



Date: August 6, 2020

EQUITY POLICY FRAMEWORK

The following draft "Caltrain Framework for Equity, Connectivity, Recovery and Growth" has been developed to provide guidance to staff and transparency to the public as the railroad navigates a prolonged period of intensive challenges and transformation. The Framework is based on detailed technical analysis undertaken by Caltrain and its partner agencies as part of the "Caltrain Business Plan" process during 2018, 2019 and 2020. It outlines the initial principles, policies and actions the railroad must urgently pursue to help the region address the interrelated and compounding crises of the COVID-19 pandemic and longstanding systemic inequality and racism. The Framework is also a starting point. Over the coming months and years there is more work that Caltrain will need to do as we navigate a new and rapidly changing business environment and as we strive to better understand our role and responsibility in making the Bay Area a more inclusive and equitable region for people of all races and income levels.

COMMENT DEADLINE EXTENDED TO AUGUST 21ST

We first released the draft policy for comment on July 9, 2020 and have decided to extend the feedback deadline to August 21, 2020. We've received tremendous feedback so far and are carefully recording your comments. The following are some of the recurring themes that Caltrain staff has heard through outreach and comments received to date.

SUMMARY OF INITIAL FEEDBACK (RECEIVED THROUGH JULY 28TH):

- **Positive Feedback:** Overall response to framework has generally been very positive – with bulk of comments relating to ways in which policy could be expanded or implemented
- **Detailed Comments:** Many comments fall within the draft framework, emphasizing specific recommendations or issues – particularly related to fares
- **Acknowledge Efforts Underway:** Requests for the policy describe 1) existing efforts associated with Title VI, ADA compliance and other current programs, and 2) equity improvements that will result from PCEP
- **Passengers with Disabilities:** Be explicit as to how the framework will provide improvements for individuals with disabilities
- **Land Use and Displacement:** Include language related to affordable housing, local land use policies and concerns about the potential for rail investment to spur displacement
- **Corridor Impacts:** Add language addressing the past, current and future physical and environmental impacts of the corridor and capital projects on adjacent communities
- **Organizational Implications and Actions:** Include steps that the organization can take related to hiring practices and internal policies and training
- **Measurement, Accountability & Implementation:** Define "equity" clearly and strengthen accountability language included in the framework. Clarify which policies and actions will be undertaken in the near term

READ THE FULL DRAFT POLICY FRAMEWORK ON THE PAGES BELOW

PROVIDE ADDITIONAL FEEDBACK BY AUGUST 21ST

EMAIL: [EQUITY@CALTRAIN.COM](mailto:equity@caltrain.com), CALL: 650-508-6499, OR COMMENT: [HTTPS://BIT.LY/CaltrainEquity](https://bit.ly/CaltrainEquity)

**CALTRAIN FRAMEWORK
FOR
EQUITY, CONNECTIVITY, RECOVERY & GROWTH**

DRAFT FOR DISCUSSION AND COMMENT

Guiding Principles

- 1) Caltrain's Framework for Equity, Connectivity, Recovery & Growth directs the railroad to undertake both near-term recovery planning as well as the longer term planning and implementation of its services and projects in accordance with the following guiding principles:
 - A.) Caltrain shall make a priority of addressing the specific needs of riders and communities who depend on transit for essential travel. In particular, the railroad will work to enhance **equity** in its system, making its services more accessible and relevant to lower income people and members of racial groups and communities who have historically been marginalized and overlooked in planning and government processes.
 - B.) Caltrain recognizes its unique position as a critical link within the Bay Area's passenger rail network. The railroad will undertake policies and actions that improve its **connectivity** to other transit systems strengthen its role as part on a regionally integrated network.
 - C.) Caltrain must address the needs of the pandemic present while simultaneously planning for and working toward a long-term future. The railroad will endeavor to proceed on a path of **recovery and growth** that anticipates, advances and, where possible, accelerates the incremental delivery of the 2040 Long Range Service Vision.



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Equity

- 2) In accordance with principle 1A, the Framework guides Caltrain toward advancing the following policies and actions as soon as practicable and financially feasible with the goal of increasing social and racial equity on the system today and in the future.

A.) Undertake service planning and service changes in a manner that enhances equity and access for underserved communities and markets including people with lower incomes and members of racial and ethnic minority groups. This includes:

- 1) Improving midday and off-peak service levels to serve and attract customers who need the system for non-work trips or whose work schedules do not conform to historic peak commute hours;
- 2) Considering social and racial equity as a significant factor in determining the restoration and expansion of service frequencies at individual stations; and
- 3) Engaging in research, dialog and planning to understand how best to provide meaningful access and connections between the Caltrain system and historically underserved low income and minority communities along the corridor.
- 4) Undertaking planning to improve Caltrain station access facilities most heavily used by low income riders, including bus stops, bicycle parking, pick-up/drop-off areas, and walkways

B.) Take steps to ensure that the Caltrain system is affordable to all and that fare policies are equitable. This includes:

- 1) Seeking Board action to temporarily suspend the implementation of fare increases previously authorized by the JPB as ridership recovers from the COVID-19 Pandemic.
- 2) Affirming Caltrain's ongoing support for the regional means-based fare program (Clipper START) and working collaboratively with MTC and other transit operators to increase the effectiveness and reach of the program.
- 3) Accelerating and expanding further fare policy analysis called for in the 2018 Fare Study. This includes both study and evaluation of the Go Pass and other discount programs and well as potential changes to the overall structure of the fare system to improve equity and ridership outcomes.
- 4) Constructive participation in the Regional Fare Coordination and Integration Study, towards the goals of increasing ridership and enhancing the ease and affordability of trips made using multiple transit providers.



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- C.) Sustain and deepen Caltrain’s commitment to social and racial equity through an ongoing program of institutional learning, dialog and accountability. This includes:
- 1) Engaging in additional research, planning and dialog to identify ways in which Caltrain can further improve and expand access to low income people and members of underserved racial and ethnic groups
 - 2) Consideration and improvement of Caltrain’s outreach processes, marketing materials and customer information systems to ensure that they exceed minimum standards and are intelligible, intuitive and welcoming to customers representing a broad spectrum of cultural and linguistic backgrounds; and
 - 3) Development and implementation of standards, measurements and a reporting schedule to track Caltrain’s progress toward becoming a more inclusive and equitable system.
- 3) In accordance with principle 1B, the Framework further directs Caltrain to advance the following policies and actions to maximize connectivity to other transit providers as part of an integrated regional rail and transit system
- A.) Plan for a standardized “clock face” schedule with consistent arrivals and departures at stations so that shuttle, bus, and light rail transit providers and intercity rail operators have the ability to predict and plan to Caltrain’s service.
 - B.) Prioritize the coordination of major intermodal transfers within service planning, focusing initially on the connection to BART at Millbrae and considering other key transfer points as practicable.
 - C.) Build on and expand existing coordination with other transit and rail operators to ensure that inter-operator coordination and connectivity is safeguarded and improved as recovery efforts proceed and as Caltrain prepares for the launch of electrified service.
 - D.) Consider the ease of transfers as a key factor in the further development of the railroad’s fare policy and continue to seek integration with, and participate in, State and regional fare programs- including continuing constructive participation in the Regional Fare Coordination and Integration Study.



- 4) Finally, in accordance with principle 1C, the Framework guides Caltrain towards planning for recovery and growth in a manner that looks toward the future and incrementally advances and implements the 2040 Long Range Service Vision over the course of the coming decade.
 - A.) Strive to deliver specific elements and benefits of the Long Range Service Vision as soon as is practicable and supported by the market demand and financial circumstances of the railroad.
 - B.) Plan and build toward an “enhanced growth” level of service, beyond initial electrification, that includes the provision of an 8 train per hour per direction peak hour service level between San Francisco and San Jose, and enhanced service south of San Jose to the extent achievable based on current corridor ownership constraints.
 - C.) Refine and advance the planning and development of a program of capital improvements to support the “enhanced growth” level of service, including but not limited to:
 - 1) The full electrification of the mainline service between San Francisco and San Jose and the corresponding expansion of Caltrain’s electrified fleet and storage facilities;
 - 2) Any necessary improvements to Caltrain’s tracks and systems;
 - 3) The provision of level boarding at all Caltrain stations; and
 - 4) The enhancement of Caltrain’s stations and access facilities to accommodate expanded ridership and provide an improved customer experience.
 - D.) Simultaneously continue Caltrain’s leadership in the planning and advancement of key, long-range regional and state partner projects identified in the 2040 Long Range Service Vision, including:
 - 1) The Downtown Extension to the Salesforce Transit Center
 - 2) The reconstruction of Diridon Station and surrounding rail infrastructure
 - 3) The reconstruction and electrification of the rail corridor south of Control Point Lick to the Gilroy Station
 - 4) Additional improvements to allow for the operation of High Speed Rail service between Gilroy and San Francisco
 - 5) The substantial grade separation of the corridor as well as safety upgrades to any remaining at-grade crossings, undertaken in a coordinated strategic manner driven by the desires of individual local jurisdictions as well as legal requirements associated with any proposed 4-track segments.



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