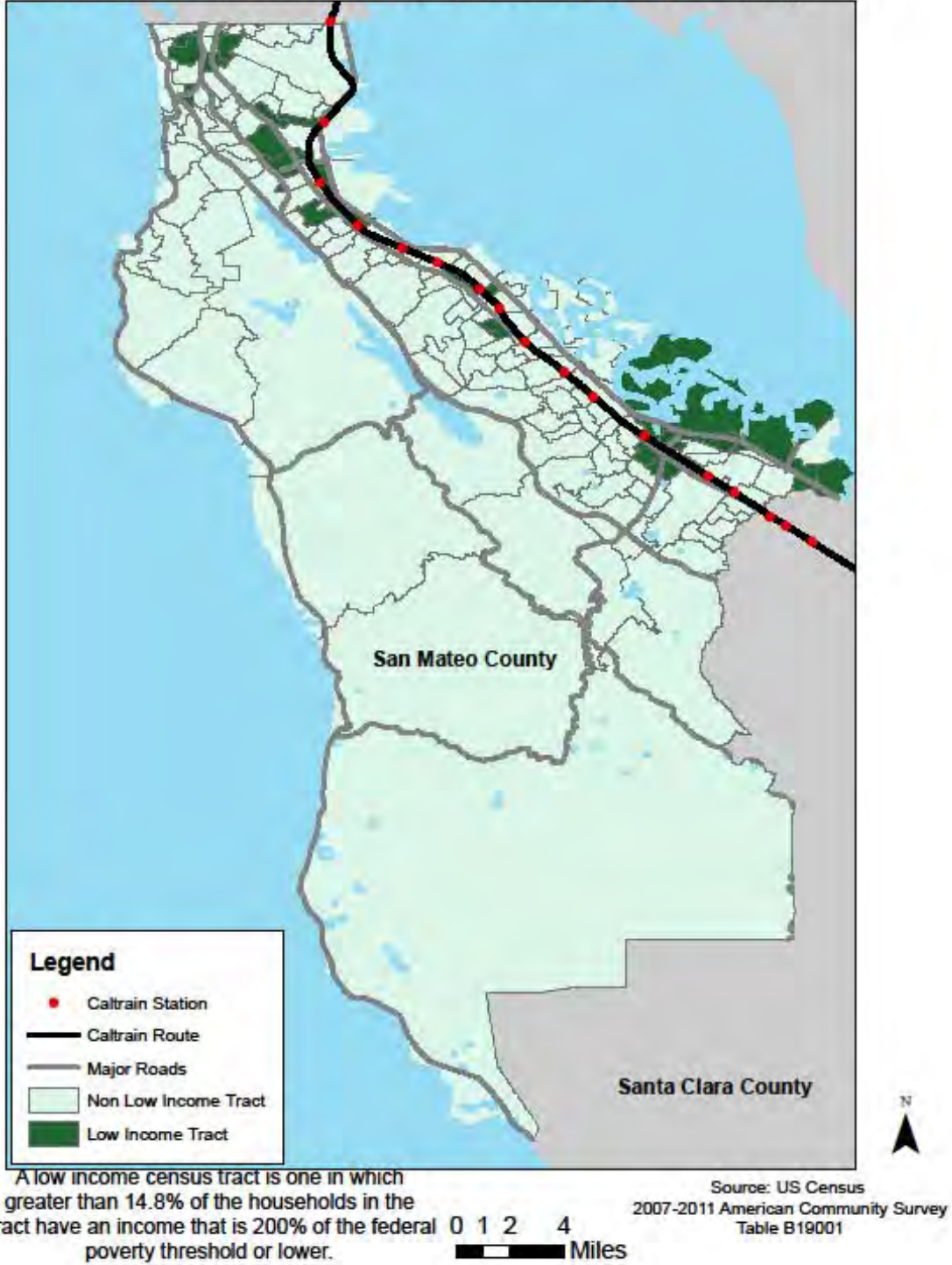
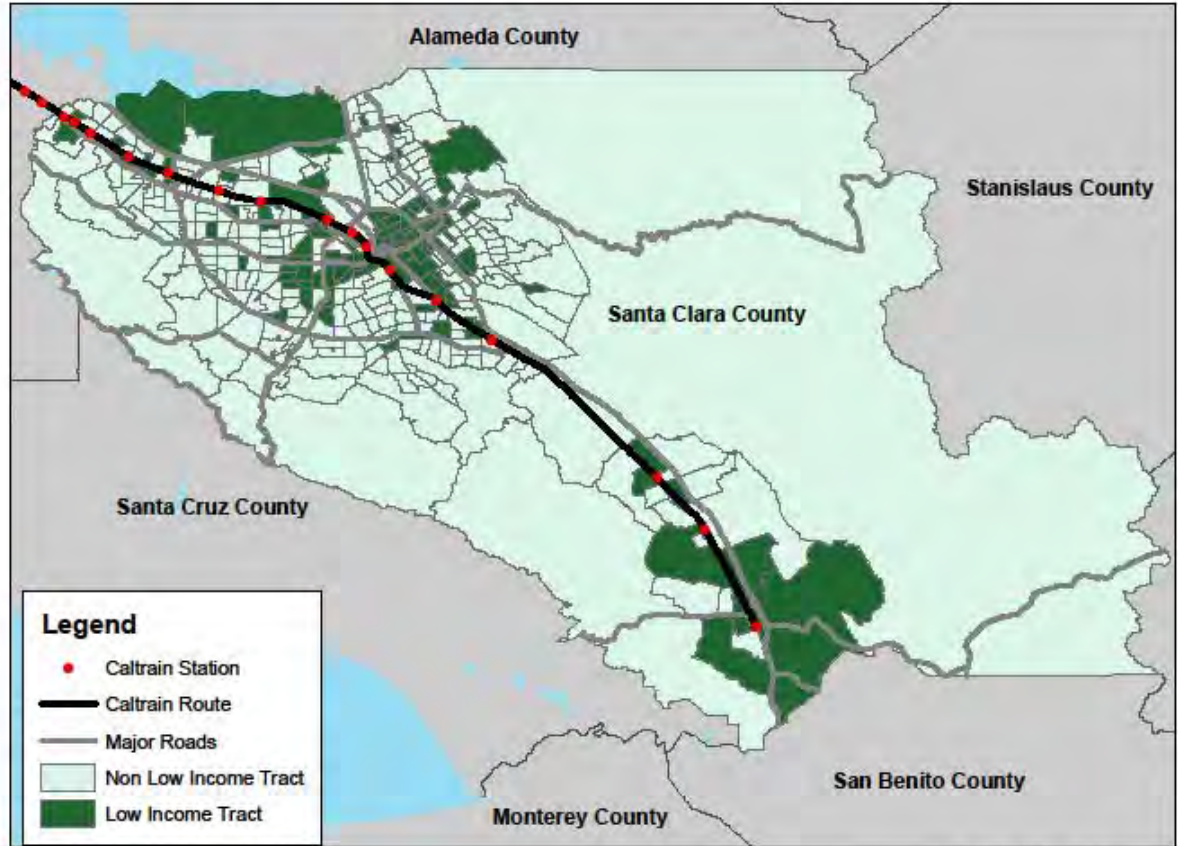


Exhibit 13c: Low-Income Population by Census Tract – Santa Clara County

Low Income Census Tracts Santa Clara County



Legend

- Caltrain Station
- Caltrain Route
- Major Roads
- Non Low Income Tract
- Low Income Tract

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.



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

D. LIMITED ENGLISH PROFICIENCY AND LANGUAGE ASSISTANCE PLAN

To ensure public participation does not exclude persons with limited English proficiency the JPB has developed a Limited English Proficiency (LEP) and Language Assistance Plan (LAP) as part of its triennial Title VI submission. A brief summary of the LEP and LAP background, methodology, and findings is included below. In addition, LEP concentration by census tract (included in Exhibits 14a, 14b, and 14c) identify locations and neighborhoods where outreach to LEP individuals and Spanish Speaking persons can be targeted. These LEP maps were developed from 2007-2011 American Community Survey (ACS) data.

Executive Summary

Title VI prohibits discrimination by recipients of Federal financial assistance on the basis of race, color, and national origin, including the denial of meaningful access for limited English proficient people. As a recipient of Federal funds, Caltrain must “take reasonable steps to ensure meaningful access to their programs and activities by LEP persons.”¹

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

As a means of ensuring this access, the Federal Transit Administration Office of Civil Rights has created a handbook for public transportation agencies that provides step-by-step instructions for conducting the required LEP needs assessment and developing a Language Assistance Plan. The Language Assistance Plan becomes a blueprint for ensuring that language does not present a barrier to access to the agency's programs and activities.

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

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

To ensure compliance with federal guidance, Caltrain undertook a needs assessment with the goal that all reasonable efforts should be made to ensure no member of its riding public is left underserved due to

¹ Federal Register Volume 70, Number 239 (Wednesday, December 14, 2005)

² FTA Circular 4702.1B- TITLE VI REQUIREMENTS AND GUIDELINES FOR FEDERAL TRANSIT ADMINISTRATION RECIPIENTS, October 1, 2012.

a limited ability to speak, read, write and understand English. Caltrain believes in the rights of all residents within its community, and furthermore wholeheartedly supports the overriding goal of providing meaningful access to its services by LEP persons. Given the diverse nature of the Caltrain service area, eliminating the barrier to persons of limited-English-speaking abilities will have a positive impact not only on LEP individuals themselves, but also on Caltrain ridership in general.

Plan Methodology

A variety of data for the three counties within the Caltrain service area was combined to form the basis of the Caltrain LEP plan development. This included census data, information from the Department of Education Language Learner data set, a Caltrain On-Board Survey (October 2010), a Caltrain Shuttle Survey (October 2012) and information obtained through public outreach on the development of LEP plans in the service area.

Because Caltrain provides commuter rail service within three counties—each with their own robust bus and rail transit operators (VTA, San Francisco Municipal Transportation Agency, and SamTrans)—the Caltrain four factor analysis considered the significant level of outreach that had already been undertaken by the transit operators in the service area to complete their individual LEP plans. The three transit agencies' outreach represents a comprehensive engagement with LEP communities who use transit in the service area and there was extensive information available directly from LEP communities about the importance of transit and the methods of outreach and communication that they would prefer.

The plan was also informed by the existing translations being provided through the Caltrain website, on-board the trains and at the stations, through the call-center Language Line, and through the customer service and train personnel that provide front line interaction with Caltrain riders. These employees were also consulted to help assess prior experiences with LEP individuals through an employee survey devised to seek information about the frequency of contact with LEP individuals. Finally, outreach to Community Based Organizations (CBOs) performed within the three counties provided a greater understanding of the needs of LEP communities, as well as preferred methods of communication in order to ensure that language is not a barrier to Caltrain's programs and services.

General Plan Findings

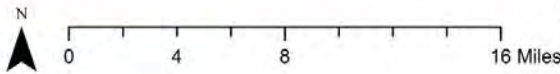
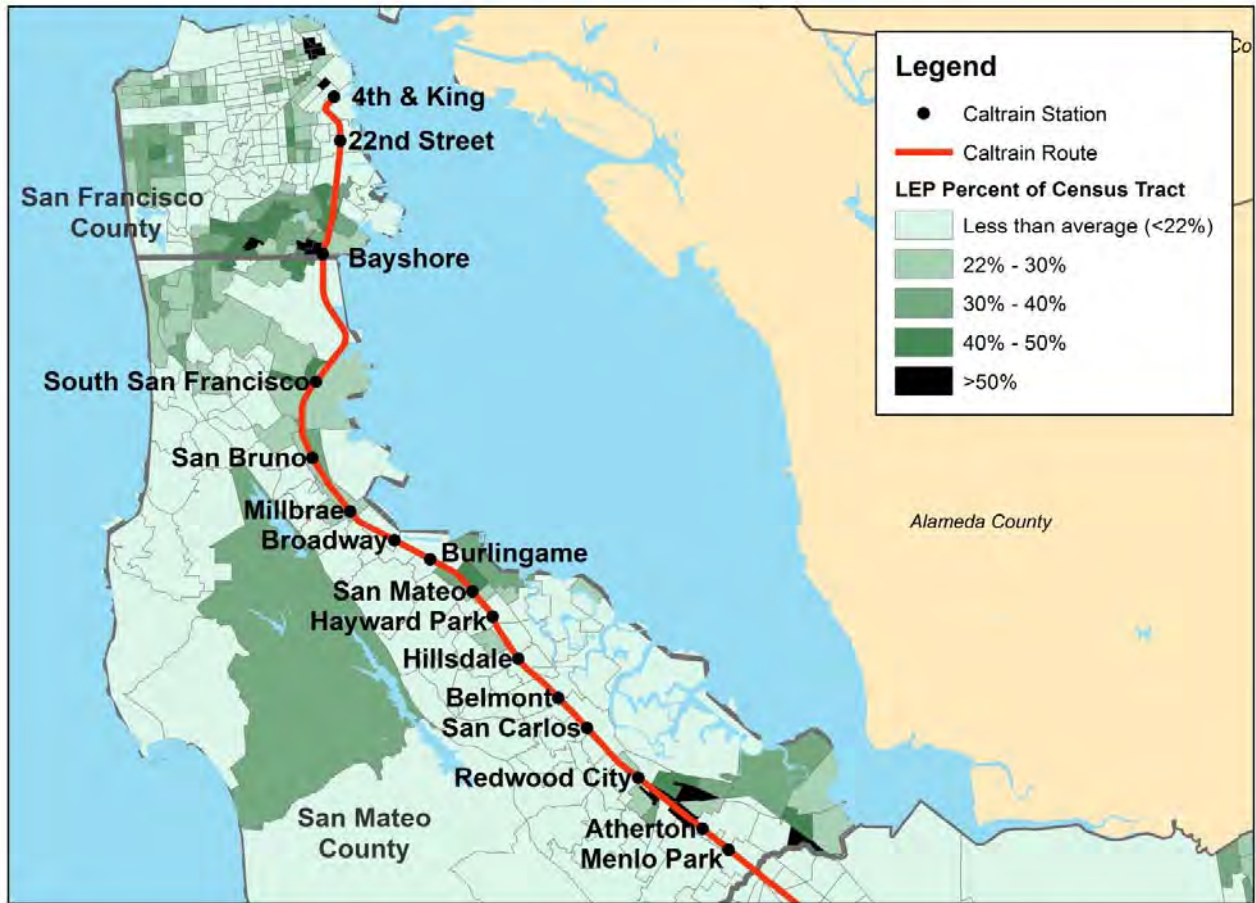
By consulting the data sources identified above, the findings reveal the top 9 languages in the Caltrain service area that will inform the Language Assistance Plan:

- Spanish (or Spanish Creole)
- Chinese (Mandarin & Cantonese)
- Vietnamese
- Tagalog
- Korean
- Russian
- Japanese
- Persian
- Hindi (and Indian languages)

By a large margin, Spanish remains the most predominantly spoken language within the service area and within the Caltrain rider population. As a result, while other languages should be considered for translation assistance, as reflected in the Language Assistance Plan, continued care should be taken to translate information into Spanish to ensure that Spanish language speakers are not presented with barriers to access Caltrain's services and programs based on their English language ability. Other languages, including those falling under the "Safe Harbor" provision, should be provided translation services as funding permits or if required by federal regulations.

Exhibit 14a: Caltrain Service Area LEP Concentrations-San Francisco to Menlo Park

Limited English Proficiency Concentrations:
San Francisco County and San Mateo County

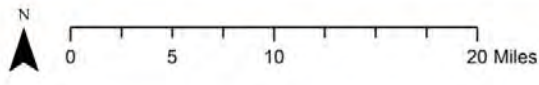
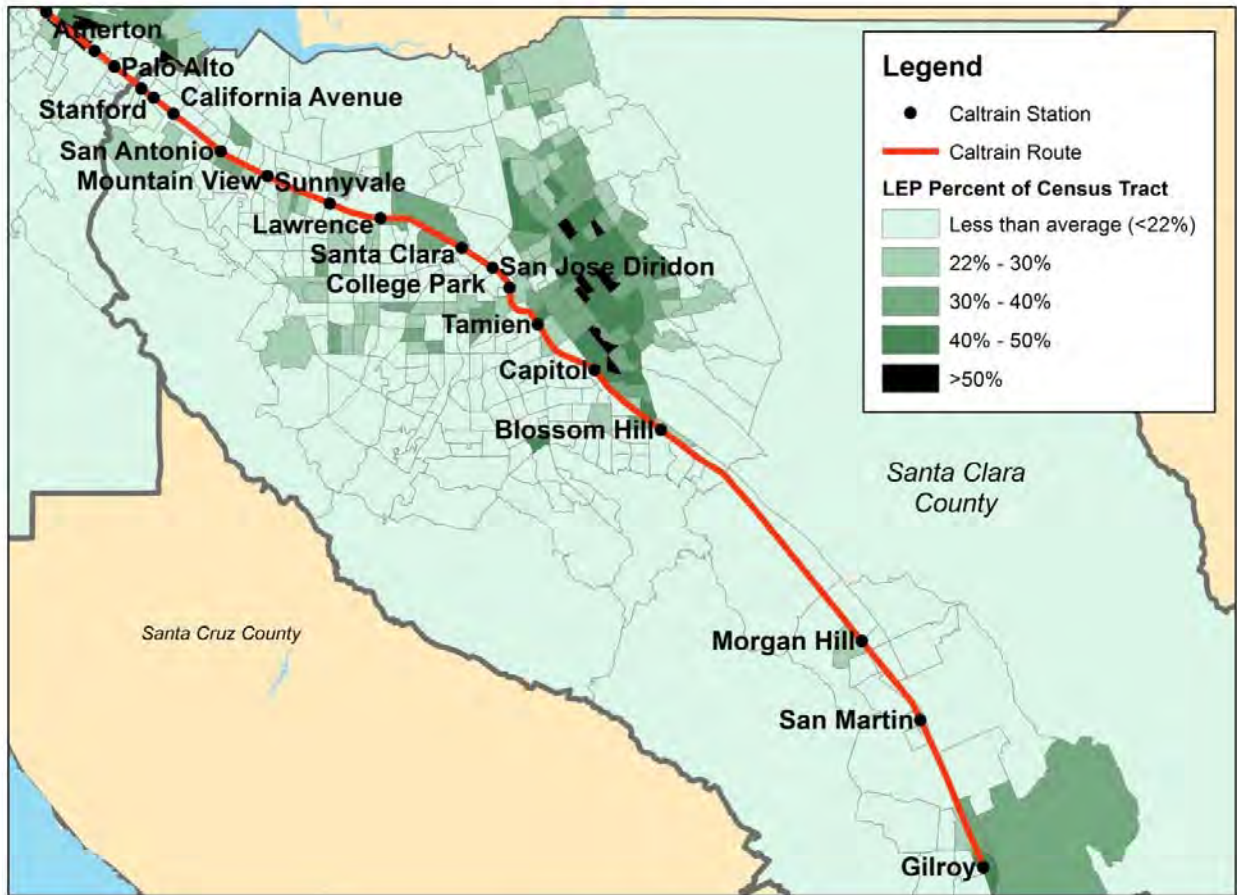


Note: LEP percentage reflects percentage of persons over five years of age that speak English less than "very well." Data is presented by census tract.

Data Source: US Census Bureau
2007-2011 American Community Survey
Table B16001

Exhibit 14b: Caltrain Service Area LEP Concentrations- Menlo Park to Gilroy

Limited English Proficiency Concentrations:
Santa Clara County



Note: LEP percentage reflects percentage of persons over five years of age that speak English less than "very well." Data is presented by census tract.

Data Source: US Census Bureau
2007-2011 American Community Survey
Table B16001

Exhibit 14c: Caltrain Service Area – Spanish Speaking LEP Concentrations

Number of Spanish Speaking Persons Within Caltrain Service Area



Note: Spanish speaking persons reflects number of persons over five years of age that speak Spanish and speak English less than "very well."
 Data is presented by census tract.

Data Source: US Census Bureau
 2007-2011 American Community Survey
 Table B16001

E. CALTRAIN RIDERSHIP DEMOGRAPHICS

Information regarding Caltrain Ridership Demographics can be found in the Caltrain On-board Study Summary Report dated October 2010 and Caltrain On-board Study Ridership Segmentation Report (Peak & Weekend Costumers) dated March 2011. Key findings are listed in the executive summaries below.

Executive Summary: Caltrain On-board Study Summary Report

- Work was the most common reason cited for making a trip on Caltrain. Among the different time periods, the common trip purposes were:
 - 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 traveled for social/recreational/cultural reasons in 2010 (27%) than in 2007 (16%), and more weekend riders traveled for work in 2010 (22%) than in 2007 (16%).
- About two-thirds (66%) of Caltrain riders used the service four or more days a week.
- Overall, 14% of riders used a Clipper or TransLink card to ride Caltrain (as of October 2010).
- Approximately 75% of Caltrain riders said they used the service to commute to work or school. Of these regular commuters, 18% indicated 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%) used Caltrain to avoid traffic, while 40% used it to relax/reduce stress, and 36% used it 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 indicated they chose 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 spoke 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 was an unmarried/unpartnered male who earned at least \$75,000 or more and earned a bachelor’s degree or higher. He most likely obtained information on Caltrain from the

website or printed materials on the train. This “typical” Caltrain rider was likely to check a variety of media sources, although he relied somewhat more on the Internet and less on newspapers, television, or radio.

- The “typical” Caltrain weekday peak rider was a male in his mid-30s who used the train to commute to work. His primary reasons for using the service was to avoid traffic and to reduce the stress of this commute. He earned between \$100,000 and \$150,000 a year and had a bachelor’s degree or higher. He was most likely to obtain information on Caltrain from the website or printed materials on the train and was likely to check a variety of media sources, although he relied 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.

Executive Summary: On-board Study Ridership Segmentation Report (Peak & Weekend Costumers)

Peak Rider Profile

- While Peak riders were generally commuters traveling to work, there were key differences between AM Peak and PM Peak riders.
- AM Peak riders earned somewhat more and were slightly older than PM Peak riders.
- This suggested that either more non-working (recreational) riders took the train during Peak commute times (8% of PM Peak riders were traveling for social/recreational reasons, compared to only 2% of AM Peak riders)
- Some AM Peak riders (particularly those who rode before 7 am) returned home from work during the afternoon off-peak period (e.g. because they worked in the financial services or healthcare sectors).
- Nearly 40% of both AM Peak and PM Peak riders traveled in the traditional non-commute direction.

Weekend Rider Profile

- Weekend riders were more likely to be single than Caltrain riders overall (49% for all Caltrain riders vs. 65% for weekend riders).
- Weekend riders made about \$27,000 per year less than Caltrain riders as a whole.
- While most weekend riders were traveling for social/recreational purposes, more than one-quarter (27%) were traveling for work or school. Similarly, 27% of weekend riders said they used Caltrain 4 or more days per week.
- Weekend riders were nearly twice as likely to indicate they used Caltrain because they don’t have a car or don’t drive (51%) compared to Caltrain riders as a whole (29%). Among both Weekday Peak and Weekend riders, the most commonly used stations were San Francisco, San Jose Diridon, Millbrae,

Mountain View, and Palo Alto Stations. Weekday Peak riders were also likely to use Menlo Park, Sunnyvale, Hillsdale, and Redwood City Stations.

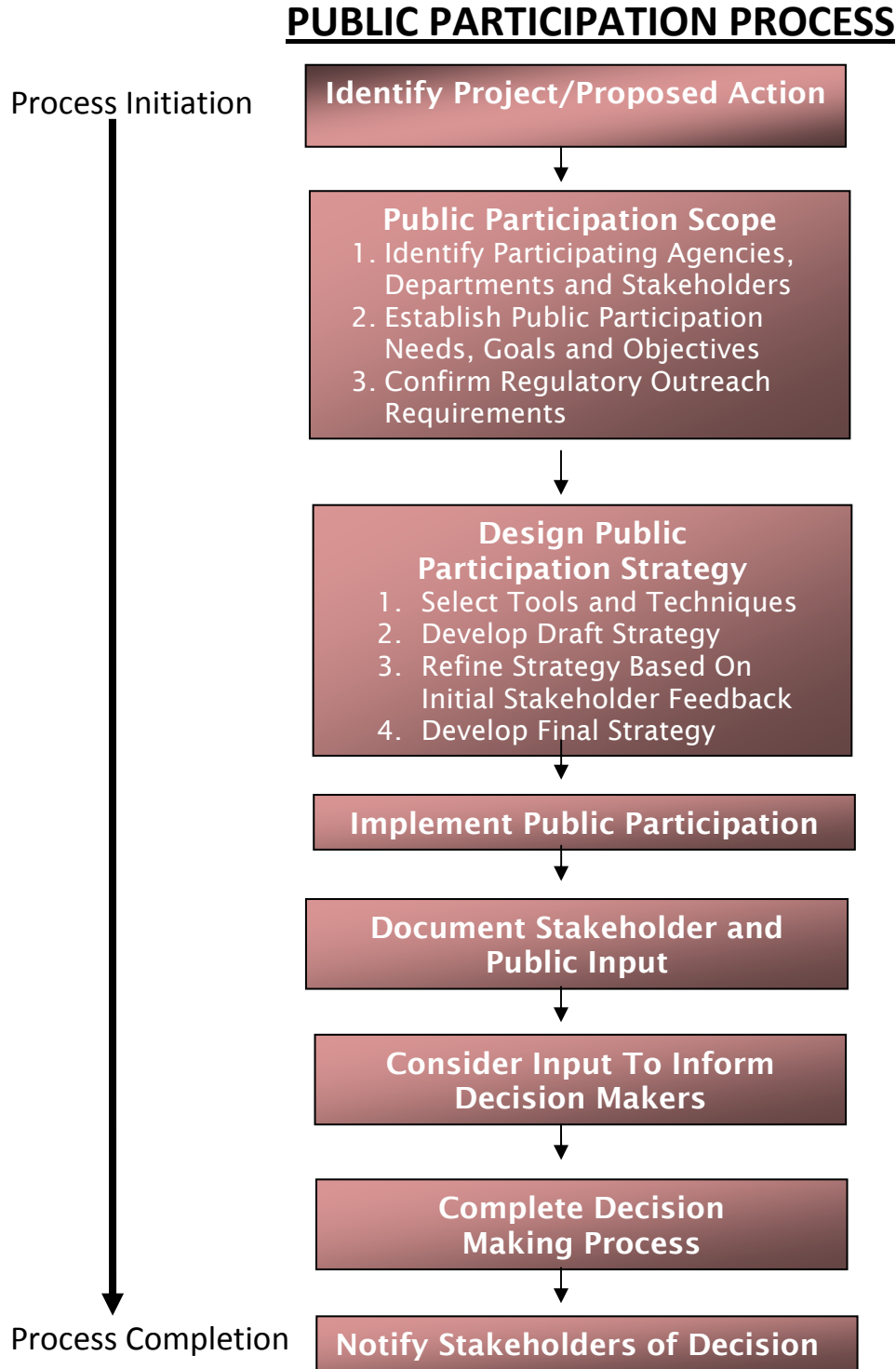
F. CALTRAIN CUSTOMER SERVICE FEEDBACK

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

- 2013 TVM Replacement Survey (Jan. 22 thru Feb. 18, 2013)
- 2012 Caltrain Customer Satisfaction Survey Summary Report (Revised)
- 2012 Caltrain Shuttle Survey Report of Findings
- 2011 Caltrain Shuttle Survey Report of Findings
- 2010 Caltrain Shuttle Survey Report of Findings
- 2010 Caltrain Rider Survey San Francisco Giants Game Attendees
- 2010 Caltrain On-board Study Summary Report
- 2010 Caltrain On-board Study Ridership Segmentation Report (Peak & Weekend Customers)

III. PUBLIC PARTICIPATION PROCESS

A. PUBLIC PARTICIPATION PROCESS FLOWCHART



B. PUBLIC PARTICIPATION PROCESS CONSIDERATIONS

When the JPB prepares to embark on a public engagement process, staff develops a strategy based on considerations, such as the target audience or impacted populations, the complexity of the issues involved, the range of potential outcomes and the severity of potential positive and/or negative effects.

Each project requires a different mix of participating agencies, departments and stakeholders who should be involved. Smaller projects may require involvement from one or two sources while larger projects may require involvement from multiple agencies, internal departments and various stakeholders from the community.

It is important to clearly define the goals and objectives early in the public participation process to gauge needed outreach, evaluate potential impacts and engage appropriate stakeholders.

The target audience or impacted populations can vary depending on the size and scope of the outreach required. Most often, outreach is conducted to, and with a subset of, the following:

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

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

Selecting which public participation tool or strategies to employ can vary depending on the project scope. Often times many tools will be required. When choosing the appropriate tools, several factors should be considered such as:

- The number and type of stakeholders
- The geographic region of the project
- Available budget and resources
- Communication and language requirements
- Desired outcome and results
- Issues or concerns stakeholders will consider most pertinent

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

IV. PUBLIC PARTICIPATION TOOLS & STRATEGIES

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

A. OUTREACH TOOLS & STRATEGIES

1. Earned Media: Radio, Television, Newspaper

Publicizing public participation opportunities and outreach information through radio, television, and newspaper media that serve both English-speaking and language-specific audiences can help spread the word about these events. Ethnic media sources, in particular, serve as a helpful way to reach minority groups. Some local media outlets including websites, radio and television shows and local publications are considered to be good sources of information for events in the immediate area. In all cases, JPB should tailor its message to the appropriate audience of the media used and ensure that the media provides contact information so that audiences can reach the agency for comments and questions. When appropriate, JPB should also attempt to provide a multilingual spokesperson to address a non-English speaking audience.

2. Electronic Resources

The JPB should post notices and announcements on the agency's website (www.caltrain.com), use social media and send information via e-mail, text messages, and e-newsletters to customers on an opt-in basis. The JPB may explore streaming future community meetings and public hearings if resources allow. Podcasts are a way to allow audiences to view or listen to messages and information and save them for future uses. Webcasts may be another option, which allow viewers to directly ask questions and receive immediate responses, if resources allow.

Social media has gained prominence in the past decade and is often a faster means of conveying news than traditional media. Facebook, Twitter, Instagram, YouTube, blogs, and others are all outlets through which the JPB can reach the public, particularly those younger than 30 years old. Social media is relatively easy to use and is also less costly than other strategies. Social media also allows users to have direct interaction with agency representatives for more immediate interaction.

If resources allow, direct text messages to cellular phones can offer another tool for interaction with the agency. Text messages provide quick, effective means of spreading Caltrain information on cellular phones and are a way to reach those without smart phones. For smart phones, applications can work similar to the Caltrain website and social media, providing fast updates to stakeholders. Giving the public an option to opt-in to an email subscription service for important announcements is another way to communicate with the public.

3. On-Board Information Resources

Many riders and community members reasonably expect to find information about public participation methods pertaining to projects or service plans on the Caltrain vehicles or posted on Station Information Boards. Providing written and printed information on Caltrain vehicles is an efficient way to convey messages about programs and services, upcoming events, and other activities that may impact

commuters. The information should be provided in the determined key languages of the community. Way-finding signage also provides information that is easily seen by the community. The JPB can also use internal electronic message signs and audio announcements.

4. Customer Service Center and Dedicated Project Hotlines

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

The need for multilingual capabilities is a high priority due to the large numbers of foreign travelers visiting the Bay Area. The Caltrain Customer Service Center can handle calls in numerous languages through the use of the AT&T Language Line and directly through employees that speak languages other than English. Customer Service Representatives are on duty weekdays from 7 a.m. to 7 p.m. and on weekends and holidays from 8 a.m. to 5 p.m. The Customer Service Center also is equipped with equipment for those with hearing impairments (TTY).

5. Printed Materials

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

Caltrain Connection is newsletter that is published four times a year by the JPB. The newsletter contains information about Caltrain projects, operations, events, and transit and safety tips. The newsletter has a wide distribution to various community members and is also posted on the Caltrain website.

6. Surveys

JPB conducts full-scope on-board passenger surveys every 3 years. Issue-specific surveys may be used in certain circumstances. Surveys are conducted in person, in print, and/or through online means. Printed surveys may have a low response rate. Telephone surveys may be more effective but are often costly. Internet surveys are the easiest of the three options for the agency to conduct, but only reach those with internet access, which may skew the results. Any survey must include adequate and appropriate translation provisions.

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

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

8. Targeted Focus Groups

The JPB can also host small discussion groups that are made up of targeted participants with an unbiased facilitator. Focus groups can provide in-depth information about potential impacts of a potential program or project, a fare change, or service change on a specific group or geographic region. The advantage of a focus group is that it can be conducted in a specific language, allowing participants to directly express their opinions and concerns.

9. Public Workshops/Open Houses

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

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

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

10. Direct Mail/Letters

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

11. Special Events

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

12. Government Meetings

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

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

13. Community Based Organizations Interactions

When possible, the JPB should coordinate and/or inform community and faith based organizations, educational institutions, and other civic organizations about programs and activities to specifically engage minority and LEP communities. The JPB can also seek opportunities to present information and obtain feedback at these organizations' own meetings and other events by providing a helpful introduction to organization members at little agency cost.

14. Advisory Committees

The JPB has a total of four Advisory Committees:

The ***Caltrain Citizens Advisory Committee (CAC)*** represents San Francisco, San Mateo and Santa Clara counties. The CAC is comprised of nine volunteer members who serve in an advisory capacity to the tri-county Caltrain policy board, providing input on the needs of current and potential rail customers, and reviewing and commenting on staff proposals and actions as requested by the board.

The ***Caltrain's Bicycle Advisory Committee (BAC)*** serves as the primary venue for the interests and perspectives of bicyclists to be integrated into the Caltrain planning processes. This group brings new ideas for discussion and helps Caltrain guide its future investments. The committee is a partnership composed of nine volunteer members and Caltrain staff. There are three representatives from each of the three counties served by Caltrain: San Francisco, San Mateo and Santa Clara. One member from each county is a public agency staff member responsible for bike planning and/or policy development, one is a member of a bicycle advocacy organization, and one is a Caltrain bike passenger from the general public.

The ***Caltrain Central Equipment Maintenance and Operation Facility (CEMOF) Monitoring Committee*** is an advisory committee established by the San Jose City Council in cooperation with Caltrain. The primary responsibility of the committee members is to provide communication with the community regarding the operation of the maintenance facility. The committee is comprised of seven members, one each representing the Arena, College Park, Garden Alameda and Shasta-Hanchett Park neighborhoods associations, Caltrain, City of San Jose and the Santa Clara Valley Transportation Authority.

The ***Caltrain Accessibility Advisory Committee (CAAC)*** meets annually to discuss and advise JPB staff on policies, plans and procedures relating to the development, implementation and operation of Caltrain accessible transit services, and on compliance with the requirements of the American with Disabilities Act of 1990. Typically the committee is comprised between 15 and 20 volunteer members from the San Francisco, San Mateo, Santa Clara, and other Bay Area counties.

B. PAST AND CURRENT PUBLIC PARTICIPATION METHODS

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

- Community meetings
- Public hearings
- Government meetings
- Bilingual newspaper notices
- Bilingual onboard notices
- News releases
- Social media (Facebook, Twitter, Instagram, blogs)

- Presentations to the Caltrain Citizens Advisory Committee (CAC)
- Presentations to the Caltrain Bicycle Advisory Committee (BAC)
- Presentations to the Caltrain Central Equipment Maintenance and Operations Facility (CEMOF) Monitoring Committee
- Presentations to the Caltrain Accessibility Advisory Committee (CAAC)
- Information on Caltrain website with Google Translate tool
- Customer Service Center (with bi-lingual and multi-lingual staff)
- AT&T Language Line
- JPB Board Secretary contact
- Station electronic message signs
- Caltrain Connection and other newsletters
- Advertisements (in community newsletters and email blasts)
- Workshops
- Personal interviews
- Rider forums
- Tabling events
- Communication with other transit agencies
- Communication with community based organizations
- Construction Notices/Project Updates
- Passenger interaction
- Dedicated web pages to specific projects or issues
(i.e. <http://www.caltrain.com/projectsplans/CaltrainModernization.html>)

C. INFORMATION DISSEMINATION

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

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

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

V. INCREASING PUBLIC PARTICIPATION

A. FUTURE PUBLIC PARTICIPATION TECHNIQUES

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

- Creating a table that budgets the costs of outreach (including materials and overtime wages of participating staff: marketing, communications, planning, and translators) to improve the efficiency and effectiveness of outreach efforts.
- Expanding outreach efforts to include social media and traditional media in various languages so that higher participation for outreach events can be achieved. The placement of traditional media at train stations and on trains may be especially critical towards outreach participation.
- Improving communication with targeted organizations to assure that more LEP individuals participate in outreach efforts, including community-based organizations and faith-based groups.
- Providing a short survey regarding LEP needs on trains in various languages for LEP individuals who cannot make it to outreach meetings.
- Providing future Customer Service surveys in more languages.
- Offering more opportunities for involved stakeholders to evaluate and offer feedback about the effectiveness of the JPB's public participation strategies.
- Identifying emerging groups that may need targeted outreach.
- Improving existing community relationships and developing new community relationships using public relations techniques.

VI. RECENT PUBLIC PARTICIPATION EXAMPLES

A. COMMUNITY BASED ORGANIZATIONS/POTENTIAL STAKEHOLDERS

A listing of Community Based Organizations (CBOs) and/or Potential Stakeholders (by county) that the JPB typically contacts for public participation and feedback follows.

ALAMEDA COUNTY

Asian Pacific Islander American Public Affairs Association Bay Area Chapter

1963 Sabre Street, Hayward, CA 94545

(510) 538-2791

<http://apapa.org>

Language Constituency: Various Asian

Gujarati Cultural Association of Bay Area

46560 Fremont Blvd., #109, Fremont, CA 94538

<http://www.gcabayarea.com>

Language Constituency: Gujarati

Indo American Chamber of Commerce

1616 University Ave., Berkeley, CA 94703

(510) 841-1513

<http://www.iccchamber.org>

Language Constituency: Various Indian

Persian Center

2029 Durant Ave., Berkeley, CA 94704

(510) 848-0264

<http://www.persiancenter.org>

Language Constituency: Persian

Pomeroy Recreation and Rehabilitation Center

<http://www.prrcsf.org/>

Language Constituency: Various

Transform

436 14th Street, Suite 600, Oakland, CA 94612

(510) 740-3150

<http://www.transformca.org>

Manolo Gonzalez-Estay

mgonzalezestay@transformca.org

Language Constituency: Various

Urban Habitat

1212 Broadway, Suite 500, Oakland, CA 94612

(510) 839-9510

<http://urbanhabitat.org/uh/newfront>

Language Constituency: Various

SAN FRANCISCO COUNTY**The Arc of San Francisco**

<http://thearcsf.org/>

Language Constituency: Various

Arab Resource & Organizing Center

522 Valencia St., San Francisco, CA 94110

(415) 861-7444

<http://araborganizing.org>

Language Constituency: Arabic

Asian Pacific American Community Center

2442 Bayshore Blvd, San Francisco, CA 94134

(415) 587-2689

Language Constituency: Chinese

Patrick Yung, Executive Director

APACC_Patrick_Yung@yahoo.com

Direct phone number: (415) 829-9291

Cell Phone: (415) 678-8309

Bayview Hunters Point Multi-Purpose Senior Services

1706 Yosemite Avenue, San Francisco, CA 94124

(415) 822-1444

bhpmss1@aol.com

Language Constituency: ESL

Bayview Hill Neighborhood Association

Shirley Moore

sammy988@aol.com

Language Constituency: Various

Bayview Merchants Association

3801 3rd Street, Suite 1068, San Francisco, CA 94124

Kathy Perry

(415) 647-3728 x407

Language Constituency: Various

Better Bayview

Chris Waddling

(415) 810-7556

cawaddling@gmail.com

Language Constituency: Various

Brite/4800 Third St Neighbors

Anna DeJesus

britesf@googlegroups.com

anndejesus2000@yahoo.com

Language Constituency: Various

Cameron House

920 Sacramento Street, San Francisco, CA

(415) 781-0401

<http://www.cameronhouse.org/>

Language Constituency: Chinese

Chinese for Affirmative Action

17 Walter U. Lum Place, San Francisco, CA 94108

(415) 274-6750

<http://www.caasf.org/>

Language Constituency: Chinese

Chinese Progressive Association

1042 Grant Ave. 5th Floor, San Francisco, CA 94133

(415) 391-6986

<http://www.caasf.org/>

Language Constituency: Chinese

Chinatown Community Development Center

1525 Grant Avenue, San Francisco, CA 94133

(415) 781-0401

<http://www.chinatowncdc.org/>

Language Constituency: Chinese

Dan Dodt

dodt@mac.com

Language Constituency: Various

Dogpatch Neighborhood Association

1459 18th St., No. 227

San Francisco, CA 94107

www.mydogpatch.org

Janet Carpinelli, president

415-282-5516

Language Constituency: Various

Filipino Community Center San Francisco

4681 Mission St., San Francisco, CA 94112

(415) 333-6267

<http://filipinocc.org>

Language Constituency: Filipino

Hunters Point Family

1800 Oakdale Avenue, San Francisco, CA 94124

(415) 822-8895

<http://hunterspointfamily.org/>

Language Constituency: Various

Hunters Point Shipyard CAC

Dr. Veronica Hunnicutt

vhunnicu@ccsf.edu

Language Constituency: Various

India Basin Neighborhood Association

Michael Hamman

702 Earl Street San Francisco, CA 94124

415-643-1376 Office

415-265-0954 Cell

mhamman@igc.org

Language Constituency: Various

Lighthouse

<http://lighthouse-sf.org/>

Language Constituency: Various

Jewish Family and Children's Services

2150 Post Street, San Francisco, CA 94115

(415) 449-1200

<http://www.jfcs.org/>

Language Constituency: Russian

Korean Community Center

745 Buchanan St., San Francisco, CA 94102

(415) 252-0432

<http://www.sfkorean.org/>

Language Constituency: Korean

Mission Neighborhood Center

362 Capp. Street, San Francisco, CA 94110

(415) 647-6911

<http://www.mncsf.org/>

Language Constituency: Spanish

Potrero Boosters

Tony Kelly

tonykelly@astound.net

Language Constituency: Various

Potrero Hill/Dog Patch Merchants Association

Keith Goldstein

keith@everestsf.com

Language Constituency: Various

Public Advocates

131 Steuart Street, Suite 300, San Francisco, CA 94105

(415) 431-7430

<http://www.publicadvocates.org>

Language Constituency: Spanish

Renaissance Entrepreneurship Center

275 5th Street, San Francisco, CA 94103

(415) 541-8580

<http://www.rencenter.org/>

Language Constituency: Spanish

Russian American Community Services

300 Anza Street, San Francisco, CA 94118

(415) 387-5336

<http://www.racssf.org/>

Language Constituency: Russian

Southeast Asian Community Center

875 O'Farrell Street, San Francisco, CA 94109

(415) 885-2743

<http://www.seaccusa.org/contact>

Language Constituency: Cantonese, English, Hindi, Japanese, Korean, Mandarin, Spanish, Tagalog, Vietnamese

South of Market Health Center

229 7th St., San Francisco, CA 94103

(415) 503-6000

<http://www.smhcsf.org/>

Language Constituency: Spanish, Tagalog, Farsi, and Chinese

Veterans Equity Center

1010 Mission Street, Suite C, San Francisco, CA 94103

(415) 255-2347

<http://www.vetsequitycenter.org/>

Language Constituency: Filipino

Vietnamese Community Center

766 Geary Street, San Francisco, CA 94109

(415) 351-1038

<http://vietccsf.org>

Language Constituency: Vietnamese

Visitacion Valley Planning Alliance

Fran Martin

fma6764860@aol.com

Language Constituency: Various

SAN MATEO COUNTY

Bayshore Child Care Services

45 Midway Drive, Daly City, CA 94014

(650) 403-4708

<http://www.bayshorechildcare.org/BCCS/Welcome.html>

Language Constituency: Various

Catholic Charities Resettlement Program

36 37th Avenue, 2nd Floor, San Mateo, CA 94403

(408) 325-5100

<http://community.cccyo.org>

Language Constituency: Various

Center for Independence of Individuals with Disabilities

<http://www.cidanmateo.org/>

Language Constituency: Various

Chicana Latina Foundation

1419 Burlingame Ave. Suite W2, Burlingame, CA 94010

(650) 373-1083

www.chicanalatina.org

Language Constituency: Spanish

Chinese Progressive Association

1042 Grant Ave., 5th Floor, San Francisco, CA 94133

(415) 391-6986

<http://www.cpasf.org>

Language Constituency: Chinese

Coastside Hope

99 Avenue Alhambra, El Granada, CA 94018

(650) 726-9071

www.coastsidehope.org

Language Constituency: Chinese, Filipino, Portuguese, Russian, Spanish

College of San Mateo

1700 W. Hillsdale Blvd., San Mateo, CA 94402

(650) 457-6161

<http://www.collegeofsanmateo.edu>

Language Constituency: Various

College Track East Palo Alto

1877 Bay Road, East Palo Alto, CA 94303

(650) 614-4875

www.collegetrack.org

Language Constituency: Various

Commission on Disabilities

<http://www.co.sanmateo.ca.us/portal/site/bnc/menuitem.0309b5af9de040fc9b835363917332a0/?vgnextoid=061ba870ae729210VgnVCM1000001937230aRCRD&cpsextcurrchannel=1>

Language Constituency: Various

Commission on Aging

<http://www.co.sanmateo.ca.us/portal/site/bnc/menuitem.0309b5af9de040fc9b835363917332a0/?vgnextoid=12dd96cfaa419210VgnVCM1000001937230aRCRD&vgnnextchannel=ade776d7e90d7210VgnVCM1000001937230aRCRD>

Language Constituency: Various

Daly City Community Service Center

333 90th Street, Daly City, CA 94015

(650) 991-8007

http://www.dalycity.org/Residents/Community_Service_Center.htm

Language Constituency: Filipino, Spanish, Tagalog

Daly City Friendship Center/Mental Health Association of San Mateo County

2686 Spring St., Redwood City, CA 94036

(650) 368-3345

<http://www.mhasmc.org/prog/friendshipcenter.shtml>

Language Constituency: Various

Daly City Youth Health Center

2780 Junipero Serra Blvd., Daly City, CA 94015

(650) 985-7000

<http://www.dalycityyouth.org>

Language Constituency: Various

Fair Oaks Community Center

2600 Middlefield Rd., Redwood City, CA 94063

(650) 780-7500

<http://www.redwoodcity.org/parks/cc/fairoaks.html>

Language Constituency: Spanish

Family Crossroads/Shelter Network of San Mateo County

181 Constitution Drive, Menlo Park, CA 94025

(650) 685-5880

<http://www.ivsn.org/>

Language Constituency: Various

Filipino-American Chamber of Commerce

1415 Rollins Road, Suite 202, Burlingame, CA 94010

(650) 228-3533

<http://faccsanmateo.com>

Language Constituency: Filipino

Filipino American Democratic Club of San Mateo County

mark4life@hotmail.com

Language Constituency: Filipino

First Filipino American United Church of Christ

461 Linden Ave., San Bruno, CA 94066

(650) 952-7130

Language Constituency: Filipino

Japanese American Community Center

415 South Claremont St., San Mateo, CA 94401

(650) 343-2793

<http://www.smjacc.org>

Language Constituency: Japanese

Japanese Chamber of Commerce

1875 South Grant Street, Suite 760, San Mateo, CA 94402

(650)522-8500

<http://www.jccnc.org>

Language Constituency: Japanese

Jordanian American Association

305 Linden Ave., South San Francisco, CA 94080

(650) 583-0132

Language Constituency: Arabic

Lady of Pillar Catholic Church

400 Church Street, Half Moon Bay, CA 94019

(650) 726-4674

<http://www.ourladyofthepillar.org/home>

Language Constituency: Spanish

Language Pacifica

585 Glenwood Avenue, Menlo Park, CA 94025

(650) 321-1840

<http://www.languagepacific.org>

Language Constituency: ESL

Liwanag Kultural Center

222 Lausanne Avenue, Daly City, CA 94014

<http://liwanag.org>

Language Constituency: Filipino

Mid-Peninsula Housing

303 Vintage Park Drive, Suite 250, Foster City, CA 64404

(650) 356-2900

www.midpen-housing.org

Language Constituency: Various

Moon Ridge Apartments

2001 Miramontes Point Rd, Half Moon Bay, CA 94019

(650) 560-4872

Language Constituency: Various

Northern Peninsula Mandarin School

3115 Del Monte Street, San Mateo, CA 94403

(650) 762-8189

<http://www.npms.org>

Language Constituency: Chinese

North Peninsula Neighborhood Services

600 Linden Ave., South San Francisco, CA 94080

(650) 583-3373

<http://npnsc.net>

Language Constituency: Spanish

Organization of Chinese Americans (Peninsula Chapter of San Mateo)

P.O. Box 218, San Mateo, CA 94401

(650) 533-3065

<http://www.ocasanmateo.org>

Language Constituency: Chinese

Our Second Home

725 Price Street, Daly City, CA 94014

(650) 301-3300

<http://www.oursecondhome.org/index.htm>

Language Constituency: Various

Pars Equality Center

P.O. Box 1383, Menlo Park, CA 94026

(650) 321-6400

<http://www.parsequalitycenter.org>

Language Constituency: ESL

Peninsula Interfaith Action

1336 Arroyo Ave, San Carlos, CA 94070-3913

(650) 592-9181

<http://www.piapico.org>

Language Constituency: Spanish

Persian American Society

P. O. Box 25005, San Mateo, CA 94402

(650) 568-7922

1988PAS@gmail.com

Language Constituency: Persian

Pilipino Bayanihan Resource Center

2780 Junipero Serra Blvd., Daly City, CA 94015

(650) 992-9110

<http://www.pilipinobayanihan.org>

Language Constituency: Filipino

Pillar Ridge Manufactured Home Community

164 Culebra St, Moss Beach, CA 94038

(650) 728-3389

<http://www.pillaridge.com>

Language Constituency: Spanish

Puente De La Costa Sur

620 North Street, Pescadero, CA 94060

(650) 879-1691

www.mypuente.org

Language Constituency: Spanish

Samaritan House

4031 Pacific Blvd., San Mateo, CA 94403

(650) 341-4081

<http://samaritanhousesanmateo.org>

Language Constituency: Spanish

San Bruno Chinese Church/Chinese School

250 Courtland Dr., San Bruno, CA 94066

(650) 589-9760

<http://www.sanbrunochinesechurch.org>

Language Constituency: Chinese

San Mateo County Hispanic Chamber of Commerce

475 El Camino Real, Suite 100A, Millbrae, CA 94030

<http://smchcc.com>

Language Constituency: Spanish

San Mateo County Commission on Disabilities, Aging and Adult Services

225 37th Ave., San Mateo, CA 94403

(650) 573-2480

<http://smchealth.org/smccod>

Language Constituency: Spanish

Shared Housing Program/Human Investment Project

264 Harbor Blvd, Bldg., Belmont, CA 94402

(650) 802-5050

<http://www.co.sanmateo.ca.us>

Language Constituency: Various

Sikh Gurdwara of San Francisco

P.O. Box 25493, San Mateo, CA 94402

www.sfgurdwara.org

Language Constituency: Various Indian

Skyline College Language and Arts Division

3300 College Drive, San Bruno, CA 94066

(650) 738-4100

<http://www.skylinecollege.edu>

Language Constituency: Various

SparkPoint Center at Skyline College

3300 College Drive, Building 1 Floor 2, San Bruno, CA 94066

(650) 738-7035

<http://www.skylinecollege.edu/sparkpoint>

Language Constituency: ESL

Yaseen Foundation

621 Masonic Way, Belmont, CA 94002

(650) 591-3690

<http://www.yaseen.org>

Language Constituency: Arabic

Youth United for Community Action (YUCA)

2135 Clarke Ave., East Palo Alto, CA 94303

(650) 322-9165

<http://youthunited.net>

Language Constituency: Various

Zawaya

311 41st Ave., San Mateo, CA 94403

(650) 504-5965

www.zawaya.org

Language Constituency: Arabic

SANTA CLARA COUNTY**African Community Health Institute**

1922 The Alameda Suite 425, San Jose, CA 95126

(408) 833-4109

<http://www.africachi.org/>

Language Constituency: Tigrinya, Amharic, Swahili, Somali, and Arabic

Asian Americans for Community Involvement

2400 Moorpark Ave. Suite #300, San Jose, CA 95128

(408) 975-2730

<http://aaci.org/>

Language Constituency: Various Asian

India Community Center

525 Los Coches St., Milpitas, CA 95035 – (408) 934-1130

<http://www.indiacc.org>

Language Constituency: Various Indian

Korean American Community Services

1800-B Fruitdale Avenue, San Jose, CA 95128

(408) 975-2730

<http://www.kacs1.org/>

Language Constituency: Korean

Metropolitan Education District

760 Hillsdale Ave, San Jose, CA 95136

(408) 723-6400

<http://www.metroed.net/>

Language Constituency: ESL

Mexican American Community Services

660 Sinclair Drive, San Jose, CA 95116

<http://www.macsa.org/>

Language Constituency: Spanish

Santa Clara County Office of Human Relations

2310 North First Street, Suite 104, San Jose, CA 95131

Language Constituency: Various

Services Immigration Rights & Education Network (SIREN)

1425 Koll Circle, Suite 109, San Jose, CA 95112

(408) 453-3003

<http://www.siren-bayarea.org/>

Language Constituency: Spanish, Vietnamese

VARIOUS COUNTIES

Korean American Professional Society

www.kaps.org

Language Constituency: Korean

Vista Center for the Blind and Visually Impaired

<http://www.vistacenter.org/>

Language Constituency: Various

B. TITLE VI OUTREACH

Examples of outreach efforts since the last JPB Title VI Compliance Report (Dec 2010 to present) follow:

SamTrans and Caltrain Title VI Outreach Plan

SamTrans and Caltrain Title VI Community Outreach Plan

Summary:

SamTrans and Caltrain are committed to ensuring that no person shall be excluded from the equal distribution of its services and amenities because of income, as well as race, color or national origin in accordance with Title VI of the Civil Rights Act of 1964.

As part of its process to develop Major Service Change, Disparate Impact and Disproportionate Burden policies that comply with Title VI, District staff did a number of activities to seek 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.

Title VI seeks to ensure decisions made by federally funded agencies don't result in discrimination based on race, ethnicity or national origin.

Types of outreach:

<u>SamTrans</u>	<u>Caltrain</u>
Website - Information posted on the SamTrans website, with prominent Title VI icon on the homepage; showed ways to provide input through email, snail mail and phoning into customer service	Website - Information posted on the Caltrain website, with prominent Title VI icon on the homepage; showed ways to provide input through email, snail mail and phoning into customer service
Take Ones – printed in English and Spanish and placed on all fixed-route buses and at District headquarters	Take Ones – printed in English and Spanish and placed on all trains and at District headquarters
Visual Message Signs - on all buses	Visual Message Signs - at all train stations
Community Meetings: Feb. 12, 6:30 to 8 p.m. – Pacifica Feb. 19, 6:30 to 8 p.m. – Daly City Feb. 21, 10 to 10:45 a.m. – San Carlos Feb. 25, 6:30 to 8 p.m. – East Palo Alto	Community Meetings: Feb. 19, 6:30 to 8 p.m. – Gilroy Feb. 21, 10:45 to 11:30 a.m. – San Carlos Feb. 26, 5 to 6:30 p.m. – San Francisco Feb. 27, 6:30 to 8 p.m. – Mountain View
News releases – explaining Title VI and inviting the community to the four public meetings (sent out in English only)	News releases – explaining Title VI and inviting the community to the four public meetings (sent out in English and later translated in Chinese)
Advertisement in newspapers El Observador El Reportero Newspaper SF Examiner	Advertisement in newspapers El Observador El Reportero Newspaper SF Examiner – San Mateo County Edition

SamTrans and Caltrain Title VI Outreach Plan (continued)

SamTrans and Caltrain Title VI Community Outreach Plan

Half Moon Bay Review	SF Chronicle
Pacifica Tribune	Daily Journal
Palo Alto Daily News	San Jose Mercury News
Redwood City Daily News	Gilroy Dispatch
Social Media – information posted on Facebook, Twitter and Google +	Social Media – information posted on Facebook, Twitter and Google +

Community groups/members we reached out to:

San Francisco County – list provided by the Office of SF Supervisor Malia Cohen

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

SamTrans and Caltrain Title VI Outreach Plan (continued)

SamTrans and Caltrain Title VI Community Outreach Plan

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)
- City Council member Newsletters:
 - Ken Yeager
 - Ash Kalra
- All City Managers
- All Mayors

Note: We also reached out to Transform, Public Advocates and Urban Habitat but they were unresponsive and did not participate.

Station Flyer for Public Meetings

Proposed Changes to Caltrain Codified Tariff

The Peninsula Corridor Joint Powers Board will hold a public hearing and take public comment on proposed adjustments to some Caltrain fares to become effective July 1, 2012.

Proposals to be considered include:

A. Additional Regional Clipper® Implementation Measures

- Increasing the cost of paper One-way and Zone Upgrade tickets by up to 25 cents per zone and Day passes by up to 50 cents per zone. **Note:** The cost of a One-way ride will remain the same for those using a Clipper card. Monthly Pass prices will remain the same.
- Elimination of the 8-ride Ticket.

B. Go Pass

- Increasing the cost of the Go Pass by \$10 to \$165, and setting the minimum level at \$13,750.

C. Sales Period

- Lengthening the sales period for monthly transportation passes and parking permits from the 9th of the month to the 15th of the month.

The public hearing will be held:

Thursday, Feb. 2, 2012 at 10 a.m.

Caltrain Administrative Office
2nd Floor, Auditorium
1250 San Carlos Ave., San Carlos

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

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

Public Meetings

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

Gilroy – Jan. 24 at 6 p.m.

Gilroy Senior Center, 7371 Hanna St.

San Francisco – Jan. 24 at 6 p.m.

San Francisco Tennis Club
(Member Lounge), 645 Fifth St.

Mountain View – Jan. 25 at 6 p.m.

City Council Chambers
500 Castro St.

San Carlos – Jan. 25 at 6 p.m.

Caltrain Administrative Office,
2nd Floor, Auditorium
1250 San Carlos Ave.

The proposed fare chart will be available by Jan. 16 at www.caltrain.com or by calling 1.800.660.4287 (TYT only 650.508.6448).




Caltrain.com News Releases

Proposed Changes to Codified Tariff (fares)

http://www.caltrain.com/CM/WebUI/PageTypes/Article/Article.aspx?Pa...

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Proposed Changes to Codified Tariff (fares)

January 10, 2012

Public Hearing & Meetings Notice: Proposed Changes to Codified Tariff

Public Hearing

The Peninsula Corridor Joint Powers Board will hold a public hearing and take public comment on proposed adjustments to its Codified Tariff effective July 1, 2012.

Proposals to be considered include:

Additional Regional Clipper® Implementation Measures

- Increasing the cost of paper One-way and Zone Upgrade tickets by up to 25 cents per zone and Day passes by up to 50 cents per zone. Note: The cost of a One-way ride will remain the same for those using a Clipper card. Monthly Pass prices will remain the same. For proposed fare chart, click [HERE](#) (PDF, 15K).
- Elimination of the 8-ride Ticket.

Go Pass

- Increasing the cost of the Go Pass by \$10 to \$165, and setting the minimum level at \$13,750.

Sales Period

- Lengthening the sales period for monthly transportation passes and parking permits from the 9th of the month to the 15th of the month.

The public hearing will be held:
Thursday, Feb. 2, 2012 at 10 a.m.
Caltrain Administrative Office
1250 San Carlos Ave., San Carlos

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

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

Public Meetings

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

- Gilroy – Jan. 24 at 6 p.m.
Gilroy Senior Center, 7371 Hanna St.
- San Francisco – Jan. 24 at 6 p.m.
San Francisco Tennis Club, 845 Fifth St.
- Mountain View – Jan. 25 at 6 p.m.
City Council Chambers, 500 Castro St.
- San Carlos – Jan. 25 at 6 p.m.
Caltrain Administrative Office, 1250 San Carlos Ave.

The proposed fare chart will be available by Jan. 16 at www.caltrain.com or by calling 1.800.660.4287 (TTY only: 650.508.6448).

Para servicio de traducción en Español, llame a Caltrain al 850.508.6242 por lo menos tres días antes de las audiencias.

1/10/12 - rph


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Caltrain.com News Releases (continued)



Jan. 17, 2012

Media Contact: Christine Dunn, 650.508.6238

Caltrain Holds Meetings About Proposed Changes to Codified Tariff

Caltrain will hold four public meetings and a public hearing where staff will present proposed changes to some Caltrain fares that would become effective July 1, 2012.

Proposals to be considered include:

- **Additional Regional Clipper[®] Implementation Measures**
Increasing the cost of paper One-way and Zone Upgrade tickets by up to 25 cents per zone and Day passes by up to 50 cents per zone. Note: The cost of a One-way ride will remain the same for those using a Clipper card. Monthly Pass prices will remain the same. For proposed fare chart, click [HERE](#) (PDF, 15K).

Elimination of the 8-ride Ticket
- **Go Pass**
Increasing the cost of the Go Pass, an employer-sponsored pass, by \$10 to \$165, and setting the minimum level at \$13,750.
- **Sales Period**
Lengthening the sales period for monthly transportation passes and parking permits from the 9th of the month to the 15th of the month.

The meetings will take place:

- **Jan. 24 at 6 p.m.**
Gilroy Senior Center, 7371 Hanna St., Gilroy
- **Jan. 24 at 6 p.m.**
San Francisco Tennis Club, 645 Fifth St., San Francisco
- **Jan. 25 at 6 p.m.**
City Council Chambers, 500 Castro St., Mountain View
- **Jan. 25 at 6 p.m.**
Caltrain Administrative Office, 1250 San Carlos Ave., San Carlos

The public hearing will be held:

- **Thursday, Feb. 2, 2012 at 10 a.m.**
Caltrain Administrative Office, 1250 San Carlos Ave., San Carlos

Comments also can be e-mailed to changes@caltrain.com; sent by regular mail to District Secretary, Caltrain, P.O. Box 3006, San Carlos, CA 94070; or telephoned to 1.800.660.4287 (TDD for hearing impaired only 650.508.6448).

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> caltrain.com > About Caltrain > News > Caltrain Modifies Fare Change Proposal

Caltrain Modifies Fare Change Proposal

February 24, 2012

After seeking public comment and holding a public hearing, Caltrain staff is modifying some of the [proposal changes](#) to the rail agency's codified tariff, the document that sets its fare policy, effective July 1, 2012.

Staff is recommending that the agency retain the 8-ride Ticket, which was slated for elimination, but cut its validity period and discount in half. Under the revised proposal, the ticket would be valid for 30 days and would offer customers a 7.5 percent discount off the cost of eight one-way cash fares.

The modified proposal also recommends increasing the cost of paper One-way and Zone Upgrade tickets by 25 cents on the [base](#) fare and Day passes by 50 cents on the [base](#) fare, with the understanding that the cost of a One-way ride will remain unchanged for those using a Clipper[®] card. Day passes are not available on Clipper. Monthly Pass prices will remain unchanged.

However, staff also is recommending that the Board authorize an increase to the cost of the paper One-way and Zone Upgrade tickets by 25 cents on the [zone](#) fare and Day passes by 50 cents on the [zone](#) fare effective no sooner than July 1, 2013 if a significant movement from paper tickets to Clipper has not occurred by March 1, 2013. A "significant movement" means at least 50 percent of passenger trips using One-way tickets in a single month are paid for with Clipper e-cash.

The proposal includes two items that weren't modified:

- Increase the cost of the Go Pass by \$10 to \$165, and increase the minimum level for employer participation at \$13,750 per calendar year.
- Lengthen the sales period for monthly transportation passes and parking permits by six days so that the sales period will end on the 15th of each month.

The recommendations will be presented to the Caltrain Board of Directors at its monthly meeting March 1 at 10 a.m.

Staff developed the proposed changes to meet the responsibilities placed on Caltrain by Metropolitan Transportation Commission Resolution 3866 and upon consideration of customer comments and analysis of customers' fare media usage. The proposed changes to paper ticket prices are intended to incentivize use of the Clipper fare payment system, which has been the focus of significant regional investment over the past several years.

Nearly 185 people provided comments prior to and at the public hearing. All comments were taken into consideration as staff developed the final proposal.

###

Media Contact: Christine Dunn, 650.508.6238

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> [caltrain.com](#) > [Rider Information](#) > [Newsletter & Notices](#) > [Notices](#) > [Proposed Changes to Codified Tariff \(fares\)](#)

Proposed Changes to Codified Tariff (fares)

February 23, 2012

Below is a copy of the staff report that will be provided to the Caltrain Board of Directors for an action scheduled for March 1, 2012 at its 10 a.m. meeting.

AMENDMENT OF CALTRAIN CODIFIED TARIFF, AND RELATED FARE PRODUCT TERMS, TO FACILITATE CLIPPER TRANSITION AND DEFRAY OPERATING EXPENSES

ACTION

The Staff Coordinating Council (SCC) recommends that the Board authorize the following changes to the Caltrain Codified Tariff, and related fare product terms, effective July 1, 2012:

- Increase the cost of paper One-way and Zone Upgrade tickets by 25 cents on the base fare and Day passes by 50 cents on the base fare, with the understanding that the cost of a One-way ride will remain unchanged for those using a Clipper® card. Day passes are not available on Clipper. Monthly Pass prices will remain unchanged.
- Reduce the validity period on 8-ride tickets from 60 days to 30 days and reduce the associated discount from 15 percent to 7.5 percent off the cost of eight one-way trips.
- Increase the cost of the Go Pass by \$10 to \$165, and increase the minimum level for employer participation at \$13,750 per calendar year.
- Lengthen the sales period for monthly transportation passes and parking permits by six days so that the sales period will end on the 15th of each month.

The SCC further recommends that the Board authorize the following change to the Caltrain Codified Tariff effective no sooner than July 1, 2013 if a significant movement from paper tickets to Clipper has not occurred by March 1, 2013:

- Increase the cost of paper One-way and Zone Upgrade tickets by 25 cents on the zone fare and Day passes by 50 cents on the zone fare.

"Significant movement" for purposes of this action means at least 50 percent of passenger trips using One-way tickets in a single month are paid for with Clipper e-cash.

See [Attachment A](#) and [Chart A](#) for a proposed Codified Tariff and fare chart showing the July 2012 and potential July 2013 increases.

SIGNIFICANCE

The proposed changes will provide an incentive for paper ticket customers to travel on Caltrain using the Clipper card, a regional fare payment system, and will reduce the Caltrain operating budget deficit.

BUDGET IMPACT

The July 2012 Codified Tariff changes are projected to generate increased revenues of \$1.4 million during Fiscal Year 2013.

BACKGROUND

Staff developed the proposed changes to meet the responsibilities placed on Caltrain by Metropolitan Transportation Commission Resolution 3866 and upon consideration of customer comments and analysis of customers' fare media usage.

The proposed changes to paper ticket prices are intended to incentivize use of the Clipper fare payment system, which has been the focus of significant regional investment over the past several years.

The 8-ride Ticket had been proposed for elimination for various reasons; however, based on customer feedback, the new proposal allows the product to be maintained but at a reduced discount and with a shorter validity period.

The proposed changes to the Go Pass cost and annual minimum would move that program towards revenue neutrality.

Finally, the extended sales period for monthly transportation passes and parking permits would benefit customers, who would gain flexibility in timing their purchases. Staff expects some increase in the quantity of passes and permits sold as a result.

The proposed changes fall within the bounds set forth in the fare chart that served as the basis of public outreach and public comment as addressed below.

The public outreach program regarding the proposed changes included a public hearing on February 2, 2012 that was preceded by four community meetings (Gilroy, Mountain View, San Carlos and San Francisco), bilingual newspaper notices, a news release, station flyers, bilingual onboard messages to train riders, Facebook postings, Tweets and a presentation to the Caltrain Citizens Advisory Committee. Information also was posted to the Caltrain website, which allows readers to translate it into dozens of languages.

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

Nearly 185 people provided comments prior to and at the public hearing. All comments were taken into consideration and the proposal was adjusted in response to customers' overwhelming desire to retain the 8-ride Ticket.

In conducting a fare equity analysis as required under Title VI of the Civil Rights Act of 1964 and implementing regulations, staff found that the proposed changes may have a disproportionately adverse effect on low-income populations to the extent that this socio-economic group has not transitioned to Clipper from paper fare products. Staff will undertake measures such as conducting additional outreach to this population to encourage their use of Clipper to minimize, mitigate or offset any adverse effects.

2/23/12 - rph



Proposed Changes to Caltrain Codified Tariff

The Peninsula Corridor Joint Powers Board will hold a public hearing and take public comment on proposed adjustments to some Caltrain fares to become effective July 1, 2012.

Proposals to be considered include:

A. Additional Regional Clipper® Implementation Measures

- Increasing the cost of paper One-way and Zone Upgrade tickets by up to 25 cents per zone and Day passes by up to 50 cents per zone.

Note: The cost of a One-way ride will remain the same for those using a Clipper card. Monthly Pass prices will remain the same.

- Elimination of the 8-ride Ticket.

B. Go Pass

- Increasing the cost of the Go Pass by \$10 to \$165, and setting the minimum level at \$13,750.

C. Sales Period

- Lengthening the sales period for monthly transportation passes and parking permits from the 9th of the month to the 15th of the month.

continued on inside

1/3/12

The public hearing will be held:

Thursday, Feb. 2, 2012 at 10 a.m.

Caltrain Administrative Office
1250 San Carlos Ave., San Carlos

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

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

Public Meetings

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

Gilroy – Jan. 24 at 6 p.m.

Gilroy Senior Center, 7371 Hanna St.

San Francisco – Jan. 24 at 6 p.m.

San Francisco Tennis Club
(Member Lounge), 645 Fifth St.

Mountain View – Jan. 25 at 6 p.m.

City Council Chambers
500 Castro St.

San Carlos – Jan. 25 at 6 p.m.

Caltrain Administrative Office
2nd Floor, Auditorium
1250 San Carlos Ave.

The proposed fare chart will be available by Jan. 16 at www.caltrain.com or by calling 1.800.660.4287 (TTY only 650.508.6448).

Caltrain Customer Take ones (in Spanish)

English on other side



Cambios propuestos para las tarifas de Caltrain

The Peninsula Corridor Joint Powers Board llevará a cabo una audiencia pública y recibirá los comentarios públicos sobre los ajustes propuestos de algunas tarifas de Caltrain a hacerse efectivas el 1 de julio de 2012.

La propuesta en consideración incluyen:

A. Medidas adicionales de Implementación Clipper®

- El aumento en el precio de los boletos de papel: One-way y Zone Upgrade de hasta 25 centavos por zona y Pases diarios hasta 50 centavos por zona: **Nota:** El precio del viaje One-way permanecerá igual para aquellos que utilicen la tarjeta Clipper. Los precios del pase mensual seguirá siendo el mismo.
- La eliminación del boleto de 8 viajes.

B. Go Pass

- El aumento de \$10 en el precio del Go Pass llevándolo a \$165, y estableciendo el nivel mínimo en \$13,750.

C. Período de Ventas

- Alargar el periodo de ventas por pases de transportes mensuales y permisos de estacionamiento desde el día 9 al 15 del mes.

continúa en la página siguiente

La audiencia pública se llevará a cabo el:

Jueves, el 2 de Febrero de 2012 a las 10 a.m.

Oficinas administrativas de Caltrain
1250 San Carlos Ave., San Carlos

Pueden enviarse los comentarios antes de la audiencia vía correo postal o electrónico o por teléfono a:

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

Reuniones públicas

Caltrain llevará a cabo cuatro reuniones públicas para presentar las propuestas y recibir los comentarios. Las reuniones tendrán lugar en:

Gilroy – 24 de enero a las 6 p.m.

Gilroy Senior Center
7371 Hanna St.

San Francisco – 24 de enero a las 6 p.m.

San Francisco Tennis Club, (Member Lounge)
645 Fifth St.

Mountain View – 25 de enero a las 6 p.m.

City Council Chambers
500 Castro St.

San Carlos – 25 de enero a las 6 p.m.

Caltrain Administrative Office
2nd Floor, Auditorium
1250 San Carlos Ave.

La tabla de tarifas propuesta estará disponible a partir del 16 de enero en **www.caltrain.com** o llamando al 1.800.660.4287 (TTY solo 650.508.6448).

Para servicio de traducción en español, llame a Caltrain al 650.508.6242 por lo menos tres días antes de las audiencias.

Caltrain Comment Card



Proposed Codified Tariff Changes Comment Card

Caltrain is considering the following fare changes: increasing the cost of tickets purchased from the ticket vending machines, eliminating the 8-ride Ticket, increasing the cost of the Go Pass and extending the sales periods that Monthly passes can be loaded to Clipper cards.

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 _____

Use back, if needed



Caltrain Public Comments Tally (Mail)

FY 2013 CHANGES TO CODIFIED TARIFF

SUMMARY OF COMMENTS THROUGH FEBRUARY 9 (Closure of Mailbox)

Increase Fare and/or Fees				Other Ticket Changes			
Paper Increase		GO Pass to \$165		Eliminate 8-ride		Extend Sales Period	
For	Against	For	Against	For	Against	For	Against
6	36	2	2	4	126	4	0
3.0%	18.1%	1.0%	1.0%	2.0%	63.3%	2.0%	0.0%

Total Comments: 199

54 (27%) commentors said they would ride less or stop riding Caltrain

Caltrain Public Comments Tally (Email, Written, Phone)

Caltrain Public Comments Regarding FY2013 Changes to the Codified Tariff

Email No.	Written and Phone Comments:			Increase Fare and/or Fees										Add DP to Clipper	Add Zn Up 2Clip	Herts Poor Disadv	Cod Tariff Coram.	Less/ Stop Riding	Comments	
	Date	Last	First	Paper Increase For	Paper Increase Against	GO Pass \$165 For	GO Pass \$165 Against	Eliminate 8-ride For	Eliminate 8-ride Against	WTPM	Ext. Sales Period For	Ext. Sales Period Against	Rev. Idea							
1	NAMES REDACTED																			
2											X	X								
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46																				
Through 2-16-Jan Sub-total				46	1	9	0	1	2	31	1	3	0	1	1	2	1	6	14	21
Community Meeting Comments																				
Gilroy																				
1	24-Jan	Russell	John																	
2	24-Jan	no name																		

Caltrain Public Hearing & Meeting Notices – News Releases

Caltrain Public hearing & Meetings Notices		
Notice Description	Ad Description	Publication dates
Newspaper Name DISPATCH		
NOTICE OF HEARING	CALTRAIN CMTY MEETINGS & HEARING (ENGLISH)	01/13/12, 01/17/12
Newspaper Name EL REPORTERO NEWSPAPER		
NOTICE OF HEARING	CALTRAIN CMTY MEETINGS & HEARING	01/11/12, 01/18/12
Newspaper Name SAN FRANCISCO DAILY JOURNAL		
NOTICE OF HEARING	CALTRAIN CMTY MEETINGS & HEARING (ENGLISH)	01/11/12, 01/17/12
Newspaper Name SAN JOSE POST-RECORD		
NOTICE OF HEARING	CALTRAIN CMTY MEETINGS & HEARING (ENGLISH)	01/11/12, 01/17/12
Newspaper Name SAN MATEO DAILY JOURNAL		
NOTICE OF HEARING	CALTRAIN CMTY MEETINGS & HEARING (ENGLISH)	01/11/12, 01/17/12

Newspaper Text (in English)

CALTRAIN PUBLIC HEARING & MEETINGS NOTICE

Proposed Changes to Codified Tariff

Public Hearing

The Peninsula Corridor Joint Powers Board will hold a public hearing and take public comment on proposed adjustments to its Codified Tariff effective July 1, 2012.

Proposals to be considered include:

- A. Additional Regional Clipper[®] Implementation Measures
 - Increasing the cost of paper One-way and Zone Upgrade tickets by up to 25 cents per zone and Day passes by up to 50 cents per zone. **Note:** The cost of a One-way ride will remain the same for those using a Clipper card. Monthly Pass prices will remain the same.
 - Elimination of the 8-ride Ticket.
- B. Go Pass
 - Increasing the cost of the Go Pass by \$10 to \$165, and setting the minimum level at \$13,750.
- C. Sales Period
 - Lengthening the sales period for monthly transportation passes and parking permits from the 9th of the month to the 15th of the month.

The public hearing will be held:

Thursday, Feb. 2, 2012 at 10 a.m.
Caltrain Administrative Office
1250 San Carlos Ave., San Carlos

*Prior to the hearing, comments may be sent by mail, e-mail or phone to:
Peninsula Corridor Joint Powers Board, JPB Secretary
P.O. Box 3006, San Carlos, CA 94070-1306
changes@caltrain.com • 1.800.660.4287*

Public Meetings

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

Gilroy – Jan. 24 at 6 p.m.
Gilroy Senior Center, 7371 Hanna St.

San Francisco – Jan. 24 at 6 p.m.
San Francisco Tennis Club, 645 Fifth St.

Mountain View – Jan. 25 at 6 p.m.
City Council Chambers, 500 Castro St.

San Carlos – Jan. 25 at 6 p.m.
Caltrain Administrative Office, 1250 San Carlos Ave.

The proposed fare chart will be available by Jan. 16 at www.caltrain.com or by calling 1.800.660.4287 (TTY only 650.508.6448).

Para servicio de traducción en Español, llame a Caltrain al 650.508.6242 por lo menos tres días antes de las audiencias.

1/3/12 - rph

Newspaper Text (in Spanish)

CALTRAIN AUDIENCIA PÚBLICA & NOTIFICACIONES DE REUNIONES

Cambios propuestos para las tarifas de Caltrain

Audiencia Pública

The Peninsula Corridor Joint Powers Board llevará a cabo una audiencia pública y recibirá los comentarios públicos sobre los ajustes propuestos de algunas tarifas de Caltrain a hacerse efectivas el 1 de julio de 2012.

La propuesta en consideración incluyen:

- A. Medidas adicionales de Implementación Clipper®
 - El aumento en el precio de los boletos de papel: One-way y Zone Upgrade de hasta 25 centavos por zona y Pases diarios hasta 50 centavos por zona. **Nota:** El precio del viaje One-way permanecerá igual para aquellos que utilicen la tarjeta Clipper. Los precios del pase mensual seguirá siendo el mismo.
 - La eliminación del boleto de 8 viajes.
- B. Go Pass
 - El aumento de \$10 en el precio del Go Pass llevándolo a \$165, y estableciendo el nivel mínimo en \$13,750.
- C. Período de Ventas
 - Alargar el periodo de ventas por pases de transportes mensuales y permisos de estacionamiento desde el día 9 al 15 del mes.

La audiencia pública se llevará a cabo el:

Jueves, el 2 de Febrero de 2012 a las 10 a.m.
Oficinas administrativas de Caltrain
1250 San Carlos Ave., San Carlos

*Pueden enviarse los comentarios antes de la audiencia vía correo postal o electrónico o por teléfono a:
Peninsula Corridor Joint Powers Board, JPB Secretary
P.O. Box 3006, San Carlos, CA 94070-1306
changes@caltrain.com • 1.800.660.4287*

Reuniones públicas

Caltrain llevará a cabo cuatro reuniones públicas para presentar las propuestas y recibir los comentarios. Las reuniones tendrán lugar en:

Gilroy – 24 de enero a las 6 p.m.
Gilroy Senior Center, 7371 Hanna St.

San Francisco – 24 de enero a las 6 p.m.
San Francisco Tennis Club, 645 Fifth St.

Mountain View – 25 de enero a las 6 p.m.
City Council Chambers, 500 Castro St.

San Carlos – 25 de enero a las 6 p.m.
Caltrain Administrative Office, 1250 San Carlos Ave.

La tabla de tarifas propuesta estará disponible a partir del 16 de enero en www.caltrain.com o llamando al 1.800.660.4287 (TTY solo 650.508.6448).

Para servicio de traducción en Español, llame a Caltrain al 650.508.6242 por lo menos tres días antes de las audiencias.

C. OTHER OUTREACH

Examples of outreach for various Caltrain issues follow:

Caltrain Customer Comments

Español al otro lado	English on other side
 <h3 data-bbox="324 682 690 724">Customer Comments</h3> <p data-bbox="219 730 792 829">We want your trip on Caltrain to be pleasurable. To help us provide better service, we would appreciate any questions, comments, complaints or suggestions you may have. Please assist us by taking the time to fill out this customer comment card.</p> <p data-bbox="219 856 341 877">PLEASE PRINT</p> <p data-bbox="219 907 779 928">Name: _____</p> <p data-bbox="219 955 779 976">Address: _____</p> <p data-bbox="219 1003 779 1024">Train # _____ Conductor's Name _____</p> <p data-bbox="219 1054 779 1075">Date _____ Time of Occurrence _____</p> <p data-bbox="219 1102 527 1123">Please print your comments below:</p> <p data-bbox="219 1165 779 1501">_____ _____ _____ _____ _____ _____ _____ _____</p>	 <h3 data-bbox="885 682 1372 724">Comentario del Consumidor</h3> <p data-bbox="844 730 1417 814">Queremos que su viaje en Caltrain sea lo más agradable posible. Para ayudarnos a proveerle mejor servicio, por favor toma el tiempo para darnos sus comentarios, preguntas o sugerencias.</p> <p data-bbox="844 840 1234 861">POR FAVOR ESCRIBA LO MAS CLARO POSIBLE</p> <p data-bbox="844 890 1412 911">Nombre: _____</p> <p data-bbox="844 940 1412 961">Dirección: _____</p> <p data-bbox="844 989 1412 1010">Tren # _____ Nombre del conductor _____</p> <p data-bbox="844 1039 1412 1060">Fecha _____ Hora de ocurrencia _____</p> <p data-bbox="844 1087 1193 1108">Por favor escriba su comentario abajo:</p> <p data-bbox="844 1150 1412 1501">_____ _____ _____ _____ _____ _____ _____ _____</p>
<p data-bbox="219 1528 625 1602">Mail completed form to: Caltrain Customer Service P.O. Box 3006, San Carlos, CA 94070-1306</p> <p data-bbox="219 1627 779 1749">Caltrain is committed to ensuring that no person shall be excluded from the equal distribution of its service and amenities because of race, color, national origin, language proficiency, economic status, creed, sex, age, or disability. Any person who believes they have been discriminated against may file a complaint. For complaints or more information, please call 1.800.660.4287 (TTY: 650.508.6448) or visit www.caltrain.com.</p> <p data-bbox="747 1743 787 1764">6/08</p>	<p data-bbox="852 1522 1258 1591">Envie la forma completa a: Caltrain Customer Service P.O. Box 3006, San Carlos, CA 94070-1306</p> <p data-bbox="852 1627 1412 1749">Caltrain se compromete que nadie sea excluido del proporcionamiento de los servicios que se ofrece al publico por razones de raza, origen nacional, idioma, estatus económico, creencias, sexo, edad, ni discapacidad. Cualquier persona quien cree que haya recibido discriminación puede someter una queja. Para obtener más información llame al 1.800.660.4287 (TTY: 650.508.6448), o visite www.caltrain.com.</p> <p data-bbox="1380 1743 1421 1764">6/08</p>

Caltrain Customer Take ones in English & Spanish

Español al otro lado

Expires 9/8/13



Parking Fee to Increase at Caltrain Station Lots

Effective Sept. 1, 2013, the Caltrain daily parking fee will increase to \$5, and Monthly parking permits will cost \$50.

All-day parking (24-hour limit) is available for Caltrain customers at most Caltrain stations. Higher rates are charged at the San Jose Diridon Caltrain Station parking lot during SAP Center events.

A Daily Parking Permit may be purchased for \$5 from a station ticket machine. Monthly parking permits are sold only in conjunction with a Monthly Pass, 8-ride Ticket or Go Pass.

For more information, please visit www.caltrain.com/parking.



7/22/13

English other side

Expires 9/8/13



La tarifa de estacionamiento aumentará en los lotes de las estaciones de Caltrain

Efectivo 1 de septiembre de 2013, el costo del estacionamiento diario de Caltrain aumentará a \$5, y los permisos de estacionamiento mensual costarán \$50.

Los clientes de Caltrain pueden acceder al estacionamiento durante todo el día (con un límite de 24 horas) en la mayoría de las estaciones de Caltrain. Se cobrarán mayores tarifas en el lote de estacionamiento de la estación de Caltrain de San Jose Diridon durante los eventos del SAP.

Los permisos de estacionamiento diarios podrán adquirirse por \$5 en las máquinas expendedoras de billetes de las estaciones. Los permisos de estacionamiento mensual solo se venderán junto con los pases mensuales, los billetes de ocho viajes o los pases Go Pass.

Para obtener más información, visite www.caltrain.com/parking.

Caltrain Twitter Updates



Caltrain @Caltrain_News

1h

NOTICE: Work on **#SanBruno** grade sep & **#CBOSS** this week, incl. night work. bit.ly/18UuLJn



Caltrain @Caltrain_News

16 Sep

NOTICE: Work on **#SanBruno** grade sep & **#CBOSS** this week, incl. night work. bit.ly/18UuLJn



Caltrain @Caltrain_News

12 Sep

NB 257 is 15 mins down out of San Antonio. **#Caltrain** T15:22

Expand



Caltrain @Caltrain_News

12 Sep

NOTICE: **#CBOSS** installation work 9/14-9/20. Some night work in **#SanJose** & **#SanBruno**. **#Caltrain** Info: bit.ly/18UuLJn



Caltrain @Caltrain_News

9 Sep

Work has begun on the **#CBOSS** install. Night work will continue Sept. 11-13 in **#SanJose**. bit.ly/1awYa1w

Caltrain Facebook Updates

 Caltrain shared a link.
September 9

The CBOSS-PTC installation has begun in San Jose. This federally-mandated project will increase capacity and safety along the Caltrain corridor and will work with the current diesel trains and the planned electrified system. For more information on the CBOSS-PTC project, follow the link below.

CBOSS - Communications Based Overlay Signal System
PTC - Positive Train Control



Caltrain CBOSS PTC Project
www.caltrain.com

Caltrain is currently working on the Caltrain Communications Based Overlay Signal System (CBOSS) Positive Train Control (PTC) Project to

Like · Comment · Share

 11 people like this.

 Write a comment...

 **Zach Rudnick** When will the electrification process begin?
Like · Reply · September 9 at 12:53pm

 **Caltrain** Electrification will be in service by 2019 and CBOSS is an integral part of electrification. Consider it phase 1 of a three-part project. Next would be building the lines along the corridor and then purchase of the electric vehicles (EMUs). There is still lots of work to be done.
Like ·  1 · September 9 at 1:18pm

 Write a reply...

706 people saw this post  Boost Post

Other News Media



July 3, 2013 by Public Affairs

CALTRAIN INVESTS IN AGING SAN MATEO BRIDGES

By Will Reisman, @WillReisman



As part of Caltrain's commitment to safety and reliability, Caltrain is embarking on a \$30 million project to replace four bridge crossings in San Mateo, with work on the plan starting later this year.

The bridges are each over 100 years old, and don't meet current seismic-safety standards. They must be replaced to conform to local, state and federal regulations.

The four crossings are at Tilton, Monte Diablo, East Santa Inez and East Poplar avenues. Because of federal and state safety standards, the bridges must be updated with single-span structures. As part of this project, the bridges will be raised to provide greater vehicle access and increase clearance levels for emergency response equipment, trucks and other high-profile vehicles. To accommodate the height increase, Caltrain will have to alter the berms and add retaining walls and fences near the bridges, resulting in tree and vegetation removal. That work will begin in November and last three months.

In April, crews will begin the actual replacement of the bridges, a process expected to last two years. During that time, each street will be closed for up to eight weeks to accommodate construction. Those road closures will begin in late 2015. Residents should expect localized noise impacts during construction.

Funding for the \$30 million project will come from a combination of local, state and federal sources. The Federal Transit Administration will provide \$20.6 million and state bond proceeds will account for \$9 million. The remaining \$374,000 will be split between Caltrain's three local funding partners—the San Francisco County Transportation Authority, Santa Clara Valley Transportation Authority and SamTrans.

Contact information for the project:

Email: sbridges@caltrain.com

Phone: 650-508-7726

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This entry was posted in Caltrain and tagged bridge replacement, caltrain, public works commission, San Mateo, VTA. Bookmark the permalink.

THE DEFINITIVE FIELD GUIDE TO CALTRAIN SPOOF ACCOUNTS

SAMTRANS OFFERS ASSISTANCE IN BAY AREA TRAGEDIES:

LEAVE A REPLY

Enter your comment here.

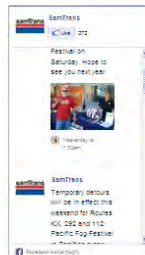
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SAMTRANS FACEBOOK PAGE



CALTRAIN ON INSTAGRAM



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 - Dump the Pump Winners
 - Caltrain's Rail Safety Film Festival
- SamTrans
- Transportation Authority



July 3, 2013 by Public Affairs

CALTRAIN INVESTS IN AGING SAN MATEO BRIDGES

By Will Reisman, @WillReisman

As part of Caltrain's commitment to safety and reliability, Caltrain is embarking on a \$30 million project to replace four bridge crossings in San Mateo, with work on the plan starting later this year.

<http://peninsulamoves.wordpress.com/2013/07/03/caltrain-invests-in-aging-san-mateo-bridges/> 10/2/2013



The bridges are each over 100 years old, and don't meet current seismic-safety standards. They must be replaced to conform to local, state and federal regulations.

The four crossings are at Tilton, Monte Diablo, East Santa Inez and East Poplar avenues. Because of federal and state safety standards, the bridges must be updated with single-span structures. As part of this project,

the bridges will be raised to provide greater vehicle access and increase clearance levels for emergency response equipment, trucks and other high-profile vehicles. To accommodate the height increase, Caltrain will have to alter the berms and add retaining walls and fences near the bridges, resulting in tree and vegetation removal. That work will begin in November and last three months.

In April, crews will begin the actual replacement of the bridges, a process expected to last two years. During that time, each street will be closed for up to eight weeks to accommodate construction. Those road closures will begin in late 2015. Residents should expect localized noise impacts during construction.

On July 10, Caltrain will make a presentation on the bridge replacement project to San Mateo's Public Works Commission. That meeting will include information on design specifications of the new structures, including details about graffiti abatement and lighting plans.

<http://peninsulamoves.wordpress.com/2013/07/03/caltrain-invests-in-aging-san-mateo-bridges/> 10/2/2013

Caltrain will also host a community meeting in October, before the vegetation removal, to provide local residents with a project update. The date and location of that meeting is still being determined.

Funding for the \$30 million project will come from a combination of local, state and federal sources. The Federal Transit Administration will provide \$20.6 million and state bond proceeds will account for \$9 million. The remaining \$374,000 will be split between Caltrain's three local funding partners—the San Francisco County Transportation Authority, Santa Clara Valley Transportation Authority and SamTrans.

Contact information for the project:

Email: sbridges@caltrain.com

Phone: 650-508-7726

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Caltrain.com News Release



> [caltrain.com](#) > About Caltrain > News > Caltrain Construction and Maintenance: Sept. 28 to Oct. 4, 2013

Caltrain Construction and Maintenance: Sept. 28 to Oct. 4, 2013

September 26, 2013

Construction

San Bruno Grade Separation Project

Day work will be done from 7 a.m. to 6 p.m. This week, crews will continue working on the San Mateo and San Bruno bridge platforms. Crews also will continue working on the Sylvan and Euclid tunnels.

Road work will continue this week with the street closure for San Bruno Avenue. Construction crews will continue excavating and removing portions of the roadway to lower streets and allow for greater vehicular clearance under the crossings. Once completed, the clearance for the intersection will be approximately 15 feet. The following is a list of road closure times and dates:

- San Bruno Avenue, between First and Huntington avenues, will be closed around the clock until 5 a.m. Monday, Sept. 30.

The \$155 million project will elevate the Caltrain tracks above three existing at-grade street crossings at San Bruno, San Mateo and Angus avenues. A new elevated Caltrain station between San Bruno and San Mateo avenues will replace the station at Sylvan Avenue. Work on this project will not disrupt Caltrain service.

For more information, please call the dedicated outreach line at 650.508.7726 or email sbgradesep@caltrain.com.

Installation

Communications Based Overlay Signal System (CBOSS) Positive Train Control (PTC) Project

The CBOSS PTC Project is an advanced signal system that will equip the corridor with federally-mandated safety technology and will increase system capacity to help accommodate future ridership demand.

The project will monitor and, if necessary, control train movement in the event of human error. This will increase safety by:

- Eliminating the risk of train-to-train collisions.
- Reducing risk of potential derailments by enforcing speed limits.
- Providing additional safety for railroad workers on the tracks.
- Improving grade crossing performance to reduce gate downtime and improve local traffic circulation.



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> caltrain.com > About Caltrain > News > San Bruno Grade Sep Project to Require Short Term Street Closures

San Bruno Grade Sep Project to Require Short Term Street Closures

By

July 22, 2013

Editor's Note: The following information has been corrected in red from an earlier news release.

Caltrain's ongoing grade-separation project in San Bruno will require four separate street closures in July and August.

Starting on July 22, construction crews will begin excavating and removing portions of the roadway to lower the streets and allow for greater vehicle clearance under the crossings. Once completed, the clearance for each intersection will be approximately 15 feet.

The following is a list of road closure times and dates:

- **Angus Avenue** will be closed from 8 a.m. on Monday, July 22 until 5 p.m. on Saturday, July 27.
- **San Mateo Avenue** will be closed from 8 p.m. on Friday, Aug. 9 until 5 a.m. on Monday, Aug. 12.
- **San Bruno Avenue** will be closed on two separate occasions.
 - Closure #1 will require partial closure of the street from 8 p.m. on Friday, Aug. 16 until 5 a.m. on Monday, Aug. 19.
 - Closure #2 will completely shut down San Bruno Avenue. That closure is tentatively scheduled for 8 p.m. on Friday, Aug. 23 until 5 a.m. on Monday, Sept. 2, pending approval from the City of San Bruno.

During the closures, Caltrain will establish pedestrian and motorist detours. During the full shutdown of San Bruno, electronic signs will be displayed on Highway 101 and El Camino Real to direct traffic to Interstate 380. For more project information, visit www.caltrain.com/shgs, email shgradesep@caltrain.com or call the Construction Hotline at 650.508.7726.

The grade separation is a \$155 million project that will dramatically improve safety in downtown San Bruno by elevating the train tracks over San Bruno, San Mateo and Angus avenues.

Grade separations reduce accidents by separating vehicle and pedestrian traffic from train tracks at railroad crossings. Since the Ralston/Harbor/Holly Grade Separation Project in Belmont and San Carlos was completed in 2001, there have been only two fatalities in the area. Before the grade separation, five fatalities occurred in the area during an eight-year period.

San Bruno's grade separation project is funded by \$92.5 million in sales tax revenues from Measure A, a voter-approved half-cent sales tax for transit and transportation projects in San Mateo County. Those Measure A dollars were leveraged to attract \$55.9 million in state funds and \$6.6 million in federal funds. Fifteen percent of all the funds collected under the reauthorized measure (approved by voters in 2004) are allocated to Caltrain grade separation projects.

About Caltrain: Owned and operated by the Peninsula Comdor 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 or follow us on Twitter [@Caltrain_News](https://twitter.com/Caltrain_News).

Media contact: Will Reeman, 650.508.7704

Text Size

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You can now receive Caltrain notifications via e-mail. Find out more [HERE](#).

Highlights

- Weekday Timetable
- Weekend Timetable
- Special Events
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- Electrification

Social



Caltrain Mailed Notice

CALTRAIN
PUBLIC AFFAIRS DEPARTMENT
1250 SAN CARLOS AVE.
SAN CARLOS, CA 94070



DEAR CALTRAIN NEIGHBOR:

The four rail bridges in San Mateo's North Central Neighborhood are 100 years old and have reached the end of their useful life. They must be replaced in order to maintain safe rail operations and meet seismic safety standards.

Caltrain, in cooperation with the City of San Mateo, is preparing to replace the bridges as soon as possible. The bridges are located at Tilton, Monte Diablo, Santa Inez and Poplar avenues.

State and Federal design requirements and the City of San Mateo's desire for increased vehicular clearances on city streets require raising the height of the tracks throughout the project area.

To accommodate this height increase, new retaining walls and fencing will be constructed on the Caltrain right-of-way. The project will require the removal of vegetation, including shrubs, weeds, bushes and trees, on Caltrain property.

The project will ensure that the bridges are safe and equipped to meet the region's future transportation needs, including new electrified rail service and improved traffic flow on city streets.

We would like to invite you to join us for a community meeting to discuss these upcoming construction activities in your area and answer any questions that you may have about the project.

Join us to learn more about the project at our upcoming community meeting:

**Thursday, May 2, 2013
6 P.M. To 8 P.M.
Dr. Martin Luther King Jr.
Community Center Assembly Room
725 Monte Diablo Ave.**

For questions, please call the Caltrain Construction Outreach Hotline at 650.508.7726 or email ambri@caltrain.com.

ESTIMADO VECINO DE CALTRAIN:

Los cuatro puentes ferroviarios del barrio centro norte de San Mateo tienen 100 años y han llegado al final de su vida útil. Deben ser reemplazados para mantener la seguridad de las operaciones ferroviarias y cumplir con los estándares de seguridad sísmica.

Caltrain, en colaboración con la ciudad de San Mateo, se está preparando para reemplazar los puentes lo antes posible. Los puentes se encuentran en las avenidas Tilton, Monte Diablo, Santa Inez y Poplar.

Los requisitos de diseño estatales y federales y el deseo de la ciudad de San Mateo de tener mayor altura respecto al suelo para el paso de vehículos en las calles de la ciudad requieren que se eleve la altura de las vías en toda el área del proyecto.

Para facilitar este aumento de altura, se construirán nuevas muros de contención y vallados en el derecho de paso de Caltrain. El proyecto requerirá la eliminación de vegetación, incluidos matorrales, malezas, arbustos y árboles, en la propiedad de Caltrain.

El proyecto garantizará que los puentes sean seguros y estén equipados para satisfacer las futuras necesidades de transporte de la región, incluido un nuevo servicio ferroviario eléctrico y un tránsito mejorado en las calles de la ciudad.

Queremos invitarte a unirse a nosotros en una reunión comunitaria para discutir estas próximas actividades de construcción en su área y para responder a cualquier pregunta que usted pueda tener sobre el proyecto.

Únase a nosotros para saber más sobre el proyecto en nuestra próxima reunión comunitaria:

**Jueves 2 de Mayo de 6 P.M. a 8 P.M.
Dr. Martin Luther King Jr.
Community Center Assembly Room
725 Monte Diablo Ave.**

Si tiene alguna pregunta, por favor llame a la línea directa de información sobre la construcción de Caltrain al número 650.508.7726 o envíe un mensaje de correo electrónico a ambri@caltrain.com.



Summer 2013

Caltrain Connection

Information for **Caltrain** Customers

Parking Fees to Increase

On Sept. 1, the daily parking fee will increase to \$5, and Monthly parking permits will cost \$50.

All day parking (24 hour limit) is available for Caltrain customers at most Caltrain stations. Higher rates are charged at the San Jose Diridon Caltrain Station parking lot during SAP Center events.

A Daily Parking Permit may be purchased for \$5 from a station ticket machine. Monthly parking permits are sold only in conjunction with a Monthly Pass, 8-ride Ticket or Go Pass.

Rail Agency Experiencing Unprecedented Growth

As ridership continues to grow, surging more than 11 percent each year for the past three years,

Caltrain's farebox revenue also is strong, this is helping to partially offset the agency's structural deficit and the increasing operating costs. Caltrain is projecting farebox revenue of \$66.1 million and parking revenue of \$3.7 million for FY2014. Passenger fares cover about 35 percent of the operating cost.

Since 2010, Caltrain has experienced a 38 percent increase in ridership. Based on the annual rider-

ship counts conducted in February 2013, Caltrain is carrying more than 47,000 customers each weekday, nearly double its ridership since introducing the Baby Bullet service in 2004. High demand has resulted in service constraints during the peak-hour commute.

"Caltrain is straining at the seams," said Chuck Harvey, deputy CEO of operations, engineering and construction. "We need to look for ways to add capacity to the existing system to take some pressure off the most popular trains and to provide a more comfortable ride for our passengers."



Spotlight is on the Watchman who keeps everyone working on the right of way at the San Bruno Grade Separation Project and other Caltrain rail projects safe and alert to trains on the tracks.

Bike Sharing Program Launches in August

Bike sharing bridges the last-mile gap between transit and final destination for many commuters, and it's coming to Caltrain.

The \$7 million program, which will be operated by the Bay Area Air Quality Management District, the Metropolitan Transportation Commission and the Santa Clara Valley Transportation Authority, launches in August.

Bike docking stations will be located at Caltrain stations in San Francisco, Redwood City, Palo Alto, San Antonio, Mountain View and San Jose. Participants pay to borrow a bike at a docking station and drop it off at another one close to their destination.

Caltrain Information Guide

Ticket Information



Caltrain is a Paperless-Payment system. Passengers are required to purchase tickets before boarding by using ticket vending machines or loading Caltrain products or e-tickets on their Clipper cards. No tickets are sold onboard the train. Conductors and fare inspectors may conduct fare checks. Passengers without a ticket are subject to a citation and fine.

ONE-WAY TICKET

Tickets are sold prevalidated for four hours from the point of purchase and are valid for travel away from the point of origin. Clipper cards must be topped before boarding and after board-boarding. One-way fares are valid for use on any rail route. One-way fares are valid for use on any rail route. One-way fares are valid for use on any rail route.

DAY PASS

The pass is valid all day on the date of purchase and allows unlimited trips between zones indicated. If just making a round trip, Clipper can save you more.

8-RIDE TICKET

The ticket, valid only on Clipper, is valid for 30 days from the point of purchase. It allows up to eight rides on the ticket. Clipper cards must be topped before boarding and after boarding. This, including stopovers, must be completed within four hours of initial use.

MONTHLY PASS

The Monthly Pass, available only on Clipper, is valid for unlimited rides between zones indicated on the pass. On Saturdays, Sundays and holidays, the pass is valid for unlimited rides between all zones served by Caltrain. Monthly passes go on sale on the 21st of the month. Passes will remain on sale until the 15th of the following month.

ELIGIBLE DISCOUNT TICKETS

These tickets (Monthly, 8-Ride, Day Pass and One-Way) are available to persons 17 years of age and younger with a valid ID, such as a student, person with disabilities and Medicare beneficiaries.

ZONE UPGRADE

Upgrade tickets are valid only when used in specific forms of Caltrain's service. Upgrades are good for the number of zones indicated on the ticket form, and are good for four hours from the time of purchase. Validation time of the zone upgrade DOES NOT

NOT supersede validation time on the accompanying Caltrain ticket. Zone upgrades, purchased from the ticket vending machine, aren't valid for 8-Ride tickets.

STOPOVERS

Riders may get off and back on the train as many times as they choose with a Caltrain fare loaded, as long as travel continues in a valid direction of travel and is within zone and time limitations on the ticket. Clipper card customers who stop over at a station using an 8-Ride ticket or other valid ticket tag on at their first departure station and tag off at their final destination station only. Do not tag off or at stopover stations to avoid additional charges. All travel must be completed within four hours of initial Clipper tag.

GO PASS

Employer-sponsored annual pass that offers unlimited rides on Caltrain through all zones, seven days a week for use by low-income, part-time employees traveling on Caltrain. Riders must first tag on with the Go Pass sticker when asked for proof of payment. The Go Pass does not cover travel on other transit systems. The Go Pass is valid for a calendar year and expires on Dec. 31 each year. Individuals who would like their company to offer the Go Pass should contact the appropriate company administrator. Refer them to Caltrain for more information at 505.506.6222 or visit: www.caltrain.com/gopass.

CLIPPER

Cards and value (including Caltrain Monthly passes, 8-Ride tickets and cash) can be purchased at Caltrain's San Carlos headquarters, through Add-value machines at the San Francisco, San Jose and San Jose stations, and from Clipper retailers, including many Walgreens stores, or at: www.clippercard.com. Customers who qualify for senior or youth discounts can receive senior or youth Clipper cards at the San Carlos office by filling out an application and providing proof of eligibility. Day passes and Zone upgrades aren't available on Clipper.

Inter-agency Transfers

MINI PASS

On-line customers connecting with San Francisco. Mini may purchase a Caltrain Plus-Mini Pass on Clipper. Call Mini at 511 for pricing.

FREE/REDUCED TRANSIT CONNECTION

Caltrain Monthly Pass holders - use zones or more - receive a total fare credit on San Francisco and on VTA buses and light rail. On transfers made by the Downtown Express with a Caltrain Monthly Pass (two zones or more) receive a local transit transfer within two hours of tagging on Caltrain.

Purchasing Tickets / Parking Permits

CALTRAIN HEADQUARTERS

Visa, MasterCard and Discover credit cards and ATM debit and prepaid cards (but not cards may be used to purchase Caltrain tickets at Caltrain headquarters.

TICKET VENDING MACHINE

All regular service Caltrain stations have ticket vending machines that accept cash, Visa and MasterCard debit cards, and credit cards and Discover credit cards.

PARKING

Parking (24-hour limit) is available at most Caltrain stations for a nominal fee. Higher rates are charged for the San Jose Diridon station during HF Pavilion events. At the Millbrae station, customers may use the Caltrain lot on the west side of the station or the BART lot and garage on the east side of the station. BART parking rules and fees apply to the west side lots. Stations south of San Jose Diridon offer free parking. Customers with valid Monthly Pass or 8-Ride Ticket booked on the Clipper card or Go Pass can purchase a monthly parking permit. Daily and monthly parking permits can be purchased at the ticket vending machines. The parking fee is waived for one displaying a disabled California license plate or parking placard issued by the DMV.

REFUND POLICY

Only Monthly passes are subject to refund. For refunds of Caltrain tickets purchased on Clipper cards, contact the Clipper Service Bureau at www.clippercard.com or call 1.877.875.8283. The 8-Ride Ticket, Day Pass, One-way and Zone upgrade tickets and Parking Permits are NOT refundable. No cash or replacements will be given for lost or stolen tickets.

Information subject to change.

Schedule and fare information is available in the Caltrain pocket timetable and at www.caltrain.com.

Station locations available online at www.caltrain.com/stations

Information en español disponible en www.caltrain.com

1250 San Carlos Ave.
P.O. Box 2006
San Carlos, CA 94070
1.800.660.6227
(TTY) 650.508.6448
www.caltrain.com



San Francisco
San Jose / Gilroy
Regional Rail Link

Bicycle Information

Each train has two bike cars. Bombardier sets carry a total of 40 bikes and carry cars carry 50. Bicycles must be stored in bike cars only, using the designated bicycle storage racks. Bicycles must be locked every 30 minutes. Folding bikes are allowed in any car if no wider than 32 inches. However, they should be brought onboard folded and they must be stored under the seat or on the luggage rack. Bicycle riding on the station platforms and ramps is not allowed. As a courtesy, please allow bicyclists to sit in the seats provided in the bicycle car. Visit www.caltrain.com for full bike policy or pick up the Bike Access Guide.

For information about renting a bicycle (San Francisco to Toronto), call Caltrain at 505.506.6229 or 408.521.7529 (San Jose to Chicago). The City of San Mateo manages bike racks at San Mateo, Hayward Park and Hillsdale stations.

Eligible Discount: Age / Disability

Caltrain provides an appropriate half-fare for seniors, students with discounts, Medicare cardholders and youth. All ticket types are available for a discount. Discounts will be applied to any cash or Go Pass to verify eligibility.

YOUTH

One-third fare for youth 13 or younger may ride free when accompanied by a fare-paying adult. Patrons 17 years old and younger pay the eligible discount fare.

SENIOR, DISABLED, MEDICARE CARDHOLDER

The discount is provided to customers 65 years or older (proof of age required), passengers with disabilities who present a Regional Transit Connection Discount Card, a current Disabled Person Pass identification card issued by the Department of Motor Vehicles or a valid transit discount card issued by another California transit agency which is approved by the MTCU, and Medicare card holders.

At more than two dozen designated stations, wheelchair users board the second car from the north, making with the bus international symbol. The staff member standing position is marked with the same symbol. Each train has a Boarding Assistance Area for persons with disabilities. All stations except five, are equipped with accessible ramps to facilitate boarding on some train cars. Refer to Caltrain for "Person with Disabilities brochure" for details or call Caltrain at 1.800.660.6227 for more information.

Each Personal Assistive Mobility Device, including Segways, may be transported on Caltrain with an EMV and permit. Call Caltrain Access to Travel Services at 505.506.6226 to obtain a permit.

Service animals, such as guide dogs, may accompany persons with disabilities on Caltrain. If the animals use a leash that does not interfere with passengers or the animal is under the control of the supervisor and control of the owner, the animal may not look the other way. If an animal supervisor, the supervisor will be asked to remove the animal from the train. No other animals are permitted.

Bus / Rail / Air Connections

SAN FRANCISCO

The San Francisco Municipal Transportation Agency operates buses and trains throughout San Francisco. Local city buses serving the Caltrain station at Fourth and King streets. Two computer shuttles (800, 814, 823, lines 10, 30, 45 and 47) and the Mini Muni and T-Third Street Metro lines link rail passengers with downtown. Information: www.sfta.org

SAN MATEO COUNTY

San Mateo County Transit District operates buses throughout the county, connecting to Caltrain stations. Information: 1.650.990.4777 or www.samtrans.com/ispac/02

SANTA CLARA COUNTY

Santa Clara Valley Transportation Authority operates buses and light rail vehicles connecting to Caltrain stations in the county. Information: 408.321.2000 or 1.800.984.8000 (850 area code) or South Santa Clara County; or www.vta.org

SAN FRANCISCO TRANSBUS TEMPORARY TERMINAL SanTrans, AC Transit, Muni and Golden Gate Transit serve the Temporary Terminal. Mini Routes 10-15 connect between the terminal and the Caltrain station.

BART CONNECTION

Caltrain connects with BART at the Millbrae Transit Center.

SAN FRANCISCO INTERNATIONAL AIRPORT

Transfers from Caltrain to BART at the Millbrae Transit Center take about 15 minutes. The San Francisco International Airport Shuttle (SFO Shuttle) serves the airport from the SFO. Information: BART at 511 or www.sfta.org

SAN JOSE INTERNATIONAL AIRPORT

VTA's SJC Airport Flyer (Route 10) takes you between the Santa Clara Caltrain Station and the San Jose International Airport. The Airport Flyer is a bus and operates seven days a week from approximately 6:30 a.m. to 1:30 p.m. Buses operate approximately every 15 minutes.

ALTAJONTO COMMUTER EXPRESS

Commuters traveling from San Joaquin Valley and the San Joaquin Valley can connect from ACE to Caltrain at the Santa Clara and San Jose Diridon stations. Information: 1.509.672.7245 or www.acejrc.com

AMTRAK

Amtrak Coast Starlight train service to Los Angeles and Seattle connects with Caltrain at the San Jose Diridon station. The San Francisco Caltrain Station is served by Amtrak Highway connecting to a bus line. Reservations/Information: 1.800.672.7245 or www.amtrak.com

CAPITOL CORRIDOR

Commuters traveling on Capitol Corridor trains from Sacramento and the Central Valley can connect to Caltrain at the Santa Clara and San Jose Diridon stations. Information: 1.877.874.3322 or www.capitolcorridor.org

HIGHWAY 17 EXPRESS BUS

The Highway 17 Express Bus offers service every day from San Jose Diridon station to Santa Valley, downtown Santa Cruz and Soquel (limited service). Information: Santa Cruz - Monterey at 408.526.9600 or VTA.

MONTEREY

Monterey-Santa Cruz Transit Route 55 connects San Jose Diridon with Monterey. Information: AMTRAK (800.872.7245) Amtrak also offers bus service between the San Jose Diridon Caltrain Station and Gilroy/Salt Lake/Amtrak. Call Amtrak at 1.800.872.7245.

Connections to and from Caltrain are not guaranteed.

SHUTTLES: BELMONT & BROADWAY

Caltrain operates bus shuttles connecting to the Belmont and Broadway stations and the Broadway and Millbrae stations. Schedules: 1.800.660.6227 or www.caltrain.com/shuttles

SHUTTLES: EMPLOYER/COMMITTEE

Commuter shuttles connect many Peninsula and South Bay sites with major Caltrain stations. Shuttles are funded by the Bay Area Air Quality Management District, Caltrain and private employers. Information: 1.800.660.6227 or www.caltrain.com/shuttles

SHUTTLE/HAZARDOUS

The free shuttle meets local weekday trains at the Palo Alto and California Avenue Caltrain stations from 6 a.m. to 6 p.m., and Menlo Park station from 6:50 a.m. to 5 p.m. all days except Stanford University local bus stopping center. Information: 850.723.9357

General Information

HOLIDAY SERVICE

Caltrain operates the Sunday schedule on the following holidays and extended to days: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. A Saturday schedule will be operated on the day after Thanksgiving and a modified Saturday schedule on Thanksgiving Day.

GROUPS OF 35 OR MORE

Groups may purchase discounted Day passes in advance and save 10 percent over regular fares. Groups of 50 or more may reserve space on the train for off-peak travel. Information: www.caltrain.com/groups

PASSENGER SAFETY

Passengers must be ready to board as the train arrives at the station. All train stations always stand on the yellow safety line and do not cross to the center platform and the train stops completely. Do not sit on the edge of the platform or dangle feet over the edge.

Always look before crossing tracks.

If you see suspicious activity or a crime on a Caltrain or at one of its stations, call the Transit Police at 1.877.723.7245.

BASEBALL SERVICE

Caltrain offers regular and special train service to AT&T Park for all clients who go to games.

HOCKEY SERVICE

The San Jose Diridon Station is across the street from HF Pavilion home to the San Jose Sharks.

FUN DESTINATIONS

Caltrain is the perfect ride for your fun-time adventures. Attractions and events served by Caltrain are listed in the "Track the Fun guide" which is available on the train and online. Check out Track the Savings online for discounts on offers.

LOST AND FOUND

To report a lost item, go to www.caltrain.com/lost or call 1.800.660.6227

Caltrain for People with Disabilities

Riding Caltrain if You Have a Disability

On the Train
Every train car has priority seats for seniors and persons with disabilities. The seats are marked with a sign. If all of these seats are taken, ask a conductor for assistance.

Talking Signs
Caltrain has installed an audible sign system at the San Francisco and San Jose Diridon stations to help customers with visual impairments navigate independently.
Strategically placed transmitters emit infrared signals that are picked up by a light-weight, hand-held receiver that guides the user to their destination by an audible voice that calls out names of landmarks. The receivers are available upon request by calling 650.508.6202 or (TTY) 650.508.6448.


Travel Training
Caltrain offers free travel training to teach people with disabilities how to ride the train. Participants learn where to wait for the train; how to purchase tickets and tag Clipper; how to make connections and how to get help if lost or having trouble on the trip. For information about travel training, call 650.508.6202 or (TTY) 650.508.6448.

Parking
The Caltrain parking fee is waived for any person with a disability whose car displays a disabled California license plate or parking placard issued by the California Department of Motor Vehicles. The car does not have to be parked in an accessible space for the fee to be waived.

Key Points


- Caltrain conductors will assist you to the best of their abilities to ensure that your ride on Caltrain is safe, smooth and comfortable. If you need assistance from the conductor, please ask.
- All accessible stations also have backup lifts on the platform if the onboard lift needs service.
- The designated ADA car is the second car from the north, or San Francisco end, of the train. On all trains, the car is marked with the blue accessibility symbol next to the doors. All accessible cars have an accessible restroom.
- Most stations have a public address system to announce emergencies and train delays. Many stations also have electronic message boards. On the train, stops are announced by the conductor on a public address system.

Safety note: Please remain behind the yellow line on the platform until the train has come to a complete stop. Some trains are express and do not stop at all stations. It is possible for both express and local trains to run on either track in either direction.




We appreciate your comments and suggestions.
Call 1.800.660.4287
(TTY) 650.508.6448
www.caltrain.com
1250 San Carlos Ave.,
San Carlos, CA 94070-1306

Caltrain for People with Disabilities



Tips to make train travel easy



Caltrain

July 2013

Accessible Caltrain Stations

San Francisco	California Avenue
BoysShore	San Antonio
San Bruno	Mountain View*
Millbrae*	Sunnyvale*
Burlingame	Lawrence
San Mateo*	Santa Clara*
Hayward Park	San Jose Diridon*
Hillsdale*	Tamien
Belmont	Capitol
San Carlos*	Blossom Hill
Redwood City*	Morgan Hill
Menlo Park*	San Martin
Palo Alto*	Gilroy

* accessible ramp to board some trains

Using a Wheelchair or Two-wheeled Mobility Device on Caltrain

Wheelchair Accessibility

The Gallery train sets have at least one wheelchair accessible car that can accommodate three wheelchairs and use an onboard wheelchair lift. The Bombardier train sets have up to five wheelchair accessible cars and use the accessible ramp or the mobile platform wheelchair lift.

Wheelchairs are boarded at all accessible stations listed in the box on back. For all trains, please wait at the blue international wheelchair symbol painted on the platform for the conductor to assist you.

If a train already has the maximum number of wheelchair/mobility device customers on board, the conductor will ask you to wait for the next train. If it is the last train of the day, Caltrain will provide you with paratransit service to your

How to Board the Train

Customers may use the lift or accessible ramp if they are in a wheelchair, have a mobility device or are unable to use the stairs.

If you will need help boarding, or finding a seat, please wait on the blue boarding assistance square painted on the ground (at the north end of the platform) or sit on the boarding assistance bench in the same area. Conductors look for passengers in this area and will offer assistance.

Use of the Lift

Caltrain will board and transport any size wheelchair that can be safely accommodated on the lift and in the rail car.

- Remove poles or flags attached to your mobility device before boarding the train. The conductor will ask for your destination before you board to make sure the station you are traveling to is accessible.
- Set the brakes of your wheelchair. The conductor will raise the lift until you are level with the entryway to the train.
- Release your brakes and proceed into the train.
- Move into the area designated for wheelchairs.
- Set your brakes once you are positioned in that area.

How to Get Off the Train

When the train arrives at your destination, please wait until all passengers have gotten on or off.

Proceed onto the lift facing forward and set the brakes of your wheelchair. The conductor will then lower the lift.

Release your brakes and exit the lift onto the platform.

All accessible cars have pressure-sensitive doors and an audible tone and light to indicate the doors are opening and closing. All cars have an automated voice warning that announces, "Caution; doors are about to close."

Boarding and Alighting

- To board Caltrain, stand in the blue boarding assistance square with the EPAMD "off" until the train arrives.
- To board a Gallery car, you must accompany the EPAMD on the lift, but may not ride it on the lift. Stow the EPAMD in the area reserved for wheelchairs. Position the EPAMD parallel to the aisle with the wheels resting against the back wall (modesty panel). Lower the steering column to the floor and switch the EPAMD to "lock" mode. Sit in the closest available seat to your EPAMD.
- To board a Bombardier car, push or pull the EPAMD up the accessible ramp (on other side for island at stations) and across the bridge plate to the car. Stow the EPAMD in the area reserved for wheelchairs. Position the EPAMD against the wall with the handlebar against the seat back of the flip-up seat and sit beside the EPAMD. Switch the EPAMD to "lock" mode.

Two-wheeled Mobility Devices


Electric Personal Assistive Mobility Devices, including Segways, may be transported on Caltrain with an EPAMD permit. The permit may be obtained by contacting Caltrain Accessible Transit Services at 650.508.6202.

Operating Rules


- EPAMDs must not be operated on the station platform of a speed greater than the walking speed of other customers, must be operated parallel to the tracks and the user must avoid backing up.
- Users are encouraged to wear helmets and to equip the device with a light when operating at night.
- EPAMDs must remain "off" when stowed in the wheelchair area on the train.

Visitors

- Visitors with an EPAMD may ride for seven consecutive days before an EPAMD permit is required. Proof of visitor status may be either documentation that the individual's disability requires use of the device or proof of residence outside the Caltrain service area.



Bombardier car

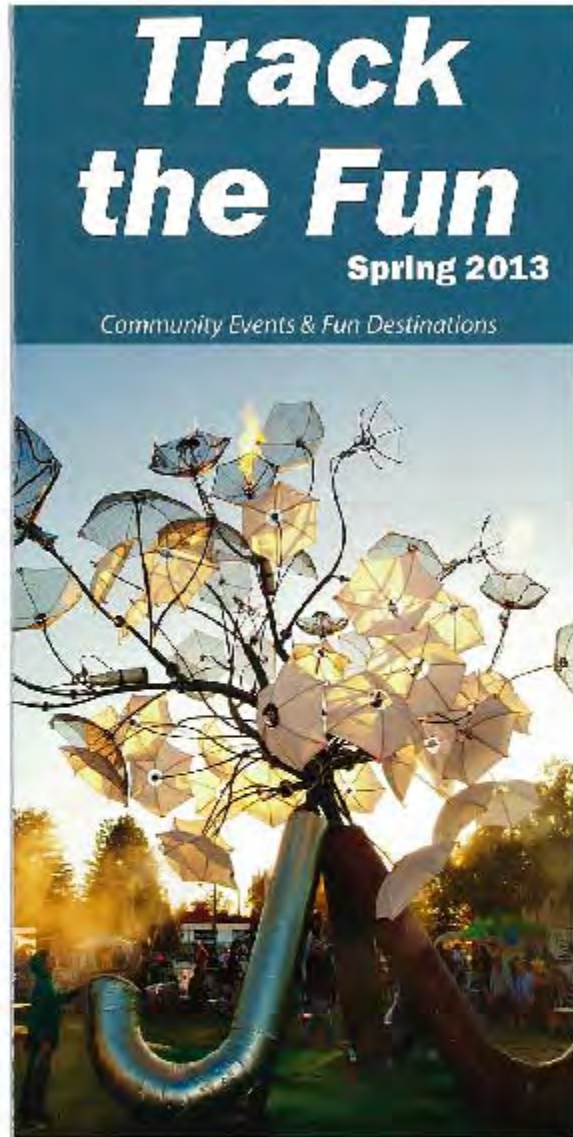


Gallery car

Track the Fun (Listing of Community Events and Fun Destination using Caltrain)



San Jose Jazz Summer Fest
Downtown San Jose
Aug. 9 - 11



Malero Faire Bay Area
San Mateo Event Center
May 18 & 19



Caltrain Bike Access Information



Caltrain has the most extensive bike access program in the nation, allowing bikes on all of its trains. Each train has two bike cars. Its Bombardier cars (newer, bi-level passenger cars) carry a total of 48 bikes and the gallery car sets carry 80. Collapsed folding bikes no wider than 32 inches are allowed to travel in non-bike cars.

Bike Rules

Caltrain would like to remind bicyclists to follow the onboard posted instructions for bike placement. The aisle in the bike car must be kept clear for emergency access purposes.

Bicyclists are legally responsible for damage to Caltrain equipment and/or injury to other passengers due to the bicyclist's negligence. Caltrain assumes no responsibility for theft or damage to bikes while on the train.

General

- Bicyclists must be at least 6 years old. Cyclists younger than 12 years of age must be accompanied by an adult and be able to carry their own bike on and off the train.
- No extra charge to board a bike.
- Bike cars are marked with this decal →
- Only single-rider bikes permitted.
- Maximum bike length: 80 inches.
- No fuel-powered bikes or three-wheeled bikes.



continued on back

Bike Rules *(continued)*


General

- Detachable and collapsible trailers aren't allowed. Large bulky attachments which expand bike width such as saddlebags, backpacks and baskets, aren't allowed to remain on bike.
- Bikes are not allowed on escalators and should be walked on station platforms and ramps.

Boarding

- Board designated bike cars only.
- Boarding is on a first-come, first-served basis.
- Be prepared to board when the train arrives; however, allow passengers to disembark first.
- Conductors are prohibited from handling bikes.

Onboard

- Quickly enter the bike car and allow room for other bicyclists that follow.
- Use bike "tags" →  to aid in organizing bike storage.
- No more than four bikes per rack.
- Keep kickstands up.
- Use the bungee cords provided to secure your bike, not bike locks.
- Aisle must be kept clear for emergency access.
- Sit or travel in the bike car if possible; keep the entrance area clear.
- Allow non-bike passengers to disembark first.
- In an emergency, follow the direction of train personnel and leave your bike on the train.

Caltrain offers more than 1,000 lockers at its stations for rent. Information and application at www.caltrain.com/bikelockers.

Other bike parking options are listed at www.caltrain.com/bikelockers.

Caltrain Information

caltrain.com/bicycles
1.800.660.4287 (TTY 650.508.6448)

5/13 - 10K - E - RJG

Clipper On Caltrain (In Spanish)

Utilice su tarjeta Clipper

Pase su tarjeta por el lector al inicio del viaje

- Encuentre el lector de tarjetas Clipper de Caltrain en la estación o la plataforma.
- Coloque su tarjeta sobre el logotipo de Clipper del lector.
- Espere el pitido y la luz verde.* Aborde el tren.

*Al pasar su tarjeta al inicio del viaje, si el saldo de su tarjeta fue de \$2 o menos después de deducirse la tarifa máxima, el lector pitará dos veces y mostrará una luz amarilla y un mensaje de "saldo bajo". Puede abordar el tren, pero asegúrese de volver a colocar su tarjeta sobre el logotipo de Clipper del lector al llegar a su destino y agregar valor a su tarjeta. El lector pitará tres veces y mostrará una luz roja si usted no ha pagado una tarifa válida y no podrá volver a abordar con su tarjeta Clipper.

Pase su tarjeta por el lector al final del viaje

Al llegar a su destino, pase la tarjeta repitiendo los pasos antes mencionados y salga de la estación.

IMPORTANTE: El sistema de Caltrain requiere que usted tenga un saldo de valor en efectivo de \$1.25 con el fin de poder pasar la tarjeta al inicio del viaje, incluso si usted tiene un Pase Mensual o un Boleto de 8 viajes.



CONSEJO: Para ver su saldo coloque su tarjeta sobre el logotipo Clipper del lector, cuando la pase al inicio o al final de un viaje.



CLIPPER

Clipper es la tarjeta de transporte todo-en-una aceptada en todos los principales sistemas de transporte público del Área de la Bahía.

Comuníquese con nosotros:

¿Necesita ayuda para comenzar a utilizar Clipper?
¿Tiene otras preguntas sobre Clipper?
Comuníquese con nosotros.

Web: clippercard.com

Correo electrónico: custserv@clippercard.com

Teléfono: 877.878.8883

Fax: 925.686.8221

TTY/TDD: 711 o 800.735.2929 (y dígame Clipper)

Correo: P.O. Box 318
Concord, CA 94522-0318

Síganos:  

BayAreaClipper

UTILIZAR CLIPPER® EN CALTRAIN




CLIPPER EN CALTRAIN



¿Nuevo usuario de Clipper?

Oblenga una tarjeta Clipper

Puede obtener una tarjeta Clipper en:

- Clippercard.com
- Walgreens, Whole Foods y otras tiendas (lista completa en clippercard.com)
- El programa de beneficios de transporte público de su trabajo
- Oficina de Caltrain de San Carlos
- Centros de Servicio al Cliente de VTA
- Estaciones del Metro de Muni

Nota: Para obtener información sobre tarjetas Clipper de RTC, para adultos mayores o para jóvenes, visite clippercard.com/discounts o llame al 877.878.8883

Agregue valor a su tarjeta Clipper

Usted tiene la flexibilidad de agregar:

- Pases Mensuales de Caltrain
- Boletos de 8 viajes de Caltrain
- Valor en efectivo—aceptado en todos los sistemas de transporte principales del Área de la Bahía

Dónde agregar valor a su tarjeta Clipper

Puede agregar valor en las siguientes ubicaciones:

- En línea en clippercard.com
- En las tiendas participantes (lista completa en clippercard.com)
- Máquinas para agregar valor de Clipper en las estaciones Caltrain de San Francisco, Palo Alto y San José Diridon
- Máquinas de boletos de VTA en las estaciones de tránsito de Mountain View, San José Diridon y Tamien
- Máquina de boletos en la estación BART de Millbrae (sólo valor en efectivo)
- El programa de beneficios de transporte público de su trabajo

Autocargue su tarjeta Clipper (Autoload)

(No se queda sin valor en su tarjeta) Configure Autoload en clippercard.com para agregar valor automáticamente a su tarjeta mediante su cuenta bancaria o su tarjeta de crédito cuando:

- Su saldo en efectivo esté por debajo de los \$10 dólares
- Su Boleto de 8 viajes sólo tenga dos viajes restantes
- Su Pase Mensual expire

Proteja su tarjeta Clipper y su valor

- Registre su tarjeta gratuitamente. Visite clippercard.com o llame al 877.878.8883.
- Con el registro gratuito, Clipper puede reemplazar tarjetas perdidas o robadas y restaurar los saldos por una módica cuota.
- No le haga hoyos a su tarjeta; ni la doble, ni la altere de ninguna forma. Si lo hiciera, su tarjeta podría no funcionar adecuadamente.

Preguntas frecuentes

¿Cómo pago la tarifa de Caltrain con Clipper?

Usted necesitará utilizar su tarjeta Clipper dos veces durante su viaje. Primero, antes de abordar el tren, pase la tarjeta Clipper por un lector en la estación o en la plataforma. En segundo lugar, después de que usted salga del tren en su destino, encuentre un lector de tarjetas Clipper y pásela antes de salir de la estación.

- Si utiliza valor en efectivo o un Boleto de 8 viajes, debe pasarla al principio y al final de cada viaje.
- Si utiliza un Pase Mensual de Caltrain, sólo debe pasarla al inicio y al final de su primer viaje del mes para validar su pase. Luego usted puede abordar y viajar en cualquier tren sin tener que pasarla al inicio o al final hasta que se cumpla el mes. Para obtener más consejos sobre cómo comprar y utilizar un Pase Mensual de Caltrain, por favor visite caltrain.com/clipper.

Caltrain es un sistema de comprobante de pago; cuando se le pida, por favor entregue su tarjeta Clipper al conductor o al inspector de tarifas para mostrar que usted ha pagado su tarifa. El conductor utilizará un lector de tarjetas portátil para comprobar su tarifa.

¿Por qué necesito pasar la tarjeta al inicio y al final?

Este sistema es la forma en la que Caltrain determina su tarifa correcta. Cuando usted pasa su tarjeta al inicio, el lector no sabe su destino final, así que deduce la tarifa máxima de viaje sencillo. La diferencia entre su tarifa real y el máximo se devuelve a su tarjeta cuando usted la pasa por el lector al final. El pasará nuevamente al final garantiza que usted no reciba cargos mayores a los reales.





¿Debo tener valor en efectivo en mi tarjeta Clipper?

Si, el sistema de Caltrain requiere que usted conserve un saldo de valor en efectivo de \$1.25 en todo momento, incluso si tiene un Pase Mensual de Caltrain o un Boleto de 8 viajes.

¿Oblengo descuentos y transbordos con mi tarjeta Clipper?

Clipper automáticamente calcula los descuentos adecuados y los transbordos por participar en los sistemas de transporte público. En Caltrain, utilizar valor en efectivo de su tarjeta Clipper en lugar de boletos de papel le ahorra dinero en cada viaje. Para conocer los descuentos y transbordos disponibles en Caltrain, visite caltrain.com/clipper.

Tengo un Pase Mensual. ¿Cómo obtengo una Actualización a Zona?

Antes de abordar el tren deténgase en una máquina de boletos de Caltrain y compre una Actualización a Zona. La Actualización a Zona impresa y su tarjeta Clipper son sus comprobantes de pago.

¿Cómo obtengo un Permiso de Estacionamiento?

Los clientes que agregan un Pase Mensual o un Boleto de 8 viajes a su tarjeta Clipper pueden comprar un Permiso de Estacionamiento Mensual en cualquier máquina de boletos de Caltrain dos días después de haber comprado su pase o boleto. Si desea más información sobre cómo obtener y utilizar un Permiso de Estacionamiento Mensual visite caltrain.com/clipper.

Para obtener información más específica sobre Clipper visite clippercard.com.

E. LIMITED ENGLISH PROFICIENCY LANGUAGE ASSISTANCE PLAN

The following document is JPB's Limited English Proficiency (LEP) Language Assistance Plan (LAP), updated for this Title VI Compliance Program submission.

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



Prepared by Nancy Whelan Consulting
October 2013

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Executive Summary

Title VI prohibits discrimination by recipients of Federal financial assistance on the basis of race, color, and national origin, including the denial of meaningful access for limited English proficient (LEP) people. As a recipient of Federal funds, Caltrain must “take reasonable steps to ensure meaningful access to their programs and activities by LEP persons.”¹

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

As a means of ensuring this access, the Federal Transit Administration Office of Civil Rights has created a handbook for public transportation agencies that provides step-by-step instructions for conducting the required LEP needs assessment and developing a Language Assistance Plan. The Language Assistance Plan becomes a blueprint for ensuring that language does not present a barrier to access to the agency's programs and activities.

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

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

To ensure compliance with federal guidance, Caltrain undertook a needs assessment with the goal that all reasonable efforts should be made to ensure no member of its riding public is left underserved due to a limited ability to speak, read, write and understand English. Caltrain believes in the rights of all residents within its community, and furthermore wholeheartedly supports the overriding goal of providing meaningful access to its services by LEP persons. Given the diverse nature of the Caltrain service area, eliminating the barrier to persons of limited-English-speaking abilities will have a positive impact not only on LEP individuals themselves, but also on Caltrain ridership in general.

¹ Federal Register Volume 70, Number 239 (Wednesday, December 14, 2005)

² FTA Circular 4702.1B- TITLE VI REQUIREMENTS AND GUIDELINES FOR FEDERAL TRANSIT ADMINISTRATION RECIPIENTS, October 1, 2012.

Agency Background:

Caltrain provides commuter rail service along the San Francisco Peninsula, through the South Bay to San Jose and Gilroy. The San Francisco and San Jose Railroad Company began passenger rail service on the Peninsula in 1863. The system known today as Caltrain had its start in 1992, when the Peninsula Corridor Joint Powers Board took over the operation of the train. It operates within three diverse counties: San Francisco, San Mateo and Santa Clara. Caltrain is governed by the Peninsula Corridor Joint Powers Board (JPB), which consists of agencies from the three Caltrain counties. The member agencies are: the City and County of San Francisco, San Mateo County Transit District and the Santa Clara Valley Transportation Authority (VTA). Caltrain's service area population is 3,402,678.³

Caltrain has 29 regular stops, one special event-only stop (Stanford Stadium), and two weekend-only stops (Broadway and Atherton). There are three main types of services provided: Local service, which stops along all of the 29 regular stations; Limited-stop service that operates in the peak periods and bypasses some of the local stops; and Baby Bullet service, which only stops at 6 stations in the peak period between San Francisco and San Jose Diridon station. There is also special service provided for football games at Stanford Stadium. As of September 2013, Caltrain operates 92 weekday trips, 36 Saturday trips, and 32 Sunday trips.

Plan Methodology

A variety of data for the three counties within the Caltrain service area was combined to form the basis of the Caltrain LEP plan development. This included census data, information from the Department of Education Language Learner data set, a Caltrain On-Board Survey (October 2010), a Caltrain Shuttle Survey (October 2012) and information obtained through public outreach on the development of LEP plans in the service area.

Because Caltrain provides commuter rail service within three counties—each with their own robust bus and rail transit operators (VTA, San Francisco Municipal Transportation Agency, and SamTrans)—the Caltrain four factor analysis considered the significant level of outreach that had already been undertaken by the transit operators in the service area to complete their individual LEP plans. The three transit agencies' outreach represents a comprehensive engagement with LEP communities who use transit in the service area and there was extensive information available directly from LEP communities about the importance of transit and the methods of outreach and communication that they would prefer.

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

³ 2012 Estimates: US Census Quickfacts

contact with LEP individuals. Finally, outreach to Community Based Organizations (CBOs) performed within the three counties provided a greater understanding of the needs of LEP communities, as well as preferred methods of communication in order to ensure that language is not a barrier to Caltrain's programs and services.

General Plan Findings

By consulting the data sources identified above, the findings reveal the top 9 languages in the Caltrain service area that will inform the Language Assistance Plan:

- Spanish (or Spanish Creole)
- Chinese (Mandarin & Cantonese)
- Vietnamese
- Tagalog
- Korean
- Russian
- Japanese
- Persian
- Hindi (and Indian languages)

By a large margin, Spanish remains the most predominantly spoken language within the service area and within the Caltrain rider population. As a result, while other languages should be considered for translation assistance, as reflected in the Language Assistance Plan, continued care should be taken to translate information into Spanish to ensure that Spanish language speakers are not presented with barriers to access Caltrain's services and programs based on their English language ability. Other languages, including those falling under the "Safe Harbor" provision, should be provided translation services as funding permits or if required by federal regulations.

Limited English Proficiency: Four Factor Framework Analysis

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

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

Service Area Boundaries

In attempting to isolate the likely populations for consideration, the Caltrain Shuttle Survey was consulted to determine the catchment areas of Caltrain riders. Based on the survey data, the average distance to the Caltrain stop was 5 miles, while the median was 2 miles.

Table 1: Distance from Home to Station⁴

Distance	2012	2011	2010
Less than 1 mile	18%	21%	17%
1-10 miles	68%	66%	69%
11-20 miles	5%	5%	4%
21-30 miles	1%	1%	1%
31 or more miles	3%	1%	1%
No response	4%	6%	9%
TOTAL:	100%	100%	100%
Average:	5 miles	4 miles	4 miles
Median:	2 miles	2 miles	2 miles

Using the average distance from home, a 5 mile buffer was drawn from the Caltrain line. Under this approach, very few areas of the three counties were excluded from consideration. Consequently, the entire three counties were used as the service area for the Caltrain LEP analysis. Map 1 provides a three county map of the Caltrain line and stations that form the geographic basis of the analysis.

⁴ Caltrain Shuttle Survey Oct 2012 p. 11 Corey, Canapary and Galanis Research

Map 1: Caltrain Service Area and Stations

Caltrain Service Area



Data Sources

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

- United States Census 2010 (census tract boundaries)
- American Community Survey 2007-2011 five-year sample languages of people that speak English less than “Very Well”)
- California Department of Education (English Language Learners)
- Caltrain Customer Service Information
- Caltrain On-Board Survey 2010

Data Analysis

Using data from the American Community Survey (ACS) 5-year sample (2007-2011) within the three-county Caltrain service area, the estimated percentage of the population that indicated they speak English “Less than Very Well” is approximately 21.6%. Table 2 presents the breakdown by language for those within the service area that speak English Very Well and Less Than Very Well. Based on the information, the most prevalent languages spoken in the Caltrain service area are Spanish, Chinese, Vietnamese and Tagalog, with each language representing greater than 1% of the service area population.

Because the Department of Transportation (DOT) guidelines regarding “Safe Harbor Provision” for translation of written materials requires the identification of “Safe Harbor Languages”, careful attention must be paid to the absolute numbers as well as the percentage of the population that do not speak English in the development of the LEP Plan. FTA Circular 4702.1B states the following with respect to the Safe Harbor Provision:

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

Based on these guidelines, 22 discrete languages have more than 1,000 persons who speak English less than “Very Well” and would qualify as “Safe Harbor” languages, requiring the translation of vital documents. According to federal guidance, vital written documents include, but are not limited to, consent and complaint forms; intake and application forms with the potential for important consequences; written notices of rights; notices of denials, losses, or decreases in benefits or services; and notices advising LEP individuals of free language assistance services.⁵ This does not include three groups of languages (such as, “Other Pacific Island Languages”) that also have more than 1,000 individuals represented. The Safe Harbor

⁵ FTA Circular 4702.1B

Languages are indicated in bold on Table 2. It is important to note that due to the size of the service area, the 1,000 person Safe Harbor threshold can sometimes represent a very small percentage of the overall population. For instance, while 2,249 Thai speakers speak English “Less Than Very Well”, this equates to about .07% of the total population in the service area. Regardless, this language constitutes more than 1,000 individuals and would qualify for “Safe Harbor Provisions” along with several other languages that represent less than 1% of the service area population.

Table 2: Three County LEP Populations by Language

Language	Total Caltrain Service Area	Speak English "Very Well"	Speak English Less Than "Very Well"	% of Total Caltrain Service Area Speaking English Less Than "Very Well"
Speak only English	1,593,707			
Spanish or Spanish Creole:	529,504	284,039	245,465	8.01%
Chinese:	312,597	136,337	176,260	5.75%
Vietnamese:	119,324	45,819	73,505	2.40%
Tagalog:	124,106	80,745	43,361	1.41%
Korean:	34,403	16,386	18,017	0.59%
Russian:	32,083	16,517	15,566	0.51%
Japanese:	24,862	13,792	11,070	0.36%
Other Asian languages:	43,627	33,279	10,348	0.34%
Other Indic languages:	29,198	20,508	8,690	0.28%
Persian:	20,184	13,345	6,839	0.22%
Other Pacific Island languages:	18,459	11,637	6,822	0.22%
Hindi:	35,590	30,239	5,351	0.17%
Arabic:	14,598	9,604	4,994	0.16%
Portuguese or Portuguese Creole:	12,209	7,563	4,646	0.15%
French (incl. Patois, Cajun):	21,280	17,882	3,398	0.11%
Mon-Khmer, Cambodian:	5,402	2,195	3,207	0.10%
Italian:	11,514	8,581	2,933	0.10%
African languages:	6,224	3,803	2,421	0.08%
Thai:	4,296	2,047	2,249	0.07%
German:	14,244	12,421	1,823	0.06%
Serbo-Croatian:	5,145	3,367	1,778	0.06%
Gujarati:	7,764	6,110	1,654	0.05%
Other and unspecified languages:	3,706	2,392	1,314	0.04%
Urdu:	6,790	5,540	1,250	0.04%
Other Slavic languages:	3,686	2,465	1,221	0.04%
Armenian:	3,507	2,390	1,117	0.04%
Polish:	2,948	1,932	1,016	0.03%
Hebrew:	5,882	4,872	1,010	0.03%
Other Indo-European languages:	3,759	2,802	957	0.03%
Laotian:	1,725	814	911	0.03%
Greek:	3,662	2,939	723	0.02%
Scandinavian languages:	3,666	3,248	418	0.01%
Other West Germanic languages:	3,087	2,724	363	0.01%
Hungarian:	1,252	939	313	0.01%
Hmong:	742	488	254	0.01%
Yiddish:	201	90	111	0.00%
Other Native North American languages:	735	627	108	0.00%
French Creole:	255	241	14	0.00%
Navajo:	31	21	10	0.00%
Total	3,065,954	810,740	661,507	21.58%

Additional data points were also analyzed using the American Community Survey (ACS) 5-year sample to help understand the percentage of the community that may be affected by language barriers. The Census defines a “linguistically isolated” household as one in which no member over the age of 14 years old speaks English only or the household members speak a non-English language and don’t speak English “very well.” Individuals in these households may face significant language barriers because they may not be able to rely on an adult relative who speaks English well to provide translation assistance. Table 3 shows that approximately 12% of the households would be considered linguistically isolated. Table 4 provides the information for Linguistic Isolation by county. Averages may not add to 100% due to sampling variability.

Table 3: Linguistically Isolated Households in Caltrain Service Area

Linguistically Isolated Households	Estimate Average
All Considered "Linguistically Isolated Households Speaking--	11.8%
• Spanish	24.2%
• Other Indo-European languages	15.8%
• Asian and Pacific Island languages	30.5%
• Other languages	15.6%

Source: US Census American Community Survey 2007-2011 Table S1602

Table 4: Percentages of Linguistically Isolated Households by County

Linguistically Isolated Households	San Francisco	San Mateo	Santa Clara
Considered Linguistically Isolated	13.5%	9.7%	12.1%
• Spanish	22.8%	26.5%	24.1%
• Other Indo European	22.3%	13.3%	13.3%
• Asian and Pacific Island	40.3%	23.3%	28.4%
• Other Languages	13.3%	13.1%	17.9%

Source: US Census American Community Survey 2007-2011 Table S1602

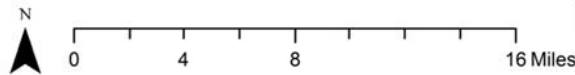
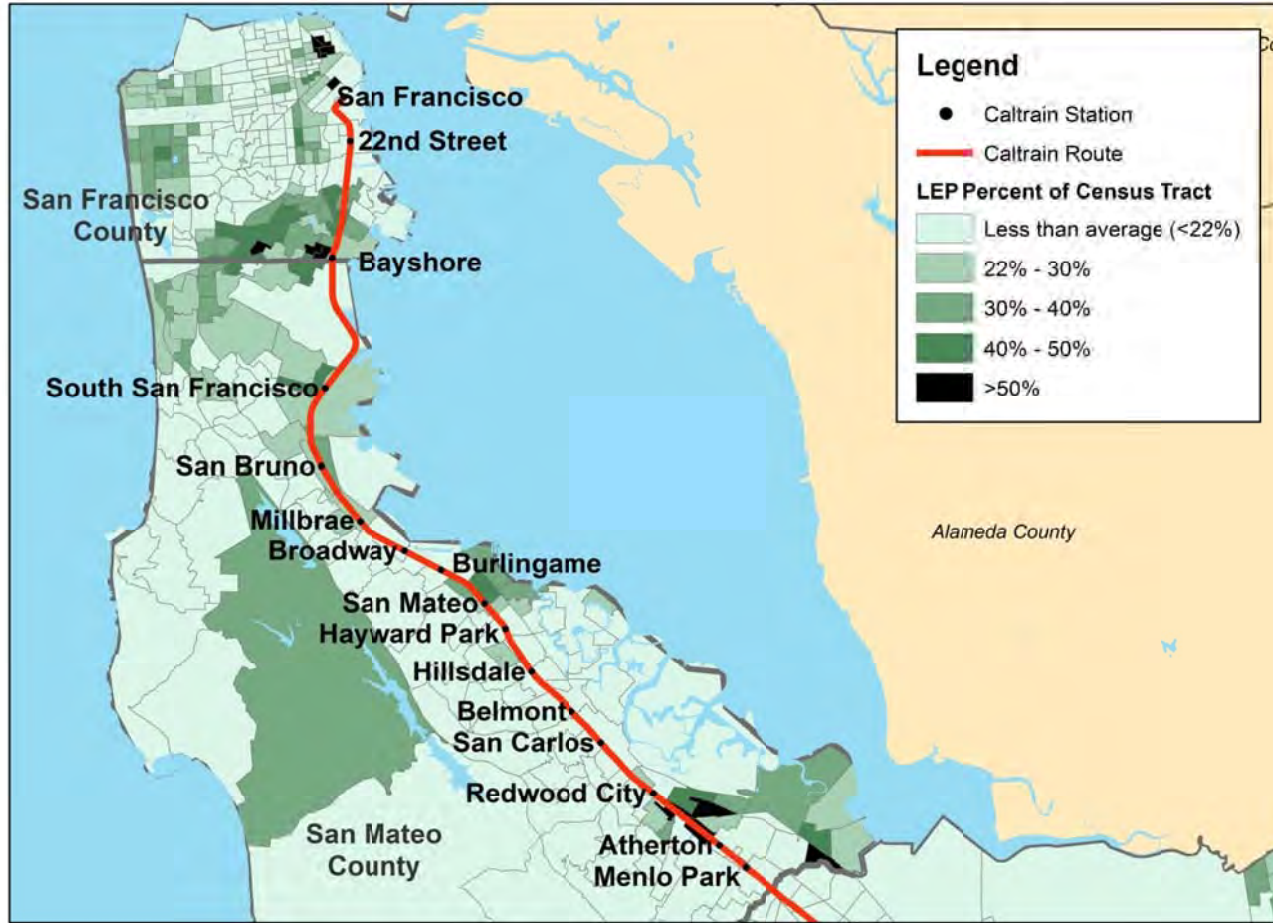
GIS Analysis of the American Community Survey, 2007-2011

In order to better understand the location of the LEP concentrations, the analysis also includes a Geographic Information Systems (GIS) analysis of the ACS survey data. The data provides tract-level information to provide a geographic picture of where concentrations of LEP individuals live within the service area. The following maps 2 through 10 provide a GIS view of the concentrations of LEP populations for the following top seven discrete languages from the ACS data which represent greater than 10,000 individuals per language:

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

Map 2: Caltrain Service Area LEP Concentrations--San Francisco to Menlo Park

Limited English Proficiency Concentrations:
San Francisco County and San Mateo County

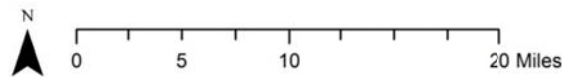
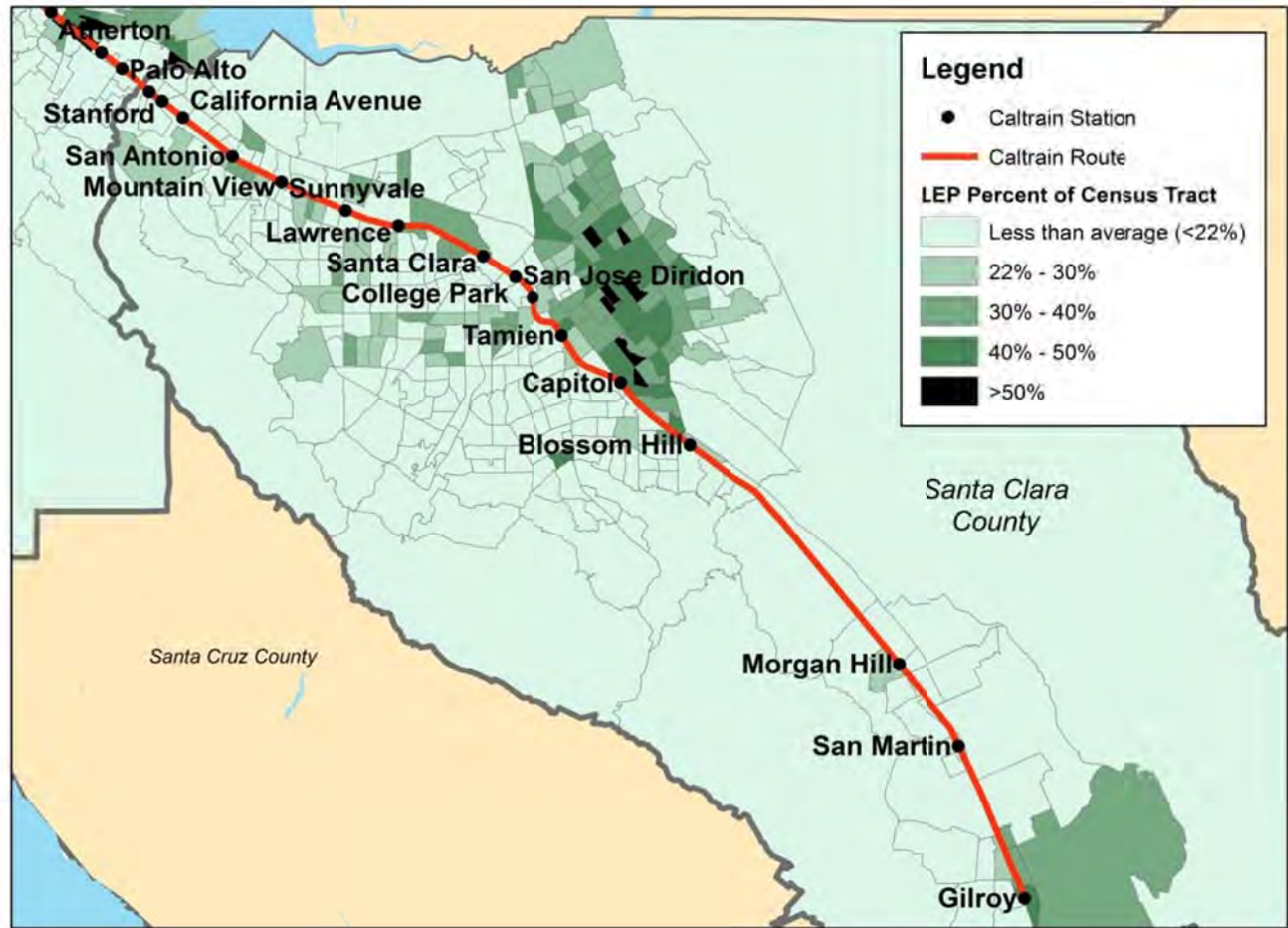


Note: LEP percentage reflects percentage of persons over five years of age that speak English less than "very well." Data is presented by census tract.

Data Source: US Census Bureau
2007-2011 American Community Survey
Table B16001

Map 3: Caltrain Service Area LEP Concentrations-- Menlo Park to Gilroy

Limited English Proficiency Concentrations:
Santa Clara County



Note: LEP percentage reflects percentage of persons over five years of age that speak English less than "very well." Data is presented by census tract.

Data Source: US Census Bureau
2007-2011 American Community Survey
Table B16001

Map 4: Caltrain Service Area Spanish LEP Concentrations

Number of Spanish Speaking Persons Within Caltrain Service Area



Note: Spanish speaking persons reflects number of persons over five years of age that speak Spanish and speak English less than "very well."

Data is presented by census tract.

Data Source: US Census Bureau
2007-2011 American Community Survey
Table B16001

Map 5: Caltrain Service Area Chinese LEP Concentrations

Number of Chinese Speaking Persons Within Caltrain Service Area



Note: Chinese speaking persons reflects number of persons over five years of age that speak Chinese and speak English less than "very well."

Data is presented by census tract.

Data Source: US Census Bureau
2007-2011 American Community Survey
Table B16001

Map 6: Caltrain Service Area Vietnamese LEP Concentrations

Number of Vietnamese Speaking Persons Within Caltrain Service Area



Note: Vietnamese speaking persons reflects number of persons over five years of age that speak Vietnamese and speak English less than "very well."

Data is presented by census tract.

Data Source: US Census Bureau
2007-2011 American Community Survey
Table B16001

Map 7: Caltrain Service Area Tagalog LEP Concentrations

Number of Tagalog Speaking Persons Within Caltrain Service Area



Note: Tagalog speaking persons reflects number of persons over five years of age that speak Tagalog and speak English less than "very well."

Data is presented by census tract.

Data Source: US Census Bureau
2007-2011 American Community Survey
Table B16001

Map 8: Caltrain Service Area Korean LEP Concentrations

Number of Korean Speaking Persons Within Caltrain Service Area



Note: Korean speaking persons reflects number of persons over five years of age that speak Korean and speak English less than "very well."

Data is presented by census tract.

Data Source: US Census Bureau
2007-2011 American Community Survey
Table B16001

Map 9: Caltrain Service Area Russian LEP Concentrations

Number of Russian Speaking Persons Within Caltrain Service Area



Note: Russian speaking persons reflects number of persons over five years of age that speak Russian and speak English less than "very well."

Data is presented by census tract.

Data Source: US Census Bureau
2007-2011 American Community Survey
Table B16001

Map 10: Caltrain Service Area Japanese LEP Concentrations

Number of Japanese Speaking Persons Within Caltrain Service Area



According to the guidelines set forward by the FTA, the LEP analysis should also review alternate and local sources of data. For this analysis, the California Department of Education (DOE) 2012-13 Census of English Learners provides an overview of the primary languages of the English Learners in the service area. The English Learner survey does not provide the most useful data for the LEP analysis, as it is collected among students and not the population as a whole. However, it provides another means of cross-checking census data analyses. It will be noted that all of the most common languages reported spoken are within the 22 languages identified as “Safe Harbor” languages by the census data analysis.

Table 5 provides a breakdown of the primary language of the Department of Education English Learners reported for the school districts in all three counties of the Caltrain service area. Appendix A contains a breakdown of language by county.

Table 5: Department of Education English Learners for San Francisco, San Mateo and Santa Clara County

Language Name	Total English Learners	Percent of Total English Learners
Spanish	66,952	65.26%
Vietnamese	8,168	7.96%
Cantonese	6,604	6.44%
Filipino (Pilipino or Tagalog)	4,061	3.96%
Mandarin (Putonghua)	3,142	3.06%
Other non-English languages	1,883	1.84%
Japanese	1,231	1.20%
Arabic	1,175	1.15%
Korean	1,108	1.08%
Russian	882	0.86%
Hindi	797	0.78%
Punjabi	769	0.75%
Tongan	441	0.43%
Farsi (Persian)	431	0.42%
Portuguese	429	0.42%
Telugu	329	0.32%
Hebrew	326	0.32%
French	323	0.31%
Urdu	309	0.30%
Khmer (Cambodian)	271	0.26%
Toishanese	240	0.23%
Samoan	229	0.22%
Ilocano	213	0.21%
Tamil	190	0.19%
Gujarati	187	0.18%
Burmese	169	0.16%
German	167	0.16%
Thai	117	0.11%
Tigrinya	115	0.11%

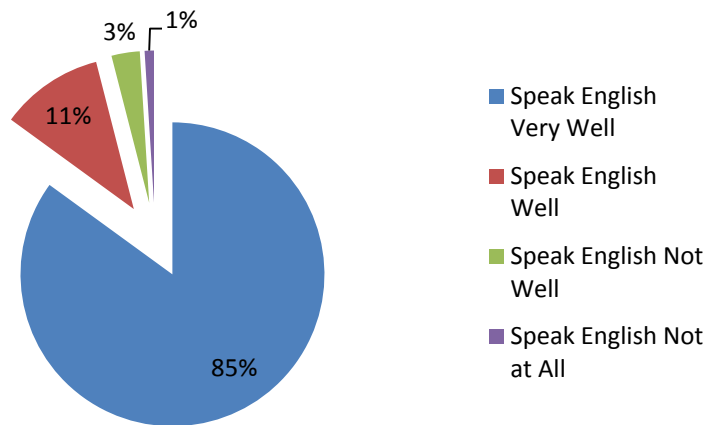
Language Name	Total English Learners	Percent of Total English Learners
Turkish	105	0.10%
Serbo-Croatian (Bosnian, Croatian, Serbian)	104	0.10%
Bengali	96	0.09%
Assyrian	94	0.09%
Italian	92	0.09%
Somali	90	0.09%
Kannada	82	0.08%
Marathi	81	0.08%
Dutch	69	0.07%
Lao	67	0.07%
Armenian	58	0.06%
Indonesian	58	0.06%
Polish	48	0.05%
Rumanian	36	0.04%
Taiwanese	35	0.03%
Cebuano (Visayan)	33	0.03%
Pashto	33	0.03%
Greek	31	0.03%
Ukrainian	28	0.03%
Hungarian	21	0.02%
Hmong	19	0.02%
Mien (Yao)	12	0.01%
Albanian	11	0.01%
Chaozhou (Chiuchow)	9	0.01%
Chamorro (Guamanian)	8	0.01%
Marshallese	4	0.00%
Kurdish (Kurdi, Kurmanji)	3	0.00%
Chaldean	2	0.00%
Mixteco	1	0.00%

Caltrain Rider Data

In addition to reviewing census and other pertinent available data, it is also helpful to view any available data collected by Caltrain about its ridership regarding its prior experience with LEP individuals and their needs. Two important sources are the Language Line Usage data and the Caltrain On-Board Survey (October 2010).⁶

On-Board Survey

According to the On-Board Survey, “almost all riders (96%) speak English Well or Very Well.”⁷ 85% of respondents indicated that English is spoken in the home “Very Well”. 14% indicate that English is spoken in the home “Less Than Very Well.” When asked about English use in the home, the following response percentages were reported.



However, because the survey questionnaire did not ask about the *rider*, but about “English spoken in the home,” this can only provide limited information about the rider who may or may not need language assistance. For purposes of the LEP analysis, we will assume the worst case: that 15% of riders who do not speak English better than “Very Well” may need language assistance.

The analysis also considers other aspects of survey responses to understand the language stratification of those who do not indicate that English is spoken well in their home. For the most part, the top languages correspond to the languages previously presented from the ACS and DOE English Learner data. Table 6 presents the languages spoken in households that speak English less than “Very Well”.

⁶ Caltrain On-Board Survey 2010: Corey, Canapary and Galanis Research

⁷ Ibid

Table 6: Percentage of Caltrain Riders in Households that speak English less than “Very Well”

Language	Percentage of Households that Speak English Less Than Very Well
Spanish	29.6%
Mandarin	15.7%
Hindi or Other Indian Language	13.9%
Cantonese	8.3%
Tagalog	6.3%
Russian	4.6%
Korean	3.1%
Other	3.0%
Vietnamese	2.6%
French	2.6%
Japanese	2.0%
German	1.7%
Persian/Farsi	1.7%
Hebrew	1.5%
Nepali	0.9%
Thai	0.9%
Arabic	0.7%
Polish	0.7%
Portuguese	0.7%
Burmese	0.6%
Finnish	0.6%
Turkish	0.6%
Croatian	0.4%
Hungarian	0.4%
Indonesian	0.4%
Italian	0.4%
Dutch	0.2%
Swedish	0.2%
Tibetan	0.2%
Urdu	0.2%

Source: Caltrain On-Board Survey 2010

Language Line Data

Caltrain call-in Customer Service provides AT&T Language Line assistance for those needing translation services. The information contained in Table 7 below, provides the number of calls that used AT&T Language Line services. This provides a good corroboration of the languages that are most often used by individuals seeking language assistance. Additionally, translation services for Caltrain customers are also provided by in-house staff who are paid a stipend for translation services. Table 8 summarizes the tracking of the number and languages that were provided by Customer Service staff during the last year. Even though this information represents both calls for Caltrain and for SamTrans, it provides further information about languages being currently requested for translation. When viewing these numbers in totality, total translations requested amount to about 0.3% of all Call Center calls, provided in Table 9.

Table 7: Language Line Usage from June 1, 2012 to May 31, 2013

Languages	Annual Estimated Number of Translations
Spanish	306
Mandarin	15
Cantonese	7
Tagalog	1
Vietnamese	1
Korean	1
Indonesian	1
French	1
Mongolian	1

Table 8: Call Center Translations

Language	Annual Number of Call & Translations
Spanish	576
Tagalog	96
Mandarin	24

Table 9: Total Calls to Translations

Languages	Annual Estimated Calls and Translations
English	300,000
All translations	1,030
Percent of all calls translated	0.3%

Factor 1 Findings:

Factor 1 of the LEP Plan was undertaken to assess the proportion of LEP individuals that may encounter or use the Caltrain services. A number of data sources were used as a way to inform the conclusions, including the American Community Survey (census), the California Department of Education English Learners, and information from the most recent Caltrain On-Board survey.

Additionally, data on use of existing translation services provided through the Caltrain customer service department was also viewed to verify the top languages. By consulting a number of data sources, the findings reveal the following about languages spoken in the Caltrain service area that will inform the Language Assistance Plan:

- 22 Discrete languages qualify under the “Safe Harbor Provision” for written materials
- 9 Languages represent the top languages spoken in the Caltrain service area
- 7 Languages represent those predominantly spoken in the home by Caltrain riders

Table 10, below, combines the outputs of the data considered and presents a ranking of the languages by the data used. Using this to determine the prevalence of the Safe Harbor Languages, the top 9 highlighted languages are identified as those that should be considered for translation service. However, only Spanish could be considered a predominant language using all data sets, as it is almost twice as prevalent as other languages in all of the data sets.

Table 10: Top 9 Predominant Languages within Caltrain Service Area

Safe Harbor Language	American Community Survey	Department of Education English Learners	Caltrain On Board Survey
<i>Spanish (or Spanish Creole)</i>	1	1	1
<i>Chinese (Mandarin & Cantonese)</i>	2	2	2
<i>Vietnamese</i>	3	3	9
<i>Tagalog</i>	4	4	5
<i>Korean</i>	5	7	7
<i>Russian</i>	6	8	6
<i>Japanese</i>	7	5	11
<i>Persian</i>	8	12	13
<i>Hindi (both Hindi or Other Indian)</i>	9	9	3
<i>Arabic</i>	10	6	17
<i>Portuguese or Portuguese Creole</i>	11	13	19
<i>French (incl. Patois, Cajun)</i>	12	16	10
<i>Mon-Khmer, Cambodian</i>	13	18	33
<i>Italian</i>	14	32	26
<i>Thai</i>	15	26	16
<i>German</i>	16	25	12
<i>Serbo-Croatian</i>	17	29	23
<i>Gujarati</i>	18	23	N/A
<i>Urdu</i>	19	17	30
<i>Armenian</i>	20	38	N/A
<i>Polish</i>	21	40	18
<i>Hebrew</i>	22	15	14

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

Assessing the frequency with which LEP populations come in contact with Caltrain’s programs, activities and service helps the agency determine which languages need to be considered for language services. Generally, “the more frequent the contact, the more likely enhanced language services will be needed.”⁸ Strategies that help serve an LEP person on a one-time basis will be very different than those that may that serve LEP persons on a daily basis. For purposes of estimating the frequency of contact with LEP individuals, Caltrain reviewed the programs and services, and analyzed data from the following sources:

- Caltrain 2010 On-Board Survey
- Calls to Caltrain Customer Service Number and Language Line Use
- Caltrain website page views
- September 2013 survey of frontline Caltrain employees*
- Review of Community Based Organization (CBO) Interaction

Caltrain On Board Survey 2010

As noted in Factor 1, the vast majority of Caltrain riders speak English “Very Well” (85%), while 11% speak English “Well”, 3% speak English “Not Well”, and 1% do not speak English at all. Knowing this helps inform the frequency that non-English speaking riders come in contact with Caltrain’s services.

Using survey data, it appears that LEP persons use Caltrain frequently. Over 50% of those that indicate that they live in households where English is spoken less than “Very Well” use Caltrain 5 days a week or more. However, as referenced earlier, these percentages are based on the households and may not reflect the actual Caltrain rider. Table 11 presents the frequency of using Caltrain for those who live in households that speak English “Less Than Very Well.”

⁸ Implementing the Department of Transportation’s Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons--A Handbook for Public Transportation Providers, 2007

* For purposes of this LAP, employees of the San Mateo County Transit District and Transit America Services Incorporated who interact with Caltrain passengers are referred to as “Caltrain employees.”

Table 11: Frequency of Caltrain Usage by Riders who Speak English "Less Than Very Well"

Frequency	Percentage
6 -7 Days a Week	9.01%
5 days/week	43.21%
4 days/week	10.38%
3 days/week	6.72%
2 days/week	6.87%
1 day/week	4.12%
1-3 days/month	5.65%
Less than once a month	14.05%
Total	100.00%

Caltrain Frontline Employee Survey

In order to help determine the frequency of contact, an employee survey was distributed regarding both the frequency of contact as well as the languages of the LEP populations encountered. The survey was distributed to front-line employees (Customer Service Representatives and Train Conductors) and is attached in Appendix B. It was neither designed nor conducted to be a statistically valid survey; rather, it was designed to get an anecdotal sense of the employees’ experience with LEP populations. If LEP persons come in contact more frequently than English speakers, it may reflect the need for language services.

The employee survey provided insight that LEP persons are not the predominant users of Caltrain services; and while Caltrain employees cross paths with LEP persons, they do not represent a large percentage of those with whom they interact. Even though the majority of the employees indicated that they came in contact with LEP persons (95%), about half indicated that it was a few times a day or more. Table 12 presents Caltrain staff responses as to how often they come in contact with those that are unable to communicate well in English.

Table 12: Frequency of Caltrain Employees Encountering LEP persons

Many times per day (more than six)	11%
A few times a day	39%
A few times week	41%
A few times a month	7%
Less than once a month	2%
Total	100%

However, even though 50% of employees indicated that they came in contact with LEP populations a few times a day or more, this only reflected a little more than 10% of their total volume of customer interactions.

As the analysis in Factor 1 shows with regard to the types of languages spoken by these LEP persons, Spanish was the most frequently encountered language of LEP persons. When the Customer Service personnel were asked, “Which of these languages do you recognize as being often used by limited or non-English speaking customers and/or members of the public you encounter,” 100% of the respondents said “Spanish”. Table 13 reflects the percentages of the non-English languages most often encountered by Caltrain employees and corresponds to the findings from Factor 1.

Table 13: Languages Encountered Most Often by Caltrain Employees*

Spanish	93%
Chinese	89%
Vietnamese	45%
Japanese	45%
Hindi	25%
Russian	25%
Korean	23%
Tagalog	14%
Persian	14%

*multiple answers allowed

Language Line and Website

In addition to the Language Line information presented in Factor 1 that indicated that Spanish was the predominant language requested for translation, Caltrain also compiles information from the Caltrain website regarding numbers of translations sought through the website, which offers a Google Translate option. Of the 42 million unique page views between July 2010 and July 2013, only 6,149 translations were sought. Whether this is due to the fact that the translations do not provide the type of information sought, or whether this is due to LEP populations seeking information from other sources is unclear. This also corresponds to information from the Caltrain On-Board Survey that reflects that 71% of riders from households that speak English “Less than Very well” do not visit www.caltrain.com.

CBO and LEP Outreach

Because CBO and LEP outreach was conducted by all three of the main transit districts (SamTrans, VTA and SF MUNI) within the last year, the Caltrain LEP Plan capitalizes on the work completed by these agencies, and augmented the effort with some additional outreach to CBOs. This ensures that the information collected and reviewed represented the best understanding of the needs of the LEP population. These CBOs were identified based on their intimate ties with populations in the counties that were considered language-isolated or disenfranchised for cultural, language, or income-related reasons. The outreach helped identify the issues that LEP populations have, as well as to brainstorm ideas to improve their riding experience (that are addressed in Factor 3). Table 14 provides the CBOs that were contacted. Appendix C also provides addresses for the CBOs consulted.

Table 14: CBOs contacted and Language Constituency

CBO Name	Language Constituency
African Community Health Institute	Tigrinya, Amharic, Swahili, Somali, and Arabic
Arab Resource & Organizing Center	Arabic
Asian Americans for Community Involvement	Asian
Asian Pacific American Community Center	Chinese
Asian Pacific Islander American Public Affairs Association Bay Area Chapter	Asian
Bayshore Child Care Services	Various
Bayview Multi-Purpose Senior Center	English as Second Language
Cameron House	Chinese
Catholic Charities' Refugee & Immigrant Forum	Various
Chicana Latina Foundation	Spanish
Chinatown Community Development Center	Chinese
Chinese for Affirmative Action	Chinese
Chinese Progressive Association	Chinese
Coastside Hope	Chinese, Filipino, Portuguese, Russian, Spanish
College of San Mateo	Various
College Track East Palo Alto	Various
Daly City Community Service Center	English, Spanish, Tagalog
Daly City Friendship Center/Mental Health Association of San Mateo County	Various
Daly City Youth Health Center	Various
Fair Oaks Community Center	Spanish
Family Crossroads/Shelter Network of San Mateo County	Various
Filipino Community Center San Francisco	Filipino
Filipino-American Chamber of Commerce	Filipino
First Filipino American United Church of Christ	Filipino
Gujarati Cultural Association of Bay Area	Guajarati
Hunters Point Family	Various
India Community Center	Indian Languages
Indo American Chamber of Commerce	Indian Languages
Japanese American Community Center	Japanese
Japanese Chamber of Commerce	Japanese
Jewish Family and Children's Services	Russian
Jordanian American Association	Arabic
Korean American Community Services	Korean

CBO Name	Language Constituency
Korean American Professional Society	Korean
Korean Community Center	Korean
Lady of Pillar Catholic Church	Spanish
Language Pacifica	English as Second Language
Liwanag Kultural Center	Filipino
Metropolitan Education District	ESL-Variou s
Mexican American Community Services	Spanish
Mid-Peninsula Housing	Variou s
Mission Neighborhood Center	Spanish
Moon Ridge Apartments	Variou s
Neighborhood Jobs Initiative	Variou s
North Peninsula Neighborhood Services	Spanish
Northern Peninsula Mandarin School	Chinese
Organization of Chinese Americans	Chinese
Our Second Home	Variou s
Pars Equality Center	English as Second Language
Peninsula Interfaith Action	Spanish
Persian American Society	Persian
Persian Center	Persian
Pilipino Bayanihan Resource Center	Filipino
Pillar Ridge Manufactured Home Community	Spanish
Public Advocates	Spanish
Puente De La Costa Sur	Spanish
Renaissance Entrepreneurship Center	Spanish
Russian-American Community Services	Russian
Samaritan House	Spanish
San Bruno Chinese Church/Chinese School	Chinese
San Francisco Institute of English	Variou s
San Mateo County Commission on Disabilities Aging and Adult Services	Spanish
San Mateo County Hispanic Chamber of Commerce	Spanish
Santa Clara County Office of Human Relations	Variou s
Services Immigration Rights & Education Network (SIREN)	Spanish and Vietnamese
Shared Housing Program/Human Investment Project	Variou s
Sikh Gurdwara of San Francisco	Variou s
Skyline College Language and Arts Division	Variou s
South of Market Health Center	Spanish, Tagalog, Farsi, and Chinese

CBO Name	Language Constituency
Southeast Asian Community Center	Cantonese, English, Hindi, Japanese, Korean, Mandarin, Spanish, Tagalog, Vietnamese
SparkPoint Center at Skyline College	English as Second Language
Transform	Various
Urban Habitat	Various
Veterans Equity Center	Filipino
Vietnamese Community Center	Vietnamese
Yaseen Foundation	Arabic
Youth United for Community Action (YUCA)	Various
Zawaya	Arabic

Outreach Findings

The key findings of the CBO and LEP outreach underscore the need to provide vital information in languages other than English, along with the reliance on transportation services in their daily life. The most common recommendations are summarized below:

- Of primary importance to LEP individuals are the following: transit service, information on service changes, fare changes and additional services, including native language information at the Customer Service call center. They desire this information in their native language whenever possible.
- Use of the service was not difficult, but it could be improved by native language information.
- Using ethnic community leaders for advice and direction on how best to approach the LEP constituencies will improve access for LEP communities.
- Information is most easily accessed when provided directly to community centers or community leaders.
- Native-language or bilingual information in signage and brochures in stations and on vehicles (at point-of-travel) is favored as an information source.
- Maps and timetables in native language are preferred.
- Native-language information through the following channels was considered important: signage, ethnic media, telephone customer service center, and the website. Mailers, emails, and meeting notices were considered less important in San Francisco, but preferred in San Jose.
- Some customers (language not specified) would appreciate a phone line or an ability to email questions or concerns, which may indicate they are unaware of existing translation services
- For Tagalog speakers, verbal translations are preferred; however, Tagalog speakers prefer written information in English.
- Tagalog speakers watch the Filipino News Channel that broadcasts in Tagalog and may be a good tool to communicate important information.

- Despite resources in their languages, most San Francisco respondents were unaware of the existence of information in their language on the websites and also of the ability to access information in their language via Customer Service Centers. However, San Jose residents were more likely to know about the translation services available.
- Ticket machines with languages other than English and Spanish were indicated as a way to improve the customer experience.
- Use of pictographs (picture signs) would help non-English speakers understand if signs cannot be translated into all languages.
- Audible announcements on board vehicles should be translated.

Language Specific Input

The following provides language specific information for the top two language groups that were heard most often in the outreach with CBOs and LEP individuals.

Indicated preferences for communicating in Spanish include:

- Preference for translated schedules, although LEP Spanish speakers could read the timetables.
- Prefer translations at public meetings if held to talk about service or fare changes.
- Prefer to receive information by the following resources/methods:
 - Newspaper (Gilroy Newspaper, El Observador)
 - Radio: Station(s): 93.3 La Preciosa.
 - TV: Station(s): Univision and Telemundo.
 - Other: Promotoras. This is a model that is used in the public health sector where laypersons are trained to provide medical information to members of their community. The same model could be applied to transit where laypersons would be used to educate residents of their respective communities about public transit issues and using public transportation.

Indicated preferences for communicating in Chinese include:

- Preference for translated schedules
- Prefer translations at public meetings if held to talk about service or fare changes.
- Prefer to receive information by the following resources/methods:
 - Newspaper—Sing Tao Daily
 - Radio: Station(s): 1400 AM.
 - TV: Station(s): KTSF Channel 26.
 - Other:
 - Website (Internet)
 - Maps
 - Mobile Phone

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

“The more important the activity, information, service, or program, or the greater the possible consequences of the contact to the LEP individuals, the more likely language services are needed.”⁹

As previously noted, in addition to the input from outreach conducted with the CBOs, using the Caltrain On-Board rider survey also helps the agency understand the nature and importance of the Caltrain service to its riders. Greater than 50% of the riders that come from households where English is spoken “Less Than Very Well” take Caltrain more than 5 days a week. And, almost 70% use Caltrain more than 3 days a week. It also appears that a little less than half do not have a car available for the trip, and rely heavily upon Caltrain for their trip. Table 15 presents those who live in households that speak English less than “Very Well” and their car availability.

Table 15: Car Availability for Riders in Households that Speak English “Less than Very Well”

Car Available	Percentage
No	51%
Yes	49%
Total	100%

Caltrain Critical Services

Caltrain provides commuter rail service along the San Francisco Peninsula, through the South Bay to San Jose and Gilroy. Caltrain is governed by the Peninsula Corridor Joint Powers Board (JPB), which consists of agencies from the three Caltrain counties. The member agencies are: the City and County of San Francisco, San Mateo County Transit District and the Santa Clara Valley Transportation Authority (VTA). Caltrain’s service area population is 3,402,678.

There are three main types of services are provided: Local service, which stops along all of the 29 regular stations; Limited-stop service that operates in the peak periods and bypasses some of the local stops; and Baby Bullet service, which only stops at 6 stations in the peak period between San Francisco and Diridon Station. There is also special service provided for football games at Stanford Stadium. As of September 2013, Caltrain operates 92 weekday trips, 36 Saturday trips, and 32 Sunday trips.

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

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

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

To better understand the needs of the LEP community, the Caltrain On-Board Survey was examined to see how LEP individuals may access Caltrain information or services. Table 16 provides an overview of how different language groups receive Caltrain materials.

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

- Printed material on Train
- Caltrain website
- Station information boards
- Mobile phone (except for Spanish speakers)
- Conductor/Engineer

Additionally, Map 11 provides a depiction of which stations are most used by LEP populations. This can aid in targeting language services to stations that may have the greatest need. Based on this analysis, two stations have greater than 10% of the riders that are LEP:

- Downtown San Francisco
- Mountain View

Six additional stations have between 5% and 9% of the riders that are LEP:

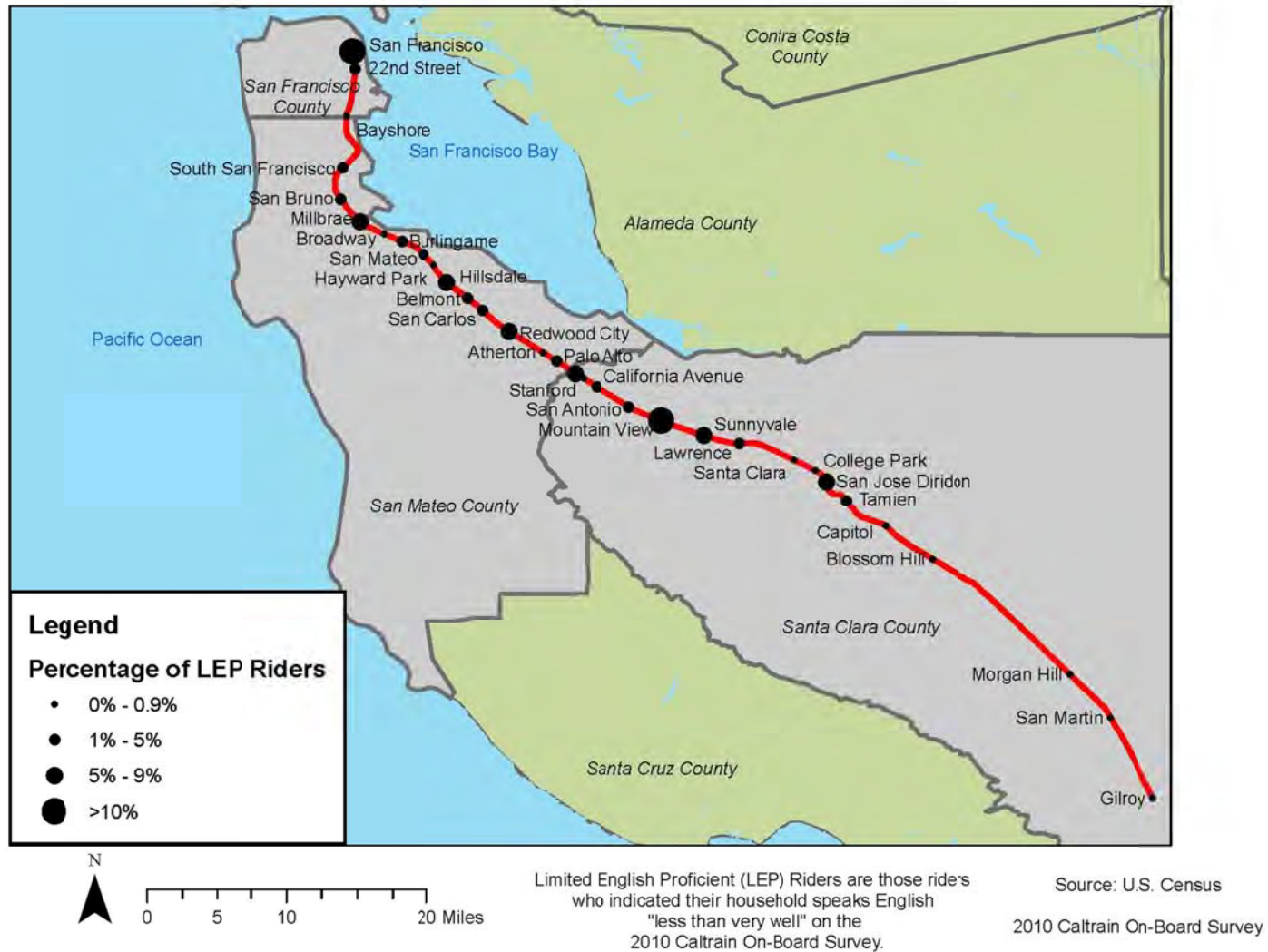
- Millbrae
- Hillsdale
- Redwood City
- Palo Alto
- Sunnyvale
- San Jose (Diridon)

Table 16: Access to Caltrain Information by Language Spoken in Home Less Than Very Well

Access to Caltrain Information	Spanish	Mandarin	Hindi or Other Indian Language	Cantonese	Tagalog	Russian	Korean	Vietnamese	Japanese	Other Language
Printed Material on Train	43%	38%	20%	38%	43%	31%	36%	39%	27%	35%
Caltrain Website	24%	34%	57%	36%	30%	36%	36%	33%	27%	30%
Station information boards	19%	18%	13%	19%	19%	17%	20%	17%	27%	27%
Mobile Phone	--	4%	--	3%	4%	11%	--	11%	7%	4%
Conductor/Engineer	5%	2%	1%	1%	2%	6%	--	--	7%	--
Caltrain connection newsletter	4%	1%	1%	--	--	--	--	--	--	1%
Caltrain Customer Service	2%	--	1%	--	2%	--	--	--	--	2%
Google Maps/Google	--	1%	4%	--	--	--	--	--	--	1%
Twitter	--	1%	1%	--	--	--	4%	--	--	--
Schedule brochure at station	--	--	--	1%	--	--	--	--	--	2%
School	--	--	--	--	--	--	4%	--	--	--
511 (phone number or website)	--	--	1%	--	--	--	--	--	--	--
Word of Mouth	--	--	--	--	--	--	--	--	7%	--
Other transit	--	--	--	--	--	--	--	--	--	--
Internet/Other	--	--	--	1%	--	--	--	--	--	--
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Map 11: Boarding Stations by LEP Riders

Boarding Locations of Limited English Proficient Riders



The On-Board Survey was also useful in helping assess whether parking lots had high use by LEP households. Based on the survey data, fewer than 3% of LEP riders park in Caltrain Parking lots, depicted in Table 7 below, which stratifies the responses by language. From this, it appears that LEP populations are not prevalent users of Caltrain parking facilities.

Table 17: Languages of Riders Parking in Caltrain lot

Language	Percentage of Caltrain riders
Chinese	0.8%
Spanish	0.5%
Hindi (Or Other Indian Languages)	0.5%
Tagalog	0.2%
Korean	0.2%
Russian	0.1%
Japanese	0.1%
Vietnamese	0.1%
Other Languages	0.5%
Total LEP Riders	2.9%

Factor 3 Findings

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

- Station information, including safety and security signage
- Service and fare change information
- Onboard vehicle information (announcements or printed materials)
- Customer Service Call-in Center

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

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

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

Language translation of the website is provided by Google Translate, and currently provides translations for 71 languages. Caltrain also has a number of bilingual staff that can provide translation services for public events provided advanced request, as well as in the Customer Call Center, where representatives are provided an extra stipend to provide translations in languages that they speak besides English. Caltrain uses the AT&T Language Line when needed. Caltrain also contracts for outside interpreter and/or translation services to provide translation services. Caltrain’s Office of Customer Service and Marketing maintains a list of on-site and for-hire bilingual resources available for LEP services.

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



Caltrain’s Operating Budget does not have a specific line item for providing language services and translations; costs for translators and outsourcing translation needs are split among several departments depending on which department is responsible for the outreach project being undertaken. A formula (65% SamTrans and 35% Caltrain) is used to fund the Customer Service Center, including Language Line expenses. In general, translation expenses are within the Marketing and Market Development and Research department’s budget.

Typical annual expenses include:

- Customer Service Stipend: \$1,000 annually
- Written Materials Translation: \$1,500 (such as fare change brochure)
- Public meetings/hearings: \$6,500
- Document production: \$11,000 annually (brochures and “Take Ones”)
- Market research: \$71,000 every three years
- AT&T Language Line: \$3,000 annually

Translated documents include mailers, customer “take ones”, meeting notices, brochures, and other customer outreach materials, such as construction-related notices and information documents. Most translation is from English into Spanish, which covers the predominant language of Caltrain’s customer base. Additional languages – Chinese, Russian, Vietnamese, Tagalog and other “Safe Harbor Provision” languages are translated as resources allow and circumstances dictate. Appendix D provides current examples of materials and pictographs.

In addition to traditional and routine materials, the Public Affairs Department spends roughly \$125,000 to \$175,000 annually, but these expenses are generally associated with specific, large-scale projects being undertaken by both SamTrans and Caltrain as a whole. Caltrain also has specific projects, such as the Caltrain Modernization project, that include budget items for public communication that include Spanish translation of related notices.

Factor 4 Findings

Even though Caltrain does not have many LEP individuals using the system, Caltrain has a commitment to ensure that language does not represent a barrier to Caltrain use. As such, Caltrain needs to budget for additional services to provide more meaningful access to LEP groups, especially when concerning information related to fares, safety and security. It is also recommended that Caltrain budget translations expenses under one line item for the agency instead of through individual departments that may need translation services. This will also help establish practices that get the greatest result in the most cost-effective manner.

The following are recommendations that can be implemented within the next several years:

- Providing Title VI complaint forms in all “Safe Harbor” languages
- Increasing use of universal pictograms or other symbols at stations or trains
- Providing more translated material on board trains, such as information regarding fares and service
- Increasing translation of safety signage within Caltrain Right of Way at crossings and stations
- Moving the “Google Translate” bar to a more prominent position
- Conducting Customer Satisfaction Surveys in multiple languages
- Increasing the translations of documents, such as train schedules or rider newsletters
- Conducting more language-specific outreach to assess Caltrain’s efforts to engage non-English speaking populations
- Improving signage associated with construction projects to ensure LEP consideration

Limited English Proficiency: Language Assistance Plan

Language Assistance Plan Overview

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

1. Identifying LEP Individuals Who Need Language Assistance

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

The Four Factor analysis considered a number of data sets to determine the languages that would require “Safe Harbor” consideration, in addition to languages predominantly used by Caltrain riders. These data included Census data (American Community Survey 5-year sample 2007-2011), the Department of Education English Learners data, and the Caltrain 2010 On Board Survey. Approximately 22% of the population in the three-county service area speak English less than “Very Well” and would be considered the LEP population.

The following represent the top language groups within the Caltrain service area:

- Spanish
- Chinese (Mandarin & Cantonese)
- Vietnamese
- Tagalog
- Korean
- Russian
- Japanese
- Persian
- Hindi

In addition, the following languages also qualify for “Safe Harbor” provisions, indicating that more than 1,000 individuals within these language groups speak English less than “Very Well” and would require translations of vital documents: Arabic, Portuguese, French, Mon-Khmer Cambodian, Italian, Thai, German, Serbo-Croatian, Gujarati, Urdu, Armenian, Polish and Hebrew.

Because Spanish remains the predominant language of LEP households, Caltrain will continue to focus language assistance to Spanish speaking populations. However, based on the Four Factor Finding, there is a need for more language translations beyond Spanish.

2. Providing Language Assistance Measures

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

Currently, Caltrain's primary language assistance tools include:

- Google Translate tool on Caltrain website
- Spanish translations on ticket machines
- Pictograms on trains, at stations and grade crossings
- Translators (by request) for focus groups and public hearings
- Multilingual printed materials, especially for fare and service changes, and construction notices
- Posting Caltrain news, notices, and information to newspapers in other languages (e.g. El Observador, El Reportar)
- Multilingual media advertising (print, television and radio)
- Partnering with Clipper to produce shared multilingual Caltrain customer information
- AT&T Language line
- Caltrain bilingual Customer Service Representatives
- CBO assistance in outreach to LEP populations and translations

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

- Providing complaint forms in all "Safe Harbor" languages
- Increasing use of universal pictograms or other symbols at stations or trains
- Providing more translated material on board trains, such as information regarding fares and service
- Increasing translation of safety signage within Caltrain Right of Way
- Changing the "Google Translate" bar to a more prominent position on the Caltrain website, and add national flags to delineate "Google Translate" languages
- Use of Social Media in other languages
- Increase translation services at key locations where LEP individuals board
- Conducting Customer Satisfaction Surveys in multiple languages
- Increasing the translations of documents, such as train schedules or rider newsletters
- Conducting more language-specific outreach to assess Caltrain's efforts to engage non-English speaking populations
- Improving signage associated with construction projects to ensure LEP consideration
- Continue to work with CBOs to serve multilingual communities
- Continue partnering with regional and other agencies to produce shared multilingual customer information materials (511.org and Clipper)

Vital Documents and Translation Policy:

An effective Language Assistance Plan includes the translation of vital and other documents into the languages of frequently encountered LEP customers. According to federal guidance, vital written documents include, but are not limited to, consent and complaint forms; intake and application forms with the potential for important consequences; written notices of rights; notices of denials, losses, or decreases in benefits or services; and notices advising LEP individuals of free language assistance services.¹⁰

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

- Primary Language: Spanish
- Secondary Languages: Chinese (Mandarin & Cantonese), Vietnamese, Tagalog, Korean, Russian, Japanese, Persian and Hindi.
- “Safe Harbor” Languages for vital document translation in addition to those listed above: Arabic, Portuguese, French, Mon-Khmer Cambodian, Italian, Thai, German, Serbo-Croatian, Gujarati, Urdu, Armenian, Polish and Hebrew.

Table 18 below lists both vital and non-vital documents and categories of documents (such as promotional materials) and identifies the language category into which they should be translated. Caltrain may provide a summary of a vital document and/or notice of free language assistance in the “Safe Harbor” languages, rather than a word-for-word translation of the vital document. Caltrain may reserve the right to translate documents into more languages as circumstances dictate and resources allow. For example, community outreach may provide translated construction notices in languages other than Spanish, depending on the area and particular concentrations of LEP individuals, as is the current practice. Due to the critical nature of safety and security information, Caltrain may rely on pictographs to the extent possible, so that information is communicated regardless of language spoken.

Table 18: Vital and Non-Vital Document List

Document	Languages	Vital Document?
Title VI Public Notice	All Safe Harbor Languages	Yes
Title VI Complaint Form and Procedures	All Safe Harbor Languages	Yes
Notice of Free Language Assistance	All Safe Harbor Languages	Yes
Safety and Security Information	Use of Pictographs	Depends on subject matter
Fare & Major Service Change Information	Spanish and Secondary	Depends on content
General Promotional Materials	Spanish and Secondary Languages as funding permits	No
Construction Notices	As determined by location	No

¹⁰ FTA Circular 4702.1B

The following represents the current documents that will be translated by the end of FY 2013/14 using the Vital Document table, above:

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

3. Training Staff

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

Caltrain will continue to promote the principles of good customer service to all Caltrain riders while understanding the special needs of its LEP riders.

Caltrain also uses bilingual staff within their organization to provide translations services for events, hearings and in their Customer Service Call Center. When recruiting for customer service personnel, bilingualism is a desired qualification to ensure that the best customer service can be provided. Caltrain’s continued use of the diverse employee base helps to ensure that the needs of LEP groups can be accommodated efficiently and effectively.

It is Caltrain’s goal to recruit and train more staff that is bilingual in order to provide an effective and cost-efficient method of addressing the needs of LEP populations.

4. Providing Notice to LEP Persons of Language Assistance Measures

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

- Post Language Assistance Notification on Caltrain website, in lobby and at stations
- Provide Language Assistance Notification for use on public hearing notices
- Post availability of AT&T Language Line Assistance on the Caltrain website under “Contact Us” page
- Continue posting Caltrain news, notices, and information to newspapers in other languages (e.g. El Observador, El Reportar)
- Work with CBOs to inform LEP customers about the Language Assistance services

5. Monitoring and Updating the Plan

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

Monitoring methods include:

- Review new customer outreach materials prior to production to determine whether the document can be considered “vital” and what translation is needed.
- Review existing customer documentation to assess whether the document is “vital” and what translation is needed.
- Evaluate and analyze outreach efforts pertaining to LEP populations.
- Review translation and language assistance efforts to determine whether they are adequate and/or effective.
- Analyze demographic data from the U.S. Census, the ACS, and On-Board Customer Survey, taking place in 2013/14.
- Gather information from CBOs and regional agencies and partners through on-going coordination
- Gather feedback from LEP customers (public outreach, CBO meetings, etc.)

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

Appendix A: California Department of Education English Learners by County 2012

Language Name	San Mateo County	% of SM County	San Francisco County	% of SF County	Santa Clara County	% of SC County	Total English Learners	Percent of Total English Learners
Spanish	16,796	73.39%	7,062	46.96%	43,094	66.64%	66,952	65.26%
Vietnamese	119	0.52%	466	3.10%	7,583	11.73%	8,168	7.96%
Cantonese	757	3.31%	4,845	32.22%	1,002	1.55%	6,604	6.44%
Filipino (Pilipino or Tagalog)	1,620	7.08%	438	2.91%	2,003	3.10%	4,061	3.96%
Mandarin (Putonghua)	501	2.19%	467	3.11%	2,174	3.36%	3,142	3.06%
Other non-English languages	229	1.00%	235	1.56%	1,419	2.19%	1,883	1.84%
Japanese	273	1.19%	133	0.88%	825	1.28%	1,231	1.20%
Arabic	516	2.25%	299	1.99%	360	0.56%	1,175	1.15%
Korean	139	0.61%	77	0.51%	892	1.38%	1,108	1.08%
Russian	257	1.12%	179	1.19%	446	0.69%	882	0.86%
Hindi	225	0.98%	35	0.23%	537	0.83%	797	0.78%
Punjabi	60	0.26%	13	0.09%	696	1.08%	769	0.75%
Tongan	363	1.59%	8	0.05%	70	0.11%	441	0.43%
Farsi (Persian)	59	0.26%	2	0.01%	370	0.57%	431	0.42%
Portuguese	187	0.82%	55	0.37%	187	0.29%	429	0.42%
Telugu	38	0.17%	--	--	291	0.45%	329	0.32%
Hebrew	21	0.09%	14	0.09%	291	0.45%	326	0.32%
French	79	0.35%	44	0.29%	200	0.31%	323	0.31%
Urdu	45	0.20%	32	0.21%	232	0.36%	309	0.30%
Khmer (Cambodian)	10	0.04%	27	0.18%	234	0.36%	271	0.26%
Toishanese	1	0.00%	238	1.58%	1	0.00%	240	0.23%
Samoan	83	0.36%	84	0.56%	62	0.10%	229	0.22%
Ilocano	19	0.08%	17	0.11%	177	0.27%	213	0.21%
Tamil	23	0.10%	--	--	167	0.26%	190	0.19%
Gujarati	26	0.11%	18	0.12%	143	0.22%	187	0.18%
Burmese	96	0.42%	52	0.35%	21	0.03%	169	0.16%
German	37	0.16%	18	0.12%	112	0.17%	167	0.16%
Thai	35	0.15%	31	0.21%	51	0.08%	117	0.11%
Tigrinya	2	0.01%	42	0.28%	71	0.11%	115	0.11%

Language Name	San Mateo County	% of SM County	San Francisco County	% of SF County	Santa Clara County	% of SC County	Total English Learners	Percent of Total English Learners
Turkish	61	0.27%	5	0.03%	39	0.06%	105	0.10%
Serbo-Croatian (Bosnian, Croatian, Serbian)	10	0.04%	11	0.07%	83	0.13%	104	0.10%
Bengali	16	0.07%	--	--	80	0.12%	96	0.09%
Assyrian	7	0.03%	--	--	87	0.13%	94	0.09%
Italian	20	0.09%	20	0.13%	52	0.08%	92	0.09%
Somali	1	0.00%	--	--	89	0.14%	90	0.09%
Kannada	7	0.03%	--	--	75	0.12%	82	0.08%
Marathi	11	0.05%	--	--	70	0.11%	81	0.08%
Dutch	12	0.05%	4	0.03%	53	0.08%	69	0.07%
Lao	7	0.03%	11	0.07%	49	0.08%	67	0.07%
Armenian	22	0.10%	5	0.03%	31	0.05%	58	0.06%
Indonesian	19	0.08%	16	0.11%	23	0.04%	58	0.06%
Polish	6	0.03%	2	0.01%	40	0.06%	48	0.05%
Rumanian	9	0.04%	2	0.01%	25	0.04%	36	0.04%
Taiwanese	4	0.02%	1	0.01%	30	0.05%	35	0.03%
Cebuano (Visayan)	15	0.07%	1	0.01%	17	0.03%	33	0.03%
Pashto	7	0.03%	2	0.01%	24	0.04%	33	0.03%
Greek	16	0.07%	4	0.03%	11	0.02%	31	0.03%
Ukrainian	6	0.03%	11	0.07%	11	0.02%	28	0.03%
Hungarian	3	0.01%	--	--	18	0.03%	21	0.02%
Hmong	--	--	--	--	19	0.03%	19	0.02%
Mien (Yao)	--	--	1	0.01%	11	0.02%	12	0.01%
Albanian	3	0.01%	--	--	8	0.01%	11	0.01%
Chaozhou (Chiuchow)	1	0.00%	4	0.03%	4	0.01%	9	0.01%
Chamorro (Guamanian)	--	--	6	0.04%	2	0.00%	8	0.01%
Marshallese	3	0.01%	--	--	1	0.00%	4	0.00%
Kurdish (Kurdi, Kurmanji)	3	0.01%	--	--	--	--	3	0.00%
Chaldean	--	--	--	--	2	0.00%	2	0.00%
Mixteco	--	--	--	--	1	0.00%	1	0.00%

All Language Learners 102,588

Appendix B: Caltrain Employee Survey

Thank you for participating in this short survey. Your feedback is extremely valuable to Caltrain's effort to provide better service to riders who may have limited ability to communicate in English, or "Limited English Proficiency." Collecting this information will also help us comply with federal Civil Rights compliance. Your responses will be kept confidential unless you wish to provide your name at the end of the survey.

Please answer each question to the best of your ability. Return this completed survey to your supervisor by Friday, September 20, 2013.

1. What is your title?

- | | |
|--|--|
| <input type="checkbox"/> Service Agent | <input type="checkbox"/> Conductor |
| <input type="checkbox"/> Central Control Facility Dispatcher | <input type="checkbox"/> Customer Service Representative |
| <input type="checkbox"/> Transit Police Officer | <input type="checkbox"/> Station Security Guard |
| <input type="checkbox"/> Engineer | <input type="checkbox"/> Other (please indicate) _____ |

2. As part of your job, do you ever encounter members of the public that do not speak or read English well or appear to have "Limited English Proficiency"?

- Yes
 No

3. In a TYPICAL DAY, how many customers and/or members of the public do you interact with? Please give your best estimate: (number) _____

4. Of these, how many would you estimate are unable to communicate well in English? Please give your best estimate: (number) _____

5. How often do you TYPICALLY encounter customers and/or members of the public who are seeking assistance and are unable to communicate well in English? Please select one.

- | | |
|---|---|
| <input type="checkbox"/> Many times a day (more than 6) | <input type="checkbox"/> A few times a month |
| <input type="checkbox"/> A few times a day | <input type="checkbox"/> Less than once a month |
| <input type="checkbox"/> A few times a week | <input type="checkbox"/> Rarely or Never |

6. What services or Information are those limited or non-English speaking customers and/or members of the public TYPICALLY seeking? Please select all that apply.

- | | |
|---|--|
| <input type="checkbox"/> Service changes/detours | <input type="checkbox"/> Train condition (such as broken equipment, cleanliness, etc.) |
| <input type="checkbox"/> Fares | <input type="checkbox"/> ADA/accessibility for the disabled |
| <input type="checkbox"/> Parking at stations | <input type="checkbox"/> Public meetings (such as service or fare adjustment hearings, Board meetings, etc.) |
| <input type="checkbox"/> Complaints | <input type="checkbox"/> Construction projects |
| <input type="checkbox"/> Compliments | <input type="checkbox"/> Routes/Wayfinding |
| <input type="checkbox"/> Crime/security | <input type="checkbox"/> Restrooms |
| <input type="checkbox"/> Discrimination | <input type="checkbox"/> Safety |
| <input type="checkbox"/> Lost and Found | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Ticket purchasing instructions | |
| <input type="checkbox"/> Bus or other connections | |
| <input type="checkbox"/> Schedules | |

Please Turn Over to Complete

7. Which of these languages do you recognize as being OFTEN used by limited or non-English speaking customers and/or members of the public you encounter? Please select all that apply.

- | | | |
|-------------------------------------|-----------------------------------|--|
| <input type="checkbox"/> Spanish | <input type="checkbox"/> Korean | <input type="checkbox"/> Hindi |
| <input type="checkbox"/> Chinese | <input type="checkbox"/> Russian | <input type="checkbox"/> I don't know or
recognize the language |
| <input type="checkbox"/> Vietnamese | <input type="checkbox"/> Japanese | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Tagalog | <input type="checkbox"/> Persian | |

8. Which FIVE languages are most of your limited or non-English speaking riders and/or other members of the public speaking to you? Please select five.

- | | | |
|-------------------------------------|-----------------------------------|---|
| <input type="checkbox"/> Spanish | <input type="checkbox"/> Russian | <input type="checkbox"/> I don't know or
recognize the
language |
| <input type="checkbox"/> Chinese | <input type="checkbox"/> Japanese | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Vietnamese | <input type="checkbox"/> Persian | |
| <input type="checkbox"/> Tagalog | <input type="checkbox"/> Hindi | |
| <input type="checkbox"/> Korean | | |

9. For which, if any, of these language groups could Caltrain services be improved? Please select all that apply.

- | | | |
|-------------------------------------|-----------------------------------|--------------------------------------|
| <input type="checkbox"/> Spanish | <input type="checkbox"/> Korean | <input type="checkbox"/> Hindi |
| <input type="checkbox"/> Chinese | <input type="checkbox"/> Russian | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Vietnamese | <input type="checkbox"/> Japanese | |
| <input type="checkbox"/> Tagalog | <input type="checkbox"/> Persian | |

10. In what specific ways would you suggest improving Caltrain services for limited English speaking customers?

11. Can you speak well in languages other than English? If "Yes", please list the language that you speak well?

12. Please use the space below if you have any comments or suggestions:

13. Optional Name _____

Please return to your supervisor. Thank you for your participation in helping make Caltrain better!

Appendix C: CBO Contact List

CBO Name	Street Address	City	Language Constituency
African Community Health Institute	1922 The Alameda Suite 425	San Jose	Tigrinya, Amharic, Swahili, Somali, and Arabic
Arab Resource & Organizing Center	522 Valencia St.	San Francisco	Arabic
Asian Americans for Community Involvement	2400 Moorpark Ave. Suite #300	San Jose	Asian
Asian Pacific American Community Center	2442 Bayshore Blvd	San Francisco	Chinese
Asian Pacific Islander American Public Affairs Association Bay Area Chapter	1963 Sabre Street	Hayward	Asian
Bayshore Child Care Services	45 Midway Drive	Daly City	Various
Bayview Multi-Purpose Senior Center	1706 Yosemite Avenue	San Francisco	ESL
Cameron House	920 Sacramento St	San Francisco	Chinese
Catholic Charities’ Refugee & Immigrant Forum	36 37th Avenue 2nd Floor	San Mateo	Various
Chicana Latina Foundation	1419 Burlingame Ave. Suite W2	Burlingame	Spanish
Chinatown Community Development Center	1525 Grant Avenue	San Francisco	Chinese
Chinese for Affirmative Action	17 Walter U. Lum Place	San Francisco	Chinese
Chinese Progressive Association	1042 Grant Ave. 5th Floor	San Francisco	Chinese
Coastside Hope	99 Avenue Alhambra	El Granada	Chinese, Filipino, Portuguese, Russian, Spanish
College of San Mateo	1700 W. Hillsdale Blvd.	San Mateo	Various
College Track East Palo Alto	1877 Bay Road	East Palo Alto	
Daly City Community Service Center	333 90th Street	Daly City	English, Spanish, Tagalog

CBO Name	Street Address	City	Language Constituency
Daly City Friendship Center/Mental Health Association of San Mateo County	2686 Spring St.	Redwood City	Various
Daly City Youth Health Center	2780 Junipero Serra Blvd.	Daly City	Various
Fair Oaks Community Center	2600 Middlefield Rd.	Redwood City	Spanish
Family Crossroads/Shelter Network of San Mateo County	181 Constitution Drive	Menlo Park	Various
Filipino Community Center San Francisco	4681 Mission St.	San Francisco	Filipino
Filipino-American Chamber of Commerce	1415 Rollins Road Suite 202	Burlingame	Filipino
First Filipino American United Church of Christ	461 Linden Ave.	San Bruno	Filipino
Gujarati Cultural Association of Bay Area	46560 Fremont Blvd. #109	Fremont	Guajarati
Hunters Point Family	1800 Oakdale Ave.	San Francisco	Various
India Community Center	525 Los Coches St.	Milpitas	Various Indian
Indo American Chamber of Commerce	1616 University Ave.	Berkeley	Various Indian
Japanese American Community Center	415 South Claremont St.	San Mateo	Japanese
Japanese Chamber of Commerce	1875 South Grant Street Suite 760	San Mateo	Japanese
Jewish Family and Children's Services	2150 Post Street	San Francisco	Russian
Jordanian American Association	305 Linden Ave.	South San Francisco	Various

CBO Name	Street Address	City	Language Constituency
Korean American Community Services	1800-B Fruitdale Ave.	San Jose	Korean
Korean American Professional Society			Korean
Korean Community Center	765 Buchannan St.	San Francisco	Korean
Lady of Pillar Catholic Church	400 Church Street	Half Moon Bay	Spanish
Language Pacifica	585 Glenwood Avenue	Menlo Park	ESL
Liwanag Kultural Center	222 Lausanne Avenue	Daly City	Filipino
Metropolitan Education District	760 Hillsdale Ave	San Jose	ESL classes—various locations
Mexican American Community Services	660 Sinclair Dr.	San Jose	Spanish
Mid-Peninsula Housing	303 Vintage Park Drive Suite 250	Foster City	
Mission Neighborhood Center	362 Capp Street	San Francisco	Spanish – 2 sessions
Moon Ridge Apartments	2001 Miramontes Point Rd	Half Moon Bay	Various
North Peninsula Neighborhood Services	600 Linden Ave.	South San Francisco	Spanish
Northern Peninsula Mandarin School	3115 Del Monte Street	San Mateo	Chinese
Organization of Chinese Americans (Peninsula Chapter of San Mateo)	P.O. Box 218	San Mateo	Chinese
Our Second Home	725 Price Street	Daly City	Various
Pars Equality Center	P.O. Box 1383	Menlo Park	ESL
Peninsula Interfaith Action	1336 Arroyo Ave	San Carlos	Spanish
Persian American Society	P. O. Box 25005	San Mateo	Persian

CBO Name	Street Address	City	Language Constituency
Persian Center	2029 Durant Ave.	Berkeley	Persian
Pilipino Bayanihan Resource Center	2780 Junipero Serra Blvd.	Daly City	Filipino
Pillar Ridge Manufactured Home Community	164 Culebra St	Moss Beach	Spanish
Public Advocates	131 Steuart Street Suite 300	San Francisco	Spanish
Puente De La Costa Sur	620 North Street	Pescadero	Spanish
Renaissance Entrepreneurship Center	275 5th St.	San Francisco	Spanish
Russian-American Community Services	300 Anza St.	San Francisco	Russian
Samaritan House	4031 Pacific Blvd.	San Mateo	Spanish
San Bruno Chinese Church/Chinese School	250 Courtland Dr.	San Bruno	Chinese
San Mateo County Commission on Disabilities Aging and Adult Services	225 37th Ave.	San Mateo	Spanish
San Mateo County Hispanic Chamber of Commerce	475 El Camino Real Suite 100A	Millbrae	Spanish
Santa Clara County Office of Human Relations	2310 North First Street, Suite 104	San Jose	Various
Services Immigration Rights & Education Network (SIREN)	1425 Koll Cir.	San Jose	Spanish and Vietnamese
Shared Housing Program/Human Investment Project	2600 Middlefield Road	Redwood City	Various
Sikh Gurdwara of San Francisco	P.O. Box 25493	San Mateo	Various Indian
Skyline College Language and Arts Division	3300 College Drive	San Bruno	Various

CBO Name	Street Address	City	Language Constituency
South of Market Health Center	229 7th St.	San Francisco	Spanish, Tagalog, Farsi, and Chinese
Southeast Asian Community Center	875 O'Farrell St.	San Francisco	Cantonese, English, Hindi, Japanese, Korean, Mandarin, Spanish, Tagalog, Vietnamese
SparkPoint Center at Skyline College	3300 College Drive Building 1 Floor 2	San Bruno	ESL
Transform	436 14th Street Suite 600	Oakland	Various
Urban Habitat	1212 Broadway Suite 500	Oakland	Various
Veterans Equity Center	1010 Mission Street	San Francisco	Filipino
Vietnamese Community Center	766 Geary	San Francisco	Vietnamese
Yaseen Foundation	621 Masonic Way	Belmont	Arabic
Youth United for Community Action (YUCA)	2135 Clarke Ave.	East Palo Alto	Various
Zawaya	311 41st Ave.	San Mateo	Arabic

Appendix D: Examples of Translated Materials and Pictographs

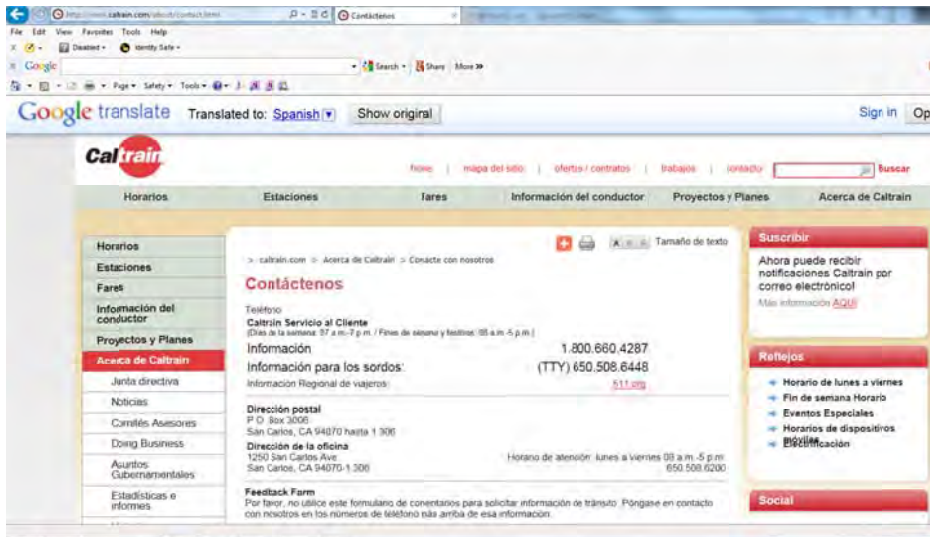
Ticket Vending Machine: Spanish



Pictograms at Station



Google Translate of Caltrain Website



Translation of Fare Change

Español al otro lado	English other side
<p data-bbox="604 268 727 289">Expires 9/8/13</p>  <h3 data-bbox="251 457 695 541">Parking Fee to Increase at Caltrain Station Lots</h3> <p data-bbox="224 562 717 667">Effective Sept. 1, 2013, the Caltrain daily parking fee will increase to \$5, and Monthly parking permits will cost \$50.</p> <p data-bbox="224 697 678 907">All-day parking (24-hour limit) is available for Caltrain customers at most Caltrain stations. Higher rates are charged at the San Jose Diridon Caltrain Station parking lot during SAP Center events.</p> <p data-bbox="224 940 717 1117">A Daily Parking Permit may be purchased for \$5 from a station ticket machine. Monthly parking permits are sold only in conjunction with a Monthly Pass, 8-ride Ticket or Go Pass.</p> <p data-bbox="224 1150 646 1213">For more information, please visit www.caltrain.com/parking.</p> <p data-bbox="300 1369 418 1411">Like us on Facebook</p> <p data-bbox="500 1369 646 1423">twitter @gocaltrain</p> <p data-bbox="662 1432 734 1453">7/22/13</p>	<p data-bbox="1214 268 1338 289">Expires 9/8/13</p>  <h3 data-bbox="847 445 1328 562">La tarifa de estacionamiento aumentará en los lotes de las estaciones de Caltrain</h3> <p data-bbox="836 583 1318 751">Efectivo 1 de septiembre de 2013, el costo del estacionamiento diario de Caltrain aumentará a \$5, y los permisos de estacionamiento mensual costarán \$50.</p> <p data-bbox="836 781 1344 1045">Los clientes de Caltrain pueden acceder al estacionamiento durante todo el día (con un límite de 24 horas) en la mayoría de las estaciones de Caltrain. Se cobrarán mayores tarifas en el lote de estacionamiento de la estación de Caltrain de San Jose Diridon durante los eventos del SAP.</p> <p data-bbox="836 1075 1351 1306">Los permisos de estacionamiento diarios podrán adquirirse por \$5 en las máquinas expendedoras de billetes de las estaciones. Los permisos de estacionamiento mensual solo se venderán junto con los pases mensuales, los billetes de ocho viajes o los pases Go Pass.</p> <p data-bbox="836 1339 1279 1402">Para obtener más información, visite www.caltrain.com/parking.</p>

