



Hillsdale Station Temporary Closure

Virtual Town Hall
April 9, 2020

Agenda

All plans are subject to change based on COVID-19 service changes and funding

- Project Overview
- Development of Rider Closure Plan
- Rider Closure Plan
- Customer & Community Communication



Rafael Bolon
Project Manager, Caltrain

Project Overview

25th Ave Grade Sep Project Benefits

Overall Project Benefits

- Pedestrian, cyclist, and motorist safety
- Safe rail operations and fewer system-wide delays
- Improved traffic flow and enhanced east-west connectivity
- Reduced train horn noise

New Station Benefits

- Centerboard platform: Convenient access to both north and southbound trains
- Additional and improved shelters
- New landscaping, mosaic wall, aesthetics inspired by Bay Meadows

Elevated Track & New Station Location



Station Improvements



Hillsdale Station Closure Part of Larger Project

Closure Begins: May 16, 2020

- Duration: Up to 6 months
- Closure Needed
 - Transition ground-level tracks to elevated tracks
 - Create east-west connection at 28th Avenue
 - Build new Hillsdale Station (closer to 28th Avenue)
- Caltrain will continue overall passenger service for its daily commuters during the closure



Lori Low
Gov/Community Affairs Officer,
Caltrain

Development of Rider Closure Plan

Process: Plan Development

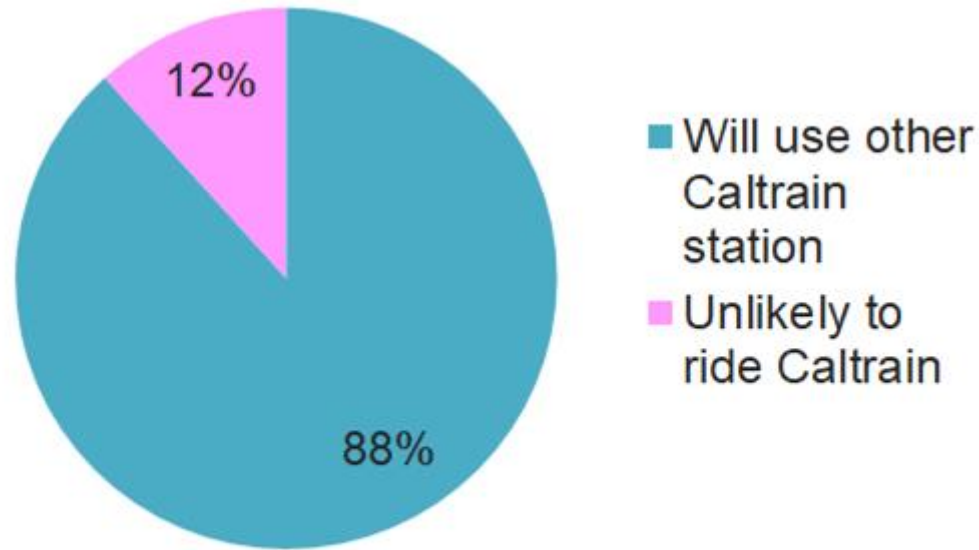
- Analyzed Survey Data and Annual Counts
- Reviewed train timetables and bus / shuttle frequency
- Analyzed rider bus / shuttle needs and capacity
- Reviewed public feedback
- Focused on rider experience during the closure
- Acknowledged challenges

Hillsdale Station Survey: Distribution

- Survey link distribution at Hillsdale Station
 - July 24, 2019, between 5:00 a.m. and 3:45 p.m.
 - 14 surveyors
 - Approx. 2,898 links distributed
- Closed July 31
- 1,006 responses (967 partial)
 - Represents 31% of daily riders based on annual count

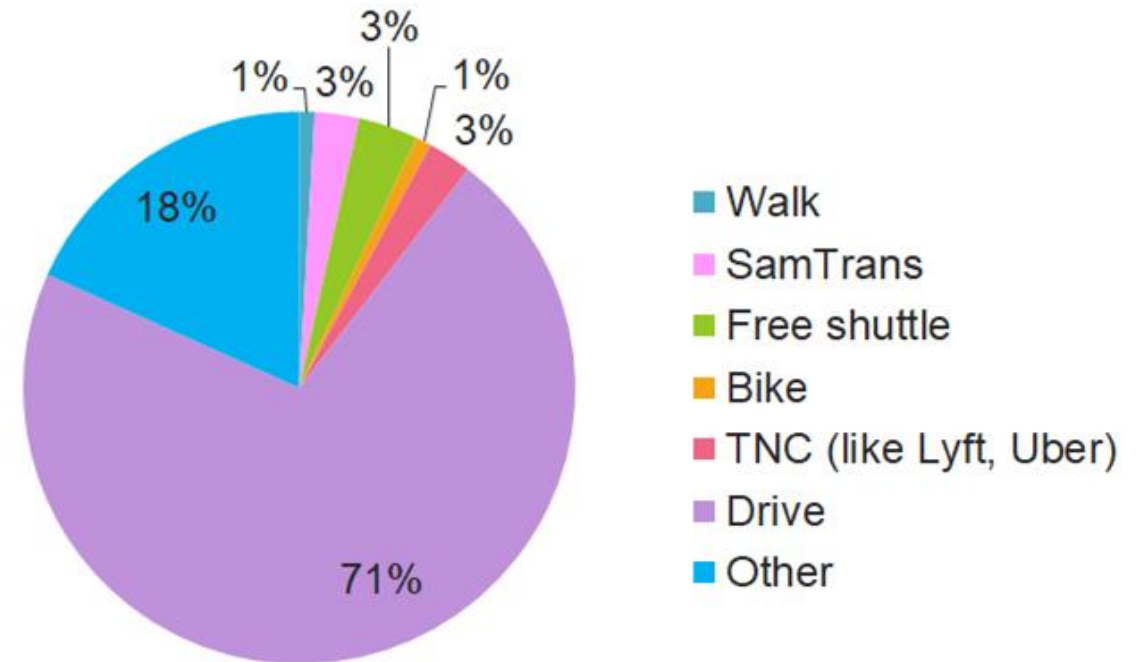
Survey: Continue to Ride Caltrain vs Alternate Travel Mode

Majority of riders likely to continue riding Caltrain during closure*



N=983

For the 12% unlikely to ride Caltrain during closure, most will drive instead**



N=115



*Q.7 Which Caltrain station are you most likely to use during the Hillsdale Station closure?

**Q.13 You indicated that you are unlikely to ride Caltrain during the Hillsdale Station closure, what will you do instead?

Survey Comments

“I'm very very glad Caltrain is going to fix up Hillsdale even though it may cause some temporary inconvenience. I think it is very necessary.”

“Super stoked about the plan for increased train schedule, faster trains, more baby bullet/express) options and lower emissions from the electrification project. You guys keep doing whatever you have to--beg, borrow, bully--to make trains a viable and vibrant part of the overall Bay Area transit solution...we owe it to ourselves, let alone future generations.”

“Thank you for offering this survey. I feel like a lot of people need to chill and just accept that the station needs to be closed for a short time, and they will need to change their commute.”

“I actually live in Belmont so this is a 6 month win for me.”

“Thanks for the early warning.”



Survey: Suggestions

“Please post Belmont schedules and [SamTrans] schedules at least 4 weeks in advance.”

“Hopefully, Caltrain will provide the good services during Hillsdale Station closure period and the construction will be completed in time as expected.”

“Add more trains to stop at Belmont, aside from the ones that would normally stop at Hillsdale, to give people more options.”

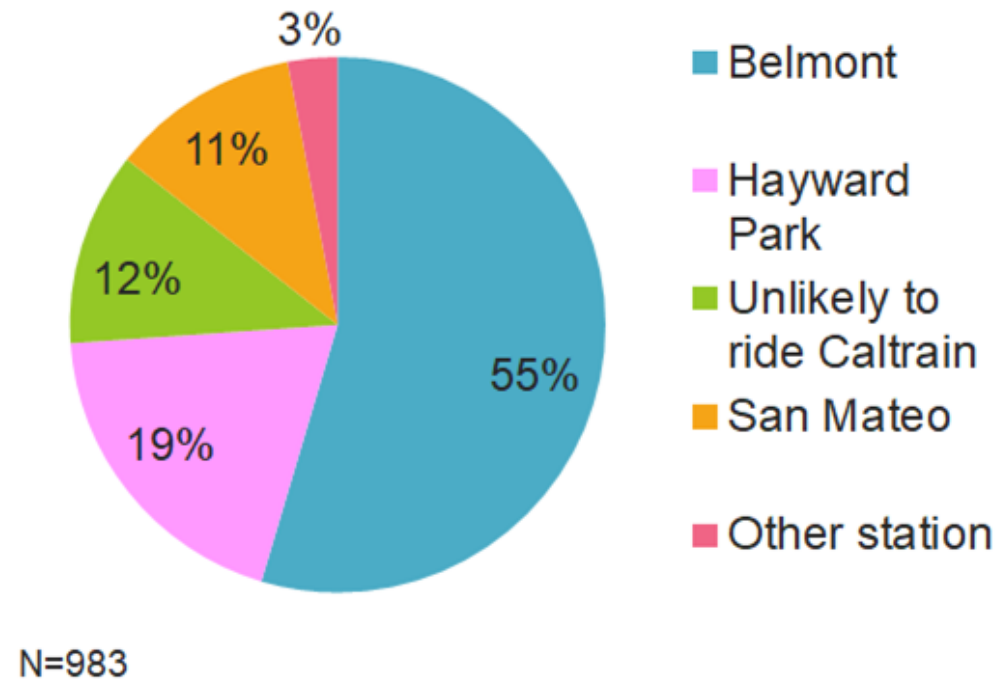
“Please make make all Hillsdale stops to be at Belmont station.”

“As long as the service gets transferred to Belmont station, I'll be happy.”



Survey: Preferred Alternative Station

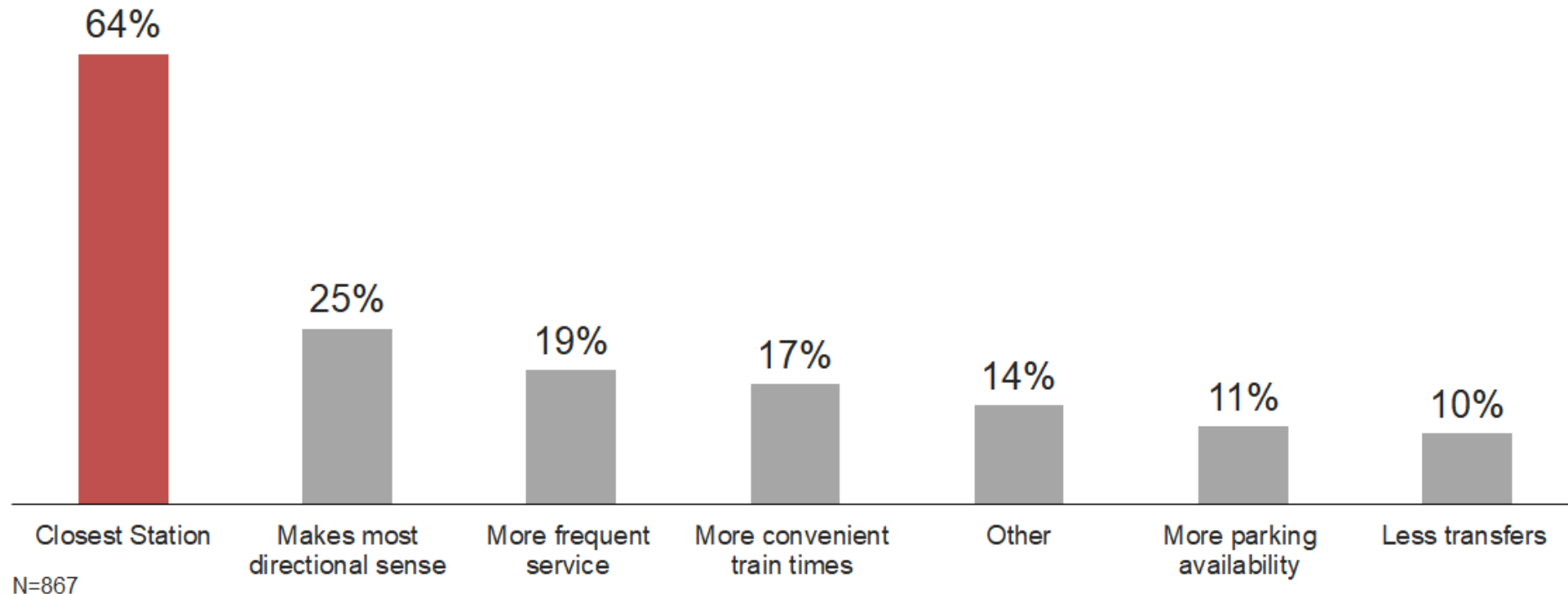
Belmont is preferred station during closure



Q.7 Which Caltrain station are you most likely to use during the Hillsdale Station closure?

Survey: Preferred Alternative Station Reason

Proximity is primary reason for selecting preferred station



Q.8 What informed your decision to select this station? (select all that apply)

Projected Bus & Shuttle Ridership (AM)

- Projected Ridership using Survey Results & 2019 Annual Count
 - AM Peak: start of service to 9:00 a.m. (approximately 4 hours)
 - Currently walking to/from Hillsdale Station, Using Belmont during closure
- SB Boarding at Hillsdale → Belmont
 - Total AM Peak Riders using bus 144, Max. up to 33 riders per bus
 - Total AM Peak Riders using shuttle 117, Max. up to 19 riders per shuttle
- NB Alighting at Belmont → Hillsdale
 - Total AM Peak Riders using bus 108, Max. up to 26 riders per bus
 - Total AM Peak Riders using shuttle 88, Max. up to 14 riders per shuttle

Hillsdale AM Peak Pax Vol.

N = 2,654

AM Peak Hillsdale Boardings

N = 1,798

% of AM Peak Pax. = 68%

AM Peak Hillsdale Alightings

N = 856

% of AM Peak Pax. = 32%

Cur. Access = Other

N = 1,072

% of AM Peak Pax. = 40%

% of Boardings = 60%

Cur. Access = Walk

N = 726

% of AM Peak Pax. = 27%

% of Boardings = 40%

Cur. Egress = Other

N = 349

% of AM Peak Pax. = 13%

% of Alightings = 41%

Cur. Egress = Walk

N = 507

% of AM Peak Pax. = 19%

% of Alightings = 59%

Alt = Other Sta.

N = 346

% of Boardings = 19%

% of Cur. Acc. Walk = 48%

Alt = Belmont

N = 380

% of Boardings = 21%

% of Cur. Acc. Walk = 52%

Alt = Other Sta.

N = 225

% of Alightings = 26%

% of Cur. Egr. Walk = 44%

Alt = Belmont

N = 282

% of Alightings = 33%

% of Cur. Egr. Walk = 56%

Alt = Other Modes

N = 122

% of Boardings = 7%

% of Cur. Acc. Walk = 17%

% of Belmont = 32%

Alt = Other Modes

N = 86

% of Alightings = 10%

% of Cur. Egr. Walk = 17%

% of Belmont = 30%

Alt Mode = Samtrans

N = 144

% of Boardings = 8%

% of Cur. Acc. Walk = 20%

% of Belmont = 38%

Alt Mode = Shuttle

N = 117

% of Boardings = 7%

% of Cur. Acc. Walk = 16%

% of Belmont = 31%

Alt Mode = Samtrans

N = 108

% of Alightings = 13%

% of Cur. Egr. Walk = 21%

% of Belmont = 38%

Alt Mode = Shuttle

N = 88

% of Alightings = 10%

% of Cur. Egr. Walk = 17%

% of Belmont = 31%



Public Feedback

- Over 4,000 touchpoints, ~2,050 provided feedback
- Sources: Council Meetings, City Staff, neighborhood associations, office tenants, Nueva School, project email, 20+ public meetings, virtual town hall
- Themes:
 - Shuttles: Frequent free service, stop inside Bay Meadows
 - Bus: Free between San Mateo and Belmont Stations (ECR & 292)
 - Parking: Free Belmont Station parking
 - Bikes: Improved bike facilities between Hillsdale and Belmont Station
 - Pedestrian access concern from Bay Meadows to ECR bus stops
 - Traffic impact to Ralston/ECR intersection and increased TNC use
 - Go Pass concession to members whose primary station is Hillsdale

Challenges (Rider)

- **COVID-19 impacts to bus, shuttle, and train service**
- 2019 Shuttle & SamTrans Bus Driver Shortage
 - Shuttles Increase in Did Not Operate (DNO) Trips since FY2018 Q3 (started Oct 2017)
 - SamTrans Increase in Did Not Operate (DNO) Trips since Aug 2019
 - SamTrans Mitigation: Suspend ECR Rapid (Effective 1/19/2020)
- Hillsdale Station Triangle Parking Lot Closure (Eff 1/27/20)
 - Developer Terminated Lease
 - Permanent closure of the triangle lot at the Hillsdale station
 - Result: Loss of parking and shuttle service was redirected to Pacific Blvd.
- Limited Funding for shuttles (Project and Public)

Rider Experience Planning

- Early Site Visits
- Signage Placement Planning
- Outreach to all Onsite Shuttles
- Reviewed Rider Survey Feedback and Comments
- Applied Historical Knowledge Related to Past Closures

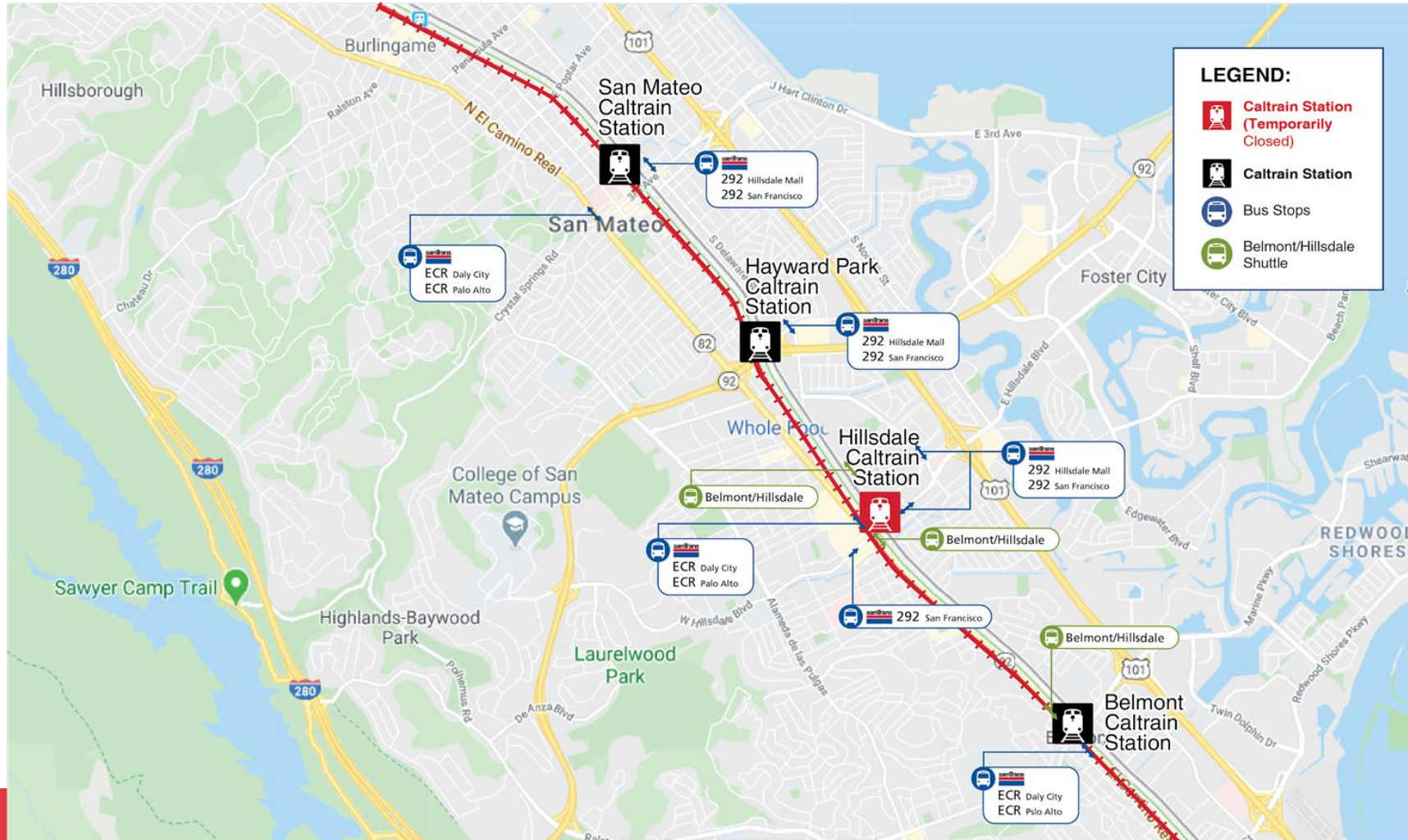
Rider Closure Plan

RIDER CLOSURE PLAN

All plans are subject to change based on COVID-19 service changes and funding

- All Hillsdale Caltrain service switches to Belmont
- Free parking at Belmont Station
- Free SamTrans [ECR](#) bus service between Belmont and San Mateo Stations
- Free SamTrans Route [292](#) bus service between Hillsdale Shopping Center and San Mateo Station
- Free SamTrans bus service on all routes (except FCX) for riders with the Caltrain Clipper monthly pass 2+ zones
- Free peak period Belmont/Hillsdale Shuttle service (if available)
- Caltrain will coordinate with existing public and private shuttles serving the two stations

Overview Map: San Mateo to Belmont Stations



New Timetable - Effective May 16, 2020

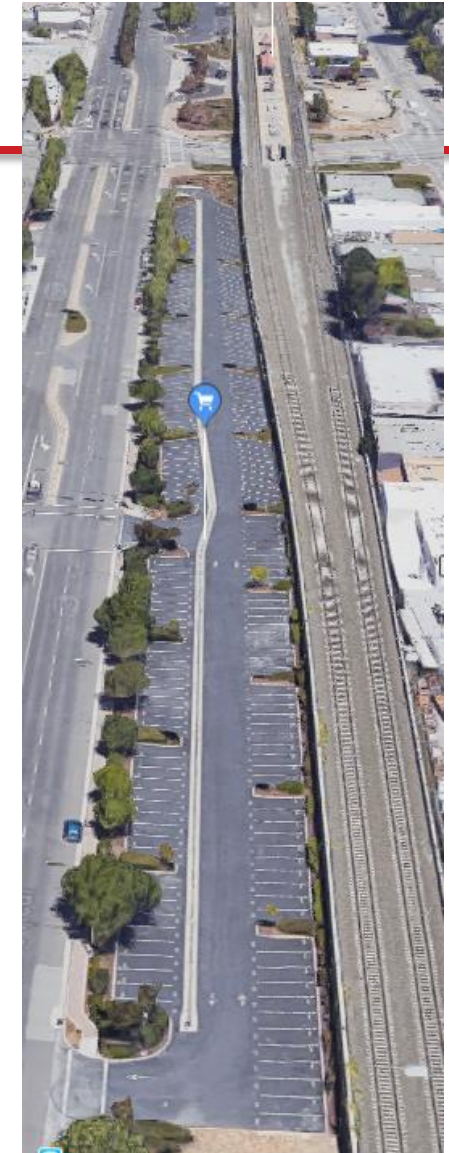
- Due to the impacts of COVID-19 and the shelter in place extension, a PDF or printed version of the Hillsdale Station closure timetable can not be posted to the webpage in April as the situation and service remains fluid.
- Please visit www.caltrain.com/HillsdaleTempClosure and sign up for closure updates to receive the latest information

Belmont Station Parking

- FREE Starting May 16, 2020
- Parking at Belmont Station: 389 spaces (7% utilized as of 3/4/20, 11% utilized as 4/16/19)
- Capacity comparable to current Hillsdale Station parking
- 29 stalls in north parking lot to be used for shuttle pick-up/drop-off



North of Station



South of Station

SamTrans Bus Services

- Free SamTrans Route [ECR](#) rides on all northbound and southbound stops between San Mateo and Belmont Stations
- Free SamTrans Route [292](#) rides between Hillsdale Shopping Center and San Mateo Station
- Do not need proof of train fare - Rides are free!
- Caltrain customers with a 2-Zone Monthly Pass can ride SamTrans free
- Free 2-hour transfers on other routes with Clipper and SamTrans Mobile App

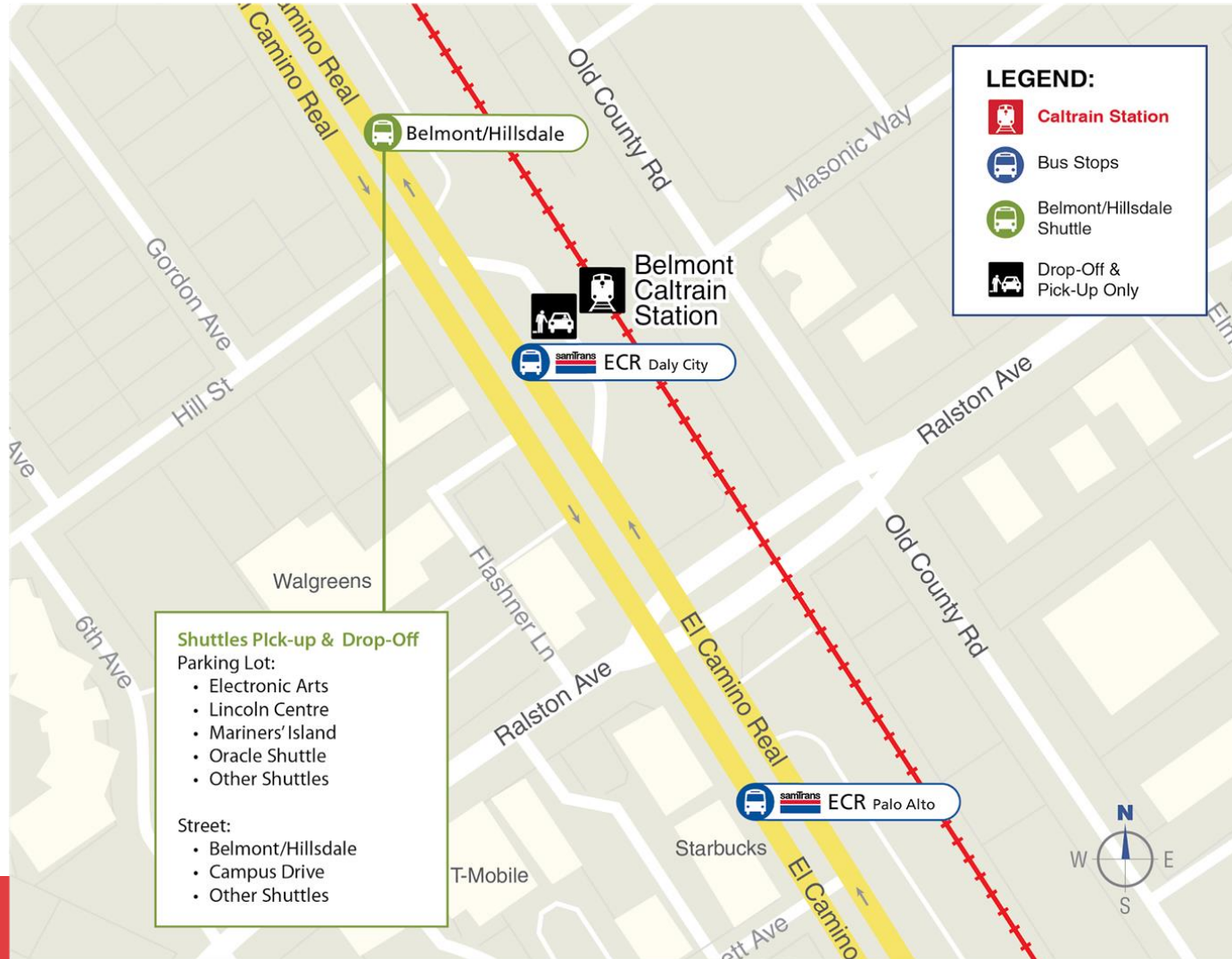
For trip planning or schedule information call:

Customer Service 1.800.660.4287

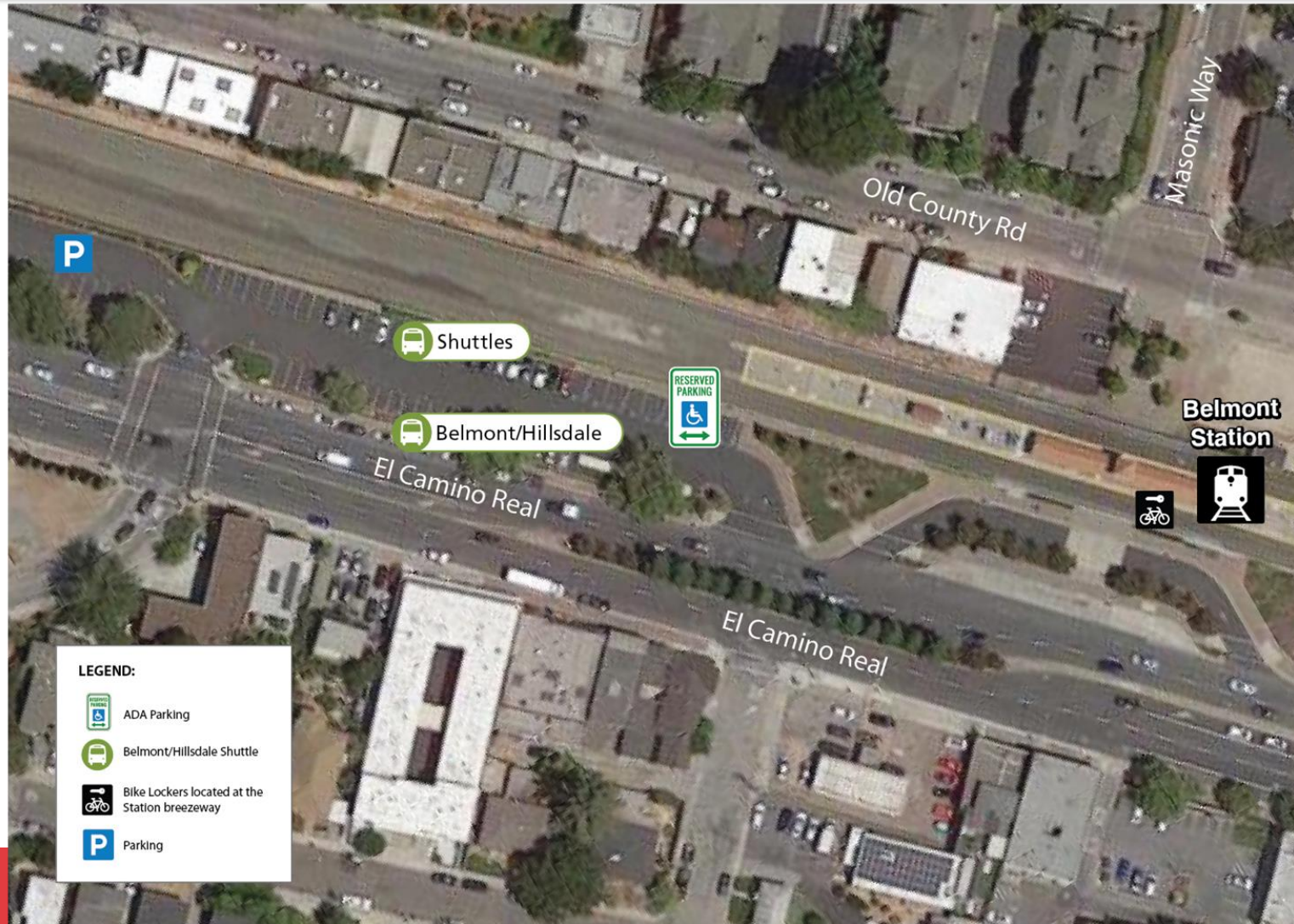
Monday-Friday 7:00 a.m. to 7:00 p.m.

Weekends & Holidays 8:00 a.m. to 5:00 p.m.

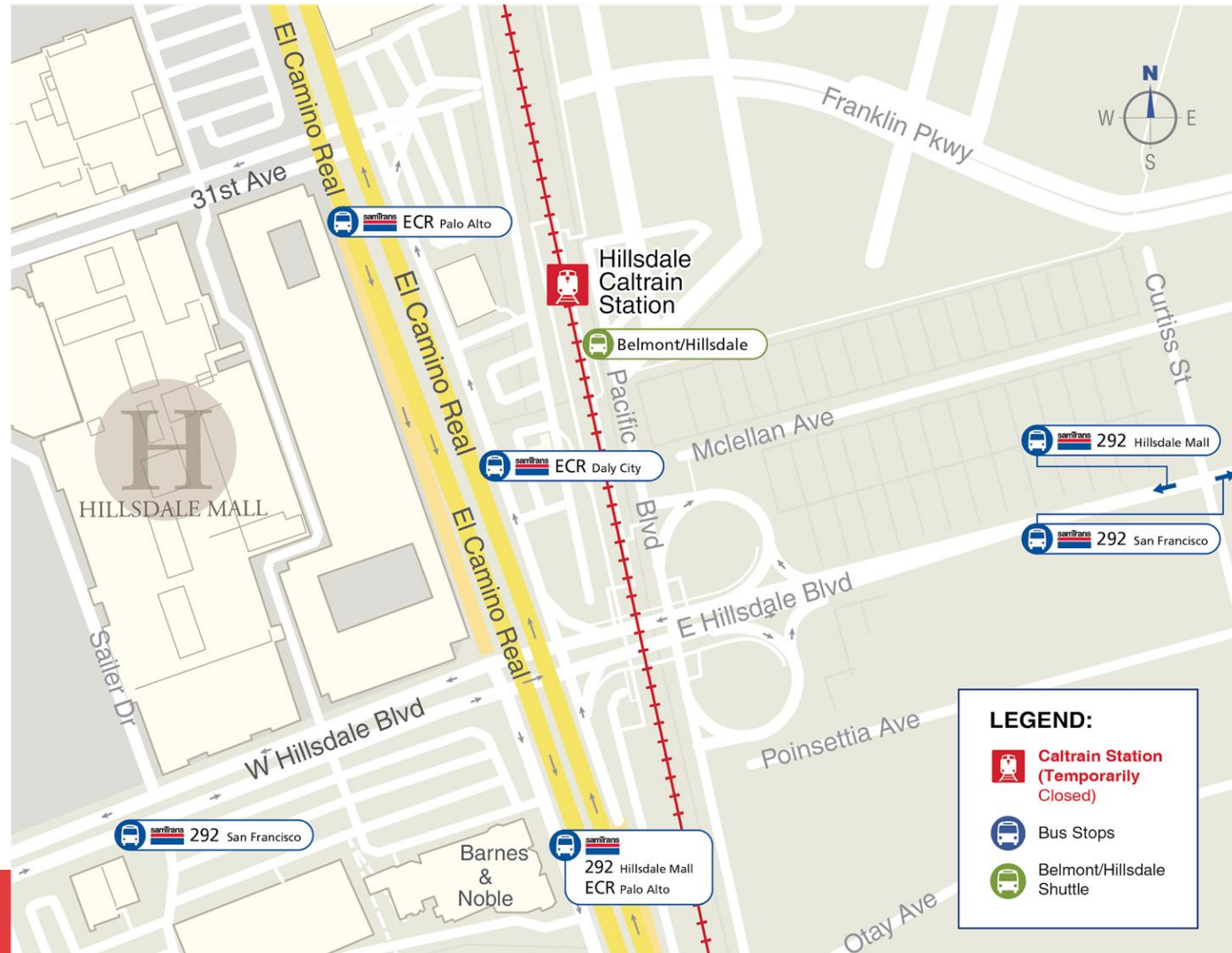
Belmont Station: Bus & Shuttle Map



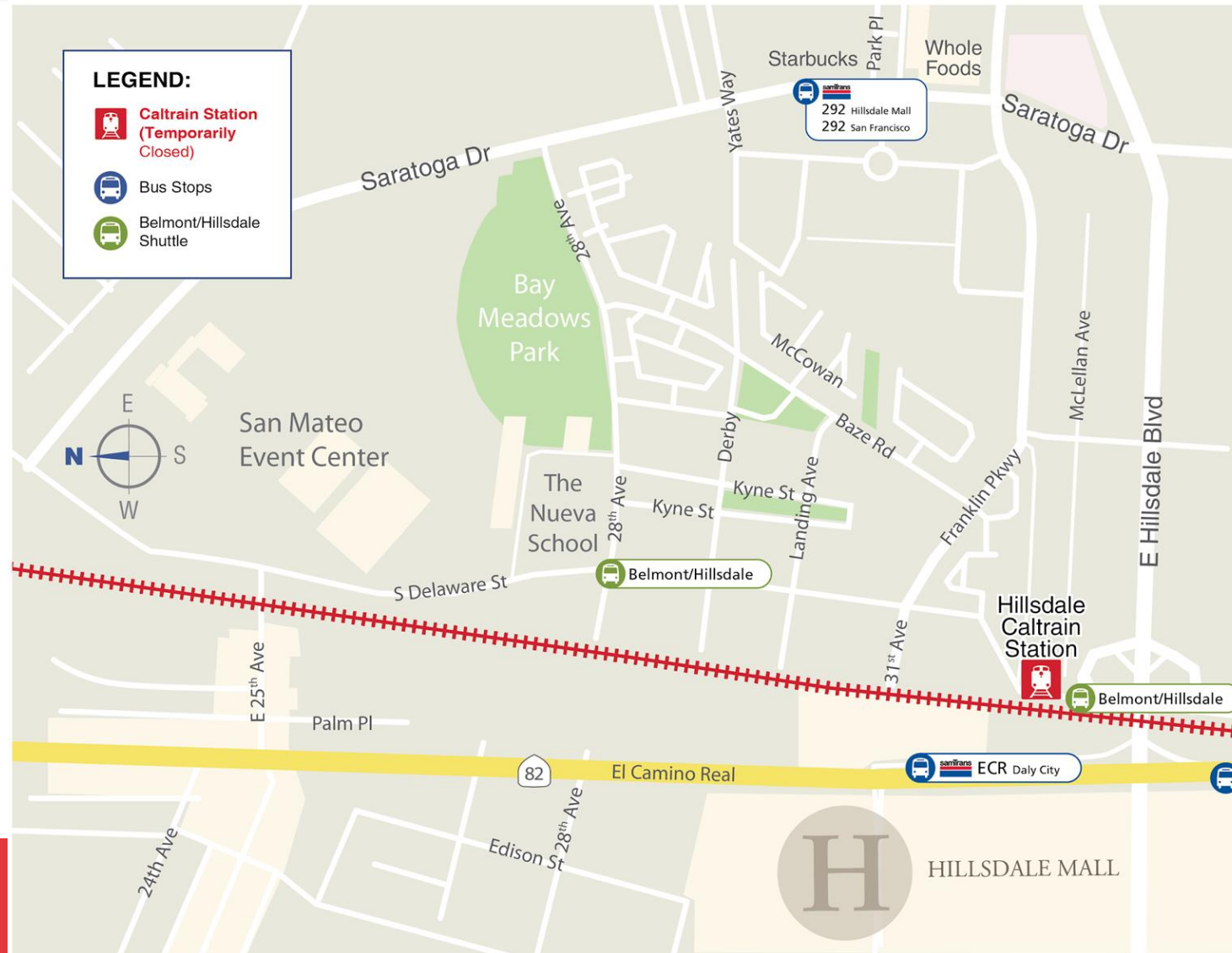
Belmont Station: Shuttle Map (Detailed)



Hillsdale Station: Bus & Shuttle Map



Bay Meadows: Bus & Shuttle Map



San Mateo & Hayward Park Stations: Bus Map



Rider / Community Communication

Rider Communication: Leading Up to Closure

All plans are subject to change based on COVID-19 service changes and funding

- At Hillsdale Station
 - “Coming Soon, New Station!” Banner
 - Visual Electronic Signs at all stations
 - A-frames posted around station, Signs on station platform
- At All Stations
 - Flyer posted in Information Boards
 - Ambassador Outreach
- On Train
 - Conductor announcements
- Radio & Print media

Rider Communication: At Closure

All plans are subject to change based on COVID-19 service changes and funding

- Station Outreach
 - Ambassadors at Hillsdale
 - Ambassadors at Belmont
(First Weekend and First Monday of Service)
- Customer Service Support: 1.800.660.4287
 - Monday - Friday, 7 am to 7 pm
 - Weekends & Holidays 8 am to 5 pm

Community Communication

- Distributed by City newsletters
- Regular/Ongoing communication to elected officials and organizations
- Virtual Town Hall: April 9
- Weekly construction email
- Mailer to community
- Email Hillsdale closure distribution list
- Press release and social media
- Belmont & Hillsdale Station webpage alerts

What You Can Do to Prepare

Before the closure on **May 16, 2020**, we are encouraging riders who use Hillsdale Station to:

- Plan Ahead by Adding Time to Your Commute
- Practice Your Walk or Bike Route
- Learn Your Bus/Shuttle Route
- Call Caltrain Customer Service at 1.800.660.4287
- Spread the Word!

More Information

Hillsdale Station Closure	www.caltrain.com/HillsdaleTemp Closure
Caltrain Schedule/Timetables	www.caltrain.com/timetable
SamTrans Free Bus Information <ul style="list-style-type: none">● Route ECR:● Route 292:	www.samtrans.com/ECR www.samtrans.com/292
Caltrain Free Shuttle Information	www.caltrain.com/Shuttles
Caltrain Customer Service	1.800.660.4287
Construction Email	construction@caltrain.com

