

6. EXISTING AND PLANNED STATION TRANSIT SERVICES

6.1 Station Planning Background

STATION DESCRIPTION & LOCATION

The San José Diridon Station is a major regional rail and transit hub for the City of San José. It hosts local, regional, and intercity bus and rail services providing connections throughout Silicon Valley, the Bay Area and Northern California. Diridon Station will also see dramatic changes in the future with the completion of a number of proposed transportation infrastructure projects.

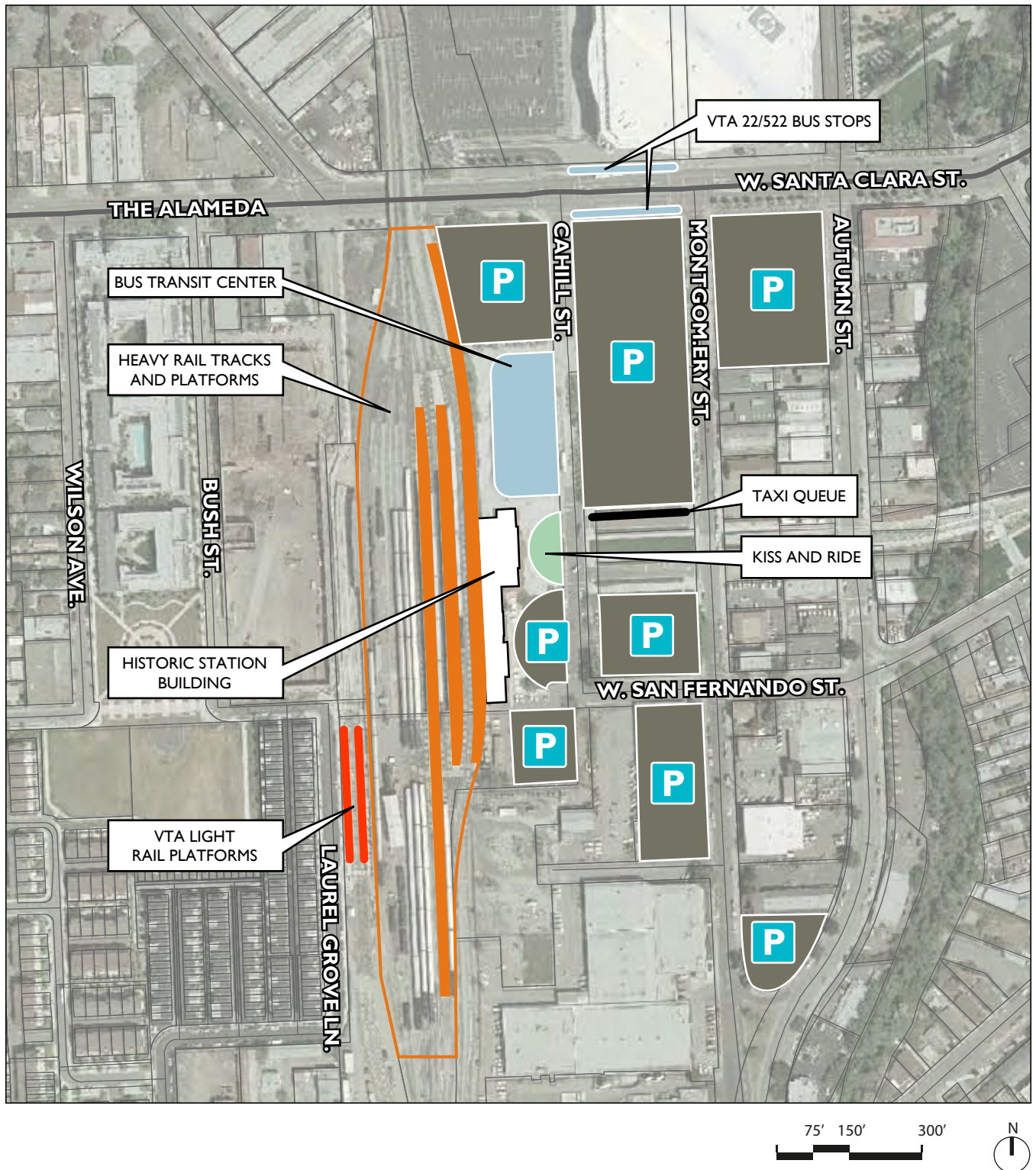
Located approximately ½ mile from the edge of Downtown San José, the existing Diridon Station is bounded by West Santa Clara Street, Montgomery Street, and Park Avenue. A nationally registered historic structure, Diridon Station sits across Santa Clara Street from HP Pavilion center, which hosts sporting and music events year round. San José International Airport is less than five miles north of Diridon Station and Downtown San José.

In the future the station will see increases in service for existing operators, as well as a future BART station on the Silicon Valley Rapid Transit (SVRT) corridor and will be an important station for California High Speed Rail. As a result, the station will see major increases in demand and will be the best connected transit hub in Northern California. This creates a unique opportunity for an iconic, world-class station that serves as a major gateway to the City of San José and the Silicon Valley.

Diridon Station serves four separate heavy rail services and the Santa Clara Valley Transit Authority (VTA) bus and light rail. Existing transit services at the station include:

- Altamont Commuter Express (ACE)
- Amtrak Capitol Corridor
- Amtrak Coast Starlight
- Amtrak Thruway Motorcoach
- Caltrain
- Santa Clara Valley Transportation Authority (ACE) Bus and Light Rail
- Highway 17 Express Bus
- Monterey-Salinas Transit (MST) Express Bus

Figure 6-1: VTA DIRIDON/ARENA SITE PLAN (Source: ARUP)



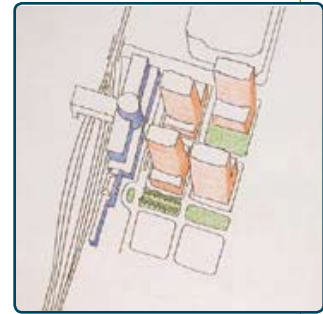
GUIDING POLICY DOCUMENTS

Diridon Arena Strategic Development Plan

Completed in 2003, the Diridon Arena Strategic Development Plan outlines a conceptual framework for future long term development of the 166-acre Diridon/Arena area in accordance with the San José 2020 General Plan. Prompted by the transformation of downtown San José into a vital urban center and major transportation investments intended for the Diridon Station area, the plan lays out future proposed development standards and architectural guidelines for Land Use, Circulation, Transit, Public Environment, and Infrastructure.

The Plan identifies three different station development scenarios that show the range of development intensity and give the City of San José options for matching which scenario best fits its interests. The Plan does not recommend any scenario; rather it highlights what could be possible given the number of unknown planning aspects of the site. These scenarios include:

- **Incremental Development:** Build a new transit station west of Cahill Street at the terminus of Crandall Street. Provide limited office development above the station for VTA use and commercial office development on the parcels east of Cahill. Preserve the historic station with possible conversion to civic, cultural or commercial uses. This concept is easiest to phase and most consistent with small block urban development. It would need to be analyzed for consistency with the covenant for preserving the Landmark Station area.
- **Grand Station:** Create a new large-scale station with a great hall, crossing Cahill Street and encompassing the VTA and Caltrain parcels, configured as a joint development with commercial office buildings integrated with the transit station. This will provide a dramatic statement about transit for a station serving high speed and passenger rail, light rail, buses, and BART: the “Grand Central Station” of San José. Preserve the historic station as a component of the grand station.



Incremental Development



Grand Station



Multi-block Development

Figure 6-2: Diridon Area Strategic Development Plan Station Concepts (Source: City of San José, Diridon Arena Strategic Development Plan (2003))

- Multi-block Development: Build a new transit station west of Cahill Street between the historic station and Santa Clara Street. Establish a large-scale development encompassing all four blocks between the Station and Los Gatos Creek. This could be developed as a permanent exhibition hall of San José and Silicon Valley products, showing a permanent display of the most current innovations associated with the region.

For the transit facility itself, the plan outlines general guidelines and development standards, such as:

- Provide office space for VTA located in the area of the station.
- Identify areas and spaces that should be preserved and protected.
- Provide appropriate architectural treatment for bringing BART passengers up to the surface and into the station or to the adjacent commercial development
- Align the formal entrance to the new station with Cahill Street, terminating the western end of this east-west axis.
- Preserve the old station as an historical landmark.
- Establish pedestrian connections under or over the tracks to connect the neighborhoods to the west with this new extension of downtown.
- Adjacent commercial development.
- Zone the area for transit and related facilities.
- Establish an area for passenger loading and unloading, kiss and ride drop-offs, taxi queuing, and pedestrian traffic.

Silicon Valley Rapid Transit Project Diridon Arena Station Profile Study

The Santa Clara Valley Transit Authority (VTA) recently completed a Diridon Station Profile Study (Draft, July 2009) that examined future conditions at the station, station access and potential layouts for the rail station and bus transit center. The Station Profile Study gives an in-depth look at the existing services and operations at Diridon Station, focusing on how the new future services, coupled with projected ridership increases, will affect the functions of the station and the surrounding area. As part of its analysis, the Station Profile study did not address future high speed rail service.

The station profile study presented two potential design alternatives for the layout of the station facility, including the bus transit center area (see Figure 6-3 and 6-4). The two alternatives include many similar design elements, with both including 13 bus bays in a bus transit center, additional shuttle loading areas, a station plaza in the area containing the Caltrain Depot, a Silicon Valley Rapid Transit BART station entrance, additional kiss and ride area and parking. Both options located the bus transit center west of Cahill Street and south of W. Santa Clara Street, and assumed that private auto use on Cahill Street is restricted. The alternatives differ in the design of the bus transit center, bus circulation and treatment of Montgomery Street.

San José Downtown Next! Public Art Focus Plan

Please refer to Appendix B-2 for a summary of the City's Public Art Policy in the context of the Diridon Station Area

Figure 6-3: VTA DIRIDON/ARENA PROPOSED LAYOUT - DESIGN ALTERNATIVE 1
(Source: VTA, Diridon/Arena Station Profile (2009))

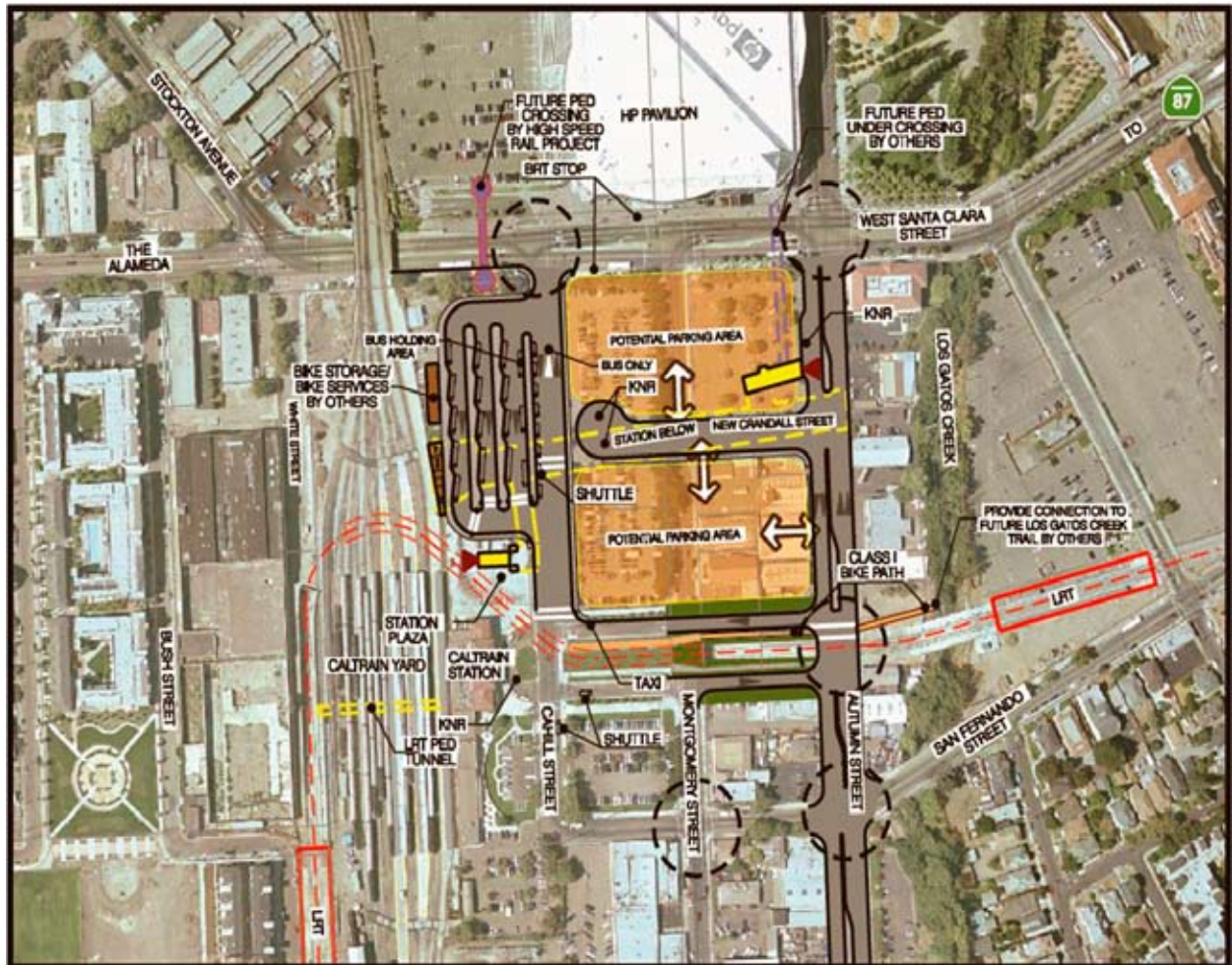
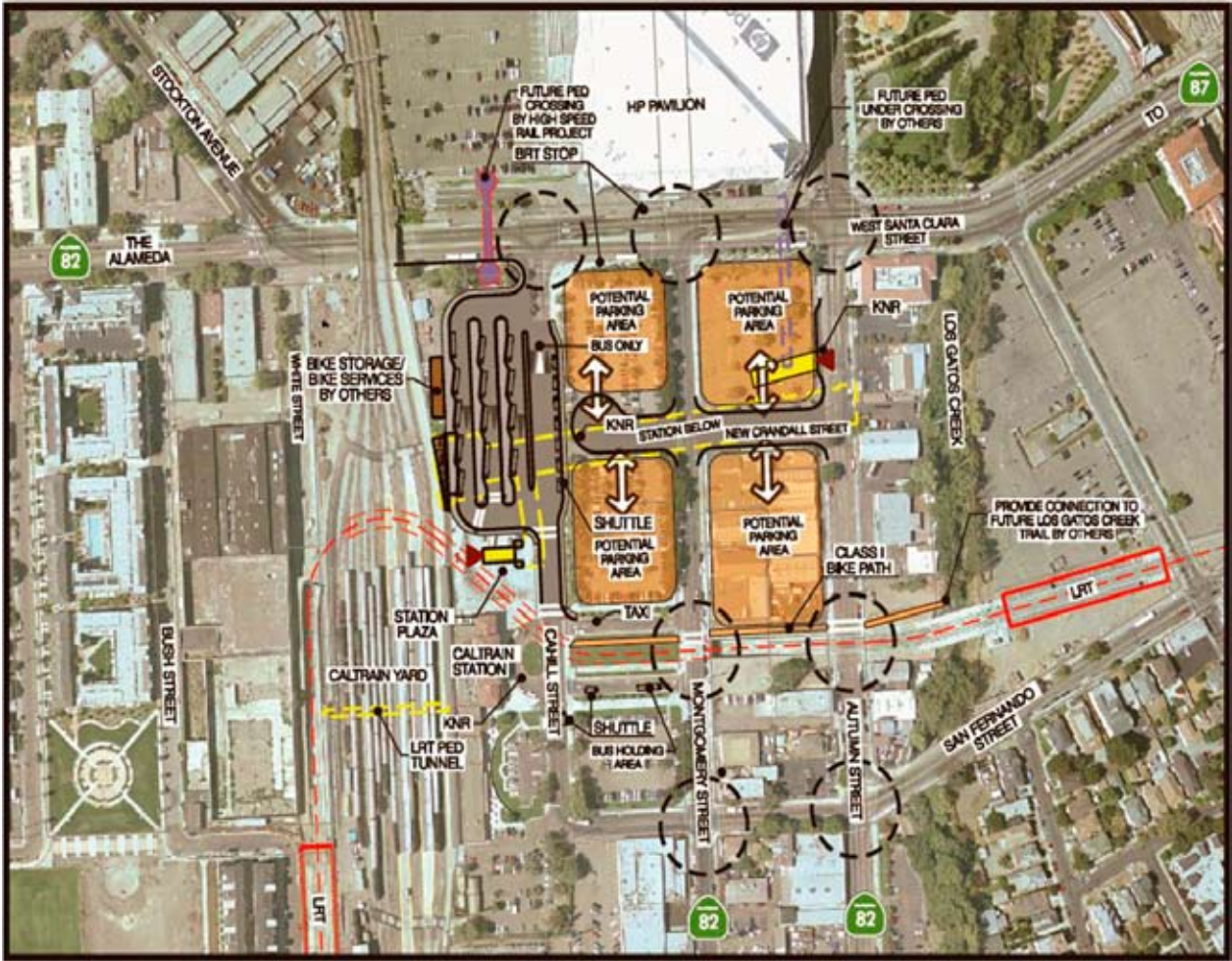


Figure 6-4: VTA DIRIDON/ARENA PROPOSED LAYOUT - DESIGN ALTERNATIVE 2
(Source: VTA, Diridon/Arena Station Profile (2009))

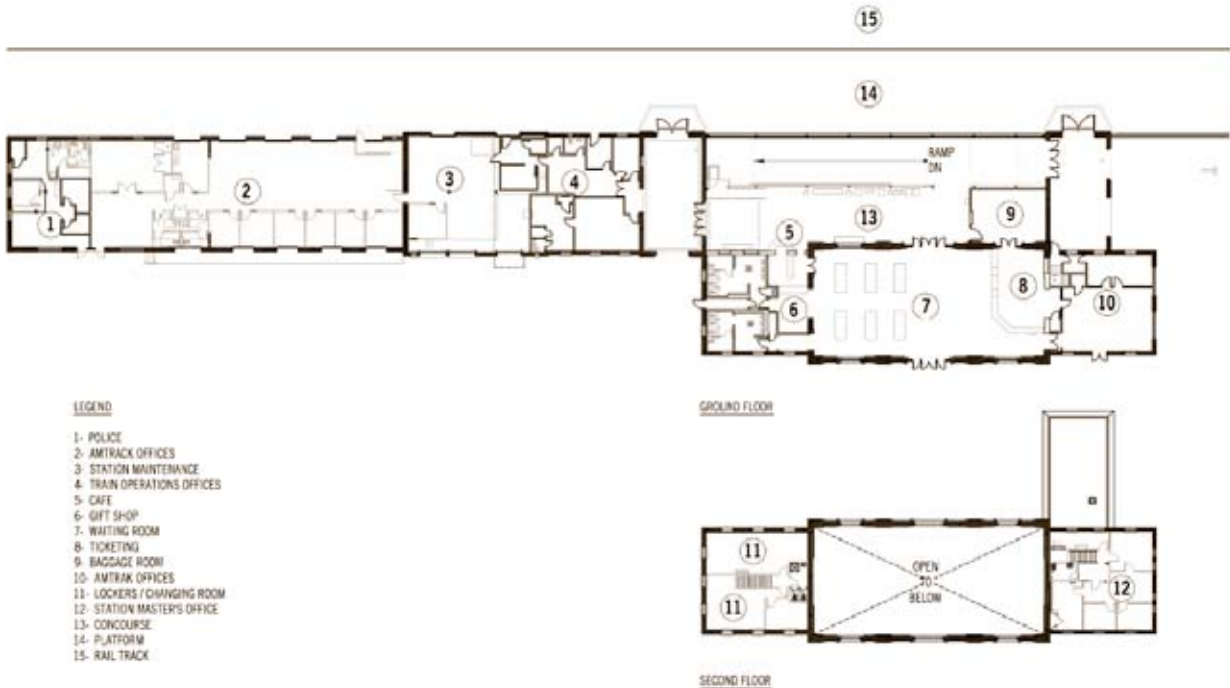


6.2 Existing Station Facilities and Operations

STATION DEPOT BUILDING

The San Jose Diridon Train Depot was built in 1935 to serve the Southern Pacific Railroad and was originally named the Cahill Depot. The building was designed by the Southern Pacific Architect John Christie, who later worked on Union Station in Los Angeles. In addition to the Depot building, other structures on the site include canopies over the platforms, a tunnel serving the platforms, and a vernacular shed referred to as the Car Cleaner's Shed. The Depot building, constructed in the Italian renaissance revival style with Streamline Moderne elements consist of a central section with a double height volume and two-story side wings, and a one story wing that runs along the building's west side. The central section, which contains the passenger waiting room, measures 42 by 82-feet and 33 feet in height, and is constructed of steel columns and trusses. The side wings, each measuring 36 by 36 feet, and the one-story wing, measuring 374 feet by 39 feet, are constructed of wood with wood trusses. The roofs of the three main sections are hipped and covered with terra cotta tile, and the one story wing has a flat roof. The exterior walls are clad with a tapestry brick in an English bond pattern. The building's foundations are reinforced concrete. The main facade of the depot faces east towards a landscaped promenade and includes three tall arches that frame the main entry at the center and large steel sash and wood framed multi-lite fixed windows. The passenger concourse faces west towards the rail platforms and tracks, and is lined with continuous steel sashed windows. The building underwent a substantial rehabilitation in 1994 which included a seismic upgrade and the addition of concrete shear walls. Accessibility improvements were made in 2003.

Figure 6-5: DEPOT BUILDING FLOOR PLAN (Source: Perkins + Will)



Building Function

The central section of the Depot houses the waiting room and ticketing counter. The interior of the waiting room has terrazzo floors with stone inlay, plaster walls scored in an ashlar pattern and a coffered ceiling with decoratively painted beams. There is a small ticketing office and baggage storage room adjacent to the ticketing counter. To the south of the Waiting Room is a gift shop, toilet rooms and a small cafe. Doors lead directly from the waiting room to the passenger concourse which houses the ramp to the tunnel connecting to the platforms, ticketing machines, and a side entrance to the cafe. The tunnel connects to ramps which serve the platforms and was extended in 2005 to connect to the light rail station that is to the west of the train station. Each of the platforms is covered by a steel butterfly shaped canopy to protect passengers from the weather. The ramps at the north ends of the tunnel were made longer and less steep as part of the accessibility improvements completed in 2003.

The southern part of the story wing was originally built as a baggage room and express room, and now houses offices for train operations, storage for maintenance operations and offices for Amtrak and the Transit Police. The one-story wood-sided Car Cleaner's shack is located to the south of this wing and is now used for storage. There is an electrical transformer substation located adjacent to the car Cleaner's Shack.

Historic Status

The Depot was listed on the National Register of Historic Places in 1993, and was listed as a City of San Jose City Landmark in 1995. The National Register nomination boundary is a 12.5-acre area and includes the depot building, the Santa Clara underpass, tracks at the station, the butterfly passenger sheds, and the car cleaner's

Figure 6-6: NATIONAL REGISTER OF HISTORIC PLACES BOUNDARY (Source: Perkins + Will)



- ■ ■ ■ National Register Boundary
- Southern Pacific Station
- Car Cleaner's Shack
- Butterfly Sheds
- Santa Clara Street Underpass

shack. Three structures listed in the National Register nomination form: the water tower, the herder's shack and the compressor structure have since been either relocated or demolished. The City of San Jose landmark designation includes a similar area to the National Register nomination. The Depot and a 4.7-acre area around the Depot are also restricted by a Preservation Covenant between the Joint Powers Board and the South Bay Historical Railroad Society. The Board is required to preserve and maintain the Station in accordance with the recommended approaches in the Secretary's of the Interior's Standards for rehabilitation. In addition, any demolition, destruction or significant alteration cannot occur without approval of the California Legislature.

Ridership

Diridon Station currently serves over 10,000 passengers on a typical weekday. Table 6-1 below summarizes the ridership by transit operator.

Table 6-1: EXISTING DIRIDON RIDERSHIP BY TRANSIT OPERATOR

Transit Operator	Approximate Daily Boardings and Alightings at Diridon Station
ACE ¹	600
Amtrak – Capitol Corridor ²	450
Amtrak – Coast Starlight	Not Available
Caltrain ³	5,860
VTA – Light Rail ⁴	970
VTA – Bus ⁴	2,640

Sources:

1. VTA, *Diridon/Arena Station Profile (2009) based on 2003 Data*
2. *Capitol Corridor, Monthly Station Ridership Activity (FFY 2008-2009)*
3. *Caltrain, Average Weekday Ridership Counts (2009)*
4. VTA, *Average Weekday Ridership Counts (October 2008, March 2009)*

Access Mode Share

Caltrain and VTA conduct on board surveys that include information on model of access to the station. Table 6- 2 summarizes the results of recent surveys.

Table 6-2: TRANSIT ACCESS MODE SHARE AT DIRIDON STATION

Transit Operator	Walk	Bicycle	Caltrain	Other Transit	Auto-Drove	Auto-Drop Off/Pick Up	Other
Amtrak – Capitol Corridor¹							
To Station	8%	4%	8%	20%	16%	43%	5%
From Station	12%	9%	8%	24%	10%	34%	5%
Caltrain²							
To Station	14%	5%	N/A	24%	43%	9%	5%
From Station	15%	2%	N/A	35%	33%	8%	8%
VTA Light Rail³							
	19%	5%	51%	16%	2%	1%	6%

Sources:

1. Capitol Corridor Satisfaction Study (June 2009)
2. Caltrain, Onboard Survey Results (October 2007)
3. VTA, Light Rail Platform Intercept Survey (2008)

Notes:

Totals may not add to 100% due to rounding.

Caltrain data includes weekend and off-peak survey data. Automobile usage is likely to be lower on weekdays

ACE SERVICE
CHARACTERISTICS

Route

Stockton - San Jose

Trains per Day

4 Westbound

4 Eastbound

8 Total Daily Trains

Typical Headway

AM: 60-75 min

PM: 60 min

Service Hours

1st Train Arrival: 5:30 am

Last Train Departure: 5:35 pm

Commuters departing after the last ACE train of the day can take an Amtrak Thruway bus that stops at all ACE train stations. Amtrak bus #3910 leaves Diridon Station at 6:35 pm and stops at all ACE train stops including the Dublin/Pleasanton BART station.

HEAVY RAIL

Altamont Commuter Express

The San Joaquin Regional Rail Commission operates the Altamont Commuter Express (ACE) commuter rail system between Stockton and San José . The single route terminates at the Diridon Station. A weekday service only, ACE trains operate during the morning and evening peak times with one westbound train during the mid-morning and one eastbound train in the early afternoon. At Diridon Station, ACE trains operate on tracks 2-5, with trains laying over north of Diridon Station.

As a commuter heavy rail service, ACE primarily provides service to San Joaquin County residents working in the Silicon Valley. Morning trains leave Stockton in time for commuters to meet morning work arrival times in San José . A small number of private shuttles meet ACE trains at Diridon Station to bring workers to individual employment centers.

ACE fares are zone based, and passengers can purchase daily, weekly, monthly, or 20 trip ticket booklets. Tickets are sold as single ride or round trip, and can be purchased online or at the Amtrak ticket counter at Diridon Station. ACE is a barrier-free system, and passengers must validate their tickets before showing to train attendants or fare enforcement officers. Fares range from \$11.75 single ride ticket from Stockton to San José Diridon Station to \$300 for a monthly pass.

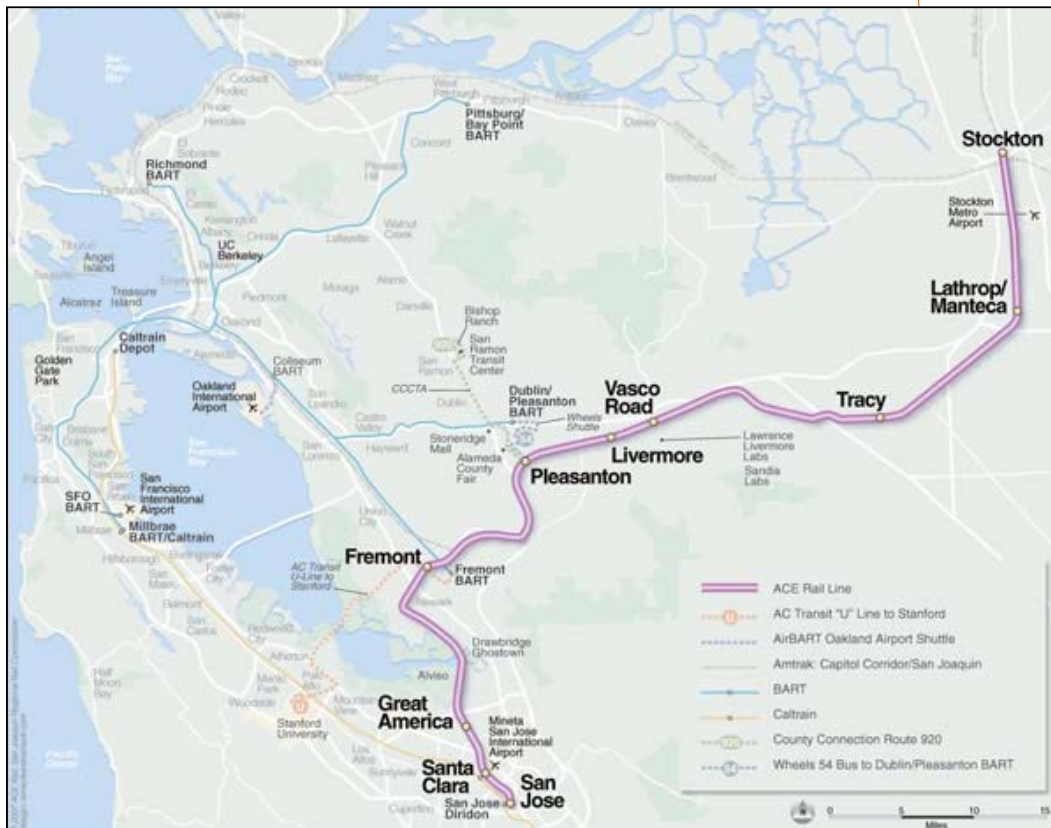
ACE passengers holding any valid ACE ticket or pass may ride free on all VTA Regular, Limited Stop and Express bus service, Light Rail and Historic Trolley. ACE tickets are valid anywhere in the VTA service area, not just at ACE stations. ACE tickets are not valid for the Highway 17 Express, Dumbarton Express, or Caltrain.

Passengers may board trains with their bicycles and stow them on the train. There are 14 bicycle stalls available on each car with two additional stalls available on the lower level of each bicycle car. Regular coach cars have four additional bicycle tie-downs on the lower level. Special bicycle car trains can be identified from the outside by the BIKE CAR sign located by the doors on the train car. Spaces for bicycles are given on a first come, first serve basis. Capacity can be checked online under the "Train Status" tab on the ACE webpage. Bicycle lockers are provided at all stations except Fremont. They must be reserved in advance with ACE.



Bus stop for the ACE Bus (Amtrak Thruway bus #3910).

Figure 6-7: ACE ROUTE MAP (Source: ACE, 2009)



AMTRAK CAPITOL
CORRIDOR SERVICE
CHARACTERISTICS

Route

Sacramento - San Jose

Trains per Day

7 Westbound

7 Eastbound

14 Total Daily Trains

Typical Headway

AM: 60-180 min

PM: 60-75 min

Service Hours

1st Train Arrival: 7:35 am

1st Train Departure: 6:40am

Last Train Arrival: 11:35 pm

Last Train Departure: 7:15 pm

Amtrak – Capitol Corridor

The Capitol Corridor Joint Powers Authority (CCJPA) manages and Amtrak operates the Capitol Corridor service, which provides commuter rail service between Sacramento/Auburn and San José at Diridon Station. A regional rail service, Capitol Corridor serves both intercity travelers and commuters between the San Francisco Bay Area to Sacramento and Auburn. With 16 stations along the route, trains provide direct connections to 19 local public transit systems and five passenger rail systems including BART, VTA, ACE, Caltrain, and Amtrak national rail service.

In 2008, Capitol Corridor provided 32 weekday trains (22 weekend) between Sacramento and Oakland, with 14 of those trains continuing on to San José Diridon Station. Passengers awaiting Capitol Corridor trains have access to Amtrak ticketing services and assistance with baggage during station hours. Capitol Corridor trains operate on tracks 2-5 at Diridon station, with overnight layover trains. Interior cleaning and light maintenance for Capitol Corridor trains is completed at Diridon Station.

Capitol Corridor fares are distance based, and passengers can purchase one way, monthly, 10 Ride/45 Day tickets. Tickets are sold online, by mail, Quik-Trak ticket vending machine, or at staffed Amtrak ticket booths at Diridon Station. Passengers can purchase Capitol Corridor tickets at the Amtrak ticket counter or at the Quik-Trak ticket machine. An additional fee is charged for purchasing tickets on-board. Passengers show purchased tickets to onboard agents for validation. Fares range from \$7-\$10 single one station ride ticket and up to \$527 for a monthly pass based on destination.

Capitol Corridor transfers are accepted as a one-time single-ride fare on VTA Local Buses, Limited Stop Buses, Light Rail and Historic

Trolley. The transfer is valid as partial fare on VTA Express Buses. Passengers are offered a 20% discount on BART tickets purchased on board the Capitol Corridor trains to facilitate transfers to the Richmond and Oakland Coliseum Intermodal Stations.

Passengers with bicycles may store them on racks onboard the train. Each train has approximately three bicycle racks and are provided on a first come, first serve basis. If the racks are full, passengers can notify the conductor, who will recommend a storage place for the bicycle.



Amtrak Quik-Trak and Caltrain ticket vending machines at Diridon Station.

Figure 6-8: AMTRAK CAPITOL CORRIDOR ROUTE MAP (Source: Capitol Corridor)



AMTRAK COAST STARLIGHT SERVICE CHARACTERISTICS

Route
Seattle - Los Angeles

Trains per Day
1 Northbound
1 Southbound
2 Total Daily Trains

Typical Headway
24 hours

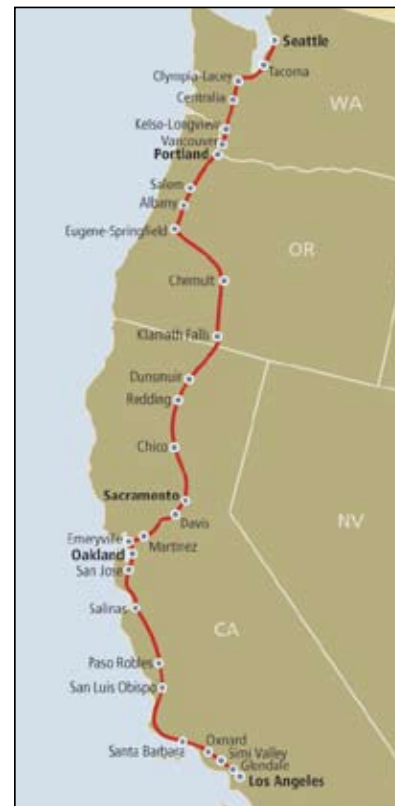
Service Hours at Diridon Station
Southbound Arrival: 9:57 am
Southbound Departure: 10:07 am
Northbound Arrival: 8:27 pm
Northbound Departure 8:39 pm

Amtrak – Coast Starlight

The Coast Starlight service is part of Amtrak’s national long distance service and operates between Seattle and Los Angeles, with two daily trains at Diridon Station. Amtrak recently relaunched the Coast Starlight service in June 2008 with upgraded amenities and equipment. The Coast Starlight operates along Union Pacific railroad tracks on Track 1, adjacent to the station building.

Passengers purchasing tickets may order tickets online, at the Quik-Trak ticket machines or at the staffed ticket booth at Diridon. The Amtrak ticket counter is open seven days a week from 6:00am to 10:00pm. The Quik-Trak machines are available seven days a week from 5:30am to 11:00pm. Checked baggage service is also available seven days a week from 6:00am to 10:00pm. Coast Starlight tickets do not allow for transfers aboard any of the other transit services at Diridon Station. Bicycle racks are also not provided aboard the Coast Starlight service, although passengers can bring bicycles on board as checked baggage for a \$5 fee between all cities where checked baggage services are offered.

Figure 6-9: AMTRAK COAST STARLIGHT ROUTE MAP (Source: Amtrak)



Caltrain

The Peninsula Corridor Joint Powers Board (PCJPB) manages and Amtrak operates the Caltrain commuter rail service between San Francisco, San José and Gilroy. A 77 mile commuter rail line with 32 stations, Caltrain connects to other major transit services including SamTrans, BART, VTA, and MUNI along the corridor. Caltrain provides shuttle service in all three counties: Santa Clara, San Mateo, and San Francisco. Caltrain helps to fund 30 shuttles in addition to numerous private employer shuttles that operate from Caltrain Stations.

As of August 31, 2009, Caltrain operates 45 roundtrip trains daily during weekdays with 28-32 trains during the weekend. Service to Gilroy is provided during the weekday commute hour only. Of the 45 daily roundtrip trains, Caltrain service runs 11 Baby Bullet express trains, 20 Limited Stop trains, and 14 Local trains, with 3 extending to Gilroy. Baby Bullet express trains operate at higher speeds with fewer stops, which reduce the travel time between San José and San Francisco and is popular with commuters. The Limited Stop trains stop at more stations than the Baby Bullet, and the local train stops at all stations. The Baby Bullet trains only operate during peak commuter times.

Caltrain fares are zone based, and passengers can purchase tickets online or with staff ticket clerks at Diridon Station. The Caltrain route is divided into six zones with three to nine stations within each zone. Ticket clerks, shared with Amtrak services, are available at Diridon Station seven days a week from 5:30am to 8:00pm. As a proof of payment system, passengers must purchase tickets prior to boarding, and must show validated tickets upon request from train attendants. Passengers can purchase one way, day pass, 8-ride, and monthly passes for fares that range from \$2.50 for travel within one single zone to \$298 for a six zone monthly pass. Caltrain Monthly Tickets for two or more zones for Adults and Youths and one zone for Senior/Disabled/Medicare passengers are valid as

CALTRAIN SERVICE CHARACTERISTICS

Route

San Francisco - Gilroy

Trains per Day

11 Northbound Baby Bullet
20 Northbound Limited
14 Northbound Local
11 Southbound Baby Bullet
19 Southbound Limited
14 Southbound Local
90 Total Daily Trains

Typical Headway

Baby Bullet:
AM: 15-40 min
PM: 25-35 min
Limited Stop:
AM: 7-28 min
PM: 4-39 min
Local: 60 min

Service Hours

4:30 am - 1:30 am

Figure 6-10: CALTRAIN ROUTE MAP
(Source: Caltrain)



fare on all VTA Local and Limited Stop Buses, Light Rail and Historic Trolley. Caltrain Monthly Tickets are valid as partial payment for an Express Adult Single-Ride. Caltrain One-way single ride tickets, round trip tickets, 10-ride tickets, Adult and Youth single-zone monthly tickets and weekly tickets are not eligible for transfer privileges or fare credit. Caltrain Day Passes and the new Caltrain Go Pass sticker issued on company ID cards are not accepted on VTA.

Bicycles are allowed on board trains with a yellow decal that denotes a bicycle car. Bikes are boarded on a first come, first serve basis. Caltrain has converted 37 of its passenger cars to bike cars. Seats have been removed from these cars and they have been equipped with customized bike racks. On weekdays there are two bike cars on 34 out of 90 trains. Caltrain also provides 48 bicycle lockers at Diridon Station, which are available for rent for 6 month intervals. The agency recently completed a Bicycle Access and Parking Plan that focuses on improvements for bicycle parking and access at eight Caltrain stations, including Diridon Station. Among other things the study recommended replacing the key lockers at the station with electronic lockers.



Amtrak and Caltrain Ticket Counters

VTA Light Rail

The VTA owns and operates the light rail system that services Diridon Station. Diridon Station is located on the Mountain View - Winchester Line, which provides service between downtown Mountain View and Campbell/LosGatos via downtown San Jose. One-way travel time is one hour, fifteen minutes between Mountain View and Campbell, with trains stopping at Diridon Station every 15 minutes.

VTA passenger fares are single ride based, with single ride tickets priced the same regardless of the distance traveled. VTA also offers various pass programs in addition to its single ride tickets. Single ride tickets are \$2.00, \$70.00 for a monthly pass and \$770 for an annual pass. Passengers cannot purchase passes at Diridon Station. Passengers who purchase single ride tickets on light rail are valid for 2 hours from purchase and can be used again on light rail or historic trolley service, but are not valid toward transfer to VTA bus service.

Light rail vehicles can accommodate up to eight bicycles per car, with four bicycles accommodated on interior racks and two additional bicycles allowed to stand on the floor in the center section of the vehicle. There are currently no VTA owned bicycle lockers at Diridon Station.

VTA LIGHT RAIL SERVICE CHARACTERISTICS

Route
Mountain View / Winchester

Trains per Day
115

Headway
15 min

Service Hours
5:07am - 11:58pm

Figure 6-11: VTA LIGHT RAIL SERVICE MAP (Source: VTA)

