



# 25th Avenue Grade Separation Project

San Mateo City Council

July 15, 2019

# Agenda

---

- I. Project Description
- II. Hillsdale Station Improvements & Schedule
- III. Temporary Station Closure Outreach
- IV. Questions

# Project Description

# Project Overview

---

## Project Need

- 92 Caltrain trains each weekday use the crossing, in addition to freight
- No. 8 on California Public Utilities Commission railroad crossing safety priority list
- Lack of grade separation increases delays along corridor

## Project Elements

- Construct grade separation (elevated rail, lowered road) at 25th Avenue
- New grade separated, east-west connections at 28th and 31st Avenues
- Mechanically Stabilized Earth (MSE) wall, approximately 1 mile
- 5 bridges
- Relocated Set-Out Track
- New Hillsdale Station with updated amenities

# Project Benefits

---

- Improved pedestrian and motorist safety
- Improved traffic flow
- Safe rail operations
- Fewer system-wide delays
- Improve customer experience with new station
- Reduce train horn noise
- Support Caltrain electrification, which will reduce noise and vibration
- Enhanced east-west connectivity

# Station Improvements



# Station Improvements

---



# Station Improvements

---



# Schedule

---

Activity	Date
Start of Construction	October 2017
MSE Wall Construction	Sep 2018 – Fall 2019
Station Closed	Dec 2019 to June 2020
Track Cut Over #1 & #2	Feb & March 2020 (1 weekend each)
28 <sup>th</sup> Ave. Completed	June 2020

# Schedule Continued

---

Activity	Date
25 <sup>th</sup> Ave. Closed	September 2020
25 <sup>th</sup> Ave. Completed	November 2020
31 <sup>st</sup> Ave. Completed	January 2021
Project Completed	January 2021

# Construction Occurring



# Construction Occurring



# Construction Occurring



# Construction Occurring



# Temporary Hillsdale Station Closure

# Service During Hillsdale Station Closure

---

Requirement: Passenger service to continue during closure

- Caltrain serves over 63,000 daily riders

Options examined:

- Temporary Hillsdale Station
- Combination of Hayward Park and Belmont Stations
- Hayward Park Station receive additional service only
- Belmont Station receive additional service only

# Evaluation

---

## Evaluation: Temporary Hillsdale Station

- Would need to be south of current station for operational reasons
- Build temporary station (costly)
- Pedestrian/Bike access limited (currently not ADA accessible)
- Very limited parking would require additional shuttle service
- Hold-out rule

# Evaluation Continued

---

## Evaluation: Hayward Park & Belmont Combination

- Operational impact analysis conducted
- Turn-around requirements (need 20 minutes)
- Adding stops at both Hayward Park and Belmont adds 2-3 minutes per stop and has potential system-wide impacts (63,000k daily riders)

# Belmont Station

---

Belmont determined to be the best location for additional service while Hillsdale is closed

- Accessible by all modes: walking, biking, ADA, car
- Operationally, least system wide impact
- Abundant parking and ride share locations
- Less than 2 miles away from Hillsdale

# Hillsdale + Belmont Connections

---

- Samtrans bus service on El Camino Real (every 15 mins all day during the week)
- Coordination with all public and private shuttles (including local school)
- Additional shuttle service (secured by Caltrain) between Belmont and Hillsdale Station during morning and evening commute hours. Exact details still being evaluated. **Survey to be conducted on July 24.**
- Caltrain will conduct rider survey in late July to help refine rider access plans
- Drive time between stations: 5 minutes
- Bike time between stations: 8 minutes
- Walk time between stations: 33 minutes

# Outreach For Temporary Station Closure

# General Project Outreach

---

- Weekly Construction Updates
- Construction Notices
- Dedicated Website Pages
- Social Media
- Public Meetings: At regular intervals and major milestones



# General Project Outreach

The screenshot shows a web browser window with the URL [www.caltrain.com/projectsplans/Projects/Caltrain\\_Capital\\_Program/25th\\_Avenue\\_Grade\\_Separation.html](http://www.caltrain.com/projectsplans/Projects/Caltrain_Capital_Program/25th_Avenue_Grade_Separation.html). The page features the Caltrain logo and a navigation menu with links for home, site map, bids/contracts, jobs, contact, and a search bar. Below the navigation is a secondary menu with links for Schedules, Stations, Fares, Rider Information, Projects & Plans, and About Caltrain. On the left side, there is a vertical menu with links for Schedules, Stations, Fares, Rider Information, Projects & Plans (highlighted), Projects, Plans, Caltrain Modernization, and About Caltrain. Below this menu is a graphic for the Caltrain Modernization Program. The main content area displays the breadcrumb path: > caltrain.com > Projects & Plans > Projects > Caltrain Capital Program > 25th Avenue Grade Separation. The title of the page is "25th Avenue Grade Separation". A button labeled "Sign Up for Project Updates" is circled in red. Below the title is an aerial rendering of the project area, showing streets such as 25th Ave, 28th Ave, El Camino Real, S. Delaware St, and 31st Ave. To the right of the main content, there are three sections: "Subscribe" with a text input field and a "Subscribe" button; "Highlights" with links for Weekday Timetable, Weekend Timetable, Special Events, and Electrification; and "Social" with icons for Twitter, Facebook, Instagram, Google+, Tumblr, Pinterest, and WordPress.

# General Construction Notices

## 25th Avenue Grade Separation Notices

- 6/28/19 **Pacific Blvd. Closure & S. Delaware Lane Closures**  
[Link to Notice](#)
- 6/21/2019 **Rail Bridge Installation & Temp Vehicle Height Restriction**  
[Link to Mailer](#)
- 6/21/2019 **AT&T Utility Vault Installation**  
[Link to Notification](#)
- 6/14/2019 **Leslie Street Closure**  
[Link to Mailer](#)
- 3/22/2019 **AT&T Utility Relocation: Sheet Installation**  
[Link to Mailer](#)
- 3/15/2019 **Temporary Overhead Clearance Bars**  
[Link to Notification](#)
- 12/21/2018 **AT&T Utility Relocation: Early 2019**  
[Link to Notification](#)
- 10/17/2018 **Community Meeting: November 2018**  
[Link to Mailer](#)
- 10/10/2018 **Storm Drain Installation: Fall 2018**  
[Link to Mailer](#)
- 10/9/2018 **Lane Closure on E. 25th Avenue**  
[Link to Notification](#)

### 25th Avenue Grade Separation Project: Upcoming Night Work

Dear Caltrain Neighbor,

As part of the 25th Avenue Grade Separation Project, crews will begin installing temporary shoring at 25th Avenue in the Caltrain right-of-way in mid-February. Sheet piles, used for temporary shoring, are a retention system where steel sheets are installed with a vibratory hammer to create a support wall. In an effort to mitigate the noise, crews will pre-drill prior to inserting the sheets. While the majority of work is conducted during the day, some night work is required due to the activity's proximity to the railroad tracks. To start construction earlier in the evening, Caltrain plans to single track its trains when night work is scheduled.

Partial sidewalk and lane closures on E. 25th Avenue (between El Camino Real and S. Delaware) are also occurring as part of the project and will be intermittent for up to four months. All businesses along E. 25th Avenue will remain open during construction. Please note the construction schedule is subject to change. We apologize for any inconvenience the construction may cause.

The 25th Avenue Grade Separation Project will raise the tracks and slightly lower the road (grade separate) at E. 25th Avenue in San Mateo. Caltrain, in cooperation with the City of San Mateo, is implementing the project to improve safety for both motorists and pedestrians. In addition, the project provides an opportunity to complete east-west street connections at 28th and 31st Avenues. The project will reduce local traffic congestion and horn noise, and as part of the project improvements, Caltrain will build a new elevated Hillsdale Station with updated amenities at E. 28th Avenue, allowing for better safety and reduced traffic.

Caltrain offers a weekly notice for those interested in the latest construction activities. To sign-up for the weekly construction notice or for more information visit [www.caltrain.com/25thGS](http://www.caltrain.com/25thGS). For questions about the project, please call the Caltrain Construction Hotline at 650.508.7726 or email [SMGradeSep@caltrain.com](mailto:SMGradeSep@caltrain.com).

1.31.18

### Proyecto de Separación de Niveles en 25th Avenue: Próximamente se realizarán obras nocturnas

Estimado vecino de Caltrain:

Como parte del Proyecto de Separación de Niveles en 25th Avenue, a mediados de febrero los equipos de trabajo empezarán a instalar puntales temporales en 25th Avenue en el derecho de paso de Caltrain. Las tablestacas, utilizadas para apuntalar temporalmente, son un sistema de retención en el que láminas de acero son instaladas con un martillo vibratorio con el fin de crear un muro de retención. Con el propósito de reducir el ruido, los equipos de trabajo realizarán perforaciones preliminares antes de introducir las tablestacas. Aunque la mayor parte de la obra se llevará a cabo durante el día, es necesario realizar algún trabajo nocturno debido a la proximidad de la obra a las vías del tren. Para empezar las obras de construcción más temprano por la noche, Caltrain planea colocar a sus trenes en una sola vía cuando se haya programado trabajo nocturno.

También se llevará a cabo el cierre parcial en las aceras de E. 25<sup>th</sup> Avenue (entre El Camino Real and S. Delaware) como parte del proyecto, lo cual se hará intermitentemente durante hasta cuatro meses. Todos los negocios ubicados a lo largo de E. 25<sup>th</sup> Avenue permanecerán abiertos durante las obras. Por favor tome en cuenta que el calendario de construcción está sujeto a cambios. Le rogamos nos disculpe por cualquier molestia que las obras de construcción pudieran ocasionar.

El Proyecto de Separación de Niveles en 25th Avenue elevará las vías y reducirá ligeramente el nivel de la calle (separación de niveles) sobre E. 25<sup>th</sup> Street en San Mateo. Caltrain, en cooperación con la Ciudad de San Mateo, implementa este proyecto con el fin de mejorar la seguridad tanto de automovilistas como de peatones. Asimismo, este proyecto brinda la oportunidad de concluir las conexiones de este a oeste en 28<sup>th</sup> Avenue y 31<sup>st</sup> Avenue. El proyecto reducirá la congestión del tráfico local y el ruido de claxonos, y como parte de las mejoras contempladas por el proyecto, Caltrain construirá una nueva Estación Hillsdale elevada con servicios actualizados en E. 28th Avenue, lo que reforzará la seguridad y reducirá el tráfico.

Caltrain ofrece un aviso semanal a todas aquellas personas interesadas en las más recientes actividades de construcción. Si desea inscribirse para recibir el aviso semanal sobre la construcción o información adicional, visite [www.caltrain.com/25thGS](http://www.caltrain.com/25thGS). Si tiene alguna pregunta acerca del proyecto, sírvase llamar a la Línea Directa de Construcción de Caltrain al 650.508.7726 o envíe un email a [SMGradeSep@caltrain.com](mailto:SMGradeSep@caltrain.com).

Para traducción llama al 1.800.660.4287  
如需翻譯請電 1.800.660.4287  
Cần dịch thuật, xin gọi 1.800.660.4287



## Project Resources

- [Weekly Construction Update](#) (scroll to project)
- [PG&E Pipeline Work](#)
- [Night Work Information](#)
- [Fact Sheet](#)
- [Presentations](#)
- [Mailers/Notifications](#)
- [Press Releases](#)
- [Project Photos](#)
- [City of San Mateo Project Page](#)



# Station Closure Visual



# Hillsdale Station Closure Focused Outreach

---

Timing	Item
July	City Council update (7/15) and virtual town hall (7/31)
Late Summer / Fall	Continue broader engagement community and customers
Winter 2019 (1.5 months before closure)	Community meeting and increasing communication to community and customers



Note: Information about the Station Closure has coordinated with the City and been publicly presented since 2017

# Virtual Town Hall: July 31

---

- Rolling out virtual interactive format for first time on this project
- Applying what learned from previous online events
- Reach new online audiences, interact in real time
- They can participate on any device, anywhere
- For the very first time, City staff joining JPB staff live behind the scenes to answer public's questions in real-time during online town hall.
- Town Hall remains online throughout project for public to view at any time

# Virtual Town Hall: July 31

---

- Mailers to residents and businesses arriving this week
- Registration promoted in City's E-Newsletter this week
- Invite to distribution list and promoted on social this week
- Be one of the first to register now:

<http://bit.ly/25thGS>

# New Online Materials



**Caltrain**

JUL 31

Caltrain Hillside Station Closure Virtual Town Hall

By Caltrain [Follow](#)

Free

[Register](#)

All event representations of the 25th Ave. Grade Separation Project and Q&A

**About this Event**

Do you live or work near the Caltrain Hillside Station? Do you use the service at Hillside Station? Do you live, work, or go to school near Hillside Station? If you're wondering about these questions, please join our Virtual Town Hall about the temporary Hillside Station closure as part of the 25th Avenue Grade Separation Project.

Caltrain is collaborating with the City of San Mateo to make improvements to safety, traffic flow, and to reduce rail noise. To do this, the Hillside Station will be temporarily closed for six months starting in December 2019. This will allow for the construction of ground-level tracks and elevated tracks, the creation of a new east-west connection at 28th Avenue, and the building of a new Hillside Station without interrupting Caltrain's daily passenger service.

The online meeting will be live on Caltrain's YouTube page and it will be made available to 10 minutes before the event begins. A Google+ YouTube log-in is required to participate. An interactive chat will be available before the questions.

**About the 25th Avenue Grade Separation Project**

When it's done, safety and traffic will be better. The station will be replaced from the old 25th Avenue building, with noise and improved traffic flow, there will be a new east-west connection at 28th Avenue and 28th Avenue will be a new Hillside Station with updated amenities will be served to the community.

**How to Stay Involved**

Caltrain offers a variety of ways for those interested in the project to get involved. For more information on the project and to stay informed, please visit [www.caltrain.com/25thQ&A](http://www.caltrain.com/25thQ&A). For questions about the project, please call the Caltrain Customer Service at 800.690.4237 or email [SMInnov@caltrain.com](mailto:SMInnov@caltrain.com).

**Share With Friends**

[f](#) [p](#) [in](#) [v](#) [e](#)

## Temporary Hillside Station Closure



[Sign Up for Project Updates](#)

### Background Information

In order to complete the [25th Avenue Grade Separation Project](#) that will improve safety, traffic flow, and reduce train noise, Hillside Station will be temporarily closed for up to six months starting in December 2019. This will allow for the transition from ground-level tracks to elevated tracks; the creation of an east-west connection at 28th Avenue; and the building of the new Hillside Station without interrupting Caltrain's passenger service that serves 63,000 daily commuters. When complete, the new landscaped station will be located at 28th Avenue with updated amenities.



### Information for Hillside Station Customers

During the temporary Hillside Station closure, Belmont Station (2 miles south) will receive additional train service.

- Riders may take the Samtrans bus between Hillside and Belmont Stations at no additional charge. The bus arrives every 12-15 minutes on El Camino Real on weekdays.
- Enhanced shuttle service will be available during commute hours between Hillside and Belmont Stations. (More details available in fall 2019)
- Caltrain will provide station access maps and maps to navigate between stations in fall 2019.
- The updated Caltrain schedule for the temporary closure will be released in winter 2019.



# Closure Outreach In The Community

---

## Community Engagement (Summer - Winter 2019)

- Public Meetings: City Council, JPB Board, Community Meetings
- Local Organizations & School Meetings
- Regular Communication to Electeds, HOAs, Neighborhood Associations, Chambers, Schools
- FAQs on Station Closure & Access Maps
- Notices: Mailers, Subscription List, Weekly Notices

# Closure Outreach Online

---

## Digital Communication (Summer 2019 to Summer 2020)

- Virtual Town Hall (July 31st noon to 1pm)
- Social Media: FB, Twitter, Instagram, NextDoor
- Hashtag: #SanMateo #Caltrain #SMCounty
- Alerts on Station Webpages (Hillsdale and Belmont)
- Dedicated Webpage on Station Closure Information
- Press Releases
- Peninsula Moves Newsletter

# Closure Outreach Materials & Signage

---

## Customer Communication (Winter 2019 - Summer 2020)

- A-frames and info boards
- Banner at Hillsdale Station
- Windshield drops in parking lots
- Train Seat Drops
- Electronic signs at platforms
- Conductor announcements
- Ads

# Project Contact Information

---

Caltrain Customer Service: 1-800-660-4287

Email: [SMGradeSep@Caltrain.com](mailto:SMGradeSep@Caltrain.com)

Website: [www.caltrain.com/25thGS](http://www.caltrain.com/25thGS)

Social Media: @Caltrain