



CALTRAIN STATION ACCESS POLICY

Appendix
2024 UPDATE



Appendix

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 actions are organized into five categories:

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

Category #1

Customer Experience

Toolkit Actions

Improve customer comfort through enhancements such as landscaping, lighting, weather protection, seating, local information, and other placemaking strategies at stations.

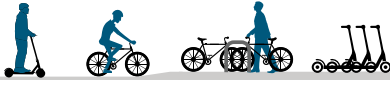
Improve ease of navigation to, from, and within stations, for example through intuitive design, clear sightlines, signage, translations of signage for Limited-English proficient communities, wayfinding for people with visual impairments, and other accessible wayfinding strategies.

Implement security improvements such as the application of Crime Prevention Through Environmental Design (CPTED) techniques, lighting, visibility enhancements, cameras, and other means to increase security presence.

Improve access to real-time arrival information at stations and through digital communications.

Category #2

Active Transportation



Toolkit Actions

Develop new or enhance existing pedestrian circulation areas (e.g. sidewalks, concourses, and plazas) within stations.

Ensure stations meet accessibility standards and work with stakeholders to apply universal design principles such as elevators, ramps, stairs, level boarding, and auditory and visual cues.

Coordinate with local jurisdictions to deliver local station area access improvements that meet universal design principles such as curb ramps, tactile and audio crossing cues, improved sidewalks, slower traffic speeds, shorter crossing distances, and increased crossing time.

Develop new or enhance existing bike and micromobility parking amenities, such as secure bike parking, bike share stations, scooter drop zones, and electric bike charging infrastructure.

Partner with local jurisdictions to encourage plans for low-stress active transportation facilities to Caltrain stations, such as traffic calming measures, crossing improvements, protected bike lanes, and curb extensions.

Work with local jurisdictions and project sponsors to ensure that grade separation projects adjacent to stations reflect multi-modal access needs.

Category #3

Transit and Shuttles



Toolkit Actions

Develop new or enhanced pick-up/drop-off facilities for transit and shuttles.

Work with transit agency partners to implement rail-to-rail and bus-to-rail opportunities that optimize transit stop placement, frequency, and routing for connecting transfer services.

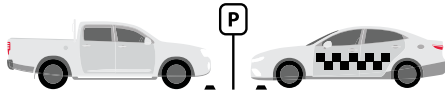
Coordinate schedules, station facility needs, and access to information with public and private transit operators to optimize transfers, including paratransit access, bus stops, waiting areas with shading and seating, and signage with real-time information.

Increase coordination with guaranteed ride home programs and other local micro-transit services to increase passenger awareness and usage.

Coordinate with local jurisdictions to deliver transit-priority improvements that improve transfer connectivity and travel times such as queue jumps, transit signal priority, and transit-only lanes.

Category #4

Private Vehicles and Parking



Toolkit Actions

Develop new or enhance delineated areas for rideshare passenger drop off and pickup.

Develop parking pricing to right-size parking to local market conditions and demand.

Implement parking management and enforcement practices such as paid parking, automated enforcement via license plate recognition, etc.

Identify stations where parking lots are underutilized and can be reduced and redeveloped into TOD and/or new access facilities (transit centers, bikeways, or bike parking, etc.).

Coordinate with other agencies, local jurisdictions, and/or adjacent property owners to consider sharing station parking.

Provide carshare facilities at stations.

Provide designated carpool/vanpool spaces at stations.

Category #5

Partnerships

Toolkit Actions

Explore fare incentive programs such as the GoPass and other partnerships that increase access to sustainable and affordable travel choices for equity-priority populations.

Strengthen relationships and membership in local Transportation Management Associations (TMAs) to promote Caltrain ridership and first/last mile access choices.

Coordinate with local institutions (e.g., colleges and healthcare campuses) to collect data and develop shuttle programs or other access projects that cater to these destinations.

Identify opportunities to support local parking cash out programs and other sustainable travel incentives.

Identify opportunities for public-private partnerships and other cost sharing agreements to deliver station area access improvements.

Formalize agreements, operating standards, and facility usage with third-party vendors that provide first/last mile access.

Partner with local jurisdictions to identify opportunities for placemaking and other station enhancements that promote community identity.

Collaborate with local communities, cycling advocacy groups and environmental groups to increase awareness of sustainable and affordable travel choices.

Formalize partnerships with advocacy groups, community-based organizations, and other non-governmental agencies to solicit community buy in and identify access priorities.

Applying the Station Access Policy

The six steps below outline how to use Caltrain's Station Access Policy to achieve the Goals and Objectives during the development of access-related projects.

01 | Identify Scope

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



02 | Review the Station Access Policy



Ensure stakeholders are aware of and understand the Station Access Policy

03 | Conduct Station(s) Needs Assessment



- I Identify opportunities for improvement
- II Identify station specific priorities and needs

04 | Select Station Access Toolkit Actions

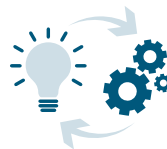


Based on findings from step 3, select toolkit actions that align with station specific needs and addresses improvement opportunities

05 | Classify Actions



06 | Proceed to Implementation



List of Access Related Caltrain Policies and Programs

The following are adopted and ongoing Caltrain initiatives also relevant to access.

- Bicycle Parking Management Plan (2017)
- 2040 Service Vision (2019) and Business Plan (2020)
- Equity, Connectivity, and Growth Framework (2020)
- Rail Corridor Use Policy (2020)
- Transit-Oriented Development Policy (2020)
- Design Criteria (2024)
- ADA Transition Plan (Ongoing)
- Capital Improvement Plan Development Project (Ongoing)
- Corridor Crossings Strategy (Ongoing)
- Corridor Crossings Delivery Guide (Ongoing)
- At-Grade Crossings Safety Strategy (Ongoing)
- Level Boarding Roadmap (Ongoing)

