

## HUB REVIEW FINDINGS - SAN JOSE DIRIDON STATION

### Date of Hub Review:

October 16, 2006

### Participants:

Carolyn Clevenger, Metropolitan Transportation Commission (MTC); Adam Burger, Santa Clara Valley Transportation Authority (VTA); Carol Levine, Wilbur Smith Associates; Harley Goldstrom, Harley & Associates.

### Existing Hub Conditions:

Diridon Station continues to function as the main transit hub in the South Bay. It accommodates a variety of rail services; Caltrain, VTA, ACE, Capital Corridor, and Amtrak Coast Starlight. Additionally, there are buses and shuttles that operate from this hub including VTA, Hwy 17 Express, Amtrak Thruway bus, Dash, and numerous private business shuttles. Within the last year, VTA opened its newest light rail (LRT) station on the west side of Diridon Station and a new transit oriented housing development is under construction on the west side of Diridon Station adjacent to the new LRT station.

## CORRECTIVE ACTIONS

### WAYFINDING:

Transit Connectivity signs are the greatest single problem at this hub. Comments from the hub review team noted the lack of comprehensive directional signage to the appropriate Caltrain and VTA LRT boarding platforms and to buses and shuttle loading areas. It is particularly difficult to find the correct platform for ACE, Caltrain and Capitol Corridor trains. All of the transit operators and the customers they serve would benefit from a new wayfinding sign program. The program should respect the architectural integrity and heritage of the Diridon Station while providing consistent, easy to read, easy to find hierarchical information that allows customers to flow between transit services and station entries/exits in a convenient and accessible manner.

Wayfinding program corrective actions should include but not be limited to:

#### Identification of station or transit operator

- Larger size font for station name on the front of station (see checklist question #1, photo #1);
- "Station entrance" signs at the front and side of the station and at the pedestrian tunnel on the west side of the station (see checklist question #2, photo #2);
- Add logos for ACE, Caltrain, Capital Corridor, VTA-LRT and VTA buses at entrances (see checklist question #3);

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**Moving around or entering or exiting the station**

- Install signs at all decision points in the hub to direct passengers between Catrain, ACE and Capital Corridor trains, VTA bus/shuttle platforms, DASH shuttle stop, VTA LRT station, ticket machines, RTICs, bicycle facilities, and to delineate the accessible pathway throughout the hub facility (photos #3-11). Although many of these signs exist, there are directional gaps particularly to specific train platforms and VTA LRT station.
  - Station entrance/exit (photos #1-2, 11);
  - Station lobby (photos #3, 6, 11);
  - RTIC and ticket machines;
  - Entrance to pedestrian tunnel on both sides of the station (photos #4, 9-10);
  - Entrance/exit to train platforms 1, 2/3 and 4/5 (photos #7-8);
  - Bus transit center (photos #10-11);
- Use a consistent set of graphics, fonts, and colors for directional signs (see checklist questions #7 - #10, #14);
- Include operator logos on all directional signs ( see checklist question #6);
- Use a bolder arrow design at all decision points (see checklist question #16);
- Add international icons and symbols where appropriate;
- MTC will work with a transit operator who will take the lead on the development of a comprehensive and consistent wayfinding sign program, including providing funding for program development and P S & E costs.

**Identification of where to board or wait for transit**

- At train platforms, provide better identification of which train boards where (see checklist question #19, photos #7-8);
- Move DASH shuttle stop close to main station entry/exit, install a bus shelter and clearly identifiable shuttle stop signs (see checklist question #21, photos #19-20);
- Install consistent Braille signs on all bus stop poles and/or shelters. Use mounting hardware that allows for changeable route information (see checklist question #23);
- Install bus route flags for MST and Amtrak service that comply with 2004 ADAAG guidelines, i.e. large route numbers, logos, and phone numbers (see checklist question #23, photos #16-18).

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### CUSTOMER INFORMATION:

Customer information is currently dispersed throughout the hub in a variety of formats and accuracies. Customer information displays should be coordinated with the new wayfinding sign program at key locations within the facility. The new program would address these corrective actions.

#### Regional Transit Information (RTIC)

One RTIC with six information panels currently exists at this station located in the station outer lobby along the route from bus loading area to train platforms (Photo #11, #15). Because of the size of this station and the condition of the existing RTIC, checklist comments suggest the following improvements:

- The RTICs would include
  1. The regional 511.org transit map; and
  2. Subregional or system map for local operators.
- Station Outer Lobby: Renovate and upgrade this existing RTIC installation with consistent graphics, message and hierarchy of information that promotes 511.org. (see checklist question #26, photo #15);
- VTA-LRT Platform: A new RTIC at this location would provide information for those passengers and residents who use this side of the station.
- (Additional optional location) Pedestrian Tunnel: A new RTIC at this location may be helpful;
- Provide directional signage to the RTICs with the international icon for information.

#### Local Transit Information

- Local transit information would include:
  1. Subregional or system map for local operators;
  2. Schedules and service hours;
  3. Fares and specific system information;
  4. Hub layout map; and
  5. Local vicinity map.
- These displays should be combined with RTICs where possible (see checklist questions #29-33, photos ##12-14, #21-22). The following locations are suggested:
  - Station outer lobby (photo #15);
  - VTA LRT Platform (photo #13-14);
  - Bus transfer facility (photo #23);
  - Train boarding platforms.
- Centralize the location of distributed printed schedules and brochures.
- Provide schedule information at all boarding platforms (see checklist question #32, Photos ##16, 21).

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### REAL-TIME SIGNAGE:

#### Existing Real-Time Signage

Real-time signs are currently provided for Capital Corridor/Amtrak train/bus and VTA LRT services. Caltrain real-time signs are not yet in operation. Signs exist in the following locations:

- Side entry to Diridon Station (photo #23);
- Lobby - behind ticket booth (photo #25);
- Inside station at outer lobby (photo #24);
- Train Tracks 2/3 and 4/5 (photo #26);
- Pedestrian tunnel entrance (photo #4);
- VTA LRT platform on west side of station.

#### Future Real-Time Signage Installation

The existing variety of real-time signs at this station is confusing and many times inaccurate. It is also not obvious which services are included on the sign boards. Corrective actions include:

- Phase 1: Repair and maintain existing signs. Use existing electronic sign boards and integrate them into the new wayfinding sign program in order to provide a consistent set of transit information and real-time rail transit departures.
- Phase 2: Assess the need for additional real-time signs and identify new locations. One set of real-time signs are needed in the pedestrian tunnel to notify passengers of the specific train and departure time on Platforms 2/3, 4/5, and at the VTA LRT Platforms.

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STATION PHOTOGRAPHS



1. Main station entrance



2. Signage at side entrance



3. Outer lobby entry signage



4. Directional signage to trains and LRT. Note non-operational real-time signs



5. Sign in tunnel to train platforms



6. Sign leading from Capitol Corridor platform

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7. Existing: Tunnel access to train boarding platforms.



8. Example: Artist's rendering of tunnel access with real-time signage improvements denoting train boarding, destination and departure time.



9. Lack of signs from LRT to main station



10. Sign at tunnel entrance from LRT



11. Exit sign - Note regional transit information on right wall



12. VTA information display in main lobby

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13. VTA LRT information display



14. VTA LRT information display



15. Six panel regional information display in outer lobby

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16. Hwy 17 Express/Amtrak schedule



17. VTA bus stop flag



18. MST and Amtrak bus stop flags



19. Existing: DASH shuttle loading area



20. DASH shuttle loading area with signage improvements.



21. VTA information at bus shelter



22. Coast Starlight and Capitol Corridor Departures schedule board located along exit path

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23. Amtrak bus real-time signage



24. Non-operational Caltrain real-time signage



25. Capitol Corridor real-time signage in main station lobby



26. Capitol Corridor real-time signage on platform

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<b>Hub Review Checklist Summary</b>			
<b>WAYFINDING</b>			
<b>Identification of station or transit operator</b>			
Yes	No	N/A	
3	0	0	<b>1.</b> The hub is clearly identified, visible from surrounding roadways by vehicular and pedestrian traffic. <ul style="list-style-type: none"> <li>• Needs bigger name on front</li> <li>• Lacks consistent graphics, design, color, logos and typography</li> </ul>
3	0	0	<b>2.</b> Entrances into the hub are clearly identified, visible from approaches by vehicular and pedestrian traffic. <ul style="list-style-type: none"> <li>• Add name to side entrance</li> </ul>
1	3	0	<b>3.</b> Transit operators serving the hub are clearly identified at the entrances with their logo and name. <ul style="list-style-type: none"> <li>• Add logos for ACE, Capitol Corridor, VTA - LRT.</li> </ul>
0	3	0	<b>4.</b> Station identification reinforces information on printed maps and schedules. <ul style="list-style-type: none"> <li>• New LRT signs are good.</li> <li>• 511 is not consistent regarding "Diridon."</li> </ul>
1	3	0	<b>5.</b> Station name is identified on the entrance sign along with agency logo. <ul style="list-style-type: none"> <li>• No entrance sign, missing logos.</li> </ul>
<b>Moving around or entering or exiting the station</b>			
Yes	No	N/A	
0	4	0	<b>6.</b> Agency logos are included with names on directional signs within the facility. <ul style="list-style-type: none"> <li>• Signs identify modes but not operators.</li> <li>• Too many different logos for Caltrain service; it is confusing and not consistent.</li> </ul>
1	2	0	<b>7.</b> Turnstile level street exit directional signs also include connection agency names and logs. <ul style="list-style-type: none"> <li>• Yes for bus platforms.</li> </ul>
1	1	0	<b>8.</b> Vital connections information is grouped together on signs. <ul style="list-style-type: none"> <li>• Not clear, non-existent or inconsistent.</li> </ul>
0	2	0	<b>9.</b> Connection directions are provided at each decision point and there are no gaps in the connection directional information flow. <ul style="list-style-type: none"> <li>• Need ticket signs at side entrance.</li> <li>• No signs for Caltrain.</li> </ul>

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1	3	0	<p><b>10.</b> Exiting directional signs list a hierarchy of the popular destinations and connecting services to reach these destinations.</p> <ul style="list-style-type: none"> <li>• Information is not organized by destination.</li> <li>• There are no signs for destinations.</li> </ul>
2	3	0	<p><b>11.</b> Where connecting transit service is not within the station, clear directional signage (including walking distance) is provided to these services. All sign placement complies with 2004 ADAAG guidelines.</p> <ul style="list-style-type: none"> <li>• Yes, for bus platforms.</li> <li>• Only reference to Route 522 is on station map.</li> <li>• 522 stop is not visible from the station area.</li> <li>• Need shuttle signs.</li> </ul>
0	4	0	<p><b>12.</b> In stations with multiple track/gate or train/ferry service, confirmation of agency, destination, and real-time departure is associated with those services.</p> <ul style="list-style-type: none"> <li>• Caltrain signs are broken.</li> <li>• No agency logos.</li> <li>• Only real-time signs are for Capitol Corridor and they are not well identified.</li> </ul>
2	1	0	<p><b>13.</b> Clear sightlines are maintained to signs and all sign placement complies with 2004 ADAAG guidelines.</p> <ul style="list-style-type: none"> <li>• Not consistent.</li> </ul>
0	4	0	<p><b>14.</b> Existing connection information is color-coded to emphasize and make it easier to find directions and connections.</p>
2	2	0	<p><b>15.</b> Signs are legible with adequate message size appropriate for viewing distance, proper contrast ratios, and illumination levels.</p> <ul style="list-style-type: none"> <li>• Bus signs are generally good.</li> <li>• Parking machines signs are not large enough.</li> <li>• VTA LRT signs could be larger so they could be seen more easily.</li> <li>• Inconsistent information regarding train platforms.</li> </ul>
1	3	0	<p><b>16.</b> Arrows are of consistent design and are bold in visual balance with text and are closely associated with their messages.</p> <ul style="list-style-type: none"> <li>• Arrows are not large enough.</li> <li>• Inconsistent for logos and station wayfinding.</li> </ul>

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			Identification of where to board or wait for transit
Yes	No	N/A	
1	3	0	<b>17.</b> Transit boarding platforms are clearly and boldly identified. <ul style="list-style-type: none"> <li>• Not clear about which platform serves which train.</li> <li>• Bus platform info is confusing.</li> </ul>
0	2	1	<b>18.</b> Where a particular transit route utilizes different boarding points for opposite directions of travel, directional signage is provided to the different boarding point including platform route number, name, and route terminus (a place name). <ul style="list-style-type: none"> <li>• Not consistent</li> </ul>
1	3	0	<b>19.</b> At commuter rail, ferry terminals or bus stations, the boarding area identification number is large and bold with service agency, destination, number, and "real-time" departure is provided. <ul style="list-style-type: none"> <li>• Hwy 17 information is not accurate.</li> <li>• Real-time for Capitol Corridor but it is not clear or easy to read.</li> <li>• Not clear for which train or which platform.</li> </ul>
3	3	0	<b>20.</b> Schedule frequency and last departure information are provided at transit boarding platforms and are consistent with 2004 ADAAG guidelines. <ul style="list-style-type: none"> <li>• Yes for buses and LRT, no for trains.</li> </ul>
4	0	0	<b>21.</b> Bus stop signs have agency logos large and bold. <ul style="list-style-type: none"> <li>• DASH shuttle could be larger and well defined.</li> <li>• Add a shelter for DASH.</li> </ul>
4	0	0	<b>22.</b> Bus stop signs have accessibility and parking restrictions as auxiliary signs below the basic bus stop signs. <ul style="list-style-type: none"> <li>• Not consistent.</li> </ul>
3	0	0	<b>23.</b> Bus route identification on bus stop signs comply with 2004 ADAAG Guidelines - minimum 2" route number character height. <ul style="list-style-type: none"> <li>• For VTA - YES; others- NO.</li> <li>• Inconsistent Braille signs on bus poles.</li> <li>• Logos and telephone numbers are too small.</li> </ul>
4	0	0	<b>24.</b> Bus stop sign faces are visible from each approach direction.
2	2	0	<b>25.</b> Bus shelters have associated bus stop signs which are consistent with the design guidelines described in this checklist. <ul style="list-style-type: none"> <li>• No bus logos on bus shelters.</li> <li>• Limited and inconsistent schedule information.</li> </ul>

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			CUSTOMER INFORMATION
			Regional Transit Information (RTIC)
Yes	No	N/A	
2	2	0	<b>26.</b> Transit information in Regional Transit Information Display Cases is accurate and easy to read. <ul style="list-style-type: none"> <li>• Information is poorly organized.</li> <li>• No headers.</li> <li>• Not easy to read.</li> <li>• Not consistent.</li> </ul>
0	4	0	<b>27.</b> Transit operator and route maps for the nine-county San Francisco Bay Area are posted in the Regional Transit Information Display Cases. <ul style="list-style-type: none"> <li>• Some information for Southbay /San Mateo and Alameda County services.</li> </ul>
			Local Transit Information
4	0	0	<b>28.</b> Hub specific information is provided in a case adjacent to the Regional Transit Information Display Case and at other critical locations at the hub. <ul style="list-style-type: none"> <li>• Information is poorly organized, not useful, confusing and out of date.</li> </ul>
4	0	0	<b>29.</b> Hub layout maps are provided in the hub information display case. <ul style="list-style-type: none"> <li>• Map is not very detailed; it is confusing and not easy to read.</li> </ul>
2	2	0	<b>30.</b> Map of hub vicinity with landmarks and attractions is posted in the hub information case. <ul style="list-style-type: none"> <li>• Information seems accurate.</li> <li>• Some information can be understood from VTA transit map, but it could be better; too small in scale.</li> </ul>
2	2	0	<b>31.</b> Posted transit information (i.e. maps, schedules) is well maintained, accurate and easy to find. <ul style="list-style-type: none"> <li>• Display case info is up-to-date, though poorly organized.</li> <li>• Maps in shelters are 3 years old, not easy to find from front entrance and lobby.</li> </ul>
2	2	0	<b>32.</b> Schedules, fare, transfer information and hub layout maps are located near bus stops and loading platforms. <ul style="list-style-type: none"> <li>• Yes for bus and LRT, No for rail,</li> <li>• Inconsistent information and some is clearly out of date.</li> </ul>
4	0	0	<b>33.</b> Printed schedules and maps distributed at the hub contain accurate information and are consistent with the information provided in the Regional Transit Information Display Cases. <ul style="list-style-type: none"> <li>• VTA LRT has new and clear signs and information; effective lighting.</li> <li>• Some VTA directional signs could be larger and arrows more consistent with the whole Diridon station.</li> </ul>

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			REAL-TIME SIGNAGE
			Existing Real-Time Signage
Yes	No	N/A	
4	0	0	<p><b>34.</b> Real-time signage is provided at the hub.</p> <ul style="list-style-type: none"> <li>• Only for Capitol Corridor, Amtrak bus, VTA LRT. Caltrain signs are broken.</li> </ul>
			<p><b>35.</b> Location of signs.</p> <ul style="list-style-type: none"> <li>• Side entry to Diridon Station. (Amtrak bus)</li> <li>• Inside station at outer lobby. (Caltrain?)</li> <li>• Pedestrian Tunnel. (Caltrain?)</li> <li>• Lobby - behind counter (Amtrak, Capitol Corridor)</li> <li>• Tracks 2&amp;3, 4&amp;5 (Capitol Corridor)</li> <li>• VTA LRT Station.</li> </ul>
			<p><b>36.</b> Description and photo of signage types.</p> <ul style="list-style-type: none"> <li>• Time and date, Security Alerts.</li> <li>• Not working.</li> <li>• Not working.</li> <li>• Time, date, security alerts.</li> <li>• Time, date, security alerts.</li> <li>• Extremely good information - time, date, security information, station announcements, customer information.</li> </ul>
			<p><b>37.</b> Identification of transit services included on real-time signage (Include operator and mode).</p> <ul style="list-style-type: none"> <li>• None</li> </ul>
			Future Real-Time Signage Installations
			<p><b>38.</b> Describe location(s) for future real-time signage locations (indicate on station diagram). Refer to Appendix A Real-Time Technology Guidelines page A-24</p> <ul style="list-style-type: none"> <li>• Phase 1 - integrate all real-time info signs. Use existing sign locations and install new signs that are integrated.</li> </ul>
			<p><b>39.</b> Describe transit services that would be included in real-time signage displays. Refer to Appendix A pages A-24-26.</p> <ul style="list-style-type: none"> <li>• List of all trains and buses, need real-time hierarchy. This is a complicated station but if it can be accomplished at airports, then it can be accomplished here.</li> </ul>