Station Access Policy Update

TECHNOLOGY, OPERATIONS, PLANNING & SAFETY COMMITTEE

AUGUST 28, 2024

Meeting Agenda & Purpose

1. Context: Caltrain's 2010 Access Policy
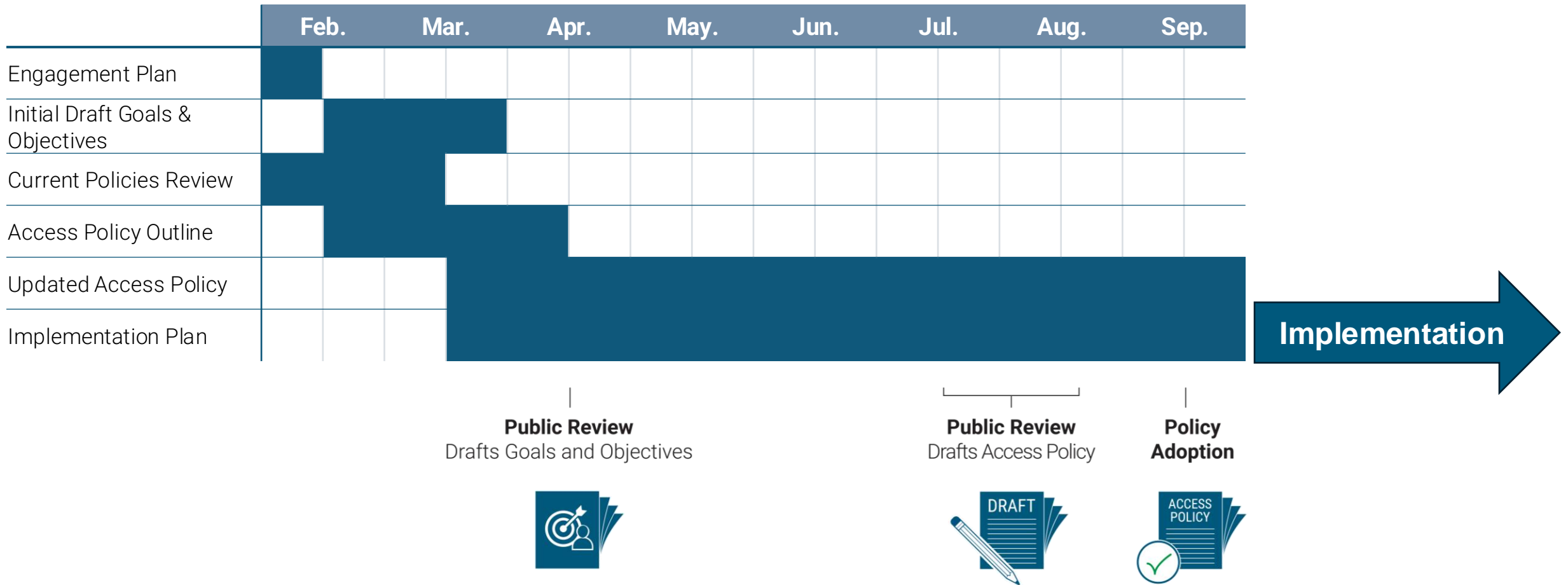2. Project Overview
3. Station Access Policy
4. Next Steps

Meeting Purpose:

1) Provide an overview of the updated Station Access Policy and next steps for implementation.

2) Request adoption of the Station Access Policy.

Context

- 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.

- Customers are core to what we do at Caltrain and attracting more riders is essential for the agency to recover from ridership declines since the pandemic.

- 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.

Timeline & Efforts to Date

	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sep.
Engagement Plan	■							
Initial Draft Goals & Objectives		■						
Current Policies Review	■							
Access Policy Outline		■						
Updated Access Policy			■					
Implementation Plan			■					

Implementation →

Public Review
Drafts Goals and Objectives

Public Review
Drafts Access Policy

Policy Adoption

DRAFT

ACCESS POLICY

Engagement Activities Completed

- The draft policy was informed by a series of internal and external conversations including sharing the draft goals and objectives throughout April with:
  - *Citizens Advisory Committee (CAC)*
  - *Bicycle & Active Transportation Advisory Committee (BATAC)*
  - *Caltrain Accessibility Advisory Committee (CAAC)*
  - *City/County Staff Coordinating Group (CSCG)*
  - *Local Policy Maker Group (LPMG)*
  - *Technology, Operations, Planning & Safety Committee (TOPS)*

CALTRAIN
STATION ACCESS
POLICY

2024 UPDATE
Adopted DATE

Policy Overview

Policy Purpose Statement

Caltrain is a customer-focused rail system. Our mission is to offer safe, reliable, accessible, and sustainable transportation service that enhances quality of life for all.

The Caltrain Station Access Policy supports Caltrain's vision of being a vital link in the regional and statewide rail network by:

- Improving **connectivity** to communities and other transit systems.
- Contributing to the region's **economic vitality**.
- **Partnering** with local communities to ensure that diverse constituencies receive a **world-class travel experience**.

Definition of "Access"

Individuals use a number of modes of transport to complete their journey to and from Caltrain stations: they **walk**, use a **mobility device**, ride a **bicycle**, use **shared micromobility**, **drive**, are **dropped off**, take a **bus** or **train** operated by another agency, or in many cases **combine various modes** of transport.

Caltrain's Station Access Policy emphasizes:
- Safe, universally accessible, well-maintained, and seamless connections to Caltrain stations.
- Integration with the local station area and community context.
- Excellent customer experience for all individuals.

Intended Users of the Station Access Policy

Caltrain Riders and Community Members
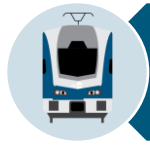
Caltrain Board and Staff

Policy Makers and Regulatory Agencies

Local and Regional Transportation Agencies

Local Jurisdictions

Developers, Contractors, and Third-Party Vendors

Goals and Objectives

Goals

Caltrain Access Policy Update

1 Safe Routes To, From, and Through Stations

2 World-Class Customer Access **Experience** for All Users

3 **Ridership** Growth through 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

Access Hierarchy

The Access Hierarchy is the systemwide aspirational framework to:

1) Guide station area planning and investment decisions.

2) Be used as a tool for decision making and weighing the tradeoffs of access investments to ensure sustainable modes are the highest priority.

3) Ensure proposed access improvements prioritize walking, biking/ shared micromobility, and transit facilities as the highest priority.
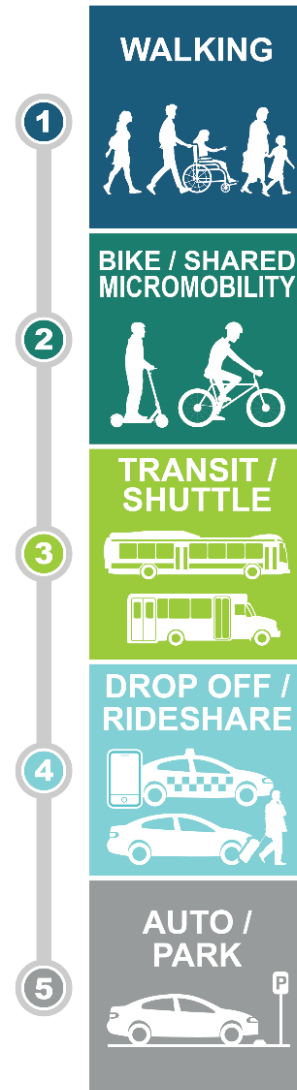
1 WALKING

All Caltrain riders are pedestrians at some point in their journey. This includes people walking on foot, using wheelchairs and other mobility devices, and children in strollers.

2 BIKE / SHARED MICROMOBILITY

All forms of shared micromobility such as bike share and scooter share, and private bicycles and scooters.

3 TRANSIT / SHUTTLE

All connecting transit and shuttle services to Caltrain stations including bus, paratransit, private shuttles, light-rail, and other heavy-rail operators.

4 DROP OFF / RIDESHARE

Taxis, all forms of ride-hailing services, and private drop-off.

5 AUTO / PARK

Private and shared vehicle parking facilities.

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Implementation Plan

The following **next steps** support the application of the Station Access Policy.

Short-term
- Disseminate the Station Access Policy
- Identify Metrics and Measure Success
- Update the Caltrain Design Guidelines and Criteria
- Develop a Parking and Curbside Management Strategy
- Develop a Station Access Database

Mid-term
- Document the Process for Access Improvements
- Conduct Station Needs Assessments
- Complete Project Identification, Evaluation, and Prioritization

Ongoing
- Deliver Projects and Review the Policy

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Station Access Toolkit

The Station Access Toolkit provides examples of actions to inform decision making that users of the Station Access Policy may select from when identifying possible access improvements.

The Access Toolkit is comprised of actions organized into five categories:

1) Customer Experience
2) Active Transportation
3) Transit and Shuttles
4) Private Vehicles and Parking
5) Partnerships

User Manual

The following six steps outline how Caltrain's Station Access Policy may be used:

01 | Identify Scope

Determine if project scope applies to a specific station, multiple stations, or systemwides

Station-Specific   Multiple Stations   Systemwide

02 | Review the Station Access Policy

Ensure stakeholders are aware of and understand the Station Access Policy

03 | Conduct Station Needs Assessments

I   Identify opportunities for improvement

II Identify station specific priorities and needs

04 | Select Station Access Toolkit Actions

Based on findings from step 3, select toolkit actions that align with station specific needs and addresses improvement opportunities

05 | Classify Actions

A   New stand-alone projects

B   Modifications/Inclusion into existing projects

06 | Proceed to Implementation

Next Steps

- Recommend JPB adoption of the Station Access Policy

- Begin Implementation activities in Fall 2024

Meetings		
Citizens Advisory Committee	July 17th	✓
Caltrain Accessibility Advisory Committee	July 19th	✓
City/County Staff Coordinating Group	August 14th	✓
Bicycle & Active Transportation Advisory Committee	August 15th	✓
Local Policy Maker Group	August 22nd	✓
Technology, Operations, Planning & Safety Committee	August 28th	
Joint Powers Board	**September 5th**	

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Thank you!

Questions?

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FOR MORE INFORMATION

WWW.CALTRAIN.COM

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