



*DASH Shuttle Service
stopping at Diridon Transit
Center*

BUS

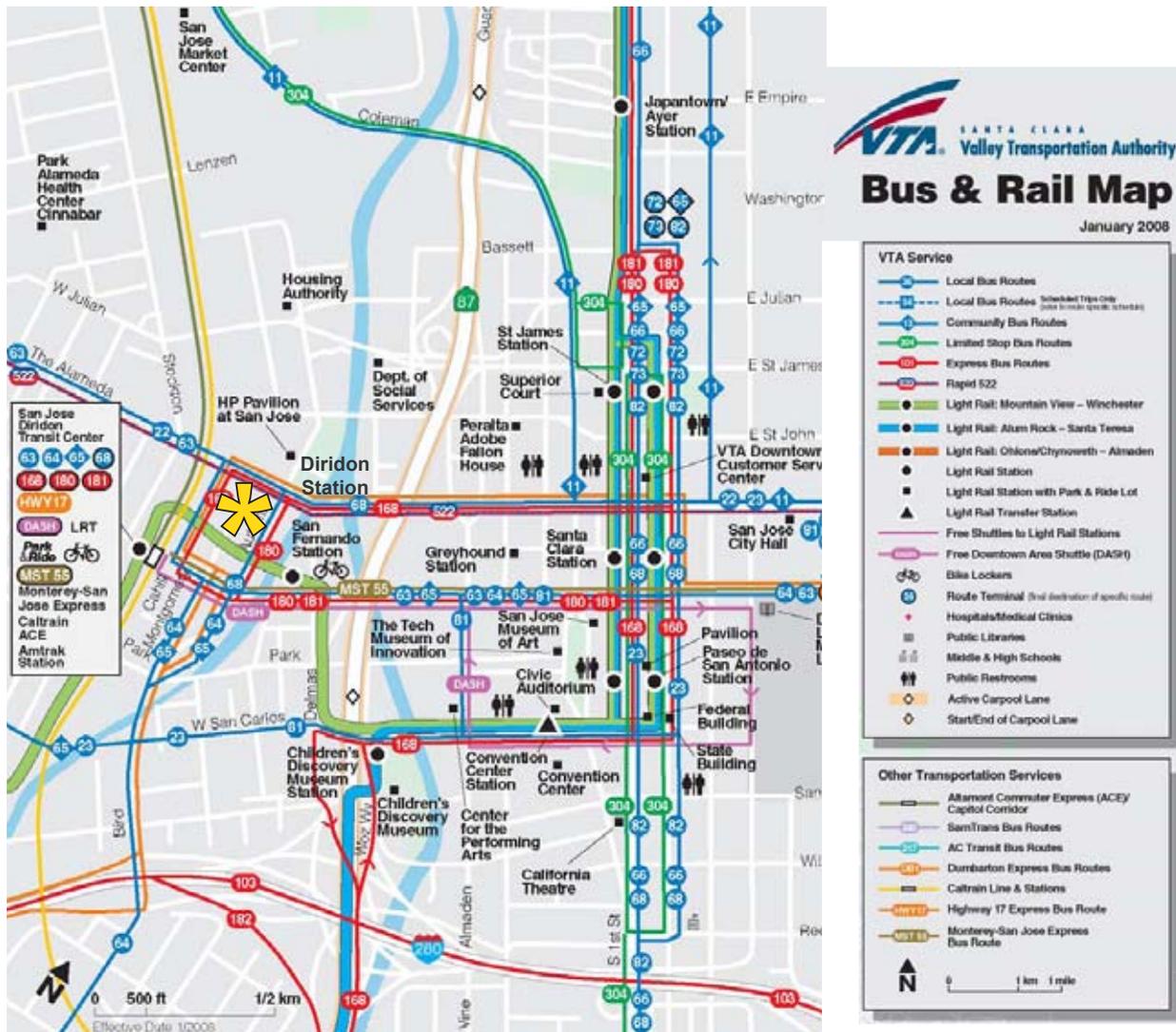
Diridon Station is a major transfer station for a number of local, express/BRT, shuttles and regional bus routes. The Diridon bus transit center bus facility is located directly north of the Diridon Station building. It has a total of 12 bus bays including three rows of sawtooth bus bays and three additional on-street curb side stops along southbound Cahill Street. The current geometric configuration prevents buses exiting the transit center from turning left onto northbound Cahill Street. The Amtrak Thruway, Monterey-Salinas Transit (MST) 55 and Highway 17 Express buses currently stop at the three bays on the westernmost bus aisle. On-Street bus stops are also located in both directions on W. Santa Clara Street for VTA lines 22 and 522.

VTA Bus

VTA operates 10 bus lines at Diridon Station, including the DASH shuttle, a popular free shuttle service that runs on a loop between downtown San José and Diridon Station every seven to eleven minutes. With the exception of Lines 22 and 522, all the lines stop within the Diridon bus transit center. Local routes 22, 63, 64, 65, and 68 provide connections throughout Santa Clara County.

Route 22 is the most heavily utilized line with over 550 daily boardings and alightings. Route 22 operates 24 hours a day, seven days a week. Route 522 provides express service along the same route as Route 22 weekdays and Saturdays until 8pm. Route 522 is the next busiest line with over 300 daily boardings and alightings.

Figure 6-12: DIRIDON STATION AREA EXISTING TRANSIT SERVICES (Source: VTA Santa Clara Valley Bus and Rail Map, January 2008)



Of the bus routes that stop at the Diridon transit center, Route 64 is the most popular, with over 400 daily boardings and alightings. Route 64 and 68 operate late into the evening, including weekends.

The DASH shuttle provides local service within downtown San Jose on weekdays during the daytime (no night or weekend service). The DASH loop between Diridon Station and Downtown San Jose is popular, with over 600 daily boardings.

The bus provides connections to other transit centers. Route 168 provides express service to the Gilroy Transit Center. Route 180 and 181 provide express service to the Fremont BART Station.

Table 6-3: VTA BUS SERVICE CHARACTERISTICS

Route	Buses per day	Headway (Minutes)	Service Hours
22	176	20	24 hours
63	58	30	5:51am - 9:16pm
64	116	15	5:49am - 10:49pm
65	26	60	7:09am - 7:10pm
68	120	16-17	5:56am - 11:58pm
168	14	30	3:34pm - 6:09pm
180	58	30	7:55am - 10:58pm
181	92	30	6:04am - 10:51pm
522	114	15	5:30am - 8:08pm
DASH	84 (loop)	7-11	6:29am - 7:20pm
HWY 17 (Joint VTA/City of Santa Cruz)	53	10-65	6:02am - 10:42pm
MST 55 (operated by MST)	6	1 AM, 1 Midday, 1 PM Trip	7:23am - 5:53pm

Monterey-Salinas Transit

Operated by Monterey-Salinas Transit (MST), Route MST 55 runs between Monterey Transit Plaza and San Jose Diridon Station. The line makes 11 stops on four daily runs for a total of eight weekday trips. There are three morning runs including one express run and one mid-afternoon run. On the return trip, there is one morning run, one afternoon run, and two evening runs. The last run of the day is an express run served by Route 79. Weekend service has three daily runs for a total of six trips.

MST fares are zone based, with single of all zone passes available for purchase. Riders can also purchase 20-ticket booklets, daypasses, and monthly passes. Fares range from a \$2.50 single ride cash fare to \$150 for a all zone monthly fast pass. MST passes are valid on VTA local bus and light rail services is the passenger is holding an All Zone Monthly Fast Pass and All Zone Super Daypass. To ride VTA express buses, riders must pay an additional \$1.75.

VTA Express Day Pass, Express Monthly Flash Pass or Express Eco-Pass (E) is valid for unlimited travel on line 55 and all MST services. Adult Monthly Flash Pass and Adult Local Day Pass are valid for one MST fare zone credit. Monthly passes for at least three Caltrain zones are valid for unlimited travel on line 55 and all MST services. MST passes are not valid on Caltrain. Line 55 will serve as the Amtrak Thruway for the San Jose-Monterey route. Amtrak will sell tickets to or from all points on line 55 only when connecting to or from Amtrak services at San Jose. Fares charged by Amtrak will be identical to those charged at the farebox by MST.

Line 55 drivers will normally hold up to 10 minutes for late southbound Amtrak connections at San Jose. Amtrak will normally hold northbound connections up to 10 minutes for late line 55 operations. There may be exceptions on a case-by-case basis; Amtrak Thruway services are considered “guaranteed” connections and Amtrak is obligated to accommodate thru passengers ticketed as such. Any customer service issues related to tickets sold by Amtrak must be handled through Amtrak.

MST 55 SERVICE CHARACTERISTICS

Route

MST 55 (operated by MST)

Buses per Day

6

Headway

One morning trip,
one midday trip,
one evening trip

Service Hours

7:23am - 5:53pm

HIGHWAY 17 EXPRESS BUS
SERVICE CHARACTERISTICS

Route

HWY 17 (Join VTA/City of Santa Cruz)

Buses per Day

52

Headway

10-65 minutes

Service Hours

6:02am - 10:42pm

Highway 17 Express Bus

Santa Cruz Metro (SCMTD) operates the Highway 17 Express bus that runs between Soquel and San Jose, with a stop at Diridon Station. The Highway 17 Express bus operates as an Amtrak Thruway for service between Santa Cruz and San Jose. There are 26 weekday runs for a total of 52 daily trips. On weekends there are 15 runs for a total of 30 daily trips.

SCMTD charges a unique fare for the Highway 17 Express. A one-way ride is \$4.00, \$8.00 for daypass and \$90 for a monthly pass. SCMTD transfers and daypasses are good for unlimited travel in the MST north zone only.

Up to three bicycles may be stored on the outside racks and up to two bicycles may be stored inside as long as the bus is not at full capacity. Baggage storage is available on the undercarriage storage space of the bus. Customers are responsible for loading and unloading of their own baggage. Access to the undercarriage storage space is available only at: Santa Cruz Metro Center, Soquel Park & Ride, Cavallaro Transit Center, San Jose Caltrain/Amtrak Station, 5th & San Fernando, and 7th & San Fernando stops.

Private Shuttles

Shuttles provide passengers disembarking at Diridon Station last mile transportation to downtown San José or to other major employment centers. Individual employers also provide shuttles to ferry commuters to their workplace. In the Silicon Valley Rapid Transit Project Diridon/Areal Station Profile Station Campus Access Study conducted by VTA, eleven private shuttles were observed during a 70 minute period. The eleven shuttles were destined to four different employers, using vans or small buses. Observers noted that only a small number of people were picked up per shuttle. The MTC Transit Connectivity Study Technical Memorandum 7 notes that employers providing private shuttles at Diridon include San José Water Company and Sun Microsystems.

Amtrak Thruway Bus

Amtrak offers Thruway Bus service throughout California as a supplement to its rail services. Diridon is one of the stations where passengers can connect or begin their journey. In certain circumstances, state law requires that trips booked on Amtrak.com include at least one segment where you travel by train, rather than by Thruway bus. Destinations from Diridon Station outside of Santa Cruz and Monterey, which are covered by Highway 17 Express and MST 55 respectively, would be made in conjunction with an Amtrak rail service.

Figure 6-13: AMTRAK TRAIN AND THRUWAY BUS SERVICE (Source: AMTRAK)





Double parked taxis in the taxi queue area in front of the station.



Passenger loading in the Kiss and Ride loop.



Sidewalk along The Alameda below the heavy rail underpass.

Taxis

A designed taxi parking area is located along the north side entrance road to the station, across from the Kiss and Ride area east Cahill Street. Double-parked taxis have been observed in this area.

Kiss and Ride

An emergency vehicle access roadway is provided on a loop in front of the station area. This area is currently signed as 'no stopping', however this area is currently unofficially used for passenger pick-up/drop-offs (kiss and ride). During heavy periods of demand, this area has been observed to become congested with drop-offs, pickups, and waiting vehicles.

Pedestrian Access

Diridon Station is located close to several major trip attractors, including downtown San José and HP Pavilion. Downtown San José is located directly east of Diridon Station via West San Fernando Street and HP Pavilion is immediately north of Diridon Station at West Santa Clara Street and Montgomery Street.

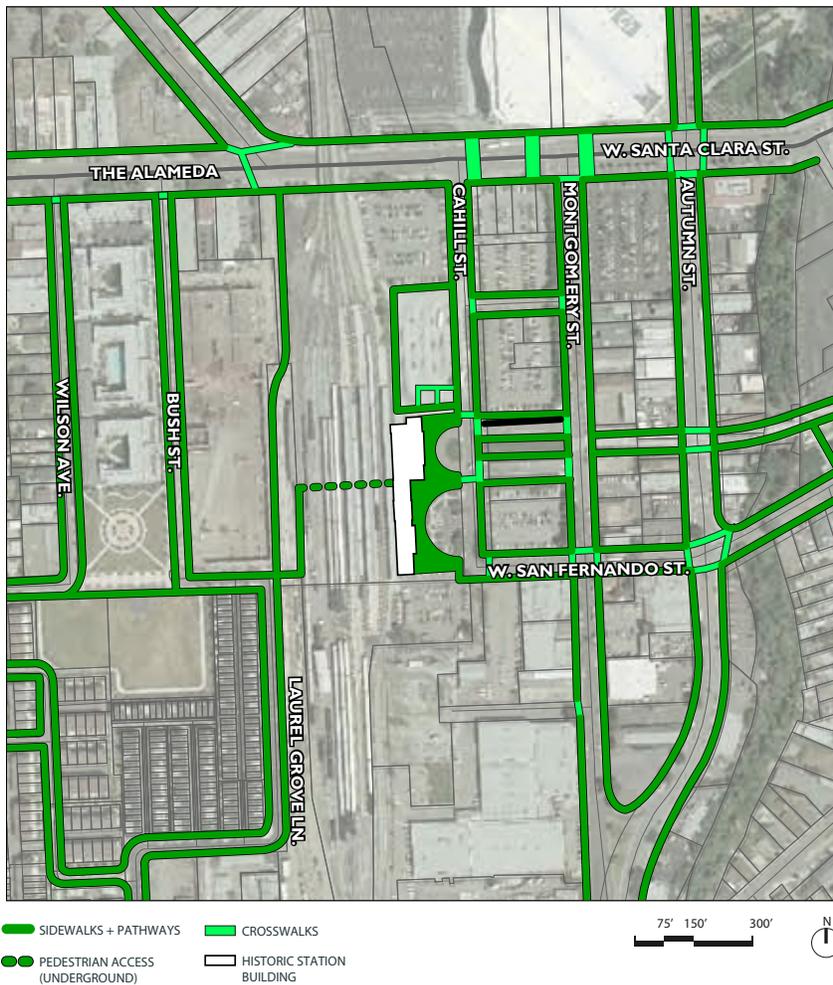
Sidewalks and crosswalks are generally present in the vicinity of the station (see Figure 14). Still, pedestrian access to Diridon Station is challenged due to the presence of a number of barriers, including Highway 87 and the Guadalupe River to the east, the rail tracks to the west, HP Pavilion to the north and major streets (Park Avenue, West San Carlos Street) to the south. Underutilized property around the station also contributes negatively to the pedestrian environment, particularly at night.

Pedestrians traveling between Downtown San José and Diridon Station can use West Santa Clara Street or West San Fernando Street. Pedestrians walking along both streets must pass below Highway 87. As noted previously, excellent transit connections

exist between the station and the downtown core including the DASH shuttle, VTA light rail and other buses.

Pedestrians accessing the station from the commercial area and neighborhoods along The Alameda to the west must walk below the heavy rail underpass. The tunnel within the station provides additional access to the west, linking the station to the VTA LRT station, Laurel Grove Lane and Cahill Park.

Figure 6-14: STATION AREA PEDESTRIAN ACCESS





Caltrain bicycle lockers.

Bicycle Access

Diridon Station has limited bicycle connectivity to other trip attractions in the area. West San Fernando Street has a Class II bicycle lane for only one block between Cahill Street and Montgomery Street. Class III bicycle routes in shared traffic lanes are designated on West San Fernando Street east of Montgomery, The Alameda and Park Avenue. The City of San José is currently in the process of updating the city bicycle plan. The draft bicycle network map shows completion of the Class II bicycle lane connection between the station and downtown on West San Fernando Street, a proposed Class I off street path along the Los Gatos Creek, as well as addition bicycle lanes on several streets in the vicinity of the station. A corridor along Park Avenue connecting to West San Fernando is identified as a Primary Bikeway Network Route in the draft plan. The bicycle plan should be finalized by fall 2009.

Bicycle parking at the station consists of storage lockers and racks provided by Caltrain. Users can rent bicycle lockers for \$33 for six months plus a \$25 refundable key deposit. There are a total of 48 bicycle lockers at Diridon Station.

Automobile Access

Diridon Station is well connected to the regional automobile network. The Bird Avenue interchange on Interstate 280 is located approximately ½ mile south of the station and links directly to the Autumn Street/Montgomery Avenue couplet. State Highway 87 (Guadalupe Parkway) is approximately ¼ east of the station, with access via interchanges at West Julian, Park Avenue and Delmas/Woz Way. The station is accessed locally principally by The Alameda/West Santa Clara Street (State Highway 82) and the Autumn Street/Montgomery Street Couplet.

Station Parking

Several surface parking lots are located in the immediate vicinity of the station (see Figure 6-15), although there are competing demands for parking in the area, particularly during events at the HP Pavilion. The lots are owned and operated by different parties and have varied fee structures and policies.

There are a total of 581 parking spaces available for commuter use in designated Caltrain lots (including one lot that is owned by the VTA). Passengers can purchase daily or monthly parking permits, for \$3 or \$30, respectively. These parking lots are also used in a shared parking arrangement with the HP Pavilion for event parking outside of typical commute hours.

PCJPB recently entered into an agreement with the City of San José Redevelopment Agency and Standard Parking to offer additional commuter parking near Diridon Station. Parking is available on the “Stevens Meat” Lot, located at San Fernando and Montgomery Street, which provides an additional 135 parking spaces. Drivers pay a \$3 daily fee per space. The second lot, located at 150 South Montgomery Street, provides an additional 68 spaces. This lot is available only through a \$30 monthly fee purchased through Standard Parking. Caltrain monthly parking permits are not valid at either lot.

Figure 6-15: STATION AREA PARKING



Example parking lot signage adjacent to Diridon Station



The Redevelopment Agency owns another surface lot with 228 spaces located south of West Santa Clara Street between Montgomery Street and Autumn Street. This lot is available for free parking on non-event days and is posted as parking for the Carousel at Arena Green. It is used for HP Pavilion parking during events.

An Amtrak employee and long-distance passenger parking lot with 61 spaces is located immediately south of the historic depot. Additional lot with 17 disabled and short term parking spaces is located in front of the Baggage Room of the depot.

On-street parking is available along several nearby streets, including Montgomery and Autumn Street, as well as west of the station Laurel Grove Lane. Parking controls vary significantly block to block. Some blocks faces have unrestricted parking, while others have restrictions including one or two hour parking, commercial vehicle parking or residential parking permit controls.

PCJPB data indicates that the 581 spaces in the Caltrain parking lots area typically fully utilized weekdays. Commuter parking demand spills over to nearby surface parking lots and to on-street spaces where parking is unrestricted. See Chapter 7 of this report for a detailed description of parking within the study area.



Example parking lot signage adjacent to Diridon Station

6.3 Planned Facility Improvements

Several near and long term improvement projects will add new service and reshape the station (see Figure 6-16).

SOUTH TERMINAL IMPROVEMENT PROJECT

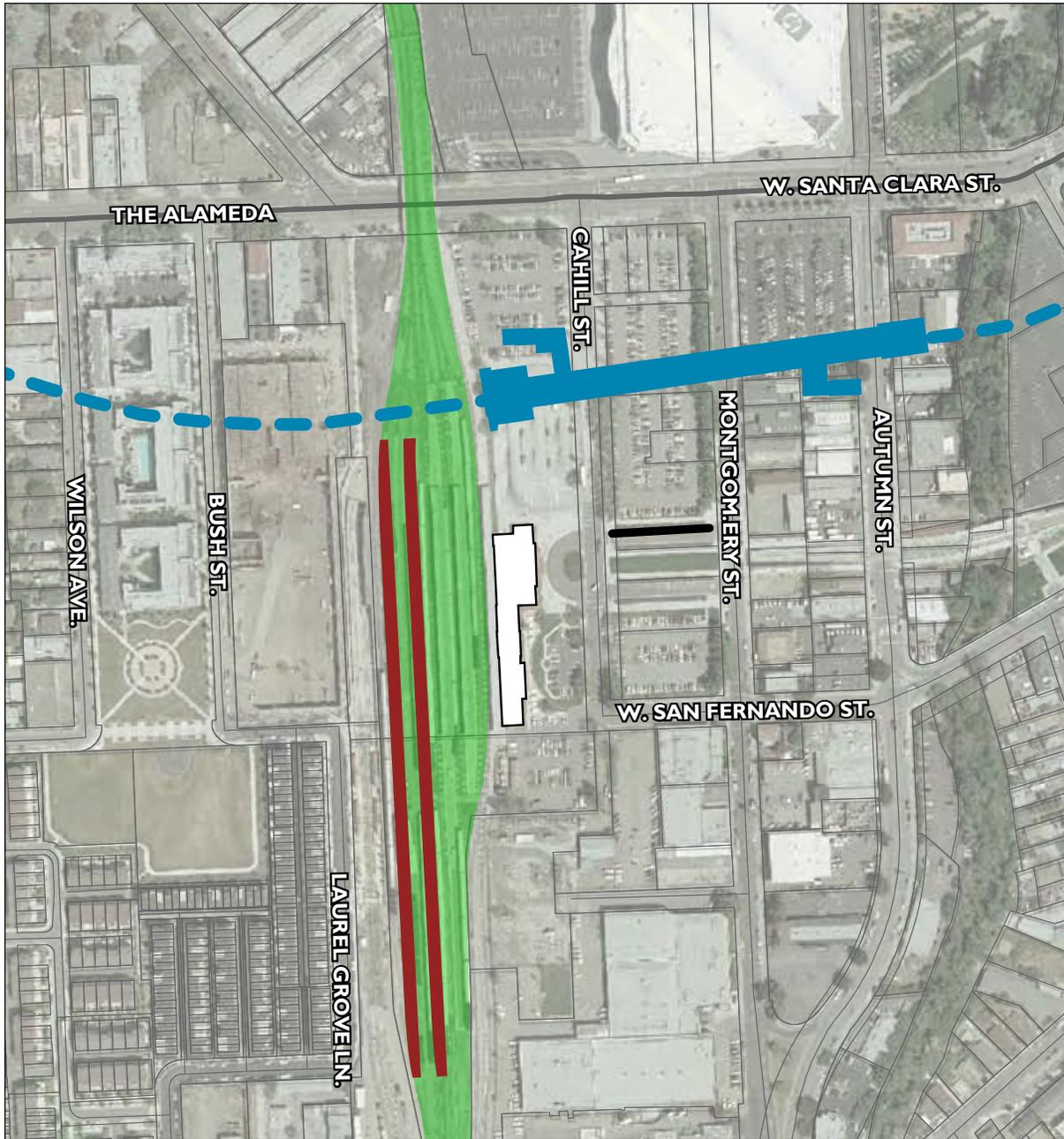
As part of the effort to allow for additional Caltrain service and in preparation for future electrification of the system, the South Terminal Improvement Project will modernize and enhance the Diridon Station through improved service connections, safety and flexibility, and capacity. The project includes two new boarding platforms on the west side of the station, signal control points at each end of the terminal to allow for quicker train movement in and out of the station, and additional mainline tracks north and south of the station. The project will improve upon existing delays that occur at the South Terminal that affect all the services the station serves, including ACE, Amtrak Coast Starlight, Capitol Corridor, Caltrain, and Union Pacific freight trains. The project will be completed in two phases.

South Terminal Improvement Project, Phase I

The South Terminal Phase I Project includes mainline tracks with two platforms, including the stairs and ramps to access the underground pedestrian tunnel. Phase 1 also includes demolition of the existing maintenance facilities, removal and reconstruction of tracks, installation of new turnouts, drainage, and improvements to the existing signal system to accommodate new track work.

The project is currently out to bid with construction expected to begin in early 2010. Construction is expected to last 12-24 months, with new connections to tunnel (ramps and stairs) and benches, trash cans, train information displays, PA and other typical platform features expected to be completed in addition to the two new boarding platforms.

Figure 6-16: PLANNED STATION FACILITY



- — — BART LINE, TUNNEL
- BART STATION, UNDERGROUND
- HISTORIC STATION BUILDING
- — SOUTH TERMINAL IMPROVEMENT PROJECT HEAVY RAIL PLATFORMS, AT GRADE
- HIGH SPEED RAIL APPROXIMATE ALIGNMENT, ELEVATED



South Terminal Improvement Project, Phase II

The South Terminal Phase II Project is the additional track from Diridon to CEMOF (Caltrain's Centralized Equipment Maintenance Operation Facility). During Phase II an additional mainline track will be built north of Diridon Station. Improvements to the signal system and other track improvements will be part of the Los Gatos Creek Bridge Replacement Project.

Los Gatos Creek Bridge Replacement

As part of the Los Gatos Creek Bridge Replacement Project, a third mainline track will be constructed south of Diridon Station. This project is currently at 30% design and is undergoing environmental review.

CALTRAIN ELECTRIFICATION

Caltrain is undertaking plans to electrify the entire corridor by 2015. Electrification will result in a faster, more efficient and more environmentally friendly rail system than current diesel powered trains. Electric trains can accelerate and decelerate faster than diesel trains, which are anticipated to provide a savings of 13 percent in travel time between San Francisco and San José. These time savings will also allow additional peak hour trains to be operated on the corridor. Other benefits of the electrification include reduced noise along the corridor, and positive train control systems to increase protection against potential collisions. Environmental clearance for the Electrification Program has been approved by the FTA with JPB Board Certification of the EIR pending.

MTC REGIONAL HUB SIGNAGE PROGRAM

In 2007 the Metropolitan Transportation Commission (MTC) released the regional Transit Connectivity Plan, which presents findings and improvement strategies at selected regional transit hubs around the San Francisco Bay Area. Diridon Station was part of the review that analyzed wayfinding signs, transit information displays, real-time displays, station amenities and last mile programs. The Hub Signage Program is the implementation of signage identified to be lacking at the stations.

The hub review team found wayfinding, customer information and real time information lacking at Diridon Station. Corrective actions related to each area for the station included:

- Wayfinding
- Identification of station or transit operator
- Moving around or entering or exiting the station
- Identification of where to board or wait for transit
- Customer Information
- Regional Transit Information
- Local Transit Information
- Real Time Information
- Existing Real Time Information
- Future Real Time Signal Installations

Currently the regional hub signage program is at 100% design and new static signs are expected to be installed by the end of 2010. Real time signage is planned for installation in the 2011-2012 timeframe.

SILICON VALLEY RAPID TRANSIT (SVRT)

A future proposed extension of the BART regional rail system from Fremont to Milpitas, San José and Santa Clara, is currently under design. The BART to Silicon Valley project (SVRT) will be built by VTA and operated by BART. The corridor will extend from the planned Warm Springs Station in Fremont through 16 miles and six stations one in Milpitas, four in San José and one in Santa Clara; a 5-mile tunnel in downtown San José; and a new maintenance and storage facility in Santa Clara. The project will most likely be built with phased construction with the construction at Diridon Station occurring after the initial construction phase. There is no official timeframe for when BART will be operational at Diridon Station, as Phase 2 is dependent on when funding becomes available.

The proposed Diridon/Arena BART Station will be located underground and roughly perpendicular to the existing heavy rail tracks. The BART line will be located inside a bored tunnel passing below the Diridon Station area. The BART station will be within a cut and cover box approximately 1,000 feet long and 65 feet wide. A mezzanine level will be located one level below existing grade, and the station platform will be below the mezzanine. Pedestrian access to the mezzanine will be provided from both the north and south ends of the station. A street level pedestrian connection would connect the BART station entrances to the existing Diridon Station via a central plaza. Future connections to HP Pavilion could be envisioned as an underground pedestrian crossing to be built by others. Two additional emergency exits would be located at each end of the station, with one exit at the north end near Cahill Street and the other at the south end near Autumn Street.

The Diridon/Arena Station Profile Study indicates a year 2030 parking demand of 2,600 spaces for SVRT. However, the document notes that the local station area presents opportunities for shared parking and other strategies.

CALIFORNIA HIGH SPEED RAIL

The California High Speed Rail Authority (CHSRA) is conducting a multi-tiered environmental process for the proposed California High Speed Rail System. Diridon Station is planned to be a major transfer point along the route that would ultimately operate between San Diego and San Francisco, with an additional segment operating to Sacramento.

A Final Program Environmental Impact Report/Environmental Impact Statement (EIR/EIS) for the Bay Area to Central Valley Segment was completed in May 2008. A Project EIS/EIR is currently underway, with an alternative expected to be defined by late 2009 and a Draft EIR/EIS completed by late 2010. Phase 1 of the High Speed Rail system (Anaheim to San Francisco, including service to Diridon Station) is targeted for opening in 2020.

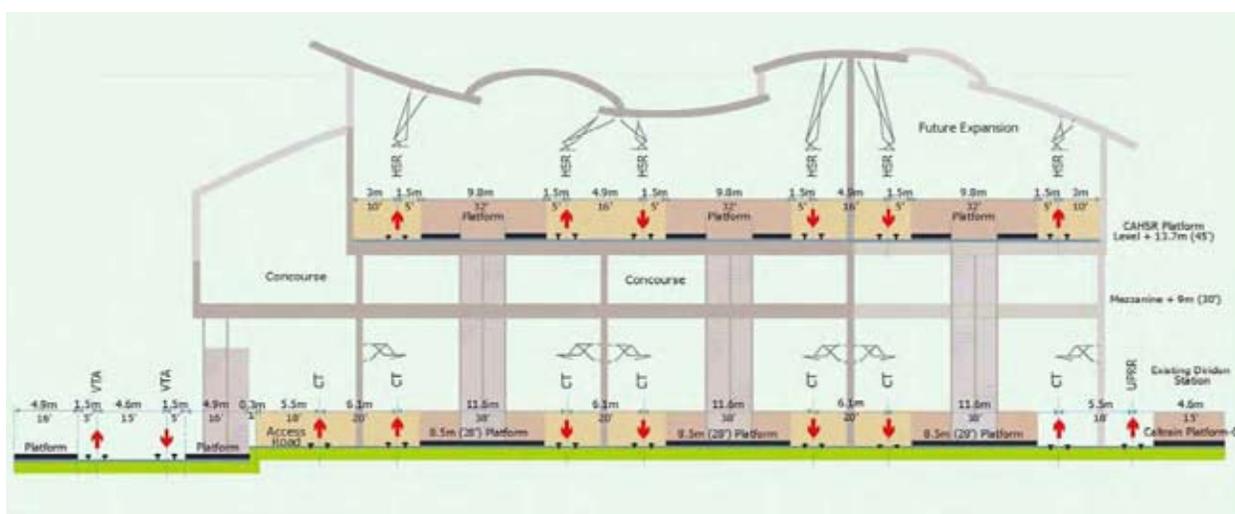
The segment between Merced and San José is planned to travel through the Pacheco Pass in the vicinity of State Route 152, between the State Route 99 corridor north of Fresno with a station in Gilroy. From Gilroy to San José, the alignment could potentially utilize the existing Caltrain rail corridor. From San José to San Francisco, the system will utilize the Caltrain rail right-of-way and share track where possible with express commuter rail services. This segment is assumed to have four tracks, with the two middle tracks being shared by Caltrain and the high-speed train, and the outer tracks being used by Caltrain. High-speed train service will operate at maximum speeds of 125 mph along the Peninsula and provide 30-minute express travel times between San José and the Transbay Transit Center in downtown San Francisco. Other potential stations will be located in Redwood City or Palo Alto and in Millbrae serving San Francisco International Airport.

In April 2009 the CHSRA and the PCJPB entered into a memorandum of understanding that establishes an organizational framework to guide the planning, design, and construction of improvements in

the Caltrain rail corridor to accommodate the short and long term needs of both Caltrain commuter rail and inter-city high speed rail service.

The Program EIR/EIS indicates that at Diridon Station, High Speed Rail will be elevated over the existing heavy rail tracks. New tracks and platforms would need to be constructed approximately 45 feet above the existing tracks. Four tracks and two platforms would initially be constructed, with an allowance for an additional two tracks and platform. The platforms would be accessed via a passenger mezzanine located above the existing tracks and below the high speed rail tracks. The specific alternatives for High Speed Rail underground, at-grade, above-grade alignments, station track and platform configurations to be considered in the Project EIR/EIS are currently being developed by CHSRA.

Figure 6-17: POSSIBLE CROSS SECTION WITH HSR AT DIRIDON STATION (Source: CHSRA, Bay Area to Central Valley Segment Final Program Environmental Impact Report/Environmental Impact Statement (EIR/EIS) (May 2008))



6.4 Future Station Operations

SILICON VALLEY RAPID TRANSIT (SVRT)

The SVRT Project EIR indicates a proposed operating plan for BART service to operated every day from 4:00 a.m. to 1:00 a.m., with 6-minute headways from 6:00 a.m. to 7:30 p.m. After 7:30 p.m. and on weekends, the average headway would be 10 minutes. The Diridon/Arena Station Profile Study includes demand forecasts of 21,000 boardings and alightings per day in 2030.

Table 6-4: PROJECTED 2030 AM PEAK BART ACCESS MODE SHARE AT DIRIDON/ARENA STATION (Source: VTA, Diridon/Arena Station Profile (2009))

Transit Operator	Walk/ Bicycle	Caltrain/ ACE	Other Transit	Auto-Drove	Auto-Drop Off/Pick Up	Other
BART - SVRT ¹						
To Station	10%	15%	21%	44%	44%	0%
From Station	26%	43%	31%	0%	0%	0%

Note: Totals may not add to 100% due to rounding.

CALTRAIN

PCJPB developed its Caltrain 2025 Program to plan and implement major infrastructure improvements to accommodate long term increases in demand on the corridor. The Program consists of a series of improvements including electrification, terminal improvements and positive train control. When fully implemented, the Program will allow for a peak service frequency of up to 10 trains per hour per direction, double the current capacity of 5 trains per hour per direction. Forecasts for Caltrain ridership with the Electrification component of the Program are currently being developed and will be published in the Final EIR.

CALIFORNIA HIGH SPEED RAIL

CHSRA indicates that up to 10 trains per hour could stop at Diridon Station in 2035, with an additional 2 through trains per hour. Ridership forecasts are currently being revised for the Project EIR/EIS.

BUS

The VTA projects bus service at the Diridon Station to significantly increase by the forecast year 2030. The VTA anticipates there will be over 80 buses during the peak hours servicing or departing the station. The increase in bus activity requires at minimum eleven active bus bays plus an additional holding bay within close proximity to the transit center. In addition, the VTA desires separate bays for each direction for Route 63, bringing the total number of require bays to thirteen. These bus bays include the needs of other bus operators, which includes Amtrak, MST and Highway 17 Express.

Table 6-5: PROJECTED BUS SERVICE CHARACTERISTICS
(Source: VTA, Diridon/Arena Station Profile (2009))

Route	Buses per day	Headway	Service Hours
22/522	289	12 minutes	24 hours
63	58	30 minutes	16 hours
64	116	15-30 minutes	19 hours
65	N/A	N/A	N/A
68	123	15-30 minutes	20 hours
568	120	15-30 minutes	20 hours
181	N/A	N/A	N/A
DASH	84	10 minutes	13 hours
HWY 17 (Joint VTA/City of Santa Cruz)	26	15-120 minutes	18 hours
TOTAL BUSES PER DAY	816		

Note: Forecast not available for the Routes 65, 181, MST 55 and Amtrak.

During the construction for SVRT, an interim solution for bus bay requirements during the operation of two of the six stations requires two active bus bays and two holding bays, all sized for articulated buses. These bus bays would service Route 301, which would operate at high frequencies between Berryessa, Diridon, and Santa Clara. In the event that SVRT does not extend beyond Berryessa, provisions need to be made to consider a permanent location for Route 301 at Diridon transit center.

The BRT Strategic Plan adopted by VTA in May 2009 includes two BRT stations in the study area. Route 522 will have a stop on Santa Clara Street near Montgomery. Route 523 has the option of a station on San Carlos Street near Montgomery/Bird or potentially short turning buses at the Diridon Transit Center.