

MEMORANDUM

FROM: Tim Lohrentz, Equity Programs Administrator, Link21
TO: Equity Advisory Council (EAC)
CC: Link21 EAC Team (Staff and Consultants)
DATE: 11/28/2023

SUBJECT: AGENDA ITEM B: FOLLOW-UP TO PREVIOUS EAC FEEDBACK

This is a standing agenda item and accompanying memo entitled “Follow-Up to Previous EAC Feedback.” This memo documents questions and input from EAC members and demonstrates how that input is being considered in Link21 work. The goals of this memo are to:

- Confirm that EAC questions are responded to.
- Show transparency and accountability for incorporating EAC feedback into Link21 work.
- Demonstrate the value that EAC contributions have on Link21 work.
- Provide ongoing documentation of EAC input that can later be summarized into a report for Stage Gate 2 reviews.

This memo is not intended to be an exhaustive log of all feedback from and communications with EAC members. Rather, it focuses on input that is related to discussion prompts as well as select questions and input about Link21 or EAC logistics that were not previously or sufficiently responded to or were raised on multiple occasions.

Due to timing, feedback from the November 14th Office Hours is not included in this memo. Any follow-up from that session will instead be incorporated into the memo that accompanies the January 2024 EAC meeting.

General Program Feedback

Feedback	Is the Link21 Team considering creating new partnerships with community-based organizations (CBOs)? EAC members have recommendations about CBOs.
Where Raised	October 17 th EAC Meeting
Follow-up	The Link21 Team is continuing to evolve its engagement work, including pursuing partnerships with more CBOs. EAC members can send any recommendations for CBOs to partner with to the Link21 EAC email — EAC@link21program.org .

Feedback	Can Link21 staff respond to public comments at meetings?
Where Raised	November 7 th Office Hours

Follow-up	Yes, Link21 staff can respond to public comments during meetings and may do so moving forward.
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Service

Feedback	BART currently does not operate through the Tube in early morning hours because of maintenance. Would maintenance for a second crossing, whether BART or Regional Rail, be scheduled so that there could always be service through at least one of the crossings?
Where Raised	November 7 th Office Hours
Follow-up	<p>Both technologies offer the potential for expanded service hours. Extended hours are not currently possible on BART, because system maintenance is performed during the late night/early morning hours, which cannot be performed while the trains are running. With a second rail crossing, maintenance could be scheduled to keep at least one pair of transbay tubes open overnight, creating the possibility for a rail network that operates on extended service hours, serving transbay trips with transfers available in both San Francisco and Oakland. This type of overnight operation could work with either crossing technology.</p> <p>Exactly what those service hours could be, and what the service plan would look like, will be partially determined by other policy decisions, and will require more detailed analysis than has been done to date. BART currently uses early morning hours to perform critical maintenance on parts of the system beyond the Tube. So even if maintenance times were offset for the two crossings, trains may not be able to serve the full network during the overnight period. Late night bus service, for example, might be required on branch lines at times when overnight maintenance is being performed on those lines. Either technology would face similar challenges in developing an extended hours train schedule.</p> <p>Exact service and maintenance decisions will be made later in Link21's development. Expanded service hours will continue to be an important consideration moving forward, and any new information about the potential to operate across more hours of the day will factor into ongoing work.</p>

Feedback	Would service frequencies of 15-minutes or better be possible for Regional Rail given that Union Pacific Railroad owns much of the track?
Where Raised	October 17 th EAC Meeting
Follow-up	On the Peninsula, Caltrain owns its right-of-way, which is primarily used by passenger rail, between San Jose and San Francisco. Caltrain is planning for 10-minute frequencies with their electrified service, with plans

	<p>for 5-minute frequencies. Union Pacific Railroad owns much of the Regional Rail infrastructure in the East Bay today, and this contributes to the lower frequencies of operations like Capitol Corridor. A new agreement with UPRR and/or additional infrastructure on both sides of the Bay would be needed to increase frequencies further.</p> <p>The Regional Rail concept calls for a dedicated passenger rail crossing, which would be capable of 2.5-minute headways (frequencies) but would likely start with 4-minute headways (since additional infrastructure is needed in the network for higher frequencies). Outside of the new crossing itself, where Regional Rail would operate in freight-owned rail corridors, the Regional Rail concept includes upgrades to signaling and the creation of additional tracks in the East Bay between the Richmond and Oakland Coliseum stations. Collectively, these investments would address the constraints of the shared East Bay passenger/freight corridor to allow for fast and frequent transbay Regional Rail service extending to Richmond (six-minute headways) and Coliseum (10-minute headways).</p> <p>Separate from Link21, the Capitol Corridor Joint Powers Authority is also studying the possible replacement of the rail bridge that crosses the Carquinez Strait, as the existing Benicia-Martinez Bridge is a major constraint to service frequency. Replacement of the existing lift bridge would be necessary to implement the State Rail Plan vision of 30-minute, and ultimately, 15-minute frequencies between the Sacramento area and the Bay Area.</p>
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Fares

Feedback	Can tickets for Capitol Corridor be purchased with cash?
Where Raised	October 17 th EAC Meeting
Follow-up	Capitol Corridor tickets can be purchased online, from the Amtrak mobile app, from a station ticket agent, from a station Ticket Kiosk, or from a conductor on-board the train. Station ticket agents and Ticket Kiosks accept cash, debit, and credit cards. All stations except for Coliseum, Hayward, and Santa Clara – University have Ticket Kiosks. Conductors also accept cash for tickets purchased onboard.

Feedback	Can tickets for BART be purchased with cash and what is the future expectation? The \$3 charge for a Clipper Card is an equity issue.
Where Raised	October 17 th EAC Meeting
Follow-up	Starting November 30 th , BART will only accept payment by Clipper, as new fare gates will not be compatible with paper tickets. All BART stations have

	<p>ticket vending machines where riders can load value to their Clipper cards with cash. Riders can also use Clipper on their phone and to avoid the \$3 card fee, though a \$3 minimum value load is required. Eligible riders may also enroll in the Clipper START program, which provides 20% discounts on BART fares to low-income residents.</p>
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Feedback	How does Capitol Corridor’s contactless fare payment pilot account for people without a credit card?
Where Raised	October 17 th EAC Meeting
Follow-up	<p>The Tap2Ride pilot program allows riders to use debit cards as well as credit cards. Passengers who do not have a contactless Visa or Mastercard debit or credit card can order a free contactless-enabled debit card, such as the Cash App Card or Venmo Debit Card.</p> <p>Tap2Ride is a voluntary pilot program. Capitol Corridor passengers can continue to pay for tickets online, through the Amtrak app, from station Ticket Kiosks, and from conductors onboard. Cash is still accepted by station ticket agents, at Ticket Kiosks, and onboard.</p> <p>The Tap2Ride pilot is supported by the California Integrated Travel Program (Cal-ITP), led by the California State Transportation Agency and California Department of Transportation. Continued Cal-ITP efforts will support improved ways for individuals who usually pay with cash to use contactless payment mechanisms.</p>

Feedback	Regional Rail fares are higher than BART fares, which creates equity concerns.
Where Raised	October 17 th EAC Meeting
Follow-up	<p>In Plan Bay Area 2050, the Metropolitan Transportation Commission (MTC) included a distance-based fare structure that is the same across all operators. This fare structure would mean that a trip between Richmond and Coliseum, whether on BART or Capitol Corridor, would cost the same amount. MTC also included 50% discounts for low-income riders in Plan Bay Area 2050. This fare structure is used in Link21’s analysis for portions of trips within the Bay Area.</p>

Feedback	BART and CCJPA should have the same type of payment services. Can this happen in the future?
Where Raised	October 17 th EAC Meeting
Follow-up	BART, like other Bay Area transit agencies, uses the “closed-loop” Clipper system. Clipper is not currently compatible with Amtrak’s federal and state

	<p>ticketing requirements, which govern Capitol Corridor’s fare payment methods.</p> <p>Through Cal-ITP, the California State Transportation Agency and California Department of Transportation are leading statewide efforts to align transportation payment mechanisms using “open-loop” systems. CCJPA plans to align its future payment mechanisms with Cal-ITP enabled approaches. MTC, which manages Clipper, is also exploring moving to “open-loop” payment systems that would be compatible with Cal-ITP’s work.</p>
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Anti-Displacement

Feedback	How long would the Anti-Displacement Focus Statement guide topics? Can the Link21 Team provide the EAC with a timeline for anti-displacement work?
Where Raised	October 17 th EAC Meeting
Follow-up	The existing Focus Statement will inform the January 2024 EAC meeting agenda. It can be modified in the future or end once topics have been covered. In the November EAC meeting, the Link21 Team will also present the EAC with a proposal to form an Anti-Displacement sub-group. This body would develop draft anti-displacement goals and principles for full EAC approval.

Feedback	What is the displacement potential for BART compared to Regional Rail? What is the potential for improved access for BART compared to Regional Rail?
Where Raised	November 7 th Office Hours
Follow-up	The business case is evaluating many factors, including displacement, access, and ridership. Results like this will be ready to share with the EAC at its January meeting.