

Access Policy Update

TECHNOLOGY,
OPERATIONS,
PLANNING, AND
SAFETY COMMITTEE

APRIL 24, 2024



Agenda

1. Context: Caltrain's 2010 Access Policy
2. Project Overview
3. Access Policy Draft Goals and Objectives
4. Access Policy Outline
5. Next Steps

Context

- Broadly, “access” is how someone physically gets to and from a transit station. Transit agencies generally develop access policies to improve the customer experience and guide access planning and investment decisions.
- Caltrain currently has an Access Policy Statement that was developed in 2010 as a tool to improve station access and support ridership growth while prioritizing sustainable and cost-effective access modes
- An update to the existing policy is necessary to:
 - 1) **Support decision making** on access-related projects
 - 2) **Align the Access Policy** with other Caltrain policies adopted since 2010 and current initiatives
 - 3) **Incorporate the latest industry best practices** in station access policies

Project Overview

A phased approach for the Access Policy:

- Phase 1: Developing the Access Policy update
 - JPB adoption of the updated Access Policy by Fall 2024
- Phase 2: Implementation


This effort is focused on Phase 1, while implementation will be addressed in Phase 2

Project Schedule

	<i>Feb</i>	<i>Mar</i>	<i>Apr</i>	<i>May</i>	<i>Jun</i>	<i>Jul</i>	<i>Aug</i>
Engagement Plan	█						
Initial Draft Goals and Objectives		█	█				
Current Policies Review	█	█					
Access Policy Outline		█	█	█			
Updated Access Policy			█	█	█	█	█
Implementation Plan			█	█	█	█	█

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Public Review:
Draft Goals and Objectives



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Public Review:
Draft Access Policy



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Policy Adoption



Purpose

1. Provide an overview of the Caltrain Access Policy Update process
2. Share Draft Goals and Objectives for feedback that will inform the Draft Access Policy

Draft Goals and Objectives







Informed by:

1. Findings from Caltrain staff interviews and case studies from other transit agencies
2. Review of current Caltrain policies relevant to access
3. Input from various Caltrain departments

Draft Goals

Caltrain Access Policy Update



-  **1** Safe station areas and access routes
-  **2** World-class customer access **experience** for all users
-  **3** **Ridership** growth with strategic access investments
-  **4** **Equitable** access aligned with diverse community needs
-  **5** Healthy and **sustainable** modes of access
-  **6** Strategic **partnerships** to advance station access

Goal #1



Safe station areas and access routes



Draft Objectives

Operations: Promote rider and maintenance investments to ensure safe and reliable train operations at Caltrain facilities

Connectivity: Work with local jurisdictions to ensure safe and direct connections to and through Caltrain stations and facilities

Universal Design: Incorporate Universal Design principles to ensure safe access for all riders and respond to varying user needs

Crime Prevention: Embed crime prevention through environmental design (CPTED) principles in design criteria to ensure safe and secure access

Goal #2



World-class customer access experience for all users



Draft Objectives

Design Guidelines: Develop multimodal station design guidelines reflecting industry best practices that align with the access hierarchy and are consistent throughout the Caltrain corridor

Project Delivery: Ensure related Caltrain efforts such as transit-oriented development and the Corridor Crossings Strategy reflect access needs by enhancing customer experience

Customer Communications: Consider long-term investments in access technologies and service solutions that meet the needs of all riders

Technology: Leverage technology to help riders easily navigate the Caltrain system virtually (online) and physically at stations

Wayfinding: Develop a unified, system-wide wayfinding system that reflects and reinforces the access hierarchy and aligns with regional initiatives

Goal #3



Ridership growth with strategic access investments



Draft Objectives

Transit-Oriented Development: Promote transit-oriented development at Caltrain-owned facilities and in the surrounding station areas, connecting more communities to stations within walking distances

Multimodal Programs: Promote first/last mile access options through collaborations to expand bike lockers, bikeshare, private shuttles, and other micromobility accommodations

Transfer Guidelines: Establish guidelines for convenient travel paths when transferring between modes in line with regional standards to enhance access needs and improve first-last mile connections

Seamless Transit: Partner with local transit operators to optimize transfer times and provide seamless connections

Maximize Value: Explore creative solutions to identify opportunities for facilities to support both operations and maintenance and customer access needs

Goal #4



Equitable access
aligned with diverse
community needs



Draft Objectives

Community Engagement: Engage with communities, including historically underserved low-income and minority communities, to define access priorities

Access Prioritization: Prioritize investments that improve access for low-income riders and riders with disabilities

Expanded Choices: Promote first-last mile connections to Caltrain that reflect varying user needs and local contexts

Adaptable Solutions: Establish multimodal design standards that are flexible and adaptable to different communities and local contexts

Partnerships: Engage in strategic partnerships to increase access to housing and jobs at Caltrain-owned facilities and in the surrounding station areas

Goal #5



Healthy and sustainable modes of access



Draft Objectives

Mode Share: Prioritize multimodal investments to encourage mode-shift from automobiles/parking to more sustainable options

Land & Capital Management: Effectively manage land & capital assets to encourage sustainable development around stations and minimize vehicle-miles traveled

Parking Management: Consider parking management strategies such as parking pricing to maximize parking assets and encourage mode shift that reduces single occupancy vehicle trips

Goal #6



Strategic partnerships to advance station access



Draft Objectives

Collaboration: Partner with local jurisdictions to incorporate multimodal, connected street networks aligned with transit-supportive land uses in first/last mile efforts, and urban/street design guidelines

Coordination: Define roles and responsibilities for Caltrain and its stakeholders to identify, plan, construct, and maintain access related projects

Review Processes: Establish protocol for involvement with local jurisdictions and private entities on development plans, leveraging the project planning and entitlement process to deliver access investments

Partnerships: Cultivate partnerships to explore cost-sharing, data-sharing, and grant funding opportunities

Facility and Resource Use: Define access needs and permitted uses of Caltrain facilities and resources to balance multimodal access with safety and maintenance needs at Caltrain facilities

Access Policy Outline

The Access Policy will include the following proposed elements:

- 1) Purpose Statement
- 2) Intended Users of the Access Policy
- 3) Definition of “Access”
- 4) Goals and Objectives
- 5) Strategies
- 6) Implementation Plan

Next Steps

- Complete existing conditions data analysis and develop Draft Access Policy and Implementation Plan
- Present Draft Access Policy for feedback in July 2024

Questions

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Thank you.

FOR MORE INFORMATION

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